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> DELLA Motto Series 12000 BTU Wifi Enabled Mini Split Air Conditioner & Heater User Manual

Della 12K1VR-20S-JA-I+O

DELLA Motto Series 12000 BTU Wifi Enabled Mini Split Air Conditioner & Heater User Manual

Model: 12K1VR-20S-JA-I+O

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your DELLA Motto Series 12000 BTU Wifi Enabled Mini Split Air Conditioner & Heater. Please read this manual thoroughly before installation and use to ensure proper operation and to prevent damage to the unit or injury to yourself.

The DELLA Motto Series Mini Split is an energy-efficient cooling and heating solution designed for spaces up to 550 sq. ft. It features advanced inverter technology, smart controls, and quiet operation.

2. IMPORTANT SAFETY INFORMATION

WARNING: This system mandates professional installation – it's not a DIY mini split AC. Line-set vacuuming is required during installation. Any alteration of line-set length requires adjusting freon levels.

- Always ensure the unit is properly grounded.
- Do not attempt to repair or service the unit yourself. Refer all servicing to qualified personnel.
- Keep children and pets away from the outdoor unit.
- Ensure proper ventilation around the outdoor unit.
- Do not block air inlets or outlets of either unit.
- Use only the specified refrigerant (R32).

3. PRODUCT COMPONENTS

The DELLA Motto Series Mini Split system includes the following main components and accessories:



- | | |
|---------------------|------------------------|
| 1 Indoor Unit | 2 Outdoor Unit |
| 3 Refrigerant Pipe | 4 Drain Lines |
| 5 Remote Control | 6 Wall cap |
| 7 Plastic Wrap | 8 Mounting Plate |
| 9 2 AAA Batteries | 10 Plasticine Putty |
| 11 Power Cords | 12 Communication Cable |
| 13 Bracket Template | |

Figure 3.1: Overview of DELLA Motto Series Mini Split components. This image displays the indoor unit, outdoor unit, refrigerant pipe, drain lines, remote control, wall cap, mounting plate, and various installation accessories.

1. Indoor Unit
2. Outdoor Unit
3. Refrigerant Pipe (13ft copper line)
4. Drain Lines (6.56ft outlet drain pipe)
5. Remote Control
6. Wall Cap
7. Mounting Plate
8. Plastic Wrap
9. 2 AAA Batteries
10. Plasticine Putty
11. Power Cords
12. Communication Cable

4. TECHNICAL SPECIFICATIONS

Feature	Specification
Brand	Della
Model Info	12K1VR-20S-JA-I+O
Cooling Capacity	12000 BTU/h
Heating Capacity	12000 BTU/h
SEER2 Rating	20
Voltage	110-120V
Coverage Area	Up to 550 Sq. Ft.
Noise Level (Indoor)	41 dBa
Refrigerant Type	R32
Max Fuse Size	20A
Product Dimensions (Indoor)	31.18 x 7.91 x 11.5 inches
Item Weight	63 pounds



Figure 4.1: Detailed dimensions and key specifications for the DELLA Motto Series Mini Split indoor and outdoor units.

5. SETUP AND INSTALLATION

Important: Professional installation is required for this unit. Do not attempt to install this system yourself unless you are a certified HVAC technician. Incorrect installation can lead to refrigerant leaks, electrical hazards, and damage to the unit, voiding the warranty.

5.1 Pre-Installation Checklist

- Verify all components are present as listed in Section 3.
- Ensure the installation area meets clearance requirements for both indoor and outdoor units.
- Confirm electrical supply matches unit specifications (110-120V).
- Have necessary tools and safety equipment ready.

5.2 Installation Steps (Overview for Professional)

1. **Mounting the Indoor Unit:** Secure the mounting plate to the wall, ensuring it is level and at the correct height.
2. **Drilling Wall Hole:** Drill a hole through the wall for refrigerant lines, drain pipe, and communication cable.
3. **Connecting Piping:** Connect the pre-charged refrigerant lines and drain pipe to the indoor unit. Ensure proper flaring and torque to prevent leaks.
4. **Outdoor Unit Placement:** Position the outdoor unit on a stable, level surface, ensuring adequate airflow.
5. **Connecting Outdoor Unit:** Connect the refrigerant lines and drain pipe from the indoor unit to the outdoor unit.
6. **Electrical Wiring:** Connect the power supply and communication cable according to the wiring diagram provided with the unit. Ensure all connections are secure and insulated.
7. **Vacuumping the Lines:** This critical step involves evacuating air and moisture from the refrigerant lines using a vacuum pump. This must be done thoroughly to prevent system damage.
8. **Releasing Refrigerant:** Once vacuuming is complete and the system holds a vacuum, release the pre-charged R32 refrigerant into the system.
9. **Leak Check:** Perform a thorough leak check on all connections using a leak detector.
10. **Insulation and Sealing:** Insulate all exposed refrigerant lines and seal the wall hole to prevent air and moisture ingress.
11. **Initial Test Run:** Power on the unit and perform a test run in both cooling and heating modes to ensure proper operation.

Your browser does not support the video tag.

Video 5.1: "Install Your DELLA Mini Split Unit" - This official seller video provides a visual guide to the installation process for the DELLA Mini Split unit. It covers key steps from mounting to connecting components.

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Video 5.2: "How to wire your Della mini split unit" - This official seller video demonstrates the electrical wiring process for the Della mini split unit, an essential step in the installation.

6. OPERATING INSTRUCTIONS

6.1 Remote Control Operation

The unit can be controlled using the included wireless remote control. Ensure 2 AAA batteries are inserted correctly.

- **Power Button:** Turns the unit ON/OFF.
- **Mode Button:** Cycles through operating modes: Cool, Heat, Dry, Fan Only, ECO.
- **Temperature Adjustment:** Use the Up/Down arrows to set the desired temperature (60-90°F).
- **Fan Speed:** Adjusts fan speed (Quiet, Low, Mid, High, Turbo).
- **Airflow (Swing):** Controls the 4D airflow (up-down, left-right) for optimal air distribution.
- **I Feel Mode:** Activates the smart sensor in the remote to sense room temperature, adjusting airflow and temperature for enhanced comfort and energy savings.
- **Timer:** Set a 24-hour timer for automatic ON/OFF operation.
- **Sleep Mode:** Adjusts temperature automatically during sleep for comfort and energy efficiency.
- **Turbo Function:** Provides rapid cooling or heating.

We work remotely, too.

Use Our Smart App For Complete Wireless Control.

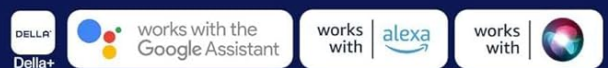


Figure 6.1: The remote control for the DELLA Motto Series Mini Split, showing various function buttons.

6.2 Wi-Fi and Smart App Control

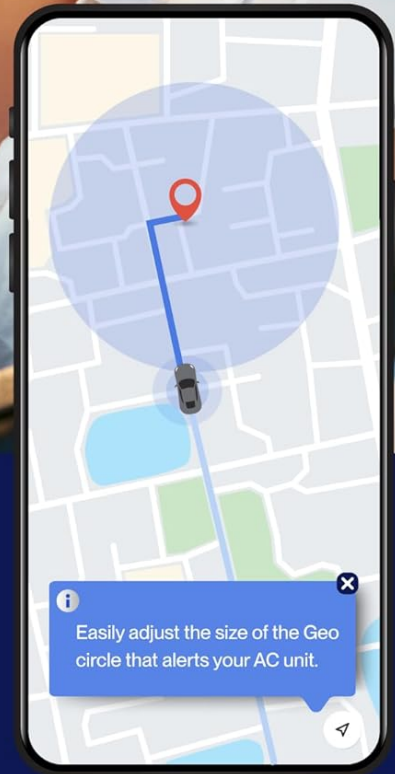
The DELLA Motto Series Mini Split is Wi-Fi enabled and can be controlled via the Della+ smart app, compatible with Alexa and Google Assistant.

1. **Download App:** Download the "Della+" app from your device's app store.
2. **Pairing:** Follow the in-app instructions to pair your unit with your Wi-Fi network and the app.
3. **Smart Geo Location:** Utilize the app's smart geo-location feature to automatically turn the AC on or off based on your proximity to home.
4. **Scheduling:** Set custom schedules and timers for operation.
5. **Voice Control:** Integrate with Alexa or Google Assistant for hands-free control (e.g., "Alexa, turn on the air conditioner").

Made to live with you



DELLA+ Della+ now
Your AC automatically turns on or off based on the location you set



Smart Geo Location

Only Della+ allows you to experience unique automatic smart AC controls based on your location, even hands-free while driving.

Figure 6.2: The Della+ app interface demonstrating the Smart Geo Location feature, which allows automatic control based on user location.

The Perfect Fit for Every Home, Budget



*Climate Range Operation: More Stars, More Extreme Temperatures



Figure 6.3: The Della+ app interface, showcasing options for mode selection, fan speed, sleep mode, and airflow control.

7. MAINTENANCE

Regular maintenance ensures optimal performance and longevity of your mini split system.

7.1 Air Filter Cleaning

- The indoor unit's air filters should be cleaned every two weeks or more frequently depending on usage and air quality.
- Open the front panel of the indoor unit and remove the air filters.
- Wash the filters with lukewarm water and mild detergent, or vacuum them to remove dust.
- Allow filters to dry completely before reinserting them.

7.2 Outdoor Unit Cleaning

- Periodically clear any debris (leaves, dirt) from around the outdoor unit to ensure proper airflow.

- Gently clean the outdoor coil fins with a soft brush or vacuum. Avoid bending the fins.

7.3 Professional Servicing

- It is recommended to have a qualified HVAC technician inspect and service your unit annually. This includes checking refrigerant levels, electrical connections, and overall system performance.
- The unit features "PureClean tech" which helps stop dust buildup and defrosts the indoor unit, contributing to cleaner air.

8. TROUBLESHOOTING

Before contacting customer support, please refer to the following common issues and solutions:

Problem	Possible Cause	Solution
Unit does not turn on.	No power, circuit breaker tripped, remote batteries dead.	Check power supply, reset breaker, replace remote batteries.
Insufficient cooling/heating.	Dirty air filters, blocked outdoor unit, incorrect mode/temperature setting, low refrigerant.	Clean filters, clear obstructions, verify settings, contact professional for refrigerant check.
Unusual noise.	Loose parts, fan obstruction, normal operating sounds (e.g., refrigerant flow).	Check for loose parts or obstructions. If noise persists and is abnormal, contact support.
Water leaking from indoor unit.	Clogged drain pipe, improper installation angle.	Check and clear drain pipe. If issue persists, professional re-installation may be needed.
Wi-Fi connectivity issues.	Incorrect Wi-Fi password, router too far, app issues.	Verify password, move router closer, restart app/unit, consult app's troubleshooting guide.

9. WARRANTY INFORMATION

DELLA offers a **Limited Lifetime Warranty** on the Motto Series Mini Split AC & Heat Pump. This warranty provides unmatched support and peace of mind, ensuring best-in-class coverage with no additional costs for eligible issues. For specific terms and conditions of the warranty, please refer to the warranty card included with your product or contact DELLA customer support.



Figure 9.1: Visual representation of the product's lifetime coverage and warranty benefits.

10. CUSTOMER SUPPORT

For technical assistance, warranty claims, or any other inquiries, please contact DELLA customer support:

- **Phone Support:** Available Monday - Friday, 6 AM - 4 PM PST.
- **Live Chat:** Available 24/7 for product support.
- Refer to the contact information provided in your product packaging or on the official DELLA website for the most current contact details.



Figure 10.1: DELLA provides best-in-class customer support via phone and live chat.