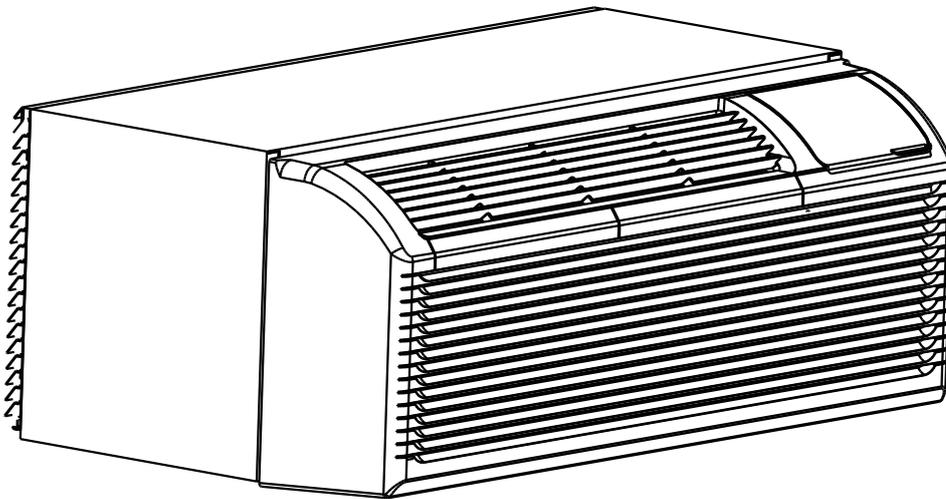


OWNER'S AND INSTALLATION MANUAL

**PACKAGED TERMINAL  
AIR CONDITIONER/HEAT PUMP**

DRPTAC07Y41G1A, DRPTAC09Y41G1A, DRPTAC12Y41G1A,  
DRPTAC15Y41G1A, DRPTHP07Y41G1A, DRPTHP09Y41G1A,  
DRPTHP12Y41G1A, DRPTHP15Y41G1A



Model Number:

Serial Number:

Purchase Date:

Installing Contractor Company Name:



**TIP**

Capture relevant information about your Durastar PTAC equipment before it is installed and write it above for future reference.

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## INTRODUCTION

To better serve you, please do the following before contacting customer service:

- If you received a damaged product, immediately contact the retailer or dealer that sold you the product.
- Read and follow this owner's manual carefully to help you use and maintain your air conditioner.
- Read the troubleshooting section of this manual as it will help you diagnose and solve common issues.
- Visit us on the web at [www.durastar.com](http://www.durastar.com) to download product guides and up-to-date information.
- If you need warranty service, our friendly customer service representatives are available via email at [questions@durastar.com](mailto:questions@durastar.com) or by telephone at 1-888-320-0706.

## WARNINGS

### Symbols Used in This Manual



The warning symbol indicates cautionary information for the user. Extra care and precautions should be taken to ensure the user's safety.



The pencil indicates any manufacturer notes relating to surrounding content. These may include further clarifications or call-outs.



A light bulb symbol indicates suggested manufacturer tips for the user to get the most out of the Durastar equipment and to accommodate the best user experience.

## IMPORTANT SAFETY PRECAUTIONS

Improper handling can cause serious damage or injury. Please read the following safety information in its entirety.



### **Operation, Cleaning, and Maintenance Safety Precautions**

- Children and people with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, should only use this air conditioner if they are given supervision or instructions concerning use of the air conditioner in a safe way and understand the hazards involved.
- Children should not play with the air conditioner.
- Never stick fingers or any other body parts into the air conditioner openings. The internal fan may be rotating at high speeds, and may result in injury.
- After removing the filter, do not touch the fins in order to avoid injury.
- Maintenance must be performed by qualified professionals. Otherwise, you may experience personal injury or damage to the air conditioner and surrounding property.
- Do not repair the air conditioner by yourself. It may cause electric shock or damage. Please contact a qualified service representative when you need to repair the air conditioner.
- Do not block the air outlet or air inlet. This could cause a malfunction.
- If the below problems occur, please turn off the air conditioner and disconnect power at the circuit breaker immediately. Then contact your dealer or a qualified professional for service.
  - The power cord is overheating or damaged.
  - There is an abnormal sound during operation.
  - The circuit breaker trips frequently.
  - The air conditioner gives off a burning smell.
  - The indoor unit is leaking.
- If the air conditioner operates under abnormal conditions, it may cause malfunctions, electric shock, or fire hazard.
- Do not step on the top panel of the unit, or put heavy objects on the top panel. This could cause damage or personal injury.
- Cleaning and user maintenance should not be performed by children without supervision.
- Do not spray water on the indoor unit. This could cause electric shock or a unit malfunction.
- Do not use flammable materials such as hair spray, lacquer, or paint near the air conditioner as they may catch fire.
- Do not operate the air conditioner in places near combustible gases. Emitted gases may collect around the air conditioner and cause an explosion.
- Do not use fire or a hair dryer to dry the filter. This could cause a deformation or fire hazard.
- Do not wash the air conditioner with water as this could cause an electric shock.
- Disconnect the power supply by turning it off at the circuit breaker when cleaning the air conditioner. Otherwise, you could risk electric shock.



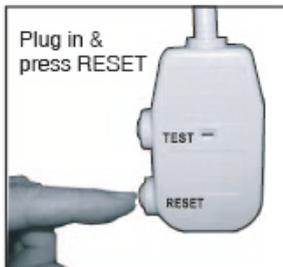
## Electrical Safety

- Only use the specified power cord. If the power cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons in order to avoid a hazard.
- Keep the power plug clean. Remove any dust or grime that accumulates on or around the plug. Dirty plugs can cause fire or electric shock.
- Do not pull the power cord to unplug unit. Hold the plug firmly and pull it from the outlet. Pulling directly on the cord can damage it, which can lead to fire or electric shock.
- Do not connect the air conditioner to a multi-purpose socket. Doing so could cause a fire hazard.
- Do not modify the length of the power supply cord or use an extension cord to power the unit.
- Do not share the electrical outlet with other appliances. Improper or insufficient power supply can cause fire or electrical shock.
- The product must be properly grounded at the time of installation, or electrical shock may occur.
- For all electrical work, follow all local and national wiring standards and regulations. Connect cables tightly, and clamp them securely to prevent external forces from damaging the terminal. Improper electrical connections can overheat and cause fire, and may also cause shock.



## Power Supply Cord

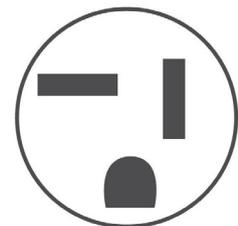
The power supply cord contains a current device that senses damage to the power cord. To test your power supply cord do the following:



**NOTE:** Some plugs have buttons on the top.

1. Plug in the Air Conditioner.
2. The power supply cord will have TWO buttons on the plug head. Press the TEST button. You will notice a click as the RESET button pops out.
3. Press the RESET button. Again, you will notice a click as the button engages.
4. The power supply cord is now supplying electricity to the unit.

- Do not use this device to turn the unit on or off.
- Always make sure the RESET button is pushed in for correct operation.
- The power supply cord must be replaced if it fails reset when either the TEST button is pushed or it cannot be reset. A new one can be obtained from Durastar.
- If the power supply cord is damaged, it cannot be repaired. It **MUST** be replaced by one obtained from Durastar.
- All power supply cords for this product series come with a NEMA 6-20P plug.
- Be sure the electrical service is adequate for the model you have chosen. This information can be found on the serial plate, which is located on the side of the cabinet and behind the grille.



Plug Type (NEMA)  
6-20P

## Installation Safety

- Installation must be performed by an authorized dealer or specialist. Improper installation can cause water leakage, electrical shock, or fire. (In North America, installation must be performed in accordance with NEC and CEC requirements by authorized personnel only.)
- Installation must be performed according to the installation instructions. Improper installation can cause water leakage, electrical shock, or fire.
- This air conditioner shall be installed in accordance with national and local wiring regulations.
- Contact an authorized service technician for repair or maintenance of this unit.
- Only use the included accessories, parts, and specified parts for installation. Using non-standard parts can cause water leakage, electrical shock, fire, and can cause the unit to fail.
- Install the unit in a firm location that can support the unit's weight. If the chosen location cannot support the unit's weight, or the installation is not done properly, the unit may fall and cause serious injury and damage.
- Install drainage piping according to the instructions in the installation manual. Improper drainage may cause water damage to your home and property.
- For units that have an auxiliary electric heater, do not install the unit within 3 feet (1 meter) of any combustible materials.
- Do not install the unit in a location that may be exposed to combustible gas leaks. If combustible gas accumulates around the unit, it may cause a fire.
- Do not turn on the power until all work has been completed.
- When moving or relocating the air conditioner, consult experienced service technicians for disconnection and re-installation of the unit.

## Additional Precautions

- Turn off the air conditioner and disconnect the power if you are not going to use it for a long time.
- Turn off and unplug the unit during storms.
- Make sure that water condensation can drain unhindered from the unit.
- Do not operate the air conditioner with wet hands. This may cause electric shock.
- Do not use this device for any other purpose than its intended use.
- Do not climb onto or place objects on top of the outdoor unit.
- Do not allow the air conditioner to operate for long periods of time with doors or windows open, or if the humidity is very high.

## OPERATING TEMPERATURES

Your air conditioner is designed to operate in the following indoor and outdoor temperatures. When your air conditioner is used outside of the following temperature ranges, certain safety features may activate and turn off the unit to protect it from damage.

### TEMPERATURE RANGES

	<b>COOL mode</b>	<b>HEAT mode</b>
<b>Indoor Air Temperature</b>	62°F - 90°F (17°C - 32°C)	32°F - 80°F (0°C - 27°C)
<b>Outdoor Air Temperature</b>	64°F - 109°F (18°C - 43°C)	23°F - 76°F (-5°C - 24°C)

To further optimize the performance of your unit, do the following:

- Keep doors and windows closed.
- Do not block air inlets or outlets.
- Regularly inspect and clean air filters.

## ACCESSORIES

### INCLUDED INSTALLATION ACCESSORIES

The air conditioning system comes with the following accessories.

Accessory	Quantity	Image
Manual	1	
Wall Thermostat Pad	1-2	

### INSTALLATION ACCESSORIES

The following installation accessories can be purchased separately.

- Wall Sleeve Assembly
- Rear Grille
- Drain Kit

### TOOLS NEEDED

The following tools are required for installation.

- Phillips screwdriver
- Level
- Wire cutters (optional)

## AIR CONDITIONER FEATURES

### **Compressor Restart Delay**

When the compressor restarts, the unit goes into a three minute delay to equalize the refrigerant pressure. This feature extends the overall life of the compressor by preventing the short-cycling of the air conditioner.

### **Memory**

The unit is programmed with a memory function. If power is lost, all of the control settings (mode, fan speed, on/off, and configuration) are retained. When power is restored, the unit will start back up in the mode (and configuration) it was in when power was lost.

### **Automatic Evaporator Freeze Protection**

If the evaporator temperature gets too low, the compressor will automatically turn off and the indoor fan will turn on to keep the evaporator from freezing.

### **Automatic Quick Warm-up (for heat pump models only)**

If the room temperature falls to 8°F/4.5°C below the set temperature, the reverse cycle heat is shut off and the electric heat is turned on for one cycle, until heating is satisfied.

### **LED Indicators and Buttons**

The unit has an easy-to-use touch pad, with LED indicators, that makes operation simple and unit status clear.

### **Unit Configuration**

The unit can be configured in several different ways. Optional settings include: °F or °C display, setpoint temperature range, continuous (CON) or cycling (CYC) fan, low temperature protection, wall thermostat control, and front desk control. See the *Dip Switch Configuration* and *Wall Thermostat Terminal* sections for more details.

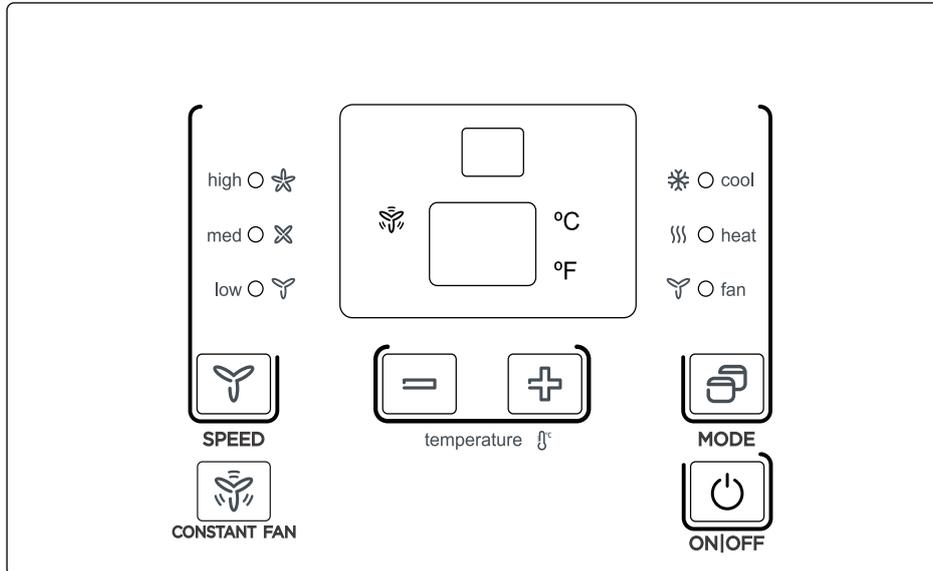


#### **TIP**

This unit has many features the servicer should be familiar with in order to properly service the unit.

## CONTROL PANEL OPERATION

The control panel keypad will look like the following.



### ON/OFF

Press the ON/OFF button to power the unit on or off.

### MODE

Push this button to cycle through the modes from COOL-HEAT-FAN. The indicator light beside the option will illuminate, identifying the mode selected.

- **COOL:** In COOL mode, any temperature in the setpoint range can be chosen (See *Dip Switch Configuration* for setpoint temperature ranges). Cooling starts when the room temperature is above the setpoint, and stops when the room temperature is 4°F (2°C) below the setpoint.
- **HEAT:** In HEAT mode, the maximum temperature can be set to is 84°F (29°C). For heat pump models, the unit can alternate between the reverse cycle heat pump and the electric heater according to the difference between the set temperature and the room temperature.

#### NOTE

The heat pump and electric heater cannot be run at the same time. In the following cases, it is normal that the heat pump does not operate:

- When the outdoor temperature is lower than 40°F (4°C) or the room temperature falls to 8°F (4.5°C) below the set temperature.
- During the 3-minute compressor restart delay for short-cycling prevention. The indoor fan motor starts before the compressor and stops after the compressor cycles off.
- When the S1 DIP SWITCH is pushed to the UP (ON) position. This puts the unit in electric heat only mode.
- When frost builds up on the evaporator coils, the unit will defrost automatically and the compressor will cycle off.

- **FAN:** In FAN mode, the unit will display the room temperature. Only the fan will run and all heating and cooling operations are stopped.

## CONTROL PANEL OPERATION

### UP/DOWN ( + / - )

Push the UP (+) or DOWN (-) button to increase or decrease the temperature setpoint by increments of 1°F (1°C) in COOL or HEAT mode. The set temperature will appear in the display.

**NOTE**

With the unit powered on, press and hold the UP and DOWN buttons together for three (3) seconds to alternate the temperature display between °F & °C.

### SPEED (FAN SPEED)

Push this button to cycle through the fan speeds from HIGH-MED-LOW. The indicator light beside the option will illuminate, identifying the speed selected.

### CONSTANT FAN

In cooling mode, press the CONSTANT FAN button to turn this function on or off. When the function is turned on, the fan will run continuously. When the function is turned off, the fan will cycle with the compressor and stop when the set temperature is reached.

### LED DISPLAY

Shows the set temperature in °F or °C. While in FAN mode, it shows the room temperature.

### DISPLAY CODES

Display may show various codes in certain configurations or conditions.

- Control codes:
  - LC-** The unit is controlled by a wall thermostat. Control panel operation is not available.
  - FC-** The unit is in Front Desk Control. Control panel operation is not available.
- Error Codes:
  - AS-** Room temperature sensor error
  - ES-** Evaporator temperature sensor error
  - CS-** Condenser temperature sensor error
  - OS-** Outside temperature sensor error
  - HS-** Exhaust temperature sensor error
  - LE-** Wall thermostat error
- Other Codes:
  - LO-** Room temperature is lower than 32°F (0°C)
  - HI-** Room temperature is higher than 99°F (37°C)
  - FP-** Low Temperature Protection

**NOTE**

When an error occurs, unplug the unit for one (1) minute and plug it back in. If error repeats, call for service.

## UNIT INSTALLATION

### INSTALLATION INSTRUCTIONS

Install the new air conditioner according to these instructions to achieve the best performance. All wall sleeves used to mount the new air conditioner must be in good structural condition and have a rear grille that securely attaches to the sleeve or the flange of the sleeve. To avoid vibration and noise, make sure the unit is installed securely and firmly. When installing the sleeve, make certain there is nothing within 20" of the back that would interfere with heat radiation and exhaust air flow. For existing sleeves, you should measure the wall sleeve dimensions.

#### Air Conditioner and Wall Sleeve Dimensions

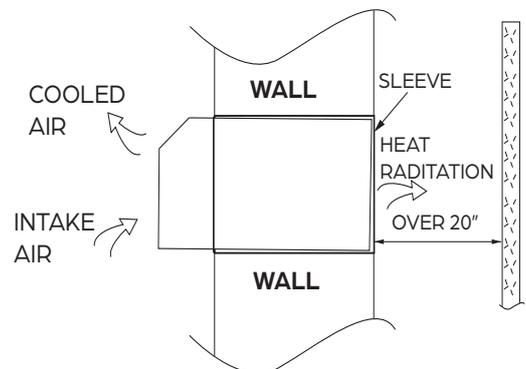
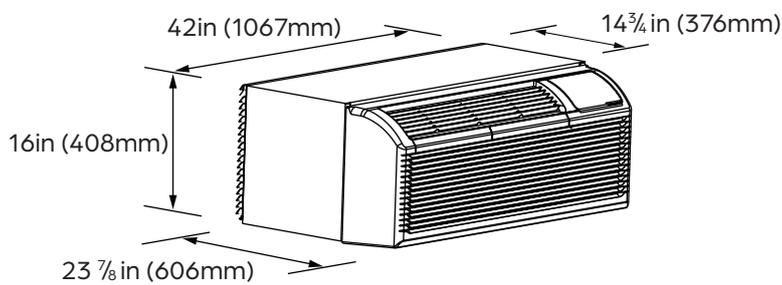
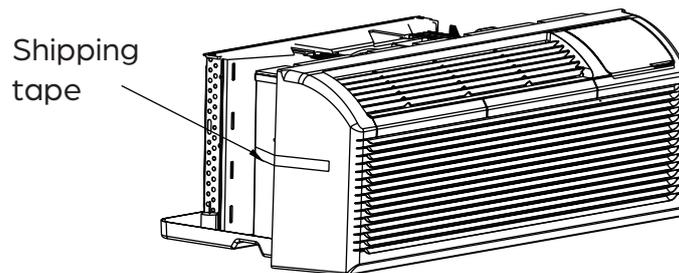


Fig.5

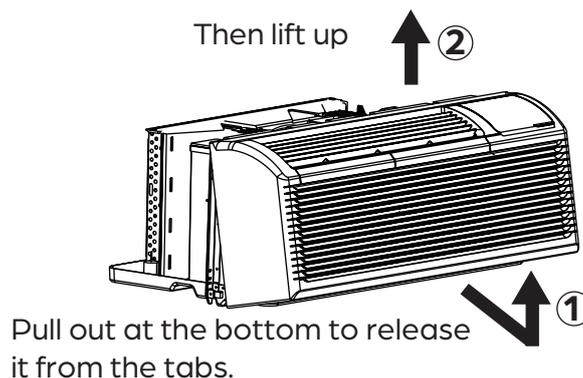
#### STEP 1:

Carefully remove the shipping tape from the front panel.



#### STEP 2:

Remove the front panel.



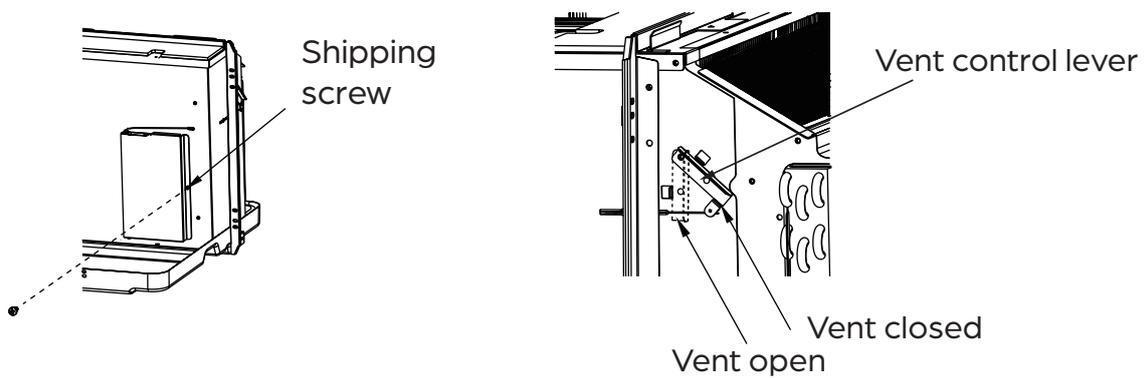
## UNIT INSTALLATION

### STEP 3:

Remove the shipping screw from the vent door and rotate the vent control lever to either open or closed.

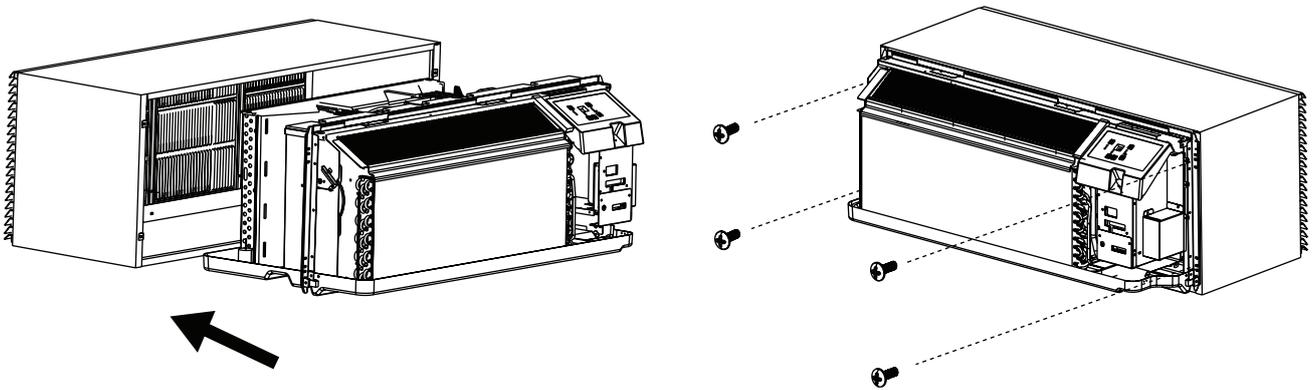
#### NOTE

When the vent control lever is set at the closed position, only the air inside the room is circulated and filtered. When set at the open position, fresh outdoor air will be drawn into the room. This will reduce heating or cooling efficiency.



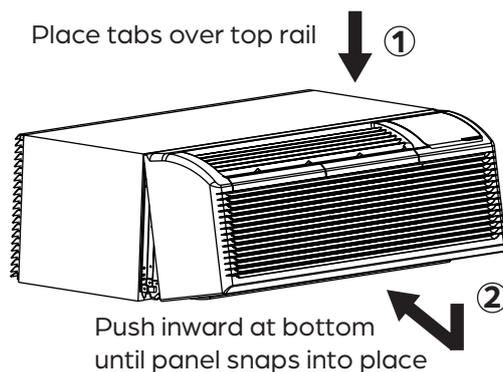
### STEP 4:

Lift the unit and slide it into the wall sleeve until it is firmly against the back of the wall sleeve. Secure the unit with the four (4) screws and washers, supplied with the SLEEVE ASSEMBLY (purchased separately), through the corner holes that bracket the unit.



### STEP 5:

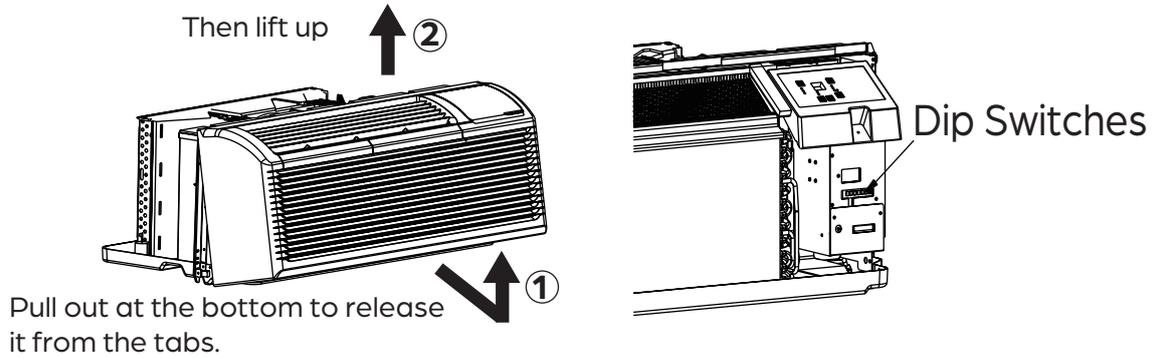
Reinstall the front panel.



## DIP SWITCH CONFIGURATION

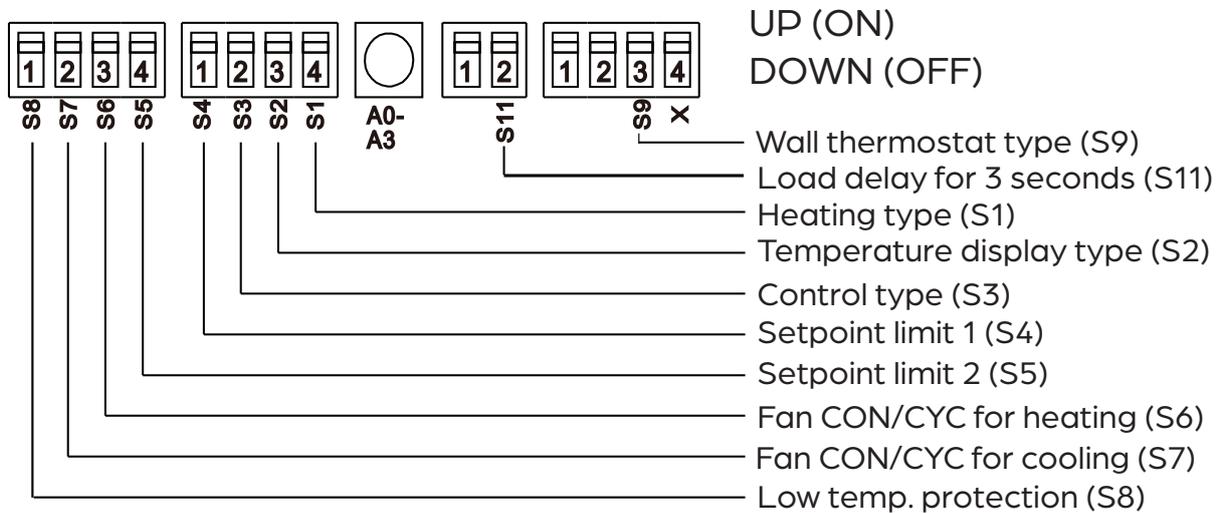
### ACCESSING DIP SWITCHES

1. Power off and unplug the unit before making any changes to the Dip Switches.
2. Dip Switch controls are located behind the front panel, through an opening below the control panel. To access, remove the front panel. To access, remove the front panel.



### DIP SWITCH CONFIGURATIONS

See the following diagram and table for the configuration and function of each Dip Switch position. Carefully adjust the Dip Switch positions to the desired configuration settings. When you have finished, replace the front panel. The settings will be activated when you turn the unit back on.



## DIP SWITCH CONFIGURATION

No.	UP (ON)	DOWN (OFF)	Remarks
S1	Electric Heat Only	Electric Heat and Pump Heat	For Heat Pump unit only
S2	Temperature Display in °F	Temperature Display in °C	
S3	Wall Thermostat Enabled	Control Panel Enabled	S9 must be down to use Wall Thermostat
S4*S5	UP*UP: 61°F-86°F (16°C-30°C) UP*DOWN: 65°F-78°F (17°C-26°C) DOWN*UP: 63°F-80°F (17°C-27°C) DOWN*DOWN: 68°F-75°F (20°C-24°C)		Two configurations (S4*S5) combine to select setpoint range
S6	Fan Continuous Run for Heating	Fan Cycle for Heating	
S7	Fan Continuous Run for Cooling	Fan Cycle for Cooling	
S8	Low Temp Protection Enabled	Low Temp Protection Disabled	Optional
S9	Use Control Panel Only	Use Wall Thermostat Only	S3 must be up to use Wall Thermostat
S11	Load delay for 3 seconds	Normal	Optional

### Electric Heat Only:

Enable this setting when the ambient temperature is too low for the heat pump to operate effectively and provide sufficient heating. It will cause the unit to exclusively utilize the electric heater and deactivate the heat pump. This is for heat pump models only.

### Wall Thermostat Enable:

A wall thermostat can be connected to the unit. To enable a connected wall thermostat, the S3 dip switch must be moved to the UP (ON) position and the S9 dip switch moved to the DOWN (OFF) position.

### Setpoint Temperature Range:

Provides a restricted range of temperature setpoints to conserve energy.

### Low Temperature Protection:

If the unit senses a room temperature below 32°F (0°C), the fan motor and electric heater will turn on and warm the room to 40°F (4.4°C).

### Fan CON/CYC for Heating and Cooling:

Sets the fan to operate continuously (CON) or cycle (CYC) with the compressor while the unit is in heating and cooling modes.

- **CON (Continuous):** Allows fan to run continuously, circulating air even when the temperature setting has been satisfied. This helps maintain the room temperature closer to the set temperature.
- **CYC (Cycle):** This setting allows the fan to cycle on and off with the compressor or electric heater. The fan stops a short time after the temperature setting is satisfied.



#### NOTE

In HEAT mode, the set temperature does not go higher than 84°F (29°C).

## DIP SWITCH CONFIGURATION BY CONTROL PANEL

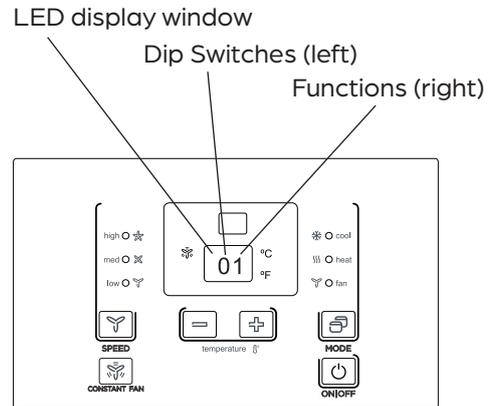


### NOTE

To adjust the dip switch configuration by control panel, the unit must be powered off.

### DIP SWITCH CONFIGURATION BY CONTROL PANEL

1. Turn off the unit.
2. Press and hold the UP (+) and DOWN (-) buttons together for 3 seconds to activate the dip switch configuration by the control panel settings mode.
  - The display window will show the settings with 2 digits: Left for dip switches, right for functions.
  - Press the UP (+) button to set the dip switches (left digit) and the DOWN (-) button to set the functions (right digit).
3. The display window will show "00" when you enter the settings mode. You must set "01" to access the other settings. Make this setting "01" by pressing the DOWN (-) button. Then, press the UP (+) button to access the next setting.
4. After setting "01" you can scroll through and use the table below to make your setting selections. When you have finished, press and hold the UP (+) and DOWN (-) buttons together for three (3) seconds to exit the settings mode and save your selections. The settings will be activated when you turn the unit back on.



No.	DS (left)	Functions (right)		Remarks
/	0	1-By Control Panel	0-By Dip Switches	
S1	1	1-Electric Heat Only	0-Electric Heat and Pump Heat	Heat Pump unit only
S2	2	1-Temperature Display in °F	0-Temperature Display in °C	
S3*S9	3	1-Wall Thermostat Enabled	0-Control Panel Enabled	
S4*S5	4	4-62°F-86°F (17°C-30°C); 3-61°F-86°F (16°C-30°C) 2-65°F-78°F (18°C-26°C); 1-63°F-80°F (17°C-27°C); 0-68°F-75°F (20°C-24°C)		
S6	6	1-Fan Continuous Run for Heating	0-Fan Cycle for Heating	Not available when wall thermostat enabled
S7	7	1-Fan Continuous Run for Cooling	0-Fan Cycle for Cooling	
S8	8	1-Low Temp Protection Enablee	0-Low Temp Protection Disabled	Optional
SW7	A	1-Front Desk Control Disabled	0-Front Desk Control Enabled	Optional
Sw11	B	1-Load Delay for 3 Seconds	0-Normal	Optional

### NOTE



- Pressing the UP (+) and DOWN (-) buttons together for 3 seconds or performing no operation within 30 seconds will exit the dip switch configuration by control panel and the unit will save the last settings.
- To activate Front Desk Control, the "A0" setting must be selected and the "SW7" dip switch must be in the DOWN (OFF) position.

# WALL THERMOSTAT TERMINAL



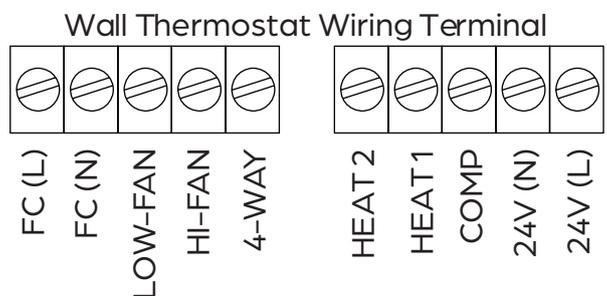
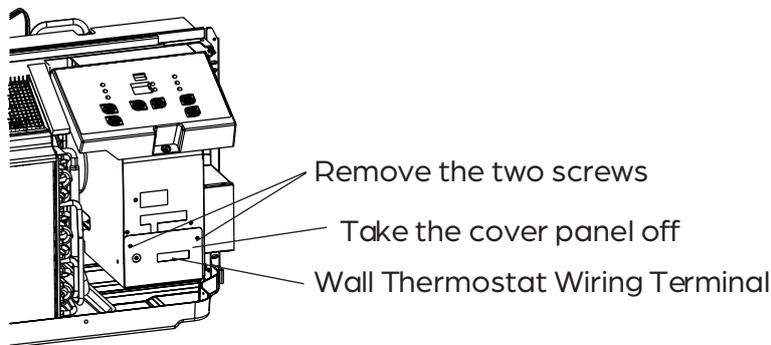
**IMPORTANT:** Only trained, qualified personnel should access the electrical panel on the unit and install electrical accessories. Please contact your local electrical contractor, dealer, or distributor for assistance.



**CAUTION:** UNIT DAMAGE HAZARD! Failure to follow this caution may result in equipment damage or improper operation. Improper wiring may damage unit electronics. Common busing is not permitted. Damage or erratic operation may result.

## WALL THERMOSTAT WIRING TERMINAL

To access the Wall Thermostat terminal, remove the two (2) screws as shown below and take the cover panel down. Refer to the diagram and table below for terminal designation.



TERMINAL	DESIGNATION
FC (L)	Front desk control terminal L
FC (N)	Front desk control terminal N
LOW-FAN	Low fan speed
HI-FAN	High fan speed
4-WAY	4-way valve; Reverse cycle (Energized in Heat) For heat pump models
HEAT 2	Electrical heater 2
HEAT 1	Electrical heater 1
COMP	Compressor
24V (N)	24VAC terminal N (Neutral), Common
24V (L)	24VAC terminal L (Line)

## WALL THERMOSTAT TERMINAL



**IMPORTANT:** Only trained, qualified personnel should access electrical panel on unit and install electrical accessories. Please contact your local electrical contractor, dealer, or distributor for assistance.

### THERMOSTAT INSTALLATION

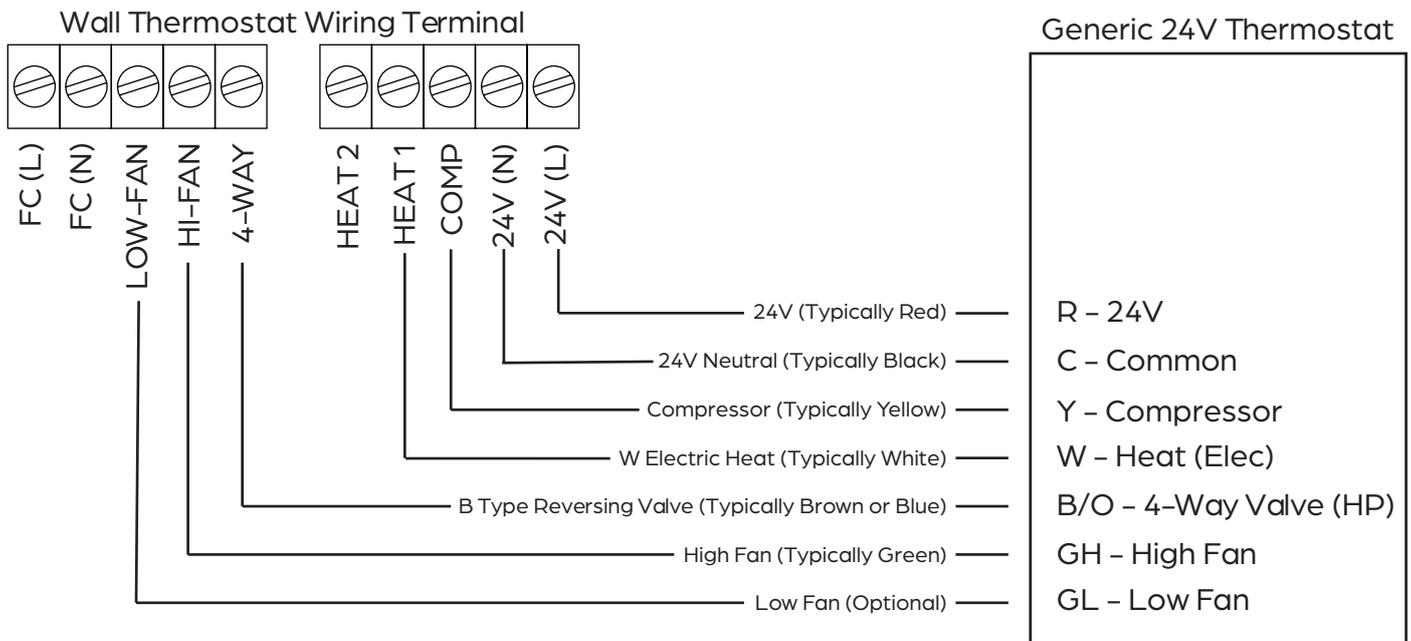
Refer to your thermostat's installation instructions for details on installing a wall thermostat.

Thermostats must have:

- 24V AC power and common
- Single stage cooling (Compressor & 1 fan speed input)
- Single stage heating (W output)

For PTHP (heat pump) units, thermostats must also have:

- Dual stage heating (W output for electric heat and B type reversing valve output for heat pump)



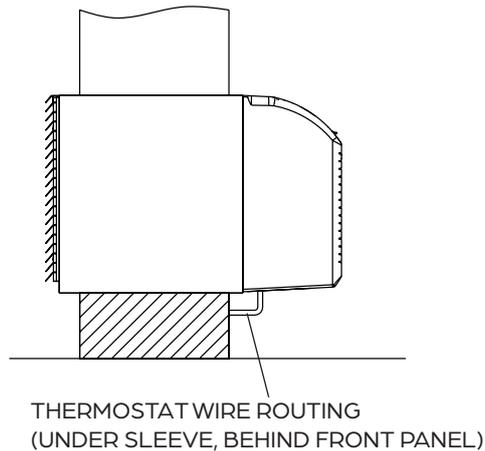
### NOTE

- Only connect to the 4-Way terminal on heat pump units with the correct dual stage heating output.
- For thermostats with only one fan speed output (on or auto), the fan speed is determined by the terminal it is wired to. If Low fan is desired, wire the G output from the thermostat to the LOW-FAN terminal. If High fan is desired, wire the G output to the HI-FAN terminal.
- The setpoint temperature range of the thermostat must match the setpoint temperature range of the unit.
- The type of thermostat must match the unit type: PTHP (heat pump) or PTAC (no heat pump).
- Do not remove the control panel.

## WALL THERMOSTAT TERMINAL

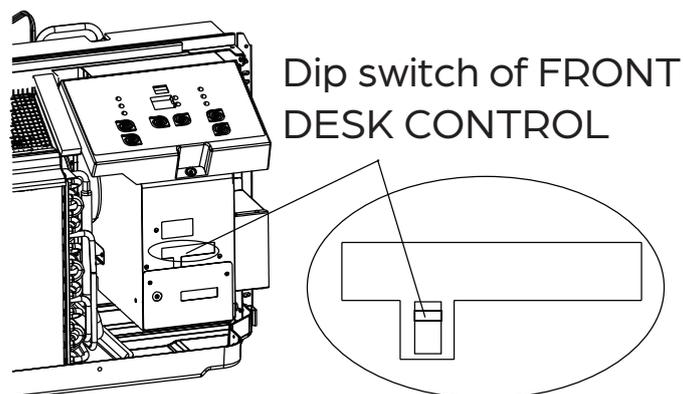
### THERMOSTAT WIRE ROUTING

Thermostat wire is field supplied. Recommended wire gauge is 18 to 20 gauge solid thermostat wire. Thermostat wire should always be routed around or under, NEVER through, the wall sleeve. The wire should then be routed behind the front panel to the terminal connector.



### FRONT DESK CONTROL

This feature allows a switch to be installed to remotely turn off the unit for energy savings. The switch input must be 24VAC and wired to the FC(L) and FC(N) terminals. When the unit receives the 24VAC signal it will run as normal. When the signal stops the unit will turn off. To activate this feature, the Front Desk Control dip switch shown below must be in the DOWN (OFF) position.



## CARE AND CLEANING



**CAUTION: UNIT DAMAGE HAZARD!** Failure to follow this caution may result in equipment damage or improper operation. **DO NOT** operate unit without filters in place. If a filter becomes torn or damaged, it should be replaced immediately. Operating without filters in place or with damaged filters will allow dirt and dust to reach indoor coil and reduce cooling, heating, airflow, and efficiency of the unit. Airflow restriction may cause damage to the unit.

### AIR FILTERS:

**IMPORTANT: TURN OFF UNIT BEFORE CLEANING!**



#### TIP

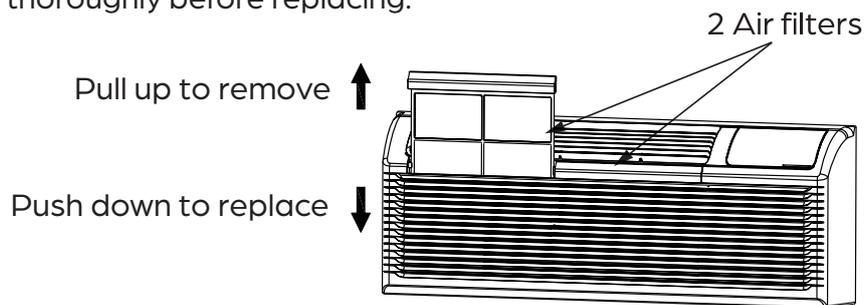
The most important thing you can do to maintain unit efficiency is to clean the filters once every two (2) weeks or as required. Clogged filters reduce cooling, heating, and airflow.

Keeping Filters clean will:

- Decrease cost of operation.
- Save energy.
- Prevent clogged indoor coil.
- Reduce risk of premature component failure.

To Clean Air Filters:

1. Turn unit off.
2. Remove filters from the front panel.
3. Vacuum off heavy dust and debris.
4. Run water through filter.
5. Allow to air dry thoroughly before replacing.



### FRONT PANEL AND CASE:

1. Turn off the unit and disconnect the power supply.
2. To clean, use water and a mild detergent. **DO NOT** use bleach or abrasives. Some commercial cleaners may damage the plastic parts. Allow to air dry thoroughly before turning on.

### OUTDOOR COIL:

Coil on the outdoor side of the unit should be checked regularly. Unit will need to be removed to inspect dirt build-up that will occur on the inside of the coil. If clogged with dirt and soot, the coil should be professionally cleaned. Clean inside and outside of the outdoor coils regularly.



#### NOTE

- Never use a high-pressure spray to clean any part of the unit.
- Never use a hair/clothes dryer or other means to speed up drying.

# CARE AND CLEANING

## VENT DOOR FILTER:

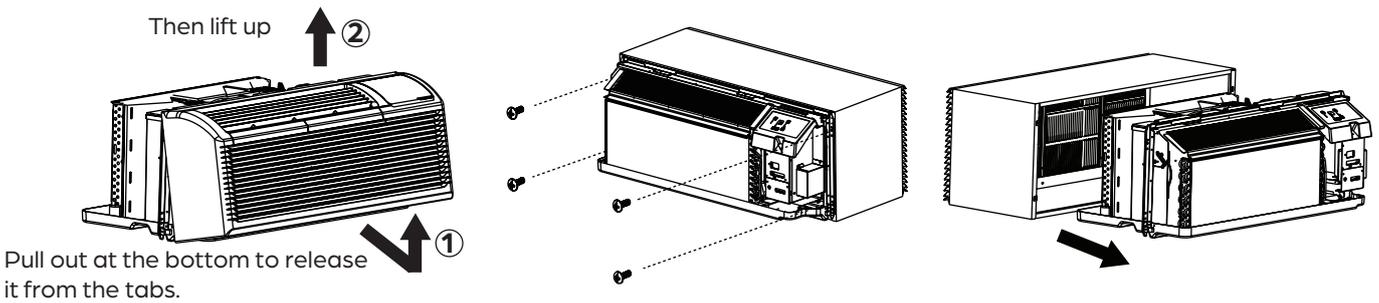
IMPORTANT: TURN OFF UNIT BEFORE CLEANING!



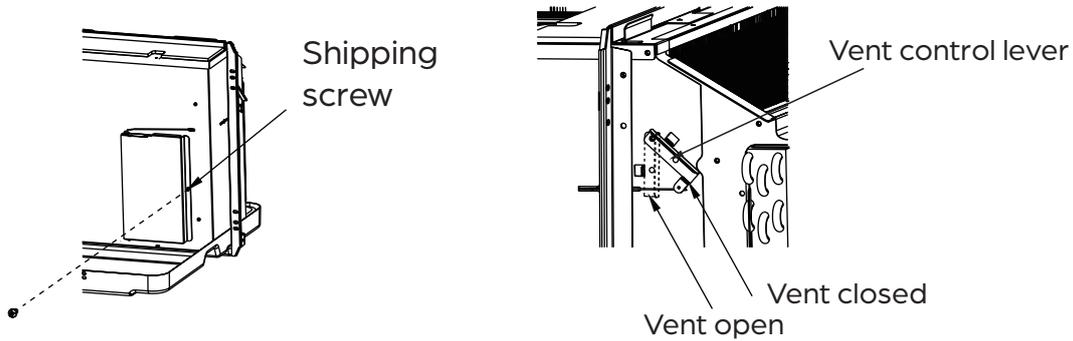
**TIP**

Vent filter should be cleaned twice a year or as required.

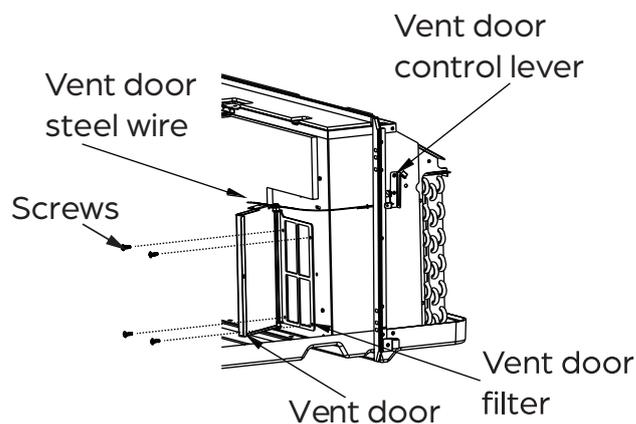
1. To access the Vent Door Filter, remove the unit from the wall sleeve by taking the front panel off, removing the four (4) corner screws, and pulling out.



2. Make sure the shipping screw is removed from the vent door and rotate the vent control lever to the open position.



3. Remove the vent door and filter by removing the four (4) screws from the filter and disconnecting the steel wire from the top of the vent door.
4. Clean the filter and dry thoroughly before replacing.
5. Replace filter and vent door by reinstalling the four (4) screws to the filter and reconnecting the steel wire to the top of the vent door.



# TROUBLESHOOTING

## SAFETY PRECAUTIONS

If ANY of the following conditions occurs, turn off your unit immediately!

- The power cord is damaged or abnormally warm
- You smell a burning odor
- The unit emits loud or abnormal sounds
- A power fuse blows or the circuit breaker frequently trips
- Water or other objects fall into or out of the unit

DO NOT ATTEMPT TO FIX THESE YOURSELF! CONTACT AN AUTHORIZED SERVICE PROVIDER IMMEDIATELY!

## COMMON ISSUES

The following problems are not a malfunction and in most situations will not require repairs.

ISSUE	POSSIBLE CAUSES
<b>DISPLAY HAS STRANGE NUMBERS/ CHARACTERS ON IT</b>	The unit may be in a protection mode.
	The unit may be set to display in Celsius (rather than Fahrenheit).
<b>UNIT MAKING NOISES</b>	Clicking, gurgling, and whooshing noises are normal during operation of unit.
<b>WATER DRIPPING OUTSIDE</b>	If a drain kit has not been installed, condensation runoff during very hot and humid weather is normal. If a drain kit has been installed and is connected to a drain system, check gaskets and fittings around drain for leaks.

PROBLEM	POSSIBLE CAUSES	SOLUTION
<b>WATER DRIPPING INSIDE</b>	Wall sleeve is not installed level.	Wall sleeve must be installed level for proper drainage of condensation. Check that installation is level and make any necessary adjustments.
<b>RANDOM COMPRESSOR RESTART</b>	Power may have cycled, so compressor is in a restart protection.	Whenever the unit is plugged in, or power has been restarted, a random compressor restart will occur. After a power outage, the compressor will restart after approximately three (3) minutes. Compressor Protection-To prevent short cycling of the compressor, there is a random startup delay of 3 minutes and a minimum compressor run time of 3 minutes.
<b>ELECTRIC HEATING FAILURE</b>	Evaporator coil is dirty or clogged.	Check the evaporator coil regularly. Have the evaporator coil cleaned by a professional technician once every three (3) months.

## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	SOLUTION
<b>UNIT DOES NOT START</b>	Unit may have become unplugged.	Check that plug is plugged securely in wall outlet. Plug has a test/reset button on it. Make sure that the plug has not tripped.
	Fuse may have blown.	Replace the fuse.
	Circuit breaker may have been tripped.	Reset circuit breaker.
	Unit may be off.	Turn unit on (bottom right button on keypad).
	Unit may be in a protection mode.	
<b>UNIT NOT COOLING/ HEATING ROOM</b>	Unit air discharge section is blocked.	Make sure that curtains, blinds, or furniture are not restricting or blocking unit airflow.
	Temperature setting is not high or low enough.	Reset to a lower or higher temperature setting.
	Unit air filters are dirty.	Remove and clean filters.
	Room is excessively hot or cold when unit is started.	Allow sufficient amount of time for unit to heat or cool the room. Start heating or cooling early before outdoor temperature, cooking heat or gatherings of people make room uncomfortable.
	Vent door left open.	Close vent door.
	Unit may be in a protection mode.	Check dip switch and wall thermostat settings for desired comfort.
	Compressor is in time delay.	Wait approximately 3 minutes for compressor to start.
<b>ICE OR FROST FORMS ON INDOOR COIL</b>	Low outdoor temperature.	When outdoor temperature is approximately 55 F or below, frost may form on the indoor coil when unit is in Cooling mode. Switch unit to FAN operation until ice or frost melts.
	Dirty filters.	Remove and clean filters.

### NOTE



- If circuit breaker is tripped or fuse is blown more than once, contact a qualified electrician.
- If unit is installed where condensation drainage could drip in an undesirable location, an accessory drain kit should be installed and connected to drain system.

# WARRANTY

## Durastar PTAC Limited Warranty

### WHAT IS COVERED:

Subject to all of the terms of this Limited Warranty, including, but not limited to, the specific exclusions set forth below and subject to the Manufacturer's right to inspect and validate the warranty claim as set forth below, the Manufacturer ("Durastar") will repair or replace, at its option, your Durastar Packaged Terminal Air Conditioner or Packaged Terminal Heat Pump ("Product"). This Warranty applies to the original purchaser only, and only covers defects in materials or workmanship experienced during operation of the product under normal service, maintenance, and usage conditions. This Warranty applies to the use of the Product within the United States of America while it remains at the original installation site and is not assignable or transferable to any subsequent purchaser or user. All products and parts replaced by Durastar under Warranty service become the property of Durastar. Durastar may request the original Product or part be returned in exchange for the replacement. Replacement product, parts, or repairs are warranted for the unexpired portion of the original warranty period. The warranty period commences from the date of original retail purchase and is subject to any conditions set forth as follows:

For a period of ONE (1) YEAR from the date of original retail purchase, Durastar will repair or replace, free of charge (including labor), any Product or parts that fail due to a defect in materials or workmanship. During this period, Durastar will provide a labor allowance for labor performed by an authorized Durastar PTAC servicer that does not exceed the price of Product replacement.

For a period of TWO (2) THROUGH FIVE (5) YEARS from the date of original retail purchase, Durastar will repair or replace, free of charge (including labor), any part of the sealed refrigerant system (compressor, evaporator, condenser, and connected tubing) that fails due to a defect in materials or workmanship. During this period, Durastar will provide a labor allowance for labor performed by an authorized Durastar PTAC servicer that does not exceed the price of unit replacement. Replacement of refrigerant remains Owner's responsibility.

For a period of TWO (2) THROUGH FIVE (5) YEARS from the date of original retail purchase, Durastar will repair or replace, free of charge, the following parts that fail due to a defect in materials or workmanship: Fan motors, circuit board, heaters, capacitors, thermistors, solenoids, blower wheels, switches, and auxiliary controls. During this five-year limited parts warranty, Durastar will not be responsible for any labor or additional expenses.

### WHAT IS NOT COVERED – The following limitations apply to the coverage of this Warranty. This Warranty does not cover:

- Labor charges for installation, setup, or training to use the Product.
- Damage caused by shipping or improper handling, improper voltage or any other misuse, including abnormal service, handling, or usage, or installation
- Damage caused by improper installation of the Product by anyone other than an authorized PTAC servicer.
- Cosmetic damage such as scratches and dents.
- Normal wear and tear on parts or replacement of parts designed to be replaced, including but

## WARRANTY

not limited to filters, the front cover, and control panel.

- Transportation or freight charges incurred in connection with warranty service.
- Service trips to deliver, pick-up, or repair; install the product; or to instruct in proper usage of the product.
- Damages or operating problems resulting from misuse, abuse, operation outside environmental specifications, uses contrary to instructions provided in the owner's manual, accidents, acts of God, vermin, fire, flood, improper installation, unauthorized service, maintenance negligence, unauthorized installation or modification.
- Damage or failure due to operating the Product in a corrosive coastal environment, or in an environment containing corrosive chemical agents or other hazardous chemicals.
- Products that have been modified to perform outside of specifications without the prior written permission of Durastar.
- Products lost in shipment, or theft.
- Products sold AS IS or from an unauthorized reseller.
- Products with serial numbers that have been removed, defaced, or invalidated.
- Damage from other than normal use.
- Replacement or repair of household fuses, circuit breakers, wiring, or plumbing.
- Damage to personal property from use of product.
- Damage from service other than from an authorized Durastar repair servicer.
- Filters, front cover, control panel and all attachments, accessories, and disposable parts.
- Any damage caused by frozen or broken water pipes in the event of equipment failure
- Any service charges not specifically identified as normal such as normal service area or hours.
- Any special or consequential damages arising out of the use of the product.
- Expedited freight charges, unless pre-approved in writing by Durastar.

**OBTAINING WARRANTY SERVICE:** To submit a Warranty Claim, contact Durastar Customer Support for troubleshooting assistance and warranty service at [www.Durastar.com](http://www.Durastar.com) or call 1-888-320-0706. Before contacting Customer Support you are required to have your model number, serial number, and proof of purchase available upon request. A Durastar authorized representative must confirm that your Product is eligible for warranty service as defined herein. For warranty credit for labor covered by this Warranty, the labor must be performed by an authorized Durastar PTAC servicer. The Product must be installed in its original location and fully accessible. Rated electrical power must be available at the unit location. If a repair cannot be completed on-site, it may be necessary to remove, repair, and return the unit. If on-site service is not available, Durastar may, at its option, arrange to transport the Product to and from a Durastar authorized service center. Durastar is not responsible for unit removal, replacement, or relocation of the unit if it is inaccessible or cannot be repaired on-site. Parts determined by Durastar to be covered under this Warranty (if required to be returned) must be returned to the point of purchase. Durastar is not responsible for damage resulting from shipper mishandling or improper packaging. Products received without a return authorization number will be refused.

### **EXCLUSIONS AND LIMITATION OF LIABILITY**

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT ANY IMPLIED WARRANTY IS REQUIRED BY

## WARRANTY

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