



USER MANUAL

Thank you for choosing Sendo air-conditioner for your comfort living.
We truly appreciate your trust in our product.
To receive more complete service, please register your product at www.sendo.world

USER'S MANUAL

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2. WARNING

Caution*

1. If the air conditioner is used in conjunction with stoves or other heating devices, ventilate the room for adequate oxygen in the area.
2. Turn off the air conditioner and disconnect the unit if you do not intend to use it for long enough.
3. Turn off and disconnect the unit during thunderstorms.
4. Make sure that the water flow in the pipe is not blocked.
5. Do not use the device with wet hands. Electrical shock may be caused.
6. Do not use the unit for a purpose other than that indicated.
7. Do not climb or place objects on the external unit.
8. Do not allow the air conditioner to operate for long periods with windows and doors open or if the humidity is too high.

Explanation of symbols displayed on the indoor unit or outdoor unit:

(For units with refrigerant R32 / R290):

	WARNING	This symbol shows that this appliance uses a flammable refrigerant. If the refrigerant leaks or is exposed to an external flammable source, there is a risk of fire.
	CAUTION	This symbol shows that the operation manual should be read carefully.
	CAUTION	This symbol indicates that the air conditioner units should only be handled by licensed technicians who must refer to the installation manual.
	CAUTION	This symbol indicates that information is available on the functions in the User Manual & Installation Manual.

Improper installation or operation without complying with these instructions can cause injury or damage to persons, property etc. Its severity is classified according to the following indications:

	CAUTION	This symbol indicates the possibility of death or serious injury.
	CAUTION	This symbol indicates the possibility of injury or damage to properties.

3. SAFETY MEASURES

Improper installation due to ignorance of the instructions can cause serious damage or injury.
The severity of any potential disasters or injuries is referred to as either WARNING or CAUTION.

	WARNING	This symbol indicates that ignoring it can cause death or serious injury.
	CAUTION	This symbol indicates that ignoring the instructions may cause injury or damage to the device or other property.

WARNING.

This unit can be used by people over 8 years old and by people with disabilities or lack of experience and knowledge, provided they are supervised by responsible persons for their safety. Make sure children do not play with the unit. Cleaning and maintenance should not be done without supervision.

INSTALLATION WARNINGS.

- * Ask the specialized dealer network for the air conditioner's installation. Inappropriate installation may cause water leakage, electric shock, or fire.
- * The unit must be repaired, maintained and moved by a qualified technician. Improper repairs can lead to injuries or serious damage to the product.

WARNINGS DURING USE OF THE PRODUCT.

- * If an unusual situation occurs (such as burnt smell), immediately switch off the unit and unplug it. Call your dealer for instructions to avoid electric shock, fire or injury.
- * Do not insert your fingers, rods or other objects into the air inlet and outlet. This can cause injury, as the fan can rotate at high speeds.
- * Do not use flammable spray such as hair spray, varnishes or paints near the unit. This can cause a fire or explosion.
- * Do not use the air conditioner near or around flammable gases. Waste gas can build up around the unit and cause an explosion.
- * Do not use the air conditioner in a room with water (eg. bathroom or laundry room). This can cause electric shock and damage to the product.
- * Do not expose your body right in front of the air conditioner for a long time.

THIS PRODUCT CONTAINS FLUORINATED GREENHOUSE GASES.

Refrigerant leakage contributes to climate change. Refrigerant with lower global warming potential (GWP) would contribute less to global warming than a refrigerant with higher GWP, if these leak to the atmosphere. This appliance contains refrigerant fluid with GWP equal to [675]. This means that if 1 kg of this refrigerant fluid would be leaked to the atmosphere, the impact on global warming would be [675] times higher than 1 kg of CO₂, over a period of more than 100 years. Never try to interfere with the refrigerant circuit yourself or disassemble the product yourself and always ask a professional's help.

Make sure the following items are not placed under the indoor unit:

- * Ovens, microwaves and other heating appliances.
- * Computers and other high electrostatic performance devices.
- * Frequently used sockets.

Electrical safety specifications are printed on the circuit plate, such as: 3,15A / 250VAC, etc.

WARNING WEEE.

Meaning of deleted wheeled dustbin:

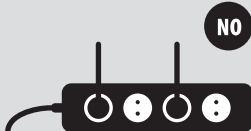
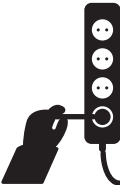
Do not dispose of electrical appliances as unsorted municipal waste, use separate collection facilities.

Contact you local authority for information regarding the collection systems available.

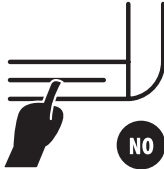
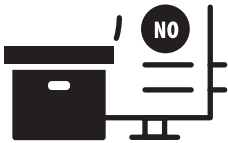
If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being. When replacing old devices with new ones, the merchant is legally obliged to pick up your old device for disposal, at least for free.

- * If your air conditioner is permanently connected to the fixed wiring, a residual current device (RCD) having rated residual operating current not exceeding 30 mA should be installed in the fixed wiring.
- * The power supply circuit should have leakage protection and air switch of which the capacity should be greater than 1,5 times of the maximum current.
- * Don't open the windows and doors for long time when the air conditioner is running.
- * Don't stand on the top of the outdoor unit or place heavy items on it.
- * Don't use the air conditioner for other purposes, such as drying clothes, preserving foods, etc.
- * Do not direct cold air to the body for a long time.

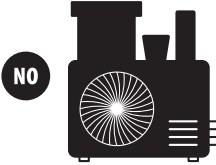
3. SAFETY MEASURES

	CAUTION	
The air conditioner must be grounded. Improper grounding may cause electric shock. <i>Do not connect the grounding wire to the gas pipeline, water pipeline, lightning rod, or telephone earthing wire.</i> 	Always switch off the appliance and disconnect the power supply when the appliance is not in use for a long time, so that to ensure safety. 	Take care not let the remote control and the indoor unit watered or being too wet. <i>Otherwise, a short circuit may occur.</i> 
If the supply cable is damaged, it must be replaced by the manufacturer or its representative or by a similar qualified person. 	Do not turn off the main power switch during operation or with wet hands. <i>Electric shock may be caused.</i> 	Do not use in the same socket and other electrical equipment. <i>Failure to do so may result in electric shock and even fire and explosion.</i> 
Always switch off the appliance and disconnect the power before performing any maintenance or cleaning. <i>Failure to do so may cause electric shock or damage.</i> 	Do not pull the power cable. <i>Damage from pulling the power cable will cause severe electric shock.</i> 	For maintenance and cleaning work, always keep the machine away from electrical power to avoid any risk of electric shock and damage to the device. 

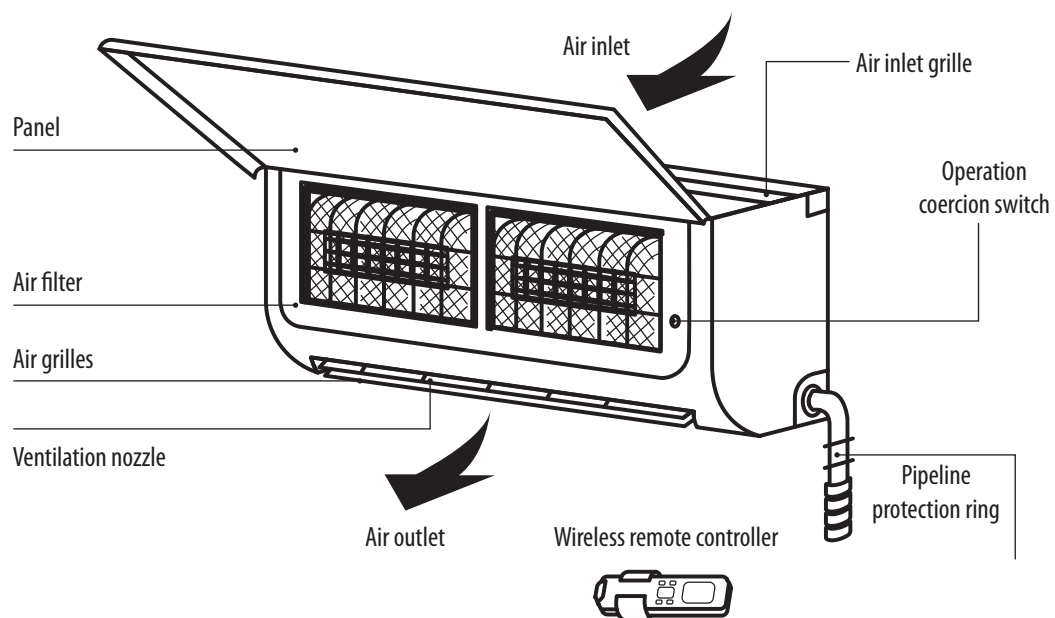
3. SAFETY MEASURES

	CAUTION	
Do not use liquid or corrosive cleaning agent to wipe the air conditioner and do not spray with water or other liquid. <i>Doing this may cause electric shock or damage to the unit.</i> 	Do not use liquid or corrosive cleaning agent to wipe the air conditioner and do not spray with water or other liquid. <i>Doing this may cause electric shock or damage to the unit.</i> 	Do not attempt to repair the air conditioner by yourself. <i>Improper repairs may cause fire or explosion. Contact a qualified technician for any service needed.</i> 
Do not use the air conditioner during thunderstorms and lightnings. <i>The power supply must be cut off in time to avoid any danger.</i> 	Do not place your hands or objects on the air inlets or outlets. <i>This may cause personal injury or damage to the unit.</i> 	Check whether the installed base is stable enough or not. <i>If it is damaged, it may lead the device to crash and cause injury.</i> 
Do not block the air inlet or outlet. <i>Otherwise, the cooling or heating capacity will be weakened, even so that can cause system to stop operating.</i> 	Do not let the air conditioner to blow air against a heating device. <i>Otherwise it will cause the heating device to incomplete combustion, thus causing poisoning.</i> 	The appliance must be installed in accordance with national wiring regulations. A grounding leakage switch with rated capacity must be installed to avoid possible electric shock.

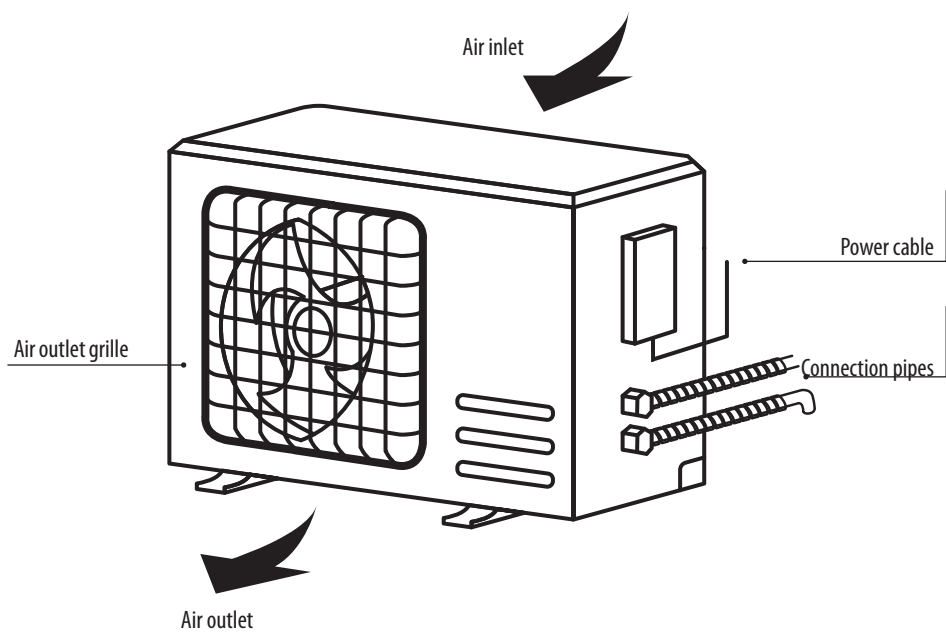
3. SAFETY MEASURES

	CAUTION	
Don't open the windows and doors for long time when the air conditioner is running. <i>Otherwise, the cooling or heating capacity will be weakened.</i> 	Don't stand on the top of the outdoor unit or place heavy items on it. <i>This could cause injuries or damage to the unit.</i> 	Don't use the air conditioner for other purposes, such as drying clothes, preserving foods, etc. 
Do not direct cold air to your body for a long time. <i>It will deteriorate your physical condition and cause health problems.</i> 	Set the suitable temperature. <i>It is recommended that the difference between indoor temperature and outdoor temperature should not be too large.</i> <i>Properly setting the desired temperature can prevent loss of electric power.</i> 	If your air conditioner is not equipped with a power cord and plug, an explosive proof switch must be installed that connects all poles to the fixed wiring and the distance between the contacts should not be less than 3.0mm.
If your air conditioner is permanently connected to the fixed wiring, an explosion proof device (RCD) having rated operating leakage current not exceeding 30 mA, should be installed in the fixed wiring.		
The power supply circuit should have leakage protection and air switch of which the capacity should be greater than 1,5 times of the maximum current.		

Indoor unit



Outdoor unit



5. UNIT FUNCTIONS

OPERATING TEMPERATURES					Operating the air conditioner units at temperatures exceeding the operating limits may damage the air conditioner unit.
Btu / hr	9000	12000	18000	24000	
Cooling operation range (°C)	16-43	16-43	16-43	16-43	
Heating operation range (°C)	-10-30	-10-30	-10-30	-10-30	

Conditions in which the unit is not operating properly			
Cooling	Outdoor	>43°C	* Within the temperature range provided in the following table, the air conditioner may stop operating and other anomalies may arise. * When the temperature is too high, the air conditioner may activate the automatic protection device, so that the air conditioner could be shut down. * When the temperature is too low, the heat exchanger of the air conditioner may freeze, leading to water drip or other malfunction. * In case of prolonged cooling or dehumidification with relative humidity above 80% (doors and windows are open), condensation or drip may occur near the air outlet.
	Indoor	<18°C	
Heating	Outdoor	>24°C	
		<-7°C	
	Indoor	>27°C	

Notes for heating

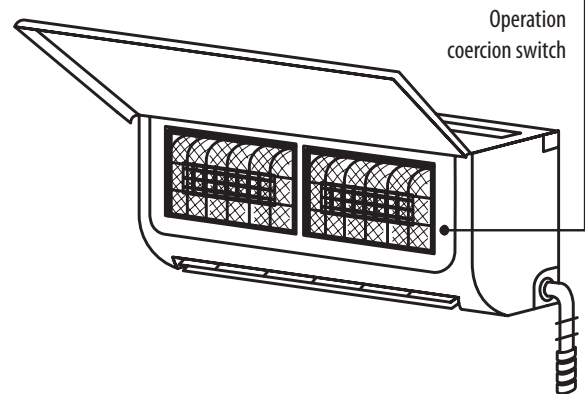
- * The fan of the indoor unit will not start running immediately after the heating is on to avoid blowing out cool air.
- * When the environment is cold and humid, the outdoor unit will create ice on the heat exchanger, which will reduce the heating capacity. The air conditioner will then start defrosting.
- * During defrost, the air conditioner will stop the heating operation for about 5-12 minutes.
- * Vapor may come out from the outdoor unit during defrost. This is not a malfunction, but as a result of fast defrosting.
- * Heating will continue after defrosting is complete.

Notes for turning off

- * When the air conditioner is turned off, the main controller will automatically decide whether to stop immediately or after operating for a few seconds with lower frequency and lower air speed.

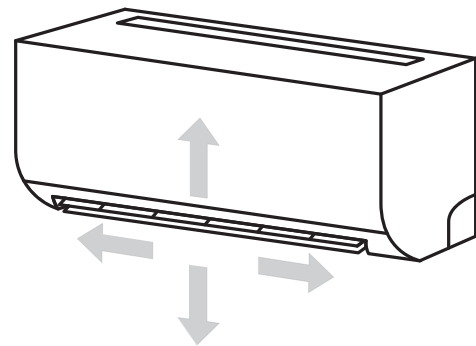
Emergency operation

- * If the remote control is lost or damaged, use the coercion switch to operate the air conditioner.
- * If the button is pressed with the unit off, the air conditioner will enter automatic operation mode.
- * If the button is on with the device on, the air conditioner will stop operating.



Air flow direction setting

- * Use the up-down and left-right ripple flow buttons on the remote control to adjust the air flow direction. Refer to the remote control operation manual for details.
- * For models without left and right swinging operation, the blades must be manually moved.

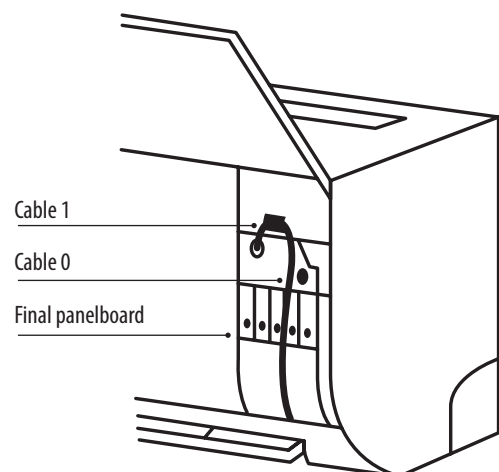


Note:

To prevent injury to your finger, move the blades before operating the device. Never place your hand on the air inlet or outlet when the air conditioner is operating.

Special attention

- * Open the front panel of the interior.
- * The connector (according to the figure) should not touch the terminal board and be positioned as shown in the figure.





Warning



- * Before cleaning the air conditioner, it must be shut off and the power cut off for more than 5 minutes, otherwise there is a risk of electric shock.
- * Do not wet the air conditioner as it can cause an electric shock. Do not wash off the air conditioner with water under any circumstances.
- * Volatile liquids such as thinner or gasoline will damage the air conditioner housing, therefore please clean the housing of air conditioner only with soft dry cloth and damp cloth moistened with neutral detergent.
- * During the course of use, pay attention to clean the filter regularly, in order to avoid the covering of dust which may affect its performance. If the air conditioner's maintenance environment is dusty, increase the cleaning frequency respectively. After removing the filter, do not touch the blades of the indoor unit with your finger and do not apply force to the refrigerant piping, so as not to cause damage.

Clean the panel

When the indoor unit panel is dirty, gently wipe it with a warm towel (below 40° C) and do not remove the panel when cleaning.

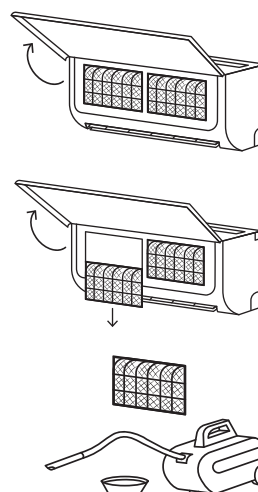
Clean the filters

Remove the air filters

- * Use both hands to lift the panel at a common angle to both ends of the panel according the direction of the arrow.
- * Release the air filters from the slot and remove them.

Clean the air filters

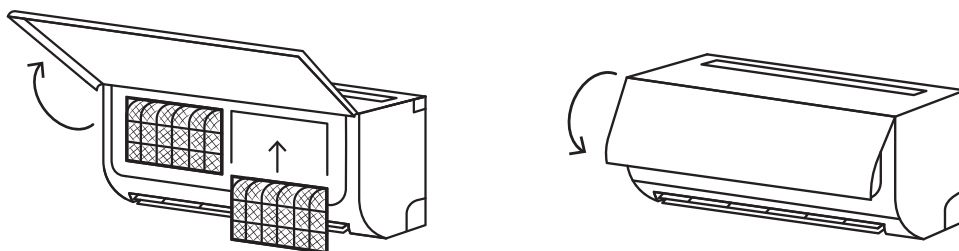
Use a vacuum cleaner or water to wash off the filters and, if very dirty (for example, with greasy impurities), clean them with warm water (below 45° C) and a mild detergent solution, then place the filters in the shade to air dry.



Cleaning and care

Install the filter

- * Reinstall the dry filter with the reverse order of removal, then cover and secure the frame.



Checks before use

- * Check that all inlet and outlet of the units are free.
- * Check whether there is blocking in the water outlet of the draining pipe, and if any, immediately clean it up.
- * Check that the grounding wire is reliably grounded.
- * Check whether the remote control batteries are installed and whether their power is sufficient.
- * Check whether there is damage in the mounting bracket of the outdoor unit, and if any, please contact our local service center.

Maintenance after use

- * Disconnect the power supply of the air conditioner, turn off the main power switch, and remove the batteries from the remote control.
- * Clean the unit's filter and body.
- * Remove the dust and pollutants from the outdoor unit.
- * Check whether there is damage in the mounting bracket of the outdoor unit, and if any, please contact our local service center.



CAUTION

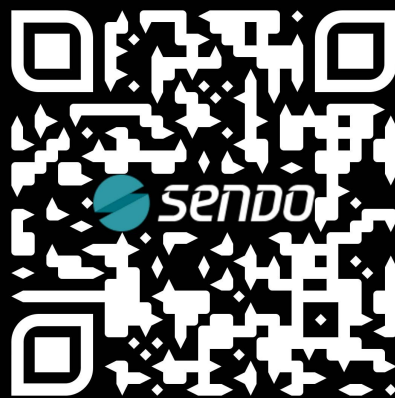


Do not repair the air conditioner yourself, as improper maintenance can cause electric shock, fire or explosion. Contact your authorized service center and allow professionals to carry out maintenance. Checking the items below before contacting for maintenance can save you time and money.

Kind of problem	Solution
The air conditioner does not work.	- There may be a power failure. Wait until the power supply is restored. - The power plug may not be plugged in properly. Insert firmly the plug into the wall socket. - Electric fuse may have burned. Replace the fuse. - Scheduled start time has not yet come. Wait or cancel the timer settings.
The air conditioner's immediate start function is not active after it is switched off.	- If the air conditioner is turned on immediately after it is turned off, the protective switch will delay the operation for 3 to 5 minutes.
The air conditioner stops operating after it starts up for a while.	- May reach the setting temperature. It is a normal function phenomenon. - May be at a defrosting state. Its normal operation will be restored automatically and resumed after defrosting. - The shutdown timer may have been set. If you wish to resume operation, turn it on again.
There is air flow, but the cooling / heating effect is not adequate.	- Excessive accumulation of dust on the filter, blockage at the air inlet and outlet, and too small angle of the blinds blades affect the performance of cooling and heating. Clean the filter, remove the air inlet and outlet obstructions, and adjust the angle of the blades. - Poor cooling and heating performance caused by the opening of doors, windows and the operation of ventilation. Close doors, windows, ventilation fan, etc. - The auxiliary heating function is not activated during heating, which may lead to insufficient heating. Turn on the auxiliary heating function (for models with auxiliary heating operation only). - The operation setting is incorrect and the temperature and air speed settings are not appropriate. Select the function again and adjust the appropriate temperature and air speed.

Kind of problem	Solution
An unpleasant odor comes out from the indoor unit.	- The air conditioner itself does not have undesirable odor. If there is odor, it may be due to accumulation of the odor in the environment. Clean the air filter or activate the cleaning function.
During operation of the air conditioner a sound of flowing water is heard.	- During the start-up or shut-down of the air conditioner or in particular when the compressor starts or stops its operation, a mild sound of flowing water can sometimes be heard. This is the sound of refrigerant's flow, not a malfunction.
A slight "click" sound is heard at the of start-up or shut-down.	- Due to changes in temperature, the frame and other components will swell, causing friction sound. This is normal, not a fault.
The indoor unit makes abnormal sound.	- This is the sound on or off of the fan's relay or compressor. It is produced when the operation of defrosting starts or the air conditioner stops. This is because the coolant was flowing in the opposite direction. It is not malfunction. - Excessive accumulation of dust in the indoor;s air filter can result in sound fluctuation. Clean the air filters on time. - High air noise when "High air speed" is activated. This is normal, and if you feel uncomfortable, deactivate the operation "High air speed".
Water droplets appear on the surface of the indoor unit.	- When the ambient humidity is high, water droplets will concentrate around the air outlet or panel, etc. This is a normal physics phenomenon. - Prolonged cooling operation in open space produces water droplets. Close the doors and windows. - A very small opening angle of the blinds blades can also cause water droplets in the air inlet. Increase the angle of the blinds blades.
During cooling operation, the indoor unit sometimes emits steam.	- When the indoor temperature and humidity are high, it happens sometimes. This is because the indoor air is cooled rapidly. After the unit operates for some time, the indoor temperature and humidity will be reduced and the steam will disappear.
CAUTION	
	Immediately deactivate all operations and cut off the power supply, contact our service center locally in the following situations. - If you hear a harsh sound or smell any nasty odor during operation. - If you notice abnormal heating of the power cable and plug. - If the unit or remote control has dirt or water. - If the main switch or leakage current switch is frequently disconnected.

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