

CLIMATE<sup>®</sup>RIGHT

easy<sup>air</sup>

# OWNER'S MANUAL & INSTALLATION GUIDE



Mini Split - Single Zone  
**Air Conditioner  
and Heat Pump**  
Model: CR12000SACH



**IMPORTANT: READ CAREFULLY BEFORE ASSEMBLY AND USE**  
Read and follow all safety rules and instructions before operating this equipment.

**THIS PRODUCT IS INTENDED FOR HOUSEHOLD USE ONLY.**  
Please keep this manual for future reference.

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## INTRODUCTION

Thank you for choosing ClimateRight. This owner's manual will provide you with valuable information necessary for the proper care, installation, and maintenance of your new product. Please take a few moments to thoroughly read the instructions and familiarize yourself with all the operational aspects of your new ClimateRight Mini-Split Air Conditioner and Heater.

For your records, please attach a copy of your sales receipt to this manual.

Also, write the store name/location, date purchased, and serial number below:

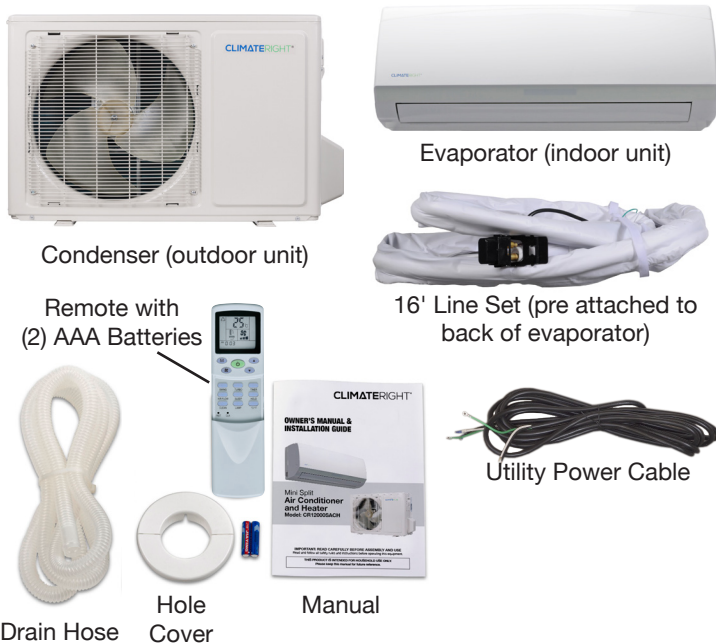
Store Name: \_\_\_\_\_

Location: \_\_\_\_\_

Date Purchased: \_\_\_\_\_

Serial Number: \_\_\_\_\_

## PACKAGE CONTENTS:



## SPECIFICATIONS

Model	CR12000SACH
Suitable Applications	Garages, Sheds, Cabins, Greenhouses, Room Additions, Apartments, Condos, Sun rooms, Tiny Houses
Warranty	3 Years Parts and Labor, 5 Years on Compressor
Features	
Airflow (cfm)	323
Modes of Operation	Heating, Cooling, Fan, Dehumidify, Auto
Delay Timer	24 Hour On/Off
Fan Speed	4 Speeds High   Medium   Low   Auto
Duct System	Through-wall with 2.75" diameter hole
Mount	Interior: Wall Mount Exterior: Level Surface
Control Panel	Temperature Display Only (operates with remote)
Remote Control	Infrared Remote
Compressor	Rotary
Thermostat	Digital
Refrigerant	R410a (800g) Line Set is Pre-charged
Filter	Included, washable
Noise	Interior Unit: 42 dB Exterior Unit: 53 dB
Capacity	
Cooling BTU	12,000
Dehumidification (pts./hour)	1.25
Heating BTU	14,000 (heat pump)
Approximate Max Enclosure Size	500-550 sq. ft. (Well insulated)
Power	
Cooling - Rated Amps (operating)	11.3A
Cooling Watts (W)	1,170
Voltage (Max) (V)	115@60hz
Heating - Rated Amps	15.4A
Heating Watts	1,280
Weights and Dimensions	
Interior Unit Dimensions	31.5" x 11.0"x7.5"
Exterior Unit Dimensions	32"x10.1"x21.3"
Interior Unit Case Dimensions	34.5"x16.1"x13.9"
Exterior Unit Case Dimensions	36.2"x13.2"x24.4"
Interior Unit Weight	30.86 lbs
Exterior Unit Weight	70.55 lbs
Interior Unit Case Weight	35.25 lbs
Exterior Unit Case Weight	74.96 lbs
Length of Line Set	16 feet

## SAFETY INSTRUCTIONS

### IMPORTANT SAFETY INSTRUCTIONS FOR USING YOUR Mini Split Air Conditioner and Heater



This symbol indicates that ignoring instructions may cause death or serious injury.



This symbol indicates that ignoring instructions may cause moderate injury to your person, or damage to your unit or other property.



This symbol indicates that you must never perform the action indicated.

## **WARNING:**

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. If an abnormal situation arises (like a burning smell), immediately turn off the unit. Call your dealer for instructions to avoid electric shock, fire or injury.

## **DO NOT:**

- **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 the air conditioner in a wet room (e.g., bathroom or laundry room). This can cause electrical shock and cause the product to deteriorate.
- **DO NOT** expose your body directly to cool air for a prolonged period of time.
- **DO NOT** store outside unit on its side, it must always stay in upright position.

## **CAUTION:**

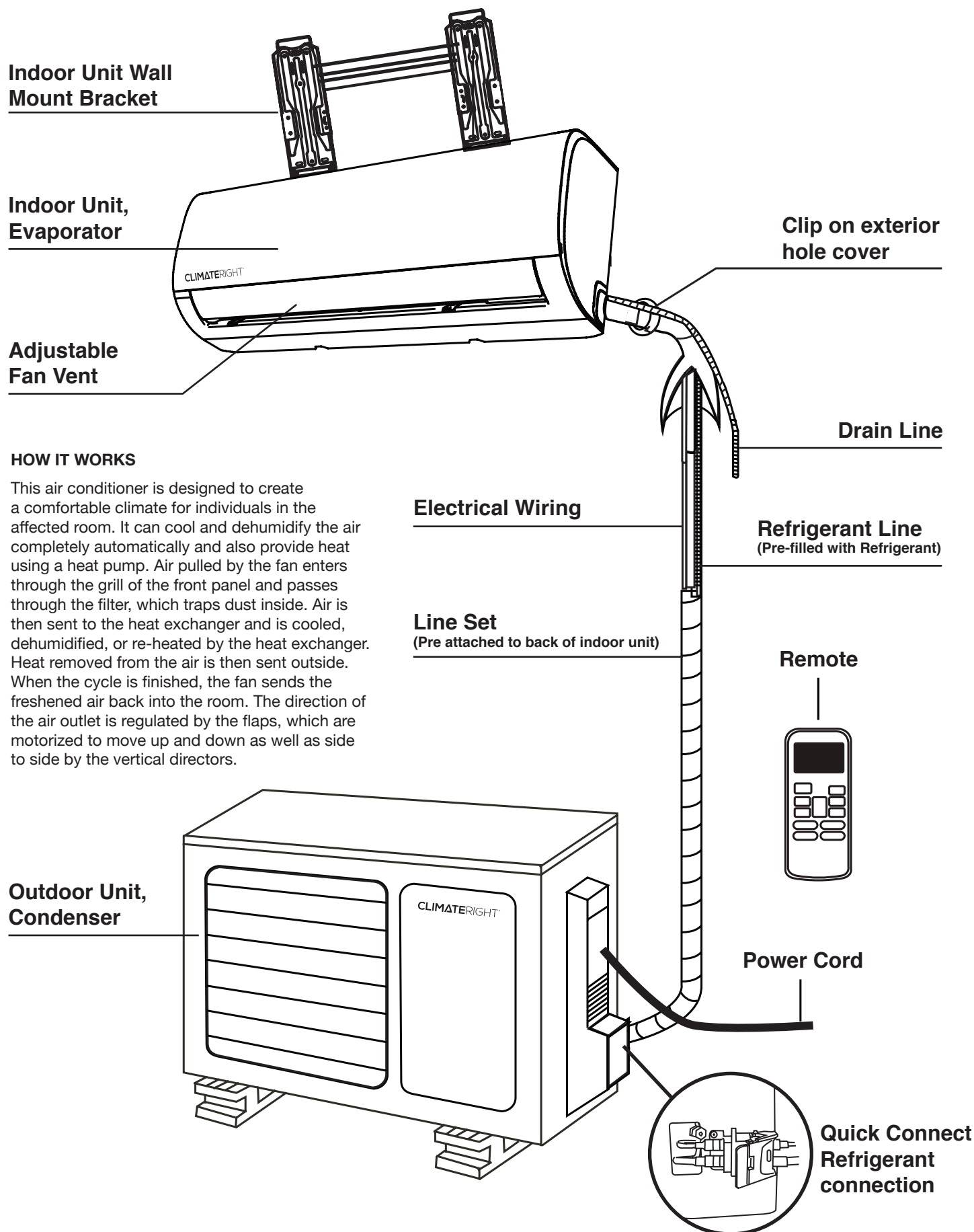
- If the air conditioner is used together with burners or other heating devices, thoroughly ventilate the room to avoid oxygen deficiency.
- Turn off the air conditioner and unplug the unit if you are not going to use it for a long time.
- Turn off and unplug the unit during storms.
- Make sure that 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.



## **WARNING: TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY:**

- Fully assemble before operating.
- Do not repair or modify the unit. All repairs should be completed by a qualified technician.
- Do not use if the power cord is damaged or the connection to the wall outlet is loose.
- Operate product only at voltage specified on the identification plate located on the lower back on the unit.
- Do not damage, break, forcefully bend, pull, twist, bundle, coat, pinch, or place heavy objects on the power cord.
- If the power cord is damaged, it must be repaired by a qualified technician.
- Do not handle the power cord with wet hands.
- Do not operate the unit when using indoor smoke-generating insecticides.
- Do not clean unit with benzene or paint thinner.
- Do not spray insecticides on the unit.
- Unit will not remove radon or carbon monoxide emitted from heating appliances or other sources.
- Do not block the air intake or air outlet vents. Ensure that there is proper airflow around the product.
- 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.
- Do not use near hot objects.
- Do not use where the unit may come into contact with steam.
- Do not use the indoor or outdoor unit on its side.
- Keep away from products that generate oily residue.
- Keep children and pets away from the product.
- For all electrical work, use the specified cables. 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.

# PRODUCT DESCRIPTION



## INDOOR UNIT DIGITAL DISPLAY



### POWER ICON:

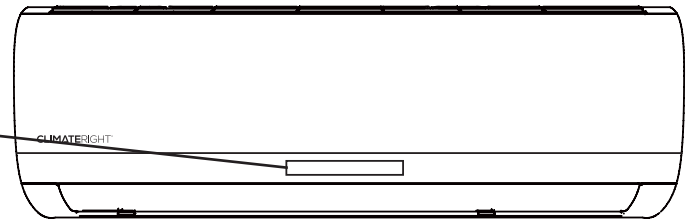
**Green:** Indicates unit is on  
**Red:** Indicates unit is off

### TEMPERATURE AND ERROR CODE DISPLAY:

**Solid number:** temperature reading of indoor environment

**Blinking number:** Display blinks when you set the desired temperature. Once desired temp is set the display will go back to current indoor environment temperature and begin moving towards the desired temp.

**Error code identifier:** If display shows a letter rather than a number then refer to page 14 to identify the error.



## REMOTE USER GUIDE

**IMPORTANT:** Remote must be pointed at indoor unit's sensor and be within range to function properly.

**Auto Mode:** The auto mode allows the air conditioner to maintain a pre-programmed temperature of 76 degrees in the affected room. While in this mode, the air conditioner will automatically select the appropriate fan speed and mode of operation, COOL or HEAT, to maintain that temperature.

**Cooling Mode:** The cooling mode allows the air conditioner to cool the room while dehumidifying the air at the same time. To activate the cooling mode, press the MODE button on the remote until the ◀ symbol is pointing to COOL on the remote's display. The desired cooling temperature is set by using the TEMP ▲ ▼ buttons on the remote to set the system to a temperature lower than that of the room.

**Dry Mode:** The system can be set to run in DRY mode, reducing the humidity of the air in the room for increased comfort. To activate the dry mode, press the MODE button on the remote until the ◀ symbol is pointing to DRY on the remote's display. The air conditioner will automatically cycle between cooling and fan only modes to dehumidify the air.

**Heating Mode:** The heating mode allows the air conditioner to produce hot air using a heat pump. To activate the heating mode, press the MODE button on the remote until the ◀ symbol is pointing to HEAT on the remote's display. The desired heating temperature is set by using the TEMP ▲ ▼ buttons on the remote to set the system to a temperature higher than that of the room.

**IMPORTANT:** When switching unit to heat the units fan will not blow while the heat pump in the outdoor unit heats up. The ambient temperature around the outdoor condenser will effect heat up period. This may take several minutes.

**Fan Mode:** The system can be set to run in FAN mode, providing ventilation only. To activate the fan mode, press the MODE button on the remote until the ◀ symbol is pointing to FAN on the remote's display. Pressing the FAN SPEED button while in this mode changes the fan speed to LOW, MEDIUM, HIGH, and AUTO. The remote control will automatically save the last fan speed setting from the previous time the system was in operation.

**Sleep Function:** This system can also function in SLEEP mode, which will automatically adjust the temperature to maximize comfort during night time sleep. To put the air conditioner into SLEEP mode, press the SLEEP button on the remote until the ▶ symbol is pointing to SLEEP on the remote's display. If the system is set to run using the cooling or dry modes, the set temperature will automatically be raised by 1 degree every 60 minutes for a total of 2 degrees during the first 2 hours. If the system is set to run using the heat mode, the set temperature will be gradually lower by 2 degrees during the first 2 hours. After 10 hours operating in the SLEEP mode, the system will switch off automatically.

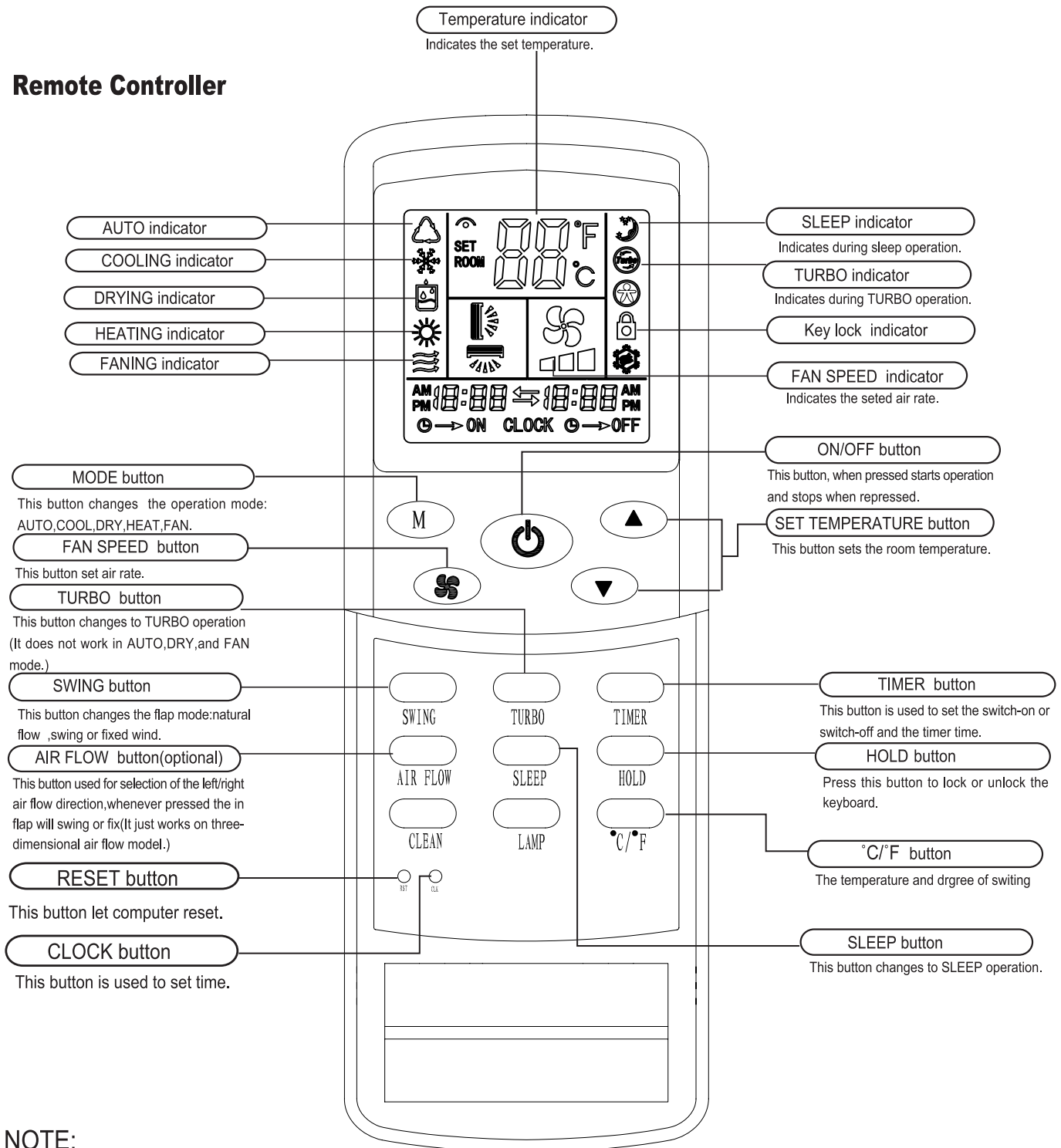
**Timer Function:** The TIMER function allows the system to automatically switch on and off based on your settings. To set timed start, the system should be turned off. Press TIMER, set the desired temperature by the pressing the ▲ or ▼ buttons. Press TIMER again and set the amount of time, again using the ▲ or ▼ buttons. Press TIMER again until the display shows the amount of time entered until the programmed TIMER start. The timer is now set. Before setting the timer you will need to select the mode of operation, the fan speed, and desired temperature then turn the system off using the ON/OFF button. To cancel a timed start that has already been entered, press the TIMER button again.

To set a timed stop, the system should be turned on. Press the TIMER button, then use the ▲ or ▼ buttons to set the amount of time desired until the system will automatically stop. As you do this, the display will show the amount of time the system can be programmed to stop after. To cancel a timed stop that has already been entered, press the TIMER button again.

If the system loses power or is turned off, it will be necessary to reset a timed start or timed stop again using the above instructions. Both timer functions can only be programmed in hour increments.

## REMOTE CONTROLLER BUTTON DIAGRAM

### Remote Controller



### NOTE:

- Above figure shows all indications for the purpose of explanation, but practically only the pertinent parts are indicated. When air-conditioner is cooling-only model, the HEAT is for FAN.
- When TURBO operation is selected, room temperature is not controlled with operation being continually. If you feel the room temperature is too cool or too heat, please cancel the TURBO operation.



## PRE SET-UP INSTRUCTIONS

When choosing a location for the unit please follow guidelines below:

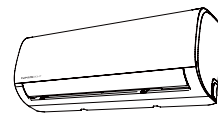
### ⊘ DO NOT:

- **DO NOT** install near flammable gases.
- **DO NOT** install near any source of heat, steam, or combustible gas.
- **DO NOT** install anywhere where poisonous or sultry gases are generated.
- **DO NOT** install in areas exposed to sea breezes.
- **DO NOT** install near the doorway.
- **DO NOT** install the indoor unit in a location subject to direct sunlight.
- **DO NOT** install indoor unit near TVs or radios.
- **DO NOT** kink the refrigerant line set.
- **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.
- **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.
- **DO NOT** put the end of drain hose in water or a container that will collect water.

### ⚠ CAUTION:

- When drilling the wall hole for line set, make sure to avoid wires, plumbing, and other sensitive components.
- This project requires 2 individuals for proper safety and practical installation. Air conditioner body and remote controller must be (39-3/4") or more away from a TV or a radio.
- Ensure proper ventilation and avoid anything that may obstruct operation of the front of the indoor unit.
- Choose a place which can stand the weight of the unit and does not increase the operation noise or vibration.
- Avoid areas where there may be vibration in the house, and affix the unit by inserting / attaching vibration-proof pads between the unit and fittings.
- Avoid leaving items near the outlet and inlet of the outdoor unit. These can cause malfunction or increase operation noise.
- Contact ClimateRight® Customer Service if you hear irregular sounds during operation.
- 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 install the indoor unit on non-metal frame. Use mounting bracket provided.

## INSTALLATION OF INDOOR UNIT



Before installing the indoor unit, refer to the label on the product box to make sure that the model number of the indoor unit matches the model number of the outdoor unit.

### CHOOSE AN APPROPRIATE LOCATION

The following are standards that will help you choose an appropriate location for the indoor unit.

Proper installation locations meet the following standards:

- Good air circulation.
- Convenient drainage.
- Noise from the unit will not disturb other people.
- Firm and solid—the location will not vibrate.
- Strong enough to support the weight of the unit.
- A location at least one meter from all other electrical devices (e.g., TV, radio, computer).

### INDOOR UNIT MINIMUM SPACE REQUIREMENTS

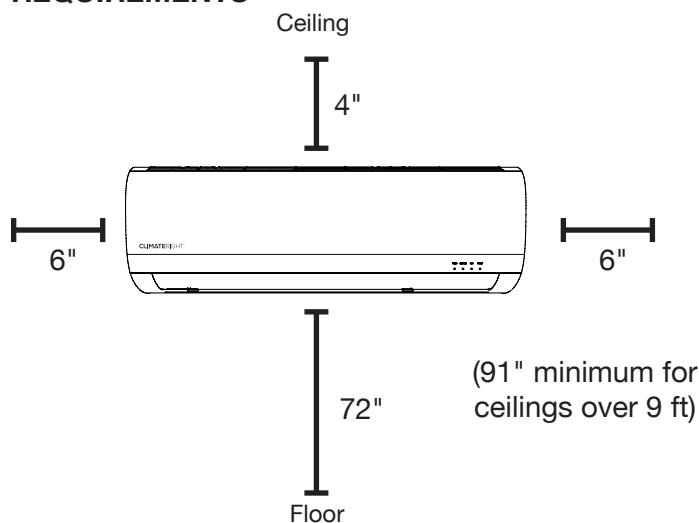


Figure 1: Minimum space requirements for indoor unit

### REQUIREMENTS FOR WALL MOUNT INSTALLATION

- Wall mount must be level to ensure unit will function properly.
- Screws should be placed in wall studs to ensure the mount will support the weight of the indoor unit.
- Do not use any bracket other than the one provided.
- Make sure there are enough screws in the mount to support the weight of the unit.
- If the wall is made of brick, concrete, or similar material, drill 5mm-diameter (0.2in-diameter) holes in the wall and insert sleeve anchors. Then secure the mounting plate to the wall by tightening the screws directly into the sleeve anchors.

# INSTALLATION OF INDOOR UNIT

## TOOLS YOU WILL NEED

- |                         |                          |
|-------------------------|--------------------------|
| - Stud Finder           | - Step Ladder            |
| - Pencil                | - Level                  |
| - Drill with Drill Bits | - 2-3/4" hole saw        |
| - Tape Measure          | - Wall clamps (optional) |
| - 6 – 2" Wood Screws    | - Teflon tape            |

## ⚠ WARNING:

Read all safety instructions on page 3 before installing indoor unit. Read all indoor installation requirements. It is recommended that two people be used for the following installation steps.

1. Please read *Indoor Unit Installation Requirements* on page 7 to properly identify the best location for wall-mounted installation of the indoor unit. While choosing a location for indoor unit, be aware that you should leave ample room for a wall hole for the refrigerant piping to connect the indoor and outdoor units. Make sure to use a stud finder to locate the best place on the wall for mounting.
2. Remove mounting plate from the indoor unit and position it on the wall so that the screw holes will line up with the studs. Use a level to make sure the plate is kept in a horizontal position.
3. Secure the mounting plate to the wall by putting at least one screw in each corner of the mount. Make sure the mount is level, a slanted wall-mounting plate might jeopardize the discharge of condensed water.
4. Choose location of hole for line set. The recommended position for all piping is the right side of the indoor unit (see ① in figure 2 below). However, the unit can accommodate piping to both the left and right. See figure 2 below for different ways piping can be fixed. Figure 3 provides measurements for hole placement for Rear Outlet and Left Rear Outlet configurations. Make sure to use minimum 2.75" hole saw.

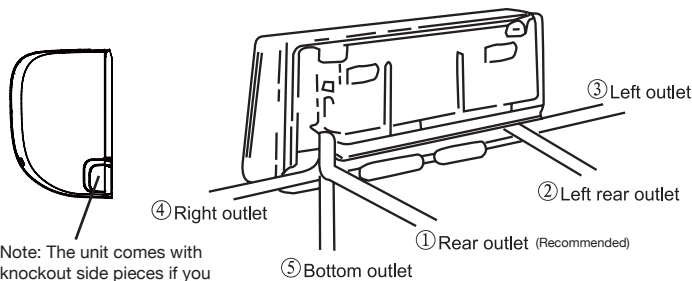


Figure 2: Optional line set configurations

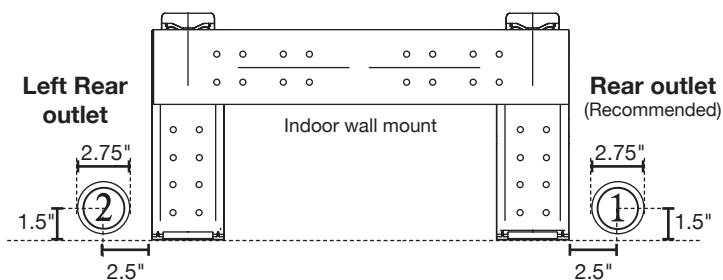
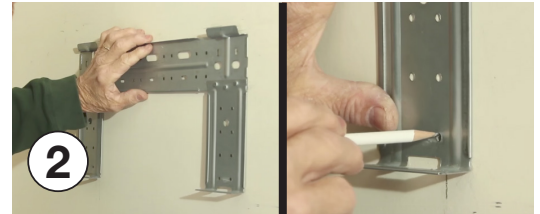


Figure 3: Rear and left rear hole placement measurements



## ⚠ CAUTION

- No matter what layout you select make sure lines are running downward along the entirety of the line set.
- When drilling hole in the wall for the line set, make sure you are not drilling through electrical wires or pipes in the wall.



5. Drill hole for line set. Using a 2-3/4" hole saw, drill a hole through the wall to feed the refrigerant lines, electrical wire and drain hose to the outdoor unit. Refer to figure 3 for recommended hole placement. It is important to drill the hole at a slight downward angle from inside to outside to ensure proper drainage of indoor unit (figure 4). **Note: If you are drilling through brick, concrete or stucco we recommend using a hammer drill with a 2-3/4" hole saw suitable for that material.**

6. Uncoil the refrigerant lines on the back of the indoor unit so it can easily pass through the hole in the wall. It is recommended that you have an assistant during this process to guide the refrigerant line, electrical line and drain line through the wall to the outside.

**NOTE: The drain hose must slope downward along its entire length to prevent damage to the unit (see figure 5 for proper installation). To ensure proper drainage, attach the drain hose on the same side that your refrigerant piping exits the unit. Make sure to attach drain hose extension to the end of drain hose before operating. Wrap the extension connection point firmly with Teflon tape to ensure a good seal and to prevent leaks.**

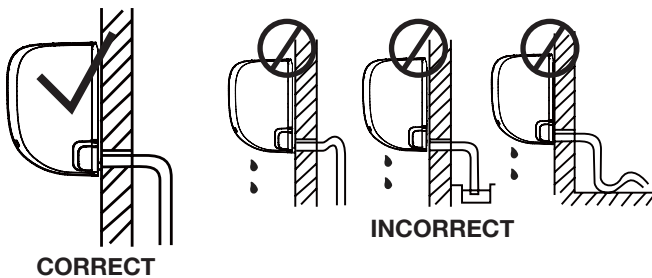


Figure 5: Installation of drain hose

7. Carefully bend the line set downward routing them to either the left or right as needed to connect to the condenser portion of the unit outside.
8. Click the 2 round plastic housings around the hole in the wall that the line set comes out to prevent rough edges from damaging the line set.
9. Once you have successfully run the lines and wiring you can now position the indoor unit so that the top can securely hook on the mounting plate. Then push the bottom of the unit toward the wall until you hear the unit snap onto the mounting plate.

### ⚠ CAUTION

- Make sure that the drain hose is at the bottom of the bundle. Putting the drain hose at the top of the bundle can cause overflow, which can lead to fire or water damage.
- If the drain hose does not flow downward or has kinks the water cannot discharge properly which can damage the unit.
- Use water resistant tape to secure the drain hose connection.
- Create a trap at the end of the drain hose to keep bugs from crawling up and getting into the unit. Bend the last 6" of the hose up to itself and tape it together.

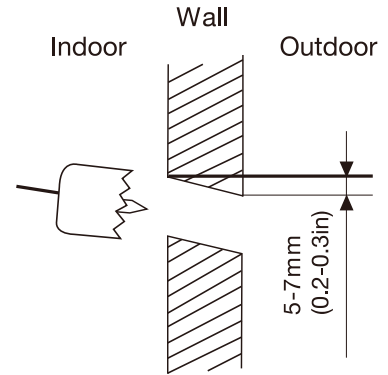
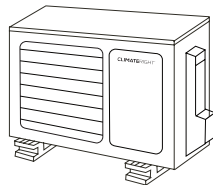


Figure 4: Hole saw angle



# INSTALLATION OF OUTDOOR UNIT



## CHOOSE A LOCATION

Before installing the outdoor unit, you must choose an appropriate location. The following are standards that will help you choose an appropriate location for the unit:

- Meets all spatial requirements shown in figure 6 below.
- Good air circulation and ventilation.
- Firm and solid—the location can support the unit and will not vibrate.
- Noise from the unit will not disturb others.
- Protected from prolonged periods of direct sunlight or rain.

## CHOOSING BASE PAD FOR UNIT

Condenser must be placed securely on a level foundation. The base can be made out of fiberglass material, stepping stones or pour a concrete pad. Make sure the unit can bolt into the base material to secure it properly. Gravel or sand under the base can keep the base more secure and assist with keeping the unit level.

## EXTREME WEATHER CONSIDERATIONS:

If the unit is exposed to heavy wind: Install unit so that air outlet fan is at a 90° angle to the direction of the wind. If needed, build a barrier in front of the unit to protect it from extremely heavy winds.

If the unit is frequently exposed to heavy rain or snow: Build a shelter above the unit to protect it from the rain or snow. Be careful not to obstruct air flow around the unit.

## OUTDOOR UNIT MINIMUM SPACE REQUIREMENTS

If there are obstacles around the unit two sides must be open for proper operation

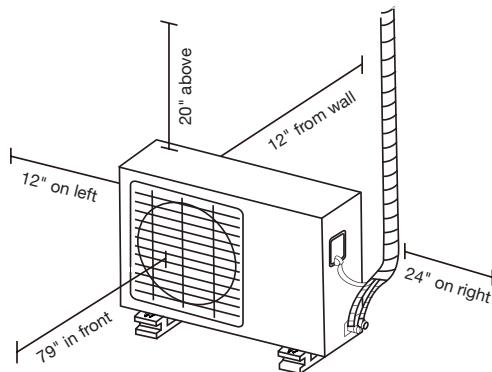


Figure 6: Minimum space requirements for outdoor unit

## OBSTACLE ABOVE UNIT:

If there is an obstacle above the unit maintain 20 in of space from the top of the unit.

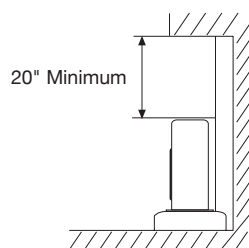


Figure 7: Minimum space for obstacle on top of unit

## IF THE UNIT IS SURROUNDED ON THREE SIDES:

Make sure each side of the unit has 12 in clearance and at least 8 in of clearance from wall. Make sure the fan at the front is not blocked.

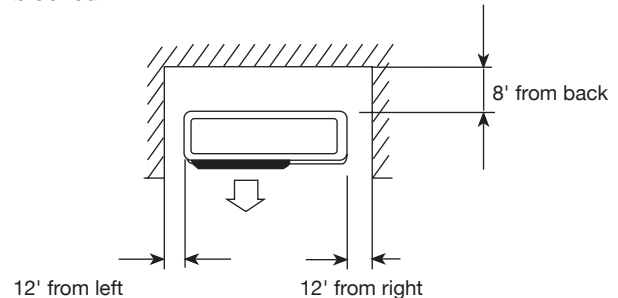


Figure 8: Minimum space for 3 sides

## WHEN THERE IS AN OBSTACLE ONLY IN FRONT OF THE UNIT:

If there is an obstacle only in front of the unit maintain at least 20 in of space from the fan to that obstacle.

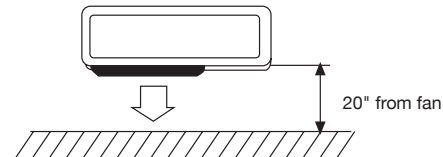


Figure 9: Minimum space obstacle in front of unit

## SPACE FOR MAINTENANCE:

Always maintain a 20 in by 20 in space in front of the main panel on the unit for maintenance access.

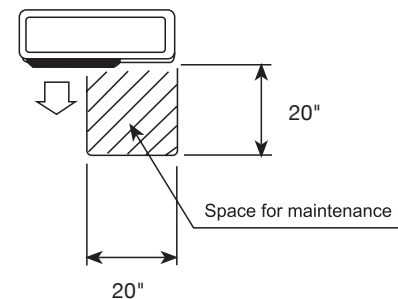


Figure 10: Minimum space for maintenance

## MINIMUM SPACE FOR TWO UNITS:

If you have two outdoor units next to one another maintain a separation of 12" from the side of each. Do not place units with fans pointing at one another.

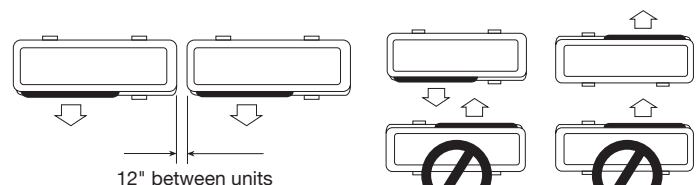


Figure 11: Minimum space for two units

# INSTALLING OUTDOOR UNIT

## **WARNING:**

Read all safety instructions on page 3 before installing outdoor unit. Read all outdoor installation requirements.

## **DO NOT:**

- **DO NOT** install near an obstacle that will block air inlets and outlets.
- **DO NOT** install near a public street, crowded areas, or where noise from the unit will disturb others.
- **DO NOT** install near animals or plants that will be harmed by hot air discharge.
- **DO NOT** install near any source of combustible gas.
- **DO NOT** install in a location that is exposed to large amounts of dust.
- **DO NOT** install in a location exposed to a excessive amounts of salty air.
- **DO NOT** install directly to the ground, make sure you lay down a flat surface to secure the unit to.

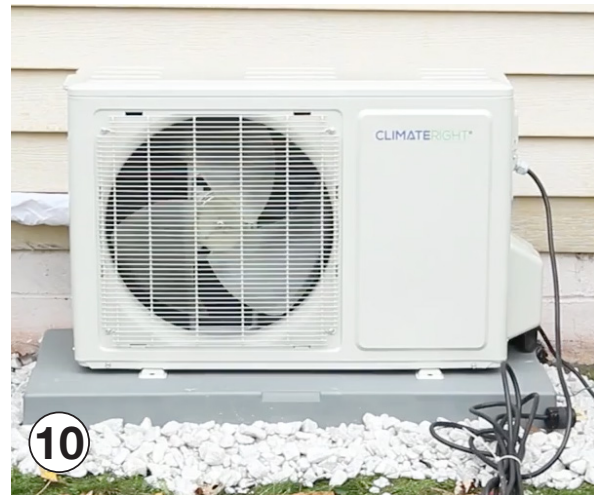
10. Select a location for the outdoor unit and position it so that the refrigerant lines will line up with the connections on the condenser unit without any undo stress. Please read *Outdoor Unit Installation Requirements* on page 10 before installing the condenser unit.

### **Condenser Placement Requirements:**

Place the outdoor unit near a power disconnect box that is properly installed by an electrician. The unit requires 115V power supply. If there is not a receptacle nearby call a licensed electrician to have one installed.

Condenser must be placed securely on a level foundation. The base can be made out of fiberglass material, stepping stones or pour a concrete pad. Gravel or sand under the base can keep the base more secure and assist with keeping the unit level.

Unit must be 12" away from the wall for proper airflow and servicing.



**⚠ WARNING: BEFORE PERFORMING ELECTRICAL WORK,  
READ THESE REGULATIONS**

1. All wiring must comply with local and national electrical codes, and must be installed by a licensed electrician.
2. All electrical connections must be made according to the Electrical Connection Diagram located on the panels of the indoor and outdoor units.
3. If there is a serious safety issue with the power supply, stop working immediately. Explain your reasoning to the client, and refuse to install the unit until the safety issue is properly resolved.
4. Power voltage should be within 90-100% of rated voltage. Insufficient power supply can cause malfunction, electrical shock or fire.
5. If connecting power to fixed wiring, install a surge protector and main power switch with a capacity 1.5 times the maximum unit current.
6. If connecting power to fixed wiring, a switch or circuit breaker that disconnects all poles and has a contact separation of at least 1/8in (3mm) must be incorporated in the fixed wiring. Use an approved circuit breaker or switch.
7. Only connect the unit to an individual branch circuit outlet. Do not connect another appliance to that outlet.
8. Make sure to properly ground the air conditioner.
9. Every wire must be firmly connected. Loose wiring can cause the terminal to overheat, resulting in malfunction and possible fire.
10. Do not let wires touch or rest against refrigerant tubing, the compressor, or any moving parts within the unit.
11. If the unit has an auxiliary electric heater, it must be installed at least 1 meter (40in) away from combustible materials.

**⚠ WARNING: BEFORE PERFORMING ELECTRICAL WORK,  
TURN OFF THE MAIN POWER TO THE SYSTEM**



## **⚠ WARNING: REDUCE RISK OF SHOCK**

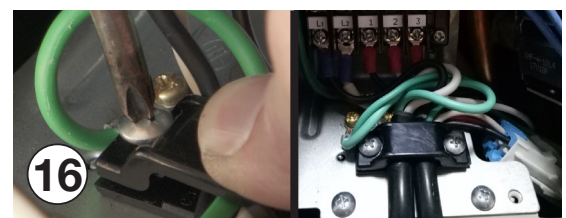
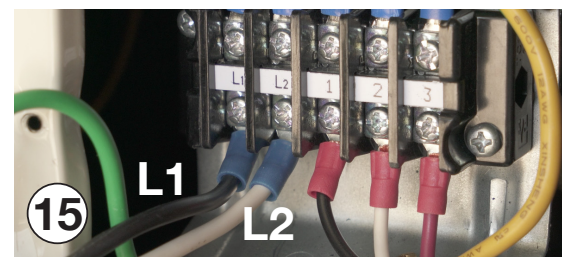
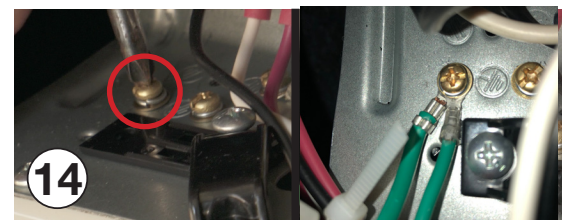
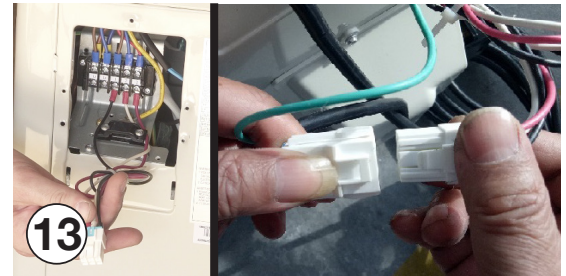
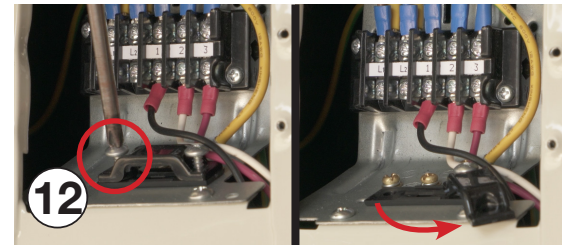
Read all safety instructions on page 3 and page 12 before wiring outdoor unit. **DO NOT** plug in the power cord to an outlet while working on wiring.

### **CONNECTING POWER CORDS**

11. On the outdoor unit, remove the screw that holds the side panel. Feed utility power cord with the blue spades and line set power cord through the holes in the bottom of the access panel.
12. On the inside of panel opening, remove the left screw on the strain relief as shown and set aside. Be careful to avoid dropping screw into the unit. Then pivot the top half of the strain relief out of the way as shown.
13. Inside the panel opening, carefully pull out the bundled wiring harness and connect it to the harness coming from the power cord in the line set. This will provide power to indoor unit.
14. Unscrew brass grounding screw as shown and remove screw and washer from unit. Again, be careful not to allow screw and washer fall into unit. Once the grounding screw is removed, slide it into the 2 green grounding wire terminals on the power cord and line set and reattach.
15. Grab the two spade connectors at the end of the utility power cord. On the terminal block, loosen the screws in the two unused spots on the lower left labeled L1 and L2. Slide the spade connector on the end of the black L1 wire into the L1 terminal and tighten. Then slide the spade connector on the end of the white L2 wire into the L2 terminal and tighten.
16. Route utility power cord and line set power cord through the strain relief and tighten with screw removed in Step 18.
17. Reinstall panel on unit and tighten screw.

### **FINISH INSTALLATION**

18. Once the condenser is secured to the base and wiring is complete you can proceed to hooking up the refrigerant lines. Start by removing the dust cap from the refrigerant line coupler on the condenser unit. **Note: There may be some slight pressure when you remove the cap.**
19. Plug the refrigerant lines to the condenser coupler and pull the key lever to lock the connection.
20. Lastly, finish the install by making a final inspection of the refrigerant lines to make sure they are straight with no kinks. Check and make sure the electrical connections are correct. Also, inspect the indoor unit to make sure it is secured tightly to the wall.





## MAINTENANCE

### **⚠ WARNING: BEFORE CLEANING OR MAINTENANCE**

Always turn off your air conditioner system and disconnect its power supply before cleaning or maintenance.

### **⚠ CAUTION:**

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

### **⊘ DO NOT:**

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

### **CLEANING AIR FILTER ON INDOOR UNIT:**

It is recommended that the air filter be cleaned every 250 hours of use in common applications. In dusty environments the filter may need to be cleaned sooner.

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. The air filter is under the top airinlet grill.
2. Grip the tab on the end of the filter, pull it towards yourself.

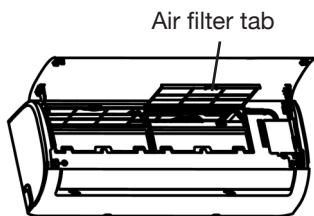


Figure 16: Air filter tab

3. Now pull down to extract the filter.

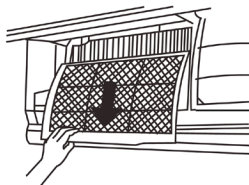


Figure 17: Pull down to remove air filter

4. Clean each air filter with warm, soapy water. Be sure to use a mild detergent.
5. Rinse the filter with fresh water, then shake off excess water.
6. Dry it in a cool, dry place, and refrain from exposing it to direct sunlight.
7. When dry, re-clip the air filter to the larger filter, then slide it back into the indoor unit.
8. Close the front panel of the indoor unit.

## BEFORE LONG PERIODS OF NON-USE

1. Clean air filters.
2. Turn on FAN function until unit dries out completely.
3. Turn off the unit and disconnect the power.
4. Remove batteries from remote controller.
5. Cover both indoor and outdoor units to prevent dust buildup.

## PRE-SEASON INSPECTION

1. Check for damaged wires.
2. Clean air filters.
3. Check for leaks.
4. Replace batteries in the remote controller.
5. Make sure nothing is blocking all air inlets and outlets.

## TROUBLESHOOTING

### **⚠ WARNING:**

If **ANY** of the following conditions occurs, 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 CLIMATERIGHT SERVICE TEAM IMMEDIATELY!**

### INDOOR UNIT DIGITAL DISPLAY ERROR CODES:

Code	Description	Code	Description
F1	Communications fault	FE	Gas return sensor fault
F2	Ambient temperature sensor fault	FF	Gas leakage
F3	Coil pipe temperature sensor of indoor unit fault	P1	Temperature of evaporator protection
F4	Fan motor of indoor unit fault	P2	Overheat, over current protection of inverter module
F5	Module of outdoor unit fault	P3	Over current protection
F6	Ambient temperature sensor of outdoor unit fault	P4	Discharge temperature of compressor protection
F7	Coil pipe temperature sensor of outdoor unit fault	P5	Overheat of compressor top protection
F8	Suction temperature sensor of compressor fault	P6	Suction temperature of compressor protection
F9	Discharge temperature sensor of compressor fault	P7	Low or high voltage protection
FA	Inductor of current or voltage fault	P8	Low pressure of gas return protection
FC	Compressor drive fault	P9	High pressure of discharge protection
FD	Phase lacking or phase sequence fault	PA	High temperature of condenser protection
		PC	High temperature of outdoor ambient protection

### **⚠ WARNING:**

If any of these errors arise please contact ClimateRight service team immediately at (800) 725-4628.

## COMMON TROUBLESHOOTING ISSUES

Problem	Possible Causes	Possible Solutions
<b>The unit appears to shut off when switching to heat mode for the first time</b>	When switching to heat mode for the first time the outdoor heat pump must heat up before the fan turns on. This may take several minutes depending on the ambient temperature of the outdoor unit.	Wait for heat pump in outdoor unit to heat up.
<b>Unit not powering up</b>	Outdoor unit not plugged in.	Plug in unit.
	Breaker has popped to the outlet.	Reset the breaker.
	Insufficient power to unit.	Unit requires 115V outlet.
	Wiring harness to indoor unit not plugged into outdoor unit.	Check step 19 of outdoor installation on page 13.
<b>Strange odor</b>	Dirty air filter inside indoor unit.	Clean air filter inside indoor unit.
<b>Water dripping from indoor unit</b>	Clogged drain hose causing a back flow of water into drop pan.	Disconnect drain hose extension and clean out any clog.
	Air in room is very cold causing excess condensation to drip from unit.	Dial back the AC temp.
	Indoor unit is not level	Correct position of unit ensuring it is level.
<b>The unit does not respond to commands</b>	The remotes HOLD button is on, locking the remote functions.	Click the HOLD button to unlock the remotes keyboard.
	The remote is needing new batteries.	Replace batteries.
	Remote control is not close enough to the unit's sensor.	Move closer to the indoor unit.
	Obstacles between the remote and the indoor units sensor are disrupting inputs.	Remove obstacles.
	The remotes LAMP button is on.	Press the LAMP button.
<b>The indoor unit makes noises</b>	This noise is made by the expansion or contraction of the front panel due to variations in temperature and does not indicate a problem.	
	A rushing air sound may occur when the louver resets its position. This does not indicate a problem.	
<b>Both the indoor unit and outdoor unit make noises</b>	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.	
<b>Insufficient airflow</b>	Unsuitable temperature setting.	Change desired temperature.
	Obstructed air conditioner intakes and outlets.	Unplug the unit and remove any obstructions.
	Dirty air filter inside indoor unit.	Clean air filter inside indoor unit.
	Fan speed set at lowest setting.	Increase fan speed setting.
	Other sources of heaters/air conditioners in the room.	Turn these sources off while operating the CR12000.
<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. This does not indicate a problem.	
<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. This does not indicate a problem.	
<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.	Make sure the unit is covered during long periods of inactivity.
<b>Indoor unit displays 2 letters where the temperature is usually displayed</b>	These indicate errors in the unit.	Identify the error code from the table on page 14 and contact ClimateRight service team at (800) 725-4628. Do not attempt to fix yourself.
<b>Breaker keeps popping</b>	Not large enough breaker to handle operation of unit.	Make sure the unit is plugged into an outlet that has a dedicated 20A breaker.
<b>GFCI outdoor outlet pops</b>	Unit not grounded properly	Check all grounds of unit hooked up when installed.
	Outlet is not grounded properly	Contact certified electrician.

# WARRANTY

## LIMITED WARRANTY

ClimateRight 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. 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.

- Seven (7) years on compressor and Five (5) years on all parts to the original registered end-user.
- One (1) year warranty on remote control unit.
- Proper installation – Limited warranty applies only to systems that are installed by a state certified or licensed HVAC contractor, under applicable local and state law in accordance with all applicable building codes and permits; ClimateRight installation and operation instructions and good trade practices. \*State certified or licensed HVAC contractor not required for warranty on the DIY series units. (Always check your local laws.)
- 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, WHAT SO EVER.

### THIS WARRANTY DOES NOT COVER:

1. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts, or replacement parts, or new units.
2. Normal maintenance as outlined in the Owners Manual, including filter cleaning and/or replacement and lubrication.
3. Failure, damage or repairs due to faulty installation, misapplication, abuse, improper servicing, unauthorized alteration or improper operation.
4. Failure to start due to voltage conditions, blown fuses, open circuit breakers, or damages due to the inadequacy or interruption of electrical service.
5. Failure or damage due to floods, winds, fires, lightning, accidents, corrosive environments (rust, etc.) or other conditions beyond the control of the Company.
6. Parts not supplied or designated by Company, or damages resulting from their use.
7. Products installed outside USA and Canada.

8. Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
9. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
10. 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.

For additional warranty exclusions, visit [www.climate-right.com](http://www.climate-right.com)

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

### HOW TO FILE A WARRANTY CLAIM:

All warranty claims must be submitted in writing or received and confirmed by email from an authorized ClimateRight representative. A web form is also available at [www.climate-right.com/featured/product-registration-and-warranty](http://www.climate-right.com/featured/product-registration-and-warranty) to submit your claim as well. If ClimateRight LLC, at its sole discretion, deems your Warranty claim valid, a prepaid shipping label will be sent to the address provided for return of the climate right unit for inspection and repair or replacement. In good faith, we will send you out a replacement unit before receiving the defective unit back. If, during inspection, the unit has been found to be defect free or has been modified in any way to cause a defect, the customer will be charged for the replacement unit plus shipping and handling fees and no refund will be issued for the initial purchase. If the unit has been found to be defective the original purchase price will be refunded.

Please note: Any damage caused by improper packaging of the return unit to the authorized service center will void the warranty.

### BUYER’S REMORSE POLICY:

If you are not completely satisfied with the product received, ClimateRight will accept the return of the product within 30 days from the date of purchase. Customer will be responsible for the return shipping costs associated with shipping the product back to ClimateRight. Customer is responsible for the proper packaging of the product for return ensuring no damage to the product while in transit as well as any lost packages. Once we receive the product back, we will do a thorough inspection verifying that there is no damage to the product and that all accessories are included, and will, at that time, issue a full refund.

# PRODUCT REGISTRATION

Mail this registration to:  
ClimateRight Warranty Registration  
777 Manor Park Drive  
Columbus, OH 43228

First Name\_\_\_\_\_ Last Name\_\_\_\_\_

Phone Number with Area Code\_\_\_\_\_

Address\_\_\_\_\_

\_\_\_\_\_

Country\_\_\_\_\_

Model No.\_\_\_\_\_

Serial No.\_\_\_\_\_

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

Date of Installation\_\_\_\_\_

Owners Name\_\_\_\_\_

Address of Installation\_\_\_\_\_

\_\_\_\_\_

Installing Contractor\_\_\_\_\_

Address\_\_\_\_\_

Phone No./E-mail\_\_\_\_\_