

Keystone KSTHW25B

Keystone 23,200 BTU Window-Wall Air Conditioner User Manual

Model: KSTHW25B

1. INTRODUCTION

Thank you for choosing the Keystone 23,200 BTU Window-Wall Air Conditioner with Supplemental Heat and Dehumidifier. This manual provides essential information for the safe and efficient operation of your appliance. Please read it thoroughly before installation and use, and retain it for future reference.

2. SAFETY INFORMATION

Important Safety Instructions:

- This appliance requires a special 230-volt/25-amp electrical outlet (NEMA 6-30P plug). Do not use with a standard 115V household outlet. Consult a qualified electrician if you are unsure about your electrical supply.
- Always disconnect power before cleaning or servicing the unit.
- Do not operate the unit with a damaged power cord or plug.
- Ensure proper grounding to reduce the risk of electric shock.
- Keep packaging materials out of reach of children.
- The supplemental heating mode is not intended as a primary heat source. Use it to support your main heating system when outdoor temperatures are between 23°F and 76°F.

3. PRODUCT OVERVIEW

The Keystone KSTHW25B is a versatile air conditioning unit designed for both window and through-the-wall installation. It offers multiple functions to maintain indoor comfort.

Key Features:

- **Cooling Capacity:** 23,200 BTU, suitable for rooms up to 1,500 sq. ft.
- **Supplemental Heating:** 16,000 BTU, for use when outdoor temperatures are between 23°F and 76°F.
- **Dehumidification:** Removes up to 5.7 pints of moisture per hour.
- **Fan Function:** Circulates air with multiple fan speeds.
- **Smart Remote Control:** Features a 'Follow Me' function for precise temperature sensing.
- **Energy-Saving Modes:** Includes 'Energy Saver' and 'Sleep' modes.
- **Installation Flexibility:** Designed for window or through-the-wall installation with a removable chassis.



Figure 3.1: Front view of the Keystone KSTHW25B Air Conditioner.



Figure 3.2: Overview of the unit's 4-in-1 functionality.

4. INSTALLATION

The KSTHW25B unit can be installed in a window or through an exterior wall. A window installation kit is included.

4.1 Electrical Requirements

This unit requires a dedicated 230-volt, 25-amp circuit with a NEMA 6-30P plug. Ensure your electrical system can support these requirements before installation. Do not use extension cords or adapters.



Figure 4.1: Electrical connection details for the 230V/25A NEMA 6-30P plug.

4.2 Window Installation

The unit comes with an adjustable window kit. The minimum window height required for installation is 19.5 inches. Compatible window widths range from 31 to 42 inches.



EASY INSTALLATION

Window Installation Kit Included

Figure 4.2: Window installation with compatible width range.



Figure 4.3: Example of window installation.

4.3 Through-the-Wall Installation

The unit features a removable chassis for through-the-wall installation. Refer to the detailed instructions provided in the separate installation guide for specific wall sleeve requirements and procedures.

5. OPERATING INSTRUCTIONS

Your Keystone air conditioner can be operated using the control panel on the unit or the included smart remote control.

5.1 Remote Control

The smart remote control features a 'Follow Me' function, which senses the temperature at its location and sends this data to the unit every 3 minutes for optimized comfort. This allows the unit to adjust its operation based on the temperature where you are, rather than just at the unit's location.



BUILT IN REMOTE THERMOSTAT

Control your Air Conditioner from anywhere in the room

Figure 5.1: Smart remote control for convenient operation.

5.2 Operating Modes

- **Cool Mode:** Provides cooling for the room. Adjust temperature and fan speed as desired.
- **Heat Mode (Supplemental):** Provides supplemental heating. This mode is effective when outdoor temperatures are between 23°F and 76°F. It is not designed to be a primary heat source during colder months.
- **Dehumidifier Mode:** Reduces humidity in the room. The fan operates at a low speed in this mode.
- **Fan Mode:** Circulates air without cooling or heating. Select desired fan speed (Low, Medium, High).

5.3 Energy-Saving Features

- **Energy Saver Mode:** The fan will cycle on and off with the compressor to reduce energy consumption.
- **Sleep Mode:** Gradually increases the set temperature over several hours to save energy and provide comfortable sleeping conditions.
- **24-Hour Timer:** Allows you to program the unit to turn on or off automatically within a 24-hour period.



ENERGY EFFICIENT

Sleep mode gradually increases room temperature to save energy



Figure 5.2: Sleep mode for energy efficiency and comfort.

6. MAINTENANCE

Regular maintenance ensures optimal performance and longevity of your air conditioner.

6.1 Air Filter Cleaning

The unit is equipped with a mesh air filter. A 'Filter Light Reminder' will illuminate to indicate when the filter needs cleaning. To clean:

1. Disconnect power to the unit.
2. Remove the front panel and slide out the air filter.
3. Wash the filter with warm, soapy water. Rinse thoroughly.
4. Allow the filter to dry completely before reinstalling.
5. Reinstall the filter and front panel, then restore power.

6.2 General Cleaning

Wipe the exterior of the unit with a soft, damp cloth. Do not use harsh chemicals or abrasive cleaners. Ensure the drainage area is clear of obstructions.

7. TROUBLESHOOTING

Before contacting customer support, review the following common issues and solutions:

Problem	Possible Cause	Solution
Unit does not turn on	No power, tripped circuit breaker, loose plug.	Check power supply, reset breaker, ensure plug is fully inserted.
Insufficient cooling/heating	Dirty air filter, blocked air intake/outlet, room too large, doors/windows open.	Clean filter, clear obstructions, ensure proper room size, close doors/windows.
Water dripping outside	Normal operation (condensation).	This is normal during cooling/dehumidifying. Ensure proper drainage.
Unit is noisy	Loose parts, unit not level, fan obstruction.	Check for loose components, ensure unit is level, clear fan area.

8. SPECIFICATIONS

Technical details for the Keystone KSTHW25B Air Conditioner:



Figure 8.1: Physical dimensions and weight of the unit.



Figure 8.2: Room size guide based on BTU capacity.

Specification	Value
Model Number	KSTHW25B

Specification	Value
Cooling Power	23,200 BTU
Supplemental Heating Power	16,000 BTU
Floor Area Coverage	Up to 1,500 Sq. Ft.
Voltage	230 Volts
Dehumidifier Capacity	5.7 Pints/hour
Noise Level	56.3 dB
Product Dimensions (D x W x H)	25.39 x 23.62 x 17.91 inches
Item Weight	121 pounds
Form Factor	Window/Wall
BEE Star Rating	4 Star
Seasonal Energy Efficiency Ratio (SEER)	9.4
Included Components	AC unit, remote, batteries, mesh air filter, window installation kit



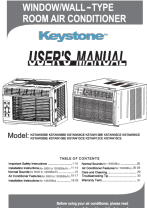



9. WARRANTY AND SUPPORT

9.1 Warranty Information

This Keystone air conditioner comes with a **1-year warranty** covering parts and labor. Additionally, there is an extended **4-year warranty** specifically for the sealed system components. Please retain your proof of purchase for warranty claims.

9.2 Customer Support

For technical assistance, troubleshooting beyond this manual, or warranty service, please contact Keystone customer support. Refer to the contact information provided with your product packaging or visit the official Keystone website for current support details.

	<p>Keystone KSTAT10-2D Air Conditioner Installation Instructions</p> <p>Comprehensive installation guide for the Keystone KSTAT10-2D air conditioner, detailing wall sleeve preparation, unit mounting, and finishing steps for various wall sleeve brands including Emerson, Fedders, Whirlpool, White-Westinghouse, Frigidaire, Carrier, General Electric, Hotpoint, Sears, Kenmore, and Friedrich.</p>
	<p>Keystone Window/Wall Room Air Conditioner User Manual KSTHW08A KSTHW12A</p> <p>Comprehensive user manual for Keystone window and wall-type room air conditioners, models KSTHW08A and KSTHW12A. Includes safety instructions, installation guides, operating features, maintenance, and troubleshooting tips.</p>
	<p>Keystone Window/Wall-Type Room Air Conditioner User's Manual</p> <p>This user's manual provides important safety instructions, installation guidance, operating instructions, care and cleaning tips, troubleshooting advice, and warranty information for Keystone window/wall-type room air conditioners.</p>
	<p>Keystone KSTAT12-2C - 2016 Air Conditioner Owner's Manual & Installation Guide</p> <p>Comprehensive owner's manual and installation guide for the Keystone KSTAT12-2C - 2016 Window/Wall-Type Room Air Conditioner. Includes safety, features, installation, care, troubleshooting, and warranty information.</p>
	<p>Keystone KSTAT14-2D Installation Instructions</p> <p>Comprehensive installation guide for the Keystone KSTAT14-2D air conditioner, detailing wall sleeve preparation, unit mounting, and finishing touches for optimal performance and safety.</p>
	<p>Keystone KSTHW18B/KSTHW25B Window/Wall-Type Room Air Conditioner User Manual and Installation Guide</p> <p>Comprehensive user manual and installation guide for Keystone KSTHW18B and KSTHW25B window/wall-type room air conditioners, covering safety, setup, operation, features, maintenance, and troubleshooting. Includes warranty and registration information.</p>