

maxon

USER MANUAL



EN

maximum of life

MAXON COMFORT PREMIUM (R32)

- MXI-09HC014i / MXO-09HC014i
- MXI-12HC014i / MXO-12HC014i
- MXI-18HC014i / MXO-18HC014i
- MXI-24HC014i / MXO-24HC014i



**Important note:**

Before installing or operating the air conditioner, carefully read this manual. Correct understanding of the installation and operating procedures is essential for safe and reliable operation of the unit. Keep this manual in a safe place for future reference.

Safety precautions

Read all instructions carefully before operating the air conditioner.
Failure to follow these instructions may result in injury, electric shock, fire, or product damage.

Hazards are classified as follows:

**WARNING**

Indicates a potential risk of serious injury or death.

**CAUTION**

Indicates a risk of minor injury or property damage.

**ATTENTION**

Indicates important information not related to personal injury.

WARNING — For Safe Product Use

Electrical Safety

- Always turn off the air conditioner and disconnect the power plug before cleaning or performing any user maintenance.
- Do not operate the unit if the power cord or plug is damaged. Contact an authorized service provider.
- Never pull the cord to unplug the unit. Hold the plug firmly.
- Do not use the air conditioner with wet hands.
- Do not use damaged, loose, or overloaded electrical outlets.
- Do not modify, lengthen, or splice the power cord.
- Do not connect the unit to an extension cord or power strip.

Abnormal Conditions

Immediately turn off the unit and disconnect the power supply if:

- you notice burning smells, smoke,
- or unusual noises or foreign objects enter the indoor unit;
- the unit operates abnormally

Do not attempt repairs yourself. Contact authorized service personnel.

Safety precautions

⚠ CAUTION — During Operation

Safe Use

- Do not insert fingers or objects into air inlets or outlets.
- Do not block air inlets or outlets with curtains, furniture, or other objects.
- Avoid directing airflow at infants, elderly persons, or individuals in poor health for prolonged periods.
- Do not place items such as hair spray, lacquer, or flammable materials near the indoor or outdoor unit.
- Do not operate the unit in environments containing flammable gases.

Avoid Water Exposure

- Do not operate the air conditioner in a bathroom, laundry room, or similarly wet areas.
- Ensure condensate drains freely.
- Do not expose electrical parts to water.

⚠ CAUTION — Cleaning and Maintenance

- Always disconnect the power supply before cleaning.
- Do not wash the unit with water or high-pressure sprays.
- Do not use gasoline, benzene, alcohol, thinners, or abrasive cleaners.
- Clean the air filters regularly to maintain performance and prevent abnormal operation.
- If the unit will not be used for a long period, disconnect power and remove the remote-control batteries.



Environmental & Disposal Information

WEEE Compliance

This product is classified as Waste Electrical and Electronic Equipment (WEEE). Do not dispose of the unit or remote controller with household waste. Use designated collection points for recycling.

Battery Disposal

- Dispose of batteries according to local regulations.
- Do not burn or expose batteries to high heat.
- Remove batteries if the remote will not be used for extended periods.

Fluorinated Greenhouse Gases

This product contains fluorinated greenhouse gases in accordance with Regulation (EU) 2024/573.

Refrigerant: R32 (HFC-32)

GWP: 675

Depending on the model, the factory refrigerant charge is:

MXO-09HC014i: 0.55 kg R32 / 0.371 t CO₂ equivalent

MXO-12HC014i: 0.58 kg R32 / 0.392 t CO₂ equivalent

MXO-18HC014i: 0.85 kg R32 / 0.574 t CO₂ equivalent

MXO-24HC014i: 1.08 kg R32 / 0.729 t CO₂ equivalent

Refrigerant must not be released into the atmosphere. Work on the refrigerant circuit, as well as refrigerant recovery and disposal, must be carried out only by appropriately qualified and/or certified personnel.

Safety precautions

R32 Refrigerant (Applicable to units using R32 only)

- This unit uses **R32 refrigerant**, a mildly flammable gas (A2L classification).
- If refrigerant leaks and contacts an ignition source, it may cause fire.
- Do not smoke or use open flames near the unit.
- If a leak is suspected:
 - Turn off the unit.
 - Ventilate the room.
 - Contact authorized service.

UV-C Lamp (If your model includes a UV-C module)

- Do not open UV-C lamp compartments.
- Do not stare directly at UV-C light.
- UV-C modules can only be serviced or replaced by authorized personnel.
- Always disconnect the unit from the power supply before any cleaning or maintenance near UV components.



WARNING

This appliance contains a UV emitter. Do not stare at the light source. The appliance must be disconnected from the mains power supply before any cleaning or maintenance.

Children & Vulnerable Persons

- This appliance can be used by children aged 8 and older and by persons with reduced capabilities only if supervised or trained.
- Children must not play with the appliance.
- Cleaning and maintenance must not be performed by children without supervision.

OPERATING TEMPERATURES

NOTE:

When the air conditioner is operated outside the temperature ranges listed below, certain safety protection functions may activate, and the unit may stop operating to protect the system.

	COOL Mode	HEAT Mode	DRY Mode
Room Temperature	16°C to 32°C (60°F to 90°F)	0°C to 30°C (32°F to 86°F)	10°C to 32°C (50°F to 90°F)
Outdoor Temperature – Comfort Premium	–15°C to +50°C (5°F to 122°F)	–25°C to +24°C (–13°F to 75°F)	0°C to 50°C (32°F to 122°F)
Special tropical models	0°C to 52°C (32°F to 126°F)	–15°C to +24°C (5°F to 75°F)	0°C to 52°C (32°F to 126°F)

For Outdoor Units with Auxiliary Electric Heater

When the outdoor temperature is below **0°C (32°F)**, it is strongly recommended to keep the unit connected to the power supply at all times to ensure stable operation and reliable performance.

IMPORTANT

•Operating the unit outside the specified temperature ranges may result in:

- Reduced performance
- Activation of protection functions
- Automatic shutdown of the unit

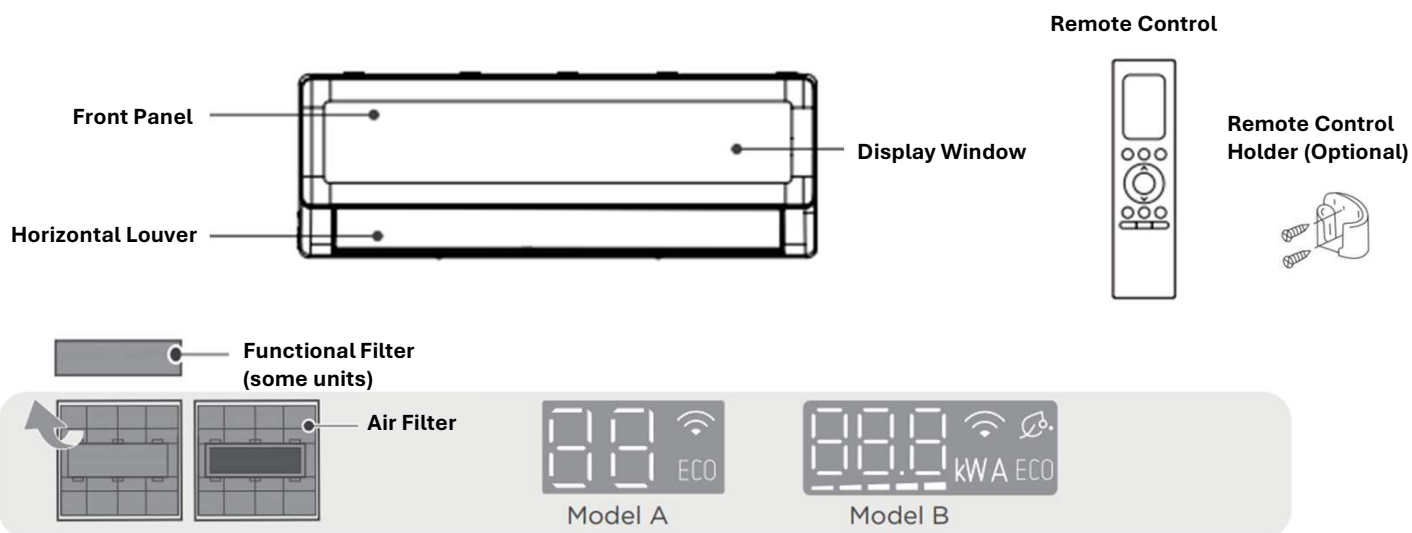
•These conditions are designed to **protect the compressor and system components** and do not indicate a malfunction.

Get to Know Your AC

NOTE

- Different models may feature different front panels and display windows.
- Not all indicators described below may be available on the air conditioner you purchased.
- Please refer to the indoor unit display for the actual indicators on your unit.
- Illustrations in this manual are for reference only. The actual appearance of the unit may vary.

Indoor Unit Overview



Front Panel

Protective cover of the indoor unit that can be opened for filter cleaning and maintenance.

Display Window

Displays operating status, temperature, error codes, and active functions depending on the model.

Horizontal Louver

Directs the airflow up and down. The angle is automatically adjusted during operation.

Air Filter

Removes dust and particles from the air. Located behind the front panel.

(Some models include additional functional filters.)

Functional Filter (Some Units)

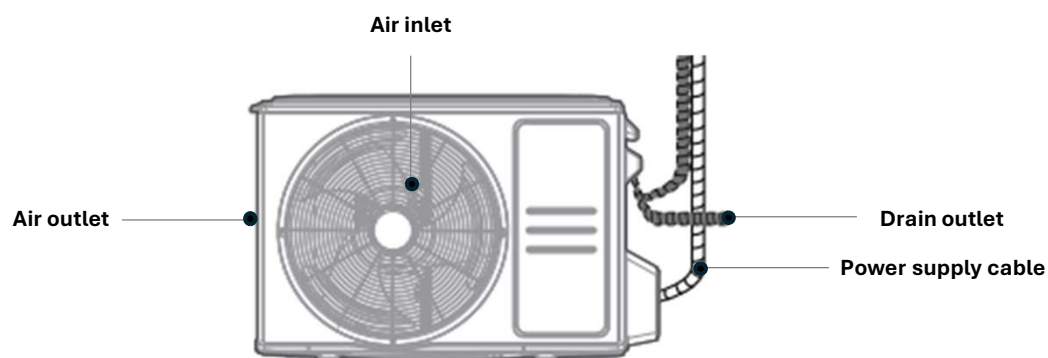
Provides additional air treatment depending on model configuration.

Outdoor Unit Overview

The outdoor unit houses the compressor, fan, and heat exchanger.

It exchanges heat with the outdoor air during cooling and heating operation.

Water may drain from the outdoor unit during cooling or defrosting operation. This is normal and does not indicate a malfunction.



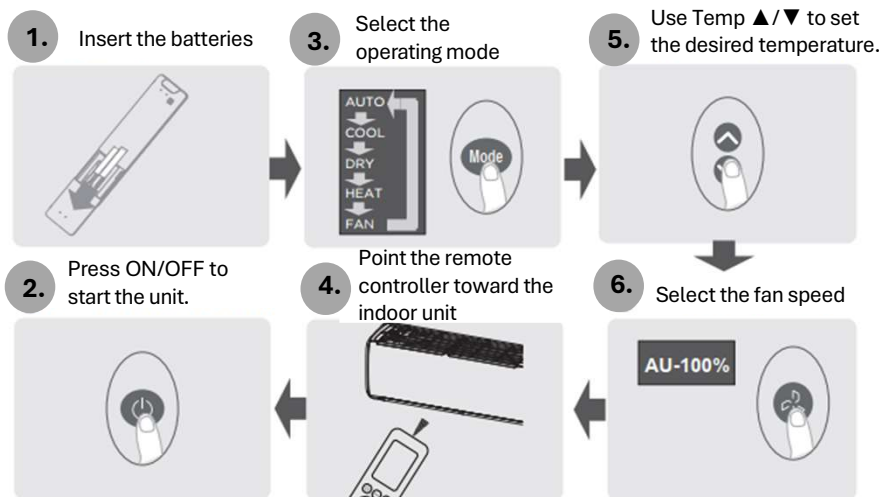
CONTENTS

Safety precautions	
Operating temperature range	
Get to Know Your AC	
Remote controller specifications	2
Operating the remote controller	3
Buttons and functions	4
Remote screen indicators	7
Basic functions	8
Advanced functions	9
Timer operation	14
Troubleshooting	15
Wi-Fi connection	18
Care and maintenance	19
Environmental information	21

Remote controller specifications

Model	RG10D15(D2HS)/BGEF, RG10D15(E2HS)/BGEF, RG10D15(F2HS)/BGEF, RG10D15(G2HS)/BGEF, RG10D15(H2HS)/BGEF
Rated voltage:	3,0 V (two dry-cell batteries, type R03/LR03 × 2)
Transmission range:	8 m
Operating temperature:	-5°C ~ 60°C (23°F ~ 140°F)

Quick start guide



Not sure what a certain function does?

For a detailed description of basic and advanced functions, refer to the relevant chapters in this manual.

Special note

The appearance of the remote controller may differ slightly from the illustrations shown.

If the indoor unit does not respond to a specific function, that function may not be supported on your model.

If there is any discrepancy between this manual and the user manual of the indoor unit, the descriptions in the indoor unit's manual take priority.

Operating the remote controller

Inserting and replacing batteries

The remote controller requires two batteries. These may or may not be included with your model. Insert the batteries before using the remote controller.

1. Slide the back cover of the remote controller downward to open the battery compartment.
2. Insert two batteries, ensuring the correct polarity by matching the (+) and (–) symbols inside the compartment.
3. Slide the battery cover back into place.



Battery performance

For optimal performance:

- Do not mix old and new batteries.
- Do not use batteries of different brands.
- Remove the batteries if the remote controller will not be used for more than two months.

Remote control

- Direct sunlight may interfere with the infrared signal receiver.
- Maintain a clear line of sight between the remote controller and the indoor unit.
- If the remote controller unintentionally operates another appliance, relocate the indoor unit or contact customer service.

Battery disposal

- Do not dispose of batteries as unsorted municipal waste.
- Follow local regulations for proper battery disposal.
- Some batteries may carry a chemical symbol beneath the disposal icon. This symbol indicates that the battery contains a heavy metal that exceeds a specified concentration. Example: Pb (lead) > 0.004%.
- Appliances and used batteries must be processed at authorized facilities for reuse, recycling or recovery. Proper disposal helps prevent negative impacts on the environment and on human health.



Notes for using the remote controller

The device complies with local national regulations.

In Canada, this device should comply with CAN ICES-3(B)/NMB-3(B).

In the USA, this device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. The device may not cause harmful interference.
2. The device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

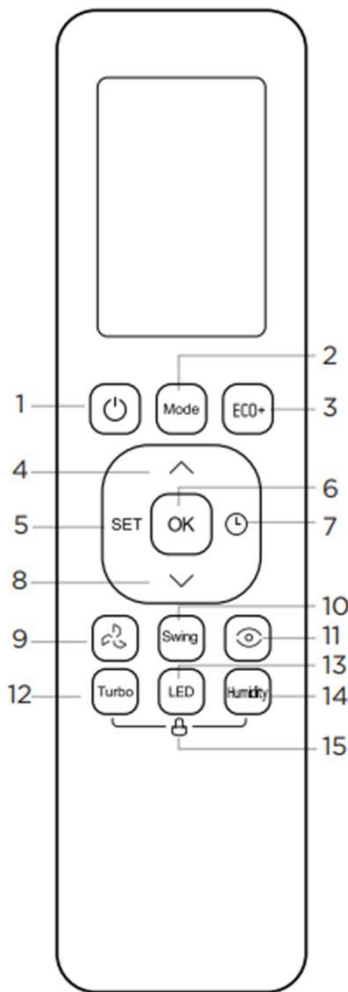
These limits provide reasonable protection against harmful interference in a residential installation.

If interference occurs, try one or more of the following:

- Reorient or relocate the receiving antenna.
- Increase the distance between the equipment and the receiver.
- Connect the equipment to a different power outlet than the affected device.
- Consult the dealer or a qualified radio/TV technician for assistance.
- Unauthorized modifications may void the user's authority to operate the equipment.

Buttons and functions

Before using your air conditioner for the first time, take a moment to familiarize yourself with the remote controller. The following section provides a brief overview of the remote controller buttons and their functions. For detailed instructions on operating the unit, refer to the basic functions chapter later in this manual.



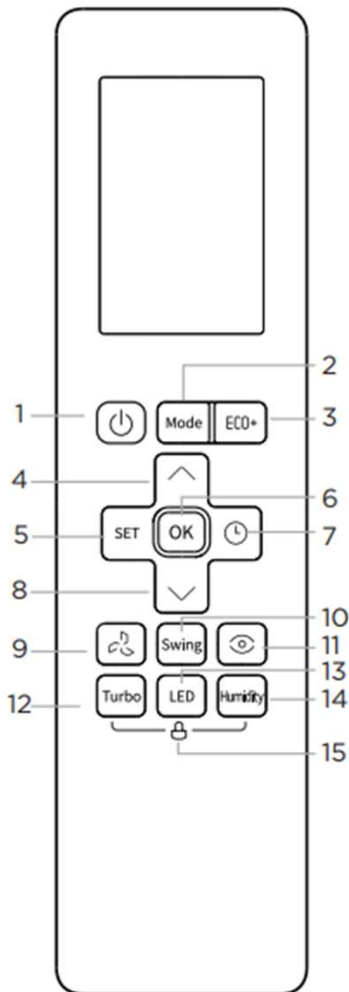
Model: RG10D15(D2HS)/BGEF

Description

1. **ON/OFF** – Turns the unit on or off.
2. **MODE** – Selects the operating mode:
Auto → Cool → Dry → Heat → Fan.
Note: Auto and Heat modes are available only on cooling and heating models.
3. **ECO+** – Starts or stops the energy-saving operation.
4. **TEMP UP (▲)** – Increases the temperature in 0.5°C (1°F) increments.
Maximum temperature setting: 30°C (86°F).
Note: Pressing both Temp ▲ and Temp ▼ for 3 seconds switches the temperature display between °C and °F.
5. **SET** – Selects advanced comfort functions (model dependent):
Sleep > Breeze Away > Follow Me > Active clean > Humidity control > Fresh/UV lamp > AP mode
6. **OK** – Confirms the selected functions.
7. **TIMER** – Sets the time for the unit to turn on or off.
8. **TEMP DOWN (▼)** – Decreases the temperature in 0.5°C (1°F) increments.
Minimum temperature setting: 16°C (60°F).
9. **FAN** – Selects fan speed:
Auto → 20% → 40% → 60% → 80% → 100%.
Fan speed can also be adjusted in 1% increments with Temp ▲/▼.
10. **SWING** – Horizontal louver: controls/directs airflow up and down. Vertical louver: controls/directs airflow left and right. Hold for 2 seconds to activate vertical louver swing (some models).
11. **INTELLIGENT EYE** – Detects human presence in the room to optimize energy use.
12. **TURBO** – Quickly reduces (cooling mode) or increases (heating mode) the temperature in the room.
13. **LED** – Turns the LED display and the buzzer on or off.
14. **HUMIDITY** – Adjusts room humidity during Dry mode within a range of 35% to 85%.
Each press increases humidity in 5% increments.
Note: After confirming the setting, the humidity value is shown on the display.
15. **LOCK** – Press and hold **Turbo** and **Humidity** for 5 seconds to lock the keyboard.
Press both buttons again for 2 seconds to unlock.

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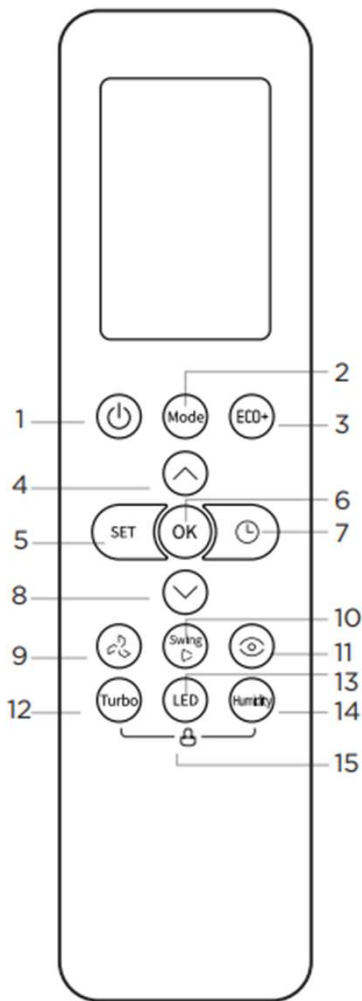
Model: RG10D15(F2HS)/BGEF
RG10D15(G2HS)/BGEF
RG10D15(H2HS)/BGEF

Description

1. **ON/OFF** – Turns the unit on or off.
2. **MODE** – Selects the operating mode:
Auto → Cool → Dry → Heat → Fan.
Note: Auto and Heat modes are available only on cooling and heating models.
3. **ECO+** – Starts or stops the energy-saving operation.
4. **TEMP UP (▲)** – Increases the temperature in 0.5°C (1°F) increments.
Maximum temperature setting: 30°C (86°F).
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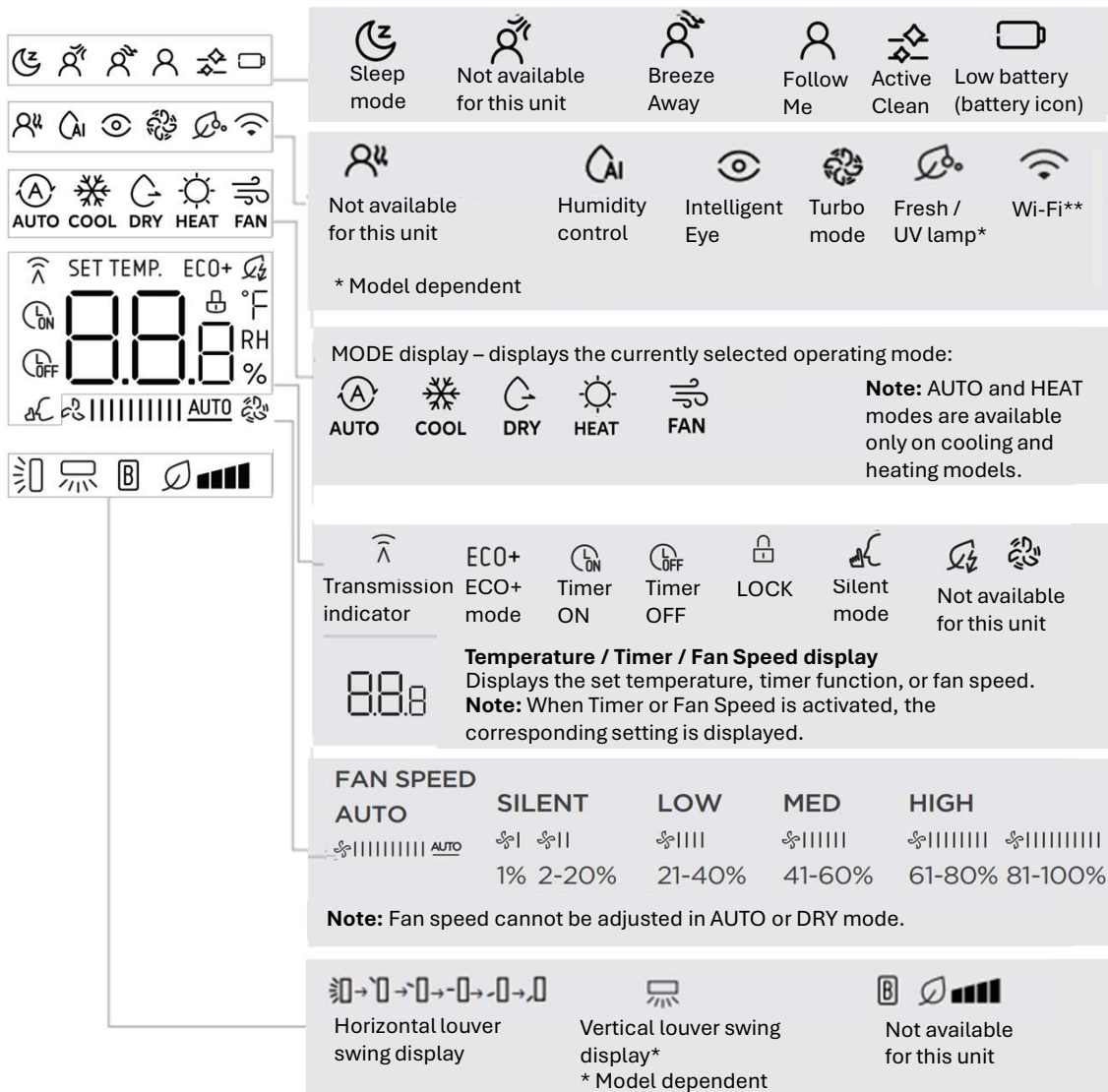
Model: RG10D15(E2HS)/BGEF

Description

1. **ON/OFF** – Turns the unit on or off.
2. **MODE** – Selects the operating mode:
Auto → Cool → Dry → Heat → Fan.
Note: Auto and Heat modes are available only on cooling and heating models.
3. **ECO+** – Starts or stops the energy-saving operation.
4. **TEMP UP (▲)** – Increases the temperature in 0.5°C (1°F) increments.
Maximum temperature setting: 30°C (86°F).
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Sleep > Breeze Away > Follow Me > Active clean > Humidity control > Fresh/UV lamp > AP mode
6. **OK** – Confirms the selected functions.
7. **TIMER** – Sets the time for the unit to turn on or off.
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Minimum temperature setting: 16°C (60°F).
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13. **LED** – Turns the LED display and the buzzer on or off.
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Each press increases humidity in 5% increments.
Note: After confirming the setting, the humidity value is shown on the display.
15. **LOCK** – Press and hold **Turbo** and **Humidity** for 5 seconds to lock the keyboard.
Press both buttons again for 2 seconds to unlock.

Remote Control Indicators

Information is displayed on the screen when the remote controller is powered on.



Note:

While using the remote controller, only the indicators related to active functions are displayed.

All indicators shown here are for reference only.

Basic functions



NOTE

Before operation, ensure that the unit is plugged in and power is available.

AUTO mode

Select AUTO mode.



Set the desired temperature.



Press ON/OFF to start the unit.



Notes:

1. In AUTO mode, the unit automatically selects COOL, FAN, or HEAT based on the set temperature.
2. Fan speed cannot be adjusted in AUTO mode.

COOL or HEAT mode

Select COOL or HEAT mode.



Set the desired temperature.



Set the fan speed.



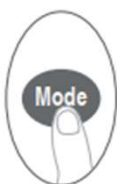
Press ON/OFF to start the unit.



Note: HEAT mode is available only on cooling and heating models.

DRY mode

Select DRY mode.



Set the desired temperature.



Press ON/OFF to start the unit.



Note: Fan speed cannot be adjusted in DRY mode because it is controlled automatically.

FAN mode

Select FAN mode.



Set the fan speed.



Press ON/OFF to start the unit.



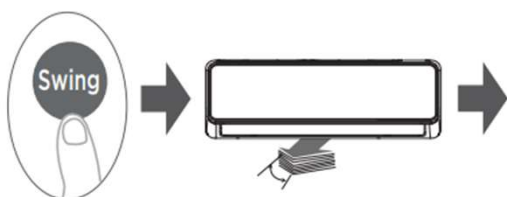
Note: Temperature cannot be set in FAN mode.

For this reason, no temperature value is shown on the remote controller display.

Advanced functions

SWING function

Press the
Swing button

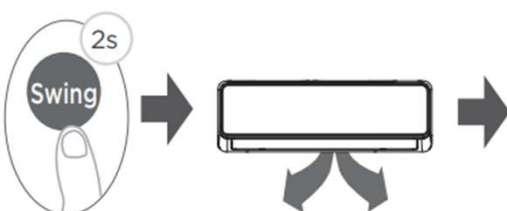


Horizontal swing

Press the Swing button repeatedly.

If the interval between presses is **less than 3 seconds**, the horizontal louvre cycles through the following positions:

Louver auto swing stop → Louver auto swing start → Louver angle 1 → Louver angle 2 → Louver angle 3 → Louver angle 4 → Louver angle 5



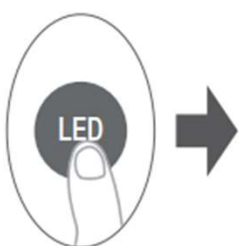
Press the Swing button repeatedly again.

If the interval between presses is more than 3 seconds, the horizontal louvre cycles through:
Louver at a fixed angle → Auto swing start → Auto swing stop

Vertical swing (model dependent)

Press and hold the **Swing** button for **more than 2 seconds** to activate the vertical louvre swing function.

LED display



Press the LED button to turn the indoor unit display on or off.



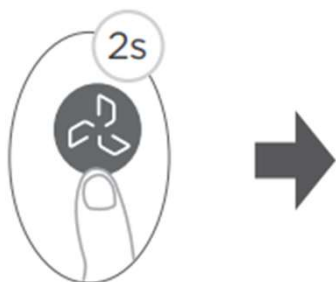
Press and hold the LED button for more than 5 seconds (some units):

The indoor unit will show the current room temperature.

Press and hold the button again for more than 5 seconds to return the display to the set temperature.

Advanced functions

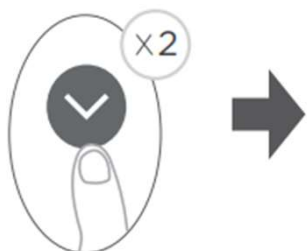
SILENT function



Press and hold the Fan button for more than 2 seconds to activate or deactivate the silent function.

Silent mode reduces the operating frequency of the compressor, which may result in lower cooling capacity.

TURBO function

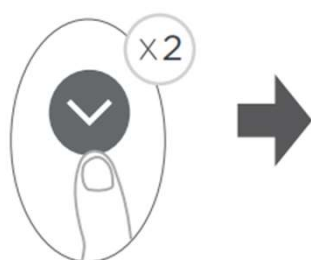


When the Turbo function is selected in Cool mode, the unit will deliver maximum airflow to accelerate the cooling process.

When selected in Heat mode, the unit will deliver maximum airflow to accelerate heating (some units).

For models equipped with electric heating elements, the electric heater will activate to quickly boost the heating process.

FP function (8°C HEATING) (heat pump models only)



The FP function operates the unit at high fan speed (while the compressor is running) with the temperature automatically set to 8°C / 46°F.

To activate FP mode:

Select HEAT mode → set the temperature to 16°C / 60°F
→ press TEMP ▼ twice within 1 second.

Pressing ON/OFF, MODE, FAN, or TEMP during operation will cancel this function.

HUMIDITY function



Press the **Humidity** button to activate the humidity-setting function.

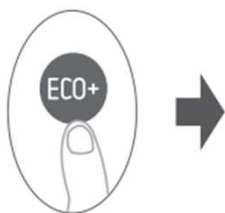
In **Dry mode**, press this button to adjust the humidity level within the range of **35%–85%**.

Each press increases the humidity in **5% increments**.

Note: After humidity is set, the selected value will appear on the display.

Advanced functions

ECO+ function



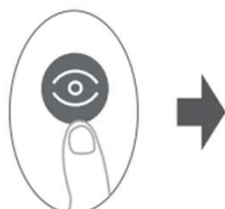
Press the ECO+ button when the unit is operating in Cool or Heat mode. The fan speed will switch to Auto, and the set temperature will remain unchanged.

This mode enhances comfort by reducing temperature fluctuations and improving energy efficiency.

Note:

- The function is available only in **Cool** or **Heat** mode.
- **Turbo** and **Silent** functions are cancelled when ECO+ is activated.
- Activating **Active clean**, **Turbo**, **FP**, or **Silent** function, or pressing **Mode** or **On/Off** button, will cancel the ECO+ function.

INTELLIGENT EYE function

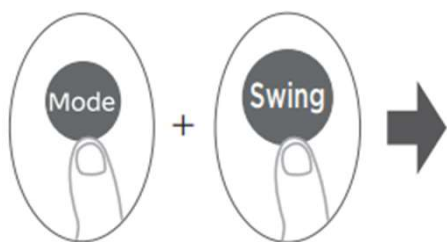


The Intelligent eye function uses an infrared sensor to detect human activity in the room.

In **Cooling** or **Heating** mode:

- If no activity is detected for 30 minutes, the unit automatically reduces output to save energy (inverter models only).
- When human activity is detected again, the unit automatically resumes normal operation.

LOUVER RESET function (some units)



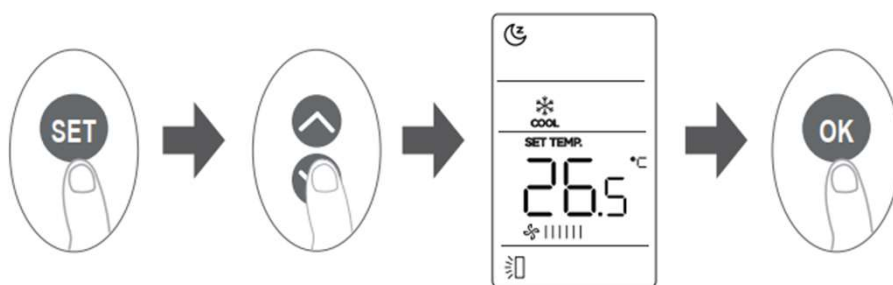
To perform a louver reset:

1. Turn off the system using the remote controller.
2. Press and hold the Mode and Swing buttons together until a beep is heard from the indoor unit.
3. The indoor unit then enters louver reset mode.

Do not press any additional buttons. The unit will complete the reset process automatically.

Advanced functions

SET function



Press the SET button to enter the function menu.
Then press SET again or use the Temp ▲/▼ buttons to select the desired function.
The corresponding symbol will flash on the display.
Press OK to confirm.

To cancel a selected function, repeat the same steps.
Press the SET button repeatedly to scroll through the available functions in the following order:

Sleep () → Breeze Away () → Follow Me () → Active Clean ()
→ Intelligent Humidity Control () → Fresh / UV Lamp* () → AP Mode** ()

[*, **] Model dependent.

SLEEP function

Use this feature to reduce energy use while you sleep.
When the sleep function is activated, the air conditioner will automatically adjust the temperature and fan speed to provide a more comfortable sleeping environment.
Under sleep mode operation, the system will automatically increase the set temperature within 30 minutes.
If the timer is activated, it will start counting from the last temperature setting.
If no timer is used, the temperature adjustment will be cancelled after 9 hours.

BREEZE AWAY function

This feature prevents direct airflow from blowing toward the user.
The louvers adjust position to avoid direct drafts, increasing comfort especially in cooling mode.

Note: This function is available only in Cool, Fan, and Dry modes.

FOLLOW ME (I FEEL) function

The Follow Me function enables the remote controller to measure the temperature at its current location and send this information to the indoor unit every 3 minutes.

When using Auto, Cool, or Heat modes, the temperature detected by the remote controller (instead of the temperature at the indoor unit) will determine the air conditioner's operation improving comfort and achieving better temperature accuracy.

Note:

Press and hold the Turbo button for 7 seconds to start/stop the Follow Me function.

- If the memory feature is activated, "On" will flash for 3 seconds on the display.
- If the memory feature is stopped, "OF" will appear for 3 seconds.

When the Follow Me feature is active:
Pressing the On/Off button,
switching the Mode,
or adjusting the Power level
will NOT cancel the Follow Me function.

Advanced functions

ACTIVE CLEAN (SELF-CLEAN) function

The Active Clean technology removes dust and mold that may cause odors.

During operation, the indoor unit rapidly freezes and then thaws the heat exchanger to detach and wash away adhered particles.

When Active clean is activated, the indoor unit displays “CL”.

After 20 to 130 minutes, the unit will turn off automatically and complete the cleaning cycle.

INTELLIGENT HUMIDITY CONTROL (AI HUMIDITY CONTROL) function

Press this button when operating in Cool mode. The fan speed will switch to Auto, and the set temperature will remain unchanged.

The system automatically regulates indoor humidity to prevent the air from becoming too dry or too humid, maintaining a comfortable environment.

FRESH/UV LAMP function (some units)

When the Fresh function is activated, the ion generator or the UV lamp (model dependent) will operate to help purify the air.

If the unit is equipped with both features, both will operate simultaneously to enhance air purification.

AP function (some units)

Press the SET button to select AP mode (Access- Point- mode), which is used to enable wireless configuration.

If this function is not available through the SET menu on this unit, it may still be possible to enter AP mode by pressing the LED button 7 times within 10 seconds.

Timer operation

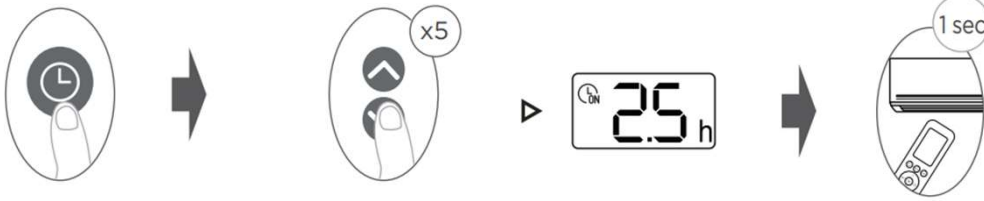
Set the amount of time after which the unit will automatically turn on or off.

TIMER ON setting

Press the Timer button to begin the TIMER ON sequence.

Use the Temp ▲/▼ buttons to set the number of hours before the unit turns on.

Wait for 1 second to confirm and activate the TIMER ON function.



TIMER OFF setting

Press the Timer button to begin the TIMER OFF sequence.

Use the Temp ▲/▼ buttons to set the number of hours before the unit turns off.

Wait for 1 second to confirm and activate the TIMER OFF function.

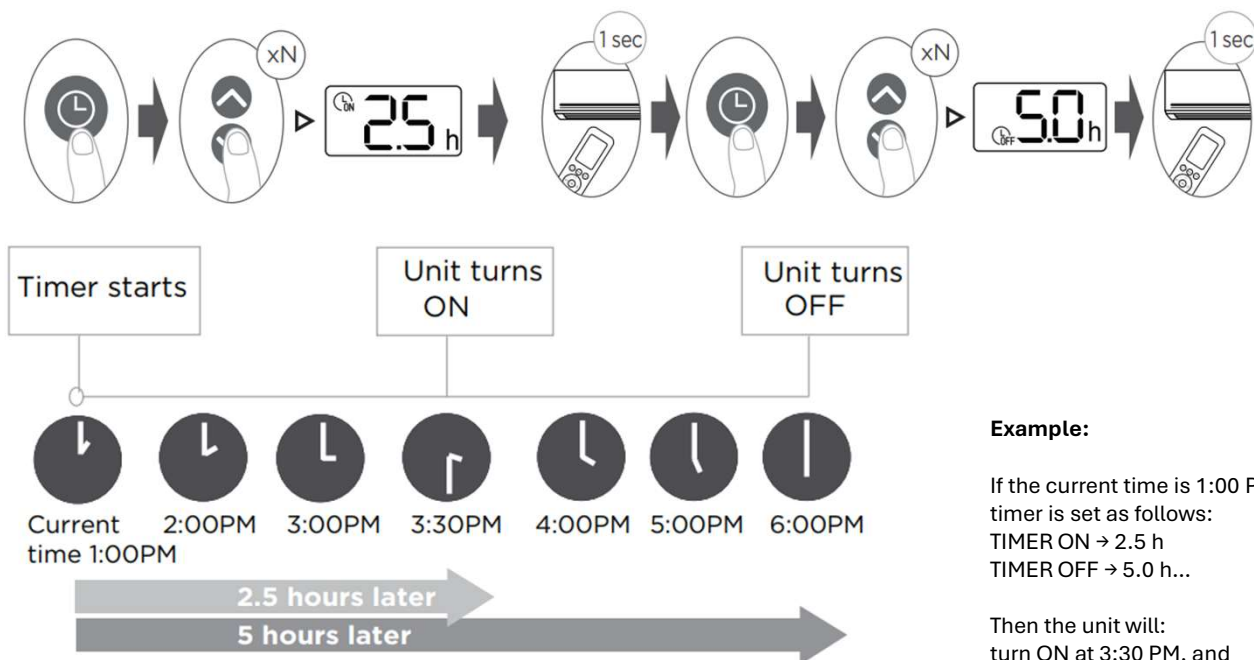


Notes:

- When setting TIMER ON or TIMER OFF, time increases in 30-minute increments up to 10 hours. From 10 hours to 24 hours, time increases in **1-hour increments**.
(Example: pressing 5 times sets 2.5 h; pressing 10 times sets 5 h.)
- To cancel timer function, set the time to **0.0 h**.

TIMER ON / OFF setting (example)

The time periods set for TIMER ON and TIMER OFF are counted forward from the current time.



Example:

If the current time is 1:00 PM, and the timer is set as follows:
TIMER ON → 2.5 h
TIMER OFF → 5.0 h...

Then the unit will:
turn ON at 3:30 PM, and
turn OFF at 6:00 PM.

Troubleshooting

CAUTION

If any of the following conditions occurs, turn off your unit immediately!

- The wire is damaged or abnormally warm.
- You smell a burning odour.
- The unit emits loud or abnormal sounds.
- A power fuse blows or the circuit breaker frequently trips.
- Water or other objects fall into or out of the unit.

DO NOT ATTEMPT TO FIX THESE YOURSELF! CONTACT AN AUTHORIZED SERVICE PROVIDER IMMEDIATELY.

Issue	Possible causes
Unit does not turn on when pressing ON/OFF button	The unit has a 3-minute protection feature that prevents restarting to avoid compressor overload. The unit cannot be restarted until 3 minutes have passed after being turned off.
The unit changes from COOL/HEAT mode to FAN mode	The unit may change mode to prevent frost from forming on the heat exchanger. Once the set temperature has been reached, the indoor unit may stop the compressor and operate in FAN mode temporarily. Operation will resume automatically when the temperature fluctuates again.
The indoor unit emits white mist	In humid regions, a large temperature difference between the room air and the conditioned air may cause visible white mist. This is normal and results from moisture in the air condensing into tiny water droplets.
Both the indoor and outdoor units emit white mist	When the unit restarts in HEAT mode after a defrost cycle, white mist may be emitted. This is normal and is caused by moisture evaporating from the defrosting process.
The indoor unit makes noises	A rushing noise when the louver resets position is normal. A squeaking noise after running in HEAT mode occurs due to expansion or contraction of plastic parts.
Both the indoor unit and outdoor unit make noises	Low hissing sound during operation: This is normal and is caused by refrigerant gas flowing through both indoor and outdoor units.
	Low hissing sound when the system starts, has just stopped running, or is defrosting: This noise is normal and is caused by the refrigerant gas stopping or changing direction.
	Slight squeaking noises may be heard due to the normal expansion and contraction of plastic and metal components caused by temperature changes during operation.

Troubleshooting

Issue	Possible causes
The outdoor unit makes noises	The unit may produce different sounds depending on its current operating mode.
Dust is emitted from either the indoor or outdoor unit	Dust may accumulate inside the unit during extended periods of non-use and may be expelled when the unit is turned on. This can be reduced by covering the unit during long periods of inactivity.
The unit emits a bad odor	The unit may absorb odours from the surrounding environment (furniture, cooking, smoke, etc.) and release them during operation. The air filters may also have become mouldy and should be cleaned.
The fan of the outdoor unit does not operate	During operation, the outdoor fan is automatically controlled and may stop to optimise performance.
Operation is erratic, unpredictable, or unit is unresponsive	Interference from cell phone towers or nearby signal boosters may affect the unit's communication. Try the following: • Disconnect the power, then reconnect. • Press the ON/OFF button on the remote control to restart operation.



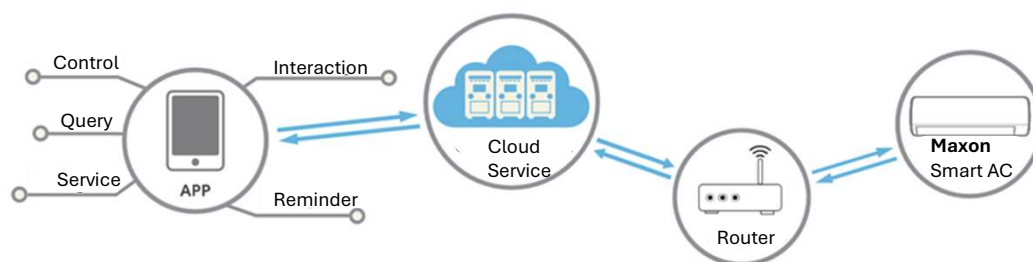
CAUTION

Before contacting a repair company, please review the following points.
Some situations are normal operating conditions and do not require service.

Troubleshooting

Issue	Possible causes	Solution
Poor cooling performance	Temperature setting may be higher than ambient room temperature	Lower the temperature setting
	The heat exchanger on the indoor or outdoor unit is dirty	Contact an authorized service center to clean the affected heat exchanger
	The air filter is dirty	Remove the filter and clean it according to instructions
	The air inlet or outlet of either unit is blocked	Turn the unit off, remove the obstruction, and then turn it back on.
	Doors and windows are open	Make sure all doors and windows are closed while the unit is operating.
	Excessive heat is generated by sunlight	Close windows and curtains during periods of high heat or strong sunlight.
	Too many sources of heat in the room (people, computers, electronics, etc.)	Reduce amount of heat sources
	Low refrigerant due to leak or long-term use	Contact an authorized service center.
	SILENT function is activated (optional function)	Using the SILENT function may reduce cooling or heating performance. Disable the SILENT function
The unit is not working	Power failure	Wait until the power supply is restored.
	The power is turned off	Switch on the power supply.
	The fuse may have blown.	Contact an authorized service center to replace the fuse
	The remote-control batteries may be exhausted.	Replace batteries
	The unit's 3-minute protection has been activated.	Wait 3 minutes before restarting the unit.
	Timer is activated	Turn the timer off.
The unit starts and stops frequently	There is too much or too little refrigerant in the system.	Contact an authorized service center.
	Non-condensable gas or moisture has entered the system.	Contact an authorized service center.
	The compressor is faulty.	Contact an authorized service center.
	The supply voltage is too high or too low.	Contact an authorized service center to check the power supply voltage.
Poor heating performance	The outdoor temperature is extremely low.	Use an auxiliary heating device if necessary.
	Cold air is entering through doors or windows.	Make sure all doors and windows are closed during operation.
	Low refrigerant level due to leakage or long-term use.	Check for leaks and contact an authorized service center.
Indicator lamps continue flashing	If the indicator lamps continue flashing or an error code appears on the indoor unit display (E(x), P(x), F(x), EH(xx), EL(xx), EC(xx), PH(xx), PL(xx), PC(xx)), the unit may stop operating or continue to run in a safe protection mode.	
Error code displayed	What to do: • Wait approximately 10 minutes. The problem may resolve automatically. • If the error remains, turn the unit off, disconnect the power supply, then reconnect it and turn the unit on again. • If the indicator lamps continue flashing or the error code reappears, disconnect the power supply and contact the nearest authorized service center.	

Wi-Fi Connection



Application Requirements

To use the Wi-Fi control function, the following conditions must be met:

- A smartphone and a **wireless router** with an active internet connection.
- The smartphone must operate on **iOS or Android**.

iOS system

Supports **iOS 9.0 or later**.

Android system

Supports **Android 5.0 or later**.

Configuration Method

Download the **NetHome Plus** application from the official mobile app stores.

Additional information is provided in the next section.

App Store (iOS)

Google Play (Android)



NetHome Plus

Connecting the Air Conditioner

After installing and registering the **NetHome Plus** application:

1. Open the **NetHome Plus** app.
2. Follow the instructions to **connect the air conditioner to your Wi-Fi network**.
3. Once connected, you can control the unit through your smartphone, including:
 1. switching the unit ON/OFF
 2. setting temperature and operating mode
 3. adjusting fan speed and airflow direction
 4. accessing advanced features (if supported)

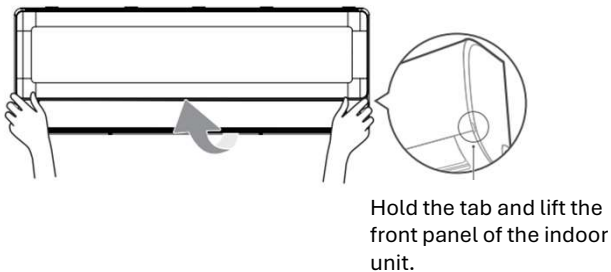
For details about registration, device pairing, and additional settings, refer to the **HELP section** in the application.

Care and Maintenance

⚠ CAUTION

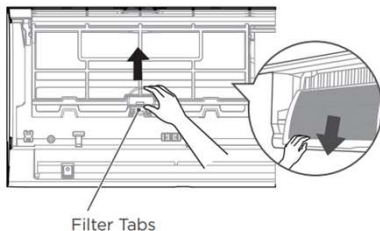
- Reduced cooling efficiency and potential health risks may occur if filters are clogged. Clean the filters every two weeks.
- Always **turn OFF** the air conditioner and disconnect the power supply before cleaning or performing maintenance.
- If your unit is equipped with an air-purifying (plasma) filter, do not touch it for at least 10 minutes after switching off the unit.
- Use only a soft, dry cloth to clean the unit. If necessary, use a cloth dampened with warm water.
- Do not use chemicals, abrasive cleaners, or chemically treated cloths to clean the unit.
- Do not use benzene, paint thinner, or other solvents. These can cause surface damage or deformation.
- Do not use water hotter than 40°C (104°F) on the front panel, as this may cause discoloration or warping.
- Avoid direct exposure of the filter to sunlight while drying, as this may cause shrinkage.

Cleaning indoor unit — Air Filter



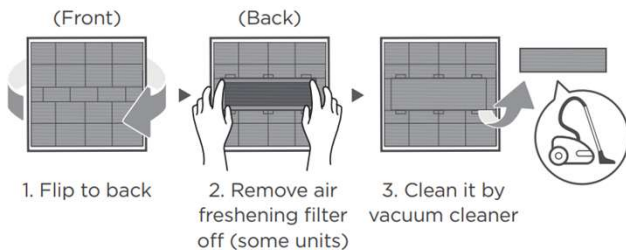
Step 1:

Lift the front panel of the indoor unit



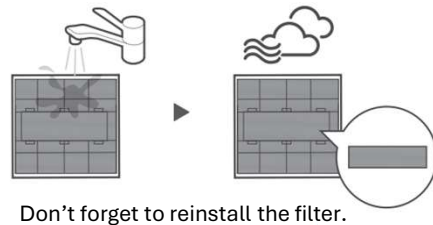
Step 2:

Press the tab on the end of the filter to release it, then lift upward and pull the filter toward you.



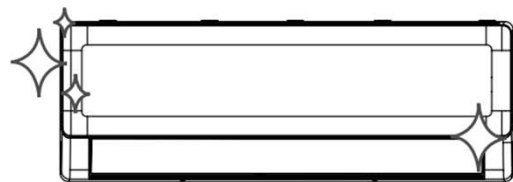
Step 3:

If your unit has a small air freshening filter, unclip it from the larger filter. Clean the air freshening filter using a hand-held vacuum (if applicable).



Step 4:

Clean the large air filter with warm, soapy water using a mild detergent. Rinse the filter thoroughly with clean water, then shake off excess water. Allow the filter to dry completely in a cool, shaded place. Do not expose the filter to direct sunlight.



Step 5:

Once the filter is completely dry, reattach the air freshening filter to the large air filter (if applicable), then slide the filter back into the indoor unit.

Finally, close the front panel of the indoor unit.

Care and Maintenance

⚠ CAUTION

- Always turn off the unit and disconnect the power before handling filters.
- When removing the filter, avoid touching sharp metal edges inside the unit.
- Do not wash or spray water into the indoor unit cabinet.
- Do not expose the filter to direct sunlight while drying — this may cause warping.
- Any cleaning or servicing of the outdoor unit must be performed by an authorized technician.
- Do not attempt repairs yourself.

Maintenance – Long Periods of Non-Use

If you do not plan to use the air conditioner for an extended time:

Maintenance – Pre-Season Inspection

Before using the air conditioner again after long-term storage, or before periods of frequent use:



Clean all filters



Turn on the **FAN** mode until the unit is completely dry inside.



Check for damaged wires



Clean all air filters



Check for refrigerant leaks



Turn off the unit and disconnect the power supply.



Remove batteries from the remote controller.



Make sure nothing is blocking the air inlets and outlets



Replace the remote-control batteries

Environmental Information

This product has been designed with respect for the environment. Please follow the guidelines below to ensure safe and responsible disposal of the appliance and its components.

Disposal of the Appliance

- This appliance is marked with the **crossed-out wheeled bin symbol** and must not be disposed of with household waste.
- At the end of its service life, take the appliance to a **designated collection point** for recycling of electrical and electronic equipment, in accordance with local regulations.
- Proper disposal helps prevent potential negative impacts on the environment and human health.



Disposal of Batteries

- Do not dispose of used batteries together with household waste.
- Batteries must be disposed of at **authorized collection sites** as required by local laws and regulations.
- Incorrect disposal may cause environmental contamination or health risks.

Environmental Note

- This air conditioner contains **refrigerant** that must be handled, recovered or disposed of **only by authorized and certified personnel**.
- Refrigerant must **not be released into the atmosphere** during servicing or disposal of the appliance.

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