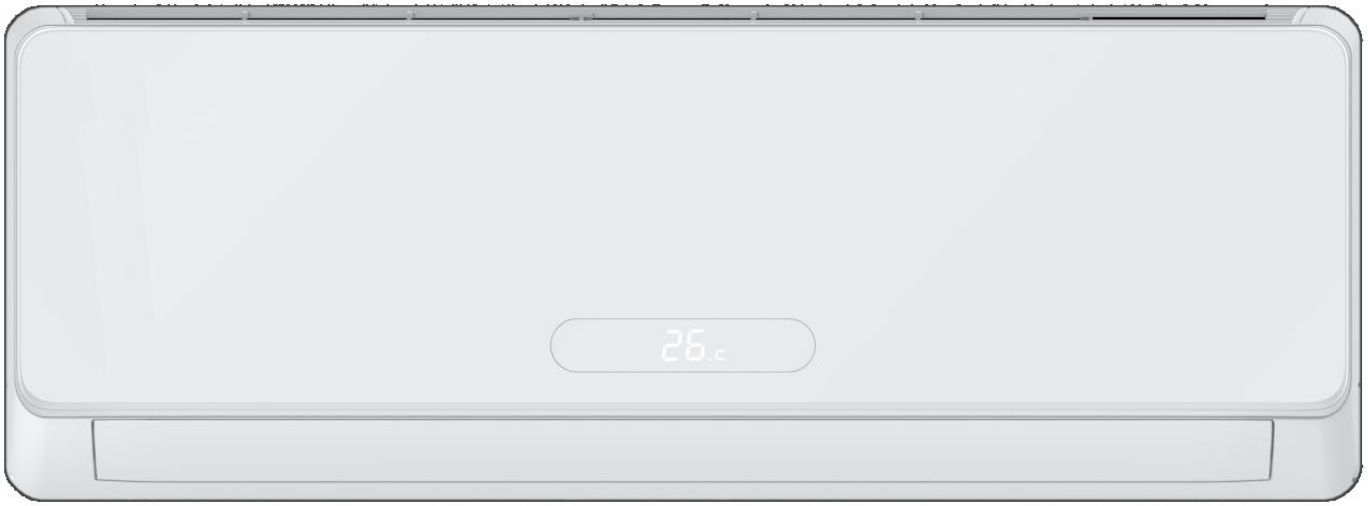
USER MANUAL



eiQ-9WMINV-V3	**9,000 BTU**
eiQ-12WMINV-V3	**12,000 BTU**

ENVIRONMENTALLY FRIENDLY
SMART WIFI CONTROLLED WALL MOUNTED
INVERTER SPLIT AIR CONDITIONER WITH HEAT PUMP

Thank you for choosing an electriQ Air Conditioner
Please read this manual before installing this innovative
Air Conditioner and keep it safe for future reference.

CONTENTS

SAFETY INFORMATION

- Before commencing work on the appliance the safety instructions from the user and installation manuals must be read and understood. During the work these instruction must be fully adhered to. If in doubt, please contact the manufacturer for assistance.
- The installer must ensure they are suitably competent and insured for the work they are carrying out. The manufacturer accepts no liability for damage or injury caused due to failure to follow the instructions.
- This appliance comprises of an indoor and an outdoor unit. The indoor slim evaporator is designed exclusively for indoor installations while the external condenser can be installed outside while still away from flood water or snow line.
- Always place the unit on a dry and stable surface. Install the outdoor unit on a wall with wall-mounting brackets or fix to a floor slab with floor mounting slab bolts or brackets.
- Installation must be in accordance with the regulations of the country where the unit is used.
- This appliance is intended for permanent installation into a fixed structure, and should not be installed on vehicles.
- The outdoor part of 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.
- 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 appliance - use it with care.
- Disconnect the power before dismantling, assembling or cleaning.
- Never connect the unit to an electrical outlet using an extension cord. Both the indoor and outdoor units must be hardwired by a qualified electrician.
- Never operate this appliance if the cord is damaged. Ensure the power cord is not stretched or exposed to sharp objects or edges.
- A damaged supply cord should be replaced by the manufacturer or a qualified electrician in order to avoid a hazard.
- Avoid touching any moving parts within the appliance.
- Never insert fingers, pencils or any other objects through 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.
- Any service other than regular cleaning or filter replacement should be performed by an authorized service representative or a qualified air conditioning engineer. Failure to comply could result in a voided warranty.
- This air conditioner is intended for cooling / heating a room to a suitable level for human comfort, and should not be used for any other purpose such as cooling food.
- The indoor unit should not be installed in laundry or wet rooms.
- Diagrams and pictures provided within the manual are for guidance only. Due to continual product development, if there is any variance between the manual and the product received, the information provided on the product should be followed.
- The manufacturer and retailer cannot be responsible for the interpretation of this information, nor can it assume any liability in connection with its use.
- The equipment is designed for domestic or office use and we are not making any endorsements for use in industrial or maritime environment.
- Do not place near sources of heat, vapors, industrial machine oil or other flammable gases.
- R290 refrigerant gas complies with European environmental directives.
- R290 has a low GWP (Global Warming Potential) of 3.

SAFETY INFORMATION

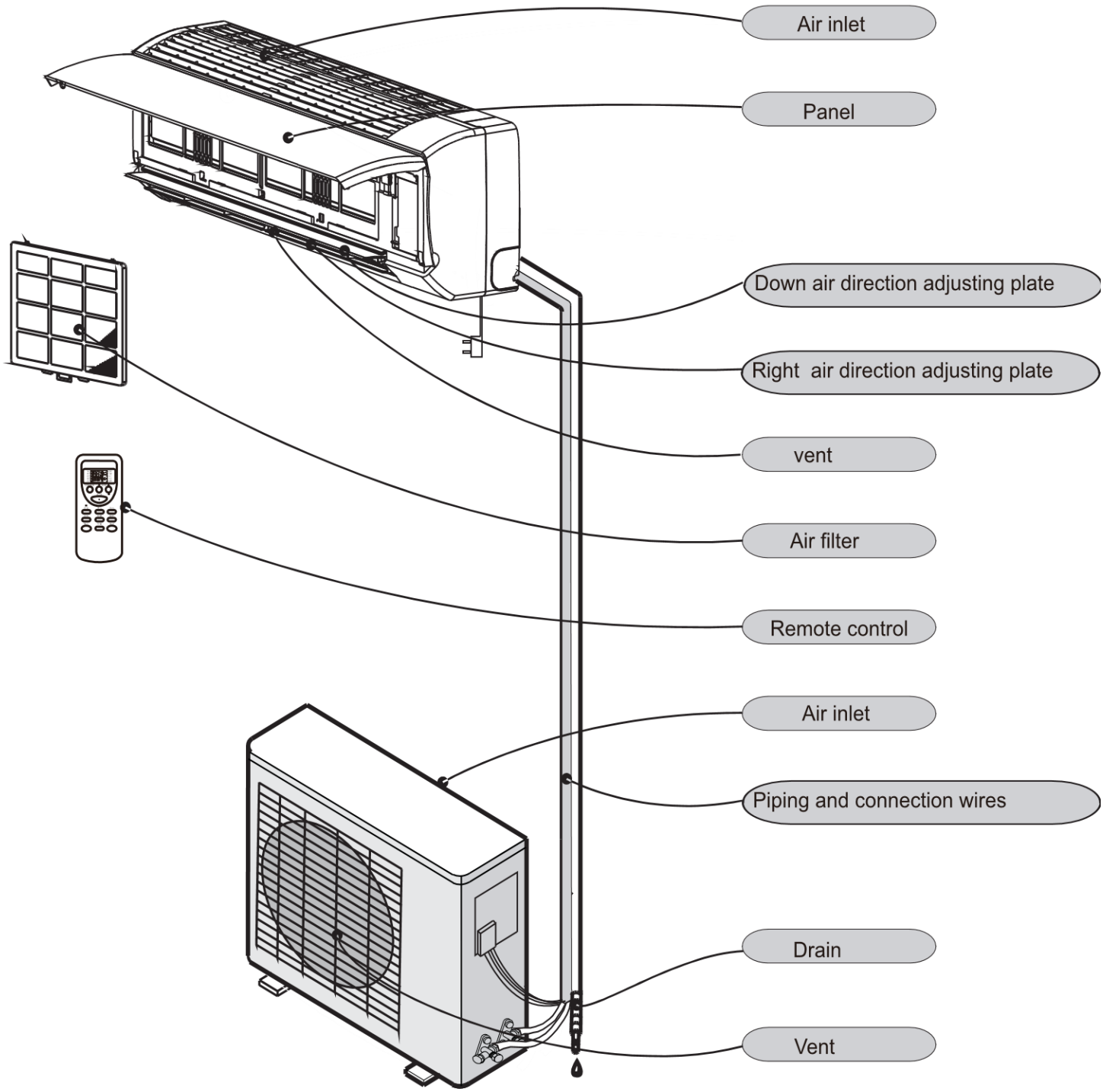
- The air conditioner contains about 320g (eiQ-9WMINV) or 400g (eiQ-12WMINV) of R290 refrigerant gas.
- R290 is classed as flammable and as such naked flames and sources of ignition should be kept a safe distance from the unit.
- Do not install or store in an unventilated space with an area smaller than 18m2 (eiQ-9WMINV) or 28m2 (eiQ-12WMINV) per unit. Smaller room sizes may be suitable if other safety measures are implemented and a risk assessment conducted
- The above figures are based on the refrigerant charge with the supplied 3 metre pipe kit, and should be adjusted according to pipe length.
- The room must be such as to prevent stagnation of possible leaks of refrigerant gas as there could be a danger of fire or explosion hazard should the refrigerant come into contact with electric heaters, stoves or other sources of ignition. If the appliance is installed, used or stored in an unventilated room, the room must be such as to prevent stagnation of possible leaks of refrigerant gas as there could be a danger of fire or explosion should the refrigerant come into contact with electric heaters, stoves or other sources of ignition.
- Refrigerant gas may be odourless.
- Do not use the product and contact the retailer for advice, if damage has occurred to the unit which may have compromised the refrigerant system.
- High-frequency waves generated by radio equipment, welders and medical equipment will interfere with the normal operation of the unit.
- Install this device only when it complies with local/national legislation, ordinances and standards.
- Please read the installation manual completely before installing the product.
- The air conditioner must be inspected and serviced on an annual basis by an authorised air conditioning engineer.

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 start-up set the fan speed to maximum and the thermostat to 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 35oC.

PRODUCT OVERVIEW

SYSTEM DIAGRAM

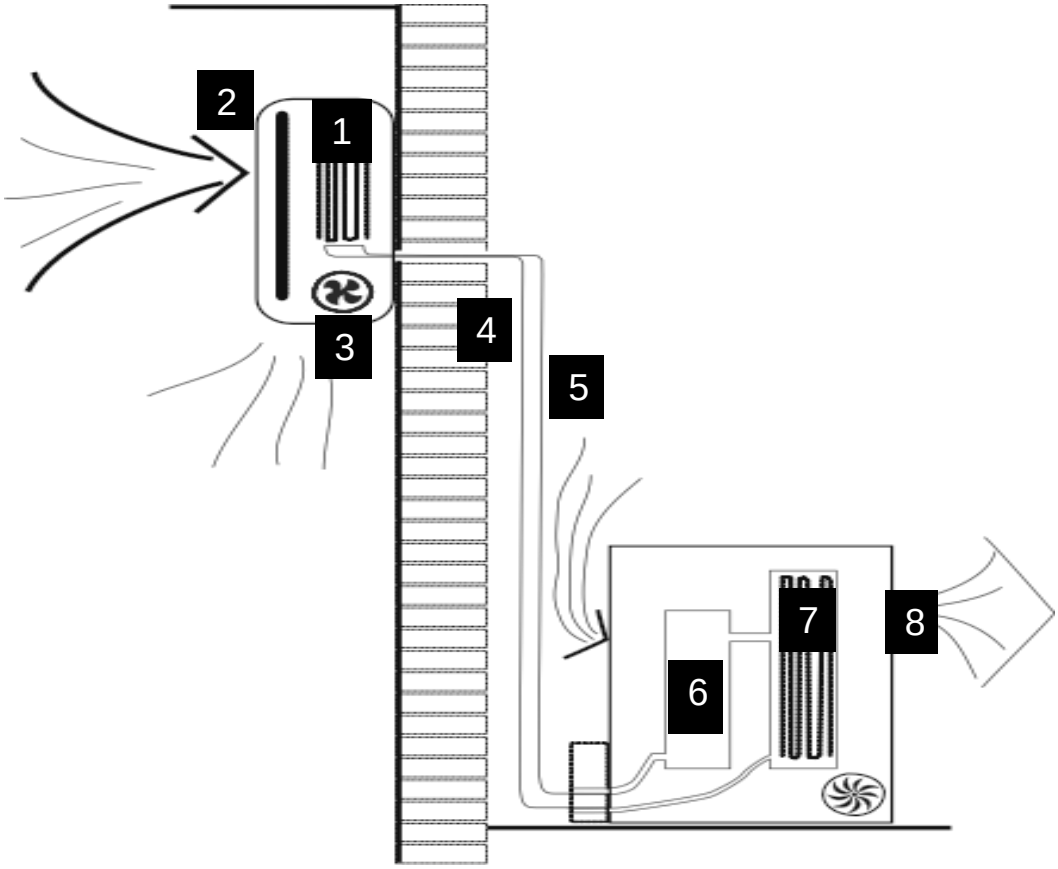


Please note: The diagram is for illustrative purposes only, the actual product will differ

PRODUCT OVERVIEW

HOW IT WORKS

COOLING MODE



The compressor (6) in the external 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 exuded and the gas condenses into a liquid, which is then led to the evaporator (1) in the indoor 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, and a fan (3) draws the air through the filter and over the evaporator (1), blowing the cooled air back into the room. The heat is moved to the compressor along with the gas. A fan (8) draws air over the condenser and blows the warm air away.

1. Evaporator
2. Filter
3. Evaporator Fan
4. Gas Line
5. Liquid line
6. Compressor
7. Condenser
8. Condenser Fan

HEAT PUMP MODE

The system operates in reverse: the condenser works as an evaporator, the evaporator as a condenser: warm air is blown into the room. It is ideal as a maintenance heating when outside temperature is not too low and when the indoor temperature is more than 7°C.

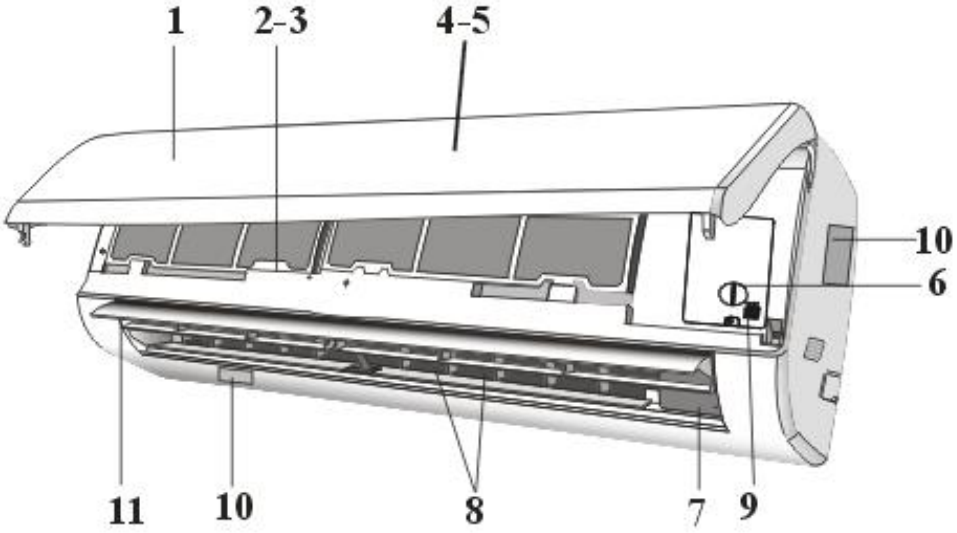
DEHUMIDIFYING

As with cooling, the moisture in the air condenses on the cold evaporator at room temperature acting as a powerful dehumidifier.

PRODUCT OVERVIEW

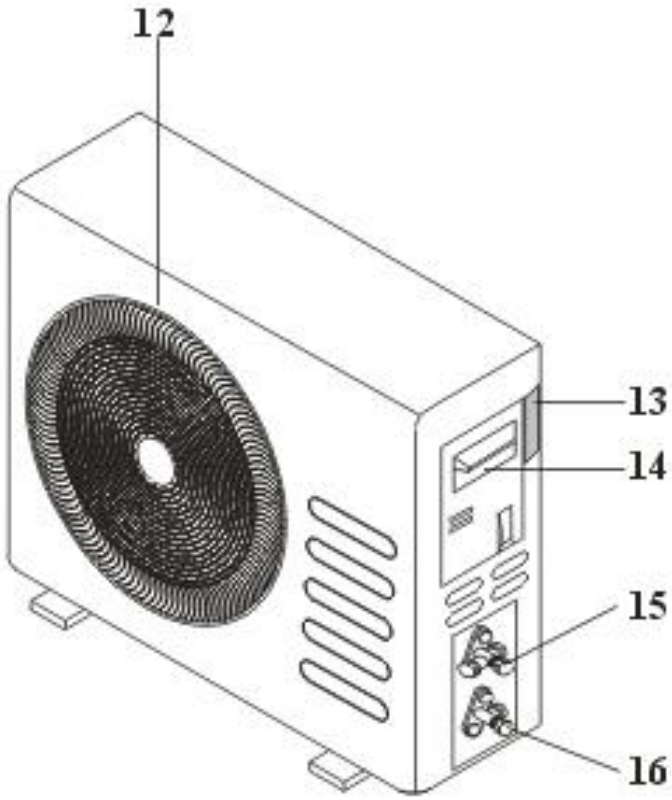
PARTS DIAGRAMS

INDOOR UNIT



No.	Description
1	Front panel
2	Air filter
3	Optional filter
4	LED Display
5	Signal receiver
6	Terminal block cover
7	Ionizer generator (not applicable on all models)
8	Deflectors
9	Emergency button
10	Indoor unit rating label
11	Airflow direction louver

OUTDOOR UNIT



No.	Description
12	Air outlet grille
13	Outdoor unit rating label
14	Terminal block cover
15	Gas valve
16	Liquid valve

OPERATING THE AIR CONDITIONER

FUNCTIONS

COOL

1. Press the **MODE** button until the **COOL** indicator appears or press the **COOL/COLD** button.
2. Set the desired temperature using the **TEMP** ▲ and **TEMP** ▼ buttons.
3. Use the FAN button to adjust the fan speed.

HEAT

1. Press the **MODE** button until the **HEAT** indicator appears or press the **HEAT/HEATING** button
2. Set the desired temperature using the **TEMP** ▲ and **TEMP** ▼ buttons.
3. Use the **SPEED** button to adjust the fan speed.

FAN MODE

1. Press **MODE** button until the **FAN** indicator appears.
2. The temperature settings are disabled in fan mode.
3. Use the **SPEED** button to adjust the fan speed.

DEHUMIDIFY

1. Press the **MODE** button until the dehumidify indicator appears.
2. The fan speed will always be low in this mode and the **SPEED** button is disabled. In addition the temperature cannot be adjusted in dehumidifying mode

AUTO MODE

1. Press the **MODE** button until the **AUTO** indicator appears.
2. The difference between the set temperature and room temperature determines how the air conditioner operates: cool, heat, fan or dry. It is not possible to change the temperature in this mode the unit will operate to achieve best performance. The operation logic is as below.

Ambient Temperature	Operation Mode	Auto Temperature
<20°C	Heating	23°C
20°C - 26°C	Dry	18°C
>26°C	Cool	23°C

3. Use the **SPEED** button to set the fan speed.

OPERATING THE AIR CONDITIONER

SHUTDOWN TIMER (WHILE THE AIR CONDITIONER IS ON)

1. Press the **MODE** button until the symbol appears for the operation you want.
2. Set the desired temperature.
3. Use the **SPEED** button to set the fan speed.
4. Press the **TIMER** button to set the running time required. Use the up and down buttons to set the running time in 30 minute intervals (max 24 hours). Once the running time has elapsed, the appliance will switch itself off. To cancel the timer function before the set time has elapsed, press the **TIMER** button again.

STARTUP TIMER (WHILE THE AIR CONDITIONER IS IN STANDBY)

1. The appliance is switched off in standby mode
2. Press the **TIMER** button to set the number of hours until switch on is required. Use the up and down button set the number of hours in 30 min intervals (max 24 hours). Set the desired operation, temperature, fan speed. Once the set time has elapsed, the appliance will switch itself on. To turn off the timer function before the set time has elapsed, press the **TIMER** button again.

SLEEP MODE

1. Press the **SLEEP** button
2. Set the desired temperature.
3. Press the **SLEEP** button; The **SLEEP** indicator will appear on the display. Cancel the sleep mode by pressing the button again.
4. The fan will operate at low speed.
5. The temperature is automatically altered by 1°C every hour for 2 hours. In cooling mode the temperature will rise, in heating it will fall.
6. After 10 hours in Sleep mode the unit will power off automatically.

TURBO

1. Press the **TURBO** button until the Turbo symbol appears.
2. Set the desired temperature.
3. Use the **FAN** button to set the fan speed
4. Press the **TURBO** button. The fan and compressor will run at maximum speed for 15 minutes, before returning to their previously set levels.

SWING

Use the **SWING** buttons to control the fan direction.

- The **SWING** button controls the horizontal air movement (up/down)
- The **FLAP** button controls the horizontal air movement (left/right)

OPERATING THE AIR CONDITIONER

CHILD LOCK

Press the **LOCK** button to turn the child lock on and off. When activated, the other buttons on the remote cannot be used until the lock has been turned back off.

QUIET OPERATION

Press the **QUIET/MUTE** button and the unit will operate at its quietest settings at low fan speed. This mode is only available in Cooling mode.

DISPLAY

The air conditioner contains a temperature display on the front panel Much more information is provided on the remote control. To turn the display on or off press the **DISPLAY** button.

TEMPERATURE DISPLAY

OPERATING THE AIR CONDITIONER

IMPORTANT INFORMATION

HEATING MODE

When the air conditioner is placed in heating mode, the indoor unit will appear to be inactive while it follows it's preheat procedure to heat the evaporator coils. Once the coils have heated, the indoor fan will start to run. This process usually takes 1 – 3 minutes, and is designed to ensure that cold air is not circulated.

AUTO RESTART

The air conditioner will automatically 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 the room size, temperature and insulation of the room.

RANGE OF HEAT PUMP FUNCTION

The heat function can be used when the external ambient temperature is above -15°C. The performance of the heat pump will degrade with lowering external temperatures. Please note the performance will reduce when the outdoor temperature drops below 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 creates an additional heat load. Normal living spaces require about 350 Btu per square metre of floor surface. In strong sunlight or if other sources of heat are present, this may be as much as 1200 Btu per sqm.

Tip: On warm days, let the air conditioner cool the room as much as possible during the night and keep the temperature constant from night to daytime.

EMERGENCY START

In the event of a problem, 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, the air conditioner will:
-heat if the room temperature is 20 °C or less, cool if the room temperature is 25 °C or more and for values in between will operate in fan mode.

CUSTOMISING YOUR AIR CONDITIONER

OPTIONAL PANELS FOR THE INDOOR UNIT

Your air conditioner is supplied with a white front panel but can be customised with the addition of optional front panels, allowing you to choose the look that best suits your room and preferences. These are available from the same retailer as the air conditioner under the following codes:

eiQ-9WMINV-V3	MIRROR BLACK	eiQ-Panel9KWM-MB
	SILVER	eiQ-Panel9KWM-SV
	CHAMPAGNE	eiQ-Panel9KWM-CH
eiQ-12WMINV-V3	MIRROR BLACK	eiQ-Panel12KWM-MB
	SILVER	eiQ-Panel12KWM-SV
	CHAMPAGNE	eiQ-Panel12KWM-CH

Visit www.electriQ.co.uk for further details on the range

HOW TO CHANGE THE PANEL

1. Disconnect the power from the appliance.
2. Before removing the panel, remove the screw holding the display panel in place, and slide away from the front panel.
3. Release the clips on the side of the display panel to release the front cover.
4. Remove the 2 screws holding the circuit board into the display panel base.
5. Remove the circuit board and fit into the new display panel base.
6. Use the 2 screws removed in step 4 to secure the circuit board.
7. Clip the new front cover for the display panel onto the display panel base.
8. Fully open the panel, and unclip from the front of the unit.
9. Clip the hinged of the replacement panel into position.
10. Fit the display panel into the back of the panel, securing with the screw removed in step 1.

SETTING UP THE WIFI APP

BEFORE YOU START

- Ensure your router provides a standard 2.4ghz connection.
- If your router is dual band ensure that both networks have different network names (SSID). The provider of your router / Internet service provider will be able to provide advice specific to your router.
- Ensure the router is as close as possible to the indoor unit during setup.
- Once the app has been installed on your phone, turn off the data connection, and ensure your phone is connected to your router via WIFI.

DOWNLOAD THE APP TO YOUR PHONE

Download the ”TUYA SMART” app, from your chosen app store, using the QR codes below, or by searching for the app in your chosen store.

Android

IOS

SETTING UP THE WIFI APP

CONNECTION METHODS AVAILABLE FOR SETUP

The air conditioner has two different setup modes, Quick Connection and AP (Access Point). The quick connection is a quick and simple way to set the unit up. The AP connection uses a direct local wifi connection between your phone and the air conditioner to upload the network details.

Before starting the setup, with the air conditioner plugged in, but turned off, quickly press the DISPLAY button on the remote 8 times.

Please ensure your device is in the correct WIFI connection mode for the connection type you are attempting, the flashing of the WIFI light on your air conditioner will indicate this.

Connection Type	**Frequency of Flashes**
Quick Connection	Flashes twice per second
AP (Access Point)	Flashes once per second

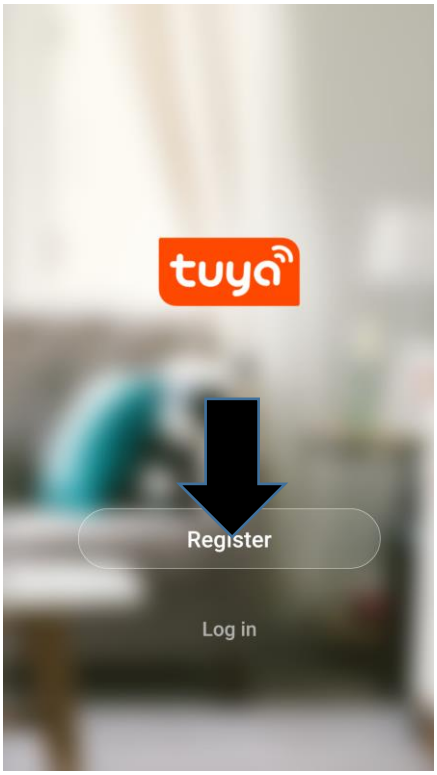
CHANGING BETWEEN CONNECTION TYPES

To change the unit between the two wifi connection modes, quickly press the DISPLAY button on the remote 8 times.

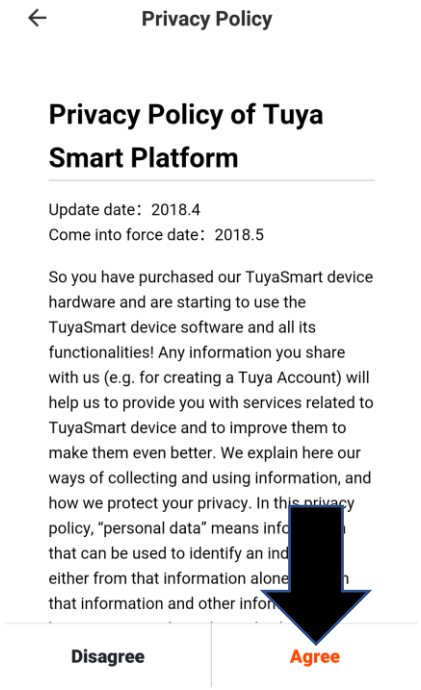
SETTING UP THE WIFI APP

REGISTER THE APP

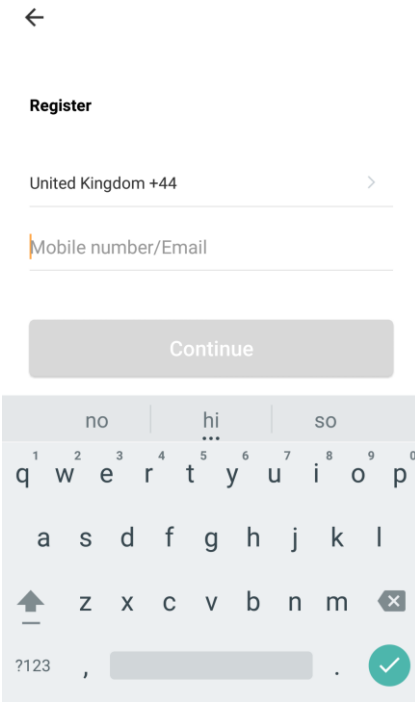
1. Press on the register button at the bottom of the screen.



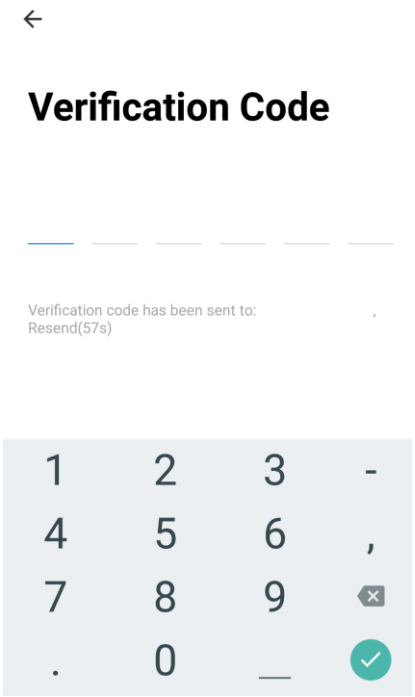
2. Read the Privacy policy and press the Agree Button.



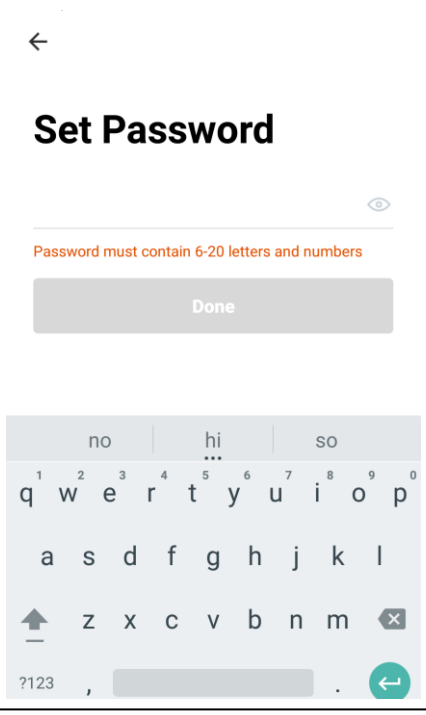
3. Enter your email address or phone number and press continue to register.



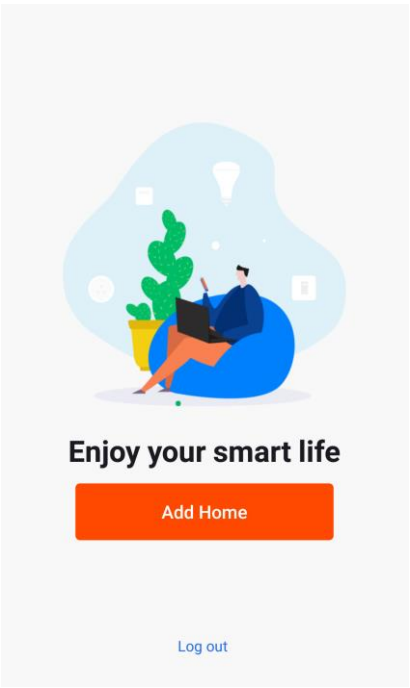
4. A verification code will be sent by the method selected in step 3. Enter the code into the app.



5. Type in the password you would like to create. This needs to be 6-20 characters, with letters and numbers.



6. The app is now registered. It will automatically log you in following registration.



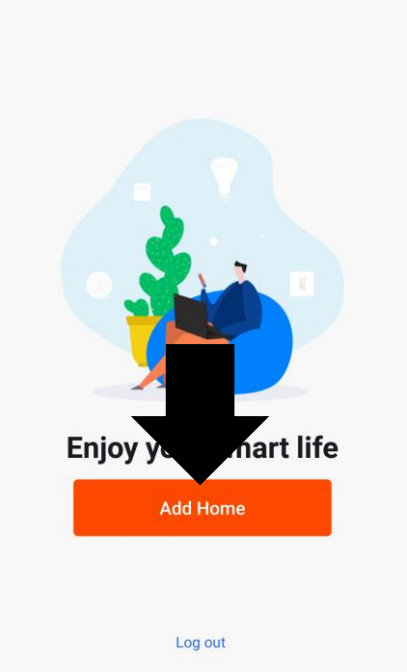
SETTING UP THE WIFI APP

SETTING UP YOUR HOME WITHIN THE APP

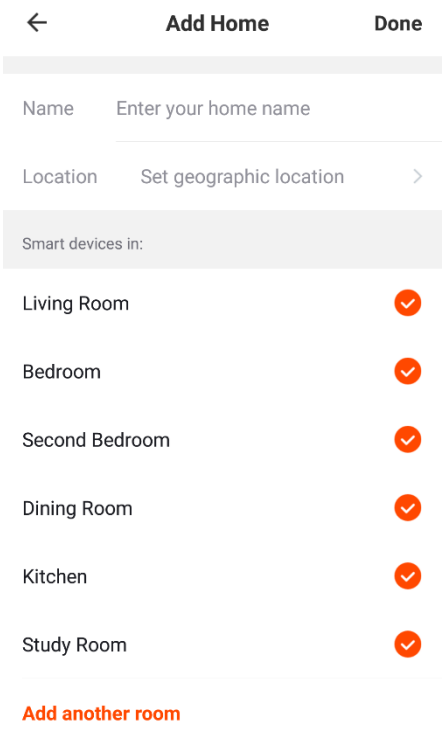
TUYA is designed so it can work with a large number of compatible smart devices within your home. It can also be set up to work with multiple devices within different houses. As such during the setup process, the app requires that different areas are created and named to allow easy management of all your devices. When new devices are added, they are assigned to one of the rooms you have created.

CREATING ROOMS

1. Press on the ADD HOME button.



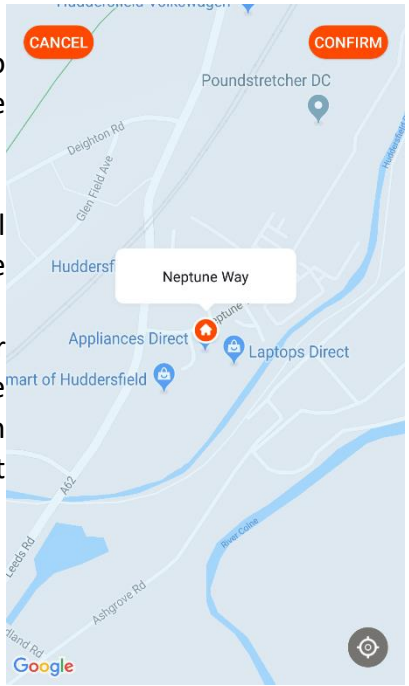
2. Type in a name for your home,
3. Press on the location button to select the location of your home. (See SETTING YOUR LOCATION below)
4. New rooms can be added by pressing the ADD ANOTHER ROOM option at the bottom. (See ADD ANOTHER ROOM below)
5. Untick any rooms that are not required on the app.
6. Press DONE in the top right corner.



SETTING YOUR LOCATION

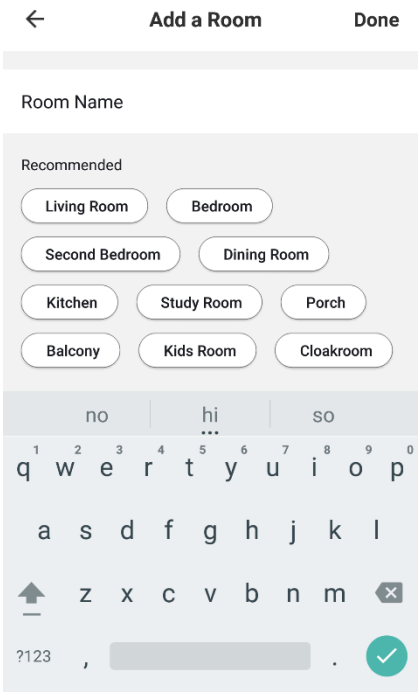
Use your finger to move the orange HOME symbol.

When the symbol is in the approximate location of your home, press the confirm button in the top right corner.



ADD ANOTHER ROOM

Type in the name of the room, and press Done in the top right corner

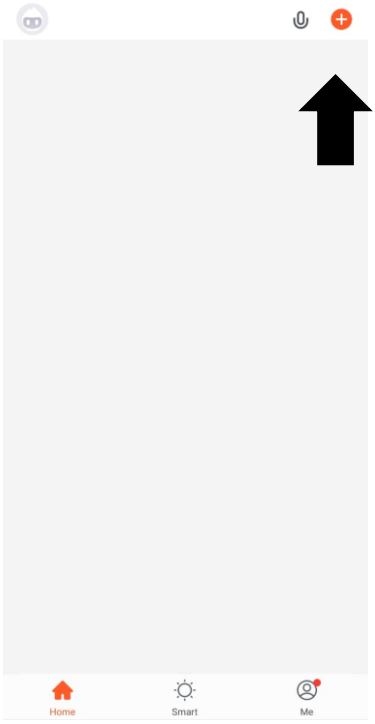


SETTING UP THE WIFI APP

CONNECTING USING QUICK CONNECTION

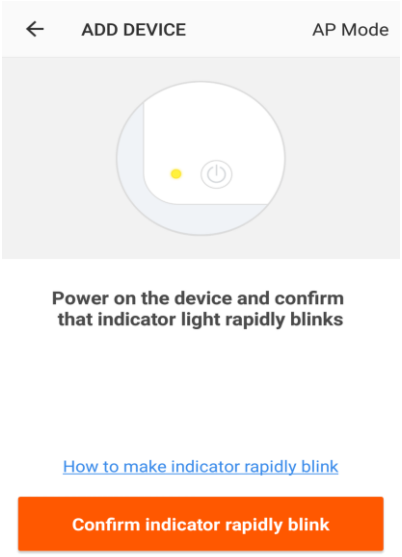
Before initiating the connection, make sure the unit is in standby mode, with the WIFI light flashing twice per second. If not follow the instructions for changing the connection mode. Also ensure your phone is connected to the WIFI network. (We advise turning mobile data off during setup)

1. Open the app and press "+" to add device

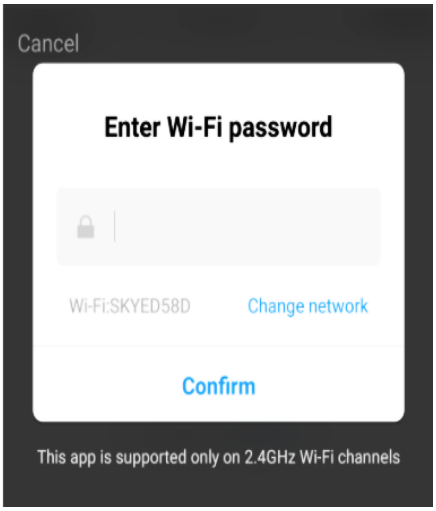


2. Select the type of device as "Air Conditioner" within the Large Home Appliance tab.

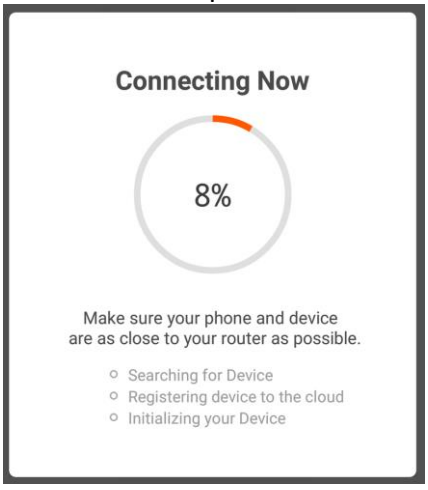
3. Ensure the WIFI light on the air conditioner is flashing twice per second then press on the orange button at the bottom of the screen to confirm.



4. Enter your WIFI password and press confirm.



5. This will then transfer the settings to the air conditioner. Wait for this to complete. If this fails, retry. If still unsuccessful please review the troubleshooting section for further help.

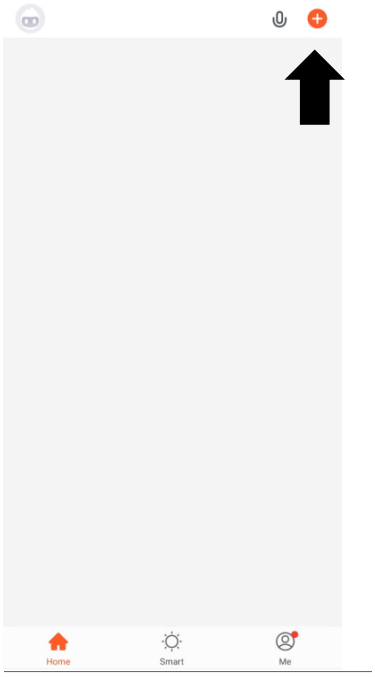


SETTING UP THE WIFI APP

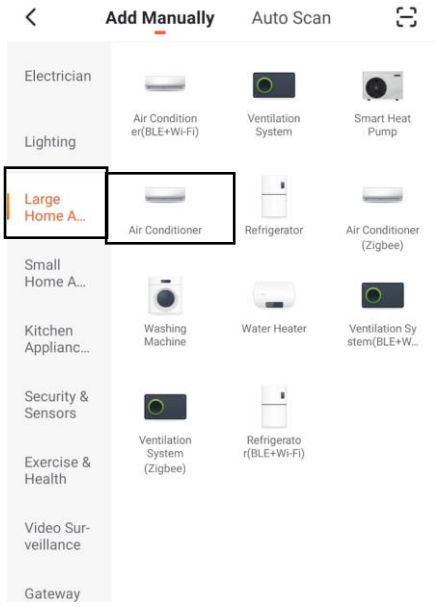
CONNECTING USING AP MODE (ALTERNATIVE METHOD)

Before initiating the connection, make sure the unit is in standby mode, with the WIFI light flashing once per second. If not follow the instructions for changing the WIFI connection mode. Also ensure your phone is connected to the WIFI network. (We advise turning mobile data off during setup)

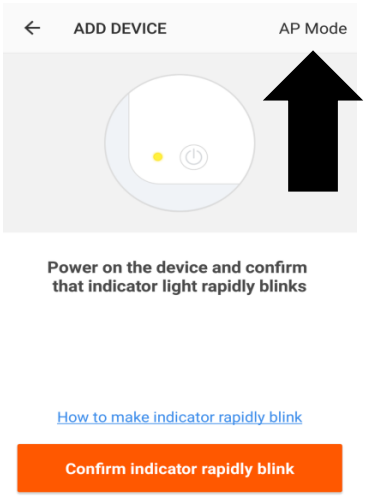
2. Open the app and press "+" to add device



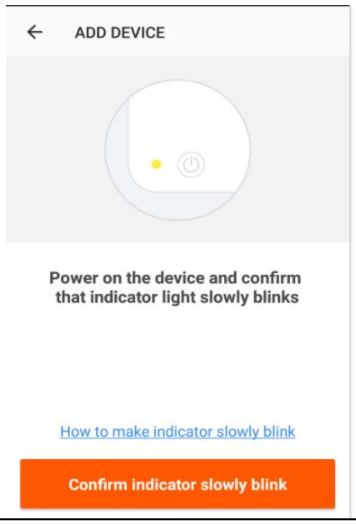
2. Select the type of device as "Air Conditioner" within the Large Home Appliance tab.



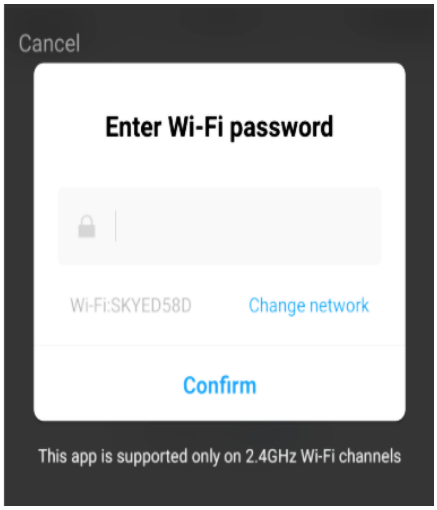
3. Press on the AP mode button in the top right of the screen.



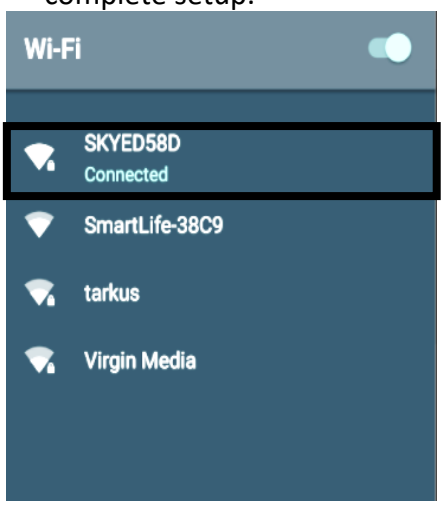
4. Ensure the WIFI light on the air conditioner is slowly flashing (once per three seconds), then press on the orange button at the bottom of the screen to confirm



5. Enter your WIFI password and press confirm.



6. Go to network settings in your phone and connect to the "SmartLife xxx" connection. There is no password to enter. Then return back to the app to complete setup.

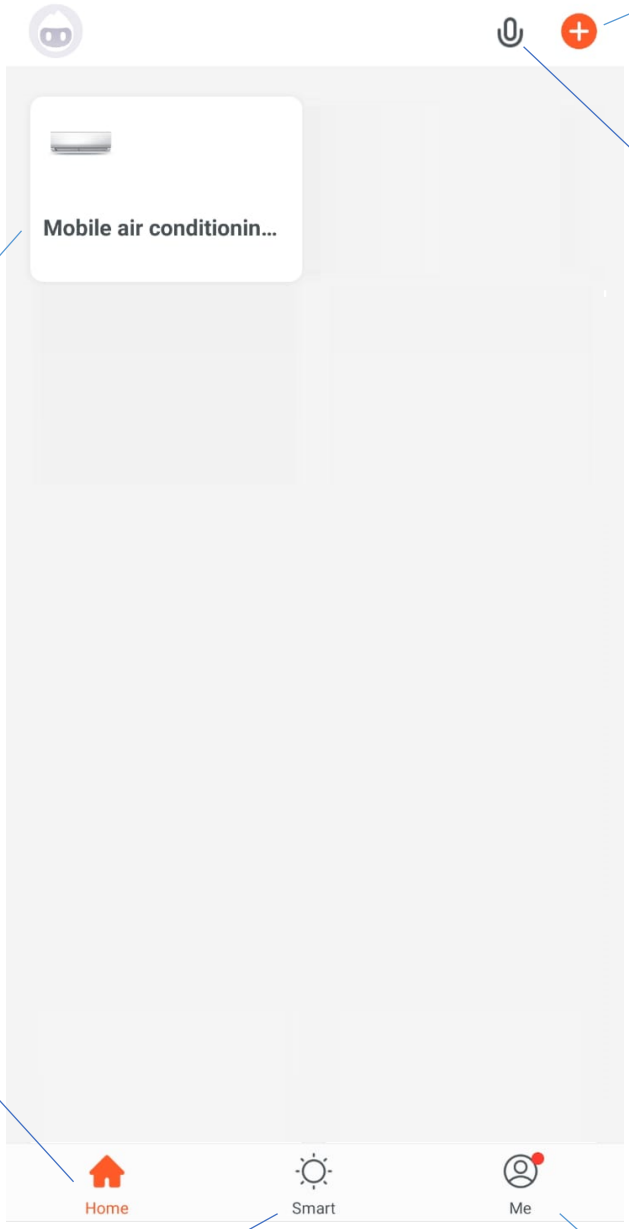


This will then transfer the settings to the air conditioner.
Once the connection process has completed, go back to the network settings on your phone to ensure your phone has reconnected to your WIFI router.

USING THE WIFI APP

THE HOME SCREEN

Add Device: Add a device to the app, and go through the setup process.



Your Device: Press to enter the device screen.

Voice Control: Use to give verbal instructions to the app.

Home: Return to this screen when within the Smart or profile tabs.

Smart Scene: Allows you to program intelligent behaviour based on the internal and external environment

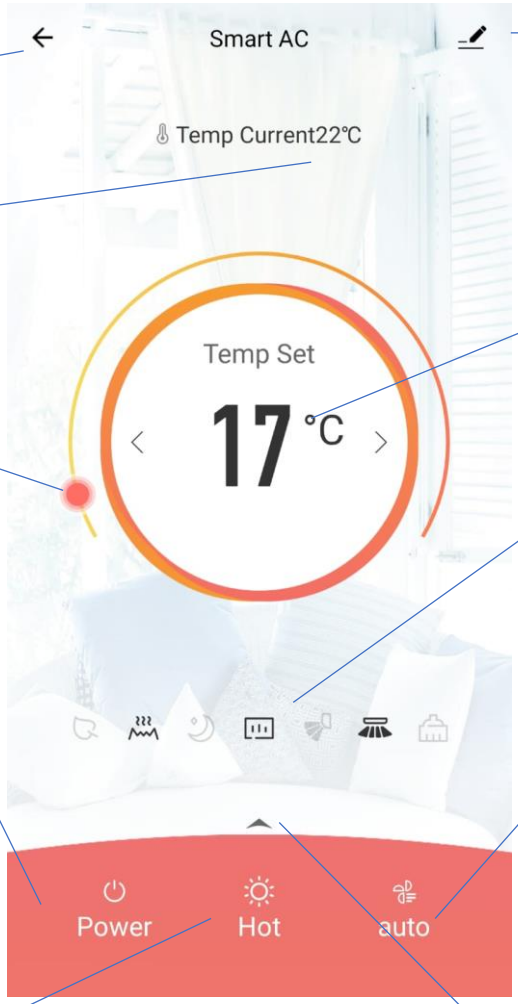
Profile: Provides the option for changing settings, and adding devices using a QR code provided by a friend.

Each device has its own entry on the home screen to allow the user to either quickly turn the unit on or off, or to enter the device screen to make other changes.

USING THE WIFI APP

DEVICE SCREEN

The device screen is the main control screen for the air conditioner, providing access to the controls to amend the functions and settings



Back: Returns to the Home Screen

Edit Name: Use to change the name of the air conditioner.

Current Room Temperature: Displays the current room temperature

Desired Room Temperature: Displays the desired temperature set on the air conditioner

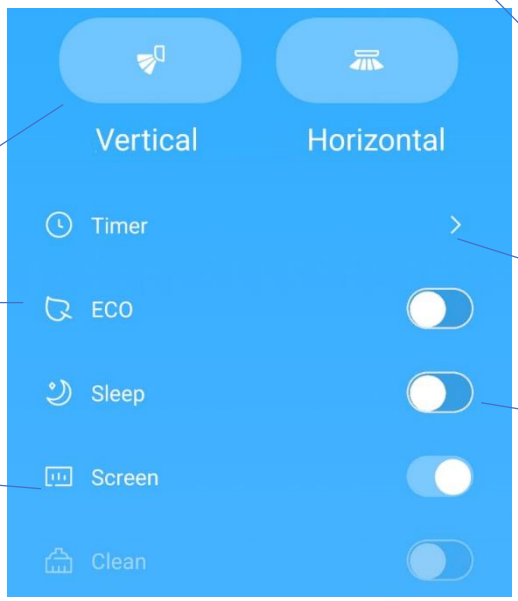
Desired Temperature Dial: Move the circle around the dial to change the desired room temperature.

Functions: Displays the functions that are currently active

POWER: Use to turn the air conditioner on and off.

SPEED: Use to change the Fan speed between Low, Medium, High and auto.

MODE: Change the operating mode of the air conditioner between Cool, Heat, Dry, Fan and Auto



ADDITIONAL SETTINGS: Press to view additional settings / options for the air conditioner

Swing: Activate Horizontal / Vertical oscillation

Timer: Program to turn on or off at a specified time.

ECO: Activate ECO mode to reduce energy consumption.

Sleep Mode: Activate sleep mode

Screen: Use to turn off the display

Due to continuous development of the app, the layout and available features may be subject to change.

USING THE WIFI APP

SMART SCENES

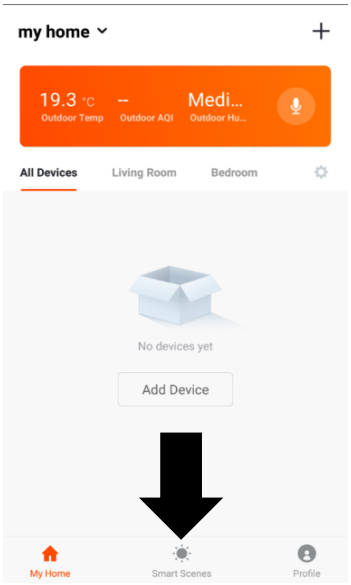
Smart Scenes is a powerful tool providing the option to customise the operation of the air conditioner based both on conditions within the room and outside influences. This gives the user the option of specifying much more intelligent actions. These are split into two categories Scene and Automation.

SCENE

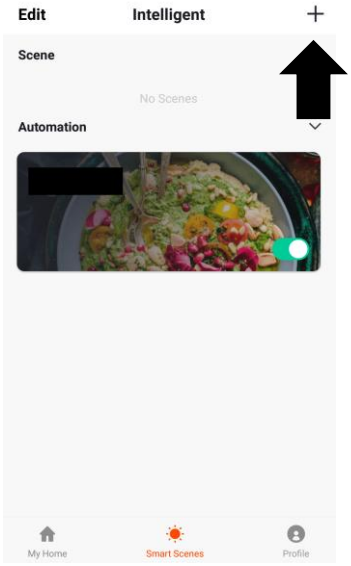
Scene allows for a one touch button to be added to the Home screen. The button can be used to change a number of settings in one go, and can change all the settings within the unit. A number of scenes can easily be setup, allowing the user to easily change between a number of preset configurations.

Below is an example of how to set up a scene:

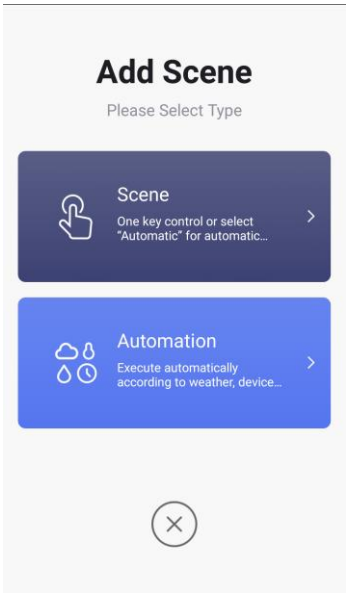
1. Press on the Smart Scene tab at the bottom of the Home screen

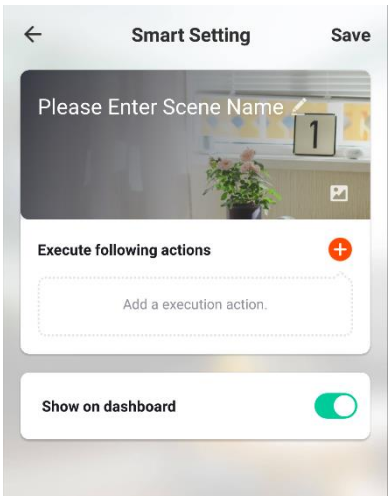


2. Press on the Plus in the top right corner to add a smart scene.



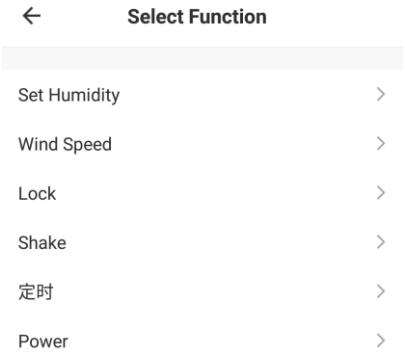
3. Select Scene to create a new Scene





4. Press the Pen next to "Please Enter Scene Name" to input the name for your Scene. Show on Dashboard: Leave this on if you require the scene to be displayed as a button on the Home Screen. Press the Red Plus to add the action required. Then select the air conditioner from the list of devices.

5. Chose the function, set the value for the function, and then press the back button in the top right corner, to return to the previous screen.



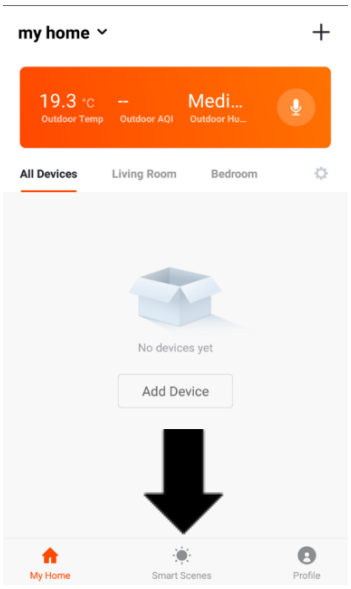
6. Once all the functions required have been added, press the Save button in the top right corner to finalise and save your new Scene

USING THE WIFI APP

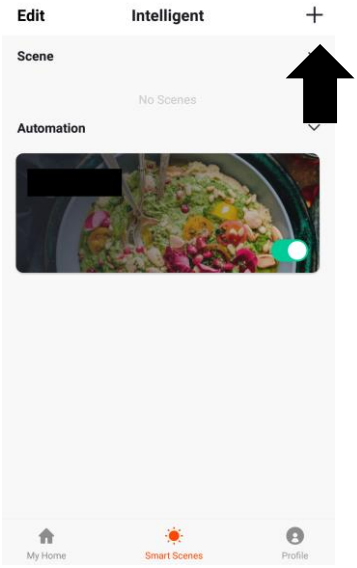
AUTOMATION

Automation allows an automatic action to be set up for the device. This can be triggered by the Time, indoor temperature, humidity of the room, weather conditions, and a range of other influences.

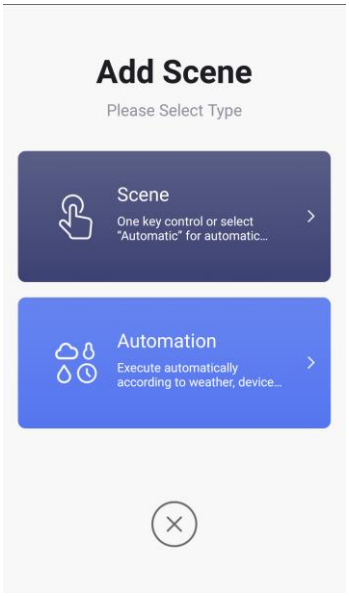
1. Press on the Smart Scene tab at the bottom of the Home screen

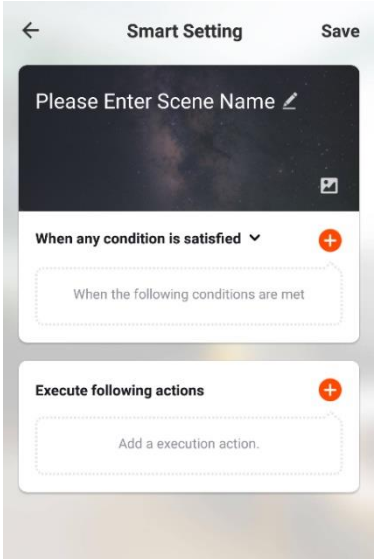


2. Press on the Plus in the top right corner to add a smart scene.



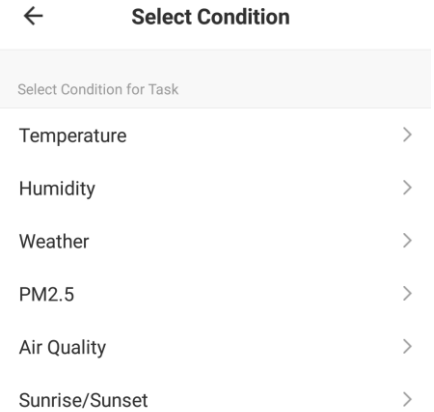
3. Select Automation to create a new Automation Scene



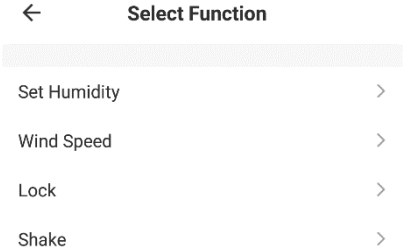


4. Setup is very similar to the scene setup on the previous page, and includes an extra section for specifying a trigger for the scene to start.
Press the Pen next to “Please Enter Scene Name” to input the name for your Scene
Press the Red Plus next to “When any condition is satisfied” to add the trigger
Press the Red Plus next to “Execute following actions” to add the action required. Then select the air conditioner from the list of devices.

5. Select the condition when the automation should start. A number of triggers can be combined.

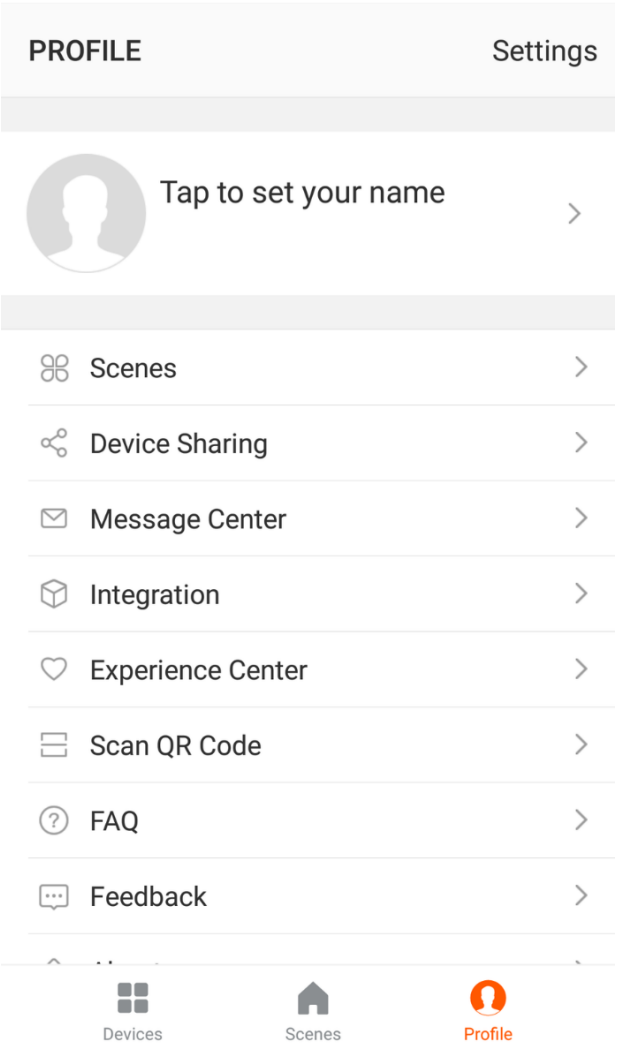


6. Chose the function, set the value for the function, and then press the back button in the top right corner, to return to the previous screen.



7. Once all the functions required have been added, press the Save button in the top right corner to finalise and save your new scene. The automation is now set up, it can be turned on and off using the toggle on the image shown on step 2.

USING THE WIFI APP



PROFILE TAB

The profile tab gives you the option to edit both your detail, and use the added features of the unit.

CHANGING THE NAME OF YOUR DEVICE

When in any of the device screens further settings for the device can be accessed, by pressing on the three dots in the top right hand corner. The top option within this allows you to change the name of the device to something relevant to the use of the product, such as “Living Room Air Conditioner”. Within the menu, you also have the option of setting up a pattern lock or change your password.

DEVICE SHARING

This allows you to share access to the controls of your air conditioner with friends and family.

INTEGRATION

This allows the unit to be integrated with your favourite home automation hardware such as Google Home and the Amazon Echo.

TECHNICAL SPECIFICATION

TROUBLESHOOTING

MALFUNCTION	POSSIBLE CAUSE
The appliance does not operate	Power failure
	Damaged indoor/outdoor unit fan motor
	Faulty compressor thermomagnetic circuit breaker
	Faulty protective device or fuses
	Loose connections
	Self protection in adverse conditions
	Voltage higher / lower than the voltage range
	Active TIMER-ON function
	Damaged electronic control board
Strange odour	Air filter dirty
Noise of running water	Back flow of liquid in the refrigerant circulation
A fine mist comes from the air outlet	This occurs when the air in the room becomes very cold, for example in the COOLING or DEHUMIDIFYING modes.
A strange noise can be heard	This noise is made by the expansion or contraction of the front panel due to variations in temperature and does not indicate a problem.
Insufficient airflow, either hot or cold	Inappropriate temperature setting.
	Air inlet or outlet of indoor or outdoor unit has been blocked.
	Air filter is blocked.
	Fan speed set at minimum.
	Other sources of heat in the room.
	No refrigerant.
The appliance does not respond to commands	Remote control is not near enough to indoor unit.
	Battery in Remote controller may have been exhausted..
	Obstacles between remote control and signal receiver in indoor unit.
The display is off	Active LED function
	Power failure
Remote cannot select heating mode.	Remove the batteries from the remote and follow the guide for setting up the remote.

Switch off the air conditioner immediately and cut off the power supply in the event of:	
Any suspicions regarding leakage of the refrigerant	Spraying water or objects inside the appliance.
Strange noises during operation.	Overheated cables.
Faulty electronic control board	Very strong smells coming from the appliance.
Faulty fuses or switches.	

WIFI TROUBLESHOOTING

Description	Possible Cause
Air conditioner can't be configured successfully	1. Check the mobile device is connected to WIFI 2. Check the AC is connected 3. Check that any firewall or other restrictions are causing problems 4. Check the router is functioning normally 5. Check that the router isn't blocking the App
Mobile device can't control the air conditioner	The app displays "Identification failed". This indicates that the AC has been reset and the mobile device has lost contact with the AC. Reconnect the device following the above instructions. If this fails, delete the AC from your devices list and start the install process from the beginning.
Mobile device can't find AC	The app displays "Air conditioner offline". Check the below: 1. The AC has been reconfigured 2. The AC is not receiving power 3. The router is not powered on 4. The AC can't connect to router 5. The AC can't connect to network through the router 6. The mobile device can't connect to the router 7. The mobile device can't connect to a network (when being used remotely)

TECHNICAL SPECIFICATION

FAULT CODES ON THE INDOOR UNIT

The air conditioner is equipped with intelligent self diagnostic and protection features. If abnormal operating conditions are detected the appliance will stop working, and a fault code will display on the indoor unit. For further assistance and advice, speak to our technical support team.

Error Code on Indoor unit	Number of flashes on Outdoor PCB	Failure Reason
EE	25	Generic fault on indoor unit
E0	1	Generic fault on outdoor unit
E1	26	Indoor fan fault
E2	27	Indoor fan zero-crossing abnormal
E3	28	Indoor coil temperature sensor fault
E4	29	Indoor air temperature sensor fault
E6	2	Communication fault between indoor and outdoor units
E8	/	Outdoor unit communication fault
F1	4	Compressor start abnormal (Phase failure / reverse)
F2	5	Compressor out of step failure
F3	6	IPM module fault
F4	7	Compressor shell roof fault / protections
F5	8	Discharge temperature sensor fault
F6	9	Suction temperature sensor fault
F7	10	Outdoor coil temperature fault
F8	11	Outdoor ambient temperature sensor fault
P1	13	Outdoor unit AC current protection
P2	14	Compressor phase current protection
P3	15	Outdoor unit high/low AC voltage protection
P4	16	DC high/low voltage protection
P5	17	IPM high temperature protection
P6	18	Discharge sensor overheat protection
P7	19	Indoor coil anti freezing protection
P8	20	Outdoor coil overheat protection
P9	21	Indoor coil overheat protection
PC	22	Outdoor ambient temperature low protection
Ph	23	Outdoor ambient temperature high protection
L1	31	Drive bus voltage high protection
L2	32	Drive bus voltage low protection
L3	33	Drive phase current overload fault
L4	34	Phase current sampling abnormal

DECLARATION OF CONFORMITY

Hereby, electriQ declares that this Portable air conditioner is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address:

https://www.electriQ.co.uk/content/declaration-of-conformity

TECHNICAL SPECIFICATION

Model		eiQ-9WMINV-V3		eiQ-12WMINV-V3	
Rated voltage and frequency (Ph-V-Hz)		1Ph/220-240V~/50Hz		1Ph/220-240V~/50Hz	
Fuse Required		10A		10A	
Mode		Cooling	Heating	Cooling	Heating
Rated capacity (W)		2600	2620	3500	3550
Power input (W)		770	750	1050	1020
Current input (A)		3.9	3.6	5.1	4.9
SEER/SCOP(W/W)		6.2	4.2	6.1	4.2
Nominal load (kW)		-	-	-	-
Balance point temperature heating (°C)		/	-7	/	-7
Min. outdoor operating temperature (°C)		/	-15	/	-15
Thermostat-off mode (W)		42.4	5.5	42.4	5.5
Standby mode (W)		0.6		0.6	
Off mode (W)		0		0	
Annual consumption (kW)		149.19	112	184.41	118
Copper Pipe Type length(m)		3		3	
Liquid side / Gas side (mm/inch)		6.35/9.52(1/4”/3/8”)		6.35/9.52(1/4”/3/8”)	
Max. refrigerant pipe length		12m		12m	
Max. elevation		5m		5m	
Interconnecting Cable		4*1.0m^2		4*1.5m^2	
Fuse Rating		10A		10A	
Moisture Removal (L/h)		1.6		2	
Indoor	Air Flow (m^3/h)	530		600	
	Dimensions (L*W*H) (mm)	700×290×190		800×290×190	
	Packaging (L*W*H (mm)	770×365×315		870×365×285	
	Net / Gross weight (kg)	8.5/10		10/12	
	Noise – Sound pressure level (dB/A)	39		40	
	Noise – Sound power level (dB/A)	-		-	
Outdoor	Dimension (L*W*H) (mm)	720×255×520		720×255×520	
	Packaging (L*W*H) (mm)	840×340×605		840×340×605	
	Net / Gross Weight (kg)	30/32		30/32	
	Noise – Sound pressure level (dB/A)	50		50	
	Noise – Sound power level (dB/A)	-		-	
	Refrigerant type/weight	R290/320g		R290/400g	
	Defrost mode	Automatic defrosting		Automatic defrosting	
	Applicable climate types	Cooling (0°C – 53°C) Heating(0°C – 30°C)		Cooling (0°C – 53°C) Heating(0°C – 30°C)	

Due to continuous product development process specification may change, please refer to the rating label supplied on the units.

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 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.

WARRANTY AND SUPPORT

WARRANTY INFORMATION

electriQ guarantee provides cover against material or manufacturing faults.
This means that if your air conditioner develops a fault during the guarantee period, we will arrange for it to be repaired or replaced.

Faults arising from a faulty installation are specifically excluded.

The system must be serviced annually by qualified personnel.

This unit must be operated under conditions as recommended in this user manual, at voltages indicated on the unit. Any attempts made to service or modify the unit by unqualified person, will render this WARRANTY VOID.
This warranty is in addition to, and does not affect, your statutory rights.
Our warranty is RTB warranty and cover parts and labour only.

We recommend that you note the details of your purchase below and retain your original proof of purchase receipt with this manual. Keep these documents safe in the event of a warranty claim.

Purchase Date:	
Retailer name:	
Model number:	
Indoor Serial number:	
Outdoor Serial number:	
Installation Date:	
Installer name:	
Service Date:	
Engineer/ Company name:	

electriQ UK SUPPORT

www.electriQ.co.uk/support
Please, for your own convenience, check the troubleshooting guide before calling the service line.
If the unit still fails to operate call: 0871 620 1057 or complete the online form
Office hours: 9AM - 5PM Monday to Friday
www.electriQ.co.uk
Unit J6, Lowfields Way
Elland, West Yorkshire
HX5 9DA