

# **Hisense** User Manual

## Conventional Split Type Room Air Conditioner

HASR09A	HASC09A
HASR12A	HASC12A
HASR24A	HASC24A
HASR30C	HASC30C

Thank you very much for purchasing a **Hisense** air conditioner, please read this User Manual carefully before installing and using this appliance and keep this manual for future reference.

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# Preparation before use

*Before using the air conditioner, be sure to check and preset the following.*

- **Remote Controller presetting**

- The remote controller is **NOT** preset as Cooling Only Air Conditioner or Heat Pump by manufacturer.
- Each time after the remote controller replaces batteries or is energized, the Cooling indicator ❄️ and Heating indicator 🔥 will flash alternately on the LCD of the remote controller.
- The user can preset the remote controller type depending on the air conditioner type you have purchased as follows:
- Press any button when 🔥 flashes, Heat Pump is set.
- Press any button when ❄️ flashes, Cooling Only is set.
- If you don't press any button within 12 seconds, the remote controller is preset as Heat Pump automatically.

**Note:**

*If the air conditioner you purchased is a Cooling Only, however you preset the remote controller as Heat Pump, it doesn't bring any matter. But if the air conditioner you purchased has a Heat Pump one, and you preset the remote controller as Cooling Only, then you **CAN NOT** preset the Heating operation with the remote controller.*







- **Auto Restart Presetting**










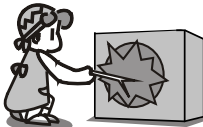

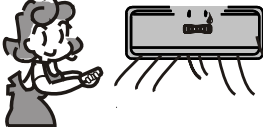



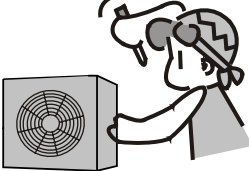

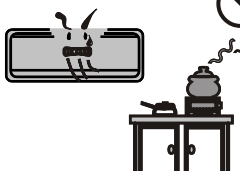

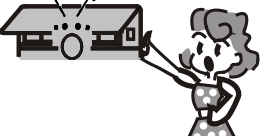

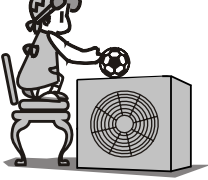



If you want auto restart function, hold down the Emergency button (ON/OFF) on the indoor unit until the appliance is energized. Auto restart function is set after the buzz sound three times. Air conditioner is on standby.

If auto restart has been set, hold down the Emergency button (ON/OFF) on the indoor unit until the appliance is energized. Auto restart function is cancelled after two buzzing sounds. Air conditioner is on standby.

# Safety precautions

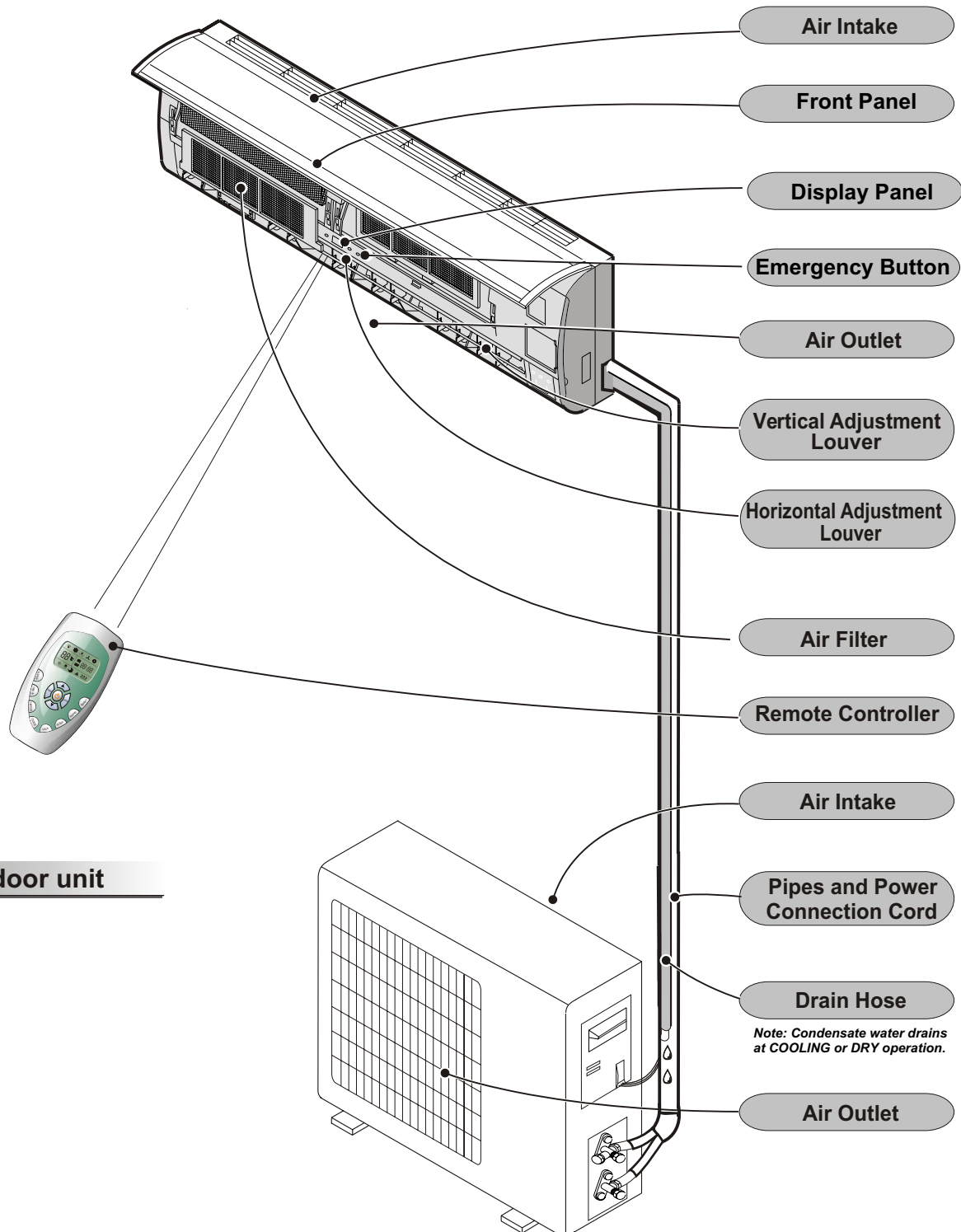
Symbols in this Use and Care Manual are interpreted as shown below.

- |   |   |
|---|---|
|  Do not do.  |  Be sure to follow this instruction.   |
|  The feature of the appliance, instead of a fault. |  Grounding is essential.   |
|  Pay attention to such a situation.                |  Warning: Incorrect handling could cause a serious hazard, such as death, serious injury, etc. |

 <p>Use correct power supply in accordance with the rating plate requirement. Otherwise, serious faults or hazard may occur or a fire maybe break out.</p>	  <p>Keep the power supply circuit breaker or plug from dirt. Connect the power supply cord to it firmly and correctly, lest an electric shock or a fire break out due to insufficient contact.</p>	   <p>Do not use the power supply circuit breaker or pull off the plug to turn it off during operation. This may cause a fire due to spark, etc.</p>
  <p>Do not knit, pull or press the power supply cord, lest the power supply cord be broken. An electric shock or fire is probably caused by a broken power supply cord.</p>	  <p>Never insert any obstacle's into the unit. Since the fan rotates at high speed, this may cause an injury.</p>	  <p>It is harmful to your health if the cool air reaches you for a long time. It is advisable to let the air flow be deflected to all the room.</p>
  <p>Turn off the appliance by remote control firstly before cutting off the power supply if malfunction occurs.</p>	  <p>Do not attempt to repair the appliance. Please call for a qualified service technician.</p>	  <p>Prevent the air flow from reaching the gas burners and stove.</p>
  <p>Do not touch the operation buttons when your hands are wet.</p>	  <p>Do not place any objects on the outdoor unit.</p>	   <p>It is the user's responsibility to make the appliance be grounded according to local codes or ordinances by a licenced technician.</p>

# Identification of parts

## Indoor unit

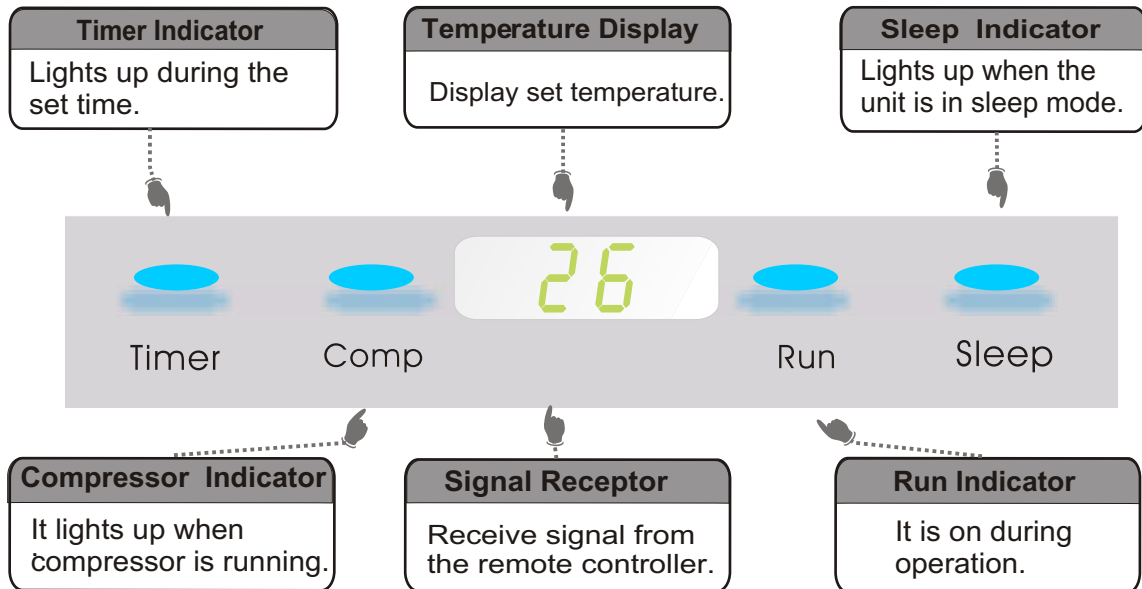


## Outdoor unit

- ✓ The figures in this manual are based on the external view of a standard model. Consequently, the shape may differ from that of the air conditioner you have selected.
- ✓ The pipes and power connection cords will not be provided. They must be purchased by the customer.

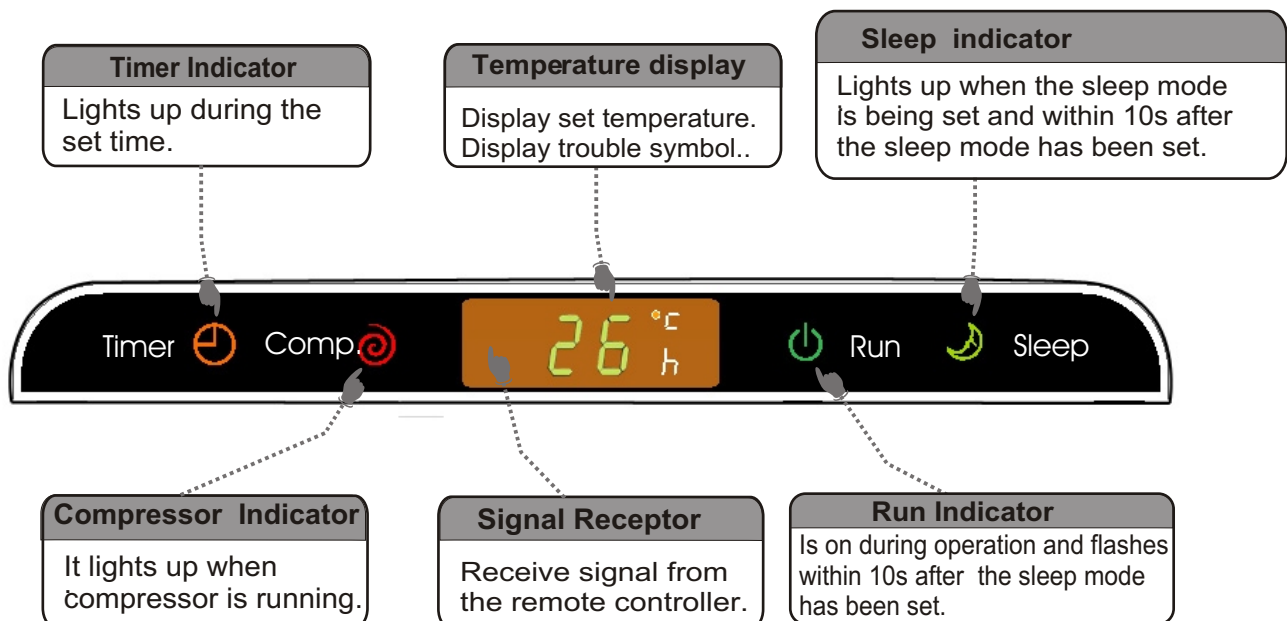
# Identification of parts

## UP series operating and display



☑ The shape and position of the switches and indicators may vary from different models, but their function are similar.

## UL series operating and display



# Remote controller

## Remote controller

The remote controller transmits signals to the system.

### 1 ON/OFF BUTTON

The appliance will start turn on when energized or will turn off when it is in operation, if you press this button.

### 2 MODE BUTTON

Press this button to select the operation mode.

### 3 FAN BUTTON

Used to select fan speed in sequence auto, high, medium or low.

### 4 5 ROOM TEMPERATURE SETTING BUTTONS

Used to adjust the room temperature and the timer, also real time.

### 6 SMART BUTTON

Used to enter fuzzy logic operation directly, regardless if the unit is on or off.

### 7 SWING BUTTON

Used to stop or start vertical adjustment louver swinging and set the desired up/down airflow direction.

### 8 SLEEP BUTTON

Used to set or cancel Sleep Mode operation.

### 9 LOCK BUTTON

When you press this button, all the buttons are locked and not available. Press again to cancel it.

### 10 CLOCK BUTTON

Used to set the current time.

### 11 12 TIMER ON/OFF BUTTON

Used to set or cancel the timer operation.



### 13 SUPER BUTTON

Used to start or stop the fast cooling operation. (Fast cooling operates at high fan speed with 18°C set temp automatically )

## Indication symbols on LCD:

❄ Cooling indicator

≡≡≡ Auto fan speed

▲ Smart indicator

📶 Signal transmit.

💧 Dry indicator

≡≡≡ High fan speed

🌙 Sleep indicator

ON 88:88 Display set timer  
OFF 88:88 Display current time

🌀 Fan only indicator

≡≡ Medium fan speed

🔒 Lock indicator

☀ Heating indicator

> Low fan speed

❄ Super indicator

88℃ Display set temperature

**Note:** Each mode and relevant function will be further specified in following pages.

# Remote controller

## Remote controller

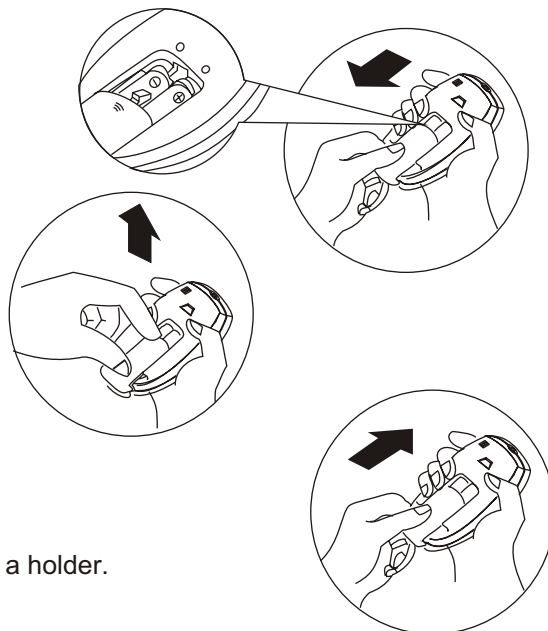
### • How to Insert the Batteries

Remove the battery cover according to the arrow direction.  
Insert new batteries making sure that the (+) and (-) of battery are matched correctly.

Reattach the cover by sliding it back into position.

**Note:**

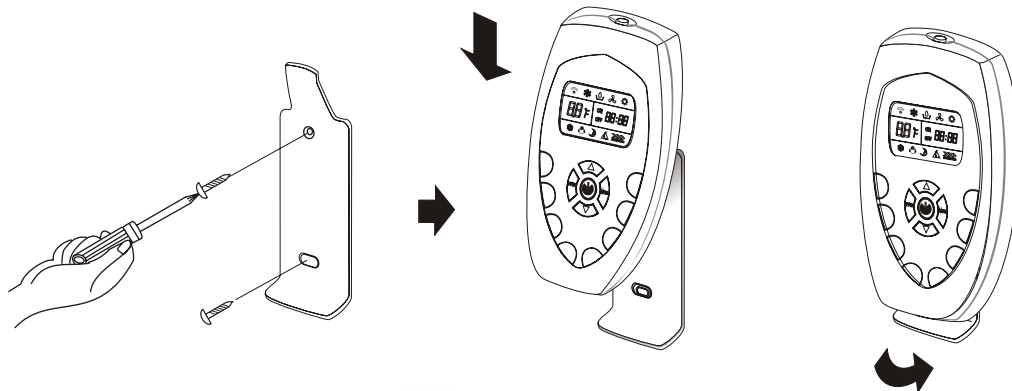
- Use 2 LR03 AAA(1.5volt) batteries. Do not use rechargeable batteries. Replace batteries with new ones of the same type when the display becomes dim.
- If the replacement is done within 1 minute, the remote controller will keep original presetting. However, if you want to change the presetting from Heat Pump to Cool Only or Cool Only to Heat Pump, you should reload batteries 3 minutes after removing the old ones. (Please refer to page 1 for details.)



### • Storage and Tips for Using the Remote Controller

The remote controller may be stored mounted on a wall with a holder.

**Note:** The remote controller holder is an optional part.

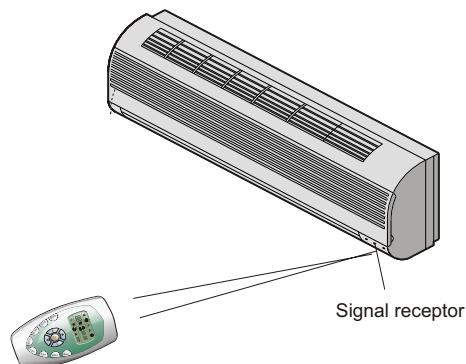


### • How to Use

To operate the room air conditioner, aim the remote controller to the signal receptor.  
The remote controller will operate the air conditioner at a distance of up to 7m when pointing at signal receptor of indoor unit.

### • Choose Cooling Only Remote controller or Heat Pump

Please refer to page 1 "Preparation before use" for details.





# Operation instructions

## Operation modes

### Selecting mode

Each time **MODE** button is pressed, the operation mode is changed in sequence:

COOLING → DRY → FAN ONLY → HEATING

☑ Heating mode is **NOT** available for cooling only air conditioner.

### FAN mode

Each time the "FAN" button is pressed, the fan speed is changed in sequence:

Auto → High → Medium → Low

☑ At "FAN ONLY" mode, only "High", "Medium" and "Low" are available.  
At "DRY" mode, Fan speed is set at "Low" automatically, "FAN" button is ineffective in this case.

### Setting temperature



Press once to **raise** temperature setting by 1°C



Press once to **lower** temperature setting by 1°C



Range of available set temperature	
*HEATING, COOLING	18°C~32°C
DRY	unable to set
FAN ONLY	unable to set

\*Note: Heating mode is **NOT** available for cooling only models.

### Turning on

Press button, when the appliance receives the signal, the RUN indicator of the indoor unit lights up.



**SWING, SMART, TIMER ON, TIMER OFF, CLOCK, SLEEP and SUPER operation modes will be specified in the following pages.**

- ☑ Changing modes during operation, sometimes the unit does not response at once. Wait 3 minutes.
- During heating operation, air flow is not discharged at the beginning. After 2—5 minutes, the air flow will be discharged until temperature of indoor heat exchanger rises.
- Wait 3 minutes before restarting the appliance.

# Operation instructions

## Airflow direction control

### Airflow direction control

Vertical airflow is automatically adjusted to a certain angle in accordance with the operation mode after turning on the unit.

Operation mode	Direction of airflow
COOLING, DRY	horizontal
*HEATING, FAN ONLY	downward

The direction of airflow can be also adjusted to your own requirement by pressing the "SWING" button of the remote controller.

5



*\*Heating mode is only available for heat pump models.*



### Vertical airflow control (with the remote controller)

Using the remote controller to set various angles of flow or specific angle as you like.

#### Swinging airflow

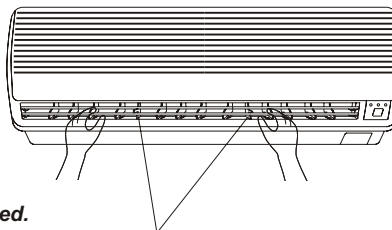
Pressing "SWING" button once, the vertical adjustment louver will swing up and down automatically.

#### Desired direction airflow

Pressing the "SWING" button again when the louvers swing to a suitable angle as desired.

### Horizontal airflow control (with hands)

Turning the control rods of the horizontal adjustment louvers to change horizontal air flow as shown.



control rods of horizontal adjustment louvers

**Note:** The shape of the unit may look different from that of the air conditioner you have selected.

- A** Do not turn the vertical adjustment louvers manually, otherwise malfunction may occur. If that happens, turn off the unit first and cut off the power supply, then restore power supply again.
- B** It is better not to let the vertical adjustment louver tilt downward for a long time at COOLING or DRY mode to prevent condensed water from dripping.

# Operation instructions

## SMART mode

Press the **SMART** button, the unit enters into **SMART** mode(fuzzy logic operation) directly regardless if the unit is on or off. In this mode, temperature and fan speed are automatically set based on the actual room temperature.

Operation mode and temperature are determined by indoor temperature

### Heat pump models

Indoor temperature	Operation mode	Target temperature
21°C or below	HEATING	22°C
21°C-23°C	FAN ONLY	
23°C-26°C	DRY	Room temperature decrease 1.5°C after operate for 3 minutes
Over 26°C	COOLING	26°C

### Cooling only models



Indoor temperature	Operation mode	Target temperature
26°C or below	DRY	Room temperature decrease 1.5°C after operate for 3 minutes
Over 26°C	COOLING	26°C





☑ **SMART** button is ineffective in **SUPER** mode.

**Note:** Temperature, airflow and direction are controlled automatically in 6th mode. However, a decrease or rise of up to 2 °C can be set with the remote controller if you still feel uncomfortable.

### What you can do in SMART mode

Your feeling	button	adjustment procedure
Uncomfortable because of unsuitable air flow volume.		Indoor fan speed alternates among High, Medium and Low each time this button is pressed.
Uncomfortable because of unsuitable flow direction.		Press it once, the vertical adjustment louver swings to change vertical airflow direction. Press it again, swings stops.

## CLOCK button

You can adjust the real time by pressing **CLOCK** button, then using  and  buttons to get the correct time, press **CLOCK** button again the real time is set.





# Operation instructions

## Timer mode

It is convenient to set the timer on with the **TIMER ON/OFF** buttons when you leave your home and to achieve a comfortable room temperature at the time you get home. You can also set the timer off at night to enjoy a good sleep.

### ► How to set TIMER ON

TIMER ON button can be used to set the timer programming as wished in order to switch on the appliance at your desired time.



- i) Press TIMER ON button, "ON 12:00" flashes on the LCD, then you can press the  or  buttons to select your desired time for appliance on.

 Increase

 Decrease



Press the  or  button once to increase or decrease the time setting by 1 minute.

Press the  or  button one and a half seconds to increase or decrease the time setting by 10 minute.

Press the  or  button for a longer time to increase or decrease the time by 1 hour.

**Note:** If you don't set the time in 10 seconds after you press **TIMER ON** button, the remote controller will exit the **TIMER ON** mode automatically.

- ii) When your desired time displayed on the LCD, press the **TIMER ON** button and confirm it.

**A "beep" can be heard.**

**"ON" stops flashing.**

**The *TIMER* indicator on the indoor unit lights up.**

- iii) After the set timer displayed for 5 seconds the clock will be displayed on the LCD of the remote controller instead of set timer.

### ► How to cancel TIMER ON

Press the **TIMER ON** button again, a "beep" can be heard and the indicator disappears, the **TIMER ON** mode has been canceled.

**Note:** It is similar to set **TIMER OFF**, you can make the appliance switch off automatically at your desired time.

# Operation instructions

## SLEEP mode

### SLEEP mode

**SLEEP** mode can be set in **COOLING**, **HEATING** or **DRYING** operation mode. This function gives you a more comfortable environment for sleep.

In **SLEEP** mode,

- The appliance will stop operation automatically after operating for 8 hours.
- Fan speed is automatically set at low speed.
- \*Set temperature will rise by 1°C at most if the appliance operates in cooling mode for 2 hours constantly, then keeps steady.
- Set temperature will decrease by 3°C at most if the appliance operates in heating mode for 3 hours constantly, then keeps steady.

*\* Note: In cooling mode, if room temperature is 26°C or above, set temperature will not change.*

*Note: Heating is NOT available for cooling only air conditioner.*



## SUPER mode

### SUPER mode

- **SUPER** mode is used to start or stop fast cooling. Fast cooling operates at high fan speed, changing the set temperature automatically to 18°C.
- **SUPER** mode can be set when the appliance is in operation or energized.
- In **SUPER** mode, you can set the airflow direction or timer. If you want to escape from **SUPER** mode, press any - **SUPER** , **MODE** , **FAN** , **ON/OFF** or **TEMPERATURE SETTING** button, the display will return to the original mode.

**Note:**

- **SLEEP** and **SMART** buttons are not available in **SUPER** mode.
- **SUPER** button is ineffective in **HEATING** mode.
- The Appliance will continue working in **SUPER** mode with set temperature of 18°C, if you don't escape from it by pressing any of the buttons mentioned above.



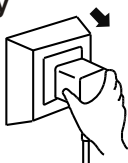
# Maintenance

## Front panel maintenance

1

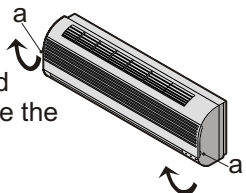
### Cut off the power supply

Turn off the appliance first before disconnecting from the power supply.



2

Grasp position "a" and pull outward to remove the front panel.



3

### Wipe with a soft and dry cloth.

Use lukewarm water (below 40°C) to clean if the appliance is very dirty.



Use a dry soft cloth to clean it.

4

Never use volatile substance such as gasoline or polishing powder to clean the appliance.



5

Never sprinkle water onto the indoor unit

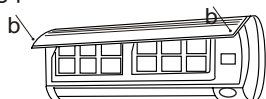


Dangerous!  
Electric shock!

6

### Reinstall and shut the front panel.

Reinstall and shut the front panel by pressing position front "b" downward.



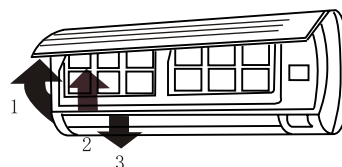
## Air filter maintenance

Please clean the air filter after using it for about 100 hours.

Clean as follows:

1

Switch off the appliance and remove the air filter.



1. Open the front panel.

2. Press the handle of the filter gently from the front.

3. Grasp the handle and slide out the filter.

2

Clean and reinstall the air filter.

If the dirt is conspicuous, wash it with a solution of detergent in lukewarm water. After cleaning, dry well in shade.



3

Close the front panel in position.

☑ Clean the air filter every two weeks if the air conditioner operates in an extremely dusty environment.

# Protection

## Operating condition

**The protective circuitry device may trip and stop the appliance in the cases listed below.**

<b>HEATING</b>	Outdoor air temperature is over 24°C
	Outdoor air temperature is below -7°C
	Room temperature is over 27°C
<b>COOLING</b>	Outdoor air temperature is over *43°C
	Room temperature is below 21°C
<b>DRY</b>	Room temperature is below 18°C

*\* For Tropical (T3) Climate condition models, the temperature point is 52°C instead of 43°C.*

- ☑ If the air conditioner runs in **COOLING** or **DRY** mode with door or window opened for a long time when relative humidity is above 80%, dew may drip down from the outlet.

## Noise pollution

- Install the air conditioner in a place that can bear its weight to ensure quite operation.
- Install the outdoor unit in a place where the discharged air and the operation noise would not annoy your neighbours.
- Do not place any obstacles in front of the air outlet of the outdoor unit to minimise the noise level.

## Features of protector

### ① The protective device will work at following cases.

- You need to wait 3 minutes before restarting the unit after stopping operation or changing mode during operation.
- Connect to the power supply and turn on the unit at once, it may start 20 seconds later.

### ② If all operation has stopped, press **ON/OFF** button again to restart, Timer should be set again if it has been canceled.

## Features of HEATING mode

### Preheat

At the beginning of **HEATING** operation, the airflow from the indoor unit is discharged 2-5 minutes later.

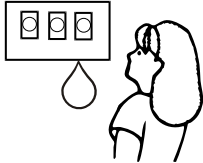
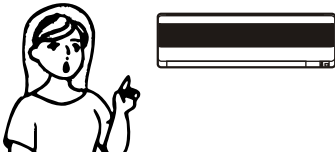
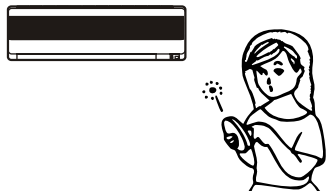
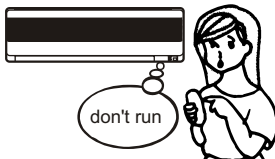
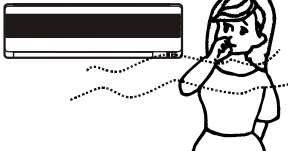
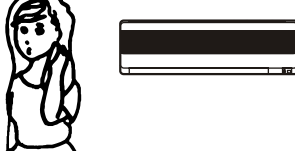
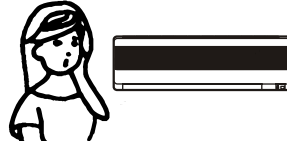
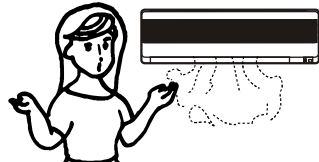
### Defrost

In **HEATING** operation the appliance will defrost (de-ice) automatically to raise efficiency. This procedure usually lasts 2-10 minutes. During defrosting, fans stop operation. After defrosting completes, it returns to **HEATING** mode automatically.

**Note:** Heating is **NOT** available for cooling only air conditioner models.

# Troubleshooting

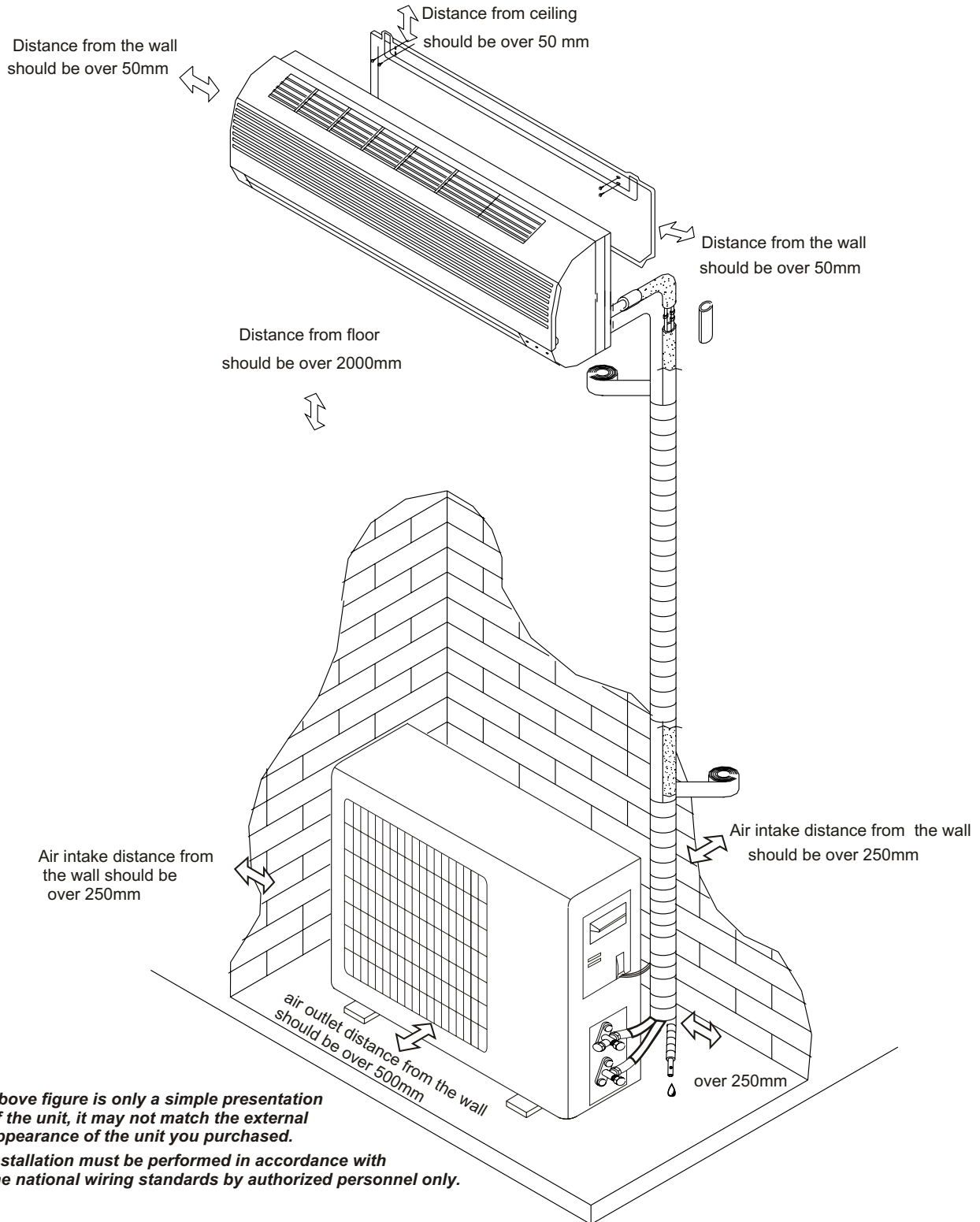
The following cases may not always be a malfunction, please check before asking for service.

Trouble	Analysis
<p>Does not run</p> 	<ul style="list-style-type: none"> <li>• If the protector trip or fuse is blown.</li> <li>• Please wait for 3 minutes and start again, protector device may be preventing unit to work.</li> <li>• If batteries in the remote controller exhausted.</li> <li>• If the plug is not properly plugged.</li> </ul>
<p>No cooling or heating air</p> 	<ul style="list-style-type: none"> <li>• Is the air filter dirty?</li> <li>• Are the intakes and outlets of the air conditioner blocked?</li> <li>• Is the temperature set properly?</li> </ul>
<p>Ineffective control</p> 	<ul style="list-style-type: none"> <li>• If strong interference (from excessive static electricity discharge, power supply voltage abnormality) presents, operation will be abnormal. At this time, disconnect from the power supply and connect back 3 minutes later.</li> </ul>
<p>Does not operate immediately</p> 	<ul style="list-style-type: none"> <li>• Changing mode during operation, 3 minutes will delay.</li> </ul>
<p>Peculiar odor</p> 	<ul style="list-style-type: none"> <li>• This odour may come from another source such as furniture, cigarette etc, which is sucked in the outdoor unit and blows out with the air.</li> </ul>
<p>A sound of flowing water</p> 	<ul style="list-style-type: none"> <li>• Caused by the flow of refrigerant in the air conditioner, not a fault.</li> <li>• Defrosting sound in heating mode.</li> </ul>
<p>Cracking sound is heard</p> 	<ul style="list-style-type: none"> <li>• The sound may be generated by the expansion or contraction of the front panel due to change of temperature.</li> </ul>
<p>Spray mist from the outlet</p> 	<ul style="list-style-type: none"> <li>• Mist appears when the room air becomes very cold because of cool air discharged from indoor unit during <b>COOLING</b> or <b>DRY</b> operation mode.</li> </ul>
<p>The compressor indicator (red) lights on constantly, and indoor fan stops.</p>	<ul style="list-style-type: none"> <li>• The unit is shifting from heating mode to defrost. The indicator light will turn off within ten minutes and returns to heating mode.</li> </ul>



# Installation instructions

## Installation diagram



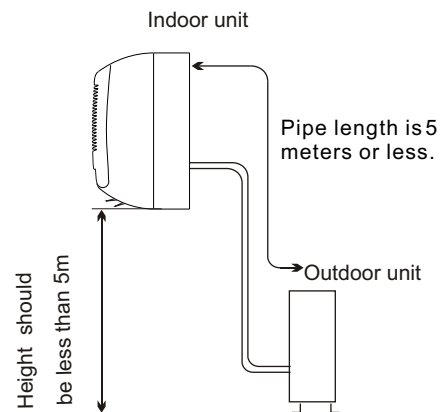
# Installation instructions

## Select the best location

❑ Installation of this appliance must be performed by a licensed and qualified installation contractor.

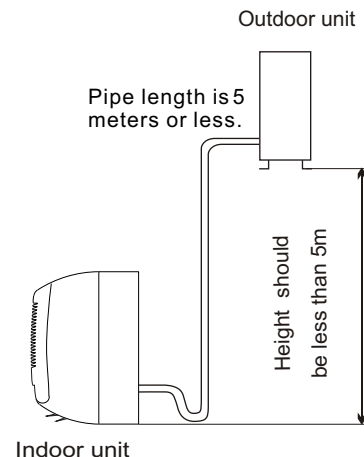
### Location for Installing Indoor Unit

- Where there is no obstacle near the air outlet and air can be easily blown to every corner.
- Where piping and wall hole can be easily arranged.
- Keep the required space from the unit to the ceiling and wall according to the installation diagram on previous page.
- Where the air filter can be easily removed.
- Keep the unit and remote controller 1m or more apart from television, radio etc.
- To prevent the effects of a fluorescent lamps, keep as far as possible.
- Do not put anything near the air inlet to obstruct it from air absorption.
- Mount on a solid and structurally strong wall or surface, which can withstand the weight and will not increase noise and vibration.



### Location for Installing Outdoor Unit

- Where it is convenient to install and well ventilated.
- Avoid installing it where flammable gas could leak.
- Keep the required distance apart from the wall.
- Keep the outdoor unit away from fumes, grease and dirt.
- Avoid installing it at the roadside where there is a risk of muddy water.
- A fixed base where is not subject to increasing operation noise.
- Avoid blocking airflows of intake and outlet.



### Important Note:

This air conditioner operates at optimum performance when the connecting pipes between indoor and outdoor units are 5 meter or less in length. The use of longer tubing will reduce its energy efficiency, and consequently it is not recommended.

The unit can operate safely, but with higher electricity consumption, with connections of up to 15 meters maximum length. An additional charge of refrigerant of 20 grams per meter in excess of 5 meters of tubing needs to be added to the system. For example, with tubing of 7 meters the additional charge of refrigerant is:

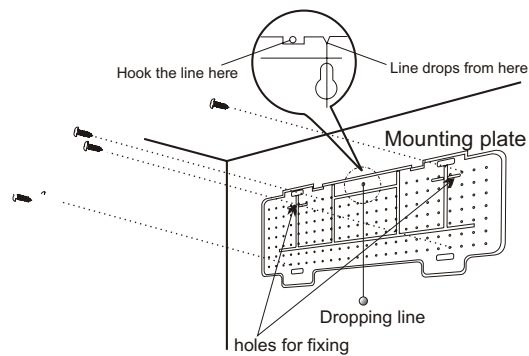
Additional charge for 7 meter connection = (7 meter- 5 meter) x 20 grams/meter = 40 grams

# Installation instructions

## Indoor unit installation

### 1. Installing the Mounting Plate

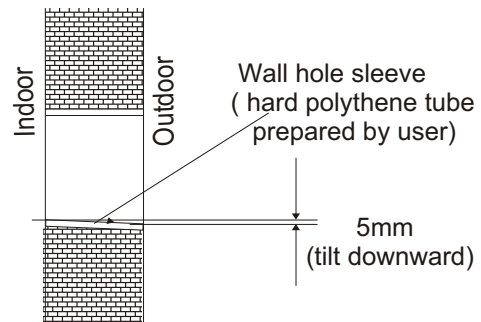
- Decide an installing location for the mounting plate according to the indoor unit location and piping direction.
- Keep the mounting plate horizontally with a horizontal ruler or dropping line.
- Drill holes of 32mm in depth on the wall for fixing the plate.
- Insert the plastic plugs to the hole, fix the mounting plate with tapping screws.
- Inspect if the mounting plate is well fixed. Then drill a hole for piping.



**Note:** The shape of your mounting plate may be different from the one above, but installation method is similar.

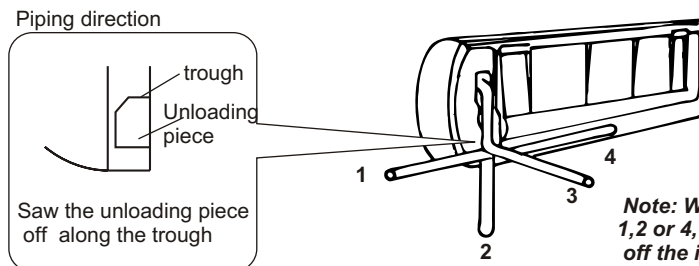
### 2. Drill a Hole for Piping

- Decide the position of hole for piping according to the location of mounting plate.
- Drill a hole on the wall. The hole should tilt a little downward toward outside.
- Install a sleeve through the wall hole to keep the wall tidy and clean.



### 3. Indoor Unit Piping Installation

- Put the piping (liquid and gas pipe) and cables through the wall hole from outside or put them through from inside after indoor piping and cables connection complete so as to connect to outdoor unit.
- Decide whether saw the unloading piece off in accordance with the piping direction. (as shown below)



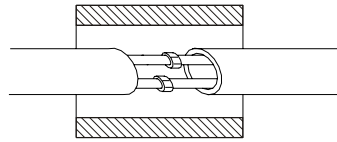
**Note:** When installing the pipe at the directions 1, 2 or 4, saw the corresponding unloading piece off the indoor unit base.

- After connecting piping as required, install the drain hose. Then connect the power cords. After connecting, wrap the piping, cords and drain hose together with thermal insulation materials.

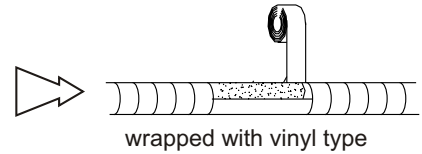
# Installation instructions



- **Piping Joints Thermal Insulation:**  
Wrap the piping joints with thermal insulation materials and then wrap with a vinyl tape.



Thermal insulation



wrapped with vinyl type

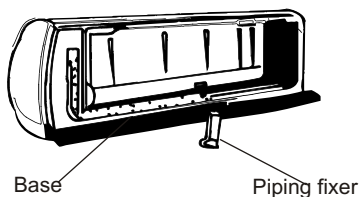
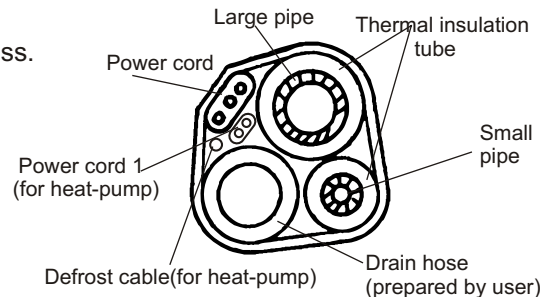
- **Piping Thermal Insulation:**

- Place the drain hose under the piping.
  - Insulation material uses polythene foam over 6mm in thickness.
- Note: Drain hose is prepared by user.**

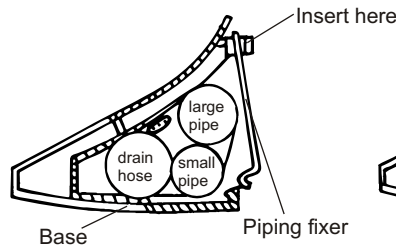
- Drain pipe should point downward for easy drain flow. Do not arrange the drain pipe twisted, sticking out or wave around, do not immerse the end of it in water.

If an extension drain hose is connected to the drain pipe, make sure to thermal insulated when passing along the indoor unit.

- When the piping is directed to the right, piping, power Cord and drain pipe should be thermal insulated and fixed onto the back of the unit with a piping fixer.



A. Insert the pipe fixer to the slot.



B. Press to hook the pipe fixer onto the base.

## Piping Connection:

- Connect the indoor unit pipes with two wrenches. Pay special attention to the allowed torque as shown below to prevent the pipes, connectors and flare nuts from being deformed and damaged.
- Pre-tighten them with fingers at first, then use the wrenches.

Model	Pipe size	Torque	Nut width	Min.thickness
9K, 12K	Liquid Side (1/4 inch)	1.8kg.m	17mm	0.6mm
24K, 30K	Liquid Side (3/8 inch)	3.5kg.m	22mm	0.6mm
9K	Gas Side (3/8 inch)	3.5kg.m	22mm	0.6mm
12K	Gas Side (1/2 inch)	5.5kg.m	24mm	0.6mm
24K, 30K	Gas Side (5/8 inch)	7.5kg.m	27mm	0.6mm



# Installation instructions

## 4. Connecting of the Cable

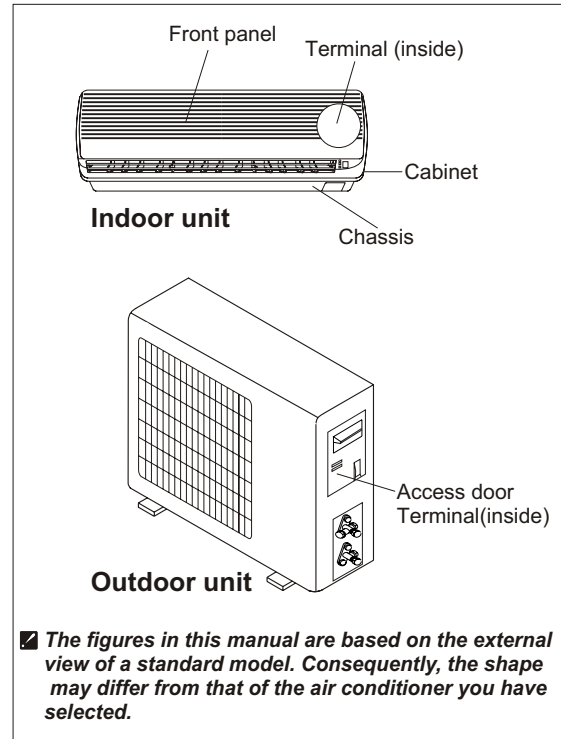
### • Indoor Unit

Connect the power connecting cord to the indoor unit by connecting the wires to the terminals on the control board individually in accordance with the outdoor unit connection.

**Note:** For some models, it is necessary to remove the cabinet to connect to the indoor unit terminal.

### • Outdoor Unit

- 1). Remove the access door from the unit by loosening the screw. Connect the wires to the terminals on the control board individually as the following.
- 2). Secure the power connecting cord onto the control board with cable clamp.
- 3). Reinstall the access door to the original position with the screw.



### Caution:

1. Never fail to have an individual power circuit specifically for the air conditioner. As for the method of wiring, refer to the circuit diagram posted on the inside of the access door .
2. Confirm that the cable thickness is as specified in the power source specification.  
(See the cable specification table below)
3. Check the wires and make sure that they are all tightly fastened after cable connection.
4. Be sure to install an earth leakage circuit breaker in wet or moist area.

### Cable Specifications

Capacity (Btu/h)	Power cord		Power connecting cord		Power connecting cord1 (for heat pump)		Main power supply
	Type	Normal cross - sectional area	Type	Normal cross - sectional area	Type	Normal cross - sectional area	
9K, 12K	H05VV-F	1.0~1.5mm <sup>2</sup> X3	H07RN-F	1.5mm <sup>2</sup> X3	H05RN-F	0.75mm <sup>2</sup> X2	To indoor
18K	H05VV-F RVV	1.5~2.0mm <sup>2</sup> X3	H07RN-F	1.5mm <sup>2</sup> X3	H05RN-F	0.75mm <sup>2</sup> X2	To indoor
24K, 30K	H07RN-F	2.5mm <sup>2</sup> X3	H07RN-F	1.5mm <sup>2</sup> X 3(heat pump) 1.5mm <sup>2</sup> X 4(cooling only)	H05RN-F	0.75mm <sup>2</sup> X3	To outdoor

### Attention:

Accessibility to the plug must be guaranteed even after the installation of the appliance to disconnect it in case of need. If not possible, connect appliance to a double-pole switching device with contact separation of at least 3 mm<sup>2</sup> placed in an accessible position even after installation.

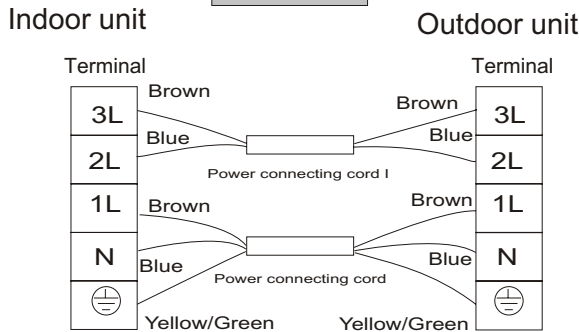
# Installation instructions

## Wiring Diagram

Make sure that the color of wires of the outdoor unit and the terminal No. are the same as those of the indoor unit.

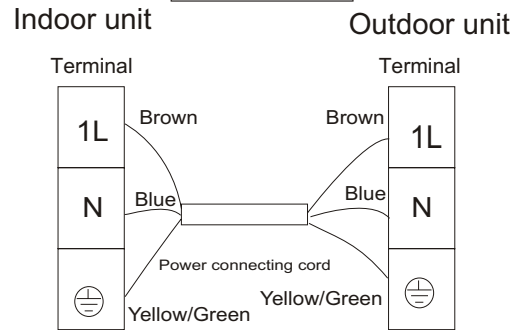
### • HASR09A HASR12A

HEAT PUMP



### • HASC09A HASC12A

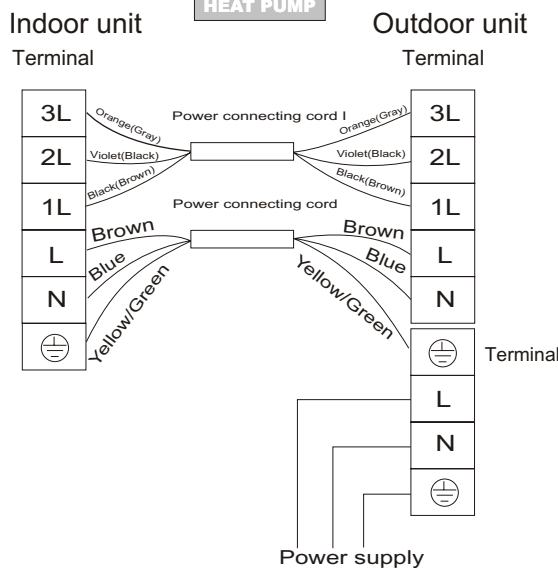
COOLING ONLY



For above models, the power supply are connected from indoor unit.

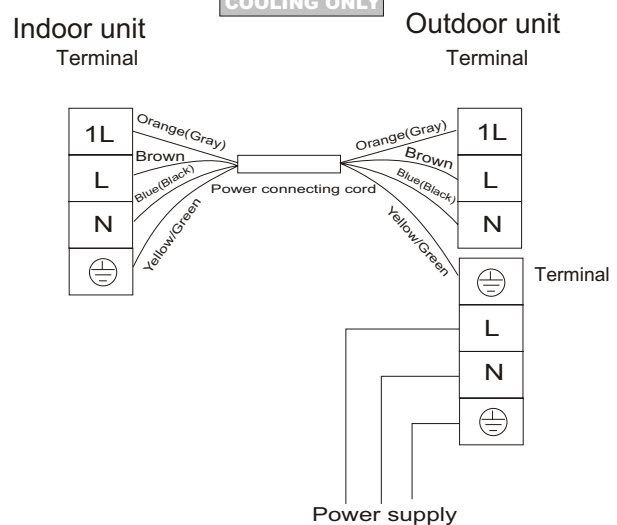
### • HASR24A

HEAT PUMP



### • HASC24A

COOLING ONLY

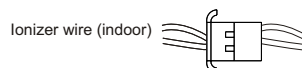


### • Defrost Cable (for heat-pump air conditioner only ,and it's an optional part)



After connection, the defrost wire should be well wrapped with a wrapping tape and the the connector should be put inside the unit.

### • Ionizer ( The ionizer is an optional part)



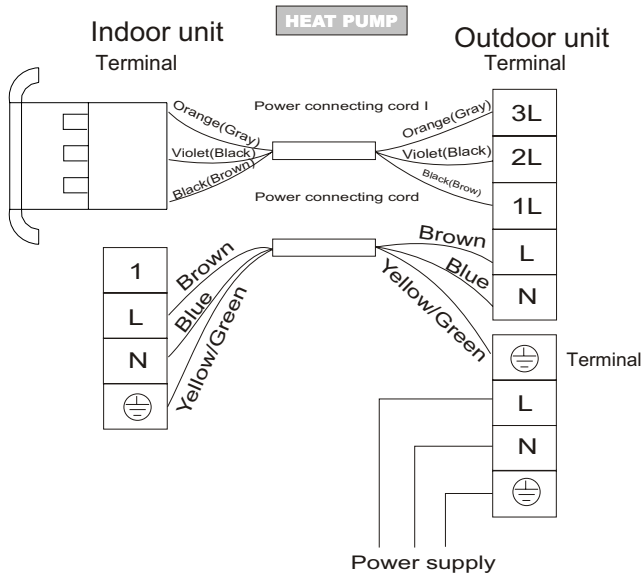
After connection, the ionizer will be well worked automatically .

# Installation instructions

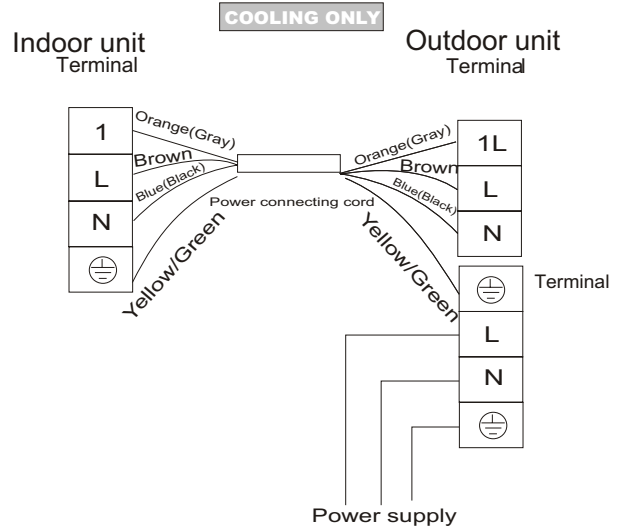
## Wiring Diagram

Make sure that the color of wires of the outdoor unit and the terminal No. are the same as those of the indoor unit.

### • HASR30C

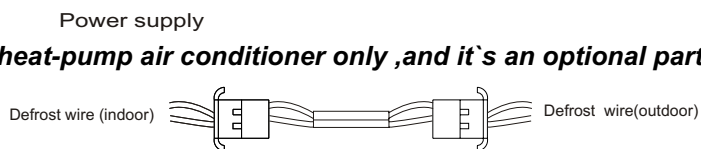


### • HASC30C



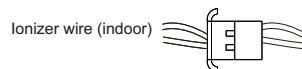
For these models, the power supply are connected from outdoor unit, with a circuit breaker.

### • Defrost Cable (for heat-pump air conditioner only ,and it's an optional part)



After connection, the defrost wire should be well wrapped with a wrapping tape and the the connector should be put inside the unit.

### • Ionizer ( The ionizer is an optional part)



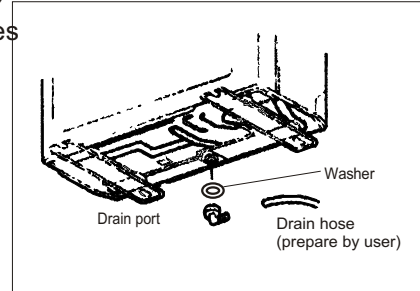
After connection, the ionizer will be well worked automatically .

# Installation instructions

## Outdoor unit installation

### 1. Install the Drain Port and Drain Hose (for heat-pump model only)

The condensation drains from the outdoor unit when the unit operates in heating mode. In order not to disturb your neighbours and protect the environment, install a drain port and a drain hose to direct the condensation water. Just install the drain port and rubber washer to the chassis of the outdoor unit, then connect a drain hose to the port as the right figure shown.



### 2. Install and Fix Outdoor Unit

Fix with bolts and nuts tightly on a flat and strong floor.

If installed on the wall or roof, make sure to fix the supporter well to prevent it from shaking.

### 3. Outdoor Unit Piping Connection

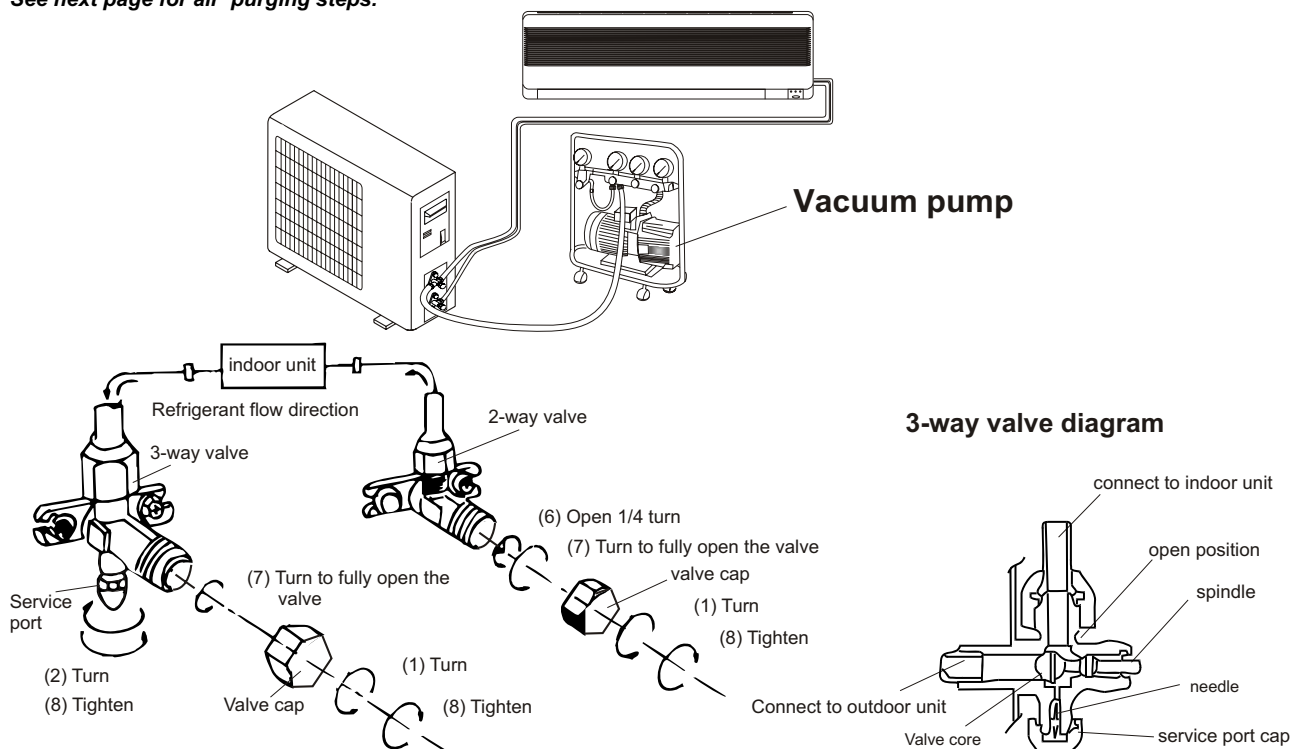
- Remove the valve caps from the 2-way and 3-way valve.
- Connect the pipes to the 2-way and 3-way valves separately according to the required torque.

### 4. Outdoor Unit Cable Connection (see previous page)

## Air purging

Moisture remaining in the refrigeration cycle may cause a malfunction on the compressor. After connecting the indoor and outdoor units, evacuate air and moisture from refrigerant cycle using a vacuum pump, as shown below.

**Note:** To protect the environment, be sure not to discharge the refrigerant to the air directly.  
See next page for air purging steps.





# Installation instructions

## **How to Purge Air Tubes:**

- (1). Unscrew and remove caps from 2 and 3-way valves.
- (2). Unscrew and remove cap from the service valve.
- (3). Connect the vacuum pump flexible hose to the service valve.
- (4). Start vacuum pump for 10-15 minutes until reaching a vacuum of 10 mm Hg absolutes.
- (5). With the vacuum pump still running close the low pressure knob on vacuum pump manifold. Then stop vacuum pump.
- (6). Open the 2-way valve 1/4 turn then close it after 10 seconds. Check tightness of all joints using liquid soap or an electronic leak detector.
- (7). Turn 2 and 3-way valves stem to fully close the valves. Disconnect the vacuum pump flexible hose.
- (8). Replace and tighten all valve caps.

## **Notes**

- Please read this manual before installing and using it.
- Do not let air enter the refrigeration system or discharge refrigerant when moving the air conditioner.
- Testing run the air conditioner after finishing installation, and record details of operation.
- Type of fuse used on indoor unit controller is 50T, with rating 3.15A,AC250V .
- For 9k,12k models , type of fuse used on outdoor unit controller is 50T, with rating 20A,AC250V .  
For 24k,30k models , type of fuse used on outdoor unit controller is 50T, with rating 32A,AC250V .
- The fuse for the whole unit is to be provided by the user according to the current at maximum power Input or use other over-current protective device instead.
- Only the air conditioner can be connected to the power line.
- The power connection for the air conditioner has to be done at the main power distribution which has to be of a low impedance.
- In order to ensure the suitability of the equipment for connection, the user should consult with the supply authority, if necessary, that the service current capacity at the interface point is sufficient for the equipment.
- Refer to the rating plate of the equipment for power consumption details.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or similarly qualified person in order to avoid a hazard.



- ***The appliance is initially charged with refrigerant type R22.***



- ***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.***



- ***The air conditioner must be installed by professional engineer.***



# **HISENSE WARRANTY**

## **TERMS AND CONDITIONS**

1. HISENSE Australia will provide parts and labour to you the Customer as set out herein.
2. Nothing in the warranty, limits any rights you may have under the trade practices act or any other Commonwealth or State Legislation. Such rights cannot be changed by the conditions in this warranty. Subject to the conditions below this appliance is warranted by Hisense and/or its Agents to be free from defects in materials and workmanship for a period of 60 months from the date of purchase (the "Warranty period")
3. This warranty: -
  - a. covers products purchased as NEW, manufactured for use in Mainland Australia and Tasmania;
  - b. is only applicable when installed by a licensed and qualified installation contractor
  - c. commences from the date of purchase as listed on the Customers invoice;
  - d. provides for the labour and replacement parts necessary to maintain your product in good operating condition as specified in this warranty however, if repair is needed because of product failure during normal usage, Hisense has the option to repair or replace the defective product or part of the product with a product or part of the product of like kind and quality and a replacement part may be new or reconditioned of like kind and quality and may cost less than the original product purchased and no charges or refunds will be made based on the replacement product cost difference;
  - e. applies only to the original purchaser and cannot be transferred;
  - f. is only applicable when your appliance is used in a domestic environment;
  - g. covers products for commercial purposes for a period of 12 months from the date of purchase.
4. Product Identification
  - a. Hisense reserves the right to reject claims for any services or work where the Customer requesting such work or services from Hisense and/or its agents cannot produce for verification the serial number and the proof of purchase as per original purchase invoice.
  - b. The warranty will be voided if any Serial Number sticker provided to be placed on the equipment is damaged, modified or removed.
  - c. In the event that a request for repair is made against a warranty where the Serial Number sticker is not attached to the product or the customer cannot produce for verification the original invoice, the repairer will not affect any repairs on the product and the Customer will be charged a service call-out fee.
5. What is covered by this warranty
  - a. The equipment is covered for faulty workmanship on parts that have failed under normal use which are contained within the product.
  - b. Hisense and/or its Agents will decide if there are any defects in the material and/or workmanship
  - c. This warranty is only applicable for repairs on declared equipment carried out within Mainland Australia and Tasmania
6. What is not Covered by this warranty (excluded):-
  - a. Loss or damage occasioned by:
    - i. Accidental removal of the plug from the power point, failure to plug in the product to a properly connected power supply or failure to switch on the power point;
    - ii. Switching off the power supply or power supply outages;
    - iii. The introduction of abnormal heat loads to the product;
    - iv. Failure to observe the operating and installation instructions supplied with the product; and
  - b. any damage or failure:
    - i. of equipment due to the product being inadequately serviced to manufacturer's recommendations;
    - ii. resulting from environmental conditions including and not limited to dirt, dust, rodents, insects, rust, corrosion, salt built-up, of any part of the product including its parts; or
    - iii. resulting from excessive use "fair wear and tear";
  - iv. resulting from poor installation including and not limited to positioning and externally fitted equipment such as plumbing and drainage, cabling, antennae or due to Incompatibility of connected equipment;
  - v. to the product caused by overheating as a result of siting or positioning of the equipment, where there is not provision for adequate ventilation or a dust free environment;
  - vi. caused if your appliance has been dismantled, repaired or serviced by any person other than someone authorised by Hisense;
  - vii. to a product or components, caused by power surges or spikes, including and not limited to, mains power and telecommunications connections, or to other unspecified sources, incorrect power current, voltage fluctuation, amperage fluctuation, rust or corrosion;
  - viii. due to a dropped product; collision with another object, use of which is not designed, negligence, accident or deliberate misuse, theft, abuse, vandalism, flood, fire, earthquake, electrical storms or any other act of God or any war related events;
  - c. costs of attendance and testing where no mechanical or electrical failure is identified;
  - d. initial setup and installation of the product;
  - e. Normal maintenance costs and costs incurred through the installation of items listed as requiring periodic replacement;
  - f. products with removed or altered serial numbers;
  - g. consumables such as but not limited to bulbs/globes, batteries, remote controls;
  - h. removal and reinstallation of an internal component not performed by a factory authorised service centre;
  - i. cosmetic or structural items;
  - j. Any failures due to the interference from or to other products and/or sources;
7. The Warranty Ceases if: -
  - a. The product ceases to carry the original manufacturer's serial number or is sold at an auction;
  - b. The product is rented;
  - c. Damage to the product has occurred as listed in point 6b.
8. Neither Hisense nor its representatives provide loan equipment under the terms of this warranty.
9. Any unauthorised access to the internal hardware of the product will void this warranty.
10. Replacement items are "Like for like" and is not "new for old" and does not indicate in any way that a faulty product will be replaced with a new part or unit.
11. If you reside outside of the service coverage area of your nearest authorised service agent, this warranty does not cover the costs of transportation or travel expenses to and from your home.
12. Hisense accepts no liability for items that are lost, damaged, or stolen as a result of freight, transport or storage. If you are required to transport the appliance to an authorised service centre, you must ensure that it is securely packed and insured.
13. On Public Holidays or other periods when regular business and wholesale operations are temporarily ceased, repairer availability and warranty response times may extend beyond the standard response times due to the availability of repairers and parts.
14. Any repair performed on a product under the warranty where no fault can be found, or the item is deemed by Hisense, or an authorised Hisense agent, to be not faulty under this warranty, or the repair or fault is not covered under the warranty, a No Fault Found fee is payable by the warranty holder of a minimum of \$125 inc GST.
15. Any repairs or services required that are outside of the terms and conditions of the warranty can be carried out at the request of the customer or due to site attendance where fault is not covered under warranty as the product not been installed or setup correctly; a credit card may be required prior to the commencement of such services.

# WARRANTY CLAIMS PROCEDURE

Please retain this portion for your records

## 60 MONTHS IN HOME REPAIR WARRANTY

Hisense Australia will provide its nearest service centre for repairs under warranty. You will need to ensure that you have already called Hisense Warranty Centre and received a JOB NUMBER.

**Before making a claim, please make sure that you understand the terms and conditions of the warranty**

- Check and ensure the installation of all power cables to the power point are secure and power is turned on, all cables leads and connectors are connected properly and that all switches are turned on and functioning
- Check that there is power at the power point by using a small appliance
- Check that all settings are set according to the instruction manual
- Please keep this certificate in a safe place together with your product receipt. Should you need to make a claim, the responsibility of proof of ownership of the equipment is on you. If a claim is made that is found not to be covered under this warranty, or no faulty hardware components are found, you will be charged at Hisense or Hisense Authorised Service Center's standard service charge plus an administration fee.

## PLEASE REFER TO THE TROUBLESHOOTING GUIDE AT THE END OF THIS MANUAL

### Service Procedure

Please have your **original invoice, model, and serial number** ready. To receive service, you are required to:

- Call **1800 447 367**. Service claims may be made between **9:00am and 5:00pm AEST** week-days excluding public holidays where a call representative will log your claim for processing.
- You will be provided a **JOB NUMBER**
- Normally under 2 hours of logging and receiving your proof of purchase for your claim, an Authorised Service Agent will contact you to proceed with claim.

## WARRANTY REGISTRATION

In order to register your warranty, please fill out and return with a copy of your invoice to:

**Hisense Warranty Registration**  
**PO BOX 2268 Seaford Victoria 3198 Australia**

Congratulations on your purchase, This Document sets out terms and conditions of your product warranty. Please Keep it with your proof of purchase information in a safe place for future reference should you require service to your product.

NAME OF PURCHASER \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ POSTCODE \_\_\_\_\_

PHONE (\_\_\_\_) \_\_\_\_\_

MOBILE (\_\_\_\_) \_\_\_\_\_

FAX (\_\_\_\_) \_\_\_\_\_

The Undersigned hereby acknowledges receipt of the Hisense warranty service provided. I have read and understand the conditions and terms of the warranty in its entirety.

SERIAL NUMBER \_\_\_\_\_

STORE PURCHASED FROM \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ POSTCODE \_\_\_\_\_

INVOICE NO. \_\_\_\_\_

MODEL NO. \_\_\_\_\_

DATE OF PURCHASE \_\_\_\_/\_\_\_\_/\_\_\_\_

SIGNATURE \_\_\_\_\_