



**HIGH WALL AIR CONDITIONER**

**GB** User manual and installation guide

## THANK YOU

Thank you for choosing this innovative Amcor air conditioner. We suggest that you keep this manual in a safe place for future reference. It describes the many benefits and advanced features this unique product has to offer. Before you use your new air conditioner you should carefully read these instructions to maximise this product's performance.

For over 50 years Amcor has specialised in complete indoor environmental control, manufacturing and marketing; dehumidifiers, portable air conditioners, coolers, air purifiers, ionisers and aroma therapy scent diffusers. These world class products incorporate the latest technological developments.

## SAFETY INSTRUCTIONS

### IMPORTANT!

- The indoor unit is designed for indoor operation only.
- Rating: This unit must be connected to a 220 – 240 V / 50 Hz earthed outlet.
- The installation must be in accordance with regulations of the country where the unit is used.

**If you are in any doubt about the electrical installation, have it checked and if necessary modified by a qualified electrician.**

- The air conditioner is safe. However, as with other electrical appliances, use it with care.
- Keep the remote control out of the reach of children.
- Do not clean the air conditioner by spraying it or immersing it in water.
- Do not insert any object into the opening of the air conditioner.
- Disconnect it from the mains before cleaning the unit or any of its components.
- Never connect the unit to an electrical outlet using an extension cord. If an outlet is not available, one should be installed by a licensed electrician.

### WARNING

- Never operate this appliance if it has a damaged cord or plug. Do not lead the cord over sharp edges.
- A damaged supply cord should be replaced by the manufacturer, its service agent or a qualified person in order to avoid a hazard.
- Any service other than regular cleaning or filter replacement should be performed by an authorized service representative. Failure to do so could result in a loss of warranty.

**If you have any difficulties in connecting the refrigeration circuit please refer to a professional air conditioning engineer.**

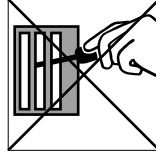
## Do not use your air conditioner when:



the power cord is damaged.



there is a chance of liquids falling on the unit.



there is a risk of interference from foreign objects.



it is close to a heat source.



**This air conditioner is not made for DIY repair.**

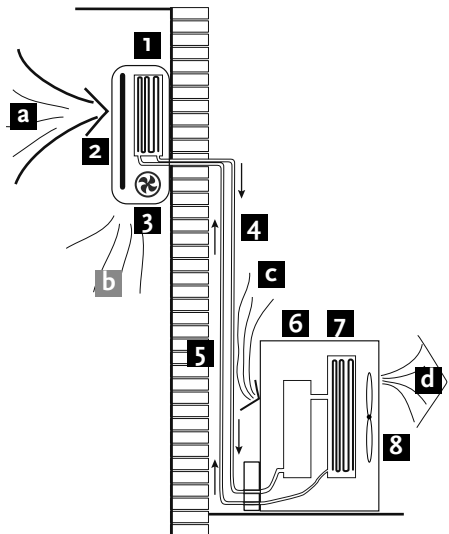
## HOW IT WORKS

The compressor (6) in the exterior unit compresses the refrigerant into a high-temperature, high-pressure gas. When this gas flows along the cooling fins of the condenser (7), heat is extracted and the gas condenses into a liquid, which is led to the evaporator (1) in the interior unit. The liquid expands into a gas at a low temperature and low pressure.

This gas absorbs the warmth of the air in the room, the cooled air is blown back into the room and the heat absorbed by the refrigerant gas is led to the compressor.

A fan (3) draws the air (a) over the filter (2) and evaporator (1) and blows the cooled air (b) back into the room.

A fan (8) draws air over the condenser and blows warm air (d) away.



- |               |                   |
|---------------|-------------------|
| 1. evaporator | 5. liquid line    |
| 2. filter     | 6. compressor     |
| 3. fan        | 7. condenser coil |
| 4. gas line   | 8. fan            |

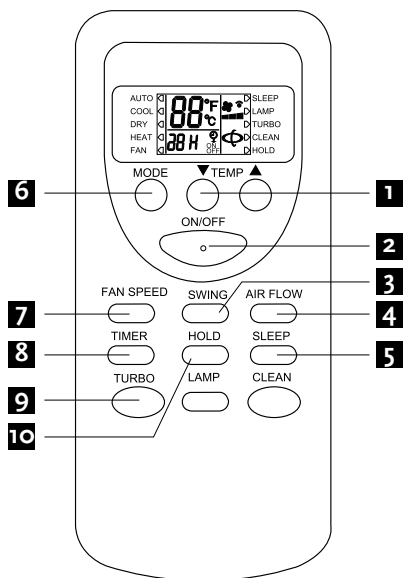
### Heating (H-models only)

The system operates in reverse: the condenser works as an evaporator, the evaporator as a condenser: warm air is blown into the room. This is ideal for cool days when the main heating is not on, or to supplement the main central heating in autumn and spring.

### Dehumidifying

As with cooling, the moisture in the air condenses on the cold evaporator at room temperature and is drained outdoors.

## REMOTE CONTROL



### LCD display:

- 88°F** temperature
- 88H** timer setting
- ON/OFF** timer on/off
- ☼** fan
- ▬▬▬** fan speed
- ↻** louvre setting
- ◀ or ▶** indication of active mode or selected option

### Buttons:

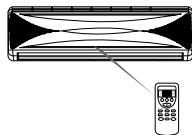
1. Temperature setting
2. ON/OFF
3. Swing
4. Air flow
5. Sleep
6. Mode
7. Fan speed
8. Timer
9. Turbo
10. Hold

NB Clean and Lamp buttons are not applicable to this air conditioner.

### Using the remote control

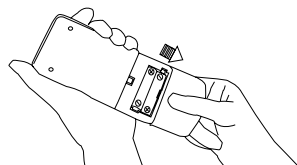
The remote control signal has a range of up to 8 m. Point the remote control at the receiver in the indoor unit.

A beep confirms that the remote control signal has been received.



### Replacing the batteries

- remove the cover
- replace the AAA batteries, + to + and – to –
- install the cover
- press the on/off button; if no symbols appear on the display, the batteries are empty or have been incorrectly installed



## OPERATION

### General

- Turn the unit on with the ON/OFF BUTTON [2]. The last used operating mode is selected.
- The ON/OFF BUTTON turns the appliance off; the operating mode active at this moment is stored in memory and will be used when the air conditioner is switched back on again.
- Set the temperature with the ▼ TEMP ▲ BUTTONS [1] – within the limits of the thermostat: 18 °C – 32 °C. Each press of the button makes a change of 1 °C.
- Use the FAN SPEED BUTTON [7] to set the fan speed at low ■, medium ■■, high ■■■ or automatic (■■■ is flashing). The fan speed in the automatic setting is determined by the difference between the set temperature and the room temperature.
- Use the SWING BUTTON [3] to adjust the horizontal (up/down) air flow direction.

### Mode selection

Press the MODE BUTTON [6] to select the operating mode. The ◀ symbol on the left side of the display indicates the selected mode.

#### Auto

1. Press the MODE BUTTON [6] until the ◀ symbol appears next to AUTO.
2. The temperature is automatically set to 25 °C and can not be adjusted.
3. Use the FAN SPEED BUTTON [7] to set the fan speed.
4. Use the SWING BUTTON [3] to adjust the air flow direction.

#### Cool

1. Press the MODE BUTTON [6] until the ◀ symbol appears next to COOL.
2. Set the desired temperature.
3. Use the FAN SPEED BUTTON [7] to set the fan speed.
4. Use the SWING BUTTON [3] to adjust the air flow direction.

#### Dry (dehumidify)

1. Press the MODE BUTTON [6] until the ◀ symbol appears next to DRY.
2. The temperature is automatically set to 25 °C and can not be adjusted.
3. The fan speed is automatically set to low and can not be changed.
4. The air flow direction is automatically set to fixed and can not be adjusted.

#### Heat

1. Press the MODE BUTTON [6] until the ◀ symbol appears next to HEAT.
2. Set the desired temperature.
3. Use the FAN SPEED BUTTON [7] to set the fan speed.
4. Use the SWING BUTTON [3] to adjust the air flow direction.

## Fan mode

1. Press the MODE BUTTON [6] until the ◀ symbol appears next to FAN.
2. Use the FAN SPEED BUTTON [7] to set the fan speed.
3. Use the SWING BUTTON [3] and the AIR FLOW BUTTON [4] to adjust the air flow direction.

## Sleep button

Press the SLEEP BUTTON [5], the ▶ symbol appears on the right hand side of the display next to SLEEP. Press again to release the sleep mode.

In this mode the air flow sound is reduced. Use the sleep mode when you are going to bed.

In COOL mode operation, the room temperature will be raised gradually 2 °C higher than the setting when SLEEP mode was activated.


In HEAT mode operation, the room temperature will be lowered gradually 5 °C lower than the setting when SLEEP mode was activated.


When the SLEEP MODE is selected, the display on the unit will dim to be seen well in a dark room without causing distraction to sleep.

## Turbo button

During COOL or HEAT mode operation, the air flow rate (the amount of air circulating through the room) can be increased. Press the TURBO BUTTON [9], the ▶ symbol appears on the right hand side of the display next to TURBO. Press this button again to cancel the turbo operation and return to the other air flow rates.


## Timer button (timed switching off)


1. Press the TIMER BUTTON [8] to enter the “timed” mode when the unit is switched on.
2. Press this button to set after how many hours the air conditioner should switch off. The  symbol in the display cycles through 1 → 2 → ... → 24 → cancel (no indication) → 1... with each press of the button.

Once the set time has elapsed (the  symbol shows the remaining number of hours) the air conditioner will switch itself off. To cancel this function before the set time has elapsed, press the TIMER BUTTON [8] again.

## Timer button (timed switching on)

The air conditioner is switched off (stand-by).

1. Press the TIMER BUTTON [8] to enter the “timed” mode.
2. Press this button to set after how many hours the air conditioner should switch on. The  symbol in the display cycles through 1 → 2 → ... → 24 → cancel (no indication) → 1... with each press of the button.
3. Set the desired operation, temperature, fan speed, etc.

Once the set time has elapsed (the  symbol shows the remaining number of hours) the air conditioner will switch itself on. To cancel this function before the set time has elapsed, press the TIMER BUTTON [8] again.

## Hold button

Press the HOLD BUTTON [10] to lock or to unlock the keys of the remote control. The ► symbol on the right hand side of the display next to HOLD indicates locked keys.

### Left/right air flow direction

Method 1: Manually adjust

**Turn the air conditioner off.** Adjust the fins by hand.

Method 2: Horizontal and vertical auto swing

Press the AIR FLOW BUTTON [4] to let the fins swing constantly or leave them in a fixed manual set position.

## IMPORTANT

### Auto restart

The air conditioner will automatic restart when electricity is restored after a power cut. If in doubt, check the settings.

### Range of internal thermostat

The internal thermostat can be set at a desired temperature between 16 and 32 °C. Note that whether the desired value is achieved depends on conditions in the room.

### Range of heat pump function

The heat function can be used to supply low cost heat when the external temperature is approximately 10 °C or higher.

**Note that it may not operate properly at lower external temperatures, it will cycle frequently to defrost the outdoor coil and stops operating at minus 5 °C.**

### Capacity

The required cooling or heating capacity depends greatly on the location and/or use of the room where the air conditioner is installed. Strong sunlight and the presence of people, lights or equipment create an additional heat load with resulting smaller reduction in room temperature.

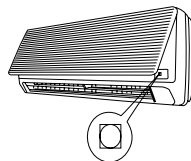
Normal living spaces require about 100 W per square metre of floor surface. In strong sunlight or if other sources of heat are present, this may be as much as 350 W/m<sup>2</sup>.

**Tip:** on warm days, let the air conditioner cool the room as much as possible during the night. Cold walls and furniture will help to keep the room pleasant during use. Avoid strong sunlight.

Aim for a room temperature only up to 3–5 °C lower than ambient temperature to save energy and shock to the body when moving out of the conditioned space. The air conditioner will dry the air, making it more comfortable even if not very cold.

## Emergency start

In the event of a problem, or when the remote control is missing, the air conditioner can be operated using the emergency button under the panel in the indoor unit. Open the front panel and press the button to switch on (in the mode last set) or to switch off.

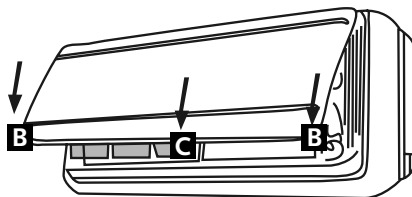


## FILTERS

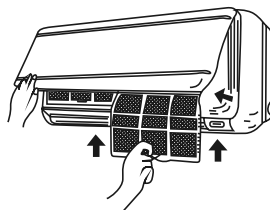
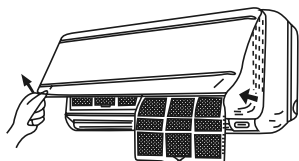
Turn the air conditioner off and remove the plug from the mains outlet.



**Opening:** at the A recesses, pull the front part up. The front part will stay horizontal (turn up 90°).



**Closing:** press the front part down at the sides at B and in the middle at C. Make sure it is properly closed (click).



1. Hold the front part open (or put it in horizontal position) and remove the filter(s).
2. Tap the filter gently or use a vacuum cleaner to remove dirt. If the dust filter is very dirty, it may be washed in lukewarm water with a very small amount of neutral detergent. Rinse well and allow to dry completely (not in direct sunlight or near a source of heat).
3. Keep the grid panel open and reinstall the filter(s). Press the panel shut; a click indicates it is closed properly.
4. Plug the appliance back in and turn it on.



## CLEANING

**Turn the air conditioner off and remove the plug from the mains outlet.**

### **Indoor unit**

Dust regularly with a dry cloth or slightly damp paper towel.

Never use chemicals or solvents. Never spray a liquid in or over the appliance.

### **Outdoor unit**

Remove dirt and keep the air intake and exhaust openings free of leaves, etc.

Cleaning with chemicals may cause damage.

## END OF PERIOD OF USE

**If the air conditioner is not going to be used for an extended period:**

- set in fan mode with temperature set at 30 °C (86 °F) so that the inside of the appliance dries out.
- remove the plug from the outlet (even when switched off the air conditioner will consume about 5 W) and take the batteries out the remote control.
- clean the indoor and outdoor unit.
- clean the filters as well.

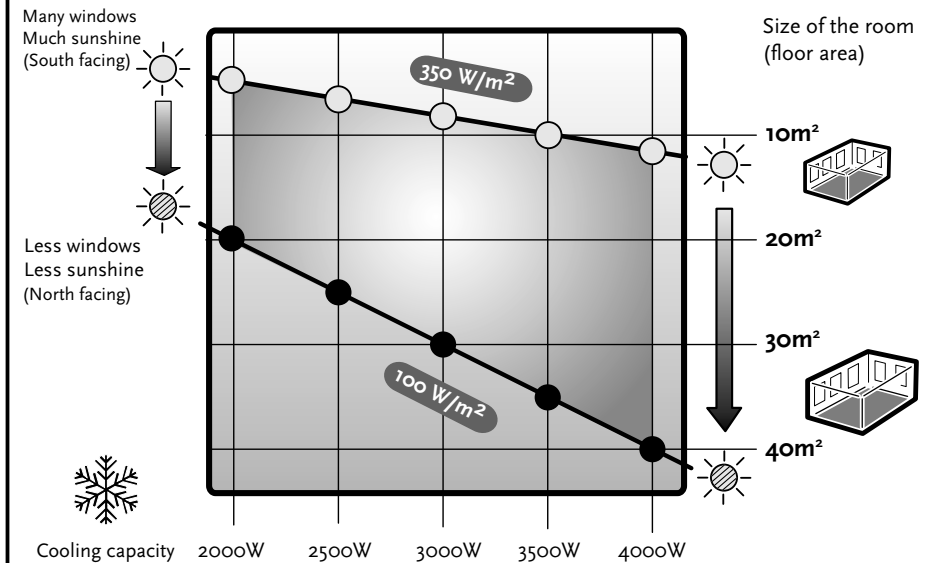
## START OF PERIOD OF USE

**If the air conditioner is to be used again after an extended period:**

- check that the air intake and exhaust openings of the indoor and outdoor unit are not blocked. Remove all dirt and obstacles.
- check that there is a filter.
- **check that the condensation outlet drains properly.**
- install 2 AAA batteries in the remote control.
- dust the indoor unit.
- turn the appliance on, set the time and desired setting.

**Note:** make sure condensation is drained freely and that there is no obstacle such as algae growth, otherwise leaks may occur.

### Which room is best suited for the Air Conditioner?

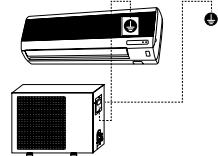


A suitable room depends on the cooling capacity, sun location, window area, presence of heat sources (lamps, appliances, number of people etc.). Take this into account!

Rule of thumb, in average sunshine conditions and no presence of other heat sources:  
100W per square metre (thus a cooling capacity of 3500W is best placed in a 35m<sup>2</sup> room).

In case of a non quick coupling unit, make sure to have the professional after-sales service person or authorized dealer to install the units.

- The units may not be installed in places where there might be leakage of combustible gases: fire hazard.
- Make sure that an earth leakage circuit breaker is installed, either as a plug in device or on the main board, instead of a fuse.
- Check whether the connection of wires between indoor and outdoor unit is not loose.
- Make sure that the air conditioner is properly grounded.



## SAFETY ASPECTS

### **Check the network voltage.**

Make sure that the existing network voltage corresponds to the value specified on the type tag on the appliance.

### **Keep the work area tidy.**

Carelessness in the work area can lead to accidents.

### **Use the right tools.**

Do not use tools that are not sturdy enough for heavy work. Use reliable tools suitable for the purpose for which they are intended.

### **Wear a mask and eye and ear protection.**

When doing work which may produce splinters or dust and when working over your head always wear eye protection and a well-fitting face mask. Wear ear muffers in noisy conditions.

### **Extension cord when working outdoors.**

Only use approved and correspondingly marked extension leads and sockets during work out of doors.

### **Check electrical equipment for any damage.**

Never use equipment with a switch that does not work.

### **Be careful when working on steps, ladders and scaffolding.**

Be extra careful when working on an elevated surface. Make sure that stepladders, steps, ladders and scaffolding are placed correctly and cannot slip.

### **Electrical cables, gas and water pipes etc.**

Important safety aspect for work with drilling equipment:

Make sure that when drilling you cannot strike electrical cable, gas or water pipes.

### **Check the wall with a duct/cable detector before you start drilling.**

### **Is everything clear?**

Once you have familiarised yourself with the safety recommendations and have learnt from the user's manual how to use the tools, you can start working. By following the instructions and recommendations of the manufacturers you can be sure that you are working as safely as possible.

### **Keep these guidelines!**

## SAFETY

**Read the section on safety aspects and these instructions before you start. Stick to the work sequence and working method shown here.**

For technical or commercial reasons, the manufacturer may make changes to the appliance or component parts, without general notification. You can consult your supplier about this.

### **IMPORTANT:**

- This appliance must be connected to an earthed socket for 230 V/50 Hz, with a 13 A fuse.
- The connection to the national grid must be carried out in agreement with the safety standards as regards the installation of electrical household appliances applicable in the country of use.

**If in doubt have the electrical installation checked and if necessary modified by a qualified electrician**

Ensure you have:

- a well lit and a work area clear of clutter.
- a well thought out and pre-arranged work plan.
- sound tools and reliable implements.
- protection: safety goggles, ear protection, mask, hard hat, work shoes and work gloves.

The outdoor unit must be lifted and put in place by two people.

## POSITION OF THE INDOOR UNIT

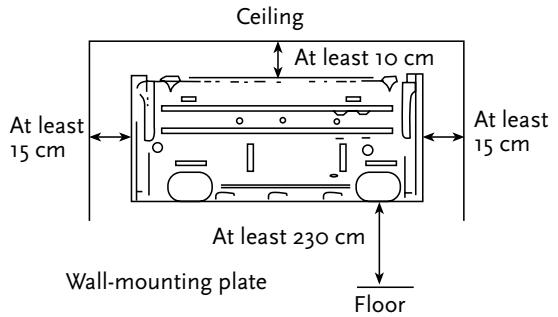
Install the indoor unit where there is:

- no influence from outdoor air,
- no blockage of air inlet or air outlet,
- no smoke or steam, and no generation, inflow, lingering or leakage of flammable gases,
- no high-frequency facility (such as arc welder).

Avoid places where acid solutions or some special sprayers (sulfides) are frequently used.

- The air from the indoor unit should reach every corner of the room.
- Do not install a fire alarming device near the air outlet, the alarm may erroneously be triggered by the warm air from the unit.

For operational convenience and for safety, ensure there is enough space between the unit and walls, windows and ceiling.



Pipe lines can be connected in the directions 1, 2, 3, 4 or 5 as indicated in Figure 3. When connection 3, 4 or 5 is chosen, a groove for the pipes has to be opened on the base stand.

### Installation of the wall-mounting plate

Fix the wall-mounting plate firmly on the wall with screws. Make sure the plate is level. A slanted wall-mounting plate may jeopardize the smooth discharge of the condensed water and cause the indoor unit to leak.

### Drill hole in the wall

Drill a hole slightly below the wall-mounting plate, with a diameter of 65 mm and the outdoor edge of the hole 5–10 mm lower (Figure 4) so that the condensed water can smoothly flow out. Cut the wall penetrating pipe to proper length according to the thickness of the wall (i.e. 3–5 mm longer than the wall thickness) and insert the pipe as shown in Figure 4.

### Installation of the drain pipe

Install the pipelines of the indoor unit in accordance with the direction of the wall holes. Wrap the drain pipe and the pipelines tightly with tape. Make sure that the drain pipe is underneath the pipelines (Figure 5).

### Installation of the indoor unit

Pass the connection wires, connecting pipelines and drain pipe through the wall hole. Hang the indoor unit on the hooks at the top of the wall-mounting plate so that the hooks at the bottom of the indoor unit match the hooks of the wall-mounting plate (Figure 6).

Figure 3

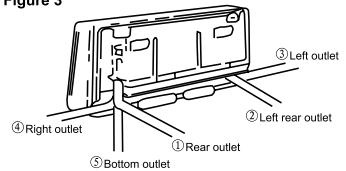


Figure 4

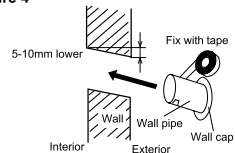


Figure 5

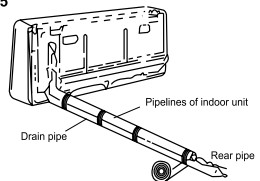
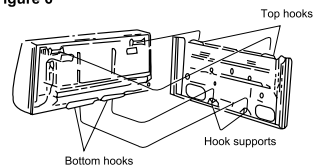
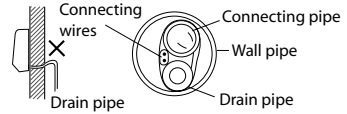


Figure 6



### Inspections:

- See if the hooks at the top and bottom are firmly fixed.
- See if the position of the master unit is properly levelled.
- The drain pipe must not curve upward (Figure).
- The drain pipe must be at the lower part of the wall pipes (Figure) to avoid possible restriction to the water flow.



## POSITION OF THE OUTDOOR UNIT

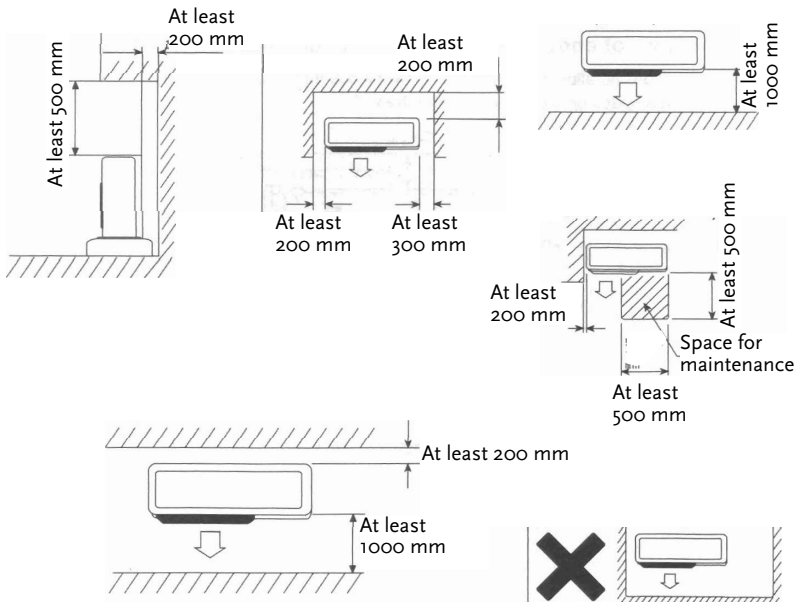
- where the support can stand the load of the units weight and not cause vibrations and noises
- where it is not exposed to rain or direct sunshine, but has good ventilation, no restriction to the air flow
- where noises will not affect neighbouring places
- away from areas where generation, ingress, stagnant or leakage of inflammable gases might occur.

Do not install on a non-metal frame.

Pay attention to the drainage of condensed water from the base plate during operation. Avoid possible puddles or flow over surfaces which may become slippery and a hazard to others.

Avoid the air outlet being directly against the wind.

### Space requirements around the outdoor unit



- use expansion bolts to fix the mounting supports on the wall
- use bolts and nuts to fix the outdoor unit firmly on the supports and keep on the same level
- if the unit is installed on the wall or at the roof top, the supports have to be firmly fixed to resist earthquake or strong wind.

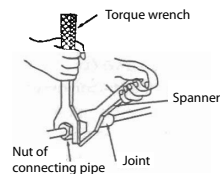
## PIPELINES CONNECTION

### Ordinary pipeline connection (suitable for non-quick coupler)

No dust, foreign objects, air or moisture should be allowed to enter the air conditioning system. Careful attention should be paid when the pipeline connection for the outdoor unit is made. Avoid (repeated) curves as much as possible, otherwise hardening or cracks might be caused to the pipes. Suitable wrenches should be used when the pipeline connection is done to ensure appropriate torque. Excessive torque might damage the joints while too little torque might lead to leakage.

For pipes vacuuming, see “Exhaust air” paragraph.

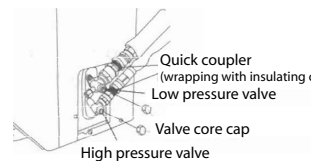
Diameter of the copper pipe [“] / [mm]	Tightening torque	
	[kgf*m]	[Lbs/feet]
1/4" / 6.35 mm	1.6	11.6
3/8" / 9.52 mm	3.0	21.7



### Connect the indoor connections (suitable for quick coupler)

Be aware that it is possible to connect the connectors only in one way. Follow the procedure below:

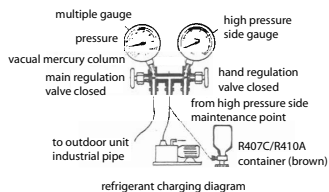
- Remove the 4 dust caps from indoor connectors (unit and pipes).
- Align the joint counter to the connecting pipe with the proper joint, tighten the connecting nuts manually. Then, make it secure with a wrench applying torque as shown in the table. If a torque meter is not available, secure the connector with 1 turn after manual secure.
- Connect the drain hose to the indoor drain outlet. Wrap the drain tube with the refrigerant tubes tightly with tape. Make sure that the drain pipe is underneath the pipelines.
- Connect the electric plugs, and place it above tubing in the back side of the unit.



## EXHAUST AIR

Only applicable for non-quick coupler.

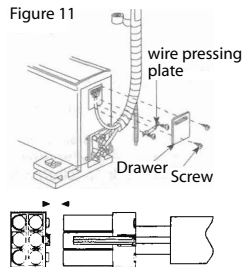
**R410A:** use pump vacuum to exhaust the air.  
This procedure must be performed by a professional.



## POWER CABLE CONNECTION

1. Remove the cover from the outdoor unit.
2. **Non-quick coupler:**  
connect the indoor power and control wires firmly with the ones in the outdoor unit as shown in Figure 11 - top.  
**Quick coupler:**  
directly connect the quick cable coupler from the indoor unit with the one from the outdoor unit (Figure 11 – bottom).
3. Use a pressing plate to fix the wires firmly and replace the cover.

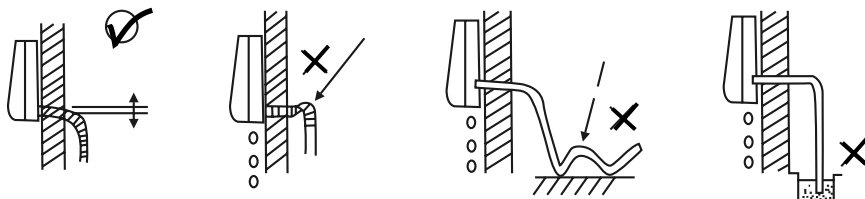
Figure 11



**Note:** Incorrectly connected wires may lead to electric malfunction and can damage the units. See safety instructions on pages 2 and 12 for electric installation compliance and damaged cable.

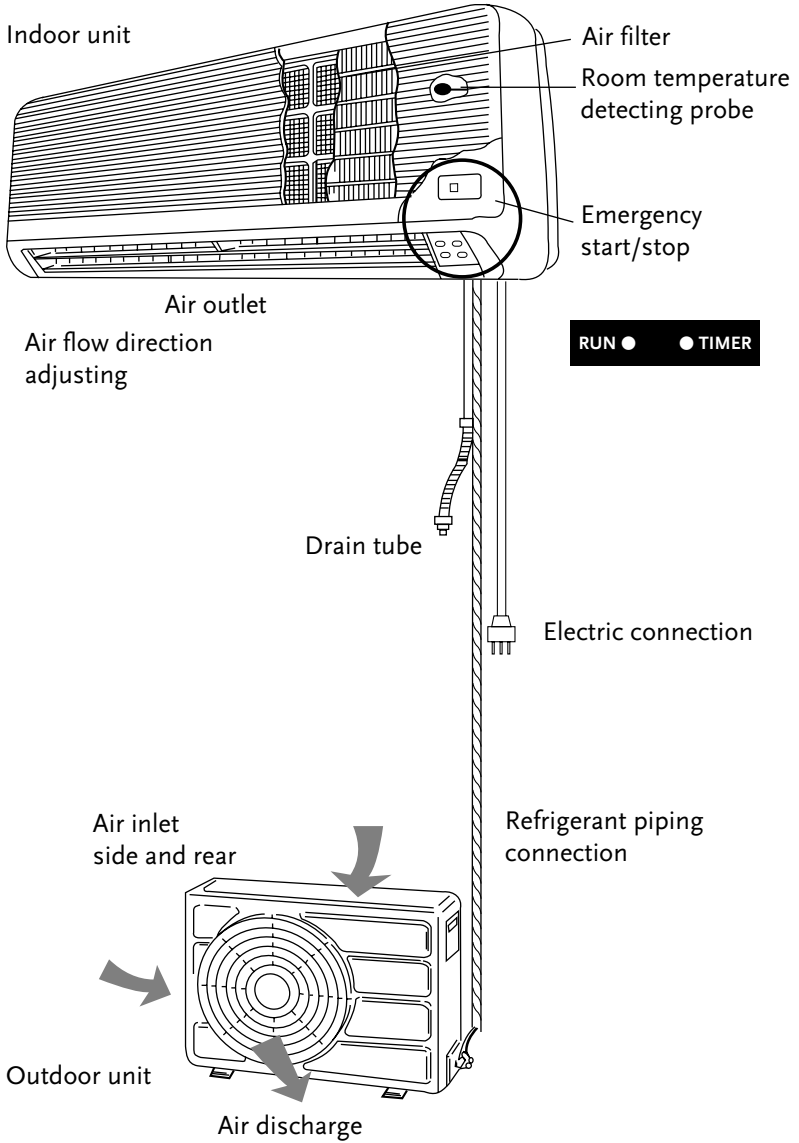
## FINISHING TOUCHES

- Use a thermal tube to wrap the joints and wrap the tube tightly with ethylene tape.
- Fix the wrapped pipelines vertically on the external wall with duct through and pipe clamps, available at DIY-stores. Fill the gaps in the holes made for the pipeline to prevent rain-water from entering.
- Lead the water drainage pipe to a suitable drainage point, making sure that the water can flow through freely.





## PARTS



## TECHNICAL DATA

Model		HW-9EZ	HW-12EZ	HW-18EZ
Cooling capacity measured conform EN 14511	BTU/h	9200	12000	16500
	kW	2.7	3.51	4.82
Heating capacity	BTU/h	9500	12300	17400
	kW	2.8	3.6	5.1
Power supply		220 – 240 V • 50 Hz • 1Ph		
Power consumption	W	840/780	1100/1000	1600/1580
Current	A	3.9/3.7	5.06/4.7	7.27/7.4
Dehumidification – max.	L/24h	17	24	31
Air flow – at high fan speed	m <sup>3</sup> /h	500	600	729
Refrigerant		R410A		
Refrigerant load	g	760	1080	1500
Room size – up to	m <sup>2</sup>	27	35	47
Fan speeds		3		
Thermostat	°C	16 – 32		
Timer	h	1 – 12		
Dimensions (W x D x H)				
– indoor unit	mm	790 x 180 x 270	790 x 180 x 270	940 x 180 x 270
– outdoor unit		700 x 225 x 500	795 x 255 x 540	850 x 295 x 605
Weight				
– indoor unit	kg	9	10.5	14
– outdoor unit		27	36	45
Subject to modifications without prior notice. Please refer to the rating label for greater precision.				

## ELECTRIC CONNECTION (UK ONLY)

For your safety please read the following information.

**Warning:** This appliance must be earthed.

The appliance must be connected to a 220-240 volts 50 cycle AC supply by means of a three pin socket, suitably earthed and should be protected by a 13 amp fuse in the plug.

The appliance is supplied with a moulded 13 amp 3 pin mains plug fitted with a 13 amp fuse. Should the fuse require replacement, it must be replaced with a fuse rated at 13 amp and approved to BS1362.

The plug contains a removable fuse cover that must be refitted when the fuse is replaced. In the event of the fuse cover being lost or damaged, the plug must not be used until a replacement cover has been obtained.

If the moulded mains plug is unsuitable for the socket outlet in your home or is removed for any other reason, then the fuse should be removed and the cut off plug disposed of safely to prevent the hazard of electric shock.

There is a danger of electric shock if the cut off plug is inserted into any 13 amp socket outlet.

### Important

The wires in the mains lead on this appliance are coloured in accordance with the following code:

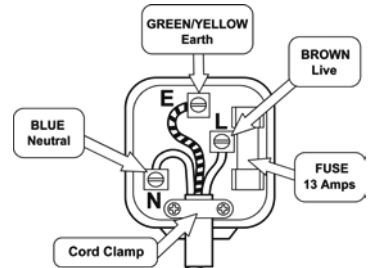
Green and Yellow – Earth  
 Blue – Neutral  
 Brown – Live

The green and yellow wire must be connected to the terminal in the plug which is marked with the letter E or with the earth symbol  $\perp$ .

The blue wire must be connected to the terminal marked N

The brown wire must be connected to the terminal marked L.

### How to wire a 13 amp plug.



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