

This system uses
R-410A



Williamson-Thermoflo

OWNER'S MANUAL

MODEL N°: 9SRA-HE | 12SRA-HE | 15SRA-HE | 18SRA -HE| 24SRA-HE

IMPORTANT!

**CAUTION:**

This symbol refers to a hazard or unsafe practice, which can result in personal injury and the potential for product or property damage.

NOTE:

Installer - Please take time to review this owner's manual with the owner. Explain all maintenance, setup and service procedures.

1_Introduction	1
2_Safety precautions	2
3_Remote control buttons and display	3
4_Led display functions	4
5_Installing remote control batteries	5
6_Setting the clock	6
7_Automatic mode	7
8_Cooling mode	8
9_Dehumidifying mode	9
10_Fan mode	10
11_Setting the timer	11
12_Sleep mode	12
13_Adjusting the airflow direction	13
14_Setting the fan speed	14
15_Cleaning	15
16_Auxiliary control	16
17_Troubleshooting	17_18
18_Tips for saving energy	19

1_ INTRODUCTION

For future reference, we suggest you attach a copy of your sales slip/receipt to this page, along with the following information which is located on the manufacturer's nameplate located on the side of the unit. You will be asked this information if your unit requires servicing and/or for general inquiries.

Model number

Indoor unit: _____

Outdoor unit: _____

Serial number

Indoor unit: _____

Outdoor unit: _____

Date of purchase: _____

Date of installation: _____

Dealer's Name and Address: _____

Carefully read these safety precautions before using your air conditioner.

These precautions must be taken at all times.

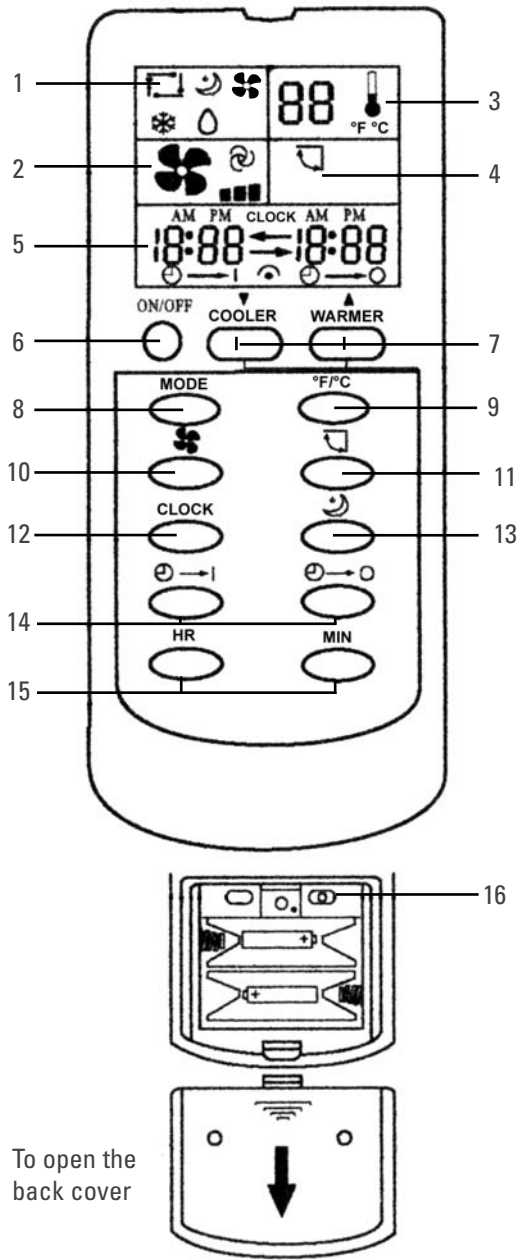
Keep this document for future reference.

- Unit must be supervised in presence of children or anybody unfamiliar with it.
- Do not hang or place any clothing or other objects on the unit.
- Do not place any obstacles in front of the unit.
- This device must be installed according to the national electrical code or any other state codes or regulations.
- Never spill any liquid into the indoor unit. If this should accidentally happen, turn off the electrical circuit breaker used for your air conditioner and contact your installation specialist.
- Do not insert anything between the airflow blades to avoid any damage to the inner fan and to avoid possible harm.
- If the remote control is not used for a long period of time, remove the batteries to prevent leakage of electrolyte.
- Any damaged electrical component should be replaced by a qualified installer / service technician.
- Users of this appliance are warned **NOT TO ATTEMPT ANY REPAIRS** on this product, doing so is at their own risk. Instead, they are requested to contact a qualified installer / service technician.

 **CAUTION:**

The manufacturer does not take any responsibility for any damage or injuries caused by inadequate installation. An accident may occur if the installation is not executed as instructed in the installation manual. If you experience any difficulty, contact a qualified installer / service technician.

3. REMOTE CONTROL BUTTONS AND DISPLAY



1. Operating mode setting display
2. Fan speed display
3. Temperature display
4. Airflow sweep icon
5. Clock and timer display
6. On/Off button
7. Temperature adjustment buttons
8. Mode button (auto, cooling, dehumidifying)
9. °F/°C switch button
10. Fan speed adjustment button
11. Airflow sweep button
12. Clock button
13. Sleep button
14. Timer setting buttons
15. Clock setting buttons
16. Reset button

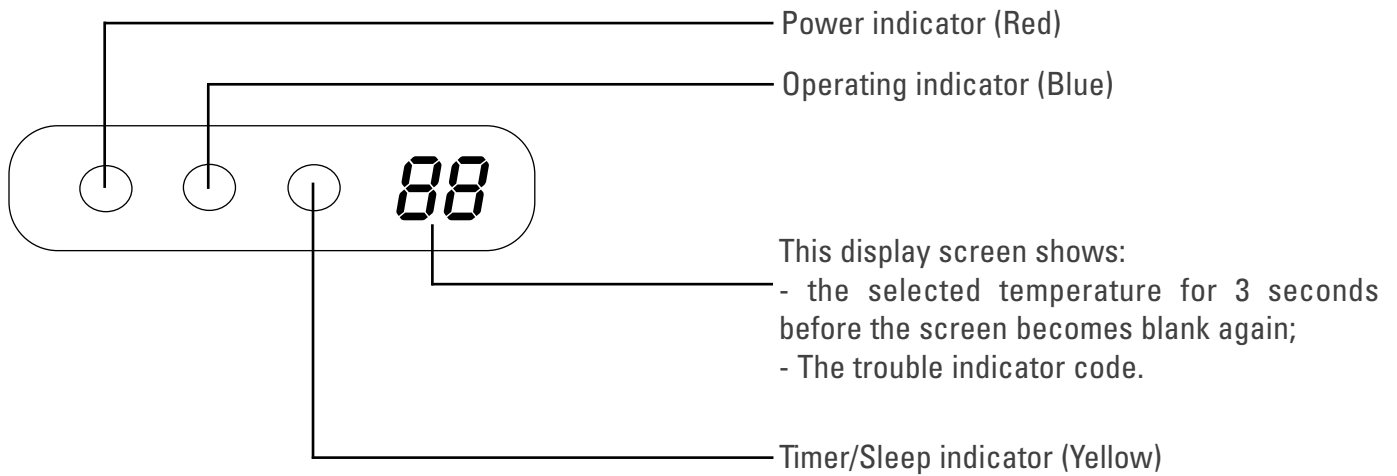
When operating the air conditioner, point the remote control toward the signal receiver on the air conditioner and the operation should be confirmed by a beep sound and icon display.

Note:

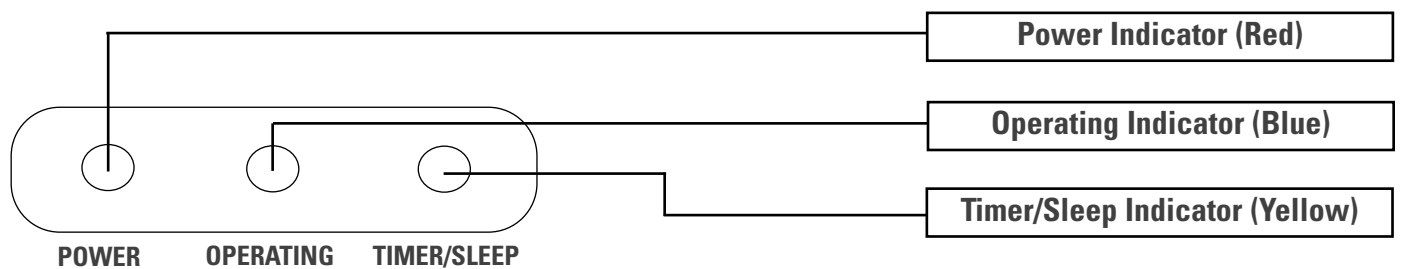
- The remote control works within a distance of 23 ft. (7 m) and at a maximum angle of 30 degrees.
- Dust, high temperatures and strong vibrations must be avoided.

Fahrenheit °F/Celsius °C
 press °F/°C button to select the
 desired temperature scale.

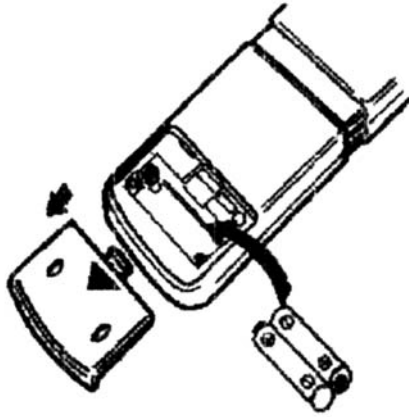
LED display 9 000-12 000 BTU



LED display 15 000-18000-24 000 BTU



5_ INSTALLING THE REMOTE CONTROL BATTERIES



1. Push the battery cover (on the rear of the remote control) with your thumb in the direction of the arrow and remove it.
2. Insert the two batteries by respecting the polarities indicated.
3. Close the cover by sliding it back until it clicks into place.

CAUTION:

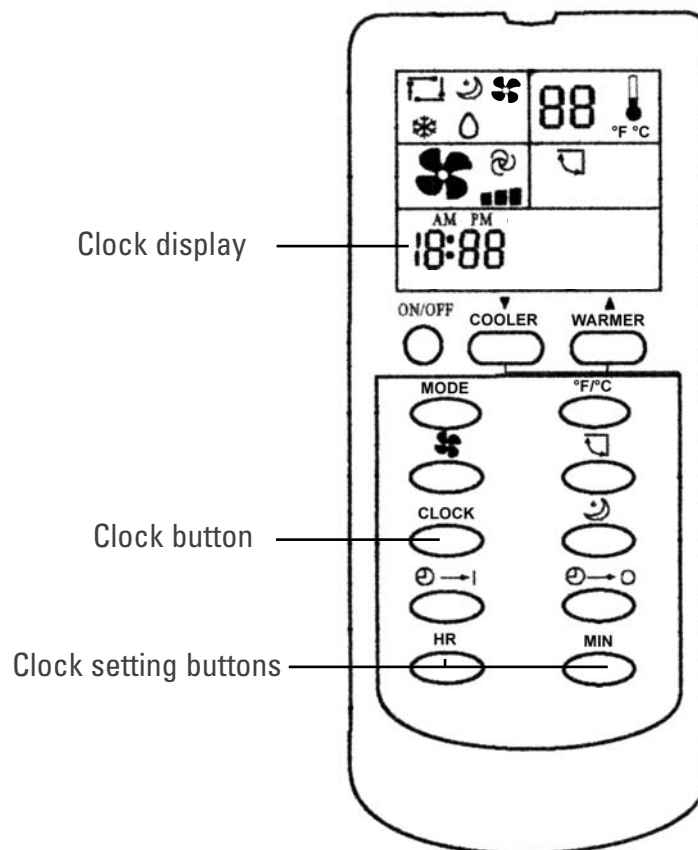
In replacement of batteries:

- Do not use old batteries or different kinds of batteries together.
- Use two AAA, 1.5V alkaline batteries.
- If you do not expect to use the remote control for a long period of time, remove the batteries to prevent leakage of electrolyte.

1- Press the **CLOCK** button on the remote control.

2- Press the **CLOCK** setting buttons   to set the time.

3- Press the **CLOCK** button again.




7_ AUTOMATIC MODE

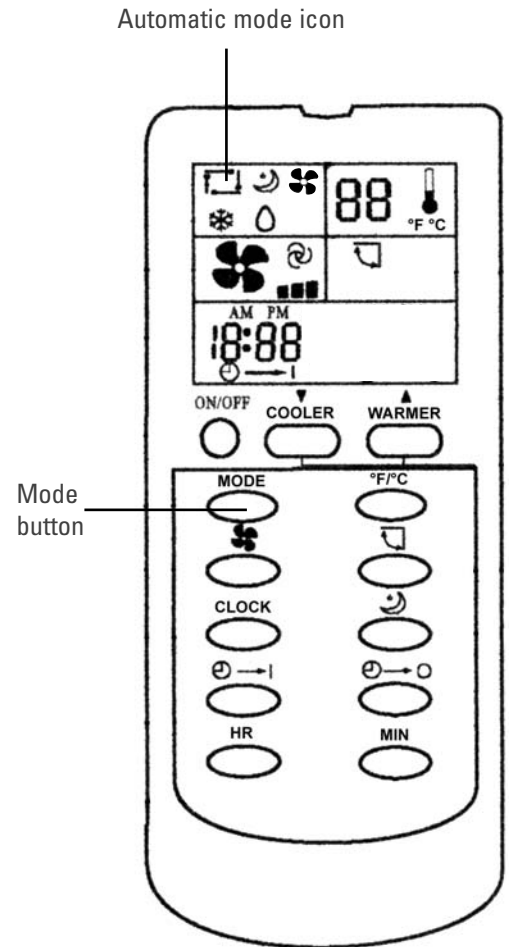
In automatic mode, the air conditioner will operate in dehumidifying mode when the room temperature is below 77 °F (25 °C) and in cooling mode when it is above 77 °F (25 °C). These temperature are preset and cannot be modified.

In this mode, you can set the following :

- fan speed (low, med, high, auto)
- airflow direction.

To operate:

1. Press the **ON/OFF** button on the remote control to start the air conditioner.
2. Press the **MODE** button repeatedly until the automatic mode icon () is displayed in the upper left corner of the remote control.



In cooling mode, you can adjust the following :

- temperature
- fan speed (low, medium, high, automatic)
- airflow direction

1. Press the **ON/OFF** button to start the air conditioner.

2. Press the **MODE** button repeatedly until the cooling mode icon (❄️) is displayed in the upper left corner of the remote control.

3. Press the fan speed adjustment button (🌀) and select the desired speed (low, med, high, auto).

4. To adjust the temperature, press the **WARMER/COOLER** buttons until the targeted temperature is displayed. The available temperature range is between 61 °F (16 °C) and 87 °F (31 °C).

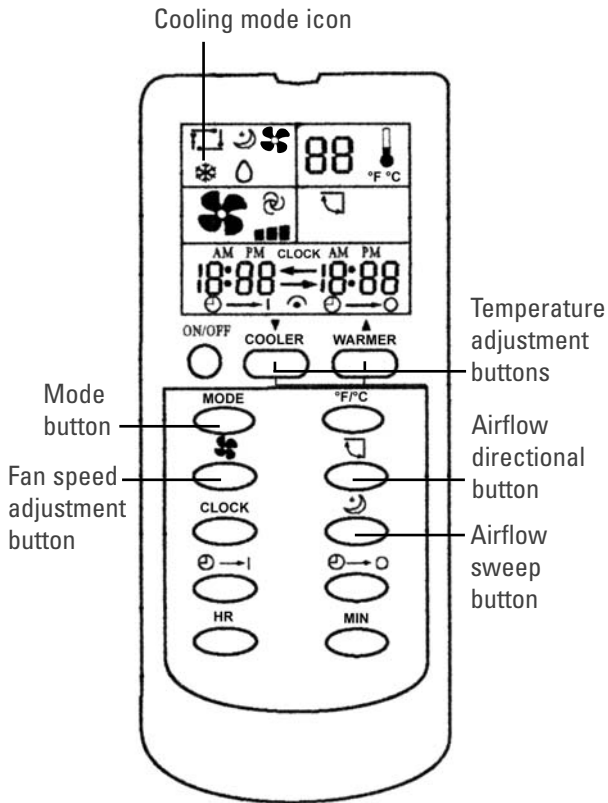
- Each time you press a **WARMER/COOLER** button, the temperature is adjusted by 1 °F or 1 °C.

5. The air conditioner starts cooling, provided that the room temperature is higher than the selected target temperature.

Note:

- If the room temperature is lower than 61 °F (16 °C), the air conditioner will not allow the compressor to operate in cooling mode.

- If the room temperature is too low and the room humidity is too high, frost or ice can form on the surface of the evaporator. However, the air conditioner is pre-adjusted to protect itself against it. Whenever the evaporator temperature drops below 30 °F (-1 °C), the outdoor unit will stop running until the evaporator temperature increases to 45 °F (7 °C).



CAUTION:

Set a reasonable temperature to avoid discomfort from overcooling.

9_ DEHUMIDIFYING MODE

In dehumidifying mode,


- When the room temperature is below 59 °C (15 °C), this function is not available.

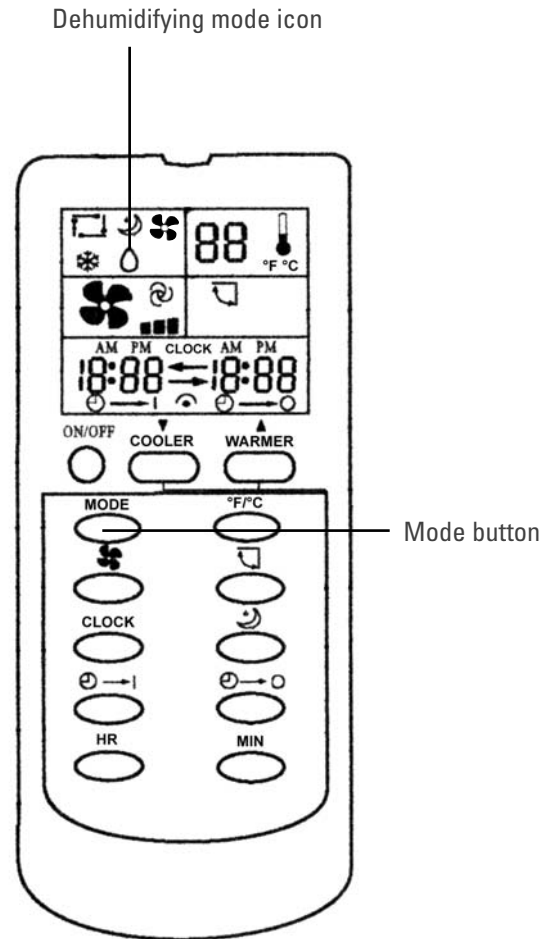
- When the room temperature is between 59 and 72 °F (15 and 22 °C), the compressor will automatically run at regular intervals of 6 minutes ON and 10 minutes OFF.

- When the room temperature is between 72 and 82 °F (22 and 28 °C), the compressor will automatically run at regular intervals of 6 minutes ON and 6 minutes OFF.

- When the room temperature is above 82 °F (28 °C), the compressor will automatically run at regular intervals of 10 minutes ON and 4 minutes OFF.

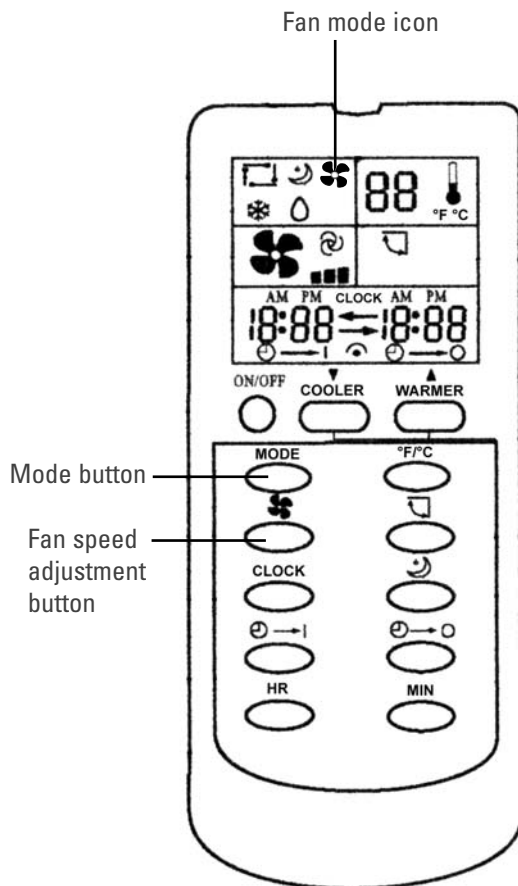
In this mode, the temperature and the fan speed cannot be adjusted. The fan will automatically run at low speed.

1. Press the **ON/OFF** button to start the air conditioner.
2. Press the **MODE** button repeatedly until the dehumidifying mode icon () is displayed in the upper left corner of the remote control.





CAUTION:

In cooling and dehumidifying modes, if the compressor cycle is interrupted (due to unplugging, power failure, etc.), a protection circuit is automatically activated, preventing the compressor from operating. This is no cause for alarm, but the protection circuit may need 3-5 minutes to reset.



The fan mode is used to circulate the air throughout the room.

1. Press the **ON/OFF** button to start the air conditioner.
2. Press the mode button repeatedly until the fan mode icon () is displayed in the upper left corner of the remote control.
3. To adjust the fan speed, press repeatedly on the fan speed adjustment button () until the target velocity is reached (low-med-high-auto).

Note:

The cooling mode and the fan mode cannot operate simultaneously.

11. SETTING THE TIMER

Before setting the timer, you have to be sure that the remote control's clock is correctly set. This function offers you a choice of three different timer program options. The programming period is based on a minimum time range of 10 minutes and a maximum time range of 24 hours. These programs have to be set daily and are automatically cancelled when they expire.

The 3 options are :

Program #1: Setting the **ON** timer and **OFF** timer

This option enables you to program the unit to automatically start operating and shut down at specified times within a maximum range of 24 hours.

1. Press the **ON** timer button. (⊕-|)
2. Press the clock setting buttons (**HR** and **MIN**) to set the time you want the unit to start running.
3. Press the **OFF** timer button. (⊕-○)
4. Press the clock setting buttons (**HR** and **MIN**) to set the time you want the unit to stop running.
5. You have to set all possible adjustments (mode, temperature, fan speed, airflow).
6. The program is confirmed by the illumination of the yellow LED display in the center of the unit and the display of the timer settings on the remote control.

Program #2: Setting the **ON** timer only

This option enables you to program the unit to automatically start running at a specified time within a maximum time range of 24 hours.

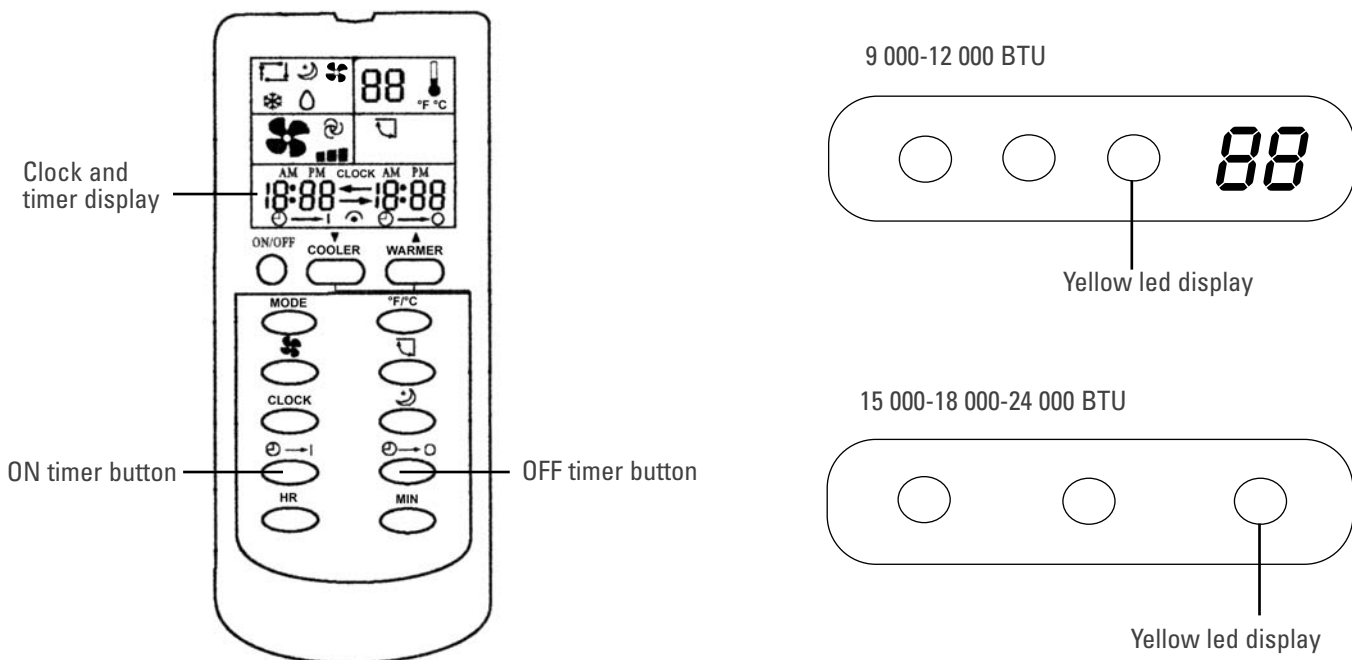
1. Press the **ON** timer button. (⊕-|)
2. Press the clock setting buttons (**HR** and **MIN**) to set the time you want the unit to start running.
3. You have to set all possible adjustments (mode, temperature, fan speed, airflow).
4. The program is confirmed by the illumination of the yellow LED display in the center of the unit and the display of the timer settings on the remote control.

Program #3: Setting the **OFF** timer only

This option enables you to program the unit to automatically shut down at a specified time within a maximum time range of 24 hours.

1. Press the **OFF** timer button. (⊕-○)
2. Press the clock setting buttons (**HR** and **MIN**) to set the time you want the unit to shut down.
3. The program is confirmed by the illumination of the yellow LED display in the center of the unit and the display of the timer settings on the remote control.

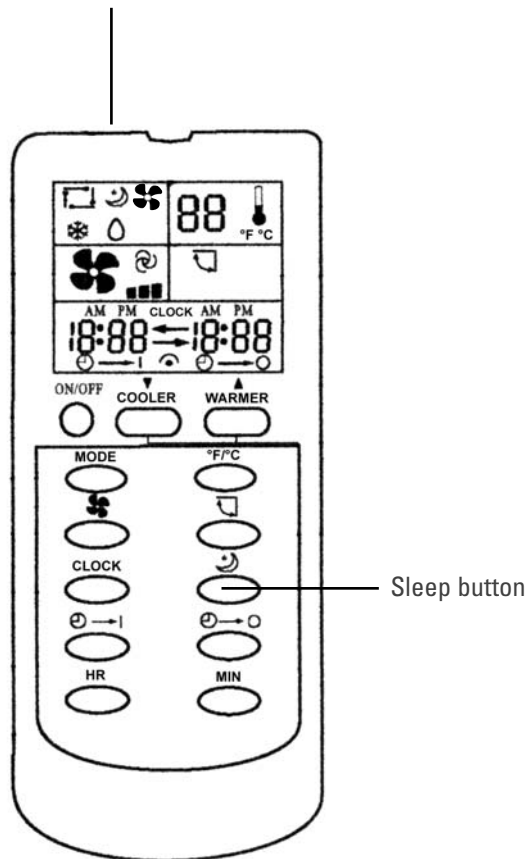
To cancel a timer setting, simply press on the **ON** timer button (⊕-|) and/or on the **OFF** timer button (⊕-○) according to the program you chose. The yellow LED display in the center of the unit will turn off. On the remote control, the timer settings disappear and the clock displays.



In sleep mode, the air conditioner will first attain the desired target temperature. Then, it will allow the temperature to rise 2 °F (1 °C) higher than the target temperature for every hour for up to two hours (4 °F – 2 °C). The unit will automatically stop working after another 6 hours of continuous running. This means the air conditioner will run less often, therefore will be quieter.



1. Press the sleep button (☾).
2. To cancel this mode, press the sleep button (☾) again.

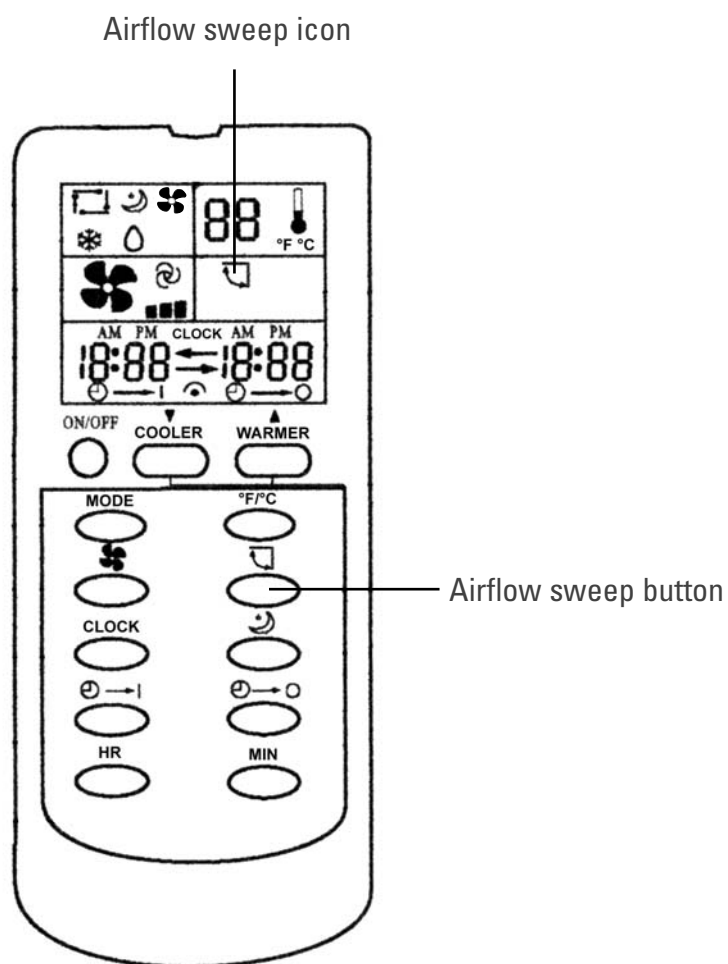
Sleep mode icon



13_ ADJUSTING THE AIRFLOW DIRECTION

Adjusting the vertical airflow

If you want the outer blades to move up and down automatically when the air conditioner is operating, press the SWEEP button () on the remote control or on the unit's control panel. Press the SWEEP button () again when the blades are at any position that you desire and they will remain in that position.



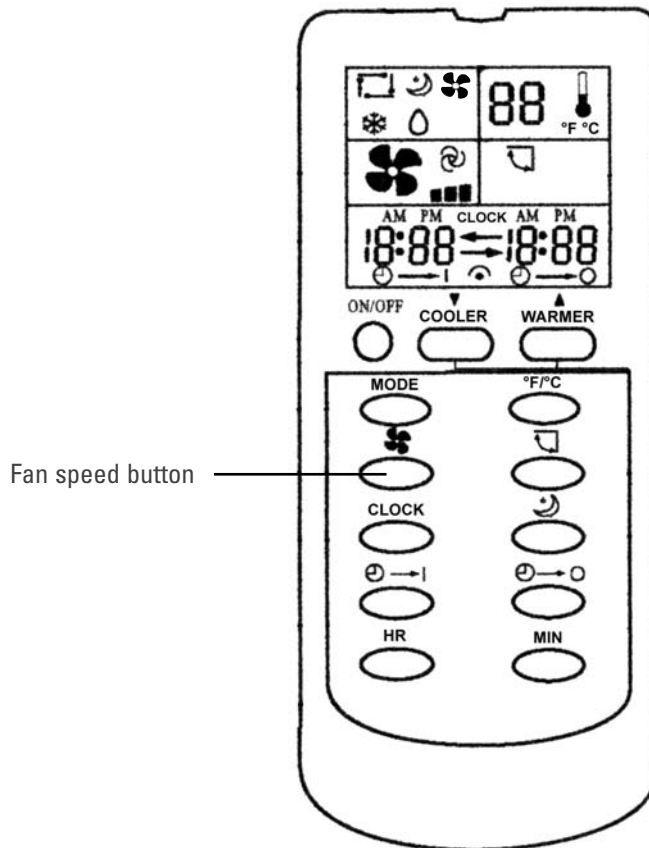
Press the fan speed adjustment button (🌀) repeatedly until the required setting is displayed:

🌀 ■ LOW

🌀 ■■ MEDIUM

🌀 ■■■ HIGH

🌀 🌀 AUTOMATIC
(The air conditioner will automatically set the fan speed to obtain the target temperature.)



IMPORTANT

- Before cleaning your air conditioner, make sure that you have turned off the electric circuit breaker.
- To obtain the best possible results from your air conditioner, clean it regularly, removing any dust that has accumulated in the air filters or on the condenser coils.
- If you have not used the air conditioner for a long period of time, run the fan for 3 or 4 hours to thoroughly dry the inside of the air conditioner.
- Do not clean the unit's surface with thinners, alcohol, polishers, alkaline detergents, acid, or an abrasive brush. Such items could scratch and damage the finish.

To clean the air filters

1. Open the front grid by lifting the tabs on the lower right and left sides of the unit. Raise the front grid until it snaps tight in an open position.
2. Remove the air filters.
3. Remove all dust from the air filters with a vacuum cleaner or a soft brush, or wash them with warm water. (Do not use benzene, solvents, or other chemicals.)
4. When you have finished, put the air filters back into the unit and close the front grid.

Note:

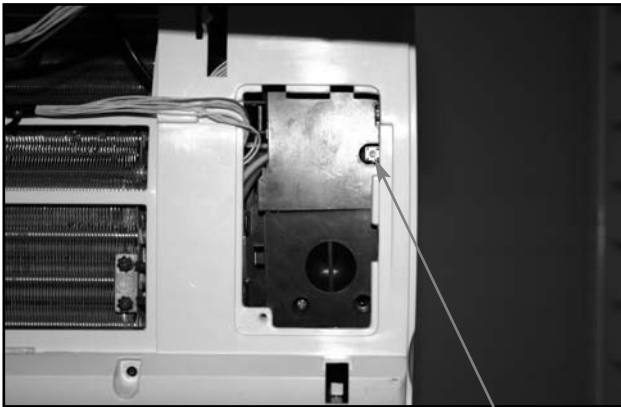
Failure to keep air filters clean will result in poor air circulation. Do not operate the air conditioner without its filters. Dirt and lint will clog the evaporator surface, reduce airflow, and possibly cause ice to form, reducing the unit's cooling capacity.

If the remote control is lost or inactive, you may use the auxiliary control to switch the air conditioner on. (Lift the front cover of the indoor unit to locate the auxiliary control button.)

Press once to activate the cooling mode, press once again to deactivate.

When the unit is activated by the auxiliary control, it will run in cooling mode and the fan speed is set at high. The air conditioner will change fan speed to medium speed and set the temperature automatically at 75 °F (24 °C) after 30 minutes of continuous operation.

9 000-12 000 BTU

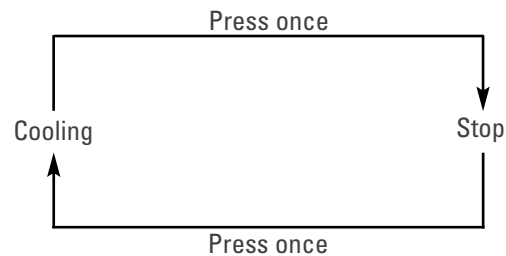


Auxiliary control button

15 000-18 000-24 000 BTU



Auxiliary control button



17_TROUBLESHOOTING

Before contacting the after-sale service, perform the following simple checks. They may save you the time and expense of an unnecessary call.

Problem	Cause	Solution
The unit does not work at all.	The ON timer is activated.	Cancel the timer.
	There is no power at the unit.	Check the fuses and the circuit breaker.
Cooling performance is poor.	The wrong function mode was selected.	Select the correct function mode. (auto, cooling)
	There is an obstacle in front of the unit.	Clear all obstacles.
	The air filters are dirty.	Clean filters.
The unit is operating, but the air remains warm.	The compressor is not yet operating.	Wait 3-5 minutes for the compressor protection circuit to turn off.
	The temperature is incorrectly set.	Adjust the temperature setting.
The compressor stops running after a short time.	There is not enough voltage.	Unplug other appliances that may overload the electrical circuit breaker.
The unit is making unusual noises.	The unit is not leveled.	Place the unit on a leveled surface.
The unit is working, but the room is still not cool enough.	The room's BTU demand is greater than the unit's capacity.	The room needs a greater cooling capacity: add another unit or upgrade to a unit with greater BTU capacity.
The evaporator fan is noisy.	Cross flow fan is not well balanced.	The unit needs to be repaired, or parts must be replaced.
The condenser fan is noisy.	The fan is rubbing against the plastic housing.	The unit needs to be repaired, or parts must be replaced.
The air conditioner does not operate with the remote control.	There is an obstacle between the remote control and the signal receiver.	Make sure the signal path is clear. Replace the batteries.
	The batteries are weak.	Get closer. (Within 23 ft.-7 m).
	You are too far from the unit.	



CAUTION:

Have repairs performed by a certified HVAC technician.

A) Error indicator (E1 to E5) for models: 9SRA-HE and 12SRAI-HE

B) Error indicator (Yellow LED) for models: 15SRAI-HE, 18SRAI-HE and 24SRAI-HE

#	Error Contents	Error indication	Diagnostic Method
1	Room temperature thermistor defective	CODE (E1) or Yellow LED off for 2 secs, then flashes 1 time	The detection value of the outdoor temperature thermistor is either open or shorted. <ul style="list-style-type: none"> • Check thermistor resistance value • Controller PCB defective
2	Indoor heat exchanger thermistor error	CODE (E2) or Yellow LED off for 2 secs, then flashes 2 times	The detection value of the outdoor temperature thermistor is either open or shorted. <ul style="list-style-type: none"> • Check thermistor resistance value • Controller PCB defective
3	Indoor evaporator fan motor trouble	CODE (E3) or Yellow LED off for 2 secs, then flashes 3 times	Either the indoor fan motor abnormal current or location error was detected (Permanent stop) <ul style="list-style-type: none"> • Fan motor connector loose / defective contact • Fan motor defective • Controller PCB defective
4	Trouble at the communication level	CODE (E4) or Yellow LED off for 2 secs, then flashes 4 times	The wire connected on terminal 1 is loose (defective contact)
5	Trouble detected by the room condenser sensor	CODE (E6) or Yellow LED off for 2 secs, then flashes 6 times	The detection value of the outdoor temperature thermistor is either open or shorted. <ul style="list-style-type: none"> • Check thermistor resistance value • Controller PCB defective
6	High and low pressure switch trouble	CODE (E9) or Yellow LED off for 2 secs, then flashes 9 times	Low pressure protection has been activated <ul style="list-style-type: none"> - Permanent stop after 5 minutes time delay • Check if the 2 way valve or 3 way valve are left closed • Refrigerant leak (Check pressures) • Check LPS wire connections • Low pressure switch defective Excessive high pressure protection has been activated <ul style="list-style-type: none"> - Permanent stop after 5 minutes time delay • Heat radiation is blocked (Inlet / outlet) • Check if the outdoor fan motor is defective (does not rotate) • Check HPS wire connections • High pressure switch defective • Refrigeration cycle defective
7	Outdoor condenser fan motor trouble	CODE (EC) or Yellow LED off for 2 secs, then flashes 13 times	Either the outdoor fan motor abnormal current or location error was detected <ul style="list-style-type: none"> - Permanent stop • Fan motor connector loose / defective contact • Fan motor defective • Controller PCB defective

If you experience problems, please contact a qualified service technician.

18_ TIPS FOR SAVING ENERGY

- Keep air filters clean.
- Do not allow the room to get too hot. Whenever possible, turn the unit on before the room heats up. When heat is “stored” in walls, furniture, rugs, or draperies, the air conditioner takes longer to produce the desired level of comfort.
- Keep windows and doors closed. Cool, dry air escapes when they are open.
- Keep furnace floor registers and cold air returns closed. Cold air can easily escape through them.
- Do not let drapes or furniture block the front of the unit, where they can restrict airflow when it is operating.
- It is best to operate your air conditioner at high speed during extremely hot weather.
- Keep condenser coils clean.



Williamson-Thermoflo

8201 W. Calumet Road, Milwaukee, WI 53223 USA

www.williamson-thermoflo.com