Platinum Range
PLAC12000HP
PORTABLE AIR CONDITIONER WITH HEAT PUMP
USER MANUAL

Thank you for choosing ElectrIQ.
Please read this user manual before using this innovative Air Conditioner and keep it safe for future reference.
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CONTENTS

SAFETY INSTRUCTIONS

Important!

- Carefully read the instructions before operating the unit
- This appliance is for indoor use only.
- Rating: This unit must be only connected to a 220-240 V / 50 Hz earthed outlet.
- Installation must be in accordance with regulations of the country where the unit is used.
- If you are in any doubt about the suitability of your electrical supply have it checked and, if necessary, modified by a qualified electrician.
- This air conditioner has been tested and is safe to use. However, as with any electrical appliances - use it with care.
- Disconnect the power plug from socket before dismantling, assembling or cleaning.
- Avoid touching any moving parts of the appliance.
- Never insert fingers, pencils or any other objects though the guard
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities. It is also not intended for use by those with a lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Do not leave children unsupervised with this appliance.
- Do not clean the unit by spraying it or immersing it in water.
- Never connect the unit to an electrical outlet using an extension cord. If an outlet is not available, one should be installed by a qualified electrician.
- Never operate this appliance if the cord or plug is damaged. Ensure the power cord is not stretched or exposed to sharp object/edges.
- A damaged supply cord should be replaced by the manufacturer or a qualified electrician 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 comply could result in a voided warranty.
- Do not use the appliance for any other purposes than its intended use.
- **The air conditioner unit must always be stored and transported upright, otherwise irreparable damage may be caused to the compressor; if in doubt we suggest waiting at least 24 hours before starting the unit.**
- Avoid restarting the air conditioning unit unless 5 minutes have passed since being turned off. This prevents damage to the compressor.
- Never use the mains plug as a switch to start and turn off the air conditioning unit. Use the provided ON/OFF switch located on the control panel.
- Always place the unit on a dry and stable surface.
- The appliance should not be installed in laundry or wet rooms

Energy Saving and Unit Safety Protection Tips

- Do not cover or restrict the airflow from the outlet or inlet grills.
- For maximum performance the minimum distance from a wall or objects should be 50cm.
- Keep the filters clean. Under normal conditions, filters should only need cleaning once every three weeks (approximately). Since the filters remove airborne particles, more frequent cleaning maybe necessary, depending on the air quality.
- For the initial startup set the fan speed to maximum and the thermostat to 4-5 degrees lower than the current temperature. After, set the fan switch to low and set the thermostat to your desired setting.
- To protect the unit we recommend not using the cooling function when the ambient temperature is higher than 35℃.
- To protect the unit we recommend not using the heating function when the ambient temperature is lower than 7℃. Use electrical or alternative heating to raise the room temperature to 10°C than start the air conditioner in heat mode and set it to the desired temperature. Heating by heat pump will take longer but is cheaper than any other form of heating and ideal for maintaining room temperature constant.
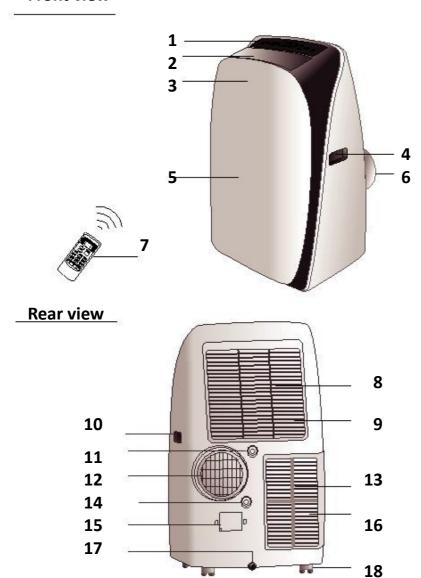
FEATURES AND PARTS LIST

Features

- Designer inspired luxury model

- Louvres outlet closes automatically when shutting down the unit, this prevents dust and dirt entering the machine.

- Bright LED screen, indicates temperature and operation mode

- LCD Remote control with temperature function and follow me function

- On/Off timer function – allows you to choose when the unit operates.

- 3 speed fan for best balance between maximum air flow and quitter operation

- Self-evaporative system - no external water tank needed

- Compressor protection technology

Parts list:

Front view

Rear view

1. Air outlet grille (cold/hot)
2. Control panel
3. IR receiver
4. Recessed handles
5. Front Panel
6. Air outlet
7. Remote control
8. Upper inlet filter frame
9. Upper filter mesh (behind frame)

10. Recessed handle
11. Drain port
12. Air outlet (hot/cold)
13. Lower air inlet filter frame
14. Drain (heat pump model only)
15. Power cord outlet
16. Lower filter mesh (behind frame)
17. Lower tray drain outlet
18. Castors

Accessories:

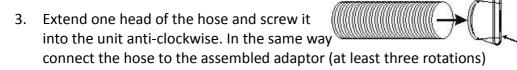| Parts	Description	Quantity
	Exhaust hose sash window adaptor type A (oval) or type B (round) With window sider kit and bolt	1 set
	Wall exhaust adapter	1 piece
	Round adapter	1 piece
	Nut and bolt	1 set
	Remote control	1 piece
	Drain pipe (not supplied with all models) can use standard hose instead	1 piece

INSTALLATION

1. Installation

Warning：Before using this unit, please keep it upright for at least 3-4 hours.
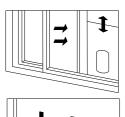This unit can easily be moved from one room to another. While moving the unit please note that it must always be kept upright and then placed on an even surface.

1. Place the venting hose on the exhaust air outlet at the back of the air conditioner.

2. Push it in then turn anti-clockwise. Make sure is fixed to the unit and does not come out.
   Note: Do not push too hard as this may cause damage. To screw it into place should take no less than three rotations

3. Extend one head of the hose and screw it into the unit anti-clockwise. In the same way connect the hose to the assembled adaptor (at least three rotations)
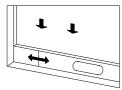
4. Installation of window kit:
   Partially open a window and then fix the window kit to the window as in the image.
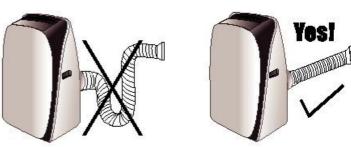   This method works with sash or vertical sliding windows. The window adapter can be placed both horizontally or vertically. It can be also installed using the trough the wall mounting adapter.
   See Venting the air conditioner section for other venting options.

5. Please make sure the venting hose is not kinked or bent. The operation of the unit will be affected if the air conditioner's airflow is obstructed.
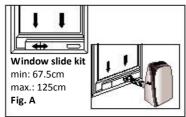
6. Make sure the unit is upright and vertical and there are no obstructions to the air inlets and outlet grills.
We recommend allowing 50 cm around the unit for optimal operations and unrestricted airflow.
Do not use in laundry rooms or areas where relative humidity is higher than 80%.
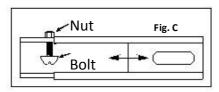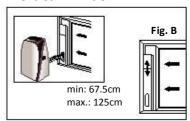
VENTING THE AIR CONDITIONER

Your window kit has been designed to fit most standard horizontal sash and vertical sliding windows. However, it may be necessary to extend or reduce the size of the sliding adapter to match certain types of window. Please refer to fig. A and fig. B for minimum and maximum window openings.

Horizontal Window

Vertical Window

Window slide kit
min: 67.5cm
max.: 125cm
Fig. A

Fig. B

min: 67.5cm
max.: 125cm

Nut   **Fig. C**

Bolt

Fix the nut and bolt to stop the slider from moving.

Note: The window kit is not designed or to be used with other style of windows than sash or sliding windows as shown above. However the kit may be adapted for other windows or the fish tail adaptor can be used with most windows / doors. When using the *cooling mode* ensure that the opening left is as small as possible you can use curtains or other materials to block the openings. The best form of installation is through a wall duct. We recommend that you use a self-opening draft shutter if you use the wall ducting.

Please note that the unit will need to be vented out in *heating mode*, ideally through the wall. By properly venting you expel cold air from your room while efficiently heating it.

When used in dehumidifier mode the unit does not need venting, but please note a lot of water will be produced.

Important safeguards

The length of the soft hose extends from 30 cm to 160 cm. If hose is extended beyond this length the unit may malfunction and this can invalidate the warranty. The outlet vent must be well ventilated and not obstructed as this will cause the unit to overheat. Avoid bending the air hose more than 30°.

Before operating the unit please ensure both back filter and side filters are clean and not touching the compressor coil.
To open the top filter use the catch to pull the filter out.
Bottom filter is fixed with a screw, use a cross screwdriver to remove it.
Please read full maintenance instructions including end of the season storage.

OPERATION AND SETTINGS

This portable air conditioner boasts four functions: cooling, heating, dehumidifying and fan.
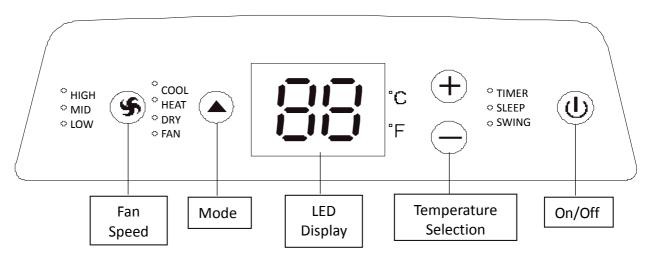The fan has three speeds: high, medium and low
Temperature operating ranges are: 16-35^{0}C for cooling mode and 5-27^{0}C for heating mode.
The unit will also display operating function, temperature, fault diagnostic and protective functions on the LED screen.

1. Control instruction：

When plugged in the unit is automatically in standby status.

Control panel：

| Fan Speed | Mode | LED Display | Temperature Selection | On/Off |

LED lights indicators
- HIGH – Fan high speed indicator
- MID – Fan medium speed indicator
- LOW – Low speed indicator
- COOL – Cooling mode indicator
- HEAT – Heating mode indicator
- DRY – Dehumidifier mode indicator
- FAN – Fan only mode indicator
- TIMER – Timer on indicator
- SLEEP – Sleep mode indicator
- SWING – Swing mode indicator

Note: Some functions like swing, sleep, timer, auto etc. will need the LCD remote control to be set. Only basic functions can be set from the air conditioner's control panel.

Control Panel functions

1.2 **ON/OFF** button ⓤ: Press this button to turn the unit on and enter cooling mode. Press again and the unit will switch off.

1.3 **Mode button** ⬆:
Press this key to choose Cooling, Heating, Heating, Dehumidifying Mode or Fan only mode.

1.4 **Fan speed button** ⓢ:
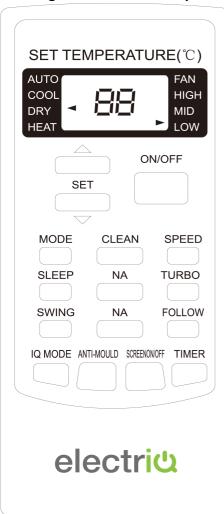a) In Fan, Heating and Cooling mode:

LOW→HIGH→MID→LOW
b) In Dehumidifying mode, the fan speed can be adjusted
1.5 **Up** $\oplus$ and **Down** $\ominus$ button: set temperature.
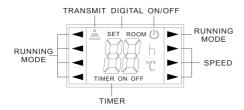temperature settings can range from 16- 32^0C

2.   Remote control

Drawing of Remote Control panel：

SET TEMPERATURE(℃)

AUTO   FAN
COOL   HIGH
DRY   ◄ **88** ► MID
HEAT   LOW

△
SET   ON/OFF
▽

MODE   CLEAN   SPEED

SLEEP   NA   TURBO

SWING   NA   FOLLOW

IQ MODE   ANTI-MOULD   SCREENON/OFF   TIMER

electriꝶ

1. **ON/OFF：** Press this key to turn the unit on/off.

2. **SET** △ **(UP):** Press this key to turn up the temperature or adjust timer.

3. **SET** ▽ **(DOWN):** Press this key to turn down the temperature or adjust timer.

4. **Mode：** Press this key to choose cooling, dehumidifying, heating, fan mode or Auto. Will cycle AUTO>COOL>DRY>HEAT

5. **Clean:** in standby mode sets the self-cleaning function for when the unit is started

6**. Speed：** Press this key to set low/medium/high fan speed.

7. **Sleep**: Press this key to enable sleep mode.

8. **Turbo:** One key setting to achieve maximum output. Unit

9. **Swing：** Press this key to control swing function.

10. **Follow:** Change the temperature sensor reading to remote

11. **Anti-Mould:** in standby mode turns on or off the anti mould function

12. **Screen off:** turns the display led lights off, ideal for night operation

13. **Timer：** Press this key to enable setting the timer. Timer led will turn on and you can use SET arrows to set the timer 1-24 hrs. In on mode it will be stopping timer in standby mode will be start timer.

NA those keys are disabled in this unit

TRANSMIT DIGITAL ON/OFF

RUNNING
MODE
◄ ⚠ SET ROOM ⏻ ►
◄   ► RUNNING
RUNNING ◄   h ► MODE
MODE ◄   ℃ ► SPEED
◄ TIMER ON OFF ►

TIMER

1. **ON/OFF**：Press this key to turn the unit on/off. The remote LCD screen will be on up when the unit is on

2. **SET** △ **(UP):** Press this key to turn up the temperature or adjust timer.

3. **SET** ▽ **(DOWN)**：Press this key to turn down the temperature or adjust timer.

On **temperature setting** mode it will increment or decrement with 1 Celsius degree at a time between 16-32°C

On **timer setting** mode it will increment or decrement with 0.5 hours at a time between 0.5-10 hrs and 1 hour increment between 10-24 hrs

4. **Mode**：Press this key to choose cooling, dehumidifying, heating, fan mode or Auto. Will cycle **AUTO>COOL>DRY>HEAT>AUTO**

Cooling Mode: thermostat and fan speed can be set and the unit will turn the compressor on and off according to the set temperature. Also timer off can be set in running mode or standby mode to restart the unit. Unit will need venting as per venting section of the user manual.

Dehumidifying Mode: the remote will enable temperature or fan speed adjustment but not thermostatic control will be achieved. The unit will turn the compressor on when needed to achieve maximum dehumidification. Also timer off can be set in running mode or standby mode to restart the unit. Unit will not need venting but we recommend having it permanently drained via a drainage tube or drained in an large external bucket with the timer enabled.

Heating Mode: thermostat and fan speed can be set and the unit will turn the compressor on and off according. Also timer off can be set in running mode or standby mode to restart the unit. Unit will need venting as per venting section of the user manual.

Auto Mode: Thermostat is set to 24°C unit cooling or heating accordingly. No other settings are active.

Note: On power cut the unit will restart on the last user mode.

5. **Clean:** in standby mode sets the self-cleaning function for when the unit is started

a. When the unit is on standby mode press "CLEAN" on the remote control, the remote will show "**CL**". When the unit starts using the remote control the unit will run for maximum 35 minutes on self-cleaning mode. This function will clean the dust on the evaporator and dry the inside of it to prevent mould and bacterial growth.

The normal operation will be resumed once cleaning cycle will be finished. Do not stop the unit before using it for 35 minutes if the cleaning mode is activated.

NOTE: Self-cleaning function is to be used with normal filter maintenance alternatively the dust or fluff may block the evaporator tray and self-cleaning will stop being efficient.

6**. Speed**：Press this key to set low/medium/high fan speed. Fan speed adjustment will not work in the Auto Mode

7. **Sleep**: Press this key to enable sleep mode.

SLEEP" button

When pressing the **SLEEP** button, the sleep LED indicator light of indoor unit flashes on.

In cooling mode after the setting of sleeping mode, the thermostat set temperature will increase 1°C after 1 hour and with another 1°C after another hour

In heating mode after the setting of sleeping mode, the thermostat set temperature will decrease 2°C after 1 hour and with another 2°C after another hour

The air-conditioner runs in sleeping mode for 7 hours and then stops automatically.

Note: press the **MODE** or **ON/OFF** button on the remote will clear the **SLEEP** mode.

8. **Turbo:** One key setting to achieve maximum output both in cooling or heating mode. Fan and compressor will run at maximum speed.

9. **Swing**：Press this key to control swing function.

Pressing the **SWING** key can switch between auto-swing mode and locking the louvres movement into the desired position. Pressing again the **SWING** key will resume auto-swing mode.

10. **Follow:** Change the temperature sensor reading to remote

Press this to change the temperature sensor reading from the air conditioner to the remote temperature sensor. The LED display on the units will show the user set temperature while the remote will show the room temperature next to where the remote is placed. The follow function is disabled in fan mode.

11. **Anti-Mould:** in standby mode turns on or off the anti mould function

This Air Conditioner may have a special dry and anti-mold function which can be enabled or disabled.

While the function is enabled and the unit is set to cooling, dry or auto mode the air con will run for 3 minutes under heating mode with fan on low speed to dry the evaporator.

This will ensure that the internal water is evaporated and is less chance for mould or bacterial growth.

While this function is on, it is suggested not to restart or unplug the unit before the air conditioner completely stops. This function is disable if the **SLEEP** or **TIMER** functions are activated.

Note:
The air conditioner comes with the Anti-Mould function not active as factory default.

To activate this function, under standby mode point the remote towards the unit and press and hold the Anti-Mould button until the buzzer beeps 6 times after initially beeping 5 times.   This confirms function is active.

To disable this function power off the unit from remote control. Under standby mode, point the remote towards the unit and press the button until the buzzer beeps 3 times after initially beeping 5 times. This confirms anti-mould function is now disabled.

The Anti-Mould function will stay active until disabled or power plug is removed from the socket. Also if stopping timer and sleep will da

12. **Screen off:** turns the display led lights off, ideal for night operation. Unit will work normal under the initial setting but with the led lights off. Press the key again and the led lights will turn on.

13. **Timer**：Press this key to enable setting the timer. Timer led will turn on and you can use SET arrows to set the timer 0.5-24 hrs. In **ON** mode it will be stopping timer after 0.5-24 hrs in standby mode will be start timer after 0.5-24 hrs.

Setting the **"ON"** timer：

a. When the air conditioner is in standby mode, press **"TIMER"** button, the remote LCD displays "TIMER ON" and the timer is 0.5h to 24h. Press set arrow up or down to adjust the time with and a step of 0.5 hrs from 0.5-10 hrs and 1 hr from 10-24. Press **"TIMER"** button again to confirm. Unit will start in the last set mode after the confirmed number of hours.

b. When the air conditioner is in operation, press **"TIMER"** button, the remote LCD displays "TIMER OFF" and the timer is 0.5h to 24h. Press set arrow up or down to adjust the time with and a step of 0.5 hrs from 0.5-10 hrs and 1 hr from 10-24. Press **"TIMER"** button again to confirm. Unit will stop after the confirmed number of hours.

NOTE:
Due to continuous product development we reserves the right to change product specification and functions without notice.

3.   Multi protective function

3.1 Anti-freezing protecting control:

When the ambient temperature is low while in Cooling Mode, the compressor and water motor will stop working if the copper coil temperature reaches <2℃ for over 20 seconds. When the copper coil temperature increases to >8℃, the protection will be stopped automatically.

3.2、Water-full protection:

When the water level in the internal water tank is surpassing the maximum level, the unit will alert automatically and "P1" will flash on the LED screen. Please discharge water in the machine according to "Water Drainage" instructions

3.3 Compressor delay-protection

Except for the first power-on, (or when changing from Cooling to Heating mode) the compressor can start instantly. The compressor also runs under a 3 minute delay protection function.

3.4 Compressor protection

In cooling, dehumidifying and heating mode, if the temperature difference between the coil temperature and room temperature is less than 3℃, for more than 30 minutes, the machine will enter 'no refrigerant' compressor protection mode. The compressor and water pump motor will stop working. Normal operation will resume in due time.
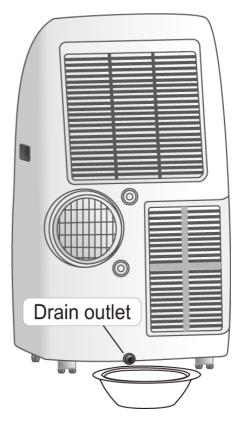
WATER-DRAINAGE

1. Manual drainage:
   1.1 When the internal water tank is full the unit will stop working and P1 will show on the LED screen.
   1.2 Shut off the unit and unplug. Try not to move the model abruptly as this may cause water to spill out from internal water tank.
   1.3 Place a tray under the water plug.
   1.4 Unplug the water blocker - water will drain from the container.
   1.5 Put the water blocker back and screw the water plug back into place

2. Continuous drainage:
   2.1 Screw off the water plug and unplug the water blocker.
   2.2 Use a water pipe to connect to the water outlet.
   2.3 You can plumb this pipe into your current plumbing system, lead it outside or use a water pump .

Drain outlet

Note: This model has a self-evaporative function, which reduces the need to empty the water tank.

If the unit is vented correctly, in cooling mode most of the water is reused to cool the condenser coils and any excess is evaporated. Please do not use continuous drainage if you intend to use the self-evaporating facility.

If using in heating mode we recommend to us the middle drain.

If using permanent drainage in cooling mode or using the unit as a dehumidifier we recommend using the top drain.

If the unit is used in cooling mode as self-evaporating air conditioner the internal tank may still fill quicker than expected if there is a very high humidity in the air or the unit is vented incorrectly. We recommend emptying the unit using the bottom drain port in such an instance.

Maintenance

Cleaning.

Please shut off the unit and unplug from the mains before cleaning or performing any maintenance
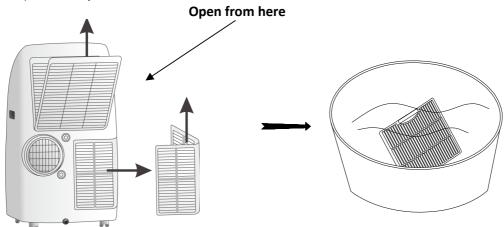
Clean the surface
Clean the plastic housing with a duster or a soft wet cloth.

Do not use chemical solvents (such as benzene, alcohol or gasoline) as they may cause irreversible damage.

Air filter cleaning

a) Clean the air filters every 2 weeks. If the air filter is blocked with dust, the unit's performance will be significantly affected.
b) Pull out the top and bottom filters as pictured below. The bottom filter is fixed with a screw.
c) Wash the air filters by immersing them in warm (about 40℃) water with a neutral detergent.
d) Rinse it and then dry it thoroughly.
e) Carefully re-install air filters

Open from here

Please note: If the optional active carbon filter is in use it should be changed every 2-3 weeks based on the environment. The unit can be installed with HEPA filters but this may reduce its efficiency.

End of Season Maintenance：

1. Use the unit on heat mode for 30 minute
2. Pull out the plug from the bottom drainage hole and empty the internal tank. You can also drain the water by leaning the unit.
3. Then switch the unit to Fan mode, and select low fan speed.
4. Keep the unit in this mode for 6-12 hours - until the conduit is dried. Doing this helps to keep the inside of the unit dry and prevents mold developing
5. Turn off the unit and pull out the plug.
6. Coil the wire and bind it together, then put it into the accessories space.
7. Separate the air-exhausted pipe and store it safely.
8. Cover the unit and keep it in a dry place.
9. Take the batteries out of remote control and store, or dispose, them safely

Troubleshooting

Do not repair or disassemble the unit by yourself, unauthorized repair attempts will invalidate the warranty and may cause bodily harm.

Trouble	Reason	Solution
The unit does not work	No power supply	Power-on and turn on the unit.
	Water-full indicator illuminated	Drain the internal water tank
	Timer function is active	Cancel Timer function
	Room temperature too low or too high	Use only in ambient temperatures between 5-35℃
The unit does not seem to perform.	In direct sunlight	Draw the curtains, UV affects RC
	Windows or doors open. Large amount of people or a heat source in the room.	Close windows and turn on another air conditioner
	Filter is very dirty	Clean or change the air filter
	Air inlet or air outlet is blocked	Clear out debris
	Room temperature is lower than setting temperature	Change the setting temperature
The unit loud	The unit is not put on flat surface	Put the unit on flat and hard surface
Compressor does not work	Overheating protection is active	Check venting. Restart the unit after 5 minutes when compressor has cooled
Remote control doesn't work	Operating distance is too far.	Move remote control closer to the unit and make sure it aims at the air-outlet grille
	Control panel has not received the signal from remote control.	
	The batteries are flat	Replace the batteries
P1 on LCD	Water tank is full inside the machine	Drain out water from drain port at bottom rear of the unit.
Other errors		
	Room temperature is abnormal	Temperature not within 5-35 C operating range. If temperature within operating range refer to Service Centre (check room temperature sensor or relevant circuit)
	No refrigerant or there is very little refrigerant	Refer to Service Centre (check leakage, wielding, vacuum pump, charge refrigerant according to name plate)
	Anti-freezing protection	Waiting for defrosting. Function will recover automatically. No user input needed.
	High pressure protection	After inside gas pressure comes down, it will function normally. No user input needed

If the above solutions do not resolve the problem please contact the service centre.

APPENDIX

Disposal: Do not dispose this product as unsorted municipal waste. Collection of such waste must be handled separately as special treatment is necessary.

Recycling facilities are now available for all customers at which you can deposit your old electrical products. Customers will be able to take any old electrical equipment to participating civic amenity sites run by their local councils. Please remember that this equipment will be further handled during the recycling process, so please be considerate when depositing your equipment. Please contact the local council for details of your local household waste recycling centres.

TECHNICAL DATA:

Capacity	Cooling: 3.5 kWh / 12,000 BTU
	Heating: 3.3 kWh / 11,300 BTU
Rated Input	Cooling:1.34 kW
	Heating: 1.18 kW
Rated Current Cooling/ Heating	5.95 A/ 4.88 A
Rated Input Cooling / Heating	1.34 kW/ 1.1 kW
Maximum input power	1.6 kW
Maximum input current	8 A
Air Flow	410 m³/h
Noise	56dB(A)
EER	2.62
COP	3
Max Noise Level (Sound Pressure)	64 db
Max Noise Level (Sound Energy)	56 db
Energy Rating (Cooling/ Heating)	A/A+
Maximum Suction Pressure	1.15 MPa
Maximum Allowable Pressure	4.15 Mpa
Refrigerant	R410A / 0.52 kg
Power Supply	230V/50Hz
Net Weight	33.5kgs
Gross Weight	35 kgs
Net Dimension(W*D*H)	480*400*759mm
Gross Dimension(W*D*H)	500*440*880mm
Unit must be vented outside when in Air Cooling and Heating mode. For the purposes of EU regulation EN12102 this is a *local air conditioner* and produces less than 65dB(A) sound energy.	

ElectrIQ UK SUPPORT
www.ElectrIQ.co.uk/support

Please, for your own convenience, make these simple checks before calling the service line.
If the unit still fails to operate call: 0871 620 1057 or complete the online form

1. Has the unit been standing upright for at least 2 hours?
2. Is the unit plugged into the mains?
3. Is the fuse OK?
4. Switch the unit off and wait three minutes to see if the issue is resolved. Restart the unit.
5. Check if the water tank is full.

Office hours: 9AM - 5PM Monday to Friday

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