

## GREE MULTI18CDUCT201

# Gree Multi21+ Dual-Zone Concealed Duct Mini Split Air Conditioner Heat Pump User Manual

Model: MULTI18CDUCT201

## 1. INTRODUCTION

This manual provides essential information for the safe and efficient operation, installation, and maintenance of your Gree Multi21+ Dual-Zone Concealed Duct Mini Split Air Conditioner Heat Pump. Please read this manual thoroughly before installation and use, and retain it for future reference.

### 1.1. Product Overview

The Gree Multi21+ Dual-Zone Concealed Duct Mini Split System is an advanced heating and cooling solution designed for residential and light commercial applications. It features two indoor concealed duct units connected to a single outdoor heat pump unit, allowing for independent temperature control in two distinct zones. The system utilizes Gree's G10 inverter technology for energy efficiency and R410A refrigerant.

### 1.2. Key Features

- **Dual-Zone Comfort:** Independently control heating and cooling in two separate areas.
- **Concealed Duct Design:** Indoor units are hidden above ceilings or within closets, delivering conditioned air through ductwork and grilles for discreet integration.
- **G10 Inverter Technology:** Provides energy savings, reduced outdoor noise, and stable room temperatures by eliminating frequent compressor starts and stops.
- **High Efficiency:** SEER 21 rating for energy-efficient operation.
- **Heat Pump Functionality:** Offers both cooling and heating capabilities.
- **Eco-Friendly Refrigerant:** Uses R410A, a non-ozone-depleting refrigerant.
- **Air Purification Filter:** Enhances indoor air quality.



Image: Icons representing key features including 5-year parts warranty, R410A refrigerant, heating & cooling, ETL listed, G10 Inverter Technology, AHRI Certified, and Energy Star rating.

## 2. SAFETY INFORMATION

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Please observe the following safety precautions to prevent personal injury, property damage, or product malfunction. Improper operation due to ignoring instructions may cause harm or damage.

- **Professional Installation:** Installation, maintenance, and repairs must be performed by a qualified, licensed HVAC technician. Incorrect installation can lead to electric shock, fire, water leakage, or other hazards.
- **Electrical Safety:** Ensure the unit is connected to a dedicated power circuit with appropriate voltage (208/230V) and proper grounding. Do not operate with wet hands.
- **Refrigerant Handling:** The system contains R410A refrigerant. Only qualified personnel should handle refrigerant.
- **Clearances:** Maintain adequate clearances around the outdoor unit for proper airflow and service access.
- **Children and Pets:** Keep children and pets away from the outdoor unit and ensure indoor units are inaccessible to prevent tampering.
- **Ventilation:** Do not block air inlets or outlets of either indoor or outdoor units.

### 3. PRODUCT COMPONENTS

Your Gree Multi21+ system includes the following main components:

- **Outdoor Unit:** The main heat pump unit responsible for compressing refrigerant and exchanging heat with the outdoor air.
- **Indoor Concealed Duct Units (x2):** These units are installed within ceilings or walls and distribute conditioned air through ductwork.
- **Wired Thermostats/Controllers (x2):** For controlling each indoor unit.
- **Wireless Remote Controls (x2):** For convenient operation of each indoor unit.



Image: An overview of the Gree Multi21+ system components, showing the outdoor unit, two concealed duct indoor units, and two wired/wireless controllers.

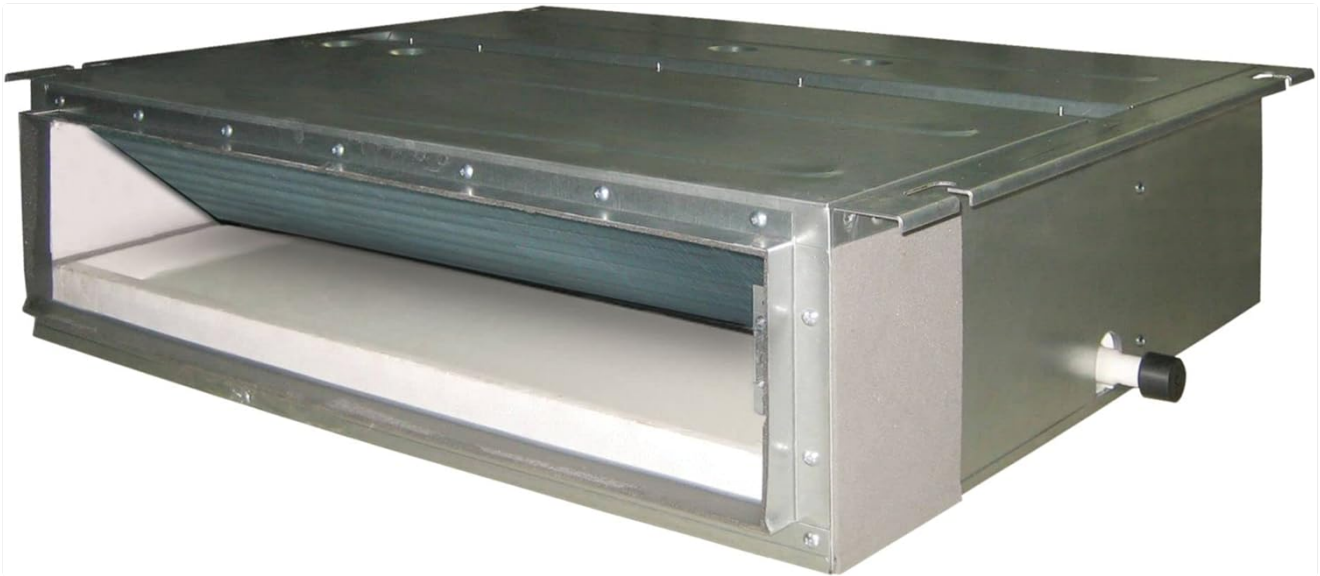


Image: A detailed view of one of the Gree concealed duct indoor units, designed for hidden installation within a ceiling or wall cavity.



Image: A close-up of the Gree outdoor heat pump unit, featuring the fan grille and GREE branding.

## 4. SETUP AND INSTALLATION

**Important:** Installation of this Gree Multi21+ system must be performed by a state-licensed HVAC contractor. Improper installation will void the warranty and can lead to serious safety hazards.

### 4.1. Pre-Installation Checks

- Verify that the power supply matches the unit's requirements (208/230V).



- Ensure sufficient space and structural support for both indoor and outdoor units.
- Confirm availability of required accessories, including 1/4" x 3/8" line sets (x2).

## 4.2. Installation Overview (For Licensed Professionals)

1. **Outdoor Unit Placement:** Select a location with adequate airflow, away from obstructions, and on a stable, level surface.
2. **Indoor Unit Placement:** Install concealed duct units in ceiling or wall cavities, ensuring proper drainage and ductwork connections.
3. **Refrigerant Line Set Connection:** Connect the refrigerant lines between the outdoor unit and each indoor unit. Ensure proper flaring and torque.
4. **Electrical Wiring:** Connect power and communication wiring according to the wiring diagram provided with the unit.
5. **Vacuumping and Charging:** Evacuate the refrigerant lines to remove air and moisture, then charge the system with R410A refrigerant as specified.
6. **Ductwork and Grille Installation:** Connect ductwork to the indoor units and install supply and return air grilles in the conditioned spaces.
7. **Test Run:** Perform a test run to verify proper operation, check for leaks, and confirm temperature control.

## 5. OPERATING INSTRUCTIONS

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Your Gree Multi21+ system offers flexible control over two independent zones. Each indoor unit is controlled by its dedicated wired or wireless controller.

### 5.1. Basic Operation

- **Power On/Off:** Press the **ON/OFF** button on the controller to start or stop the unit.
- **Mode Selection:** Use the **MODE** button to cycle through operating modes:
  - **Cool:** For cooling the room.
  - **Heat:** For heating the room.
  - **Dry:** For dehumidification.
  - **Fan:** For air circulation only.
  - **Auto:** The unit automatically selects the appropriate mode based on the set temperature.
- **Temperature Adjustment:** Use the **UP/DOWN** arrows to set your desired temperature.
- **Fan Speed:** Adjust the fan speed (Auto, Low, Medium, High) using the **FAN** button.

### 5.2. Advanced Functions

- **Timer Function:** Set the unit to turn on or off automatically at a specified time. Refer to your controller's specific instructions for detailed timer settings.
- **Sleep Mode:** Optimizes temperature and fan speed for comfortable sleep and energy saving.
- **I FEEL Function:** The remote control senses the ambient temperature at its location and transmits this data to the indoor unit, allowing for more precise temperature control where you are.



Image: A floor plan illustration demonstrating how the dual-zone system can maintain different temperatures in various rooms, such as 70°F, 72°F, and 68°F, highlighting independent zone control.

## 6. MAINTENANCE

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Regular maintenance ensures optimal performance and longevity of your Gree Multi21+ system. Always turn off the power supply to the unit before performing any maintenance.

### 6.1. Air Filter Cleaning

The indoor units are equipped with air purification filters that should be cleaned regularly (typically every 2-4 weeks, depending on usage and air quality).

1. Locate the access panel for the indoor unit's filter.
2. Remove the air filter(s).
3. Clean the filter(s) using a vacuum cleaner or by washing with lukewarm water and mild detergent. Allow to dry completely before reinstallation.
4. Reinstall the clean, dry filter(s) and close the access panel.

### 6.2. Outdoor Unit Maintenance

- Keep the area around the outdoor unit clear of debris, leaves, and snow to ensure proper airflow.
- Periodically clean the outdoor coil fins with a soft brush or water hose. Be careful not to bend the fins.
- Ensure the condensate drain is not clogged.

### 6.3. Professional Servicing

It is recommended to have your system inspected and serviced by a licensed HVAC technician annually. This includes checking refrigerant levels, electrical connections, and overall system performance.

## 7. TROUBLESHOOTING

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Before contacting service, review the following common issues and solutions.

Problem	Possible Cause	Solution
Unit does not start	No power; circuit breaker tripped; remote control batteries dead.	Check power supply; reset circuit breaker; replace remote control batteries.

Problem	Possible Cause	Solution
Insufficient cooling/heating	Dirty air filter; blocked outdoor unit; incorrect mode setting; temperature set too high/low.	Clean air filter; clear obstructions from outdoor unit; select correct mode; adjust set temperature.
Water leakage from indoor unit	Clogged condensate drain pipe; improper installation.	Clear drain pipe; contact a licensed technician for inspection.
Unusual noise	Loose parts; foreign objects in fan; refrigerant flow noise (normal).	If noise is persistent or loud, contact a licensed technician. Minor gurgling is normal.
Remote control not working	Dead batteries; obstruction between remote and unit.	Replace batteries; ensure clear line of sight to indoor unit receiver.

If the problem persists after attempting these solutions, please contact a licensed HVAC professional for assistance.

## 8. SPECIFICATIONS

Technical specifications for the Gree Multi21+ Dual-Zone Concealed Duct Mini Split Air Conditioner Heat Pump, Model MULTI18CDUCT201.

Specification	Value
Brand	GREE
Model Number	MULTI18CDUCT201
Cooling Capacity	18,000 BTU (1.5 Tons)
SEER (Seasonal Energy Efficiency Ratio)	21
Voltage	208/230 Volts
Refrigerant	R-410A
Noise Level (Outdoor Unit)	56 dB
Outdoor Unit Dimensions (W x H x D)	38" x 27.6" x 15.6"
Indoor Unit Dimensions (W x H x D) - 9,000 BTU	27.6" x 7.9" x 24.2"
Indoor Unit Dimensions (W x H x D) - 12,000 BTU	27.6" x 7.9" x 24.2"
Item Weight (Outdoor Unit)	115 pounds
Special Feature	Air Purification Filter

# Gree DUCT-A

## INDOOR UNITS

## (WxHxD) MEASUREMENT

9,000 BTU	27.6" x 7.9" x 24.2"
12,000 BTU	27.6" x 7.9" x 24.2"
18,000 BTU	35.4" x 7.9" x 24.2"
24,000 BTU	43.3" x 7.9" x 24.2"

## OUTDOOR UNITS

## MEASUREMENT

18,000 BTU	38" x 27.6" x 15.6"
24,000 BTU	38" x 31.1" x 17.3"
30,000 BTU	38.4" x 31" x 17.3"
36,000 BTU	42.5" x 43.9" x 18.9"
42,000 BTU	42.5" x 43.9" x 18.9"

Image: A table detailing the width, height, and depth measurements for various BTU capacities of Gree DUCT-A indoor and outdoor units.

## 9. WARRANTY AND SUPPORT

### 9.1. Manufacturer's Warranty

Gree provides a manufacturer's warranty for this product:

- **Parts:** 5 Year Limited Warranty
- **Compressor:** 7 Year Limited Warranty

**Important Warranty Condition:** To be eligible for the warranty, installation must be performed by a state-licensed HVAC contractor.

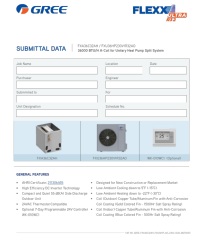


### 9.2. Customer Support

For technical assistance, warranty claims, or to locate a licensed service professional, please refer to the contact information provided with your product packaging or visit the official Gree website.

Always provide your model number (MULTI18CDUCT201) and purchase date when contacting support.



## Related Documents - MULTI18CDUCT201

	<p><a href="#">GREE Commercial &amp; Multi-VRF Air Conditioning Systems Catalog</a></p> <p>Explore the comprehensive range of GREE commercial and multi-VRF air conditioning solutions, including light commercial AC, VRF systems, chillers, and fan coil units. Discover advanced features, technical specifications, and product lineups for efficient climate control.</p>
	<p><a href="#">GREE FLEXX ULTRA R32 Heat Pump Submittal Data &amp; Specifications</a></p> <p>Detailed submittal data, specifications, dimensions, and clearance requirements for the GREE FLEXX ULTRA R32 36000 BTU/H A-Coil Unitary Heat Pump Split System (FXA36C32AH / FXU36HP230V1R32AO).</p>
	<p><a href="#">GREE FLEXX ULTRA R32 A-Coil Unitary Heat Pump Submittal Data and Specifications</a></p> <p>Detailed submittal data, specifications, dimensions, and installation clearances for the GREE FLEXX ULTRA R32 A-Coil Unitary Heat Pump Split System (FXA48C32AH / FXU60HP230V1R32A0), featuring 48000 BTU/H capacity.</p>
	<p><a href="#">Gree Air Conditioner Quick Reference Guide</a></p> <p>A quick reference guide for Gree air conditioning systems, covering single-zone and multi-zone configurations, wired and wireless controllers, and system specifications.</p>
	<p><a href="#">GREE DUC21HP230V1R32AH SLIM DUCT Air Conditioner Exploded View and Parts List</a></p> <p>Detailed exploded view and comprehensive parts list for the GREE DUC21HP230V1R32AH SLIM DUCT R32 air conditioning unit, including part numbers and descriptions.</p>
	<p><a href="#">GREE DUC36HP230V1R32AH Slim Duct Exploded View and Parts List</a></p> <p>Detailed exploded view and parts list for the GREE DUC36HP230V1R32AH Slim Duct R32 air conditioning unit, including part numbers and descriptions.</p>