

electriciQ

USER MANUAL



12,000 BTU PORTABLE AIR CONDITIONER

P12C

P12HPW (with Heat Pump and WIFI Smart App)

Thank you for choosing ElectriciQ

Please read this user manual before using this innovative Air Conditioner and
keep it safe for future reference.

Visit our page www.electriQ.co.uk for our entire range of Intelligent Electricals

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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 appliance - use it with care.
- Disconnect the power plug from socket before dismantling, assembling or cleaning.
- Avoid touching any moving parts within the appliance.
- Never insert fingers, pencils or any other objects through the guard
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- 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 objects/edges.
- The power cord must not be immersed in water, as this could result in electric shock.
- 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.
- When defrosting and cleaning the appliance, only use tools recommended by the manufacturer.
- Do not use the appliance for any other purpose 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 3 minutes have passed since being turned off. This prevents damage to the compressor.

- Never use the mains plug or an external timer as a switch to start and stop the air conditioning unit. Use the provided ON/OFF button 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
- The appliance must be placed in a room without sources of ignition (for example: open flames, an operating gas appliance or an operating electric heater).
- R290 refrigerant gas complies with European environmental directives. R290 has a low GWP (Global Warming Potential) of 3.
- This appliance contains about 210 g of R290 refrigerant gas.
- Do not use or store in unventilated spaces with an area smaller than 10.1 m² per unit. 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.
- 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.
- Refrigerant gas may be odourless.
- Do not open the air conditioner, to attempt service or repair the unit. Any internal servicing of the unit must be carried out only by the manufacturer or its authorized technicians.
- Any repairs or maintenance must only be carried out on the unit by a suitably qualified engineer. Before opening and servicing the unit the authorized engineer must be in possession of a copy of the manufacturer's service manual and must follow the safety information contained within it to ensure all hazards are minimized.
- The refrigerant system should not be perforated or punctured.

Energy Saving and Unit Safety Protection Tips

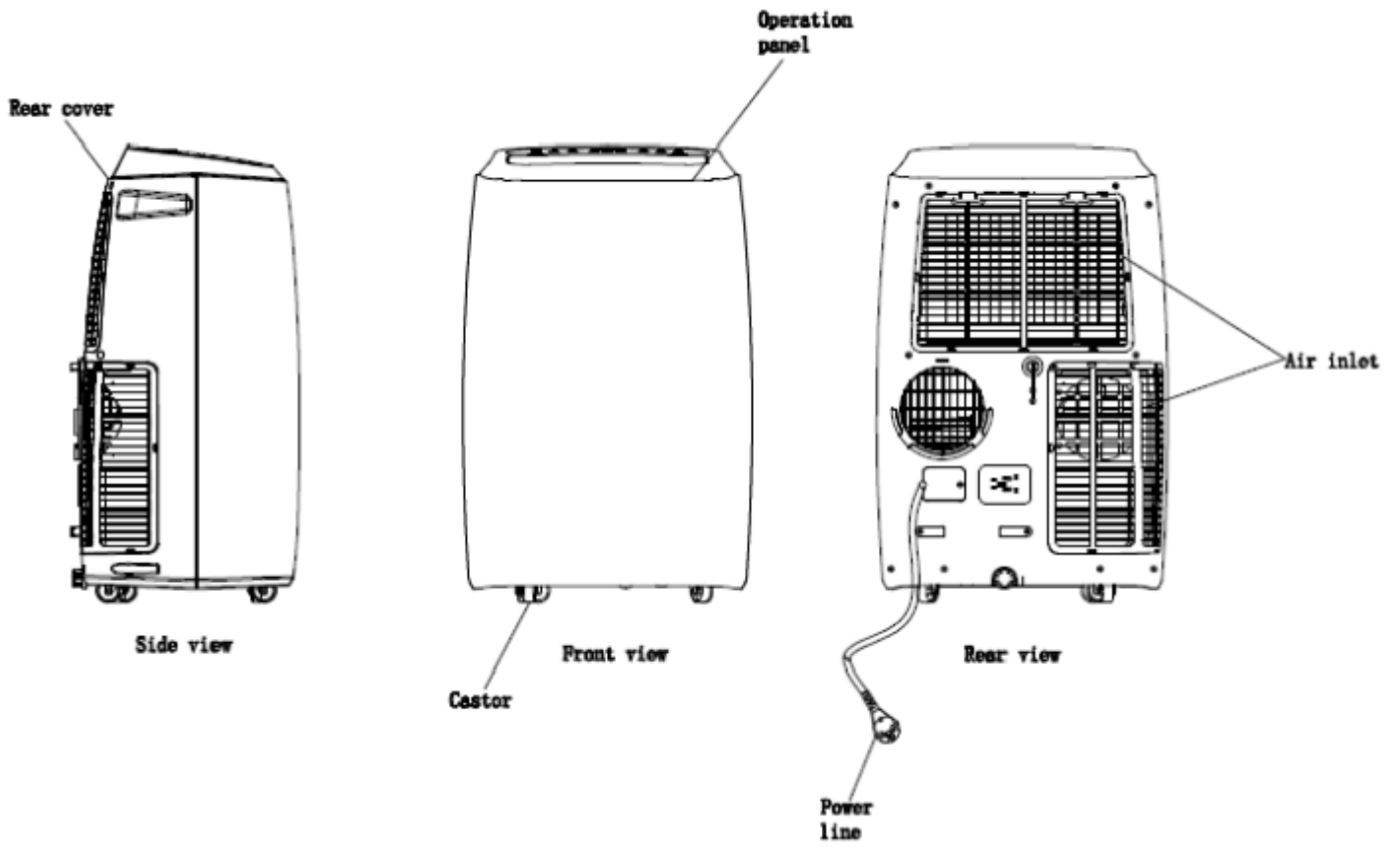
- Do not cover or restrict the airflow from the outlet or inlet grills.
- For maximum performance the air conditioner should be situated at least 50cm from the walls or other objects.
- Keep the filters clean. Under normal conditions, filters should only need cleaning once every three weeks (approximately). 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 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 the unit should only be used when the room temperature is between 7°C and 35°C. If the temperature is below this use electrical heating to raise the temperature above 10°C before starting the unit.

FEATURES AND PARTS LIST

FEATURES

- Self-evaporative system - no external water tank needed
- Powerful but compact
- LED screen, indicates temperature and operation mode
- Enhanced design with hot air outlet positioned higher – this allows for improved performance with the use of a short hose
- 24 hour programmable timer function – allows you to choose when the unit operates.
- 3 speed fan Low, Medium and High for best balance between quiet operation and maximum airflow
- Compressor protection technology
- Take control of your air conditioner from anywhere, at any time, using your smartphone. Simply connect the dehumidifier to your WIFI network and download the app onto your android or ios smartphone (P12HPW Only)

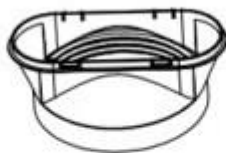
PARTS LIST



ACCESSORIES



Exhaust hose



Fishtail connector



Window Kit



Remote control



Exhaust fan outlet

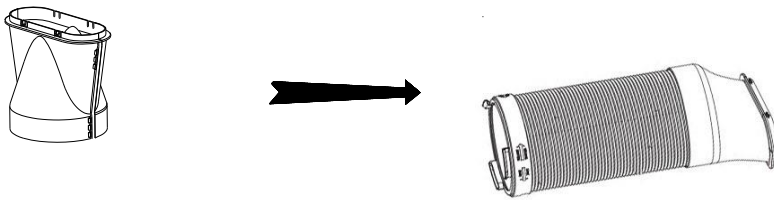
INSTALLATION

Warning: Before using this unit, please keep it upright for at least 3-4 hours.

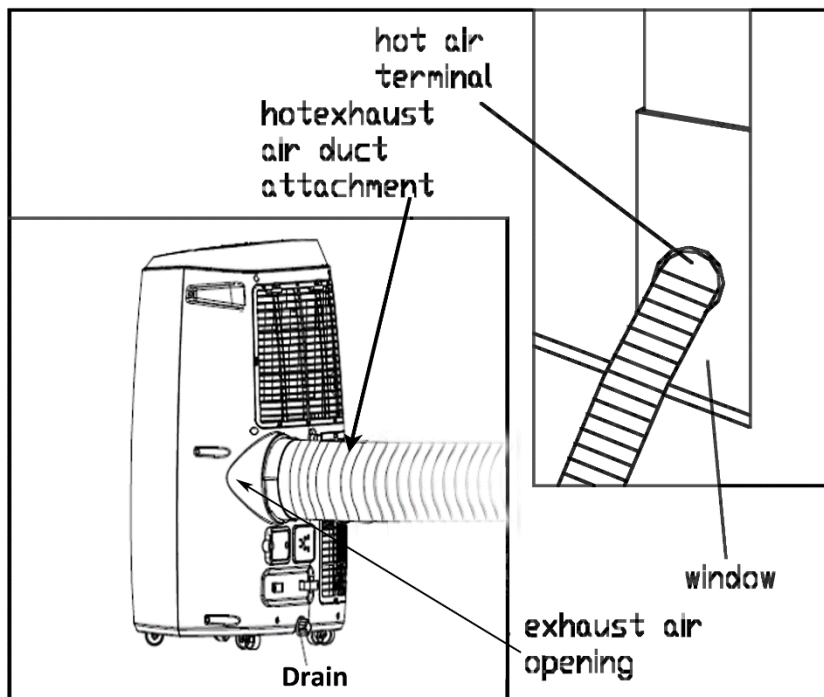
This unit can easily be moved from one room to another.

While moving the unit please note that it must always be kept upright and then placed on an even surface.

1. Assemble the fishtail connector on to the hose



2. Assemble the exhaust hose



3. Extend one head of the hose and screw it into the assembled adaptor at the back of the unit anti-clockwise.

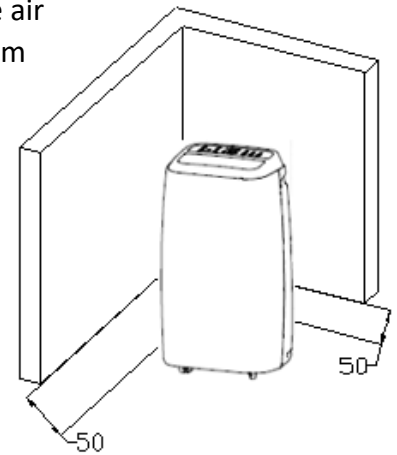
Note: to screw it into place should take no less than three rotations.

INSTALLATION OF WINDOW KIT

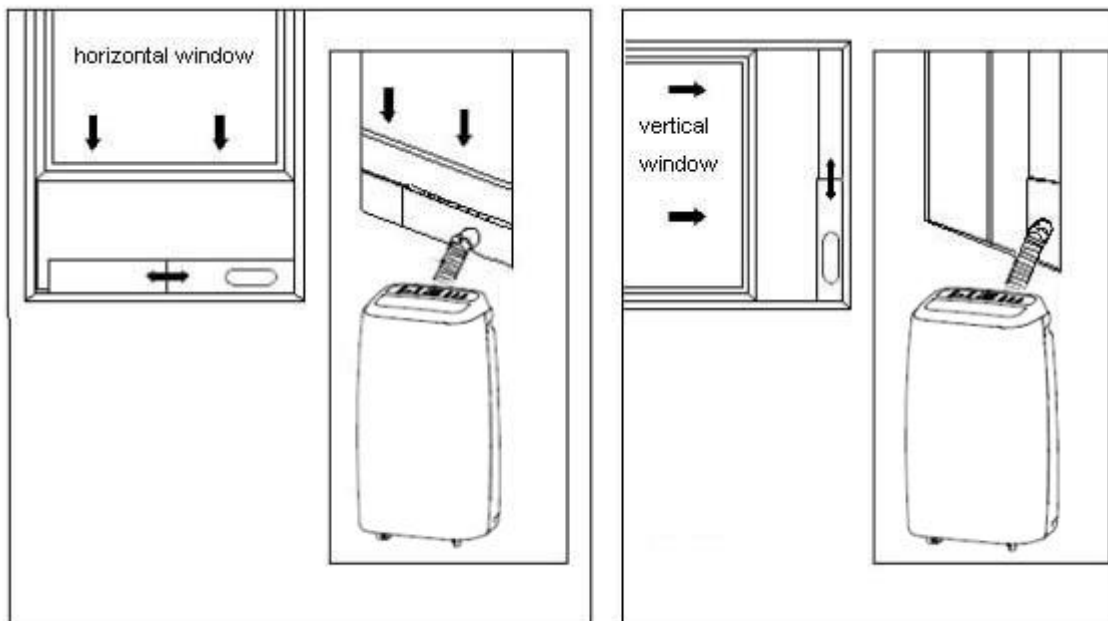
4. Partially open the window and then fix the window kit to the window



5. Make sure the unit is upright and there are no obstructions to the air inlets and outlet grill. The unit should be positioned at least 50cm away from walls or other objects within the room.



6. Fix the other end of the hose to the air-outlet window kit



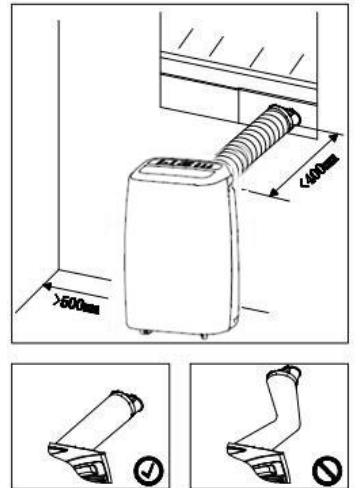
Note: The window kit is only designed to be installed with sliding or sash windows or doors. The window kit is not designed or to be used with any other style of windows. However the fish tail adaptor can be used with most windows / doors. When using the cooling mode ensure that the opening left is as small as possible. The best form of installation is through a wall duct.

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.

Important safeguards

The length of the soft hose extends from 28 cm to 150 cm. If hose is extended above 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.

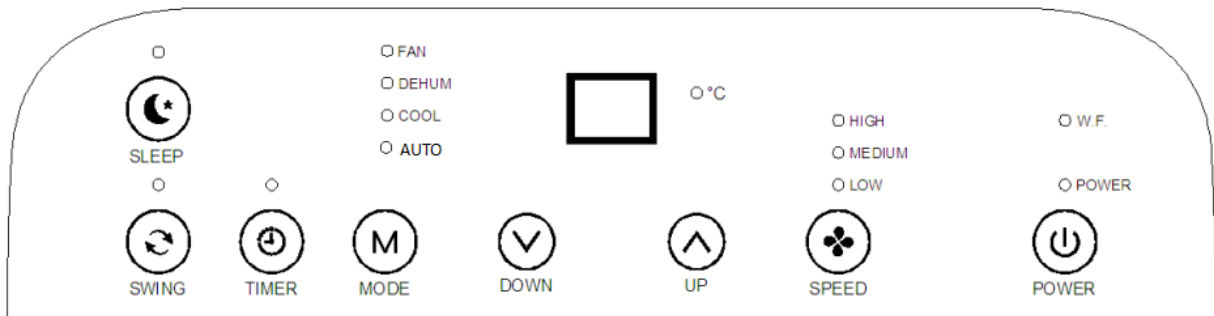
Avoid bending the air hose more than 30 degrees.



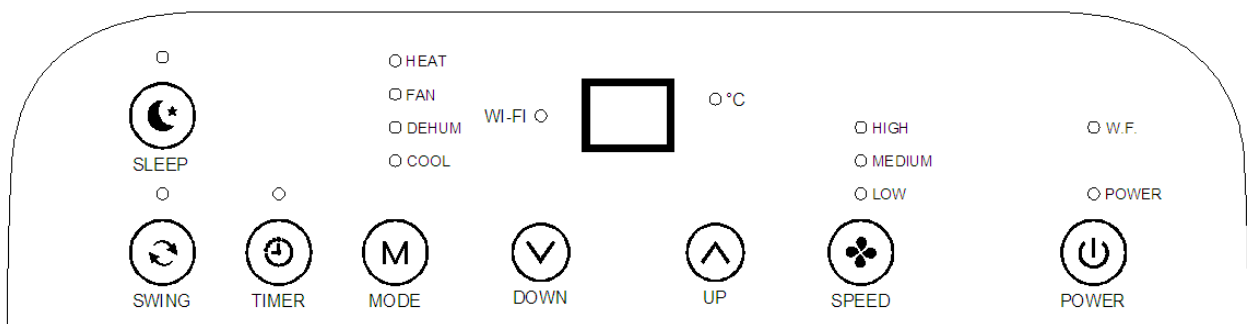
OPERATION AND SETTINGS

CONTROL PANEL & FUNCTION

P12C:



P12HPW:



POWER BUTTON

Press to turn unit “ON” or “OFF”

TEMPERATURE UP & DOWN

During cooling/heating function – These buttons raise or lower the temperature by 1°C for each press. The minimum temperature is 16°C and max. 31°C.

FAN SPEED

Press to select either LOW, MEDIUM or HIGH fan speed.

NOTE: In dehumidifying function, this button is invalid as the unit is designed to run at low speed in dehumidifying mode.

SLEEP MODE

Press the **Sleep** mode button until the unit enters sleep mode, the default fan speed is low and the Sleep mode indicator led will illuminate. When the sleep mode is turned on:

Under cooling mode: After one hour the set temperature will increase by 1 degree Celsius, after another hour the set temperature will increase by another degree, and will then remain set at that temperature.

Under Heating Mode (P12HPW Only): After one hour the set temperature will decrease by 1 degree Celsius, after another hour the set temperature will decrease by another degree, and will then remain set at that temperature.

Please note:

- Sleep mode cannot be used in dehumidifying and fan mode.
- If internal tank becomes full, the machine will enter standby and sleep mode will be cancelled.

SWING BUTTON

After machine is on and mode selected, press this button and the louver will swing continuously up and down; by pressing this button again the movement will stop and the louver remain fixed in position.

PROGRAMMABLE TIMER

The in-built timer will allow you to set the unit to turn on or turn off after a set period of time, Please note only one timer can be used at any time.





ON TIMER – The timer will turn on the unit automatically after the time set has elapsed.

1. When on standby, press the TIMER button, then set the number of hours time you desire the unit to start by pressing the TEMP+ or TEMP- button.
2. Once the set time has elapsed, the unit will turn on automatically.
3. Press the POWER button before the time has elapsed and the unit will turn on as normal and the timer will be cancelled
4. The function and fan speed can be set whilst setting the timer.

OFF TIMER – The timer will turn off the unit automatically after the time set has elapsed.

1. While the unit is operating, press the TIMER button then set the number of hours time you desire the unit to stop by pressing TEMP+ or TEMP- button.
2. Once the set time has elapsed, the unit will turn off automatically.
3. Press the POWER button before the time has elapsed, the setting time will be cancelled and the unit will turn off.

MODE

Pressing this button will select between the Cooling  / Heating  (P12HPW ONLY) / Fan  /
AUTO or Dehumidify 

LED DISPLAY

The display indicates the current target temperature or the remaining timer settings. When the set temperature or the timer is adjusted, the new setting is shown.

The display is also used to show error codes. Should a fault occur, see ERROR CODES.

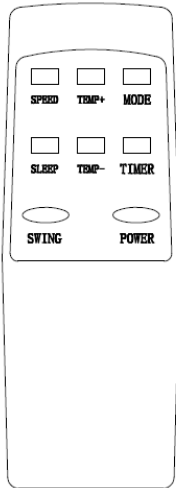
WF INDICATOR

When illuminated this indicates that the internal water tank is full and requires emptying, following the information provided in the water drainage section.

WIFI INDICATOR (P12HPW ONLY)

Illuminated to indicate the unit is connected to wifi. When flashing indicates the unit is ready to connect to WIFI. Flashing twice per second unit in normal connection mode, and flashing once every two seconds indicates the unit is in AP connection mode. To turn the WIFI function on, or change between the modes hold the fan speed button for 5 seconds. Further details on the WIFI feature can be found in the separate WIFI guide.

REMOTE CONTROL FUNCTION



1. POWER – ON/OFF Switch
2. MODE – Operation Mode
3. TIMER – Timer Mode
4. SPEED – Fan Speed Selector
5. TEMP+ - Temperature Up
6. TEMP- – Temperature Down
7. SLEEP
8. SWING

The functions on the remote are the same as those on the main control panel

CONNECTING THE AIR CONDITIONER TO WIFI (P12HPW ONLY)

Ensure whilst setting up the WIFI on your air conditioner, that it is close to your router, as the unit requires a good signal during the setup process. Your air conditioner is designed to be connected to a 2.4ghz network, and the connection is set up using the “TU YA SMART” app, which can be downloaded from your chosen app store

Android



IOS



Further details on how to connect the device can be found in the separate WIFI Guide.

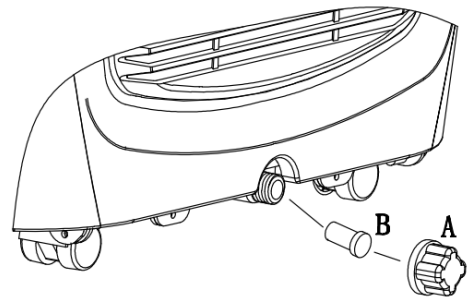
WATER-DRAINAGE

MANUAL DRAINAGE:

1. When the internal water tank is full the unit will stop working and display the message “E2” on the display.
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.
3. Place a tray under the water plug.
4. Screw off the water plug and unplug the water blocker - water will drain from the container.
5. Put the water blocker back and screw the water plug back into place

CONTINUOUS DRAINAGE:

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



Note: This model has a self-evaporative function, which reduces the need to empty the water tank. If the unit is vented correctly 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. In heating or dehumidifier mode you may need to use the permanent drainage.

MAINTENANCE

CLEANING

Please shut off the unit and unplug from the mains before cleaning or performing any maintenance

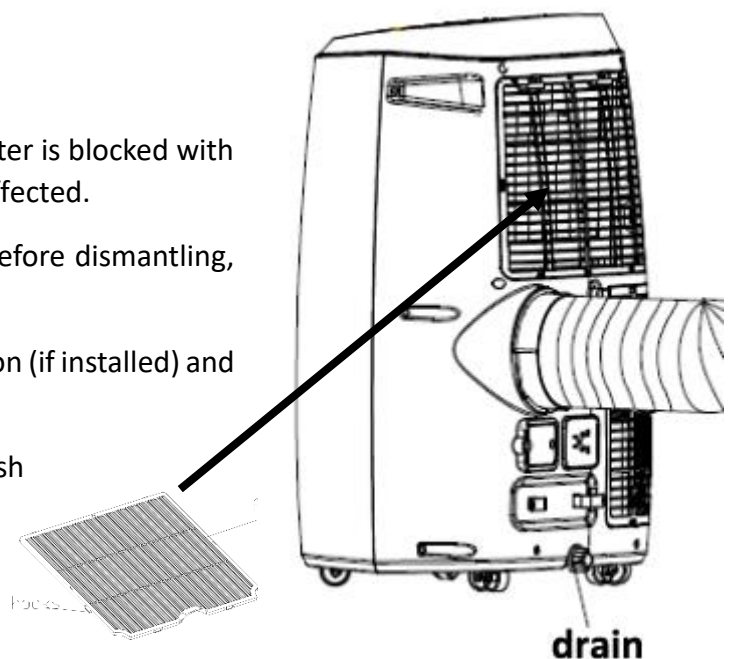
CLEAN THE SURFACE

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) Disconnect the power plug from the socket before dismantling, assembling or cleaning
- c) Open the air filter covers and remove the carbon (if installed) and washable mesh filter
- d) Hoover gently the carbon filter and do not wash
- e) Wash the mesh air filters by immersing them in warm (about 40°C) water with a neutral detergent.
- f) Rinse it and then dry it thoroughly.
- g) Carefully re-install air filters back into their cover



Please note: If in use, the optional active carbon filter (cloth) should be replaced every 3-6 months based on the environment.

END OF SEASON MAINTENANCE:

1. Pull out the plug from the drainage hole and empty the internal tank. You can also drain the water by leaning the unit.
2. Then switch the unit to low fan mode.
3. Keep the unit in this mode for half day - until the conduit is dried. Doing this helps to keep the inside of the unit dry and prevents mold developing
4. Turn off the unit and pull out the plug.

5. Coil the wire and bind it together, then put it into the accessories space.
 6. Separate the air-exhausted pipe and store it safely.
 7. Cover the unit and keep it in a dry place.
 8. Take the batteries out of remote control and store, or dispose, them safely
- Keep all accessories with the unit ready for next season.

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 7-35°C
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
E0	Room temperature abnormal or there is electrical short on temperature sensor	Temperature not within 7-35 C operating range. If temperature within operating range refer to Service Centre (check room temperature sensor or relevant circuit)
E3	Pipe temperature sensor failure	Switch off the unit, let it rest for min 30 minutes and restart. If still error please contact the service centre.
E2/E4	Water tank is full inside the machine	Drain out water from drain port at bottom rear of the unit.

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



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

	P12C	P12HPW
Capacity	Cooling: 12,000 BTU	Cooling: 12,000 BTU
		Heating: 11,000 BTU
Rated Input	Cooling: 1345W	Cooling: 1345W
		Heating: 1391W
Running Current	Cooling: 6.0A	Cooling: 6.0A Heating: 6.3A
Noise (sound power)	≤65dB(A)	≤65dB(A)
Permitted Excessive Operating Pressure	1.0/2.6 MPa	1.0/2.6 MPa
Maximum Allowable Pressure	1.2/3.2 MPa	1.2/3.2 MPa
Power Supply	220-240V/50Hz	220-240V/50Hz
Net Weight	26Kg	26Kg
Refrigerant Quantity	210g	210g
Dimension(L*D*H)	440x335x715 mm	440x335x715 mm
<p>Unit must be vented outside when in Air Cooling and Heating mode. For the purposes of EU regulation EN12102 this is a <i>local air conditioner</i> and produces less than 65dB(A) sound energy.</p>		

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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