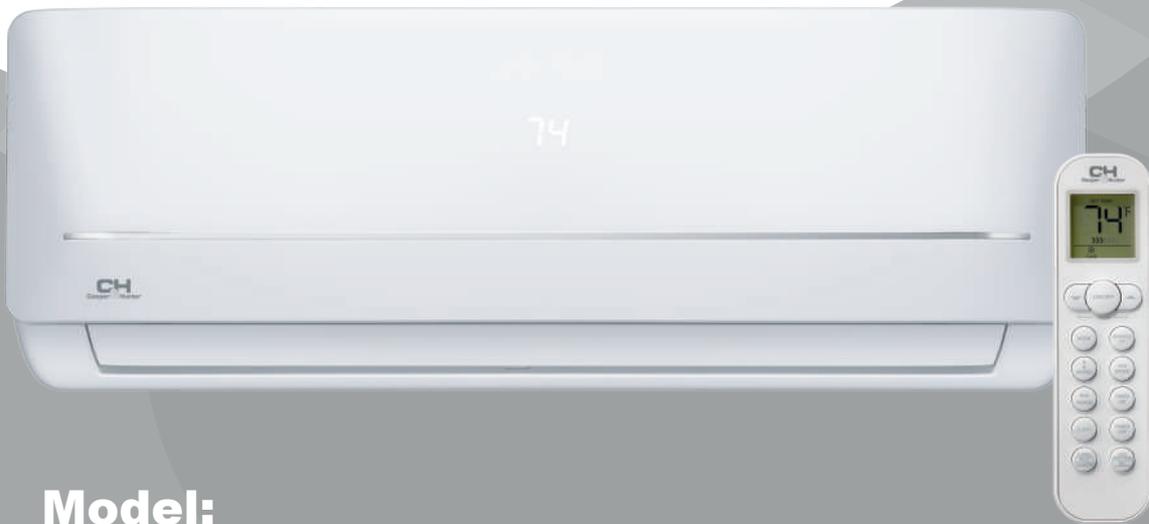


MIA NG
SERIES

Mini-Split Air Conditioner With Heat Pump

Owner's Manual



Model:

CH-NG09MIA115VI/CH-NG09MIA115VO (115V)
CH-NG09MIA230VI/CH-NG09MIA230VO (230V)
CH-NG12MIA115VI/CH-NG12MIA115VO (115V)
CH-NG12MIA230VI/CH-NG12MIA230VO (230V)
CH-NG18MIA230VI/CH-NG18MIA230VO (230V)
CH-NG24MIA230VI/CH-NG24MIA230VO (230V)

IMPORTANT NOTE:

Read this manual carefully before installing or operating your new air conditioning unit. Be sure to save this manual for future reference.



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Owner's Manual

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Safety Precautions

Read Safety Precautions Before Operation and Installation

Incorrect installation due to ignoring instructions can cause serious damage or injury. The seriousness of potential damage or injuries is classified as either a **WARNING** or **CAUTION**.



WARNING

This symbol indicates the possibility of personnel injury or loss of life.



CAUTION

This symbol indicates the possibility of property damage or serious consequences.



WARNING

This appliance is not intended for use by persons (including children under the age of 8) with reduced physical, sensory, or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction by a person responsible for their safety concerning safe use of the appliance and hazards involved. Children should be supervised to ensure that they do not play with the appliance (IEC Standard requirements).



WARNINGS FOR PRODUCT USE

- If an abnormal situation arises (like a burning smell), immediately turn off the unit and disconnect the power. Call your dealer for instructions to avoid electric shock, fire or injury.
- **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 flammable sprays such as hair spray, lacquer or paint near the unit. This may cause fire or combustion.
- **Do not** operate the air conditioner in places near or around combustible gases. Emitted gas may collect around the unit and cause explosion.
- **Do not** operate your air conditioner in a wet room such as a bathroom or laundry room. Too much exposure to water can cause electrical components to short circuit.
- **Do not** expose your body directly to cool air for a prolonged period of time.
- **Do not** allow children to play with the air conditioner. Children must be supervised around the unit at all times.
- If the air conditioner is used together with burners or other heating devices, thoroughly ventilate the room to avoid oxygen deficiency.
- In certain functional environments, such as kitchens, server rooms, etc., the use of specially designed air-conditioning units is highly recommended.

CLEANING AND MAINTENANCE WARNINGS

- Turn off the device and disconnect the power before cleaning. Failure to do so can cause electrical shock.
- **Do not** clean the air conditioner with excessive amounts of water.
- **Do not** clean the air conditioner with combustible cleaning agents. Combustible cleaning agents can cause fire or deformation.



CAUTION

- Turn off the air conditioner and disconnect the power if you are not going to use it for a long time.
- Turn off and unplug the unit during storms.
- Make sure that water condensation can drain unhindered from the unit.
- **Do not** operate the air conditioner with wet hands. This may cause electric shock.
- **Do not** use device for any other purpose than its intended use.
- **Do not** climb onto or place objects on top of the outdoor unit.
- **Do not** allow the air conditioner to operate for long periods of time with doors or windows open, or if the humidity is very high.



ELECTRICAL WARNINGS

- Only use the specified power cord. If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Keep power plug clean. Remove any dust or grime that accumulates on or around the plug. Dirty plugs can cause fire or electric shock.
- **Do not** pull power cord to unplug unit. Hold the plug firmly and pull it from the outlet. Pulling directly on the cord can damage it, which can lead to fire or electric shock.
- **Do not** modify the length of the power supply cord or use an extension cord to power the unit.
- **Do not** share the electrical outlet with other appliances. Improper or insufficient power supply can cause fire or electrical shock.
- The product must be properly grounded at the time of installation, or electrical shock may occur.
- For all electrical work, follow all local and national wiring standards, regulations, and the Installation Manual. Connect cables tightly, and clamp them securely to prevent external forces from damaging the terminal. Improper electrical connections can overheat and cause fire, and may also cause shock. All electrical connections must be made according to the Electrical Connection Diagram located on the panels of the indoor and outdoor units.
- All wiring must be properly arranged to ensure that the control board cover can close properly. If the control board cover is not closed properly, it can lead to corrosion and cause the connection points on the terminal to heat up, catch fire, or cause electrical shock.
If connecting power to fixed wiring, an all-pole disconnection device which has at least 3mm clearances in all poles, and have a leakage current that may exceed 10mA, the residual current device(RCD) having a rated residual operating current not exceeding 30mA, and disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.

WARNINGS FOR PRODUCT INSTALLATION

1. Installation must be performed by an authorized dealer or specialist. Defective installation can cause water leakage, electrical shock, or fire.
2. Installation must be performed according to the installation instructions. Improper installation can cause water leakage, electrical shock, or fire.
(In North America, installation must be performed in accordance with the requirement of NEC and CEC by authorized personnel only.)
3. Contact an authorized service technician for repair or maintenance of this unit. This appliance shall be installed in accordance with national wiring regulations.
4. Only use the included accessories, parts, and specified parts for installation. Using non-standard parts can cause water leakage, electrical shock, fire, and can cause the unit to fail.
5. Install the unit in a firm location that can support the unit's weight. If the chosen location cannot support the unit's weight, or the installation is not done properly, the unit may drop and cause serious injury and damage.
6. Install drainage piping according to the instructions in this manual. Improper drainage may cause water damage to your home and property.
7. For units that have an auxiliary electric heater, **do not** install the unit within 1 meter (3 feet) of any combustible materials.
8. **Do not** install the unit in a location that may be exposed to combustible gas leaks. If combustible gas accumulates around the unit, it may cause fire.
9. Do not turn on the power until all work has been completed.
10. When moving or relocating the air conditioner, consult experienced service technicians for disconnection and reinstallation of the unit.
11. How to install the appliance to its support, please read the information for details in "indoor unit installation" and "outdoor unit installation" sections.

Note about Fluorinated Gasses (Not applicable to the unit using R290 Refrigerant)

1. This air-conditioning unit contains fluorinated greenhouse gases. For specific information on the type of gas and the amount, please refer to the relevant label on the unit itself or the "Owner's Manual - Product Guide" in the packaging of the outdoor unit. (European Union products only).
2. Installation, service, maintenance and repair of this unit must be performed by a certified technician.
3. Product uninstallation and recycling must be performed by a certified technician.
4. For equipment that contains fluorinated greenhouse gases in quantities of 5 tonnes of CO₂ equivalent or more, but of less than 50 tonnes of CO₂ equivalent, If the system has a leakdetection system installed, it must be checked for leaks at least every 24 months.
5. When the unit is checked for leaks, proper record-keeping of all checks is strongly recommended.

European Disposal Guidelines

This marking shown on the product or its literature, indicates that electrical waste and electrical equipment should not be mixed with general household waste.



Correct Disposal of This Product (Waste Electrical & Electronic Equipment)

This appliance contains refrigerant and other potentially hazardous materials. When disposing of this appliance, the law requires special collection and treatment. **Do not** dispose of this product as household waste or unsorted municipal waste.

When disposing of this appliance, you have the following options:

- Dispose of the appliance at designated municipal electronic waste collection facility.
- When buying a new appliance, the retailer will take back the old appliance free of charge.
- The manufacturer will take back the old appliance free of charge.
- Sell the appliance to certified scrapmetal dealers.

Special notice

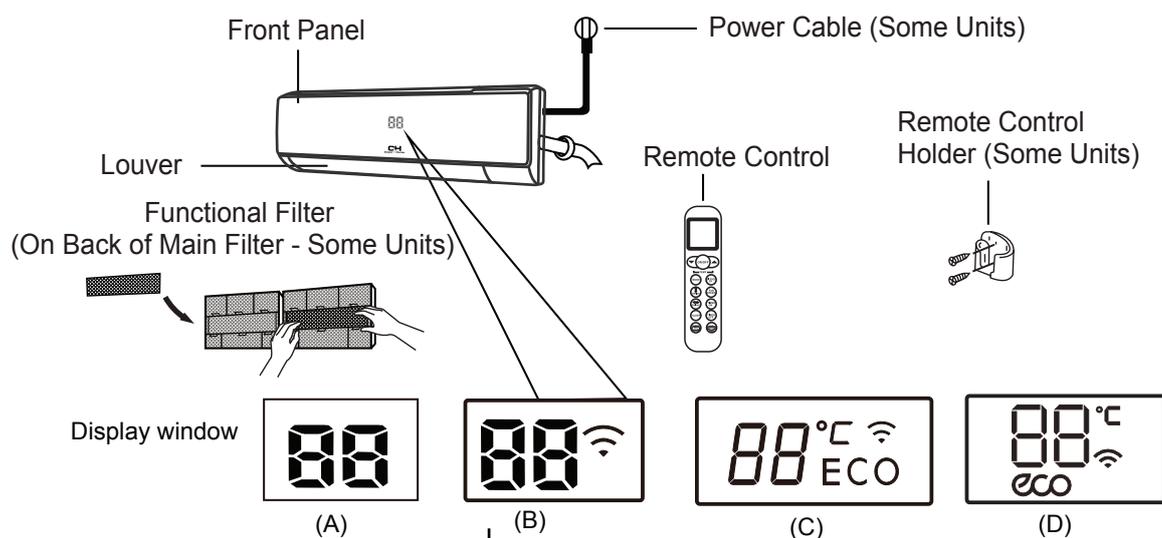
Disposing of this appliance in the forest or other natural surroundings endangers your health and is bad for the environment. Hazardous substances may leak into the ground water and enter the food chain.

Unit Specifications and Features

Indoor unit display

NOTE: Different models have different front panels and display windows. Not all the indications described below are available for the air conditioner you purchased. Please check the indoor display window of the unit you purchased.

Illustrations in this manual are for explanatory purposes. The actual shape of your indoor unit may be slightly different. The actual shape shall prevail.



“ **ECO** ” when ECO function is activated (some units)

“ **°C** ” Lights up in different colour according to the operation mode (some units):
 Under COOL and DRY mode, it displays as cool colour.
 Under HEAT mode, it displays as warm colour.

“ **Wi-Fi** ” when Wireless Control feature is activated (some units)

“ **88** ” Displays temperature, operation feature and Error codes:

“ **01** ” for 3 seconds when:

- TIMER ON is set (if the unit is OFF, “ **01** ” remains on when TIMER ON is set)
- FRESH , SWING, TURBO , SILENCE or SOLAR PV ECO feature is turned on

“ **0F** ” for 3 seconds when:

- TIMER OFF is set
- FRESH , SWING, TURBO , SILENCE or SOLAR PV ECO feature is turned off

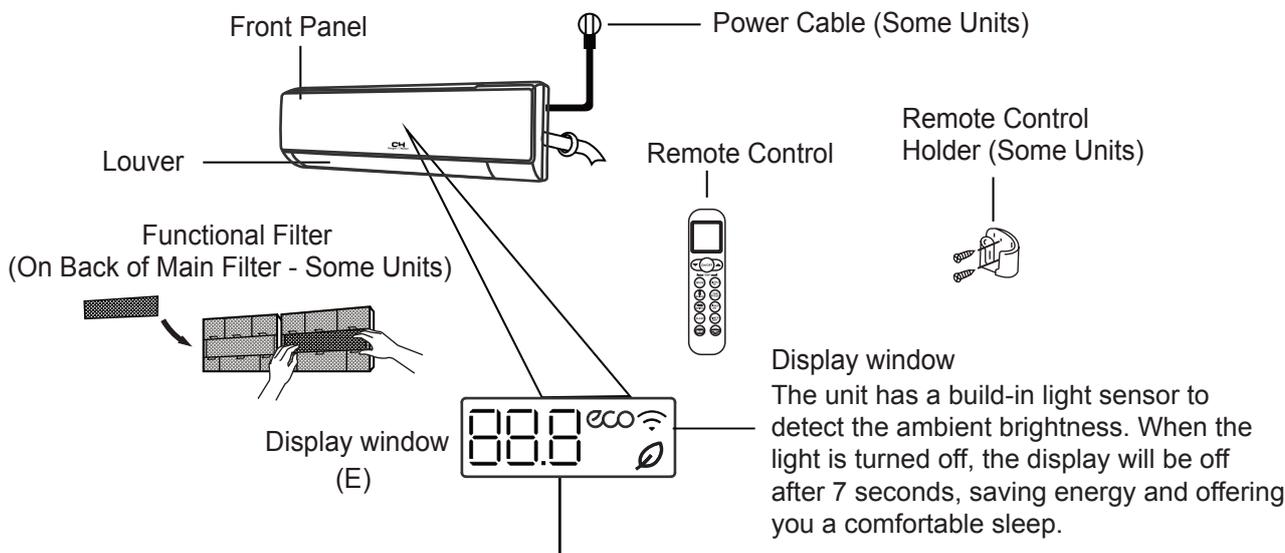
“ **cF** ” when anti-cold air feature is turned on

“ **dF** ” when defrosting (cooling & heating units)

“ **SC** ” when unit is self-cleaning

“ **FP** ” when 46°F heating feature is turned on

Display Code Meanings



" 88.8 " Displays temperature, operation feature and Error codes:

" 01 " for 3 seconds when:

- TIMER ON is set (if the unit is OFF, " 01 " remains on when TIMER ON is set)
- FRESH , SWING, TURBO , SILENCE or SOLAR PV ECO feature is turned on

" 0F " for 3 seconds when:

- TIMER OFF is set
- FRESH, SWING, TURBO, or SILENCE features is turned off

" dF " when defrosting (for cooling & heating units)

" SC " when unit is self-cleaning (some units)

" FP " when 46°F (8°C) or 54°F (12°C) heating mode is turned on (some units)

"  " when fresh feature is turned on (some units)

"  " when ECO feature is activated (some units)

"  " when wireless control feature is activated (some units)

Display Code Meanings

In Fan mode, the unit will display the room temperature.

In other modes, the unit will display your temperature setting.

Pressing the LED button on the remote control will turn off the display screen. Pressing the LED button again within 15 seconds will display the room temperature. Pressing it again after 15 seconds will turn the display screen back on.

Operating temperature

When your air conditioner is used outside of the following temperature ranges, certain safety protection features may activate and cause the unit to disable.

Inverter Split Type

	COOL mode	HEAT mode	DRY mode
Room Temperature	(63°F - 90°F) 17°C - 32°C	(32°F - 86°F) 0°C - 30°C	(50°F - 90°F) 10°C - 32°C
Outdoor Temperature	(32°F - 122°F) 0°C - 50°C	(5°F - 75°F) 15°C - 24°C	(32°F - 122°F) 0°C - 50°C
	(5°F - 122°F) 15°C - 50°C (For models with low temp. cooling systems.)		
	(32°F - 126°F) 0°C - 52°C (For special tropical models)	(32°F - 126°F) 0°C - 52°C (For special tropical models)	

FOR OUTDOOR UNITS WITH AUXILIARY ELECTRIC HEATER

When outside temperature is below 32°F (0°C), we strongly recommend keeping the unit plugged in at all time to ensure smooth ongoing performance.

Fixed-speed Type

	COOL mode	HEAT mode	DRY mode
Room Temperature	62°F-90°F (17°C-32°C)	32°F-86°F (0°C-30°C)	50°F-90°F (10°C-32°C)
Outdoor Temperature	64°F-109°F (18°C-43°C)	19°F-75°F (-7°C-24°C)	52°F-109°F (11°C-43°C)
	19°F-109°F (-7°C-43°C) (For models with low-temp cooling systems)		64°F-109°F (18°C-43°C)
	64°F-126°F (18°C-52°C) (For special tropical models)		64°F-126°F (18°C-52°C) (For special tropical models)

NOTE: Room relative humidity less than 80%. If the air conditioner operates in excess of this figure, the surface of the air conditioner may attract condensation. Please set the vertical air flow louver to its maximum angle (vertically to the floor), and set HIGH fan mode.

To further optimize the performance of your unit, do the following:

- Keep doors and windows closed.
- Limit energy usage by using TIMER ON and TIMER OFF functions.
- Do not block air inlets or outlets.
- Regularly inspect and clean air filters.

A guide on using the infrared remote is not included in this literature package. Not all the functions are available for the air conditioner, please check the indoor display and remote control of the unit you purchased.

Other Features

- **Auto-Restart (some units)**

If the unit loses power, it will automatically restart with the prior settings once power has been restored.

- **Anti-mildew (some units)**

When turning off the unit from COOL, AUTO (COOL), or DRY modes, the air conditioner will continue operate at very low power to dry up condensed water and prevent mildew growth.

- **Wireless Control (some units)**

Wireless control allows you to control your air conditioner using your mobile phone and a wireless connection.

For the USB device access, replacement, maintenance operations must be carried out by professional staff.

- **Louver Angle Memory (some units)**

When turning on your unit, the louver will automatically resume its former angle.

- **Refrigerant Leakage Detection (some units)**

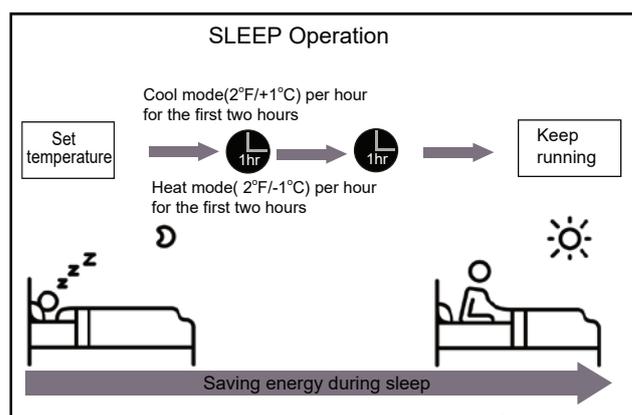
The indoor unit will automatically display “EC” or “ELOC” or flash LEDS (model dependent) when it detects refrigerant leakage.

- **Sleep Operation**

The SLEEP function is used to decrease energy use while you sleep. This function can only be activated via remote control. And the Sleep function is not available in FAN or DRY mode.

Press the SLEEP button when you are ready to go to sleep. When in COOL mode, the unit will increase the temperature by 2°F (1°C) after 1 hour, and will increase an additional 2°F (1°C) after another hour. When in HEAT mode, the unit will decrease the temperature by 2°F (1°C) after 1 hour, and will decrease an additional 2°F (1°C) after another hour.

The sleep feature will stop after 8 hours and the system will keep running.



Setting Angle of Air Flow

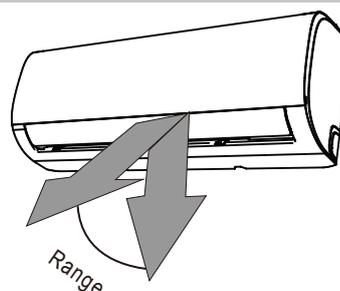
Setting vertical angle of air flow

While the unit is on, use the **SWING/DIRECT** button on remote control to set the direction (vertical angle) of airflow. Please refer to the Remote Control Manual for details.

NOTE ON LOUVER ANGLES

When using COOL or DRY mode, do not set louver at too vertical an angle for long periods of time. This can cause water to condense on the louver blade, which will drop on your floor or furnishings.

When using COOL or HEAT mode, setting the louver at too vertical an angle can reduce the performance of the unit due to restricted air flow.



NOTE: Do not move louver by hand. This will cause the louver to become out of sync. If this occurs, turn off the unit and unplug it for a few seconds, then restart the unit. This will reset the louver.

Fig. A

Setting horizontal angle of air flow

The horizontal angle of the airflow must be set manually. Grip the deflector rod (See Fig.B) and manually adjust it to your preferred direction. **For some units**, the horizontal angle of the airflow can be set by remote control. please refer to the Remote Control Manual.



CAUTION

Do not put your fingers in or near the blower and suction side of the unit. The high-speed fan inside the unit may cause injury.

Manual Operation (without remote)



CAUTION

The manual button is intended for testing purposes and emergency operation only. Please do not use this function unless the remote control is lost and it is absolutely necessary. To restore regular operation, use the remote control to activate the unit. Unit must be turned off before manual operation.

To operate your unit manually:

1. Open the front panel of the indoor unit.
2. Locate the **MANUAL CONTROL** button on the right-hand side of the unit.
3. Press the **MANUAL CONTROL** button one time to activate FORCED AUTO mode.
4. Press the **MANUAL CONTROL** button again to activate FORCED COOLING mode.
5. Press the **MANUAL CONTROL** button a third time to turn the unit off.
6. Close the front panel.

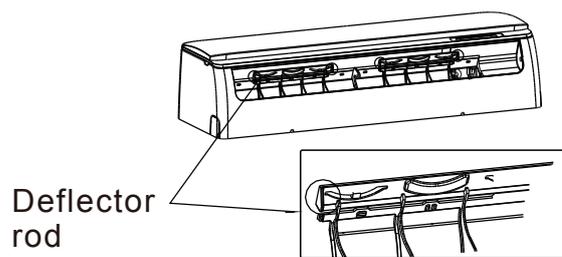
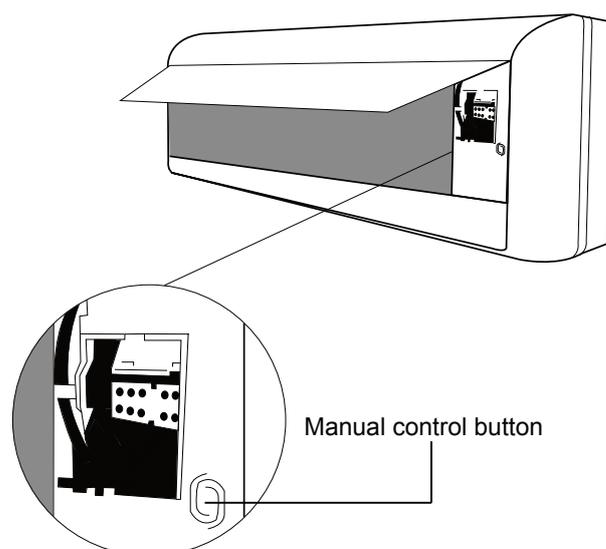


Fig. B



Care and Maintenance

Cleaning Your Indoor Unit

BEFORE CLEANING OR MAINTENANCE

ALWAYS TURN OFF YOUR AIR CONDITIONER AND DISCONNECT ITS POWER SUPPLY BEFORE CLEANING OR MAINTENANCE.

CAUTION

Only use a soft, dry cloth to wipe the unit clean. If the unit is especially dirty, you can use a cloth soaked in warm water to wipe it clean.

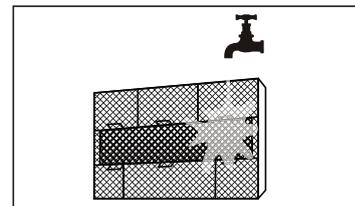
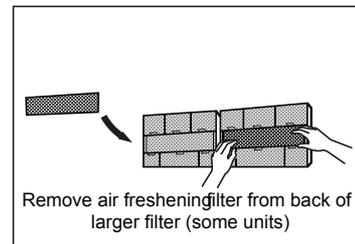
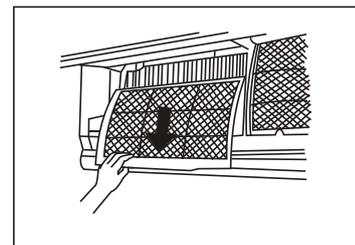
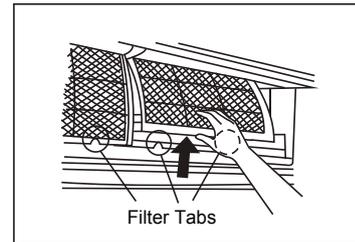
- **Do not** use chemicals or chemically treated cloths to clean the unit
- **Do not** use benzene, paint thinner, polishing powder or other solvents to clean the unit. They can cause the plastic surface to crack or deform.
- **Do not** use water hotter than 104°F (40°C) to clean the front panel. This can cause the panel to deform or become discolored.

Cleaning Your Air Filter

A clogged air conditioner can reduce the cooling efficiency of your unit, and can also be bad for your health. Make sure to clean the filter once every two weeks.

1. Lift the front panel of the indoor unit.
2. Grip the tab on the end of the filter, lift it up, then pull it towards yourself.
3. Now pull the filter out.
4. If your filter has a small air freshening filter, unclip it from the larger filter. Clean this air freshening filter with a hand-held vacuum.
5. Clean the large air filter with warm, soapy water. Be sure to use a mild detergent.

6. Rinse the filter with fresh water, then shake off excess water.
7. Dry it in a cool, dry place, and refrain from exposing it to direct sunlight.
8. When dry, re-clip the air freshening filter to the larger filter, then slide it back into the indoor unit.
9. Close the front panel of the indoor unit.



CAUTION

Do not touch air freshening (Plasma) filter for at least 10 minutes after turning off the unit.

CAUTION

- Before changing the filter or cleaning, turn off the unit and disconnect its power supply.
- When removing filter, do not touch metal parts in the unit. The sharp metal edges can cut you.
- Do not use water to clean the inside of the indoor unit. This can destroy insulation and cause electrical shock.
- Do not expose filter to direct sunlight when drying. This can shrink the filter.

Air Filter Reminders (Optional)

Air Filter Cleaning Reminder

After 240 hours of use, the display window on the indoor unit will flash “CL.” This is a reminder to clean your filter. After 15 seconds, the unit will revert to its previous display.

To reset the reminder, press the **LED** button on your remote control 4 times, or press the **MANUAL CONTROL** button 3 times. If you don’t reset the reminder, the “CL” indicator will flash again when you restart the unit.

Air Filter Replacement Reminder

After 2,880 hours of use, the display window on the indoor unit will flash “nF.” This is a reminder to replace your filter. After 15 seconds, the unit will revert to its previous display.

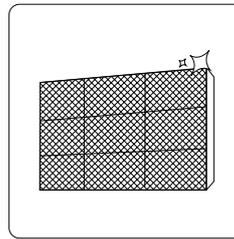
To reset the reminder, press the **LED** button on your remote control 4 times, or press the **MANUAL CONTROL** button 3 times. If you don’t reset the reminder, the “nF” indicator will flash again when you restart the unit.

CAUTION

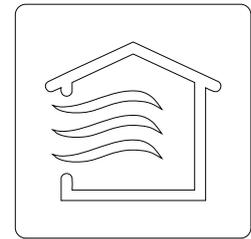
- Any maintenance and cleaning of outdoor unit should be performed by an authorized dealer or a licensed service provider.
- Any unit repairs should be performed by an authorized dealer or a licensed service provider.

Maintenance – Long Periods of Non-Use

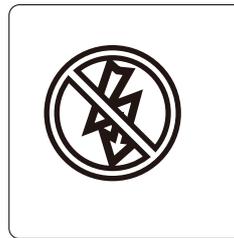
If you plan not to use your air conditioner for an extended period of time, do the following:



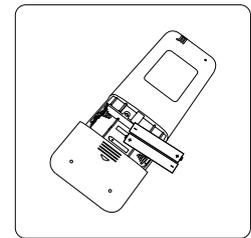
Clean all filters



Turn on FAN function until unit dries out completely



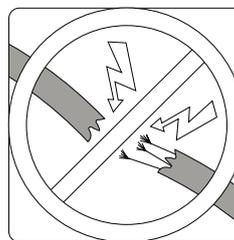
Turn off the unit and disconnect the power



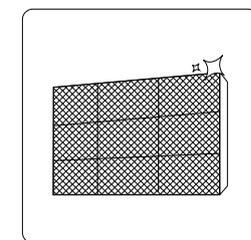
Remove batteries from remote control

Maintenance – Pre-Season Inspection

After long periods of non-use, or before periods of frequent use, do the following:



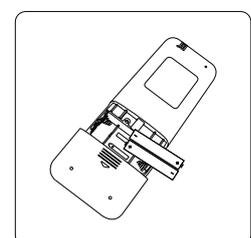
Check for damaged wires



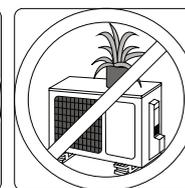
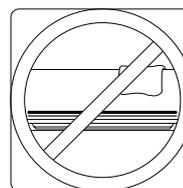
Clean all filters



Check for leaks



Replace batteries



Make sure nothing is blocking all air inlets and outlets

Troubleshooting

SAFETY PRECAUTIONS

If ANY of the following conditions occur, turn off your unit immediately!

- The power cord is damaged or abnormally warm
- You smell a burning odor
- The unit emits loud or abnormal sounds
- A power fuse blows or the circuit breaker frequently trips
- Water or other objects fall into or out of the unit

DO NOT ATTEMPT TO FIX THESE YOURSELF! CONTACT AN AUTHORIZED SERVICE PROVIDER IMMEDIATELY!

Common Issues

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

Issue	Possible Causes
Unit does not turn on when pressing ON/OFF button	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.
The unit changes from COOL/HEAT mode to FAN mode	The unit may change its setting to prevent frost from forming on the unit. Once the temperature increases, the unit will start operating in the previously selected mode again.
	The set temperature has been reached, at which point the unit turns off the compressor. The unit will continue operating when the temperature fluctuates again.
The indoor unit emits white mist	In humid regions, a large temperature difference between the room's air and the conditioned air can cause white mist.
Both the indoor and outdoor units emit white mist	When the unit restarts in HEAT mode after defrosting, white mist may be emitted due to moisture generated from the defrosting process.
The indoor unit makes noises	A rushing air sound may occur when the louver resets its position.
	A squeaking sound may occur after running the unit in HEAT mode due to expansion and contraction of the unit's plastic parts.
Both the indoor unit and outdoor unit make noises	Low hissing sound during operation: This is normal and is caused by refrigerant gas flowing through both indoor and outdoor units.
	Low hissing sound 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.
	Squeaking sound: Normal expansion and contraction of plastic and metal parts caused by temperature changes during operation can cause squeaking noises.

Issue	Possible Causes
The outdoor unit makes noises	The unit will make different sounds based on its current operating mode.
Dust is emitted from either the indoor or outdoor unit	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.
The unit emits a bad odor	The unit may absorb odors from the environment (such as furniture, cooking, cigarettes, etc.) which will be emitted during operations.
	The unit's filters have become moldy and should be cleaned.
The fan of the outdoor unit does not operate	During operation, the fan speed is controlled to optimize product operation.
Operation is erratic, unpredictable, or unit is unresponsive	Interference from cell phone towers and remote boosters may cause the unit to malfunction. In this case, try the following: <ul style="list-style-type: none"> • Disconnect the power, then reconnect. • Press ON/OFF button on remote control to restart operation.

NOTE: If problem persists, contact a local dealer or your nearest customer service center. Provide them with a detailed description of the unit malfunction as well as your model number.

Troubleshooting

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

Problem	Possible Causes	Solution
Poor Cooling Performance	Temperature setting may be higher than 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
	Too many sources of heat in the room (people, computers, electronics, etc.)	Reduce amount of heat sources
	Low refrigerant due to leak or long-term use	Check for leaks, re-seal if necessary and top off refrigerant
SILENCE function is activated (optional function)	SILENCE function can lower product performance by reducing operating frequency. Turn off SILENCE function.	

Problem	Possible Causes	Solution
The unit is not working	Power failure	Wait for the power to be restored
	The power is turned off	Turn on the power
	The fuse is burned out	Replace the fuse
	Remote control batteries are dead	Replace batteries
	The Unit's 3-minute protection has been activated	Wait three minutes after restarting the unit
	Timer is activated	Turn timer off
The unit starts and stops frequently	There's too much or too little refrigerant in the system	Check for leaks and recharge the system with refrigerant.
	Incompressible gas or moisture has entered the system.	Evacuate and recharge the system with refrigerant
	The compressor is broken	Replace the compressor
	The voltage is too high or too low	Install a manostat to regulate the voltage
Poor heating performance	The outdoor temperature is extremely low	Use auxiliary heating device
	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
Indicator lamps continue flashing	The unit may stop operation or continue to run safely. If the indicator lamps continue to flash or error codes appear, wait for about 10 minutes. The problem may resolve itself.	
Error code appears and begins with the letters as the following in the window display of indoor unit:	If not, disconnect the power, then connect it again. Turn the unit on. If the problem persists, disconnect the power and contact your nearest customer service center.	
	• E (x), P (x), F (x)	
	• EH (xx), EL (xx), EC (xx)	
	• PH (xx), PL (xx), PC(xx)	

NOTE: If your problem persists after performing the checks and diagnostics above, turn off your unit immediately and contact an authorized service center.



LIMITED WARRANTY STATEMENT

MULTI ZONE INVERTER AIR CONDITIONING SYSTEM WITH HEAT PUMP

This warranty should be registered on our website www.cooperandhunter.us within 60 days of installation

The warranty is only valid when unit is installed by a Licensed HVAC Technician

FOR WARRANTY SERVICE OR REPAIR:

Contact your installing contractor. You may find the installer’s name on the equipment or in your Owner’s packet.

Complete product registration below and send back by e-mail at warranty@cooperandhunter.us

PRODUCT REGISTRATION:

Model No.: _____

Serial No.: _____ Date of Installation: _____

Owner Name: _____

Address of Installation: _____

Installing Contractor: _____

Address: _____

Phone No. / E-mail: _____

Place Of Purchase: _____

Date of Purchase: _____



Visit our website for:

- Product Information
- Warranty Registration
- Installation Manual
- User Guides and more

www.cooperandhunter.us



Visit our YouTube Channel for:

- Instructional Videos
- Tutorials and How Tos
- Product Introductions
- Advertisement and more

www.youtube.com/cooperandhunterusa

C&H distributor (hereinafter “Company”) warrants this product against failure due to defect in materials or workmanship under normal use and maintenance as follows. All warranty periods begin on the date of original installation. If the date cannot be verified, the warranty period begins one hundred twenty (120) days from date of manufacture. Damage resulting from failure to use, install or maintain the product in a manner consistent with our/ manufacturer’s recommendations shall render the warranty void. Cooper&Hunter, at its option, may request a report from a qualified technician prior to honoring a warranty claim. If a part fails due to defect during the applicable warranty period Company will provide a new or remanufactured part, at Company’s option, to replace the failed defective part at no charge for the part. This limited warranty is subject to all provisions, conditions, limitations and exclusions listed below.

- A warranty period of Seven (7) years on compressor to the original registered end-user.
- A warranty period of Five (5) years on all parts to the original registered end user.
- A warranty period of One (1) year on the remote control provided with the original unit.

- Limited warranty applies only to systems that are properly installed by a state certified or licensed HVAC contractor, under applicable local and state law in accordance with all applicable building codes and permits; C&H installation and operation instructions and good trade practices.
- Warranty applies only to products remaining in their original installation location.
- Defective parts must be returned to the distributor through a registered servicing dealer for credit.

LIMITATIONS OF WARRANTIES: ALL IMPLIED WARRANTIES AND/OR CONDITIONS (INCLUDING IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR PURPOSE) ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES OR PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THE ABOVE MAY NOT APPLY TO YOU. THE EXPRESS WARRANTIES MADE IN THIS WARRANTY ARE EXCLUSIVE AND MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY ANY DISTRIBUTOR, DEALER, OR OTHER PERSON, WHATSOEVER.

THIS WARRANTY DOES NOT COVER:

1. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing, or handling of defective parts, replacement parts, or new units.
2. Product cleaning required prior to warranty service and repair.
3. Normal maintenance as outlined in the installation and servicing instructions or user's manual, including filter cleaning and/or replacement and lubrication.
4. Failure, damage, or repairs due to faulty installation, misapplication, abuse, improper servicing, unauthorized alteration, or improper operation.
5. Failure to start due to voltage conditions, blown fuses, open circuit breakers, or damages due to the inadequacy or interruption of electrical service.
6. Failure or damage due to floods, winds, fires, lightning, accidents, corrosive environments (rust, etc.), or other conditions beyond the control of Company.
7. Failure or damage of coils or piping due to corrosion on installations within one (1) mile of a sea coast or a corrosive body.
8. Parts not supplied or designated by Company, or damages resulting from their use.
9. Products installed outside the continental USA and Canada.
10. Electricity or fuel costs, or increases in electricity or fuel costs for any reason whatsoever, including additional or unusual use of supplemental electric heat.
11. Any cost to replace, refill, or dispose of refrigerant, including the cost of refrigerant.
12. Shipping damage or damage as a result of transporting the unit.
13. Accessories such as condensate pumps, line sets, and so forth.
14. Any special, indirect, or consequential property or commercial damage of any nature whatsoever. Some states or provinces do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

