



Air comfort for all



sapphire



## OWNER'S MANUAL

### Indoor Unit

#### MODELS:

SAP09HP230V1AH  
SAP12HP230V1AH  
SAP18HP230V1AH  
SAP24HP230V1AH

Thank you for choosing our product.  
Please read this Owner's Manual carefully before  
operation and retain it for future reference.

To download an electric version of this manual visit  
<https://gree-comfort-dev.web.app/system-documentation/>

## Thank you for choosing a Sapphire (SAP) Heat Pump System!

You can feel confident in your selection because the same pride in craftsmanship and engineering knowledge that goes into millions of other GREE installed products worldwide has gone into your unit.

Please read this owner's manual carefully before operation and retain it for future reference.

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Owner's manual



FAQ

# INTRODUCTION

## Superior Design for Superior Performance

GREE Inverter-driven, Mini Split Heat Pumps are beautifully designed to deliver effective cooling or heating, while fitting unobtrusively into any decor. The indoor unit's aesthetically pleasing, minimalist design blends nicely in any home or office.

Your unit offers quiet, energy-efficient comfort, powered by GREE famous G10 Inverter technology. To speed up the process of bringing conditioned air exactly where you want it, the unit features both horizontal and vertical air flow control. Customizable mode controls allow you to adjust fan speeds, select sleep-time settings and more, all through the easy-to-use wireless remote controller, or an optional Wired Controller.

There are Turbo mode, I-FEEL function, WiFi connectivity, and other advanced features to make your system even more versatile, for year-round comfort and energy savings.



## Front Panel Display

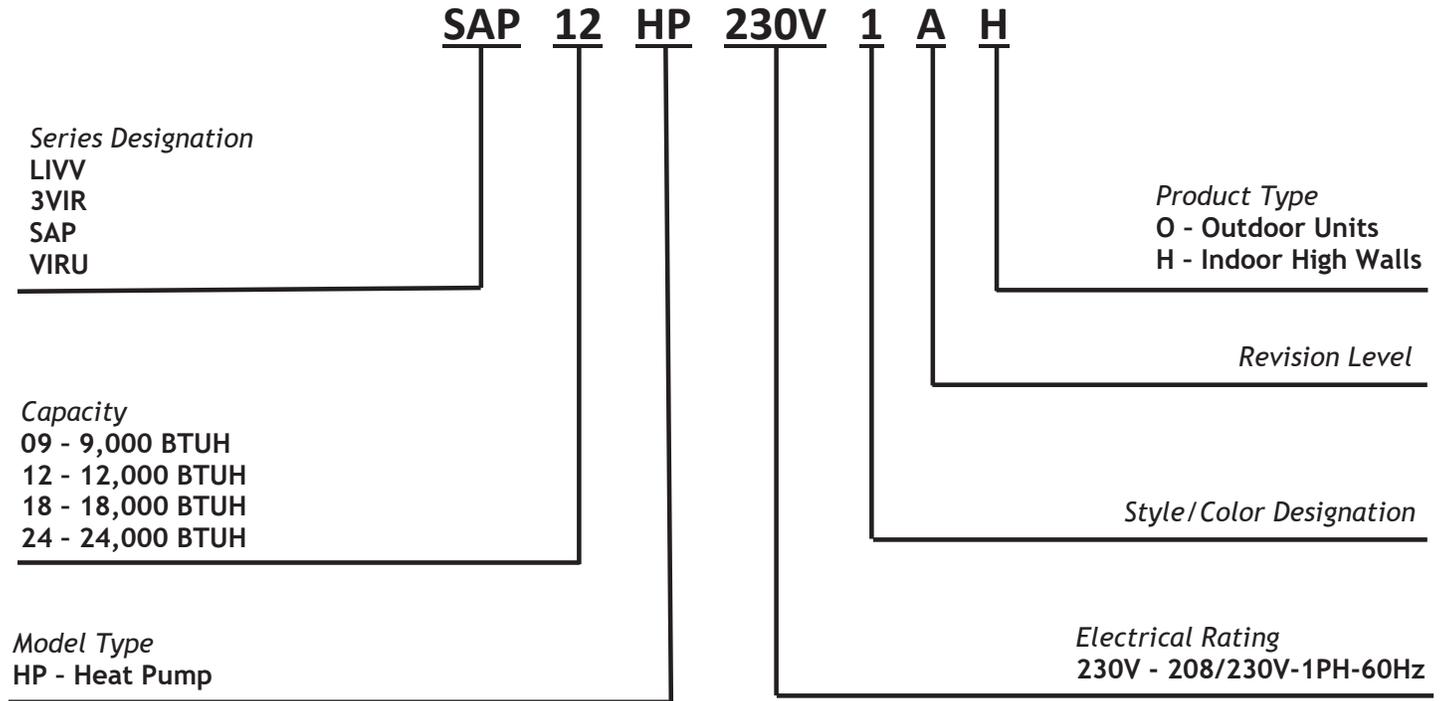
The front panel on the indoor unit contains system status lights and easy-to-read LED display.

**NOTE:** The indoor unit display panel can be turned ON or OFF via the LIGHT button on the remote controller. See "LIGHT" button description for more detail.

- This is the general introduction and the color of indicator is only for reference. Please refer to the actual display.
- Display content may be different from the actual. Please refer to the actual display.

# NOMENCLATURE

## EXAMPLE: SAP12HP230V1AH



# SAFETY PRECAUTIONS

## Please read the following before operation

Recognize safety information.  This is the safety-alert symbol. When you see this symbol on the unit and in instructions or manuals, be alert to the potential for personal injury. Understand these signal words: DANGER, WARNING, and CAUTION. These words are used with the safety-alert symbol.

DANGER identifies the most serious hazards which will result in severe personal injury or death.

WARNING signifies hazards which could result in personal injury or death.

CAUTION is used to identify unsafe practices which may result in minor personal injury or product and property damage.

NOTE is used to highlight suggestions which will result in enhanced installation, reliability, or operation.

**NOTE:** Your actual air conditioning & heating system and related devices may differ from the images shown in this manual.

### WARNING

This appliance is not intended for use by children without responsible adult supervision. Proper care should be taken to ensure safety.

### WARNING

Heat pumps, air conditioners & heating equipment should be installed, started up, and serviced only by qualified installers and service technicians. Air conditioning, heat pumps and refrigeration systems are hazardous due to high voltage electrical components, high refrigerant pressures, and moving parts.

### WARNING

- Disconnect electrical power to the indoor and outdoor units before performing any maintenance or cleaning.
- Do not attempt to repair the GREE system yourself. Incorrect repairs may cause electric shock or fire. Contact a qualified service technician for all service requirements.
- Keep combustible materials away from the unit.

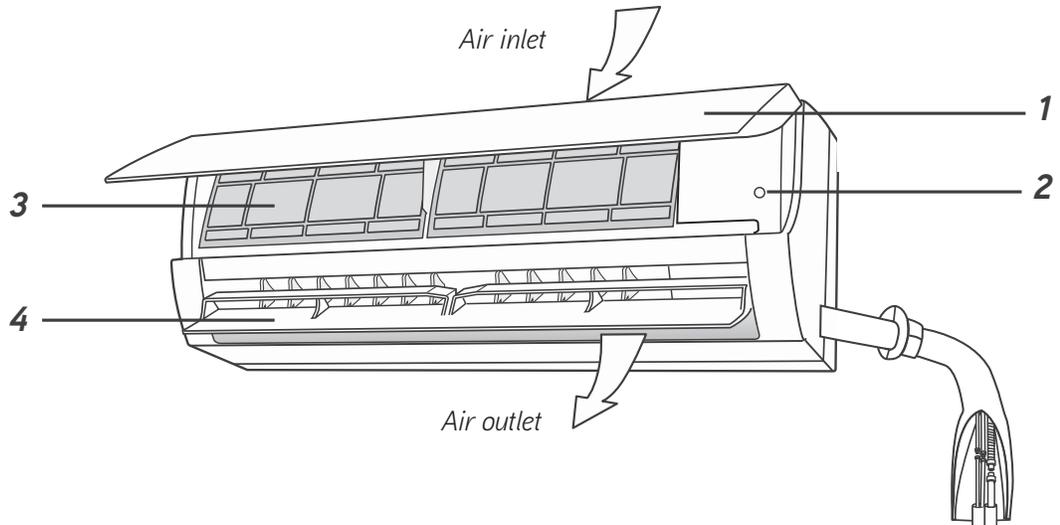
Please read the following before operation

 CAUTION

- Do not put hands or any objects into the air inlets or outlets. This may cause personal injury or damage the unit.
- When cleaning, be careful not to splash water on the unit. Doing this may cause electric shock or damage to unit.
- Do not use or place any flammable, combustible or noxious substance next to the unit.
- In the event of a failure (burning smell, etc.), immediately disconnect all electrical power to indoor and outdoor units.
- Never try repairing the system yourself; contact a qualified service technician for all repairs.

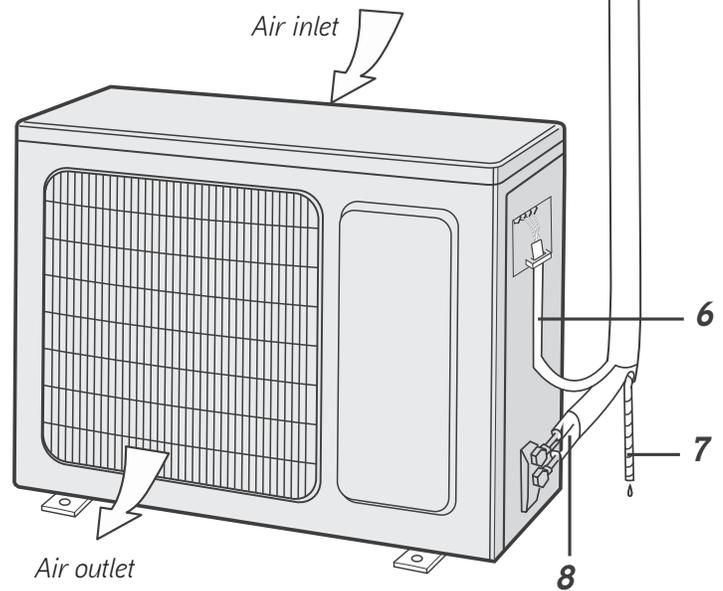
# PART NAMES

## Indoor unit



## Part Name

1. Front Panel
2. Aux. Button
3. Filter
4. Horizontal Louver
5. Remote Controller
6. Inter-Connection Wire (sold separately)
7. Drain Hose (sold separately)
8. Refrigerant Lines (sold separately)



## Outdoor unit

# SYSTEM FUNCTIONS

## WHISPER QUIET

Not only are the GREE systems energy efficient but they are quiet too. Sapphire High-Wall units operate with sound pressure levels starting as low as 19 dB(A).

## MULTI FAN SPEEDS

Whether operating in either Cooling or Heating mode, the indoor fan can be set to your choice of seven fan speed plus Turbo to achieve maximum comfort.

## INTELLIGENT PREHEATING

Sapphire system guards against the annoying cool air blown into the room in heating mode. The system constantly monitors the discharge air temperature. It will delay the indoor fan until the indoor coil has warmed up to prevent blowing uncomfortable cool air into the room.

## I-FEEL FUNCTION

The unit will sense room temperature at the remote controller instead of at the indoor unit. It then adjusts airflow and temperature accordingly for ultimate personal comfort.

## ADJUSTABLE AIRFLOW

Sapphire system has a bi-directional airflow control for maximum comfort. The indoor unit has adjustable vertical and horizontal swing louvers and can be set in multiple discharge directions from the wireless remote controller.

## TURBO MODE

Use Turbo Mode for situations where you wish to achieve the desired room temperature in the shortest possible time. This mode runs the unit at ultra high speeds for quickest results.

## VACATION MODE (FREEZE GUARD)

Vacation mode (freeze guard) set's the unit to 46°F (8°C) in heating to keep the temperature in the space above freezing.

## TIMER MODE

The unit can be programmed to turn ON or OFF after a specific amount of time. The time period is adjustable between one half and 24 hours.

## MODE BUTTON

The unit can be set to five different operating modes: HEAT COOL, DRY, FAN ONLY and AUTO.

**NOTE:** AUTO MODE has fixed setpoints of 68° F heating and 77° F cooling, which are not adjustable. The system will automatically select heating or cooling to maintain room temperature within this band.

## SLEEP MODE

Sapphire offers three selectable Sleep Mode functions for your comfort. The unit will automatically adjust room temperature during your sleep time. This slight change in temperature will not affect your comfort level due to the natural effects that sleeping has on the body but it will save on energy consumption and will lower electric bills.

## ENERGY SAVINGS MODE

This feature will automatically select the optimal compressor and fan speeds to allow for energy savings while operating in Cooling or Heating modes. The compressor and fan will automatically slow down as the room temperature reaches the set point.

## SELF-DIAGNOSIS

Sapphire has a built-in computer which uses real-time diagnostics which help prolong the unit's life. The automatic diagnosis feature continuously scans for errors or malfunctions and fault codes are shown on the unit display to facilitate troubleshooting and repair.

## POWER FAILURE MODE

Power interruptions are no problem for the Sapphire system. User selections and system parameters are stored in non-volatile memory. These parameters are retained during a power failure. When power is returned, the 3VIR system will automatically return to the last operating mode.

## INTELLIGENT DEFROST

Sapphire's Intelligent Defrost function increases room comfort and saves energy by eliminating unnecessary defrost cycles. In heating mode, the unit will monitor the outdoor coil for frost build up. Once frost buildup has been detected, the system will switch into a defrost mode to remove the frost.

## WASHABLE POLYMERIC AIR FILTER

The polymeric mesh filters save energy by preventing the indoor coils from being plugged with dirt and lint. This economical and sturdy filter may be washed, vacuumed and reused.

## FAHRENHEIT / CELSIUS

The remote controller and indoor wall unit front panel can be set to display in either °F or °C.

## REMOTE LOCK-OUT

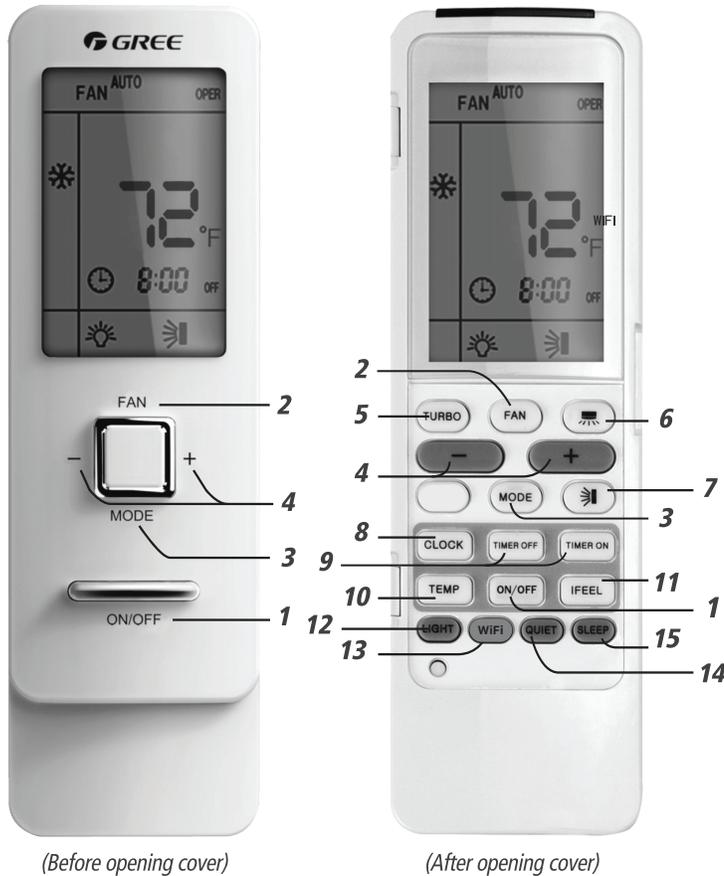
The wireless remote controller has a Lock feature. The Lock averts unauthorized access or tampering with system settings.

## AGENCY LISTINGS

All systems are listed with AHRI (Air Conditioning, Heating, and Refrigeration Institute) and are ETL certified per UL Standards.

# OPERATION OF WIRELESS REMOTE CONTROLLER

## Buttons on remote controller



### 1. ON/OFF Button

Press to power the unit on or off

### 2. FAN Button

Press to select fan speed (Ultra-Low, Low, Low-Medium, Medium, Medium-High, High or Turbo).

### 3. MODE Button

☀: Heat ☹: DRY ☹: FAN ONLY

❄: COOL 🌀: AUTO

### 4. +/- Buttons

Press to either raise or lower settings including temperature and time.

### 5. TURBO Button

Press to boost cooling or heating airflow. Quickest way to reach preset temperature.

### 6. ☂ Button

Press to control horizontal angle of louvers and to redirect airflow.

### 7. 🌀 Button

Press to control vertical angle of louvers and to redirect airflow.

### 8. CLOCK Button

Press to display time of day or time remaining on timer.

### 9. TIMER ON/TIMER OFF Buttons

Press to start or stop the timer. (Adjust with “+” and “-” buttons.) See Owner’s Manual for more details.

### 10. TEMP Button

Press to select temperature setting.

### 11. I-FEEL Button

Press to activate; allows unit to sense temperature at the remote controller in Cool mode.

### 12. LIGHT Button

Press to turn on lights on the unit’s Front Panel Display. Press again to turn off

### 13. WiFi Button

Press “WiFi” button to turn on or turn off WiFi function.

### 14. QUIET Button

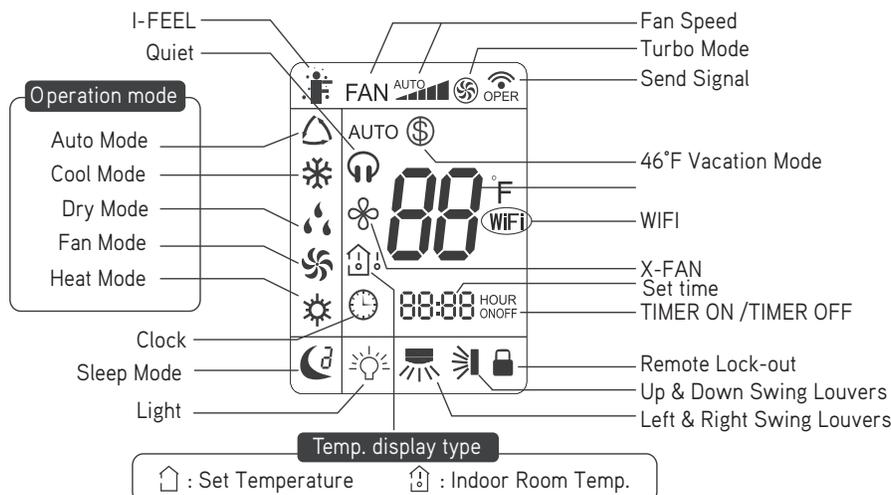
Press to activate in Heat or Cool mode; after the room reaches its set temperature, the system operates discreetly at Low fan speed.

### 15. SLEEP Button

Press to select one of three SLEEP modes, each offering varying levels of comfort control while sleeping.

See Owner’s Manual for more details.

## Introduction for icons on display screen



## Remote controller operations

The wireless remote controller is sleek, versatile and allows you to change room temperatures and functions on your Sapphire system from the palm of your hand. The large LCD display and buttons make it easy-to-understand and easy-to-use.

The remote controller is set from factory to display temperatures in °F. If °C is desired, turn the remote controller OFF with the ON/OFF button and then press “MODE” and “-” buttons on the remote simultaneously for 5 seconds.

### ON/OFF

When the system is in OFF mode, the remote controller will display the time and last room setpoint. When you press the ON/OFF button, the unit will start in the last operating mode and room setpoint.



ON Mode Display

### NOTE:

- If the ON/OFF button is pressed too soon after a stop, the compressor will not start for 3 to 5 min. due to the inherent protection against frequent compressor cycling.

### X-FAN MODE

When operating in humid areas, the unit has a DRY COIL function called X-Fan that will allow the indoor fan to run for a pre-determined amount of time after the unit is turned off (cooling or dry modes) to ensure that additional moisture is removed from coil. Hold “FAN” button for 2s in COOL or DRY mode to enable this feature. The X-FAN  icon will be displayed on remote controller. To deactivate this feature, hold “FAN” button for 2s again.



X-Fan Display

### LOCK MODE

The Privacy Lock prevents unauthorized access to the unit controls and prevents tampering with system settings. The remote controller can be locked by pressing the “+” and “-”. The Privacy Lock icon will be displayed on the remote controller.

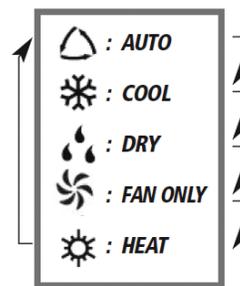
Repeat the process to unlock the remote controller.



Privacy Lock Display

### MODE

Use the “MODE” button to select one of the available modes. The selected mode will be displayed on the remote controller and the appropriate light will illuminate on the front display Zpanel.



Icons Displayed

- AUTO – Unit will automatically select heating or cooling to maintain room temperature between 68°F and 77°F. The remote controller will display the Auto Mode icon with no setpoint. The front panel display will show “68 or 77.”
- COOL – Cool to selected setpoint and remove moisture. System varies compressor speed to maintain desired temperature.
- HEAT – Heat to selected room setpoint. System varies compressor speed to maintain desired room temperature.
- FAN ONLY – To circulate air without heating or cooling. Use Fan Speed button to select speed from low to high.
- DRY – Select DRY MODE to increase moisture removal during warm humid conditions.

TIMER SETTING

TIMER ON

- To set when you want the unit to turn On at the end of a selected time period, use the button labeled “TIMER ON” on the remote controller. Press this button to make the clock icon disappear, replaced with the word “ON” (blinking). Press “+” or “-” buttons to adjust timer setting 1 minute at a time. Press and hold “+” or “-” button to set timer more quickly. Press “TIMER ON” button again to confirm setting, and the word “ON” will stop blinking. To cancel, press “TIMER ON” button again.



Timer ON Display

TIMER OFF

- To set when you want the unit to turn Off at the end of a selected time period, use the button labeled “TIMER OFF” on the remote controller. Press this button to make the clock icon disappear, replaced with the word “OFF” (blinking). Adjust settings the same as with “TIMER ON” settings.

NOTE:

- Under Timer On and Off status, you can set TIMER ON and TIMER OFF simultaneously. Before setting timer, be sure to set clock to correct time.

VERTICAL SWING LOUVERS

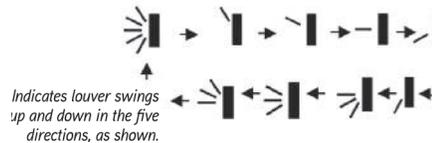


- Press the Vertical Swing Louver button to select continuous air sweep up and down. The Swing Louver icon will be displayed. Press this button again to cancel.



Vertical Louver Display

- For fixed air direction mode, press the OFF button to turn the unit OFF. Press the Vertical Swing Louver and the + buttons simultaneously until the Vertical Swing Louver icon flashes. Press the ON button to turn the unit ON. Press the Vertical Swing Louver button to select air discharge direction as shown below:



HORIZONTAL SWING LOUVERS

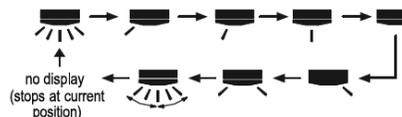


- Press the Horizontal Swing Louver button to select continuous air sweep left to right. The Swing Louver icon will be displayed. Press this button again to cancel.



Horizontal Louver Display

- For fixed air direction mode, press the OFF button to turn the unit OFF. Press the Horizontal Swing Louver and the + buttons simultaneously until the Horizontal Swing Louver icon flashes. Press the ON button to turn the unit ON. Press the Horizontal Swing Louver button to select air discharge direction as shown below:



SLEEP

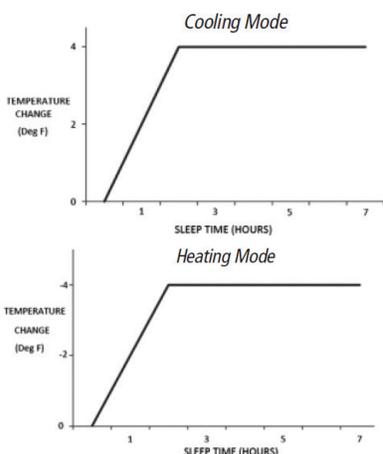
The Sapphire system will automatically adjust room temperature during your sleep time. This slight change in temperature will not affect your comfort level due to the natural effects that sleeping has on the body, but it will save on energy consumption and will lower your electric bill. The Sapphire system has three Sleep Modes to select from. Press the SLEEP button to select Sleep 1, Sleep 2, Sleep 3 modes or Cancel. The SLEEP icon will appear.



Sleep Mode Display

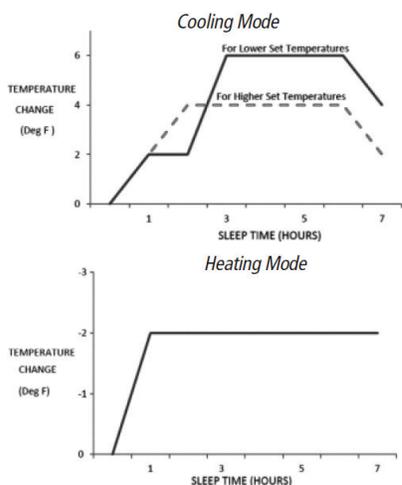
TRADITIONAL MODE - SLEEP 1 ☾

In Traditional Mode the unit will slowly relax the room set temperature by up to 4° F until Sleep Mode is cancelled.



EXPERT MODE - SLEEP 2 ☾

In Expert Mode the unit will adjust the room set temperature at a rate based on the starting set temperature value. Sleep Mode will continue until cancelled.



DIY MODE - SLEEP 3 ☾

You will be required to enter eight (8) room setpoint values for eight (8) hours of run time. The last room setpoint value will be maintained until sleep mode is cancelled.

- In Sleep Mode 3, press “Turbo” button to enter setup mode. The remote controller will display “1 hour” in the time location. Use the “+” and “-” buttons to select the desired room setpoint for the first hour of run time. Then press the “Prog” button to save the setpoint.
- The remote controller time display will change to “2 hours.” Once again, use the “+” and “-” buttons to select the desired room setpoint for the second hour of run time, and press the “Turbo” button to again save the setpoint.
- Repeat this sequence for the eight (8) room setpoint values. After all eight (8) values have been entered, the remote controller will automatically revert to standard time and temperature display, and the Sleep 3 Mode will begin.
- At any time, you may press the “ON/OFF,” “Mode” or “Sleep” buttons to cancel the Sleep 3 Mode.

**NOTE:**

- During this procedure, if no button is pressed within 10 seconds, remote controller will automatically exit the sleep curve setting and resume original display. If ON/OFF, MODE SLEEP, COOLING or HEATING button is pressed during the setting or inquiry procedure, remote controller will also exit the sleep curve setting.

LIGHT

- Press this button to turn off display light on indoor unit. Press again to turn it back on.



Light Display

DISPLAYING SETPOINT OR INDOOR TEMPERATURE ON FRONT PANEL:

- The setpoint temperature or room temperature can be displayed on the front panel. Only setpoint temperature is displayed on the remote controller.
- When the “TEMP” button is pushed once, the temperature indicator  is displayed. This indicates that the setpoint temperature is displayed on the front panel.
- When the “TEMP” button is pushed a second time, the display will show an  icon with a thermometer inside a house. This indicates that the room temperature is displayed on the front panel.
- The room temperature will be displayed for only 5 seconds before reverting back to displaying room setpoint.

**NOTE:**

- Only room setpoint temperature will be displayed on the remote controller.



Room Temperature Display

WiFi

- Press and hold both the “Mode” and “Turbo” buttons for 10 seconds until the unit beeps for the second time and the WiFi icon appears on the display. Repeat the procedure to turn WiFi mode OFF. See “WiFi SETUP” section for more information.

TURBO

- The desired setpoint, either in heating or cooling, can be achieved faster if TURBO mode is used. After selecting the “HEAT” or “COOL” mode button, push the “TURBO” button. The TURBO  icon will be displayed on the remote controller and the unit will run at ultra high speed fan. To deactivate the feature, push the “TURBO” button again. The unit will return to normal operation.



Turbo Mode Display

QUIET

- Sapphire’s QUIET MODE function delivers quiet comfort to your room. Press QUIET button to activate QUIET MODE in heating or cooling mode. The QUIET  icon will be displayed on the remote controller. The unit operates normally for ten (10) minutes or until room setpoint temperature is reached. Then the Sapphire system will operate quietly at Low fan speed.
- Press QUIET button again to cancel QUIET MODE.



Quiet Mode Display

**NOTE:**

- QUIET MODE cannot be selected in DRY or FAN ONLY modes.

ENERGY SAVING MODE

- The Sapphire System will not only keep you comfortable, they will also save you money over the long run. Energy Saving mode will automatically select the optimal fan speed to save energy in COOL mode. The fan will automatically slow down as the room temperature is closer to the setpoint. Press TEMP and CLOCK simultaneously to activate Energy Saving mode. The remote controller will display “SE”. Press TEMP and CLOCK simultaneously to cancel Energy Saving Mode.



Energy Saving Display

### 46°F VACATION MODE (FREEZE GUARD)

- In Heat mode, press “TEMP” and “CLOCK” buttons simultaneously to start up the “46°F VACATION MODE” function. When this function is active, “46°F” will be displayed on the remote controller, and the unit will maintain room temperature above 46°F. Press “TEMP” and “CLOCK” buttons simultaneously again to cancel Freeze Guard protection.



Freeze Guard Display

### I-FEEL MODE

- Press this button to use the I-FEEL function, and the (iF) icon will be displayed. The unit will sense room temperature at the remote controller instead of at the indoor unit. It then adjusts airflow and temperature accordingly for the ultimate in personal comfort control and energy savings. Press the button again to exit this function. For the best performance, keep the remote controller within an area where indoor unit can receive the signal sent by the remote controller and away from heat or cold temperature sources while using this function.



I Feel Mode Display

### CLOCK

- Press this button to set clock time. “⌚” icon on remote controller will blink. Within 5 seconds, press “+” or “-” button to set clock time. With each pressing of “+” or “-” buttons, clock time will increase or decrease 1 minute. To quickly adjust time setting, press and hold “+” or “-” button for 2 seconds. Release button when you have reached the desired time setting. Press “CLOCK” button to confirm the time, and “⌚” icon will stop blinking.

### NOTE:

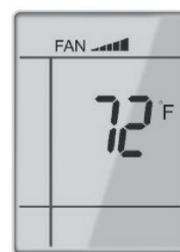
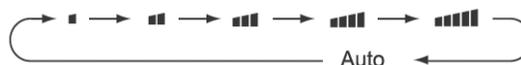
- Clock time adopts 24-hour mode. A 12-hour format is not available.



Clock Setting Display

### FAN

- Press the FAN button to adjust the fan circulation indoor speed: Low (■), Low-Medium (■■), Medium (■■■), Medium-High (■■■■), High (■■■■■) and Auto.



Fan Display

## Remote controller operations

To change batteries, slide cover off battery compartment on back of remote controller. Remove and safely discard old batteries. Insert two new AAA 1.5V dry batteries, using correct polarity. Reattach back cover.

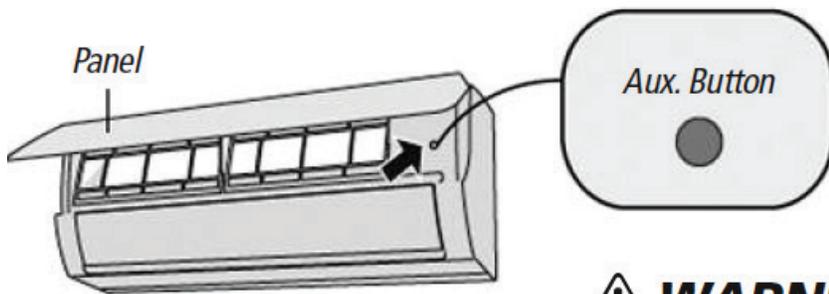
### NOTE:

- If the remote controller will not be used for a long time, remove batteries to prevent leakage damage.
- Be sure to aim the remote controller at the receiver of the main unit when operating.
- When remote emits a signal, icon will flicker; a tone will be heard when unit receives that signal.



## DAMAGED OR LOST REMOTE CONTROLLER

If remote controller is lost or damaged, the Sapphire system can be turned off directly from the indoor unit. Lift the front panel of the indoor wall unit, then press the AUX button to turn on or turn off. When the unit is on, it will operate in AUTO Mode.



### **⚠ WARNING**

*Use insulated object to press the Aux. button.:*

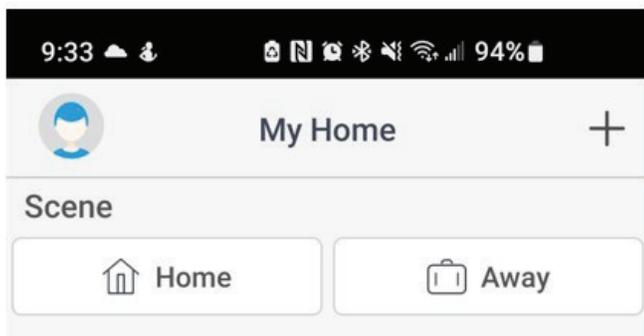
# WiFi SETUP

To set up a Wi-Fi connection with the Vireo Gen3 high wall, please follow these steps:

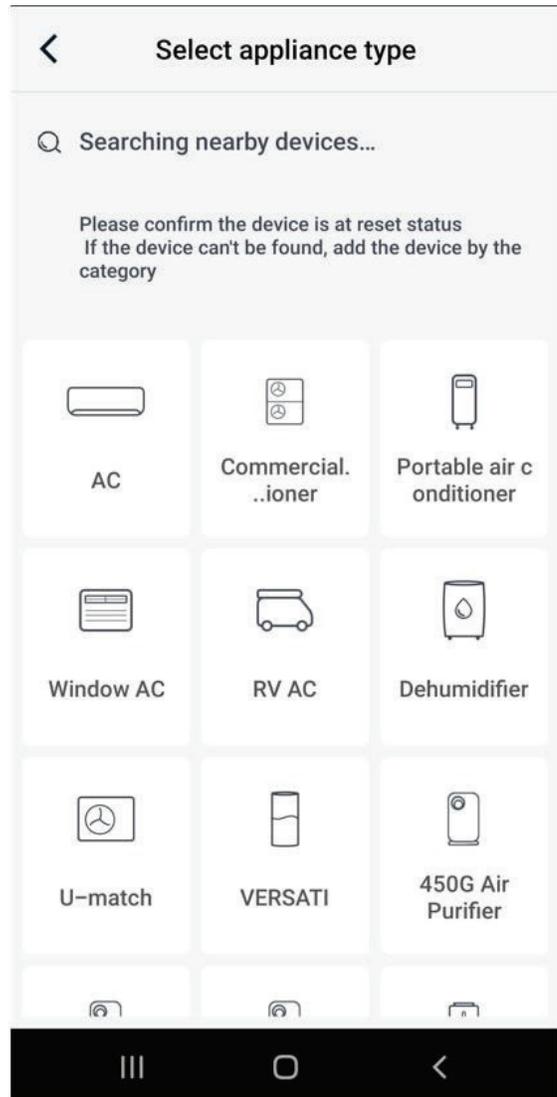
1. Download and install the Gree+ app from the Apple App Store or the Google Play Store.



2. Launch the Gree+ app by clicking on the Gree+ app icon on your phone.
3. Log into the Gree+ app using your login ID and password. First-time users will need to click the “Sign Up” button and follow the on-screen instructions to create an account.
4. Activate Wi-Fi pairing mode by using the remote control. Press and hold the Wi-Fi button until the Wi-Fi icon appears on the screen of the remote control. This should be accompanied by an audible beep. The unit will remain in Wi-Fi pairing mode for 2 minutes. If pairing is not completed within two minutes, use the remote to turn the unit off, then press and hold the Mode and Wi-Fi buttons at the same time until an audible beep is heard. This will reset the Wi-Fi module.
5. Once Wi-Fi pairing mode is active, click on the “+” sign located at the top right-hand corner of the Gree+ app home screen.



6. The app will automatically search for the active Wi-Fi signal from the high wall unit. If the app does not automatically detect the unit, select the AC icon from the list of product boxes and follow the on-screen prompts to manually add the unit.



7. Follow the on-screen prompts to connect the unit. After pairing the unit with the app, you will be prompted for the Wi-Fi network to be used with the unit. Select the proper Wi-Fi network ID and enter the network password. Please note the unit is not compatible with 5 GHz networks.

# CARE AND CLEANING

## ⚠ WARNING

- Turn off the air conditioner and disconnect the power before cleaning the air conditioner to avoid electric shock.
- Do not wash the air conditioner with water to avoid electric shock.
- Do not use volatile liquid to clean the air conditioner.
- Do not use liquid or corrosive detergent to clean the appliance and do not splash water or other liquid on it to avoid damaging the plastic components or causing an electric shock.

## Clean surface of indoor unit

When the surface of indoor unit is dirty, it is recommended to use a soft dry cloth or wet cloth to wipe it.

## NOTICE

- Do not remove the panel when cleaning it.

## Air Filter Cleaning

Changing your air filter on a regular basis prevents many problems. Dirty air filters will affect the performance and the longevity of your unit. It is recommended that air filters be cleaned every three (3) months.

To access and clean the filter:

### 1. OPEN FRONT PANEL

Firmly grasp both sides of the front panel and pull upward to about 60 degree angle. (NOTE: do not force panel open).



### 2. REMOVE FILTER

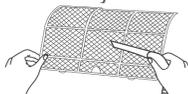
Remove the filter as indicated in the figure at right.



### 3. CLEAN FILTER

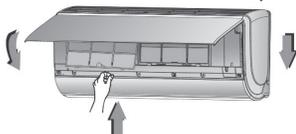
Use vacuum to clean the filter.

When the filter is very dirty, use warm water (below 110°F) to clean it, and then dry filter before replacing.



### 4. REINSTALL FILTER

Reinstall the filter and then close the panel cover tightly.



## ⚠ WARNING

- The filter should be cleaned every one – three months. If there is lot of dust in the operation environment, filter needs to be cleaned frequently.
- After removing the filter, do not touch fins to avoid injury.
- To avoid deformation or a fire hazard, do not use excessive heat when drying the filter.

## NOTICE: Seasonal start-up tips

1. Make sure air inlets and air outlets are clear.
2. Check to see the circuit breaker and wiring are in good condition.
3. Check if the filter is clean.
4. Check mounting bracket for outdoor unit for damage and corrosion. If yes, please contact dealer.
5. Check to see the drain pipe is not damaged.

## NOTICE: Seasonal shut-down tips

1. Disconnect power supply.
2. Clean filter and indoor unit's panel.
3. Check the outdoor mounting bracket, have local contractor replace if damaged or corroded.

## Recycle Please

1. Many packing materials are recyclable materials. Please dispose them in appropriate recycling bin.
2. If you want to dispose this unit, contact a local contractor or authority for assistance.

## Error Code

When the system not working properly, the temperature indicator on indoor unit will blink to display corresponding error code. Please refer to below list for identification of error code.

Error code	Troubleshooting
U8, H6, H3, E1, E5, E6, E8	Try restarting the unit. If this does not correct the problem contact a qualified HVAC technician.
C5, F0, F1, F2	Please contact qualified professionals for service.
E7	Mode Conflict, please make sure all the indoor units are running either on "COOL" or "HEAT" mode in a multi-zone application.
E2, E9	These are not error code, they are operational Status Code.

## NOTE

- If there're other error codes, please contact qualified professionals for service.

# TROUBLESHOOTING

## General problem analysis

Please check below items before asking for maintenance. If the problem still can't be eliminated, please contact local dealer or qualified professionals.

Problem	Check items	Solution
Indoor unit isn't receiving the remote controller signal.	Interference from static electricity	Disconnect power at breaker for 3 minutes.
	Is the remote controller within the signal receiving range?	Signal receiving range is 26 ft.
	Are there any obstacles?	The remote needs to have a clear path to the indoor unit receiver.
	Is the remote controller pointing at the receiving window?	Select proper angle and point the remote controller at the receiving window on indoor unit.
	Is sensitivity of remote controller low; fuzzy display or no display?	Check the batteries. If the power of batteries is too low, please replace them.
	No display when operating remote controller?	Check whether remote controller appears to be damaged. If yes, replace it.
	Electronic Interference?	Take the remote controller close to indoor unit. Turn off other electronics and then try it again.
No air coming from indoor unit	Air inlet or air outlet of indoor unit is blocked?	Eliminate obstacles.
	In the HEAT mode, has the indoor temperature reached the set temperature?	After reaching set temperature, the indoor fan will stop.
	You just turned on the HEAT mode.	In order to prevent cold air from blowing out it may take several minutes before the fan starts. This is normal.
Air conditioner isn't coming on	Power failure?	Wait until power recovery.
	Loose wiring?	Contact your contractor or an electrician.
	Circuit breaker has tripped or fuse is burnt out?	Ask professional to replace circuit breaker or fuse.
	Wiring is overheating or needs repair.	Ask professional to replace it.
	Unit has restarted immediately after stopping operation?	Turn the unit off, wait 3 minutes then turn it back on.
	Does the remote controller show the correct setting?	Reset the function.
Mist coming from indoor unit's air outlet	Indoor temperature and humidity is high?	Happens when the indoor air is cooled rapidly. After a while, indoor temperature and humidity will decrease and mist will disappear.

Problem	Check items	Solution
Strange smells?	Look for the source of the odor; rugs, furniture, cigarettes, etc.	Eliminate the odor source. Clean the filter.
Can't adjust the "Set" temperature	Unit is operating under auto mode?	Temperature can't be adjusted under auto mode. Please switch the operation mode if you need to adjust temperature.
	Your required temperature exceeds the set temperature range?	Set temperature range: 16°C~30°C (61°F~86°F).
Cooling / Heating is insufficient.	Voltage is too low?	May require calling an HVAC technician.
	Filter is dirty?	Clean the filter.
	Set temperature is in proper range?	Adjust temperature to proper range.
	Door and window are open?	Close door and window.
Air conditioner operates abnormally	Is there interference, such as lightning, wireless devices, etc.	Disconnect power, put back power, and then turn on the unit again.
"Water flowing" noise	The unit has just been turned on or off.	The noise is the sound of refrigerant flowing inside the unit, which is a normal.
Cracking noise	The unit has just been turned on or off.	This is the sound of friction caused by expansion and/or contraction of panel or other parts due to temperature changes.
Air guide louver can't be closed normally	Did you try to adjust the air guide louver manually? Did it stick during normal operation?	Disconnect the power for 3s and then connect the power; if the problem still exists, call an HVAC technician to resolve.



### WARNING

- When the following occurs, turn the unit off and disconnect power immediately, contact your installing contractor or a licensed HVAC technician.
  - Power supply wiring is overheating or damaged.
  - There's abnormal sound during operation.
  - Circuit breaker trips off frequently.
  - Air conditioner gives off burning smell.
  - Indoor unit is leaking.
- Do not try to service or repair the unit yourself.
- If the unit operates abnormally it may cause internal or external damage, electric shock or become a fire hazard.

## ENERGY SAVING TIPS

1. Reduce room setpoint at night: During the night hours, you don't require the same level of conscious cooling or heating. Try using Sleep Mode to gradually relax room temperature and allow the unit to run less and save energy.
2. Curtains and shades: In the summer, it is recommended to block the effects of the sun. Close window curtains and shades on the south and west side of your home to help block solar heat. In winter, the sun is your friend. Open curtains and shades to allow solar heat into your room.
3. Close doors: If you don't need to heat and cool your whole home, confine the heating and cooling to one room by closing doors.
4. Service the unit: Some basic maintenance might be all you need. The outdoor unit will greatly benefit from a good hosing off, leaves, grass clippings and other debris can stick to coil fins and make the unit work up to 15% harder!
5. Rearrange the room: Furniture that obstructs the airflow, needs to be removed or rearranged accordingly.
6. Try 75 degrees: 75°F is a good point for an air conditioner to run at its optimal performance level. Even a 5-degree change in temperature can make your unit use up to 40% more energy.
7. Lighting: Turning lights off can help reduce your heat. Each light bulb is a tiny heater. Your air conditioner must waste energy overcoming the heat from your lights to reach and hold your desired room temperature.
8. Zero occupancy: During zero occupancy turn your unit to Auto mode and make sure windows and curtains are closed. Although room temperature may be less than optimal for a few minutes when you return, the unit will soon have the room back to your desired temperature.
9. Don't forget the fan: The fan is much like a car. The faster it runs, the more energy it uses. Try saving money by using the comfortable quiet low fan speed as much as possible.

## REGISTRATION

### FOR WARRANTY SERVICE OR REPAIR:

Contact your installing contractor. You may find the installer's name on the equipment or in your Owner's packet or on your invoice.

### ONLINE REGISTRATION IS AVAILABLE AT:

<https://www.greecomfort.com/warranty-program/#registration>



### COMPLETE THE PRODUCT REGISTRATION BELOW:

Keep this for your files.

#### PRODUCT REGISTRATION:

Indoor Model No: \_\_\_\_\_ Serial No: \_\_\_\_\_

Outdoor Model No: \_\_\_\_\_ Serial No: \_\_\_\_\_

Owner Name: \_\_\_\_\_ Date of Installation: \_\_\_\_\_

Address of Installation: Installing Contractor: \_\_\_\_\_

Address: \_\_\_\_\_

Phone No. / E-mail: \_\_\_\_\_

## WARRANTY

For current warranty information please visit <https://gree-comfort-dev.web.app/warranty-program/>





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