

## Maintenance

Clean the air conditioner and filters regularly to maximize performance and efficiency, and prolong the unit's life. Be sure to always unplug the air conditioner from the power outlet before cleaning.

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### ***Cleaning the unit***

Use a soft dry cloth to wipe the body clean. If necessary, use lukewarm water to dampen a cloth to clean the unit.  
Use a soft bristle brush to clean between the vents.  
Carefully use a vacuum cleaner to clean the condenser coils

Never use abrasive chemicals, volatile substances, gasoline, detergents, chemically treated cloths, or other cleaning solvents that may damage the cabinet exterior.

Never spray water directly on the unit.

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### ***Cleaning the pre-filter***

To clean the pre-filter, follow the steps below:

- 1) Power off the unit and remove the pre-filter.
- 2) Remove the activated carbon filter.
- 3) Use a vacuum cleaner or tap the filter lightly to remove loose dust and dirt, then rinse thoroughly under lukewarm running water (below 104°F). You may use a mild soap and water solution if needed. Allow the pre-filter to air dry in a cool and shaded place. Dry thoroughly before reinstalling.

NOTE: The activated carbon filter is not washable. You should replace it every 2-3 months or as needed. Contact EdgeStar retailers for replacement filters.

Clean the pre-filter periodically. If the unit is used in a dusty environment you may need to clean it on a weekly basis.

**Warning:** Never operate the unit without the pre-filter.

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### ***Preparation for Storage***

If you are not going to be using the unit for an extended period of time, follow the instructions below before storing your unit:

- 1) Drain all the water from the unit's reservoir. Operate the unit in fan mode for a few hours to thoroughly dry any moisture left on the coils inside the unit.
- 2) Power off the unit, and clean or change the filters.
- 3) Unplug and carefully wind the power cord.
- 4) Remove the exhaust hose and duct connectors and keep them in a safe place.

## Troubleshooting

Follow the troubleshooting guide below to resolve common issues.

| Issue  | Possible Cause  | Solution  |
|--|---|---|
| My air conditioner is not functioning at all   | Unit is not receiving power   | Make sure the unit is plugged in  |
|  | LCDI power cord is tripped  | Press the Reset button on the LCDI cord   |
|  | Insufficient power  | Move the unit to another outlet. Check your circuit breaker. (Refer to the rating label on the back of the unit to determine the Amperage draw) |
|  | Water reservoir is full   | Drain the unit and restart  |
|  | Control panel is disconnected   | If no indicator lights turn on, contact customer service  |
| My remote control does not work and the indicator light on remote does not turn on                 | Batteries not installed   | Install new batteries   |
|  | Bad batteries   | Replace the batteries   |
|  | Batteries installed incorrectly   | Reinstall the batteries correctly   |
|  | A defective remote control  | Contact customer service  |
| My air conditioner is making a loud noise  | The unit is not level.  | Make sure the unit is on a level surface  |
|  | A foreign object has jammed the fan.  | Remove the object from the fan  |
|  | The floor below the unit is uneven  | Move the unit to a level surface  |
| My air conditioner is making a continuous metallic knocking or pinging sound                       | Unit may have been shipped on its side  | Shut off the unit. Let the unit sit on a level surface for at least 24 hours and restart.   |
|  | Damaged compressor  | Contact customer service  |
| My air conditioner is leaking  | Drain plug is removed   | Attach the drain plug   |
|  | Cracked base pan  | Contact customer service  |
| My air conditioner runs for a little while and then it trips the power cord or the circuit breaker | The air conditioner may be plugged into an outlet that can not supply the correct amount of current | Contact an electrician if the unit works in a different room or circuit   |
| The control panel lights blink randomly  | Unit may have a faulty control panel  | Contact customer service  |

## ***Troubleshooting continued***

| <b>Issue</b>   | <b>Possible Cause</b>                         | <b>Solution</b>   |
|--|---|---|
| My air conditioner is not cooling at all                                   | Unit is not operating in cooling mode         | Set the unit to be in cooling mode, and lower the set temperature (pg. 11)  |
|  | The compressor is not on                      | The compressor may take up to 3 minutes to turn on, or longer if it is too warm   |
|  | The ambient temperature is too high           | Lower the room temperature to be below 90°F degrees   |
|  | The filter may be dusty or blocked            | Clean the filters. (pg. 15)   |
|  | Blocked exhaust port                          | Remove any obstructions in the exhaust hose and port  |
| My air conditioner blows cold air, but does not lower the room temperature | The unit is not vented                        | The unit must be vented. (pg. 4)  |
|  | The area of the room is too large             | Minimize the size of the area to be cooled, i.e. adding a drop ceiling. Use more than one unit to cool the area, or use a larger unit |
|  | Open windows and doors                        | Close any open doors and windows  |
|  | Too many heat sources                         | Remove or shut off additional heat sources such as radio equipment, servers, etc.   |
|  | The room/garage may be inadequately insulated | Properly insulate the room to be cooled, i.e. using fiberglass  |
|  | The ambient temperature is too high           | The unit may not work if the room temperature is above 90°F   |
|  | Direct sunlight is heating the room           | Close curtains or pull down blinds, and minimize the direct sunlight into the room  |
|  | The filter may be dusty or blocked            | Clean the filter and replace it if needed   |
|  | Dirty condenser coils                         | Carefully vacuum the coils clean  |
|  | Obstructed air intake or exhaust ports        | Remove anything blocking the ports  |

**NOTE:** If the ambient temperature is above 90°F the unit may not blow cold air.

**TIP:** Run the unit before it is needed. For example, run the unit in the morning before the area gets hot, and continue to run the unit all day long in order to maintain a low temperature.