![Mistral logo]

mistral®

CREATING BREEZE SINCE 1968

Smart Air Conditioner Split System Inverter (Reverse Cycle)

Instruction / Wi-Fi Function User Manual

3 YEAR WARRANTY

Model: MTP-09IN / MTP-12IN

General Safety Instructions

**PROTECT YOUR WARRANTY
THIS UNIT MUST BE INSTALLED BY A
REGISTERED, LICENSED INSTALLER
AS REQUIRED BY GOVERNMENT
REGULATION. READ CAREFULLY AND
KEEP FOR FUTURE REFERENCE**

Read this manual thoroughly before getting
the appliance installed, maintained or using it.
The manual contains many important safety
statements concerning use of this appliance.
Always read and observe all safety statements.
They reduce the risk of fire, electric shock and
injury when correctly adhered to.

Keep the manual in a safe place for future
reference, along with the completed warranty
card and purchase receipt. If you sell or transfer
ownership of this product, please pass these
instructions on to the next owner.

Always follow basic safety precautions and
accident prevention measures when using an
electrical appliance, including the following:

Installation

- **IMPORTANT! This unit comes with
  separate installation instructions
  for use by an appropriately qualified
  installer. Do not try to install the air
  conditioner on your own; doing so will
  expose you to danger and void the
  warranty.**

- It is your responsibility to ensure the unit
  is installed by a qualified technician, who
  should check that it is earthed in accordance
  with national wiring regulations and install a
  thermomagnetic circuit breaker.

- Note the installer's details of this manual for
  future reference.

- Please refer to the Installation Manual
  supplied with this appliance for safety
  instructions specific to the installation, service
  and maintenance of the indoor and outdoor
  units. These installation safety instructions
  include information about the refrigerant gas
  used in the appliance (R32) and important
  safety advice relating to the refrigerant.

Electrical safety

- Voltage: Make sure your electrical voltage
  and circuit frequency correspond to those
  indicated on the appliance rating plate.

- Power supply: Use standard circuit breaker
  and fuse that conform to the rating of the
  air conditioner. The indoor/outdoor wiring
  connections must be secured tightly, and the
  cable should be routed properly so that there
  is o force puling the cable from the connection
  terminals. Improper or loose connections can
  cause heat generation or fire. Install the panel
  and the cover of the control box safely.

- No extension cord: Do not use the unit with an
  extension cord or adaptor.

- Power cord: Do not bend, tug or compress
  the power cord as this could damage it. A
  damaged power cord can cause electric shock
  or fire.

- Damaged cord: If the supply cord is damaged,
  it must be replaced by the manufacturer, its
  service agent or similarly qualified persons
  in order to avoid a hazard. Contact our after
  sales support centre for advice.

- Protect from water: Do not expose the air
  conditioner to water. The electrical insulation
  could be damaged and cause electrocution.
  Do not touch the unit when barefoot or when
  parts of your body are wet or damp.

- Do not disconnect during use: switch off the
  appliance when it is in operation could create
  a spark and cause a fire.

- Disconnect when not in use: Ensure that the
  unit is switched off and disconnected from the
  power supply when it will remain inoperative
  for a long period and before cleaning or
  maintenance.

- **Usage conditions and restrictions**
  Intended purpose: This appliance has
  been made for air conditioning domestic
  environments and must not be used for any
  other purpose, such as for drying clothes,
  cooling food etc. It is not intended for
  commercial, trade or industrial use. Only
  use the air conditioner as instructed in this
  manual.

- Common sense: These instructions are not
  intended to cover every possible condition and
  situation. As with any electrical household
  appliance, common sense and caution
  are therefore always recommended when
  installing, operating and maintaining the unit.

- Alterations: Do not alter the characteristics of the appliance in any way.

- Usage restriction: This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

- Children: Supervise children to ensure they do not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

- Air filter: Always use the air conditioner with the air filter mounted. Using it without air filter could cause an excessive accumulation of dust or waste on the inner parts of the device with possible subsequent failures.

- Temperature selection: Selecting the most suitable temperature can prevent damage to the unit.

- Exposure to cold air flow: Never remain directly exposed to the flow of cold air for a long time, as direct and prolonged exposure to cold air from the air conditioner could be dangerous for your health. Take particular care in rooms where there are children, or old or sick people.

- Air flow direction: The airflow direction should be properly adjusted. The flaps should be directed downwards in heating and upwards in cooling mode.

- Plants and animals: Do not direct the airflow onto plants or animals, as long and direct exposure to cold air from an air conditioner could adversely affect them.

- Do not block openings: Do not obstruct the air inlet or outlet of the indoor or outdoor unit. Obstructing openings reduces the operating efficiency of the air conditioner with possible consequent failures or damages.

- Keep clear: Do not climb onto or place any objects on top of the unit.

- Do not insert objects: Never insert a stick or similar object into the appliance. It could cause injury.

- Maximise efficiency: Do not leave windows or doors open for long when the air conditioner is operating.

- Smoke or burning smell: If the appliance gives off smoke or there is a burning smell, immediately disconnect the unit from the power supply and contact our after sales support centre. Prolonged use of the appliance in such conditions could cause fire or electrocution.

Cleaning, servicing and repair

- Disconnect before cleaning: Before carrying out any cleaning or maintenance, make sure the unit is disconnected from the mains electricity supply. Do not use any other means to clean the appliance than those referred to in this manual.

- Professional care: Cleaning and maintenance must be carried out by specialised technical personnel.

- Repair: Only have the unit repaired by an authorised service centre. Incorrect repair could expose you to the risk of electric shock, fire or injury. Prolonged use of the unit in such conditions could cause fire or electrocution.

- Do not use when faulty: Do not use the appliance in the event of a technical fault. Any faults must be fixed by an appropriately qualified and authorised person. Contact our after sales support line for advice.

- Batteries: Make sure the batteries in the remote control are disposed of appropriately for recycling.

- Misuse: We assume no liability for any eventual damages to property or injury to persons caused by misuse of the product or noncompliance with these instructions.

Important safety precautions concerning refrigerant R32

WARNING: Combustible & Dangerous
This symbol alerts you to take care as the appliance contains a flammable refrigerant: R32 (difluoromethane). Take extra care when installing the unit and when carrying out maintenance.

The refrigerant used in this air conditioner, R32, is an odourless hydrocarbon gas with a high level of environmental compatibility, with just one third of the global warming potential (GWP) and a zero ozone depleting potential (ODP).

While R32 is flammable and can explode under certain conditions, there will be no risk of burning and explosion if the air conditioner is installed correctly by a professional installer following all instructions and safety advice below and in the separate installation manual.

Read the user manual   Read the installation manual

- The room in which this air conditioner is installed must have a minimum area of more than 4m².

- Do not expose the appliance to high heat, sparks and open flames.

- The appliance shall be stored in a room without continuously operating sources, such as open flames, an operating ignition gas appliance or an operating electric heater.

- Do not pierce or burn the appliance.

- This air conditioner has been fully charged with refrigerant at the factory. Should a recharge of refrigerant become necessary, it may only be recharged by a professional installer.

- Maintenance must only be carried out by properly qualified, authorised personnel. If the appliance requires maintenance or service, please contact our after sales support centre.

- The service technician must strictly comply with:
  - All instructions in the installation manual provided with the appliance
  - All relevant provisions of gas-related local laws and regulations.

- After installation, the service technician must:
  - Check that air cannot enter the refrigerant system
  - Check for refrigerant leaks when moving the air conditioner
  - Carry out a test cycle under controlled conditions after installing the unit and record the operating data.

Disposal

- This air conditioner contains a flammable refrigerant, which must be removed before disposal. Contact your municipal authorities for any codes or regulations concerning the disposal of such materials.

- At the end of its working life, do not throw this appliance out with your household rubbish. Electrical and electronic products contain substances that can have a detrimental effect on the environment and human health if disposed of inappropriately. Observe any local regulations regarding the disposal of electrical consumer goods and dispose of it appropriately for recycling and recovery of the refrigerant.

Product Overview

- This Smart Split System Air Conditioner is made up of an indoor and outdoor unit (Fig. 1–4), which are connected through properly insulated copper pipes (not supplied) and an electrical connecting cable.

- The indoor unit is installed on a wall of the room to be air conditioned (it must not be installed in a laundry or similar room with high humidity levels).

- The outdoor unit is installed outdoors on the ground, or on a wall on suitable brackets.

Fig. 1: Indoor unit – Front view

Fig. 1a:
Remote control

Scope of delivery	
Indoor unit	
1	Front panel
2	LED display
3	Deflectors
4	Airflow direction flaps
5	Remote control
6	Indoor warning label

Fig. 2: Indoor unit – Base view
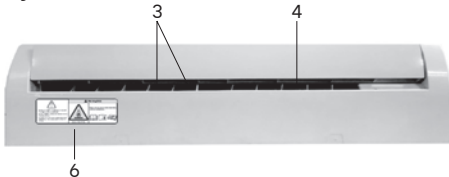
Fig. 3: Outdoor unit – Front view

Fig. 4: Outdoor unit – Side view

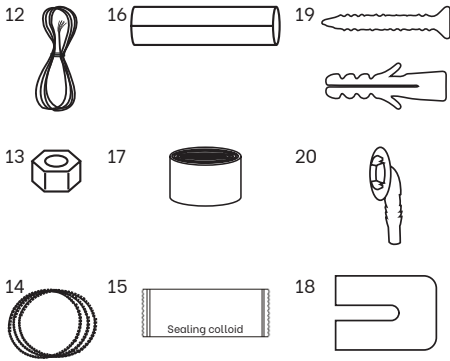| **Outdoor unit**	
7	Outdoor unit rating label
8	Noise label
9	Wiring cover
10	Air outlet grille
11a	Gas valve
11b	Liquid valve
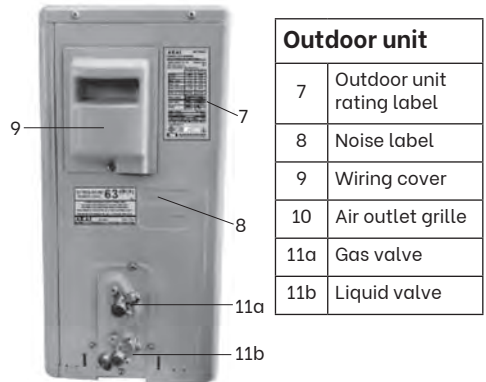
IMPORTANT:
This picture (Fig. 4) has been included to show the location of these labels. The labels and unit shown here are not the same as the actual model.

NOTE:
Due to continued product improvement, images and illustrations in this manual may vary slightly from the product purchased. All images in this manual are for reference purposes only. Parts are not necessarily pictured to scale.

Fig. 5: Installation hardware (not to scale)

Installation hardware	
12	Power cable
13	Copper nuts (x4)
14	Drainage pipe
15	Sealing colloid
16	Pipe insulation (open tube)
17	Binding tape
18	Rubber mats for outdoor unit (x4)
19	Screws & plugs (x8)
20	Drainage mouth

Other inclusions (not pictured)
Remote control holder (for wall-mounting)
AAA Batteries (x2)
Instruction / Wi-Fi Function User Manual
Installation Manual

Fig. 6: Installation diagram (not to scale)
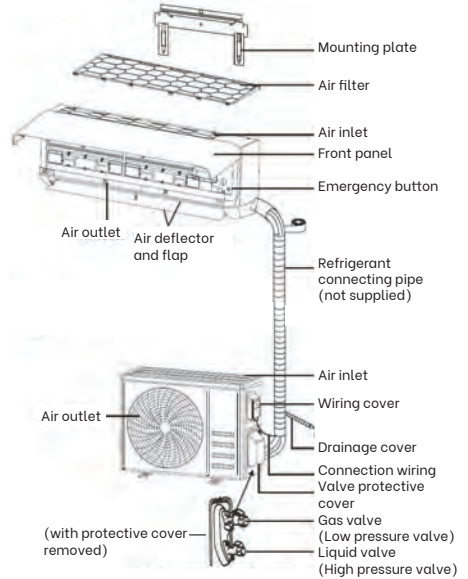
IMPORTANT: This unit comes with separate installation instructions for use by an appropriately qualified installer. DO NOT try to install the air conditioner on your own; doing so will expose you to danger and void the warranty.

NOTE: Due to continued product improvement, images and illustrations in this manual may vary slightly from the product purchased. All images in this manual are for reference purposes only. Parts are not necessarily pictured to scale.

Getting Started

Unpacking

- When unpacking the appliance, keep the original packaging carton and materials in a safe place. It will help prevent any damage if the product needs to be transported in the future.

- In the event it is to be disposed of, please recycle all packaging materials where possible.

- Plastic wrapping can be a suffocation hazard for babies and young children, so ensure all packaging materials are out of their reach and disposed of safely.

- Read the manual to familiarise yourself with all parts and operating principles of the air conditioner. Pay particular attention to the safety instructions on the previous pages.

Installation

WARNING!

- **This air conditioner must be correctly installed by an authorised, licensed installer in accordance with all applicable rules and national wiring regulations and all instructions in the separate INSTALLATION MANUAL. It is in your interest and that of your safety to ensure compliance.**

- **Do not try to install the air conditioner yourself! Doing so will expose you to danger and void the warranty. Improper installation, adjustment, alteration or service can cause injury or damage. We decline any responsibility for injury or damage, to persons or property, as a result of improper use or installation.**

- **Use standard circuit breaker and fuse that conform to the rating of the air conditioner.**

- **Do not install the air conditioner in a place where flammable liquids or gases such as gasoline, propane, paint thinner, etc., are stored.**

- **The indoor/outdoor wiring connections must be secured tightly, and the cable should be routed properly so that there is o force puling the cable from the connection terminals. Improper or loose connections can cause heat generation or fire.**

- **Install the panel and the cover of the control box safely.**

Introduction

This Smart Split System Air Conditioner is designed to create comfortable climatic conditions in any room of your home. It consists of an indoor unit that must be wall-mounted in the room you want to heat or cool, and an outdoor unit that can be installed on the ground or on an outside wall on suitable brackets (not supplied).

Modes of operation

You can set the air conditioner to cool, heat or dehumidify the air, or let the unit adjust the room temperature automatically to ensure comfortable conditions all year round. These modes are described in detail in the "Operation Instructions" section of this manual.

Preparing the remote control

Inserting/replacing batteries

Remove the cover from the battery compartment by sliding it off the housing (Fig. 7). Insert two new AAA (1.5V) batteries, ensuring the polarities (+/-) match he markings. Refit the cover by sliding it back into place.

Fig. 7
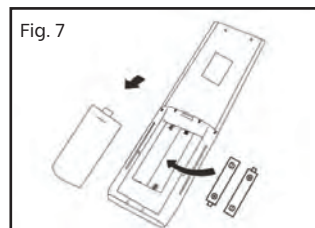
When inserting the batteries in the remote controller for the first time, you can set the unit to the cooling only or heating pump control type. To do so, as soon as you insert the batteries, turn off the remote control, and follow the instructions below:

- Long press the MODE button, until the [❄] icon flashes, to set the cooling only type.

- Long press the MODE button, until the [☀] icon flashes, to set the heating pump type.

NOTE:

- **Do not use rechargeable batteries.**

- **Replace old batteries with new ones of the same type when the display is no longer legible.**

- **Dispose of your remote control batteries in accordance with your local laws and regulations concerning battery disposal.**

IMPORTANT!

If you set the remote control in cooling mode, it will be unable to activate the heating function. To reset the unit, take the batteries out of the remote, before reinstalling.
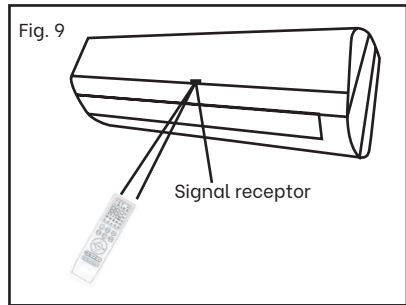
Remote control

For this type of air conditioner (reverse cycle) the remote control has been programmed to function in all available modes. The temperature will be displayed in degrees Celsius (˚C) for your convenience (Fig. 8).


Fig. 8

NOTE: To change the temperature display to degrees Fahrenheit (˚F), press and hold the TURBO button for 5 seconds until the display switches from ˚C to ˚F. Repeat this process to change the temperature display back to Celcius.

Using the remote control

Fig. 9

Signal receptor

- Direct the remote control towards the signal receptor at the front panel of the indoor unit, as illustrated (Fig. 9).

- Ensure that there are no objects between the remote control and the signal receptor at the front of the air conditioner's indoor unit.

- Operate the remote control from a maximum distance of 3m.

- Never leave the remote control exposed to direct sunlight.

- Keep the remote control at a distance of at least 1m from any television or other electrical appliances.

The remote control may be kept in a wall-mounted holder (supplied). Just attach it to a suitable wall, as illustrated (Fig. 10), and store the remote in easy reach.

Fig. 10

Remote control holder
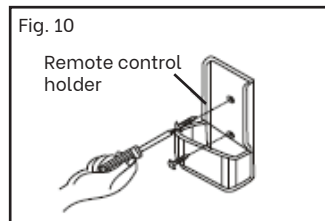
Replacing the batteries

When there is no beep confirmation from the indoor unit, or when the LCD does not activate, it is time to replace the batteries. Take off the cover at back and replace the old batteries with fresh ones of the same size and type. See "Inserting/replacing batteries", for detailed instructions.

NOTE: Only remove the batteries from the remote control when the air conditioner is not in operation.

How it works

- The indoor air, sucked in by the fan, enters the unit through the grille at the front panel and passes through a filter, which collects any dust (Fig. 11).


Fig. 11
Filter
Heat Exchanger
Fan
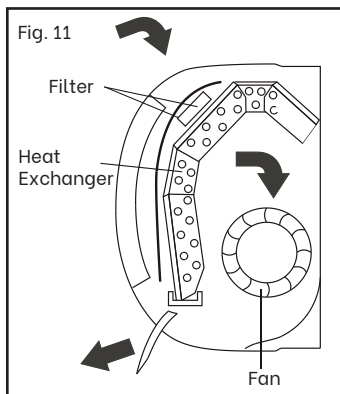
- The air is then conveyed to the heat exchanger, where it is cooled and dehumidified or heated, depending on your setting. The heat removed from the room is released to the outside.

- At the end of the cycle, the fan releases the conditioned air back into the room.

- The direction of the air outlet is regulated by flaps on the indoor unit, which are motorised up and down. The vertical deflectors, also motorised, direct the airflow right and left.

Hints for Economical Operation

- Keep windows and doors shut. Rooms in which the air conditioner is being used should be closed off so the room air is recirculated.

- Locate window/wall units on the south side of the house, if possible. Shade the unit if it is exposed to full sun, but don't restrict airflow over it.

- Set thermostats at 23–26°C for summer cooling. Each degree you lower the thermostat may increase running costs by up to 10%.

- Homes that are insulated require air conditioners with lower heating/cooling outputs because they can trap the cool/warm air. A fully insulated home will require less power usage from the air conditioner to reach a comfortable room temperature. However, ceiling sweep fans will help move warm/cool air back down to floor level in rooms with very high ceilings.
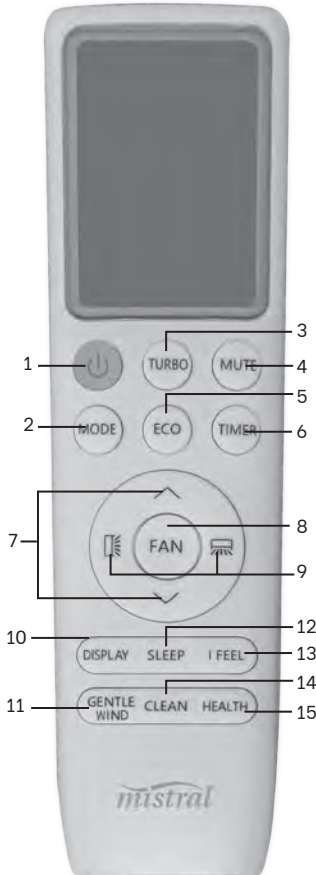
Operation Instructions

Indoor unit LED display
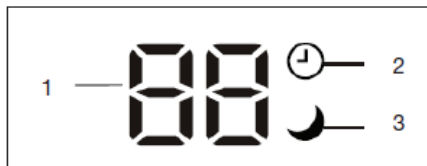
No	LED		Function
1	Temperature display	88	Indicates the set temperature (in °C)
2	Timer	⏱	Illuminates when the Timer function is activated
3	Sleep	🌙	Illuminates when the Sleep function is activated

NOTE: The shape and position of switches and indicators may vary slightly according to the model, but their function is the same.

Remote control buttons

Fig. 13

	Button	Function
1	POWER	Start or stop operation
2	MODE	Select the mode of operation
3	TURBO	Enable the unit to reach the preset temperature in the shortest time
4	MUTE	Activate the mute function
5	ECO	To activate/deactivate the ECO function
6	TIMER	Set to switch on or off automatically
7	∧ [UP]	Increase temperature or time setting
	∨ [DOWN]	Decrease temperature or time setting
8	FAN	Select the fan speed
9	▨	To stop or start horizontal louver movement or set the desired up/down air flow direction.
	▨	To stop or start horizontal louver movement or set the desired left/right air flow direction.
10	DISPLAY	Switch on/off the LED display
11	GENTLE WIND	To activate/deactivate the GENTLE WIND function
12	SLEEP	Activate/deactivate the sleep function
13	I FEEL	Activate/deactivate the I FEEL function for automatic regulation of the room temperature based on the temperature around the remote controller
14	CLEAN	To activate/deactivate the SELF-CLEAN function
15	HEALTH	This button has no functionality for this model

NOTE:
Every time you press a button, the SIGNAL indicator symbol [🛜] will appear on the remote control display to confirm that the action has been sent. The until will also beep to indicate that the signal has been correctly received.

Remote control display

Fig. 14
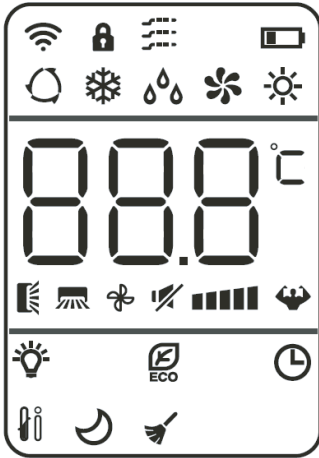
Symbol	Indicator
📶	SIGNAL indicator
🔒	CHILD-LOCK mode indicator
≋	GENTLE WIND mode indicator
🔋	BATTERY level indicator
◯	AUTO mode indicator
❄	COOLING mode indicator
۵٥۵	DEHUMIDIFYING / DRY mode indicator
❀	FAN ONLY mode indicator
☀	HEATING mode indicator
888ₙ	TEMPERATURE indicator
▒	UP/DOWN AUTO SWING indicator
▨	LEFT/RIGHT AUTO SWING indicator
❀ ▮▮▮▮▮	FAN SPEED indicator: auto/low/low-mid/mid/mid-high/high
✘	MUTE indicator
❤	TURBO indicator
☀	DISPLAY ON/OFF indicator
Ⓔ ECO	ECO mode indicator
🕘	TIMER indicator
▐ᵢ	I FEEL mode indicator
☾	SLEEP mode indicator
🧹	SELF-CLEAN mode indicator

AUTO mode [⟳]

In AUTO mode [⟳] the fan speed and temperature are set automatically according to the room temperature (tested by the temperature sensor incorporated in the indoor unit) to ensure and maintain comfortable conditions.

- To activate AUTO mode, press the MODE button on the remote control until the auto symbol [⟳] appears in the display.

- The unit will cool, heat or dry the room automatically, depending on the current room temperature, as listed in the table below:

Ambient temp.	Operation mode	Auto temp.
< 20˚C	Heating	23˚C
20˚C – 26˚C	Drying	18˚C
>26˚C	Cooling	23˚C

- To optimise the efficient working of the air conditioner, adjust the temperature (only 2˚C), the speed and the airflow direction by pressing the relevant buttons.

COOLING mode [❄]

In COOLING mode [❄] the air conditioner will cool down the room to your set temperature and reduce the humidity in the air at the same time.

- To activate the cooling function, press the MODE button on the remote control until the cooling symbol [❄] appears on the display.

- To activate the cooling cycle, use the [⋀] or [⋁] button to set the temperature lower than the current ambient room temperature.

- To optimise the air conditioner's cooling function, set the temperature as described above, then also adjust the speed (by pressing the FAN button) and the airflow direction.

DRY (DEHUMIDIFYING) mode [◊◊◊]

In DRY mode [◊◊◊], the unit will alternate cooling and fan only cycles to reduce the humidity in the air, making the room more comfortable.

- To activate DRY mode, press the MODE button until the dry symbol [◊◊◊] appears in the display.

FAN mode (not FAN button) [✳]

In FAN mode [✳] only the air conditioner's ventilation will be working.

- To activate FAN mode, press the MODE button until the fan symbol [✳] appears in the display.

HEATING mode [☼]

In HEATING mode [☼] the air conditioner will heat up the room to your set temperature.

- To activate the heating function, press the MODE button on the remote control until the heating symbol [☼] appears on the display.

- To activate the heating cycle, use the [∧] or [∨] button to set the temperature higher than the current ambient room temperature.

- To optimise the air conditioner's heating function, set the temperature as described, then also adjust the speed (by pressing the FAN button) and the airflow direction.

IMPORTANT!

- **This unit is equipped with an 'Anti-Cold Air' preheating function, so startup in heating mode will be delayed for approx. 2-5 minutes to ensure an immediate output of hot air.**

- **In HEATING mode the unit will automatically activate a defrost cycle if there is an excessive amount of frost on the condenser. This procedure usually lasts for 2-10 minutes during which time the fans stop operation. After defrosting, the unit will automatically return to HEATING mode.**

CHILD LOCK function [🔒]

Long press the MODE and TIMER buttons at the same time to activate the child lock. All buttons on the remote control are now locked. The child lock symbol [🔒] will appear on the display. To unlock the child lock, long press both buttons again.

GENTLE WIND function [🔅]

Turn on the indoor unit, and select COOL mode. Then press the GENTLE WIND button to close the vertical flaps to provide a comfortable, gentle breeze. The gentle wind [🔅] symbol will appear on the display.

SWING function [🌬 🔲]

Press [🌬] to active the vertical deflectors to swing from left to right; the symbol will appear on the remote display. Press the same button again to stop the swing movement at the current angle.

Press [🔲] to active the horizontal deflectors to swing up and down; the symbol will appear on the remote display. Press the same button again to stop the swing movement at the current angle.

Long press either of these buttons for 3 seconds to select more angles of the airflow direction, as part of the following cycle (Fig. 20).

Fig. 20
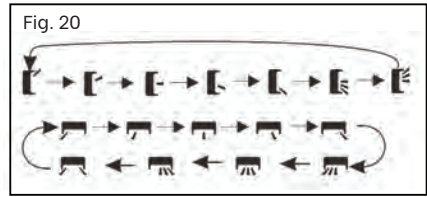
CAUTION!

- **Never attempt to change the flap position manually, as this could seriously damage the delicate flap activating mechanism.**

- **DANGER! Never insert fingers, sticks, or any other objects into the air inlet or outlet vents. It contains a fan that turns at high speed, and any accidental contact with live parts may cause damage or injury.**

FAN SPEED function (FAN button) [🔅 ▮▮▮▮]

Press the FAN button to change the operating fan speed. Press the button again to continue along the cycle: AUTO/MUTE/LOW/LOWMID/MID/MID-HIGH/HIGH/TURBO which will then repeat (Fig. 21). The display symbols will change correspondingly.

Fig. 21 (Flash)

MUTE function [🔇]

Press the MUTE button to set the indoor unit to minimum speed, in order to create the least amount of noise. While this function is active, the remote will display the auto fan speed, and the mute symbol [🔇] will appear on the display. Press the MUTE button again to cancel this function.

NOTE: The MUTE function will automatically deactivate when engaging FAN/TURBO/SLEEP modes. This function also cannot be activated while in DRY mode.

TURBO function [🦇]

Press the TURBO button to produce maximum cooling or heating performance in the shortest time. The turbo symbol [🦇] will appear on the display. Press again to cancel this function.

DISPLAY function [🔅]

Press the DISPLAY button to switch off the LED display on the indoor unit's front panel. Press it again to switch it on. When the display indicator [🔅] is visible on the remote, the display is on.

ECO function [🍃 ECO]

Press the ECO button to achieve energy savings while running the unit. Depending on the mode selected, the room temperature will be allowed to rise 2˚C above (or fall 2˚C below) the set temperature before cooling/heating restarts.

The ECO symbol [🍃 ECO] will appear on the display. Press again to cancel this function.

TIMER – ON [🕐]

Program the timer to switch the unit on automatically after a pre-determined period of time (Fig. 22).

Fig. 22

- To program the start time, make sure the unit is switched off.

- Press the TIMER button on the remote control to activate the timer, then use the [∧] or [∨] button to set the desired timer period after which the unit will switch on. Each time you press the button, the timer will increase/decrease by half an hour between 0 and 10 hours, and by one hour between 10 and 24 hours.

- Press the TIMER button a second time to confirm the setting. The TIMER icon will be illuminated on the indoor unit display (Fig. 22).

- After setting the timer, select the desired mode (Cool/ Heat/ Auto/ Fan/ Dry), by pressing the MODE button. You will also need to set the fan speed, by pressing the FAN button. Finally, press the [∧] or [∨] button to set the desired temperature.

- To cancel the set function, press the TIMER button again.

NOTE:

- **The timer can be set up to a maximum of 24 hours.**

- **All programming should be started within 5 seconds, otherwise the setting will be cancelled.**

IMPORTANT!

- **Before proceeding with the timed start, program the working mode (with the MODE button) and the fan speed (with the FAN button).**

- **In case of a power failure or other disconnections from the power supply, you will have to reset your timer settings.**

TIMER – OFF [🕐]

Program the timer to switch the unit off automatically after a predetermined period of time (Fig. 22).

- To program the switch-off time, the air conditioner must be switched on.

- Press the TIMER button on the remote control for the first time to activate the timer, then use the [∧] or [∨] button to set the time period after which the unit will switch off. Each time you press the [∧] or [∨] button, the timer will increase/decrease by half an hour between 0 and 10 hours, and by one hour between 10 and 24 hours.

- Press the TIMER button a second time to confirm the setting. The TIMER icon will be illuminated on the indoor unit display (Fig. 22).

- To cancel the set function, press the TIMER button again.

NOTE:

- **The timer can be set up to a maximum of 24 hours.**

- **All programming should be started within 5 seconds, otherwise the setting will be cancelled.**

I FEEL function [🌡]

When the I FEEL function is selected, the appliance will automatically regulate the room temperature based on the temperature (0–50°C) around the remote control.

- To activate the I FEEL function, press the I FEEL button on the remote control until the I FEEL symbol [🌡] appears in the display.

- This function will terminate two hours after activation.

SLEEP function [🌙]

When the SLEEP function is selected, the unit will automatically switch to quiet operation and maintain the temperature at a comfortable level during the night.

- To activate the SLEEP function, press the SLEEP button on the remote control until the sleep symbol [🌙] appears in the display. The SLEEP icon will be illuminated on the indoor unit display (Fig. 23).

Fig. 23

NOTE: When the SLEEP function is selected:

- **In COOLING mode the set temperature will automatically rise by 1°C every hour to achieve a total 2°C increase during the first 2 hours.**

- **In HEATING mode the set temperature is gradually decreased by 2°C during the first 2 hours.**

- **After running in SLEEP mode for 10 hours, the unit will automatically change to the previous setting mode.**

SELF-CLEAN function [🧹]

An automatic self-clean function helps clean away dirt and bacteria that has accumulated on the evaporator.

- Switch off the indoor unit, then press the CLEAN button. You will hear a beep, [AC] will appear on the indoor LED display, and [🧹] will appear on the remote display.

- The self-clean cycle will run for about 30 minutes and then it will revert to the previously set mode. Any noises you may hear during this cycle are from the plastic parts expanding and contracting, which is normal.

- To cancel the self-clean cycle, press the POWER button. The appliance will emit two beep sounds when the cleaning cycle is finished or has been cancelled.

- We recommend you run the self-clean function every three months, at a time when the ambient temperature does not exceed 30°C around the indoor unit and 5–30°C around the outdoor unit.

- It's normal if there is some noise during this process, as plastic materials expand with heat and contract with cold.

EMERGENCY function

If the remote control is lost, lift the front panel of the unit to access the emergency button (Fig. 24), then proceed as follows:

- Press the button once (one beep) if you want the air conditioner to work in FORCED COOLING mode.

- Press the button twice (two beeps) if you want the air conditioner to work in FORCED HEATING mode.

NOTE: The shape and position of the emergency button may vary according to the model, but its function is the same.

Fig. 24

Control-box cover

ON/OFF

(Open the panel of the indoor unit)

The emergency button is located on the right part of the unit under the front panel.
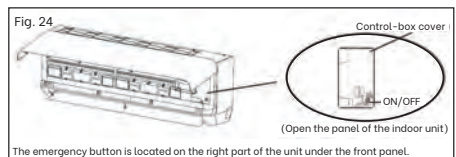
FAQs and Troubleshooting Guide

If you experience problems with your air conditioner, check for solutions in the table below. If the problem cannot be solved by simple adjustments, contact our after sales support centre, or contact a licensed air conditioner technician.

Problem	Possible cause and solution
The appliance does not work	• Power failure/disconnected – check the power supply and ensure the unit is properly connected. • The Timer On function is activated. • Damaged indoor/outdoor unit fan motor – call the Consumer Service Support to arrange a service. • Faulty compressor/thermomagnetic circuit breaker – call for service. • Faulty protective device or fuse – call for service. • Loose connections or disconnected – check the power supply and ensure proper connection. • A protection mechanism has activated to protect the appliance. • The voltage is higher or lower than the required voltage range – call for service. • The electronic control board is damaged – call for service.
Strange odour	The air filter is dirty – see 'Air filters'.
Noise like running water	This is the backflow of liquid in the refrigerant circulation – call for service.
Strange crackling noise	With varying temperatures, the front panel expands and contracts, which can make a noise – this is not a problem and no cause for concern.
There is a fine mist coming from the air outlet	This occurs when the air in the room becomes very cold, for example in COOLING or DRY mode – this is not a problem and no cause for concern.
The appliance does not respond to commands	• The remote control is too far from the indoor unit – operate the remote control from a 3m maximum distance. • The remote control batteries are flat – insert new ones. • There are obstacles between the remote control and the signal receiver on the indoor unit – move the obstacles.
The display is off	There has been a power failure – check if other appliances are working.
Insufficient airflow, either hot or cold	• Unsuitable temperature setting – adjust the fan by pressing the FAN button. • Obstructed air intakes and outlets – clear any obstructions. • Dirty air filter – clean the filter, see 'Air filters'. • Fan speed is set to minimum – adjust by pressing the FAN button. • Other sources of heat in the room – check for other heat sources. • No refrigerant – call for service.

Error and other signals on the display

In case of certain malfunctions, the indoor unit will display the error codes below. Note the code and contact our after sales support centre for advice.

Code	Error
E1	Fault of the indoor temperature sensor – set the temperature manually and call for service.
E2	Fault of the indoor pipe temperature sensor – set the temperature manually and call for service.
E3	Fault of the outdoor pipe temperature sensor – call for service.
E4	Refrigerant system leakage or fault – call for service.
E6	Malfunction of the indoor fan motor – call for service.
E7	Fault of the outdoor temperature sensor – call for service.
E0	Indoor and outdoor unit communication fault.
E8	Outdoor discharge temperature sensor fault – call for service.
E9	Outdoor IPM module fault – call for service.
EA	Outdoor current detect fault – call for service.
EE	Outdoor PCB EEPROM fault – call for service.
EF	Outdoor fan motor fault – call for service.
EH	Outdoor suction temperature sensor fault – call for service.

Other Useful Information

Service required!

Switch off the appliance immediately, cut off the power supply and call our Consumer Service Support for service in the event of:
- **Loud and unusual noises during operation.**
- **Faulty electronic control board.**
- **Faulty fuses or switches.**
- **Spraying water or objects inside the appliance.**
- **Overheated cables or plugs.**
- **Very strong smell or smoke coming from the appliance.**

Protection

The protective device may trip and stop the appliance in the following situations.

Heating mode	Outdoor air temperature is above 24˚C.
	Outdoor air temperature is below −15˚C.
	Room temperature is above 27˚C.
	Room temperature is below 0˚C.
Cooling/ Dry mode	Outdoor air temperature is above 50˚C.
	Outdoor air temperature is below 15˚C.
	Room temperature is above 32˚C.
	Room temperature is below 17˚C.

NOTE: After stopping and restarting the air conditioner, or after changing the mode during operation, the system does not restart immediately. This is a protection function for the compressor. In such a case, wait for three minutes for the system to restart.

Maintenance

Periodic maintenance is essential for keeping your air conditioner efficient.

CAUTION!
Before carrying out any maintenance, disconnect the power supply by setting the installation on/off switch to OFF for at least 5 minutes.

IMPORTANT!
- **Under no circumstances should the air conditioner be flushed with water.**
- **Volatile liquid (e.g. thinner or gasoline) will damage the air conditioner, so only use a soft wet cloth (dipped in neutral detergent) or a soft dry cloth to clean the air conditioner.**
- **Pay attention to cleaning the filter screen regularly to avoid dust covering which will affect the filter screen effect. When the operating environment is dusty, the cleaning frequency should be increased appropriately.**
- **After removing the filter screen, do not touch the fins of the indoor unit to avoid scratching them.**

End of season maintenance

When shutting down the air conditioning system for an extended period of time, follow the below steps:
- Disconnect the automatic switch or the plug.
- Remove the batteries from the remote control.
- Clean and replace the filters.
- On a sunny day let the appliance work in ventilation for some hours, so that the inside of the unit can dry completely.

Beginning of season maintenance

When starting to use this air conditioning system after a long period of nonuse, follow the below steps:
- Clean the unit and filter screen.
- Check for any obstructions to the air inlets and outlets of the indoor and outdoor units.
- Ensure that the drain pipe is unobstructed.
- Install batteries into the remote and check that the power is on.

Cleaning the unit

Dampen a clean cloth in warm water and wring it dry. Gently wipe the unit surface. Repeat this process regularly.

Air filters

After running for a particular period, the air conditioner will display "CL" (Fig. 25) and remind you to clean the filter.

Fig. 25

- Grasp the raised handle on the panel Fig. 26), and lift it up (Fig. 27).
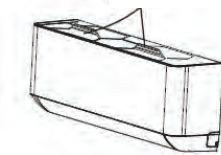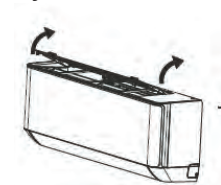
Fig. 26

Fig. 27

- Remove the filter from the unit (Fig. 28), lifting upwards from the upper edge, and then pulling the rest of the filter free.

Fig. 28
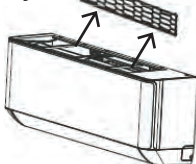
- Clean the filter with a damp cloth or, if necessary, wash it in warm soapy water (not exceeding 40˚C). Leave to dry in a cool and dry place.

- Replace the filter by inserting the lower end of the filter screen first, and then squeezing the upper end in to follow.

- Close the panel.

Cleaning the inner air duct

- Loosen the knob on the middle of louver and bend the louver outwards to remove.

- Grasp both sides of bottom plate and gently push downwards to remove.

- Loosen the buckle of the deflector with your thumb and take it out.

- Wipe the air duct and fan with a clean and slightly damp rag.

- Clean the removed parts with soapy water and leave to air dry.

- Once everything is completely dry, restore the removed parts in turn.

Replacing the batteries

The batteries in the remote control will need replacing when the indoor unit no longer emits a confirmation beep when you press a button. Insert two new AAA (1.5V) batteries, ensuring the polarities (+/-) match the markings.

Service, repair and spare parts

If you look after your air conditioner it should give you years of good service. Should you experience problems with the appliance that you cannot solve yourself – or to purchase a spare part – please contact Consumer Service Support.

Do not attempt to repair the unit yourself!

Compliance

This product has been fully tested and meets all requirements as set out by standards AS/NZS 60335.1 and AS/NZS 60335.2.40 and also AS/NZS 3823.1.1 and AS/NZS 3823.2.

The RCM Mark (Regulatory Compliance Mark) indicates that the product complies with the relevant guidelines of the ACMA as well as corresponding government requirements for the safety of electrical devices.

Responsible disposal

Packaging materials are recyclable. Please dispose of them responsibly for recycling.

At the end of its working life, make the appliance unserviceable by unplugging it from the power outlet and cutting the power cord.

Do not throw this appliance out with your household waste.

Electrical and electronic products contain substances that can have a detrimental effect on the environment and human health if disposed of inappropriately. Observe any local regulations regarding the disposal of electrical consumer goods and dispose of it appropriately for recycling and recovery of the refrigerant and blowing agent.

Contact your local authorities for advice on recycling facilities in your area. Or find recycling scheme services listed on Planet Ark's website at www.recyclingnearyou.com.au, or call Planet Ark on 1300 733 712.

WARNING: This appliance contains flammable refrigerants and insulation blowing gases, which must be removed before disposal. Contact your municipal authorities for any codes or regulations concerning the disposal of such materials.

Instruction For Servicing (R32)

1. Check the information in this manual to find out the dimensions of space needed for proper installation of the device, including the minimum distances allowed compared to adjacent structures.

2. Appliance shall be installed, operated and stored in a room with a floor area larger than 4m².

3. The installation of pipe-work shall be kept to a minimum.

4. The pipe-work shall be protected from physical damage, and shall not be installed in an unventilated space if the space is smaller than 4m² .

5. The compliance with national gas regulations shall be observed.

6. The mechanical connections shall be accessible for maintenance purposes.

7. Follow the instructions given in this manual for handling, installing, cleaning, maintaining and disposing of the refrigerant.

8. Make sure ventilation openings clear of obstruction.

9. **Notice: The servicing shall be performed only as recommended by the manufacturer.**

10. **Warning: The appliance shall be stored in a well-ventilated area where the room size corresponds to the room area as specified for operation.**

11. **Warning: The appliance shall be stored in a room without continuously operating open flames (for example an operating gas appliance) and ignition sources (for example an operating electric heater).**

12. The appliance shall be stored so as to prevent mechanical damage from occurring.

13. It is appropriate that anyone who is called upon to work on a refrigerant circuit should hold a valid and up-to-date certificate from an assessment authority accredited by the industry and recognizing their competence to handle refrigerants, in accordance with the assessment specification recognized in the industrial sector concerned. Service operations should only be carried out in accordance with the recommendations of the equipment manufacturer.

Maintenance and repair operations that require the assistance of other qualified persons must be conducted under the supervision of the person competent for the use of flammable refrigerants.

14. Every working procedure that affects safety means shall only be carried out by competent persons.

15. Warning:

* **Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacturer.**

* **The appliance shall be stored in a room without continuously operating ignition sources (for example: open flames, an operating gas appliance or an operating electric heater.**

* **Do not pierce or burn.**

* **Be aware that refrigerants may not contain an odor.**

Caution: Risk of fire   Operating instructions   Read technical manual

16. Information on servicing:

1) Checks to the area
   Prior to beginning work on systems containing flammable refrigerants, safety checks are necessary to ensure that the risk of ignition is minimized. For repair to the refrigerating system, the following precautions shall be complied with prior to conducting work on the system.

2) Work procedure
   Work shall be undertaken under a controlled procedure so as to minimize the risk of a flammable gas or vapor being present while the work is being performed.

3) General work area
   All maintenance staff and others working in the local area shall be instructed on the nature of work being carried out. Work in confined spaces shall be avoided. The area around the workspace shall be sectioned off. Ensure that the conditions within the area have been made safe by control of flammable material.

4) Checking for presence of refrigerant
   The area shall be checked with an appropriate refrigerant detector prior to and during work, to ensure the technician is aware of potentially flammable atmospheres. Ensure that the leak detection equipment being used is suitable for use with flammable refrigerants, i.e. non-sparking, adequately sealed or intrinsically safe.

5) Presence of fire extinguisher
   If any hot work is to be conducted on the refrigeration equipment or any associated parts, appropriate fire extinguishing equipment shall be available to hand. Have a dry powder or CO 2 fire extinguisher adjacent to the charging area.

6) No ignition sources
   No person carrying out work in relation to a refrigeration system which involves exposing any pipe work shall use any sources of ignition in such a manner that it may lead to the risk of fire or explosion. All possible ignition sources, including cigarette smoking, should be kept sufficiently far away from the site of installation, repairing, removing and disposal, during which refrigerant can possibly be released to the surrounding space. Prior to work taking place, the area around the equipment is to be surveyed to make sure that there are no flammable hazards or ignition risks. No Smoking signs shall be displayed.

7) Ventilated area
   Ensure that the area is in the open or that it is adequately ventilated before breaking into the system or conducting any hot work. A degree of ventilation shall continue during the period that the work is carried out.

   The ventilation should safely disperse any released refrigerant and preferably expel it externally into the atmosphere.

8) Checks to the refrigeration equipment
   Where electrical components are being changed, they shall be fit for the purpose and to the correct specification. At all times the manufacturer's maintenance and service guidelines shall be followed. f in doubt consult the manufacturer's technical department for assistance.

The following checks shall be applied to installations using flammable refrigerants: -- The charge size is in accordance with the room size within which the refrigerant containing parts are installed;

-- The ventilation machinery and outlets are operating adequately and are not obstructed;

-- If an indirect refrigerating circuit is being used, the secondary circuit shall be checked for the presence of refrigerant;

-- Marking to the equipment continues to be visible and legible. Markings and signs that are illegible shall be corrected;

-- Refrigeration pipe or components are installed in a position where they are unlikely to be exposed to any substance which may corrode refrigerant containing components, unless the components are constructed of materials which are inherently resistant to being corroded or are suitably protected against being so corroded.

9) Checks to electrical devices
Repair and maintenance to electrical components shall include initial safety checks and component inspection procedures. If a fault exists that could compromise safety, then no electrical supply shall be connected to the circuit until it is satisfactorily dealt with. If the fault cannot be corrected immediately but it is necessary to continue operation, an adequate temporary solution shall be used. This shall be reported to the owner of the equipment so all parties are advised.

Initial safety checks shall include:

-- That capacitors are discharged: this shall be done in a safe manner to avoid possibility of sparking;

-- That there no live electrical components and wiring are exposed while charging, recovering or purging the system;
-- That there is continuity of earth bonding.

17. Repairs to sealed components

1) During repairs to sealed components, all electrical supplies shall be disconnected from the equipment being worked upon prior to any removal of sealed covers, etc. If it is absolutely necessary to have an electrical supply to equipment during servicing, then a permanently operating form of leak detection shall be located at the most critical point to warn of a potentially hazardous situation.

2) Particular attention shall be paid to the following to ensure that by working on electrical components, the casing is not altered in such a way that the level of protection is affected. This shall include damage to cables, excessive number of connections, terminals not made to original specification, damage to seals, incorrect fitting of glands, etc. Ensure that apparatus is mounted securely. Ensure that seals or sealing materials have not degraded such that they no longer serve the purpose of preventing the ingress of flammable atmospheres. Replacement parts shall be in specifications.

NOTE: The use of silicon sealant may inhibit the effectiveness of some types of leak detection equipment. Intrinsically safe components do not have to be isolated prior to working on them.

18. Repair to intrinsically safe components
Do not apply any permanent inductive or capacitance loads to the circuit without ensuring that this will not exceed the permissible voltage and current permitted for the equipment in use.

Intrinsically safe components are the only types that can be worked on while live in the presence of a flammable atmosphere. The test apparatus shall be at the correct rating. Replace components only with parts specified by the manufacturer. Other parts may result in the ignition of refrigerant in the atmosphere from a leak.

19. Cabling

Check that cabling will not be subject to wear, corrosion, excessive pressure, vibration, sharp edges or any other adverse environmental effects. The check shall also take into account the effects of aging or continual vibration from sources such as compressors or fans.

20. Detection of flammable refrigerants

Under no circumstances shall potential sources of ignition be used in the searching for or detection of refrigerant leaks. A halide torch (or any other detector using a naked flame) shall not be used.

21. Leak detection methods

The following leak detection methods are deemed acceptable for systems containing flammable refrigerants.

Electronic leak detectors shall be used to detect flammable refrigerants, but the sensitivity may not be adequate, or may need re-calibration. (Detection equipment shall be calibrated in a refrigerant-free area.) Ensure that the detector is not a potential source of ignition and is suitable for the refrigerant used. Leak detection equipment shall be set at a percentage of the LFL of the refrigerant employed and shall be calibrated to the refrigerant employed and the appropriate percentage of gas (25 % maximum) is confirmed. Leak detection fluids are suitable for use with most refrigerants but the use of detergents containing chlorine shall be avoided as the chlorine may react with the refrigerant and corrode the copper pipe-work. If a leak is suspected, all naked flames shall be removed/extinguished. If a leakage of refrigerant is found which requires brazing, all of the refrigerant shall be recovered from the system, or isolated (by means of shut off valves) in a part of the system remote from the leak. Oxygen free nitrogen (OFN) shall then be purged through the system both before and during the brazing process.

22. Removal and evacuation

When breaking into the refrigerant circuit to make repairs or for any other purpose conventional procedures shall be used. However, it is important that best practice is followed since inflammability is a consideration. The following procedure shall be adhered to:
-- Remove refrigerant;
-- Purge the circuit with inert gas;
-- Evacuate;
-- Purge again with inert gas;
-- Open the circuit by cutting or brazing.

The refrigerant charge shall be recovered into the correct recovery cylinders. The system shall be flushed with OFN to render the unit safe. This process may need to be repeated several times.

Compressed air or oxygen shall not be used for this task.

Flushing shall be achieved by breaking the vacuum in the system with OFN and continuing to fill until the working pressure is achieved, then venting to atmosphere, and finally pulling down to a vacuum. This process shall be repeated until no refrigerant is within the system. When the final OFN charge is used, the system shall be vented down to atmospheric pressure to enable work to take place. This operation is absolutely vital if brazing operations on the pipe-work are to take place.

Ensure that the outlet for the vacuum pump is not close to any ignition sources and there is ventilation available.

23. Decommissioning

Before carrying out this procedure, it is essential that the technician is completely familiar with the equipment and all its detail. It is recommended good practice that all refrigerants are recovered safely. Prior to the task being carried out, an oil and refrigerant sample shall be taken in case analysis is required prior to re-use of reclaimed refrigerant. It is essential that electrical power is available before the task is commenced.

a) Become familiar with the equipment and its operation.
b) Isolate system electrically.
c) Before attempting the procedure, ensure that:
• mechanical handling equipment is available, if required, for handling refrigerant cylinders;
• all personal protective equipment is available and being used correctly;
• the recovery process is supervised at all times by a competent person;
• recovery equipment and cylinders conform to the appropriate standards.
d) Pump down refrigerant system, if possible.
e) If a vacuum is not possible, make a manifold so that refrigerant can be removed from various parts of the system.
F) Make sure that cylinder is situated on the scales before recovery takes place.
g) Start the recovery machine and operate in accordance with manufacturer's instructions.
h) Do not overfill cylinders. (No more than 80 % volume liquid charge).
i) Do not exceed the maximum working pressure of the cylinder, even temporarily.
J) When the cylinders have been filled correctly and the process completed, make sure that the cylinders and the equipment are removed from site promptly and all isolation valves on the equipment are closed off.
K) Recovered refrigerant shall not be charged into another refrigeration system unless it has been cleaned and checked.

24. Labeling

Equipment shall be labeled stating that it has been de-commissioned and emptied of refrigerant. The label shall be dated and signed. Ensure that there are labels on the equipment stating the equipment contains flammable refrigerant.

25. Recovery

When removing refrigerant from a system, either for servicing or decommissioning, it is recommended good practice that all refrigerants are removed safely.

When transferring refrigerant into cylinders, ensure that only appropriate refrigerant recovery cylinders are employed. Ensure that the correct number of cylinders for holding the total system charge are available. All cylinders to be used are designated for the recovered refrigerant and labeled for that refrigerant (i.e. Special cylinders for the recovery of refrigerant). Cylinders shall be complete with pressure-relief valve and associated shut-off valves in good working order. Empty recovery cylinders are evacuated and, if possible, cooled before recovery occurs.

The recovery equipment shall be in good working order with a set of instructions concerning the equipment that is at hand and shall be suitable for the recovery of all appropriate refrigerants including, when applicable, flammable refrigerants. In addition, a set of calibrated weighing scales shall be available and in good working order. Hoses shall be complete with leak-free disconnect couplings and in good condition.

Before using the recovery machine, check that it is in satisfactory working order, has been properly maintained and that any associated electrical components are sealed to prevent ignition in the event of a refrigerant release. Consult manufacturer if in doubt.

The recovered refrigerant shall be returned to the refrigerant supplier in the correct recover cylinder, and the relevant waste transfer note arranged. Do not mix refrigerants in recovery units and especially not in cylinders.

If compressors or compressor oils are to be removed, ensure that they have been evacuated to an acceptable level to make certain that flammable refrigerant does not remain within the lubricant.

The evacuation process shall be carried out prior to returning the compressor to the suppliers. Only electric heating to the compressor body shall be employed to accelerate this process. When oil is drained from a system, it shall be carried out safely.

Technical specifications

Model Number	MTP-09IN	
Capacity	Cooling	2640W(1000~4000)
	Heating	4050W(1000~4800)
Current	Cooling	4.3A (1.3~6.6)
	Heating	4.6A (1.3~7.4)
Rated Current	Cooling	6.6A
	Heating	7.4A
Power Input	Cooling	595W (290~1450)
	Heating	985W (290~1580)
Rated Power Input	Cooling	1450W
	Heating	1580W
Room size suitability		9–16m^2
Rated Voltage and Frequency		220–240V~, 50Hz
Ingress Protection	Outdoor Unit	IPX4
Max. Pressure	Discharge	3.7MPa
	Suction	1.2MPa
Noise (Sound Power Level)	Indoor Unit	48dB(A)
	Outdoor Unit	58dB(A)
Refrigerant Type	Type	R32
	Quantity	620g
Indoor Airflow Volume	Cooling	620m^3/h
	Heating	620m^3/h
Net Weight	Indoor Unit	10kg
	Outdoor Unit	22kg
Dimensions (mm)	Indoor Unit	820 x 306 x 195
	Outdoor Unit	795 x 305 x 549

The external static pressure of the air conditioner is 0Pa for all models.

Technical specifications

Model Number	MTP-12IN	
Rated Capacity	Cooling	3500W(1000~4000)
	Heating	4500W(1000~4600)
Current	Cooling	3.6A (1.5~7.8)
	Heating	4.6A (1.5~8.2)
Rated Current	Cooling	7.8A
	Heating	8.2A
Power Input	Cooling	800W (290~1400)
	Heating	1070W (290~1990)
Rated Power Input	Cooling	1400W
	Heating	1990W
Room size suitability		15–23m²
Rated Voltage and Frequency		220–240V~, 50Hz
Ingress Protection	Outdoor Unit	IPX4
Max. Pressure	Discharge	3.7MPa
	Suction	1.2MPa
Noise (Sound Power Level)	Indoor Unit	48dB(A)
	Outdoor Unit	60dB(A)
Refrigerant Type	Type	R32
	Quantity	810g
Indoor Airflow Volume	Cooling	580m³/h
	Heating	620m³/h
Net Weight	Indoor Unit	10kg
	Outdoor Unit	26kg
Dimensions (mm)	Indoor Unit	820 x 306 x 195
	Outdoor Unit	795 x 305 x 549

The external static pressure of the air conditioner is 0Pa for all models.

NOTES: As a result of continual improvements, the design and specifications of the product within may differ slightly to the unit illustrated on the packaging.

Due to the continuous update of the product function, the user manual in your hands may differ from the actual operation. For an electronic copy of Wi-Fi Function User Manual, please download it from our support website: https://mistral.com.au/mistral-connected/

Technology

Your air conditioner is Wi-Fi enabled, to help you to control your daily routine with ease-through the Mistral Connected app or voice control.

1. Through Mistral Connected app

Use the Mistral Connected app to control your air conditioner when you are at home or on the way, to ensure the environment is perfect once your get there.

2. Voice control with Mistral Connected

Google Home assistant and Amazon Alexa allow you to interact with your air condition in an intuitive way, using your voice.

First, you'll need to download the Mistral Connected App from the App (iOS) or Play (Android) store. Then follow the instructions in the app to set up your appliance and start controlling it.

Note:

. **The product supports 2.4GHz Wi-Fi only, not support 5.0GHz Wi-Fi.**

. **The guides including interfaces and operating procedures in this manual are listed for reference only to provide a general overview of the installation process for Mistral Connected. Always refer to installation/operation manual on APPs for complete installation and get operation details.**

Wi-Fi Module specification and Operation guideline

1. **Minimum specifications on a Smart phone:**
   Android 5.0 version or higher
   IOS 9.0 version or higher

2. **Basic parameters for Wi-Fi module**

| Parameters	Details
Network frequency	2.400 - 2.4835GHz
Standards of WLAN	IEEE 802.11 b/g/n (channels 1-14)
Protocol stack support	IPv4/TCP/UDP/HTTPS/TLS/DNS
Security support	WEP/WPA/WPA2/AES128
Network type support	STA/AP/STA+AP
Max. RF Power	18.5 dbm
Bluetooth frequency	2.402 - 2.480GHz
Bluetooth RF Power	9 dbm

3. **Operation guideline. Please take below simple guideline instruction as reference.**

| Operation Steps	Operation Items	New Account	Re-install APP (registered before)
Step 1	Download and Install APP	YES	YES
Step 2	Activate APP	YES	YES
Step 3	Registration Account	YES	NO
Step 4	Login	YES	YES
Step 5	Add Device to control	YES	Registered Device will remain

Note: If you registered the account and added device before, when you re-install the APP again and login, the added device will remain.

Install the Wi-Fi module

1. Open the panel of indoor unit.
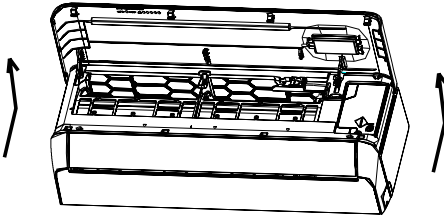
2. Take off the cover of USB Wi-Fi, follow the arrow and insert the USB Wi-Fi module into the reserved USB slot on the frame.
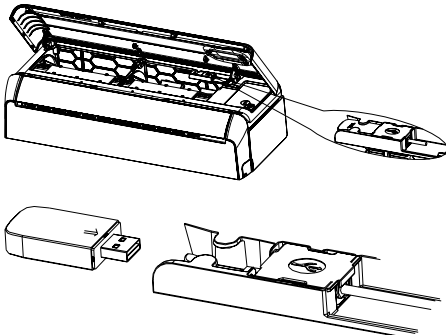
Note: The Wi-Fi module has been pre-installed at the factory for this model.

Download and Install the App

Mistral Connected App

For Android smart phone

Method1: Please scan the QR code with a browser scanner, download and install the APP.

Method2: Open the Google "Play Store" on your smart phone and search "Mistral Connnected", download and install the APP.

For IOS smart phone

Method1: Please scan the QR code and follow the tips to get into "AppStore", download and install the APP.

Method2: Open the Apple "AppStore" on your smart phone and search "Mistral Connnected", download and install the APP.


Note: Please enable the permissions of Storage/Location/Camera for this APP when installing. Otherwise it will have some problems when operating.

Registration

1. If you don't have any account please tap button "Sign up".
2. Read the Privacy Policy and tap "Agree".

Notice

We understand the importance of privacy. In order to more fully present our collection and use of your personal information, we have revised our privacy policy and user agreement in detail in accordance with the latest laws and regulations. When you click [Agree, you have fully read, understood and accepted all of the updated Privacy Policy and User Agreement. Please take some time to become familiar with our privacy policy, and if you have any questions, please feel free to contact us.

Privacy Policy and User Agreement

Disagree | Agree

3. Tap">" and choose the country.
4. Enter your e-mail address or phone number.
5. Tap the button "Obtain verification code".
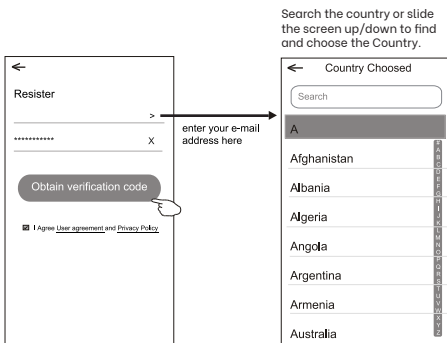
Search the country or slide the screen up/down to find and choose the Country.

6. Enter the verification code you received from e-mail or smart phone.
7. Set the Password with 6-20 characters including characters and numbers.
8. Tap "Done".
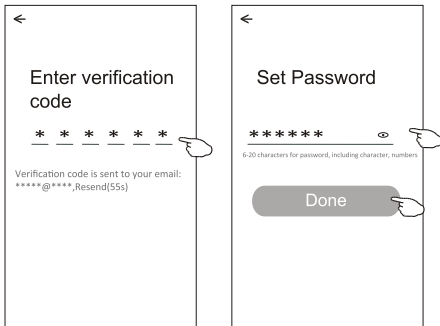
Login

1. Tap "Log in with existing account".
2. Enter your registered account and password.
3. Tap "Log in" button.

enter your account here

enter the password
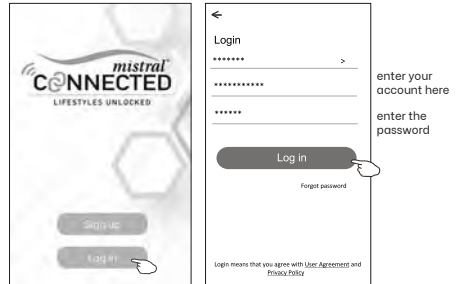
The first time the APP is used, Create family is needed:
4. Tap "Create family".
5. Make name for the family.
6. Set the location.
7. Choose default rooms or add new rooms.
8. Tap "Done" and "Completed".
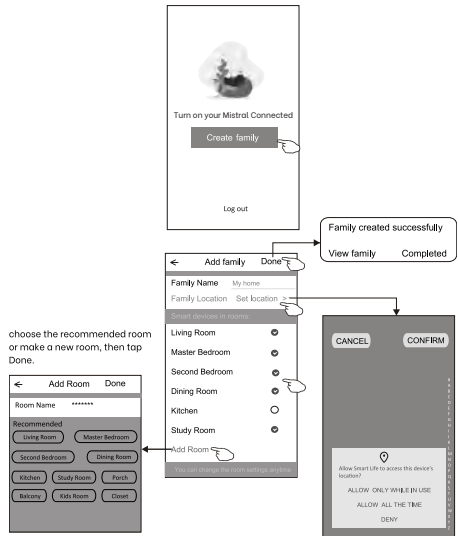
Note: The app can open the map on your phone and you can set the location where you are.

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Forgot the password

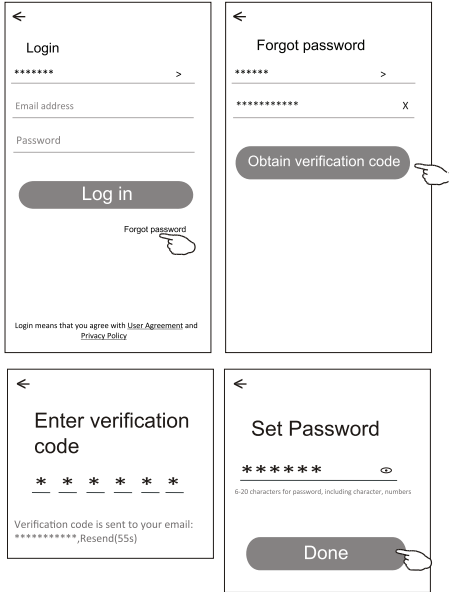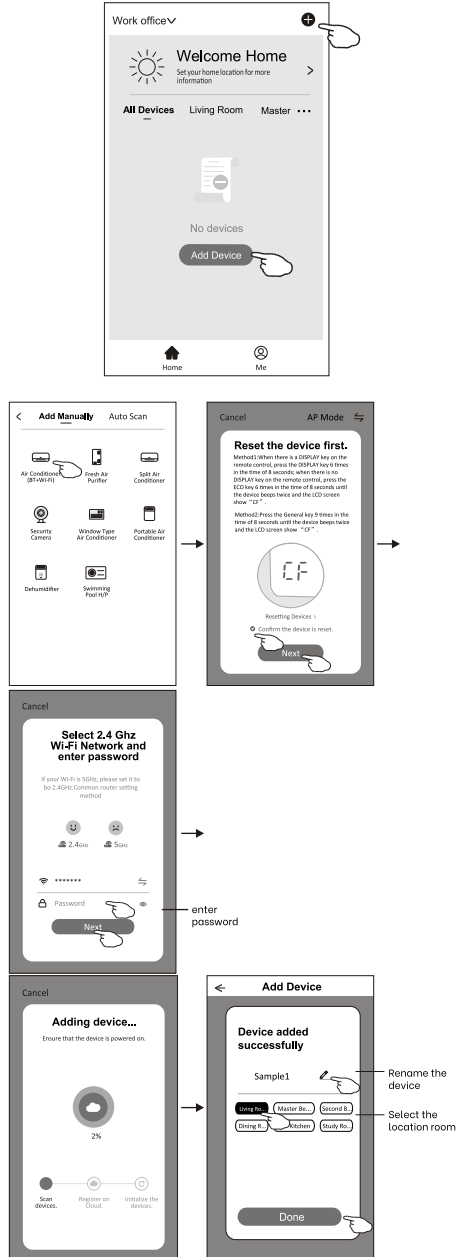If you forgot the password or you want to reset the password, operate as below:

1. Tap "Forgot password".
2. Enter your account(e-mail address) and tap button "Obtain verification code".
3. Enter the verification code received by your e-mail.
4. Set the new password and tap button "Done".

Add device

There are 3 methods to add the device.

1-EZ mode (default)

1. Power on the air conditioner and operate it in cool mode.

2. Click "+" in the upper right corner of the "Home" screen or tap "Add device" on the room which has no device.

3. Tap the "Air conditioner(BT+Wi-Fi)" logo.

4. Press the DISPLAY key on remote 6 times in the time of 8 seconds to reset the Wi-Fi module then check "Confirm the indicator is blinking rapidly" and tap"Next".

5. Input the password of the Wi-Fi which the same as your smart phone connected, then tap "Next".

6. You can see the percent rate of connecting process, at the same time "PP", "SA", "AP" shining in turn on the indoor display.
"PP" means "Searching the router"
"SA" means "connected to the router"
"AP" means "connected to the server"

2-AP mode

1. Power on the air conditioner and operate it in cool mode.

2. Click "+" in the upper right corner of the "Home" screen or tap "Add device" on the room which has no device.

3. Tap the "Air conditioner(BT+Wi-Fi)" logo.

4. Tap in the upper right corner and choose "AP Mode" , press the DISPLAY key on remote 6 times in the time of 8 seconds the to reset the Wi-Fi module then check "Confirm the indicator is blinking slowly" and tap"Next".

5. Input the password of the Wi-Fi which the same as your smart phone connected, then tap "Next".

6. Read the instruction carefully and tap "Go to Connect".

7. In the network setting screen, add or select your available network, and then go back to the previous page. Tap "Confirm hot spot connection, next" to start adding the device.

8. You can see the percent rate of connecting process, at the same time "PP","SA","AP" shining in turn on the indoor display.
"PP" means "Searching the router"
"SA" means "connected to the router"
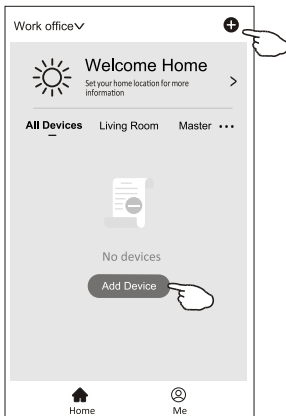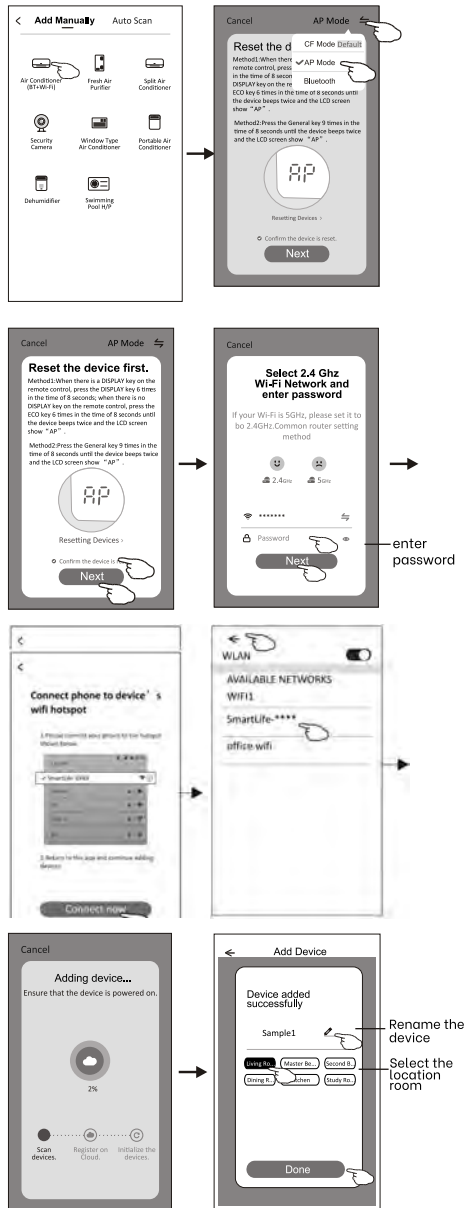"AP" means "connected to the server"

enter password

Rename the device

Select the location room

3-Bluetooth mode

1. Power on the air conditioner and operate it in cool mode.

2. Click "+" in the upper right corner of the "Home" screen or tap "Add device" on the room which has no device.

3. Tap the "Air conditioner(BT+Wi-Fi)" logo.

4. Make sure Blue tooth of your smart phone is available.

5. Tap in the upper right corner and choose "Bluetooth", press the DISPLAY key on remote 6 times in the time of 8 seconds to reset the Wi-Fi module then check "Confirm the indicator is blinking rapidly" and tap "Next".

6. Select one of the found device and tap " +"

7. Input the password of the Wi-Fi which the same as your smart phone connected, then tap "Next".

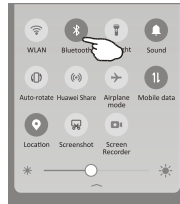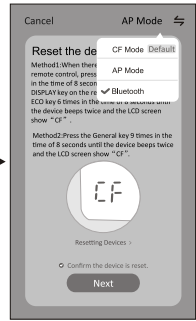8. You can see the percent rate of connecting process, at the same time "PP","SA","AP" shining in turn on the indoor display.
   "PP" means "Searching the router"
   "SA" means "connected to the router"
   "AP" means "connected to the server"

Air conditioner control

The device control screen will pop up automatically after adding the device.

The device control screen will pop up manually by tapping the device name on the home screen.

my home ⌄   +

Welcome home
Set your home location, get more
information   >

All Devices   Living Room   Master Bedroom ···

Sample1
Turned off   ⏻

Sample2
Already On   ⏻

🏠 Home   👤 Me

Note: There are two different control forms based on different software or Wi-Fi module firmware. Please read the manual carefully based on the real control interface.

Control form1   Control form2

← Sample2   ✎   < Sample1   ⊙⊙⊙

23°C
Set Temperature   ☀ Cool
⚠ ⚘   25°C
                                .0
—   +

Mode Fan Function Timer   ⏻   ⊞   ❄   ⊟
                             ON/OFF Mode Fan Speed Precision
                                                      Air Flow

                             🌿   🌙   ⏱   ···
                             Eco   Sleep   Timer   More

Control form 1

The main control interface

Back to the Home screen

Device details and management

Turn ON/OFF the air conditioner

Indicator of setting temperature

23°C
Set Temperature
⚠ ⚘

Selected Mode/Fan speed/Functions indicator

Decrease the setting temperature

—   +

Increase the setting temperature

⊞ Mode   ❄ Fan   ≡ Function   ⏱ Timer

Control form 1- Mode setting

1. Tap Mode to pop up the Mode screen.
2. Select one of the mode Feel/Cool/Heat/Dry/Fan.
3. Tap anywhere around the setting temperature to cancel the Mode setting.

← Sample2   ✎
                 ⏻

23°C
Set Temperature
❄ ⚘

Mode

△   ❄   ☀
Feel   Cool   Heat

💧   ❄
Dry   Fan

⊞ Mode   ❄ Fan   ≡ Function   ⏱ Timer

Control form 1-Select fan speed

1. Tap Fan to pop up the Fan screen.
2. Select one of the fan speed High/med/Low/ Auto.
3. Tap anywhere around the setting temperature to cancel the selection.
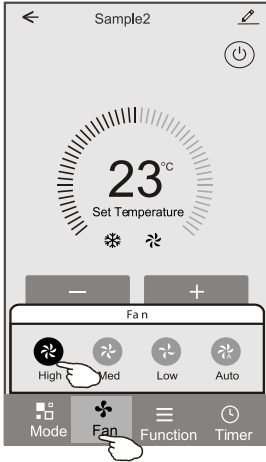
Control form 1-Function setting

1. Tap Function to pop up the Function screen.
2. Select one of the functions Sleep/Turbo/ECO.
3. Select UP-DOWN/LEFT-RIGHT for auto swing with direction of UP-DOWN/LEFT-RIGHT.
4. Tap anywhere around the setting temperature to cancel the Function setting.

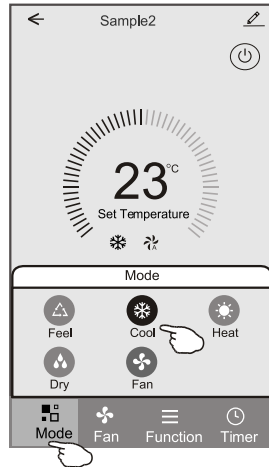## Control form 1-Timer adding

1. Tap Timer to pop up the Add Timer screen.
2. Tap Add Timer.
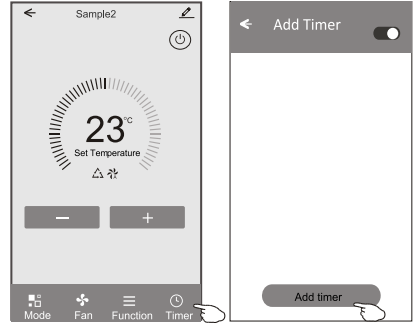
3. Select the time, select the repeat days and Timer on/off.
4. Select the Mode/Fan speed/Function and select the setting temperature for Timer on.
5. Tap Save to add the timer.
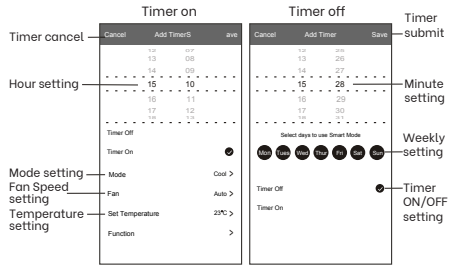
Control form 1-Timer Management

1. Tap the bar of timer to edit the Timer like the Timer adding process.
2. Click the switch to enable or disable the Timer.
3. Holdind the bar of Timer about 3 seconds and pop up the Remove Timer screen, tap CONFIRM and remove the Timer.

Control form 2

The main control interface

Back to the Home screen

Decrease the setting temperature

Selected Functions indicator

Power on/off

ON/OFF Mode Fan Speed Precision Air Flow

Eco Sleep Timer More

Sample1

Cool
25.0 ℃

Tips

Name of the device

Current mode

Increase the setting temperature

Different background for different mode: Cool/Heat/Dry/Fan/Auto

Function Buttons

Note: it may appear slightly different, depending on the air conditioner model. Example as below:

Mode Fan Speed Swing Flow

Turbo Eco Sleep Timer

Control form 2-Mode setting

1. Tap the Mode button.
2. There are 5 modes on the Mode screen, tap one button to set the Air conditioner working mode.
3. Tap the X button to go back to main control screen.
4. The mode and background will change on the screen.

Sample1

Cool
25.0 ℃

ON/OFF Mode Fan Speed Precision Air Flow

Eco Sleep Timer More

Sample1

Cool
25.0 ℃

Mode   X

Cool Heat Dry Fan

Auto
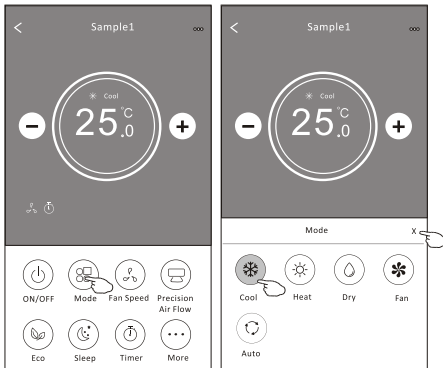
Note: please read the details of each mode in the user manual to control more comfortable.

Control form 2-Fan speed selection

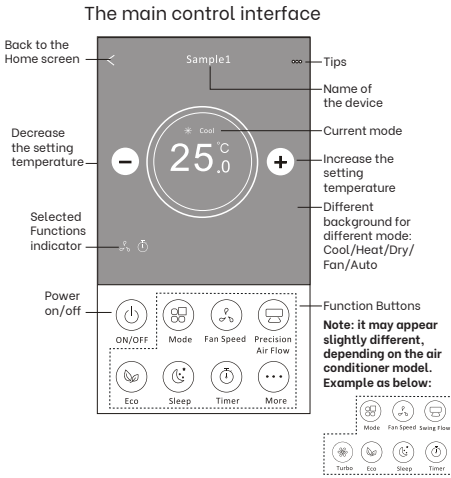1. Tap the Fan speed button.
2. Choose your desired fan speed and tap it.
3. Tap the X button to go back to the main control screen.
4. The selected fan speed indicator will appear on the screen.

Sample1

Cool
25.0 ℃

ON/OFF Mode Fan Speed Precision Air Flow

Eco Sleep Timer More

Sample1

Cool
25.0 ℃

Fan Speed   X

Turbo high Mid-High Mid

Mid-Low Low Mute Auto
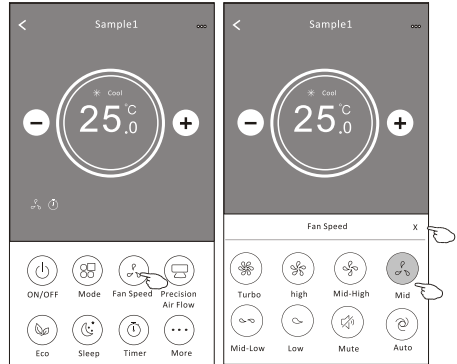
Mode	Fan Speed
Cool	All speeds
Fan	All speeds
Dry	
Heat	All speeds
Auto	All speeds

Note: Fan Speed can't be adjusted on Dry mode.

Note: Fan Speed screen may appear slightly different, depending on the air conditioner model.

Example as below:

Fan Speed   X

high Mid Low Auto

Control form 2-Air Flow control

1. Tap the Precision Air Flow button or Swing Flow button.
2. Choose your desired air flow and tap it.
3. Tap the X button to go back to the main control screen.
4. The selected air flow indicator will appear on the screen.

Note: For some models without auto Left-Right wind, If you active it, you will hear a beep, but no any actions.
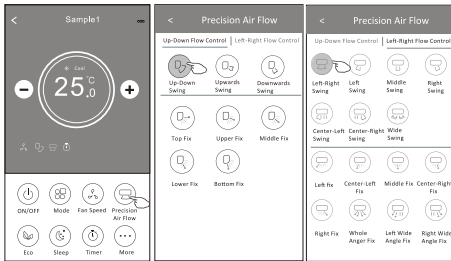
Note: The Main control screen and Air Flow screen may appear slightly different, depending on the air conditioner model. Example as below:
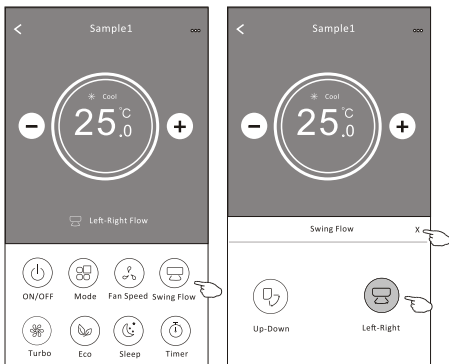
Control form 2-ECO function

1. For Eco function, just tap the button to activate the function, the button will be lighting and the indicator will appear on the screen.
2. Tap again to disable the function.
3. Temperature controlled for some air conditioner model:
   In Cooling mode, the new setting temperature will ≥26°C.
   In heating mode, the new setting temperature will ≤25°C.
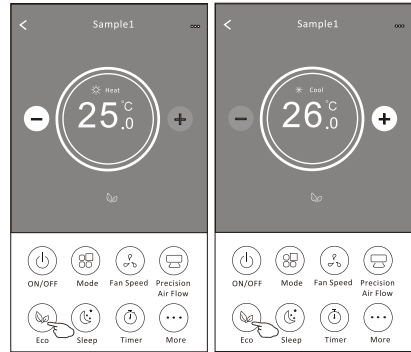
Mode	ECO enabled
Cool	Yes
Fan	
Dry	
Heat	Yes
Auto	

ECO is disabled on Fan/ Dry/Auto mode.

Note: The Main control screen and ECO control method may appear slightly different, depending on the air conditioner model. Example as below:
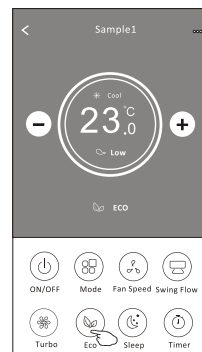
Note: ECO is disabled on Turbo/Sleep mode too for some air conditioner model.

Control form 2-Sleep function

1. Tap the Sleep button.
2. Choose your desired sleep mode and tap it.
3. Tap the X button to go back to the main control screen.
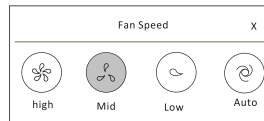4. The selected sleep mode indicator will appear on the screen.

Mode	Sleep enabled
Cool	Yes
Fan	
Dry	
Heat	Yes
Auto	

Sleep is disabled on Fan/ Dry/Auto mode.

Note: The Main control screen may appear slightly different ,depending on the air conditioner model. Example as below:

**Note: Sleep is disabled on Turbo/Sleep mode too for some air conditioner model.**

Control form 2-Timer (on) setting

1. Tap the Timer button.
2. Tap + in the upper right corner of the Timer main screen.
3. Choose the Time/Repeat/Switch OFF then tap Save.
4. The timer (off) will appear on the Timer main screen.

Slide up or down to select time

Tap repeat > then tap your desired repeat days or Once, then tap Confirm your selection.

Tap Switch > then slide the screen to choose ON and Confirm.

Control form 2-Timer (off) setting

1. Tap the Timer button.
2. Tap + in the upper right corner of the Timer main screen.
3. Set the Time/Repeat Date/Switch(ON)/Temperature/Mode/Fan speed/Air Flow as your desired and then tap Save.
4. The timer will appear on the Timer main screen.
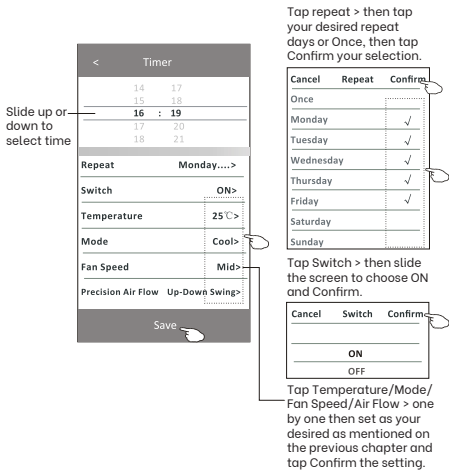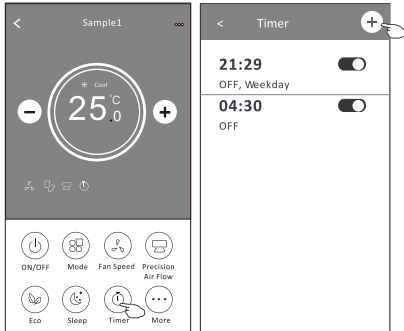
Control form 2-Timer management

1. Change the Timer setting:
   Tap anywhere of the timer list bar except the switch bar to get into the Timer setting screen, change the setting and then tap save.
2. Enable or Disable the Timer:
   Tap the left of the switch to disable the Timer.
   Tap the right of the switch to enable the Timer.
3. Delete the Timer:
   Slide the list bar of the Timer from right to left until Delete button appear, then tap delete.

Slid left to disable the Timer.

Slid right to enable the Timer.

Slide up or down to select time

Tap repeat > then tap your desired repeat days or Once, then tap Confirm your selection.

Tap Switch > then slide the screen to choose ON and Confirm.

Tap Temperature/Mode/Fan Speed/Air Flow > one by one then set as your desired as mentioned on the previous chapter and tap Confirm the setting.

38
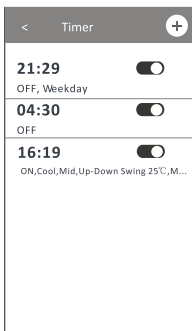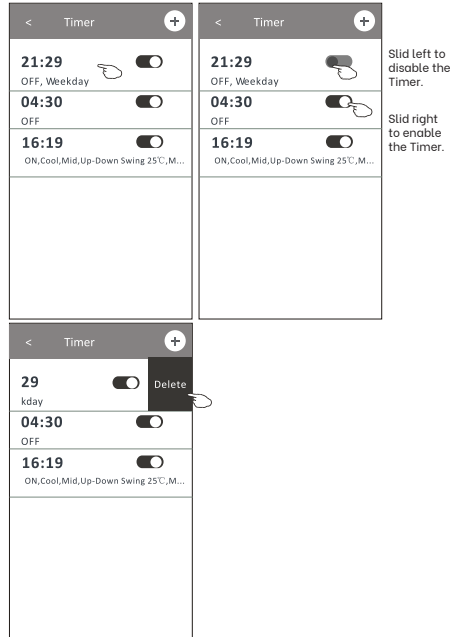
Control form 2-More functions

1. Tap the More button to operate additional functions if it appears on the screen.
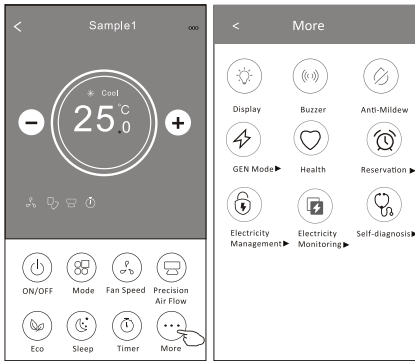
Note: Some air conditioner model don't have the more button.

Note: The appearance maybe different, some icons will be hidden if the air conditional do no have this function or do not enable on the current mode.

2. Tap the "Display" to switch on/off the indoor LED display.

3. Tap the "Buzzer" to switch on/off the buzzing when operating through Wi-Fi APP.

4. Tap the " Anti-Mildew " button to activate the Anti-Mildew function, if it is available on the screen.
   After AC turning off , it will start drying, reduce residual moisture and prevent mould, after function finish, it will automatically turn off.

5. Tap the "Health" button to switch on/off the healthy function, if it is available on the screen.
   It activate the antibacterial ioniser function. This function only for models with the ioniser generator.

6. Tap the " GEN Mode " button, if it is available on the screen.
   In this Mode, you can choose one of the three levels of current.
   The air conditioner will maintain proper current to save energy.
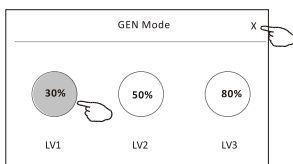
Control form 2-More functions

7. Tap the "Electricity Monitoring" button if it is available on the screen.
   In this function, you can monitor the air conditioner electricity consumption.

You can tap this button to pop up the calender then select the date.

8. Tap the " Self-Cleaning " button, if it is available on the screen.
   Check the details of the Self-Cleaning function on User Manual.

9. Tap the " 8℃ Heat " button , if it is available on the screen.
   This function help keep the room temperature over 8 .
   Check the details of the 8 Heat function on User Manual.
   Control form2-More functions

10. Tap the "Reservation" button , if it is available on the screen.
    You can set the time, repeat day, temperature, mode, fan speed, air flow as you desired and then tap Save to activate the function.
    The air conditioner will automatically reach your settings at the appointment time.
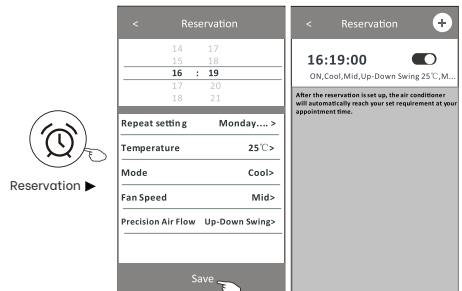
Control form 2-More functions

11. Tap the "Self-diagnosis" button, if it is available on the screen.
The air conditioner will automatically diagnosis itself and indicate the Error code and the problem instructions if possible.

Self-diagnosis ▶

Self-diagnosis	Self-diagnosis
48% Checking	100% Complete
	Error code: E0 Indoor and outdoor communication failure
Cancel	OK
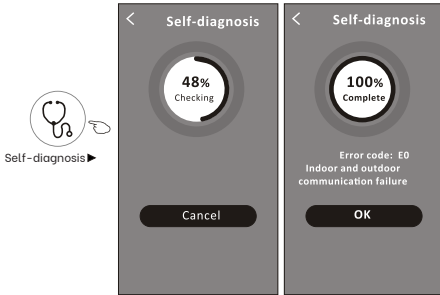
12. Tap the " Photosensitive " button if it is available on the screen.
This function allow the air conditioner to turn on/off the display automatically according to the light intensity.

13.Tap the " Soft Wind " button if it is available on the screen.
In this function, the air conditioner will blow soft airflow through the micro holes on the deflector.

Device details and management

Tap ✎ on control form1 or tap ... on control form2 , get into the device details screen.
Here you can get some useful information and sharing the device to other accounts.
Check the following pictures and instructions carefully.

Control form 1   Control form 2

Sample2

23°C
Set Temperature

Sample1

25.0°C
Cool

ON/OFF Mode Fan Speed Precision Air Flow

Eco Sleep Timer More

Mode Fan Function Timer

Details of device

Tap to change the device location to another room

Feed back the problems or some suggestions to the APP administrator

Information	
Modify Device Name	*** >
Device Location	Dining Room >
Check Device Network	Check Now >
Supported Third-part Control	
Others	
Device Sharing	>
Device Info	>
Feedback	>
Check for Firmware Update	>
Remove Device	

Tap to check the network status

Tap to check the network status

Tap to got the instruction for connecting the amazon alexa or Google Assistant voice controller

Tap to sharing the device to other account

Tap to check the Virtual ID/ Wi-Fi name/IP address MAC address/Time Zone/Wi-Fi single strength

Check and update the firmware

Tap to remove the device and the device will be reset automatically once be deleted

Device details and management

How to share the devices to other accounts?
1. Tap "Device Sharing" and pop up Device Sharing screen.
2. Tap "Add Sharing".
3. Select the region and enter the account which you want to sharing.
4. Tap "Completed", the account will appear on your sharing list.
5. The received sharing members should hold pressing the home screen and slide down to refresh the device list, the device will appear on the device list.

Details of device		
Information		
Modify Device Name	*** >	
Device Location	Dining Room >	
Check Device Network	Check Now >	
Supported Third-part Control		
Others		
Device Sharing	>	
Create Group	>	
Device Info	>	
Feedback	>	
Check for Firmware Update	>	
Remove Device		

Details of device

It is recommended to set permanent resident as family member to control the device Family Settings

Adding sharing

Add Sharing   Completed

Region   China +86   >

Account number   **********

Details of device

It is recommended to set permanent resident as family member to control the device Family Settings

Sharing List

Alias name1
****

Hold the bar about 3s then you can delete the sharing account

Adding sharing

my home ⌄   +

Welcome home
Set your home location, get more information

All Devices   Living Room Master Bed

Sample1
Turned off

Sample2
Already On

Hold on and slide down to refresh the device list

Home   Me

Account management

Account Profile setting

my home ⌄   +

Welcome home
Set your home location, get more information   >

All Devices   Living Room Master Bed

Sample1
Turned off

Sample2
Already On

Home   Me

Profile

Nick name
Account******

Home Management   >

Message Center   >
Help Center   >
More Services   >

Settings   >

Home   Me

Change the nick name of your account

Edit name

Account one

Cancel   Save

Profile

Profile Picture   >
Nickname   ******** >
Account Security   >

Time Zone   Universal >

Select a picture for the account from local album

Select the time zone

Account Security

Phone Number   ********
Location   China
Change Login Password   >
Pattern Unlock
Change Pattern Password   >

Deactivate Account   >

Set a pattern password for launching the APP

Change the password ike reset password

Tap the switch to enable or disable the Pattern password

Please carefully to deactivate the account for all data will be deleted

Home(Family) management

1. Tap the name of home at the left upper corner of the Home Screen and select the Home Management. Or tap Me and tap Home Management.
2. Tap one of the families in the family list and get into Family Settings screen.
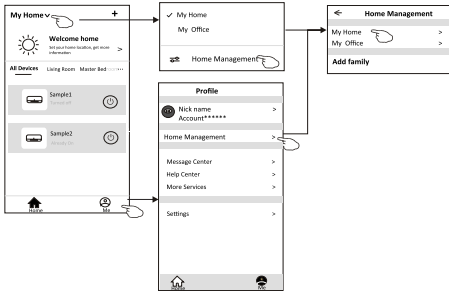
3. Set the family as the following indicators.

Open the map automatically then you can set the location

Add other account into this family to control the device

Tap to rename the family name

Tap to get into Room Management

Tap to set a name and select picture for the family member

Remove the Family from your account
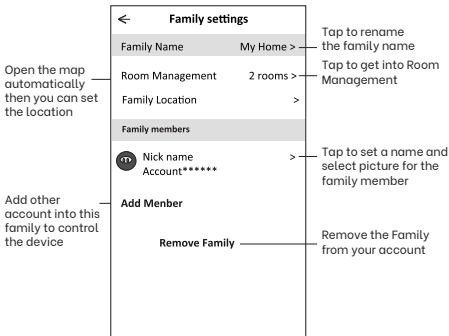
Notice

1. For technical update, there is maybe deviation of the actual items from what is on the manual.
   Please refer to your actual product and APP.

2. Smart air conditioner APP can be altered without notice for quality improvement and also be deleted depending on the circumstances of manufacturing firms .

3. In case Wi-Fi signal strength is weakened, smart App may be disconnected. So make sure the indoor unit near to wireless router.

4. DHCP server function should be activated for wireless router.

5. The internet connection may fail because of a firewall problem. In this case, contact your internet service provider.

6. For smart phone system security and network setting, make sure Smart air conditioner APP is trusted.

Trouble Shooting

Description	Analysis of cause
Air conditioner can't be configured successfully	1. Check the mobile connected WLAN router SSID and password is correct; 2. Check whether there are additional settings of WLAN router as shown below. 1) Firewall by router itself or by PC 2) MAC address filtering 3) Hidden SSID 4) DHCP server Reboot WLAN router, mobile device and air conditioner (WLAN module) and connect air conditioner by CF mode again. Before rebooting, check nobody has already connected to same air conditioner.
Mobile can't control air conditioner	1. When air conditioner (WLAN module) is rebooted and app displays Device remove, ignoring this confirmation will lead to mobile device losing control permission of the air conditioner. You will need to connect the air conditioner by CF mode again. 2. In case of power failure, mobile device will lose control permission of air conditioner for 3 minutes after power failure. (Notification will now show up on the mobile device.) If you cannot control the app (air conditioner) even after power restored, you will need to connect the air conditioner by CF mode again.
Mobile can't find air conditioner	1. Mistral Connected App display Air conditioner Device offline. Please check the following conditions. 1) The air conditioner has been reconfigured. 2) Air conditioner out of power. 3) Router out of power. 4) Air conditioner can't connect to router. 5) Air conditioner can't connect to network through the router. 6) Mobile device can't connect to network. 2. After adding the device, it disappears in device list . Hold and slide down to refresh the device list. If it has no change, shut down the app and start again.

NOTE: Due to the continuous update of the product function, the user manual in your hands may differ from the actual operation. For the latest electronic copy of Wi-Fi Function User Manual, please download it from our support website: https://mistral.com.au/mistral-connected/

Mistral Air Conditioner Warranty Information & Request Form

Certain legislation, including the Australian Consumer Law (ACL), may imply warranties or conditions or impose guarantees or obligations on GSM Retail Holdings Pty Ltd which cannot be excluded, restricted or modified or cannot be excluded, restricted or modified except to a limited extent (Owner's Statutory Rights).

The rights given by this 3 year Warranty are in addition to any rights and remedies that the owner may have under the Australian consumer law and other laws. This Warranty replaces all other warranties provided with the air conditioning product listed on the back of this card.

The Mistral air conditioning product listed on the back of this card is warranted by GSM Retail Holdings Pty Ltd (ABN 73 626 030 895) "GSM" against defects in design, materials and workmanship for a period of 3 years from the date the equipment is purchased by the original owner.

Air conditioner defects covered by this Warranty will be repaired or replaced at the discretion of GSM (subject to the owner's rights under the ACL with respect to major failures) without cost to the Owner for parts or direct repair labour. The repair or replacement shall be performed during normal business hours by GSM or a repair agent authorised by GSM.

Any Mistral parts or Mistral air conditioner repaired or replaced under this Warranty will be warranted in accordance with the provisions of this Warranty for the remainder of the original Warranty period or 12 months from the completion of the repair or the replacement of the parts or air conditioner, whichever is the greater.

Except where inconsistent with the Owner's Statutory Rights and the rights given by this Warranty, all other warranties and all liability of GSM for any loss or damage direct and consequential is expressly excluded.

To claim under this Warranty, Owner should contact GSM's Service Provider, Install & Fix Solutions Pty Ltd on 1300 373 199 or www.installandfix.com

Owner will be responsible for the costs associated with making the Warranty claim, including:

• All costs associated with travel outside of the area normally serviced by Install & Fix Solutions Pty Ltd; and

• All costs related to gaining access to unsafe (eg high) or restricted locations

The Owner will be liable for all costs incurred by GSM if the problem is not covered by the provisions of this Warranty or the Owner's Statutory Rights.

THIS WARRANTY DOES NOT COVER:

a) Faults or substandard performance resulting from operation at conditions outside the operating conditions as specified in the GSM technical or sales literature applicable to the air conditioner

b) Faults or substandard performance resulting from misapplication of the air conditioner

c) Faults or substandard performance resulting from operation of the air conditioner when used for applications other than the climatic comfort of humans for personal domestic or household use

d) Faults or substandard performance resulting from incorrect or poor installation

e) All costs related to gaining access when installed in unsafe (eg high) or restricted locations

f) Faults or substandard performance caused by any product or part other than supplied by GSM

g) Costs associated with travel outside of the area normally serviced by Install & Fix Solutions Pty Ltd

h) Faults or substandard performance caused to the air conditioner by faulty or incorrect external electrical wiring, incorrect power supply, voltage fluctuations, over voltage transients or electro-magnetic interference not originating within the air conditioner

i) Faults or substandard performance caused by vermin, blocked filters, misuse, storm, flood, fire, earthquake, negligence, vandalism, Acts of God, war, foreign matter entering the air conditioner (eg leaf matter, dirt and moisture) or any other outside agency

j) Deterioration and or damage to the external surfaces or refrigeration coils caused by normal weathering or corrosive atmospheric conditions

k) If the air conditioner has been installed in a transportable or mobile application (eg caravan or boat)

l) If the air conditioner has been re-installed in a transportable or mobile application (eg caravan or boat)

m) If the air conditioner has been re-installed at a location other than the original location

n) Any consumable item (eg batteries, filters) as supplied with the air conditioner unless the item is shown to be defective at the time of purchase

Where this Warranty does not apply, the Owner's rights are limited to the Owner's non-excludable Statutory Rights.

OWNER'S RESPONSIBILITY

The Warranty is conditional on, and the Owner is responsible for, the correct operation and regular maintenance of the air conditioner as listed below. The correction of any non-product fault or problem is not covered by this Warranty

a) Operation and maintenance of the air conditioner in accordance with the operating instructions

b) Regular cleaning of the air filter(s) and replacement where necessary

c) Ensuring that the air inlet and outlet on the outdoor unit is kept clear of any obstructions (eg dirt, leaves, plants)

d) Ensuring that the condensate drain is kept clear and clean

e) Replacement of exhausted remote batteries

f) The application of additional corrosion protection if the product is installed in a corrosive environment (eg industrial pollution, sea air)

Where our service personnel are unable to identify any fault in the product, GSM may require you to provide proof that the air conditioner is defective.

YOUR STATUTORY RIGHTS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Please complete the details below and store this card along with the purchase docket in a safe place. To receive repair under Warranty the purchase docket must be presented.

Outdoor Unit   Model No. .... Serial No. ....

Indoor Unit(s) Model No. .... Serial No. ....

                     Model No. .... Serial No. ....

                     Model No. .... Serial No. ....

                     Model No. .... Serial No. ....

Supplied by: .... Phone No: ....

Installed by: .... Date: ....

Owner's Name: ....

Address: ....

GSM Retail Holdings Pty Ltd (ABN 73 626 030 895)
Email: admin@gsmretailgroup.com

Authorised service and repair agent – Install and Fix Solutions Pty Ltd atf Cirrius Trust
Email: helpdesk@installandfix.com
Phone   +61 1300 373 199
Address: Unit 1, 9 Kingsbury Street, Brendale QLD 4500, Australia

Licensed installer details

Please ask your licensed installer/electrician to fill in the details below (or in the INSTALLATION manual) so you have them on record should you need to contact the installer in the future.

Proof of professional installation is also required for warranty claims.

Please fill in the details below:

Name of licensed installer: ....

Licence number: ....

Date of installation: ....

Signature / Date: ....

GSM

Gerard Sourcing & Manufacturing

GSM Retail Group

Consumer Service Centre : 1300 373 199

GSM Retail Group has a policy of continual improvement throughout the product range.
As such the unit contained within may differ slightly from the unit illustrated on the pack.

MADE IN CHINA for GSM Retail Group
Mistral is a registered trademark of GSM Retail Group
142-144 Fullarton Road, Rose Park, SA 5067

Cat. No. MTP-09IN/
MTP-12IN
October 2022