Hisense New Comfort Dual Split 2AMW50U4RXA

Hisense New Comfort Dual Split Inverter Air Conditioner User Manual

Models: DJ25VE00G, DJ35VE00G, 2AMW50U4RXA

1. Important Safety Instructions

Please read this manual carefully before installing and operating your air conditioner. Keep this manual for future reference.

1.1 General Safety

- Ensure the unit is installed by a qualified professional in accordance with local and national electrical and safety codes.
- Do not operate the air conditioner with wet hands or when standing on a wet surface.
- Keep children away from the unit.
- Do not insert fingers or objects into the air inlet/outlet.

1.2 Electrical Safety

- Always disconnect power before cleaning or servicing the unit.
- Ensure the power supply matches the specifications of the unit (240 Volts).
- Do not use extension cords or multi-outlet adapters.

1.3 Refrigerant Safety (R-32)

- This unit uses R-32 refrigerant, which is mildly flammable.
- Installation, servicing, and repair must be performed by certified personnel only.
- Ensure proper ventilation during installation and servicing.

2. Product Overview

The Hisense New Comfort Dual Split Inverter Air Conditioner system consists of two indoor units (DJ25VE00G

and DJ35VE00G) and one outdoor unit (2AMW50U4RXA), designed to provide efficient cooling and heating for multiple rooms.

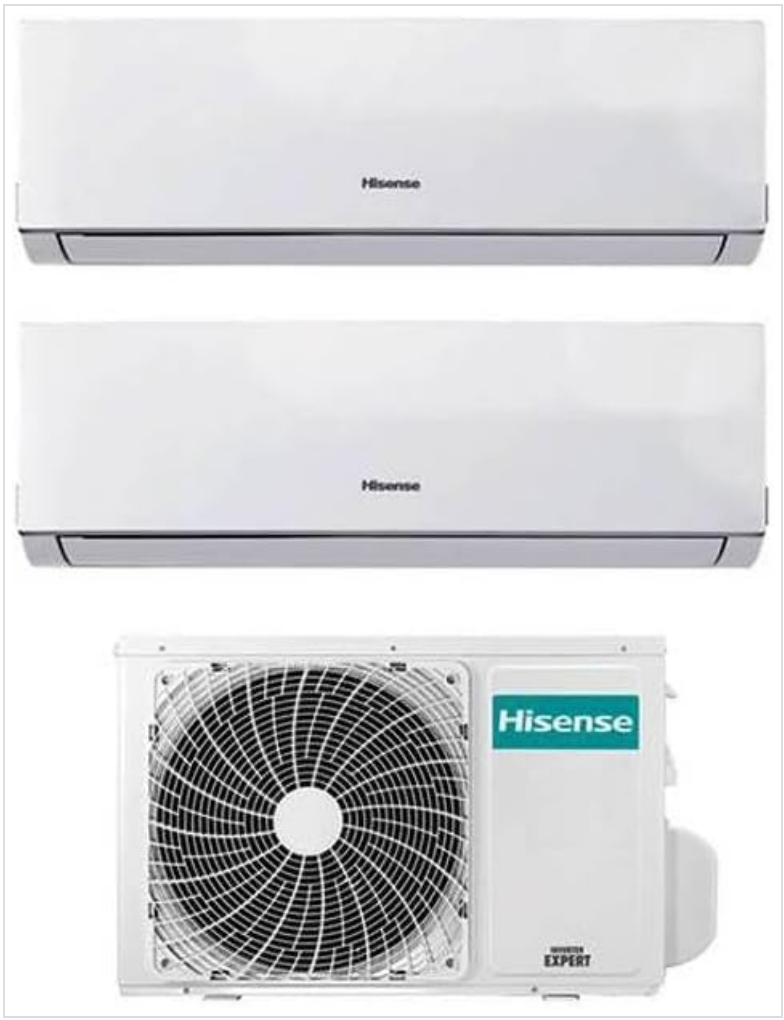


Image: The complete Hisense New Comfort Dual Split Air Conditioner system, showing two indoor units and one outdoor unit.

2.1 Key Features

- **Inverter Technology:** Provides precise temperature control and energy efficiency.
- **Ecological R-32 Refrigerant:** Environmentally friendly refrigerant with lower global warming potential.
- **Heating and Cooling Function:** Capable of both cooling and heating, with dehumidification.
- **Quiet Operation:** Indoor units operate as low as 19 dB.
- **I Feel Function:** Remote control senses the temperature around you for optimized comfort.
- **Super Cooling:** Quickly cools the room to the desired temperature.
- **Smart Function:** Automatically selects the most suitable operating mode.
- **Sleep Function:** Adjusts temperature for comfortable sleep and energy saving.
- **8°C Restart:** Maintains a minimum temperature of 8°C to prevent freezing in unoccupied rooms.
- **Advanced Filtration:** Features a 4-in-1 filter system including an active carbon filter for improved air quality and anti-mold properties.
- **Automatic Defrosting:** Prevents ice buildup on the outdoor unit during heating operation.

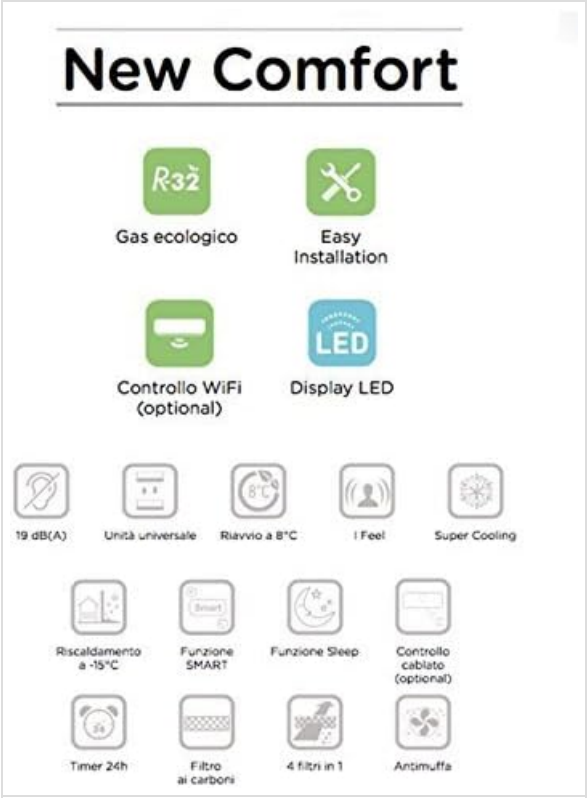


Image: Visual representation of key features including R32 refrigerant, easy installation, optional WiFi control, LED display, 19dB operation, universal unit, 8°C restart, I Feel, Super Cooling, -15°C heating, Smart function, Sleep function, optional wired control, 24h timer, active carbon filter, 4-in-1 filter, and anti-mold function.

3. Installation and Setup

Installation of this dual split system requires specialized knowledge and tools. It is highly recommended that installation be performed by a certified HVAC technician.

3.1 Pre-Installation Checks

- Verify that the installation site meets the required space and structural integrity for both indoor and outdoor units.
- Ensure adequate power supply is available at the installation point.
- Confirm all components are present and undamaged upon unboxing.

3.2 Unit Placement

- **Indoor Units:** Position away from direct sunlight, heat sources, and obstructions that might block airflow. Ensure proper drainage for condensate.
- **Outdoor Unit:** Place in a well-ventilated area, away from obstacles that could impede airflow. Ensure sufficient clearance for maintenance.

Image: A Hisense indoor air conditioner unit shown with its digital display and internal components, illustrating its compact design.

3.3 Electrical Connections

- All electrical wiring must comply with local and national regulations.
- Ensure proper grounding of the unit.
- Connect the indoor and outdoor units according to the wiring diagram provided in the installer's manual.

3.4 Refrigerant Piping

- Proper sizing and insulation of refrigerant lines are crucial for optimal performance.
- Evacuate the system thoroughly before charging with R-32 refrigerant.

4. Operating Instructions

Your Hisense air conditioner is controlled via a wireless remote control. Familiarize yourself with its functions for optimal comfort.

Image: The Hisense air conditioner remote control, displaying its LCD screen and various function buttons for mode selection, temperature adjustment, fan speed, timer, and special features like I Feel and Sleep.

4.1 Remote Control Functions

- **POWER Button:** Turns the unit ON or OFF.
- **MODE Button:** Cycles through operating modes: Auto, Cool, Dry, Heat, Fan.
- **TEMP ▲/▼ Buttons:** Adjusts the desired temperature.
- **FAN Button:** Selects fan speed (Auto, Low, Medium, High).
- **SWING Button:** Controls the vertical airflow direction.
- **I FEEL Button:** Activates the I Feel function, sensing temperature at the remote's location.
- **SLEEP Button:** Engages the Sleep mode for quiet operation and energy saving during sleep.
- **TIMER ON/OFF Buttons:** Sets the automatic ON/OFF time for the unit.
- **SMART Button:** Activates the intelligent operating mode.
- **SUPER Button:** Initiates Super Cooling or Super Heating for rapid temperature change.

4.2 Operating Modes

1. **Cool Mode:** For cooling the room. Set desired temperature and fan speed.
2. **Heat Mode:** For heating the room. Set desired temperature and fan speed. Operates effectively down to -15°C outdoor temperature.
3. **Dry Mode:** For dehumidification. The unit operates at a low fan speed to remove moisture.
4. **Fan Mode:** Circulates air without cooling or heating. Fan speed can be adjusted.
5. **Auto Mode:** The unit automatically selects the appropriate mode (Cool, Heat, or Fan) based on the room temperature and your set temperature.

5. Maintenance

Regular maintenance ensures optimal performance and extends the lifespan of your Hisense air conditioner.

5.1 Air Filter Cleaning

The indoor units are equipped with a 4-in-1 filter system, including an active carbon filter. Clean these filters regularly, typically every two weeks or more often depending on usage and air quality.

1. Turn off the air conditioner and disconnect power.
2. Open the front panel of the indoor unit.
3. Remove the air filters.
4. Clean the filters with a vacuum cleaner or wash them with lukewarm water (below 40°C).
5. Allow filters to dry completely in a shaded area before re-installing.
6. Close the front panel.

5.2 Outdoor Unit Cleaning

Periodically clean the outdoor unit's coil and fan blades to ensure efficient heat exchange. This should be done by a professional.

- Ensure the unit is powered off and disconnected.
- Remove any debris (leaves, dirt) from around the unit.
- Gently clean the coil fins with a soft brush or low-pressure water spray.

5.3 Seasonal Maintenance

- **Before Summer:** Check refrigerant levels and clean coils.
- **Before Winter:** Ensure heating function is operational and check for any blockages.
- Consider a professional inspection annually.

6. Troubleshooting

Before contacting service, please check the following common issues and solutions.

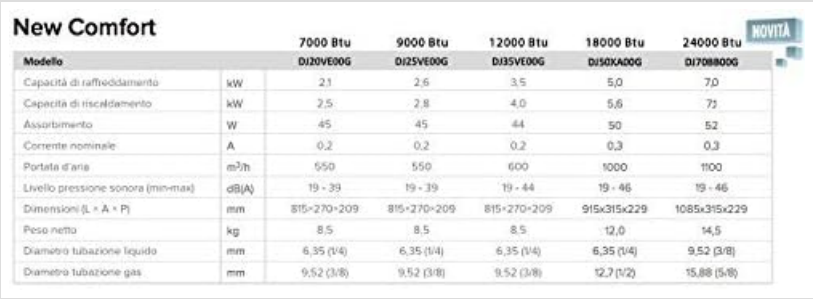
Problem	Possible Cause	Solution
Unit does not turn on.	No power, remote control batteries dead, circuit breaker tripped.	Check power supply, replace remote batteries, reset circuit breaker.
Insufficient cooling/heating.	Dirty air filters, blocked outdoor unit, windows/doors open, incorrect mode.	Clean filters, clear obstructions, close openings, select correct mode.
Unusual noise.	Loose parts, fan obstruction, refrigerant flow noise (normal).	Check for loose parts, remove obstructions. If persistent, contact service.
Water leakage from indoor unit.	Clogged drain pipe, improper installation.	Clear drain pipe. If issue persists, contact installer.
Error code displayed.	System malfunction.	Note the code and consult the installer's manual or contact service.

If the problem persists after attempting these solutions, please contact a qualified service technician.

7. Specifications

Detailed technical specifications for the Hisense New Comfort Dual Split Inverter Air Conditioner system.

7.1 Indoor Unit Specifications (New Comfort Series)



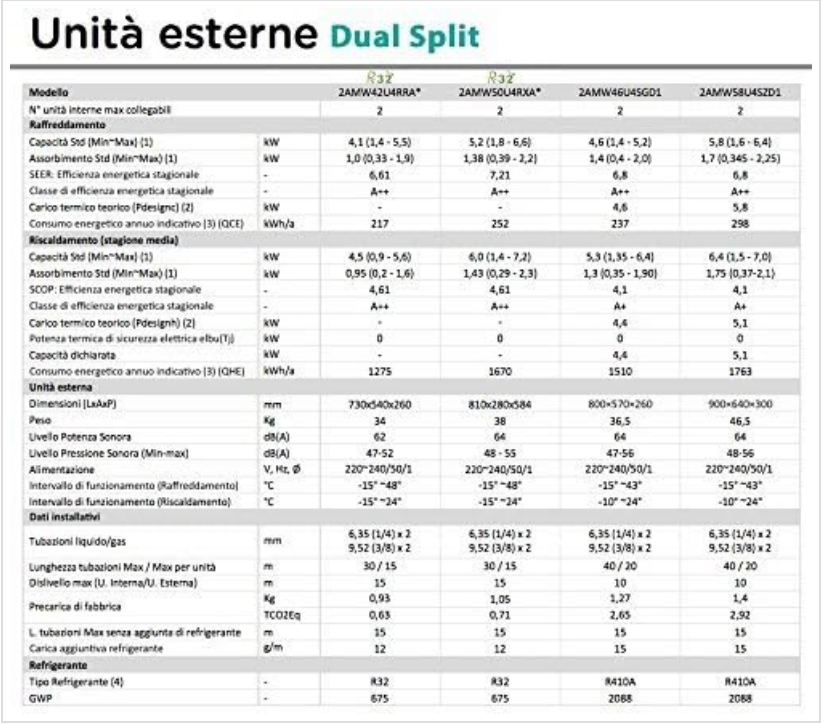
New Comfort

Modello		7000 Btu DJ20VE00G	9000 Btu DJ25VE00G	12000 Btu DJ35VE00G	18000 Btu DJ50XA00G	24000 Btu DJ70B800G
Capacità di raffreddamento	kW	2,1	2,6	3,5	5,0	7,0
Capacità di riscaldamento	kW	2,5	2,8	4,0	5,6	7,1
Assorbimento	W	45	45	44	50	52
Corrente nominale	A	0,2	0,2	0,2	0,3	0,3
Portata d'aria	m³/h	550	550	600	1000	1100
Livello pressione sonora (min-max)	dB(A)	19 - 39	19 - 39	19 - 44	19 - 46	19 - 46
Dimensioni (L × A × P)	mm	815×270×209	815×270×209	815×270×209	915x315x229	1085x315x229
Peso netto	kg	8,5	8,5	8,5	12,0	14,5
Diametro tubazione liquido	mm	6,35 (1/4)	6,35 (1/4)	6,35 (1/4)	6,35 (1/4)	9,52 (3/8)
Diametro tubazione gas	mm	9,52 (3/8)	9,52 (3/8)	9,52 (3/8)	12,7 (1/2)	15,88 (5/8)

Image: A table detailing specifications for Hisense New Comfort indoor units, including cooling capacity (kW), heating capacity (kW), power input (W), nominal current (A), airflow (m³/h), sound pressure level (dB(A)), dimensions (L x H x P mm), net weight (kg), and liquid/gas pipe diameters for various BTU models (7000, 9000, 12000, 18000, 24000 Btu).

Parameter	DJ25VE00G (9000 Btu)	DJ35VE00G (12000 Btu)
Cooling Capacity (kW)	2.6	3.5
Heating Capacity (kW)	2.8	4.0
Power Input (W)	45	44
Nominal Current (A)	0.2	0.2
Airflow (m³/h)	550	600
Sound Pressure Level (min-max) dB(A)	19-39	19-44
Dimensions (L x H x P mm)	815 x 270 x 209	815 x 270 x 209
Net Weight (kg)	8.5	8.5
Liquid Tubing Diameter	6.35 (1/4) mm	6.35 (1/4) mm
Gas Tubing Diameter	9.52 (3/8) mm	9.52 (3/8) mm

7.2 Outdoor Unit Specifications (2AMW50U4RXA)



Unità esterne Dual Split

Modello		2AMW42U4RRA*	2AMW50U4RXA*	2AMW46U4SGD1	2AMW58U4SZD1
N° unità interne max collegabili		2	2	2	2
Raffreddamento					
Capacità Std (Min~Max) (1)	kW	4,1 (1,4 - 5,5)	5,2 (1,8 - 6,6)	4,6 (1,4 - 5,2)	5,8 (1,6 - 6,4)
Assorbimento Std (Min~Max) (1)	kW	1,0 (0,33 - 1,9)	1,38 (0,39 - 2,2)	1,4 (0,4 - 2,0)	1,7 (0,345 - 2,25)
SEER: Efficienza energetica stagionale	-	6,61	7,21	6,8	6,8
Classe di efficienza energetica stagionale	-	A++	A++	A++	A++
Carico termico teorico (Pdesignc) (2)	kW	-	-	4,6	5,8
Consumo energetico annuo indicativo (3) (QCE)	kWh/a	217	252	237	298
Riscaldamento (stagione media)					
Capacità Std (Min~Max) (1)	kW	4,5 (0,9 - 5,6)	6,0 (1,4 - 7,2)	5,3 (1,35 - 6,4)	6,4 (1,5 - 7,0)
Assorbimento Std (Min~Max) (1)	kW	0,95 (0,2 - 1,6)	1,43 (0,29 - 2,3)	1,3 (0,35 - 1,90)	1,75 (0,37-2,1)
SCOP: Efficienza energetica stagionale	-	4,61	4,61	4,1	4,1
Classe di efficienza energetica stagionale	-	A++	A++	A+	A+
Carico termico teorico (Pdesignh) (2)	kW	-	-	4,4	5,1
Potenza termica di sicurezza elettrica elbu(Tj)	kW	0	0	0	0
Capacità dichiarata	kW	-	-	4,4	5,1
Consumo energetico annuo indicativo (3) (QHE)	kWh/a	1275	1670	1510	1763
Unità esterna					
Dimensioni (LxAxP)	mm	730x540x260	810x280x584	800×570×260	900×640×300
Peso	Kg	34	38	36,5	46,5
Livello Potenza Sonora	dB(A)	62	64	64	64
Livello Pressione Sonora (Min-max)	dB(A)	47-52	48 - 55	47-56	48-56
Alimentazione	V, Hz, Ø	220~240/50/1	220~240/50/1	220~240/50/1	220~240/50/1
Intervallo di funzionamento (Raffreddamento)	°C	-15° ~48°	-15° ~48°	-15° ~43°	-15° ~43°
Intervallo di funzionamento (Riscaldamento)	°C	-15° ~24°	-15° ~24°	-10° ~24°	-10° ~24°
Dati installativi					
Tubazioni liquido/gas	mm	6,35 (1/4) x 2 9,52 (3/8) x 2	6,35 (1/4) x 2 9,52 (3/8) x 2	6,35 (1/4) x 2 9,52 (3/8) x 2	6,35 (1/4) x 2 9,52 (3/8) x 2
Lunghezza tubazioni Max / Max per unità	m	30 / 15	30 / 15	40 / 20	40 / 20
Dislivello max (U. Interna/U. Esterna)	m	15	15	10	10
Precarica di fabbrica	Kg TCO2Eq	0,93 0,63	1,05 0,71	1,27 2,65	1,4 2,92
L. tubazioni Max senza aggiunta di refrigerante	m	15	15	15	15
Carica aggiuntiva refrigerante	g/m	12	12	15	15
Refrigerante					
Tipo Refrigerante (4)	-	R32	R32	R410A	R410A
GWP	-	675	675	2088	2088

Image: A table detailing specifications for Hisense Dual Split outdoor units, including cooling capacity (Std/Min-Max), SEER,

seasonal energy efficiency class, heating capacity (Std/Min-Max), SCOP, power input, declared capacity, dimensions (L x H x P mm), weight, sound power level, power supply, operating range (cooling/heating), tubing diameters, max tubing length, max height difference, factory charge, additional refrigerant charge, refrigerant type (R-32), and GWP for various models including 2AMW50U4RXA.

Parameter	2AMW50U4RXA
Cooling Capacity Std (kW)	5.2
Cooling Capacity (Min-Max) (kW)	1.8 - 6.6
SEER	7.21
Seasonal Energy Efficiency Class	A++
Heating Capacity Std (kW)	4.61
Heating Capacity (Min-Max) (kW)	1.43 - 6.29
SCOP	4.1
Power Input (kW)	252
Dimensions (L x H x P mm)	810 x 580 x 280
Weight (kg)	38
Sound Power Level dB(A)	64
Power Supply	220-240V/50/1
Operating Range (Cooling) (°C)	-15 ~ 48
Operating Range (Heating) (°C)	-15 ~ 24
Refrigerant Type	R-32
Factory Charge (kg)	1.05

8. Warranty and Support

Hisense provides comprehensive warranty coverage for your peace of mind.

8.1 Warranty Information

- **Indoor Unit:** 3 years warranty.
- **Compressor:** 5 years warranty.

Please retain your proof of purchase for warranty claims. The warranty covers manufacturing defects and does not cover damage caused by improper installation, misuse, or lack of maintenance.

8.2 Customer Support

For technical assistance, troubleshooting beyond this manual, or warranty claims, please contact your authorized Hisense dealer or service center. You may also visit the official Hisense website for support resources and contact information specific to your region.
When contacting support, please have your model number (New Comfort Dual Split 2AMW50U4RXA) and serial number ready.