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*Comfort-Care*®

**Century**®

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## **OWNER'S MANUAL**

# **Console Unit**

**Models**

**B-VMH12FU-1**

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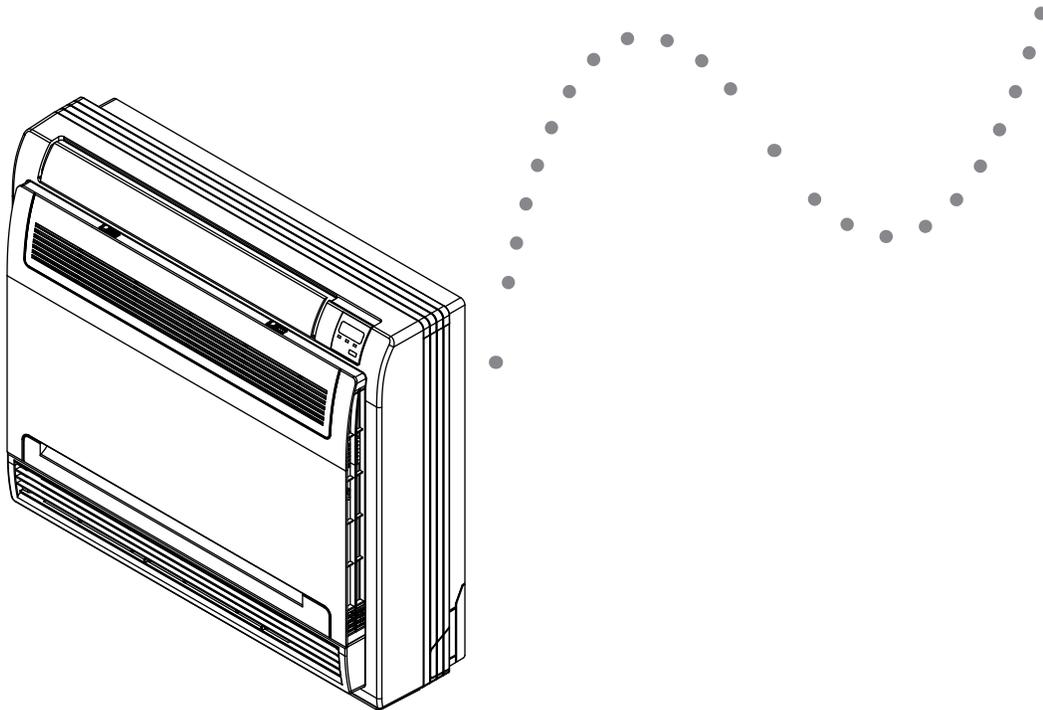
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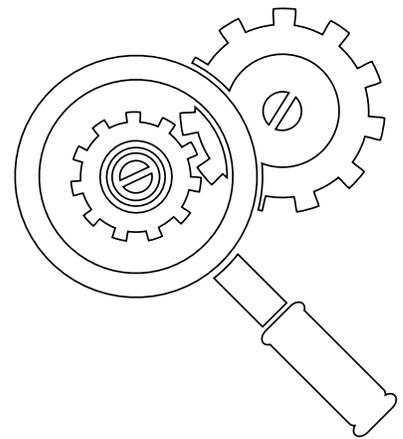
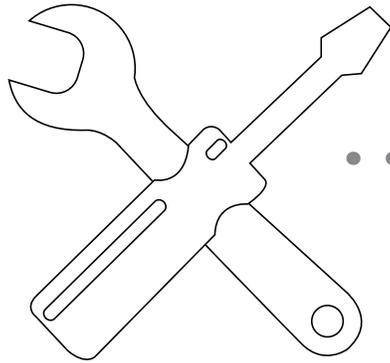
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# Safety Precautions

# 1

Thank you for purchasing this air conditioner. This manual will provide you with information on how to operate, maintain, and troubleshoot your air conditioner. Following the instructions will ensure the proper function and extended lifespan of your unit.

Please pay attention to the following signs:



**WARNING**

Failure to observe a warning may result in death. The appliance must be installed in accordance with national regulations.



**CAUTION**

Failure to observe a caution may result in injury or equipment damage.



## **WARNING**

- Ask an authorized dealer to install this air conditioner. Inappropriate installation may cause water leakage, electric shock, or fire.
- The warranty will be voided if the unit is not installed by professionals.
- If abnormal situation arises (like burning smell), turn off the power supply and call your dealer for instructions to avoid electric shock, fire or injury.
- **DO NOT** let the indoor unit or the remote control get wet. It may cause electric shock or fire.
- **DO NOT** insert fingers, rods or other objects into the air inlet or outlet. This may cause injury, since the fan may be rotating at high speeds.
- **DO NOT** use a flammable spray such as hair spray, lacquer or paint near the unit. This may cause fire or combustion.



## **CAUTION**

- **DO NOT** touch the air outlet while the louver is in motion. Fingers might get caught or the unit may break down.
- **DO NOT** inspect the unit by yourself. Ask an authorized dealer to perform the inspection.
- To prevent product deterioration, do not use the air conditioner for preservation purposes (storage of food, plants, animals, works of art, etc.).
- **DO NOT** touch the evaporator coils inside the indoor unit. The evaporator coils are sharp and may cause injury.

- **DO NOT** operate the air conditioner with wet hands. It may cause electric shock.
- **DO NOT** place items that might be affected by moisture damage under the indoor unit. Condensation can occur at a relative humidity of 80%.
- **DO NOT** expose heat-producing appliances to cold air or place them under the indoor unit. This may cause incomplete combustion or deformation of the unit due to the heat.
- After long periods of usage, check the indoor unit to see if anything is damaged. If the indoor unit is damaged, it may fall and cause injury.
- If the air conditioner is used together with other heating devices, thoroughly ventilate the room to avoid oxygen deficiency.
- **DO NOT** climb onto or place objects on top of the outdoor unit.
- **DO NOT** operate the air conditioner when using fumigant insecticides. The chemicals may become layered with the unit and endanger those who are hypersensitive to chemicals.
- **DO NOT** let children play with the air conditioner.
- The air conditioner can be used by children aged 8 years and older and people with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, if they have been given instruction on how to properly and safely operate the system.
- **DO NOT** operate the air conditioner in a wet room (e.g. bathroom or laundry room). This can cause electrical shock and cause the product to deteriorate.

# Indoor Unit Parts And Major Functions

## Unit Parts

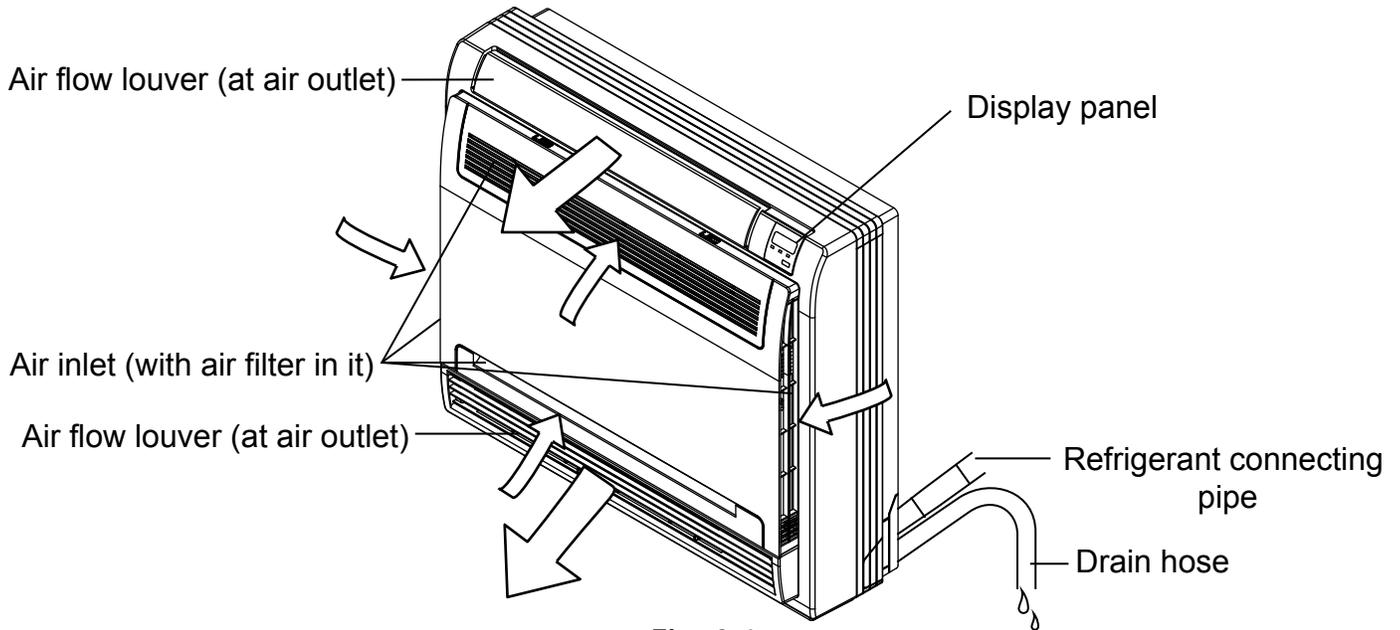


Fig. 2.1

## Operating Conditions

Use the system under the following temperatures for safe and effective operation. If the air conditioner is used under different conditions, it may malfunction or become less efficient.

- **Inverter Split Type**

|                  | COOL mode                    | HEAT mode                   | DRY mode                     |
|------------------|------------------------------|-----------------------------|------------------------------|
| Room Temperature | 17°C - 32°C<br>(62°F - 90°F) | 0°C - 30°C<br>(32°F - 86°F) | 17°C - 32°C<br>(62°F - 90°F) |

## Features

### Default Setting

When the air conditioner restarts after a power failure, it will default to the factory settings (AUTO mode, AUTO fan, 24°C (76°F)). This may cause inconsistencies on the remote control and unit panel. Use your remote control to update the status.

### Auto-Restart (some models)

In case of power failure, the system will immediately stop. When power returns, the Operation light on the indoor unit will flash. To restart the unit, press the **ON/OFF** button on the remote control. If the system has an auto restart function, the unit will restart using the same settings.

### Louver Angle Memory Function (Optional)

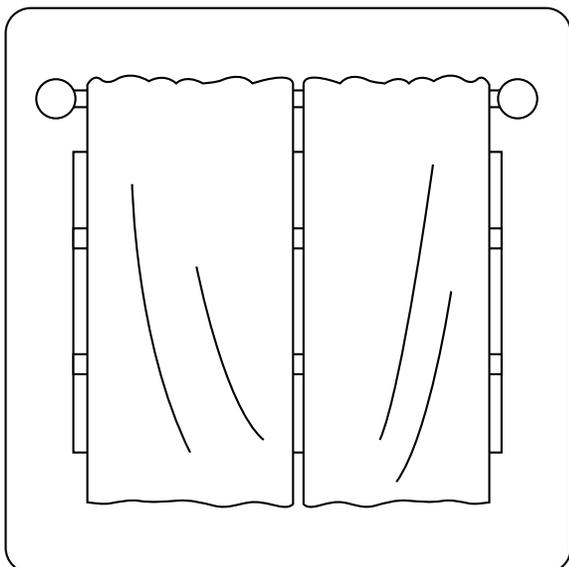
Some models are designed with a louver angle memory function. When the unit restarts after a power failure, the angle of the horizontal louvers will automatically return to the previous position. The angle of the horizontal louver should not be set too small as condensation may form and drip into the machine. To reset the louver, press the manual button, which will reset the horizontal louver settings.

### Refrigerant Leak Detection System (some models)

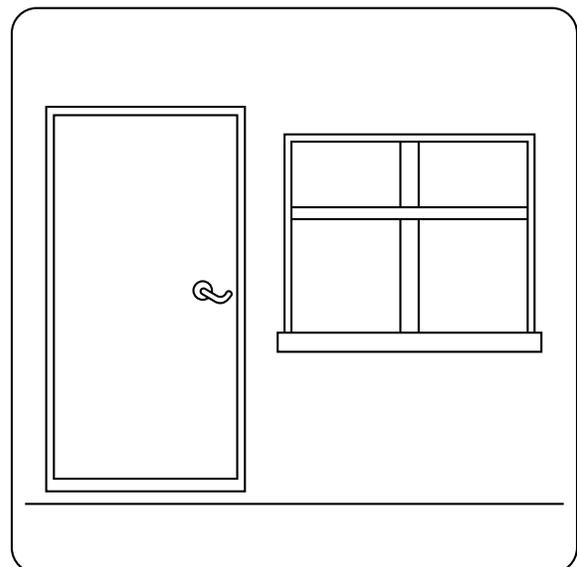
In the event of a refrigerant leak, the LCD screen will display "EC" and the LED indicator light will flash.

## Energy Saving Tips

- **DO NOT** set the unit to excessive temperature levels.
- While cooling, close the curtains to avoid direct sunlight.
- Doors and windows should be kept closed to keep cool or warm air in the room.
- **DO NOT** place objects near the air inlet and outlet of the unit.
- Set a timer and use the built-in SLEEP/ECONOMY mode if applicable.
- If you don't plan to use the unit for a long time, remove the batteries from the remote control.
- Clean the air filter every two weeks.
- Adjust louvers properly and avoid direct airflow.



Closing curtains during heating also helps keep the heat in



Doors and windows should be kept closed

This display panel on the indoor unit can be used to operate the unit in case the remote control has been misplaced or is out of batteries.

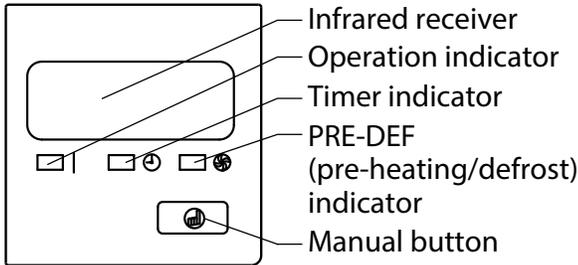


Fig. 3.1

- **MANUAL button:** This button selects the mode in the following order: AUTO, FORCED COOL, OFF.
- **FORCED COOL mode:** In FORCED COOL mode, the Operation light flashes. The system will then turn to AUTO after it has cooled with a high wind speed for 30 minutes. The remote control will be disabled during this operation.
- **OFF mode:** When the panel is turned OFF, the unit turns off and the remote control is re-enabled.

## Adjusting Air Flow Direction

**Manual Swing:** Press Air Direction to fix the louver at a desired angle. The louver swings (upward or downward) at a different angle with each press of the button.

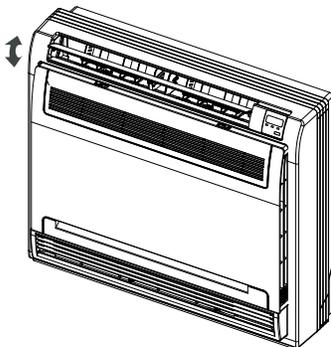


Fig. 3.2

## When cooling

Adjust the louver downwards (horizontally). (See Fig.3.3).

## When heating

Adjust the louver vertically. (See Fig.3.4)

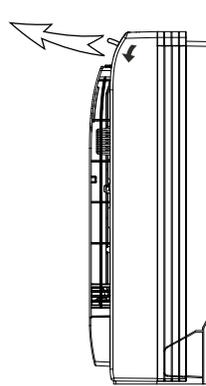


Fig. 3.3

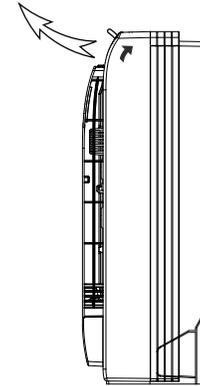


Fig. 3.4

## ! CAUTIONS

Do not try to adjust the horizontal louver by hand. This may cause damage the mechanism and result in condensation forming on the air outlets.

## Adjust the Air Flow Direction Left and Right

Hold the knob and move the louver.

You will find a knob on the left-side and the right-side blades. (See Fig.3.5)

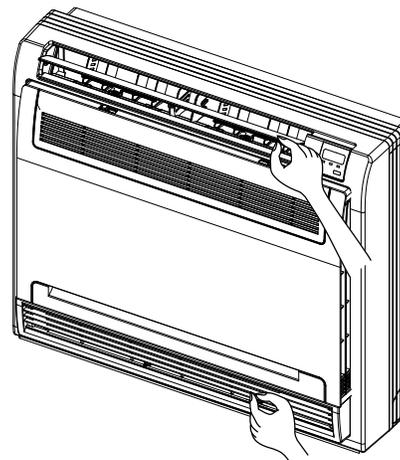


Fig. 3.5

## Safety Precautions

- Contact an authorized service technician for repair or maintenance. Improper repair and maintenance may cause water leakage, electrical shock, or fire, and may void your warranty.
- **DO NOT** substitute a blown fuse with a higher or lower amperage rating fuse, as this may cause circuit damage or an electrical fire.
- Make sure the drain hose is set up according to the instructions. Failure to do so could cause leakage and result in personal property damage, fire and electric shock.
- Make sure that all wires are connected properly. Failure to connect wires according to instructions can result in electrical shock or fire.

## Unit Maintenance

### ! BEFORE CLEANING OR MAINTENANCE

- Always turn off your air conditioning system and disconnect the power supply before cleaning or maintenance.
- **DO NOT** use chemicals or chemically treated cloths to clean the unit.
- **DO NOT** use benzene, paint thinner, polishing powder or other solvents to clean the unit. They can cause the plastic surface to crack or deform.
- **DO NOT** wash the unit under running water. Doing so creates an electrical hazard.
- **DO NOT** use water hotter than 40°C (104°F) to clean the front panel. This can cause the panel to become deformed or discolored.
- Clean the unit using a damp, lint-free cloth and neutral detergent. Dry the unit with a dry, lint-free cloth.

## How To Clean The Air Filter

The filter prevents dust and other particles from entering the indoor unit. Dust buildup can reduce the efficiency of the air conditioner. For optimum efficiency, clean the air filter every two weeks or more frequently if you live in a dusty area. Replace the filter with a new one if it's heavily clogged and cannot be cleaned.

**NOTE:** In households with animals, you will have to periodically wipe down the grille to prevent animal hair blocking airflow.

1. Open the front panel.

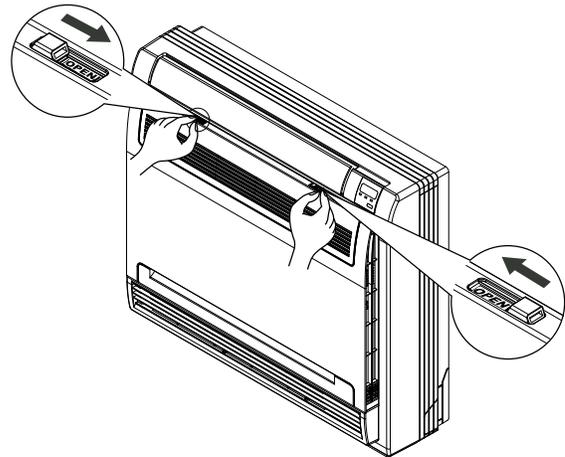


Fig. 4.1

2. Remove the air filter.

Press the claws on the right and left sides of the air filter down slightly, then pull upward.

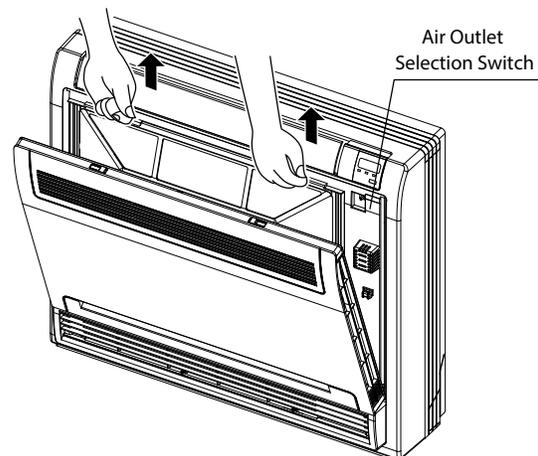


Fig. 4.2

3. Hold the tabs of the frame, and remove the 4 claws. (The special function filter can be washed with water once every 6 months. It is recommended that you replace it once every 3 years.)

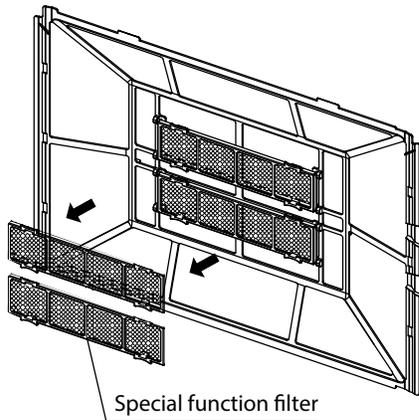


Fig. 4.3

4. Clean the air filter by vacuuming the surface or washing it in warm water with mild detergent.
  - A. If using a vacuum cleaner, the inlet side should face the vacuum.

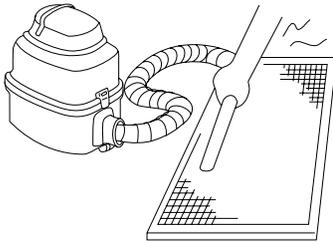


Fig. 4.4

- B. If using water, the inlet side should face down and away from the water stream.

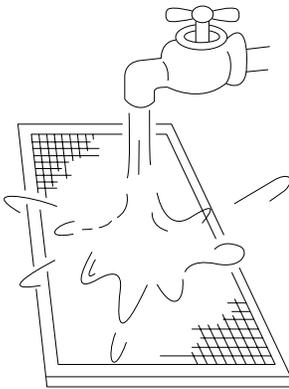


Fig. 4.5

5. Rinse the filter with clean water and allow it to air-dry. **DO NOT** let the filter dry in direct sunlight.
6. Reinstall the filter.

## Repairing Refrigerant Leaks

### **! WARNING**

- If the refrigerant leaks, turn off the air conditioner and any combustible heating devices, ventilate the room and call your dealer immediately. Refrigerant is both toxic and flammable. **DO NOT** use the air conditioner until the leak is repaired.
- When the air conditioner is installed in a small room, measures must be taken to prevent the refrigerant concentration from exceeding the safety limit in the event of refrigerant leakage. Concentrated refrigerant causes a severe health and safety threat.

### Refrigerant Leak Detection System (some models)

- In the event of a refrigerant leak, the LCD screen will display "EC" and the LED indicator light will flash.

## Preparation For Periods Of Non-Use

### Maintenance after Extended Non-Use

1. Remove any obstacles blocking the vents of both the indoor and outdoor units.
2. Clean the air filter and the front grille of the indoor unit. Reinstall the clean, dry air filter in its original position.
3. Turn on the main power switch at least 12 hours prior to operating the unit.

### Storing the Unit While Not In Use

1. Run the appliance on FAN mode for 12 hours in a warm room to dry it and prevent mold.
2. Turn off the appliance and unplug it.
3. Clean the air filter according to the instructions in the previous section. Reinstall the clean, dry filter before storing.
4. Remove the batteries from the remote control.

# Troubleshooting

# 5

## ! CAUTIONS

If one of the following conditions occurs, switch off the power supply immediately and contact your dealer for further assistance.

- The operation light continues to flash rapidly after the unit has been restarted.
- The remote control buttons do not work.
- The unit continually trips fuses or circuit breakers.
- A foreign object or water enters the air conditioner.
- Other abnormal situations.

## Common Problems

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

| Problem  | Possible Causes  |
|--|--|
| <b>Unit does not turn on when pressing ON/OFF button</b> | The unit has a 3-minute protection feature that prevents the unit from overloading. The unit cannot be restarted within three minutes of being turned off.   |
|  | Cooling and Heating Models: If the Operation light and PRE-DEF (Pre-heating/Defrost) indicators are lit up, the outdoor temperature is too cold and the unit's anti-cold wind is activated in order to defrost the unit. |
|  | In Cooling-only Models: If the "Fan Only" indicator is lit up, the outdoor temperature is too cold and the unit's anti-freeze protection is activated in order to defrost the unit.                                      |
| <b>The unit changes from COOL mode to FAN mode</b>       | The unit changes its setting to prevent frost from forming on the unit. Once the temperature increases, the unit will start operating again.   |
|  | The set temperature has been reached, at which point the unit turns off the compressor. The unit will resume operating when the temperature fluctuates again.  |
| <b>The indoor unit emits white mist</b>                  | In humid regions, a large temperature difference between the room's air and the conditioned air can cause white mist.  |
| <b>Both the indoor and outdoor units emit white mist</b> | When the unit restarts in HEAT mode after defrosting, white mist may be emitted due to moisture generated from the defrosting process.   |

| Problem   | Possible Causes  |
|---|--|
| <b>The indoor unit makes noises</b>                           | A squeaking sound is heard when the system is OFF or in COOL mode. The noise is also heard when the drain pump (optional) is in operation.   |
|   | A squeaking sound may occur after running the unit in HEAT mode due to expansion and contraction of the unit's plastic parts.  |
| <b>Both the indoor unit and outdoor unit make noises</b>      | A low hissing sound may occur during operation. This is normal and is caused by refrigerant gas flowing through both the indoor and outdoor units.   |
|   | A low hissing sound may be heard when the system starts, has just stopped running or is defrosting. This noise is normal and is caused by the refrigerant gas stopping or changing direction.    |
| <b>The outdoor unit makes noises</b>                          | The unit will make different sounds based on its current operating mode.   |
| <b>Dust is emitted from either the indoor or outdoor unit</b> | The unit may accumulate dust during extended periods of non-use, which will be emitted when the unit is turned on. This can be mitigated by covering the unit during long periods of inactivity. |
| <b>The unit emits a bad odor</b>                              | The unit may absorb odors from the environment (such as furniture, cooking, cigarettes, etc.) which will be emitted during operation.  |
|   | The unit's filters have become moldy and should be cleaned.  |
| <b>The fan of the outdoor unit does not operate</b>           | During operation, the fan speed is controlled to optimize product operation.   |

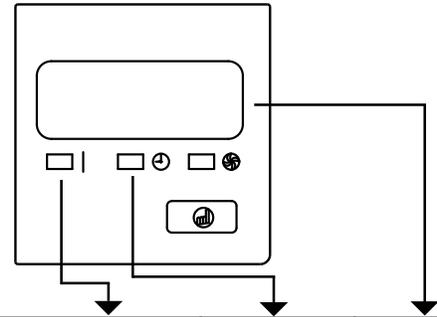
### Troubleshooting Tips

When troubles occur, please check the following points before contacting a repair company.

| Problem                        | Possible Causes                                   | Solution                                     |
|--------------------------------|---|--|
| <b>The unit is not working</b> | Power failure                                     | Wait for the power to be restored            |
|                                | The power switch is off                           | Turn on the power                            |
|                                | The fuse is burned out                            | Replace the fuse                             |
|                                | Remote control batteries are dead                 | Replace the remote control batteries         |
|                                | The unit's 3-minute protection has been activated | Wait three minutes after restarting the unit |

| Problem                                     | Possible Causes  | Solution   |
|---|--|--|
| <b>Poor cooling performance</b>             | Temperature setting may be higher than the ambient room temperature                | Lower the temperature setting  |
|   | The heat exchanger on the indoor or outdoor unit is dirty                          | Clean the affected heat exchanger  |
|   | The air filter is dirty  | Remove the filter and clean it according to instructions                             |
|   | The air inlet or outlet of either unit is blocked                                  | Turn the unit off, remove the obstruction and turn it back on                        |
|   | Doors and windows are open   | Make sure that all doors and windows are closed while operating the unit             |
|   | Excessive heat is generated by sunlight  | Close windows and curtains during periods of high heat or bright sunshine            |
|   | Low refrigerant due to leak or long-term use                                       | Check for leaks, re-seal if necessary and top off refrigerant                        |
| <b>The unit starts and stops frequently</b> | There's too much or too little refrigerant in the system                           | Check for leaks and recharge the system with refrigerant                             |
|   | There is air, non-condensable gas or foreign material in the refrigeration system. | Evacuate and recharge the system with refrigerant                                    |
|   | System circuit is blocked  | Determine which circuit is blocked and replace the malfunctioning piece of equipment |
|   | The compressor is broken   | Replace the compressor   |
|   | The voltage is too high or too low   | Wait until voltage stabilizes  |
| <b>Poor heating performance</b>             | The outdoor temperature is lower than 7°C (44.5°F)                                 | Check for leaks and recharge the system with refrigerant                             |
|   | Cold air is entering through doors and windows                                     | Make sure that all doors and windows are closed during use                           |
|   | Low refrigerant due to leak or long-term use                                       | Check for leaks, re-seal if necessary and top off refrigerant                        |

## Error Codes



| Number | Cause  | The number of flashes per second | Timer indicator | Error Code |
|--------|--|----------------------------------|-----------------|------------|
| 1      | Indoor EEPROM (Electrically Erasable Programmable Read-Only Memory) error  | 1                                | Off             | <b>E0</b>  |
| 2      | Indoor and outdoor unit communication malfunction                          | 2                                | Off             | <b>E1</b>  |
| 3      | Indoor fan speed malfunction   | 4                                | Off             | <b>E3</b>  |
| 4      | Indoor room temperature sensor error                                       | 5                                | Off             | <b>E4</b>  |
| 5      | Evaporator coil temperature sensor error                                   | 6                                | Off             | <b>E5</b>  |
| 6      | Refrigerant leak detection system malfunction                              | 7                                | Off             | <b>EC</b>  |
| 7      | Water level alarm malfunction  | 8                                | Off             | <b>EE</b>  |
| 8      | Dual indoor unit (twin model only) communication malfunction               | 9                                | Off             | <b>N/A</b> |
| 9      | Other twin model malfunction   | 10                               | Off             | <b>N/A</b> |
| 10     | Overload protection  | 1                                | On              | <b>F0</b>  |
| 11     | Outdoor temperature sensor error   | 2                                | On              | <b>F1</b>  |
| 12     | Outdoor condenser pipe sensor error  | 3                                | On              | <b>F2</b>  |
| 13     | Discharge air temperature sensor error                                     | 4                                | On              | <b>F3</b>  |
| 14     | Outdoor EEPROM (Electrically Erasable Programmable Read-Only Memory) error | 5                                | On              | <b>F4</b>  |
| 15     | Outdoor fan speed (DC fan motor only) malfunction                          | 6                                | On              | <b>F5</b>  |
| 16     | T2b sensor error   | 7                                | On              | <b>F6</b>  |
| 17     | Inverter module IPM protection   | 1                                | Flash           | <b>P0</b>  |
| 18     | High/Low voltage protection  | 2                                | Flash           | <b>P1</b>  |
| 19     | Compressor top overheating protection                                      | 3                                | Flash           | <b>P2</b>  |
| 20     | Outdoor low temperature protection   | 4                                | Flash           | <b>P3</b>  |
| 21     | Compressor drive error   | 5                                | Flash           | <b>P4</b>  |
| 22     | Mode conflict  | 6                                | Flash           | <b>P5</b>  |
| 23     | Compressor low-pressure protection   | 7                                | Flash           | <b>P6</b>  |
| 24     | Outdoor IGBT sensor error  | 8                                | Flash           | <b>P7</b>  |



## LIMITED EXPRESS WARRANTY

Congratulations on purchasing your new HVAC equipment. It's been designed for long life and reliable service, and is backed by one of the strongest warranties in the industry. Your unit automatically qualifies for the warranty coverage listed below, providing you keep your proof of purchase (receipt) for the equipment and meet the warranty conditions.

### LIMITED FIVE (5) YEAR EXPRESS WARRANTY

Heat Controller warrants all parts of the VMH Series Ductless Mini-Split to be free from defects in workmanship and materials for normal use and maintenance for five (5) years from the date of purchase by the original consumer for the original installation. This Express Limited Warranty applies only when the Ductless Mini-Split is installed as a complete matched system: outdoor unit and indoor unit, and only when the system is installed per Heat Controller installation instructions and in accordance with all local, state and national codes for normal use.

### LIMITED 6th to 7th YEAR EXPRESS WARRANTY

The compressor only is warranted to be free from defects in workmanship and materials for normal use and maintenance for two (2) additional years, for a total of seven (7) years from the date of purchase by the original consumer for the original installation. This Express Limited Warranty applies only when the Ductless Mini-Split is installed as a complete matched system: outdoor unit and indoor unit, and only when the system is installed per Heat Controller installation instructions and in accordance with all local, state and national codes for normal use.

### EXCEPTIONS

The Limited Express Warranty does not cover normal maintenance—Heat Controller recommends that regular inspection/maintenance be performed at least once a season and proof of maintenance be kept. Additionally, labor charges, transportation charges for replacement parts, replacement of refrigerant or filters, any other service calls/repairs are not covered by this Limited Warranty. It also does not cover any portion or component of the system that is not supplied by Heat Controller, regardless of the cause of failure of such portion or component.

### CONDITIONS FOR WARRANTY COVERAGE

- Unit must be operated according to Heat Controller operating instructions included with the unit and cannot have been subjected to accident, alteration, improper repair, neglect or misuse, or an act of God (such as a flood)
- Installation was done by a trained, licensed or otherwise qualified HVAC dealer/contractor
- Performance cannot be impaired by use of any product not authorized by Heat Controller, or by any adjustments or adaptations to components
- Serial numbers and/or rating plate have not been altered or removed
- Damage has not been a result of inadequate wiring or voltage conditions, use during brown-out conditions, or circuit interruptions
- Air flow around any section of the unit has not been restricted
- Unit remains in the original installation
- Unit was not purchased over the internet

### DURATION OF WARRANTY & REGISTRATION

The warranty begins on the date of purchase by the original consumer. The consumer must retain a receipted bill of sale as proof of warranty period. Without this proof, the express warranty begins on the date of shipment from the factory.

### REMEDY PROVIDED BY THE LIMITED EXPRESS WARRANTY

The sole remedy under the Limited Warranty is replacement of the defective part. If replacement parts are required within the period of this warranty, Heat Controller replacement parts shall be used; any warranty on the replacement part(s) shall not affect the applicable original unit warranty. Ready access to the unit for service is the owner's responsibility. Labor to diagnose and replace the defective part is not covered by this Limited Express Warranty. If for any reason the replacement part/product is no longer available during the warranty period, Heat Controller shall have the right to allow a credit in the amount of the current suggested retail price of the part/product instead of providing repair or replacement.

### LIMITATION OF LIABILITY

1. There are no other express or implied warranties. Heat Controller makes no warranty of merchantability. We do not warrant that the unit is suitable for any particular purpose or can be used in buildings or rooms of any particular size or condition except as specifically provided in this document. There are no other warranties, express or implied, which extend beyond the description in this document.
2. All warranties implied by law are limited in duration to the seven-year term of the parts warranty. Your exclusive remedy is limited to the replacement of defective parts. **We will not be liable for any consequential or incidental damages caused by any defect in this unit.**
3. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. Some states do not allow limitation on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.
4. No warranties are made for units sold outside the continental United States and Canada. Your distributor or final seller may provide a warranty on units sold outside these areas.
5. Heat Controller will not be liable for damages if our performance regarding warranty resolution is delayed by events beyond our control including accident, alteration, abuse, war, government restrictions, strikes, fire, flood, or other acts of God.

### HOW TO OBTAIN WARRANTY SERVICE OR PARTS

If you have a warranty claim, notify your installer promptly. If the installer does not remedy your claim, write to Heat Controller, 1900 Wellworth Ave., Jackson MI 49203. Enclose a report of inspection by your installer or service person. Include model number, serial number, and date of purchase.

Owner responsibilities are set forth in the instruction manual—read it carefully.

Please visit [www.heatcontroller.com](http://www.heatcontroller.com) to register your new product



### KEEP THIS INFORMATION AS A RECORD OF YOUR PURCHASE

Outdoor Unit: Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_

Indoor Unit 1: Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_

Indoor Unit 2: Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_

Indoor Unit 3: Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_

Indoor Unit 4: Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_

Indoor Unit 5: Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_

Date of Purchase \_\_\_\_\_

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Due to ongoing product improvements, specifications and dimensions are subject to change and correction without notice or incurring obligations. Determining the application and suitability for use of any product is the responsibility of the installer. Additionally, the installer is responsible for verifying dimensional data on the actual product prior to beginning any installation preparations.

Incentive and rebate programs have precise requirements as to product performance and certification. All products meet applicable regulations in effect on date of manufacture; however, certifications are not necessarily granted for the life of a product. Therefore, it is the responsibility of the applicant to determine whether a specific model qualifies for these incentive/rebate programs.

*Comfort-Aire*®  Century®