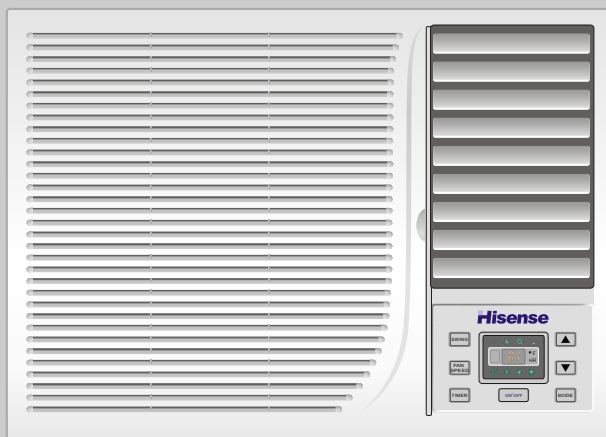




# Window (Room) Air Conditioner User Manual



**HAWC09D**

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

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# Part Names

## Front View

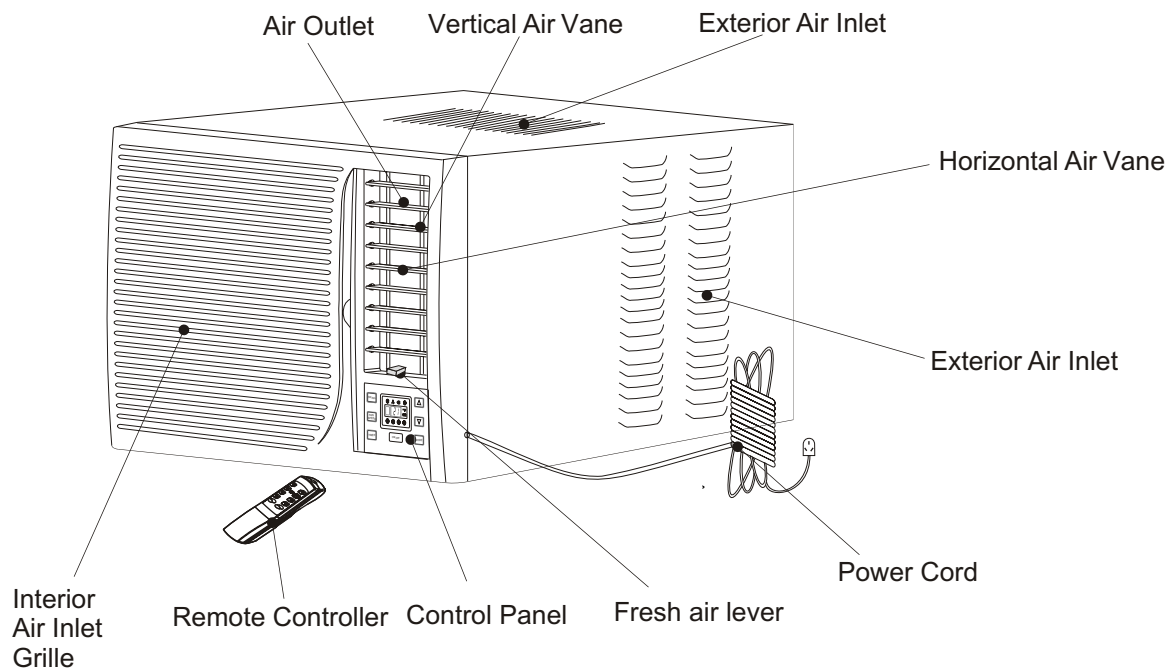


Fig. 1

## Back View

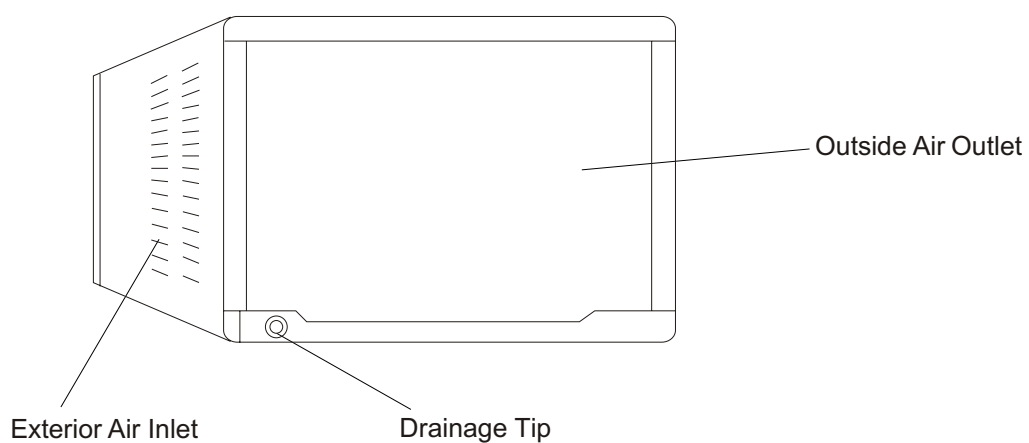


Fig. 2

### Note:

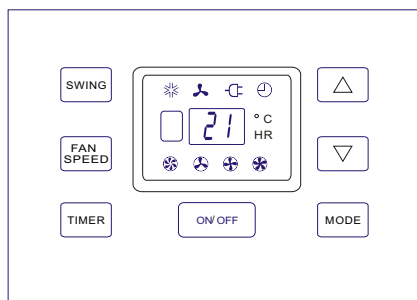
*The figures in this manual are based on the external view of a standard model. Consequently, the shape may differ from that of the air conditioner you have selected.*

# Parts Name

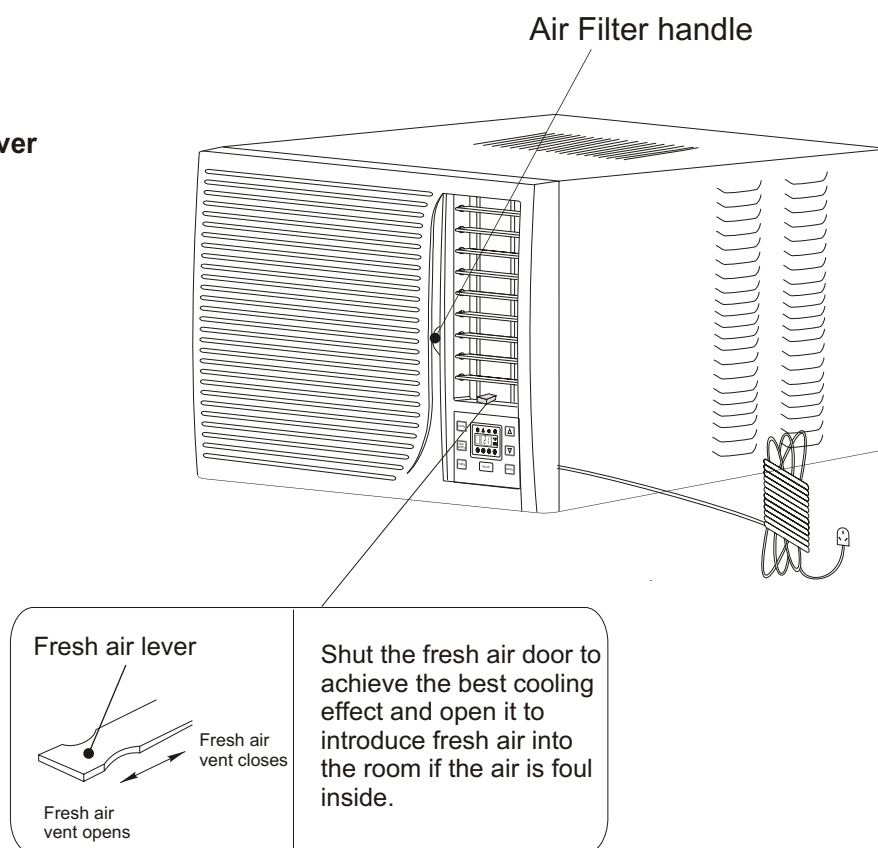
## ► Control Panel and Vent Lever

### 1. Control Panel

Electrical Models:



### 2. Vent Lever



# Operating Instructions

You can easily operate this air conditioner by pressing the relevant button on the control panel as well as the remote controller.

## ON/OFF Button

The air conditioner will start operation or will stop operation when this button is pressed.

## MODE Button

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

COOLING→FAN ONLY→ENERGY SAVING→COOLING

**NOTE:** After setting a mode, allow 3 minutes before switching to another mode.

## FAN SPEED Button

Used to select the fan speed in sequence: auto→low→medium→high.

## TIMER Button

Used to set or cancel a timer operation.

When the unit is in operation, you can set the OFF TIMER. When the unit is off, you can set the ON TIMER. Timer setting range is 0 to 24 hours.

If the OFF TIMER is set, the timer LED displays the remaining operating time for only 12 seconds, the display then reverts to displaying the set temperature.

If the ON TIMER is set, the timer LED displays the remaining time to left until turn on.

If you want to cancel the ON TIMER, press the TIMER button again.

## ▲ ▼ Buttons

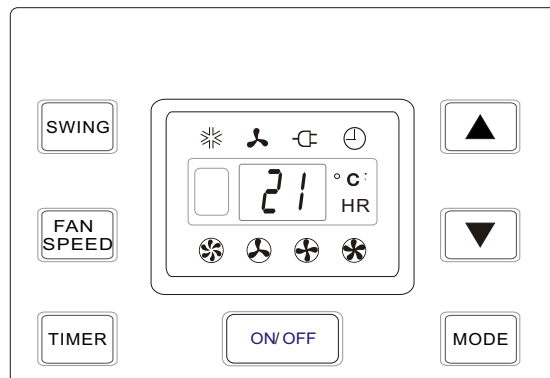
Used to set the room temperature in COOLING mode or the time in TIMER mode.

**NOTE:** The temperature setting range is from 19 °C(66 °F) to 31 °C(88 °F).

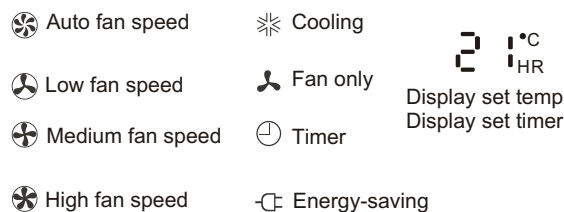
## SWING Button

Used to start or stop the vertical air vanes.

Control Panel



## Indication symbols on the LED control panel:

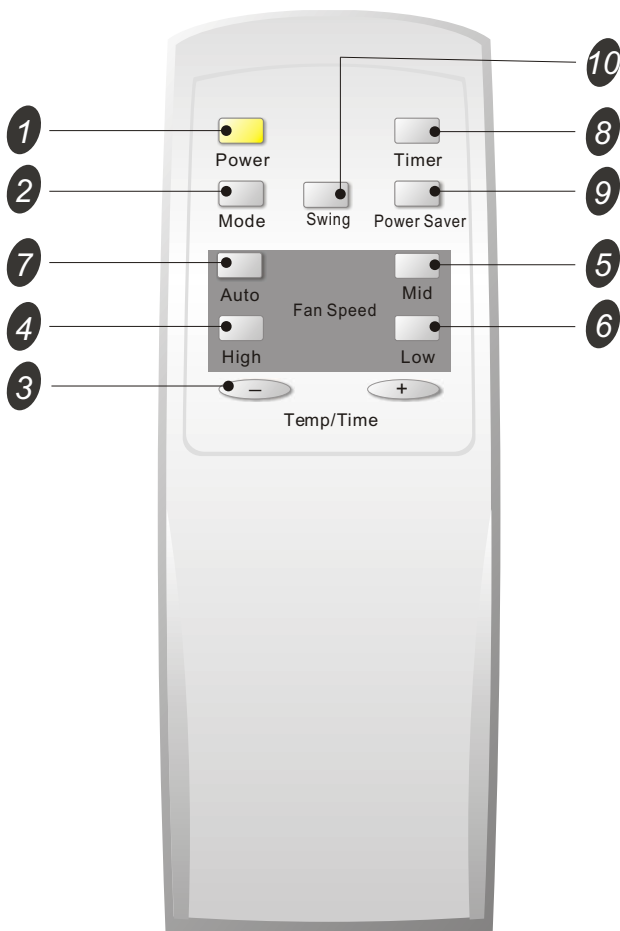


The above LED symbol lights when the relevant mode is in use.

# Operating Instructions

## ► Remote Controller

*The remote controller transmits signals to the system.*



### 1 POWER Button

The air conditioner will start operation or will stop operation when this button is pressed.

### 2 MODE Button

Used to select the mode.

### 3 + – Buttons

Used to set the room temperature in COOLING mode or the time in TIMER mode.

### 4 HIGH Button

Used to select high fan speed mode.

### 5 MID Button

Used to select medium fan speed mode.

### 6 LOW Button

Used to select Low fan speed mode.

### 7 AUTO Button

Used to select the Auto fan speed mode.

### 8 TIMER Button

Used to set or cancel a timer operation..

### 9 POWER SAVE Button

Used to select the Energy-saving mode.

### 10 SWING Button

Used to start or stop the vertical air vanes.

- When changing modes during operation, the unit will not respond instantly. Please wait 3 minutes.
- Wait 3 minutes before restarting the appliance.

# Operating Instructions

## ► Remote Control

### How to Insert the Batteries

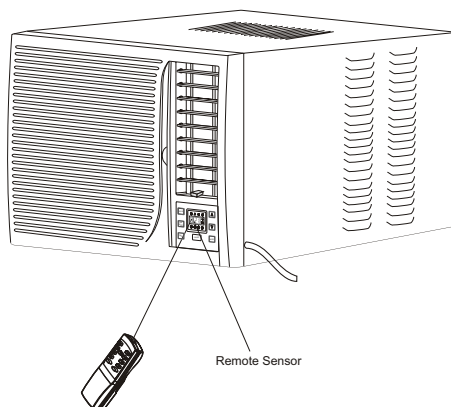
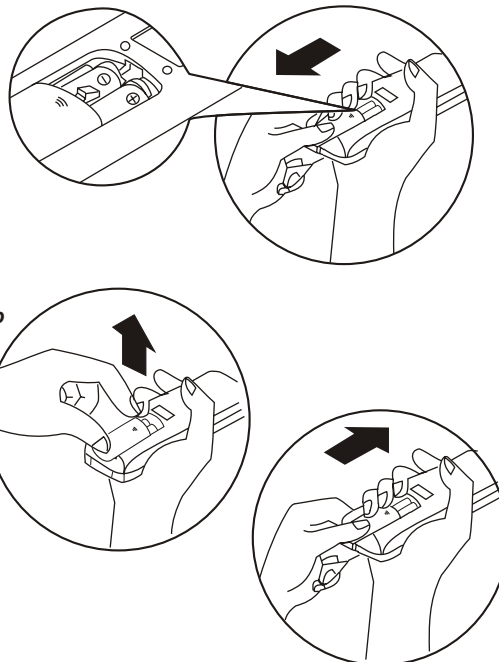
Remove the battery cover according to the arrow direction. Insert new batteries making sure that the (+) and (-) of the battery are matched correctly. Re attach the cover by sliding it back into position.

#### **Note:**

*Use 2 LR6 AA(1.5volt) batteries. Do not use rechargeable batteries. Replace batteries with new ones of the same type when the operation becomes erratic. If the replacement is done within 1 minute, the remote control will keep its original presets.*

### How to Use

To operate the room air conditioner, aim the remote control at the remote sensor. The remote control will operate the air conditioner at a distance of up to 23 feet when pointed at the remote sensor on the main unit.



# Care and Maintenance

When servicing the air conditioner, be sure to turn the mode switch to the **"OFF"** position and disconnect the power cord from the electrical outlet.

1. **DO NOT** use gasoline, benzine, thinner or other chemicals on the air conditioner as these substances may cause damage to the paint finish and deformation of plastic parts.
2. Never attempt to pour water directly to the front of the unit as this will cause deterioration of the electrical insulation.

## Cleaning the Air Filter

If the air filter becomes clogged with dust, air-flow is obstructed and efficiency is reduced. The air filter should be cleaned once a month. More frequent cleaning may be necessary depending on outdoor and indoor air quality.

### Air Filter Removal:

The air filter on the above model is located behind the air intake front grill.

To remove the air filter, grasp the filter handle(tab) located on the right (center) side of the air inlet grille and slide the air filter to the right.

To reinstall the air filter, reverse the above procedure.



## CAUTION



**DO NOT** forget to install the air filter. If the air conditioner is left to operate without the air filter, dust is not removed from the room and may cause your air conditioner to fail.

When the air filter inlet grill and cabinet are dirty, wipe with lukewarm water (below 40°C). Use of mild detergent is recommended.

## Cleaning the Air Filter

1. Remove dust clogged in the filter by tapping it or vacuum clean it.
2. Wash the filter well with lukewarm water below 40°C while rubbing lightly: To get better results, wash it with soapy water or a neutral cleaning agent.
3. Rinse the filter well using clean water then dry completely.

### End-of-Season Care

1. Operate the fan alone for half a day to dry out the inside of the unit.
2. Turn the power off and remove the plug from the wall socket.
3. Clean the filter.
4. Store in a dry location.



### Caution for Operation

1. Wait for three minutes before restarting the air conditioner.
2. A specified fuse should be employed in the power source circuit for fear the appliance be damaged.
3. Power supply  
Power supply voltage should be at the range of  $\pm 10\%$  rated voltage, otherwise the appliance will not operate normally or the fuse will be blown.
4. Temperature range  
The air conditioner will not operate in the following operation mode and ambient temperature:

COOLING	Outdoor temperature is over 43°C
	Indoor temperature is below 21°C

5. When the relative room humidity is over 80% and the doors or windows are open, dew will form around the indoor air outlet during extended COOLING use.
6. The air conditioner is safe when ambient static pressure is 0.8~1.05 standard atmosphere pressure.

### Trouble Shooting

Before asking for service, please check the appliance according to the following items.

#### The appliance will not be operate

- Check if the power supply is connected correctly.
- Check if the power supply is wrong or the voltage is too low or too high.
- Check if the fuse is blown or the breaker trips.
- Check if the appliance restarts less than three minutes after it was switched off, in this case the overload protector of the compressor may trigger.

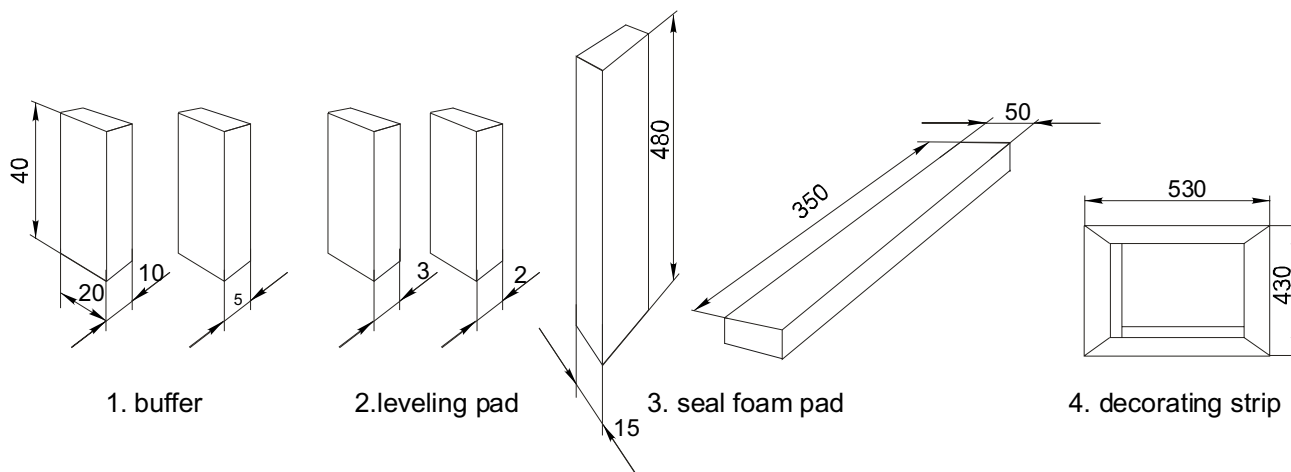
#### Cooling is not effective

- Check if the air filter is clogged, this will cause frosting up of the evaporator, first, clean the air filter, and then allow airflow in until the frost is melted.
- Check if the appropriate temperature is set. Set the temperature according to the room temperature.
- Check if sunlight is penetrating into the room directly through an open curtain.
- Check if any window or door is open. Close all of the windows and doors to achieve the best cooling effect.

# Installation Instructions

**Note: All mentioned accessories are prepared or purchased by user.**

## 1. Accessories



**Note: All above accessories are prepared or purchased by user.**

## 2. Installation requirements

- Leave a space more than 100cm at the rear of the appliance and ensure the outdoor air intake not be blocked.
- A wooden frame as shown in fig.1 is advisable if the appliance is installed through a window. The installation bracket as shown in fig.2 should not be welded with the window sash.
- The square hole should be smooth enough if the appliance is installed through a wall. A space as shown in fig.3 for outdoor air intake should be prepared if the wall is too thick.
- The metallic installation bracket should be constructed as fig.4.
- All the installation structure should be strong enough.

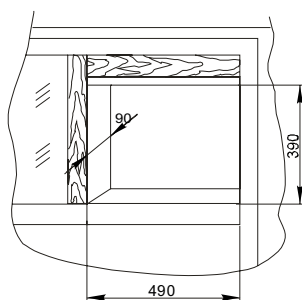


Fig.1

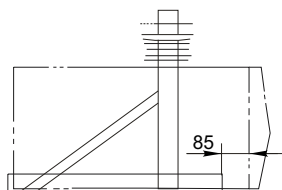


Fig.2

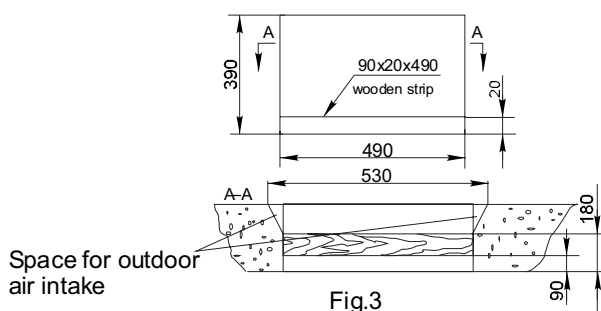


Fig.3

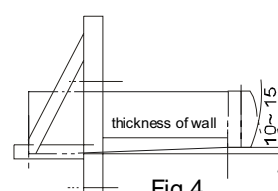


Fig.4

# Installation instructions

## 3. Installation steps

- Test the appliance by connecting the power supply cord in a correct receptable outlet of power supply before installation.
- A clearance of 20 mm is advisable between the appliance cabinet and the wall as shown in Fig.5.
- Put the buffers on the installation bracket as shown in Fig.6. Adjust the appliance as shown in Fig.4. The leveling pads are employed to tilt the appliance in order that the indoor side is about 10~15 mm higher than the outdoor side for fear the condensate overflow into the room.
- The seal foam pads are employed to prevent outside hot air from leaking into the room(Fig.7) and the decorating strip is presented for aesthetical appearance as Fig.8.

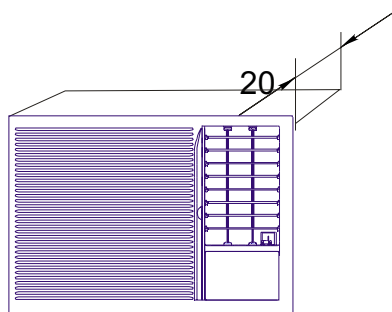


Fig.5

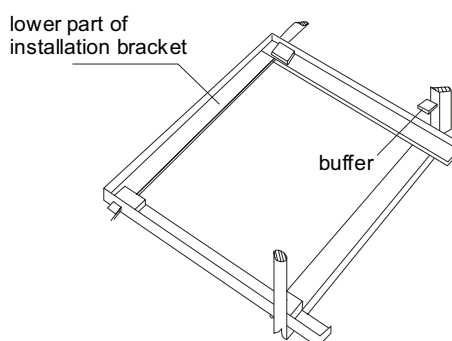


Fig.6

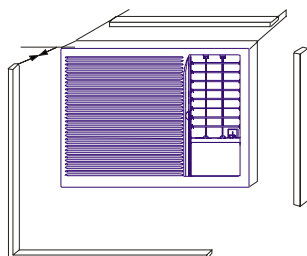


Fig.7

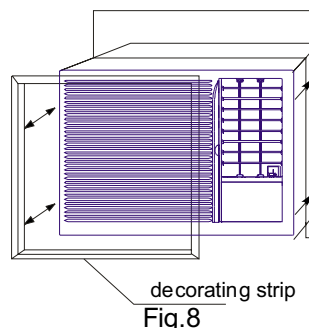


Fig.8

## 4. Drainage

Condensate will form during the cooling or dry operation, User can choose drainage or no drainage. Remove the drainage tip and fix the drainage hose when drainage is chosen. On the contrary, the condensate is splashed to cool the condenser so that the cooling capacity and energy conservation is improved with a little high noise when no drainage is chosen.

## 5. Fuse and grounding

For your personal safety, this air conditioner must be grounded. This appliance is equipped with a power supply cord having a 3-prong grounding plug. To minimize possible shock hazard, the cord must be plugged into a mating, 3-prong grounding-type wall receptable, grounded in accordance with all local codes and ordinances.

The extension of power supply cord is inadvisable.

Connect this air conditioner to its own individual wall receptable to prevent itself and other appliances or household lights from causing a overload that could cause a power outage.



# **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 \_\_\_\_\_