

Window Air Conditioner Tips

Please review our maintenance and troubleshooting tips below to prolong the life of your air conditioner. Requirements will vary across manufacturers, so please consult product manuals for detailed care instructions specific to your unit.

Set-Up

Installation

Upon arrival, make sure you follow the below instructions to prevent any internal damage to your air conditioner.

1. **Let Unit Sit Unplugged:** Leave your window A/C in an upright position for 24 hours before plugging it in to allow the coolant time to settle after shipment. If it is plugged in too soon, it will not reach a cold temperature

Maintenance

Cleaning

Performing regular maintenance and cleaning care helps ensure your air conditioner operates effectively. Be sure to ALWAYS unplug the unit before cleaning or servicing.

1. **Clean Air Filter:** You should be cleaning the air filter at least once every two weeks to prevent inferior fan operation due to dust accumulation. If you have pets, you should clean the air filter weekly. Wash the air filters by immersing gently in warm water (about 40°C/104°F) with a neutral detergent. Rinse the filters and allow to dry completely in a shady area; do not place under direct sunlight. As an alternative, you can vacuum the filter clean. If filter is damaged, make sure you replace immediately
2. **Clean the Housing:** Use a lint-free cloth soaked with neutral detergent to clean the unit's housing and finish with a dry clean cloth. Be sure to wring excess water from the cloth before wiping the controls. Excess water in or around the controls may cause damage to the unit

Off Season Storage

Proper care and storage of your air conditioner during the off season will ensure it continues to operate effectively year over year.

1. **Run in Fan Only Mode:** Turn the unit on and run on "fan" mode for half a day in a warm room. This will dry the inside of the unit and prevent mold and mildew growth
2. **Clean Air Filter:** Before storing your A/C for the off-season, make sure you thoroughly clean your filter. Refer to the Cleaning section above for additional cleaning tips
3. **Power Off:** Power off the unit and remove the batteries from the remote
4. **Cover:** Cover the unit in plastic or return it to the original carton before storing in an upright position

Energy Saving

To save energy and get the most out of your air conditioner, follow our tips below:

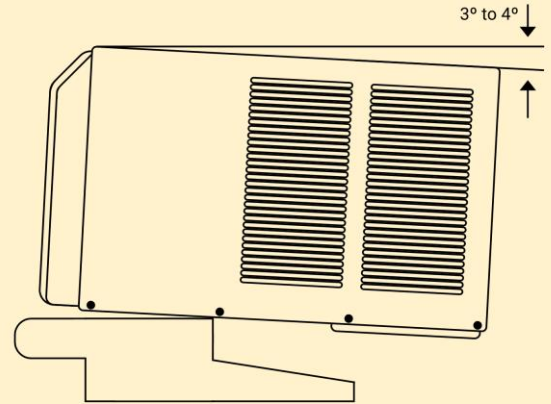
1. **Recommended Room Size:** Ensure you are using the unit in the recommended room size
2. **Keep Doors Shut:** Keep doors and windows closed to keep cool air in and warm air out
3. **On Hot Days, Turn on Early:** If a very hot day is expected, turn on the unit early to keep the room cool and keep the heat out

Troubleshooting

Leaking

It is normal for condensation to form water droplets as your A/C cools warm air, but if water is leaking into your home, turn off the unit for 30 minutes and check if the installation could be causing the problem:

1. **Tilt Air Conditioner:** To allow the condensation to drain from the drain hole during normal use, ensure that your A/C is tilted down towards the outside at an angle of about 3-4°, as shown in the image to the right. For detailed instructions specific to your unit, please consult your product manual.



Noise

Always ensure that the unit is free from debris such as leaves or sticks and nothing is an obstruction. If noises persist, please note that some noise is normal; learn what is expected versus what you can reduce below:

Recognizing Normal Sounds

- **Sound of Rushing Air:** At the front of the unit, you may hear the sound of rushing air being moved by the fan
- **High-Pitched Chatter:** High efficiency compressors may have a high-pitched chatter during the cooling cycle
- **Gurgle/Hiss:** “Gurgling” or “hissing” is the refrigerant passing through the evaporator during normal operation
- **Pinging or Switching:** Droplets of water hitting the condenser may cause “pinging” or “switching” sounds

Reducing Noise from Vibration

- **Ensure Surface is Level:** Window units may vibrate if they are not properly mounted inside the window. Refer to your assembly guide for more information regarding installation.

Not Cooling as Expected

If you are using the air conditioner in the recommended room size and it is still not cooling as expected, try these tips:

1. **Remove Obstacles:** For the exhaust system to improve air flow. Make sure there are no obstacles blocking the air outlet of the exhaust hose (in the range of 20 inches). Place the unit where nothing can obstruct the air flow. This includes: curtains, drapes, furniture etc.
2. **Clean Air Filter:** Check if your air filter is dirty and refer to maintenance section for cleaning tips

Air Conditioner Will Not Turn On

If your AC is not turning on, first check all the connections and the power outlet then following these tips below:

1. **Restart the Unit:** Turn the AC off, wait three minutes for the compressor to restart, and then power on the unit
2. **Clean Air Filter:** Check if your air filter is dirty and refer to Maintenance section for cleaning tips
3. **Press Reset Button:** Some units have built in ground-fault circuit interrupter protection. If your AC has a reset and test button, try pressing the reset button to restart the unit

Remote Not Working

If your remote isn't working, first check the battery and ensure these steps are being followed:

1. **Ensure You're Within Range:** Use remote within 20 feet and 180° radius to front of unit
2. **Remove Signal Obstructions:** If the signal is disrupted, check and remove any obstructions
3. **Check the Remote's Batteries:** Replace if needed