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› [Soleus Air 12,000 BTU Window Air Conditioner with 10,000 BTU Heater \(Model WS5-12HW-301\) User Manual](#)

Soleus Air WS5-12HW-301

Soleus Air 12,000 BTU Window Air Conditioner with 10,000 BTU Heater

Model: WS5-12HW-301

Brand: Soleus Air

1. INTRODUCTION

This manual provides essential information for the safe and efficient operation of your Soleus Air 12,000 BTU Window Air Conditioner with 10,000 BTU Heater. Please read all instructions carefully before installation and use. This unit is designed to provide both cooling and heating for your indoor environment, featuring Wi-Fi connectivity and a unique saddle mount design for enhanced window functionality.



This image displays the Soleus Air window air conditioner and heater unit from a front-side perspective, highlighting its compact design and control panel.

2. SAFETY INFORMATION

Always adhere to basic safety precautions when using electrical appliances to reduce the risk of fire, electric shock, or injury.

- Ensure the power supply matches the unit's requirements (115 Volts).
- Do not operate the unit with a damaged power cord or plug.
- Do not insert fingers or objects into the air inlet or outlet.
- Keep children away from the unit during operation.
- Disconnect power before cleaning or servicing.
- Installation must be performed by qualified personnel in accordance with local electrical codes.

3. PRODUCT OVERVIEW

Familiarize yourself with the main components of your air conditioner unit.

Key Features:

- **Saddle Mount Design:** Allows the unit to sit low and over the wall, reducing the risk of falling and maintaining window functionality.
- **Inverter Compressor:** Enables efficient operation at variable speeds, contributing to energy savings.
- **Wi-Fi Enabled:** Control your unit remotely using the Soleus Air app on your smart device.
- **Quiet Operation:** Designed to move noise outside, similar to a library at 38 dB.
- **Washable Filter:** For improved air quality and efficient unit performance.

4. INSTALLATION INSTRUCTIONS

Proper installation is crucial for the performance and safety of your unit. The unique saddle mount design allows for installation in windows with extra thick walls up to 12.5 inches.

4.1 Window Requirements

- Ensure the window frame is sturdy enough to support the unit's weight (approximately 64.6 pounds).
- The window sill must be capable of accommodating the saddle mount.
- Verify that the electrical outlet is within reach of the power cord and meets the 115V requirement.

4.2 Unit Placement

The saddle mount design positions the unit to straddle the window sill, with the majority of the unit's weight supported by the sill and the exterior portion extending outside.



A side view of the air conditioner unit, clearly showing the unique saddle mount design that allows it to rest securely over the window sill.

4.3 Step-by-Step Installation

1. Carefully lift the unit and position it over the window sill, ensuring the saddle mount rests securely.
2. Extend the side panels to fill the window opening, securing them in place.

3. Install any included sealing materials to prevent air leakage and improve efficiency.
4. Plug the unit into a grounded 115V electrical outlet.

FULL WINDOW VIEW

keep the view and maintain **FULL WINDOW** function



A woman in a plaid shirt is looking out of a window. The window has a white air conditioner unit installed in the frame. The view outside shows a patio with a table and chairs, surrounded by greenery and a wooden fence. To the right of the window, there is a blue ribbon and a gold medal with the text "gia global innovation awards". Below the window, there is a circular logo for "IHA" and a laurel wreath with the text "2020 WINNER".

gia global innovation awards
HOME & HABITAT product design excellence

IHA

2020 WINNER

SOLEUS NEW MICRO-SPLIT WINDOW AC
WINS 2020 GLOBAL INNOVATION AWARDS FOR PRODUCT DESIGN

The image shows the air conditioner installed in a window, demonstrating how its saddle-mount design allows for an unobstructed view and full window functionality.

5. OPERATING INSTRUCTIONS

Your Soleus Air unit offers various modes and controls for optimal comfort.

5.1 Control Panel Functions

The control panel on the unit's front allows direct operation:

- **Power Button:** Turns the unit on or off.
- **Mode Button:** Cycles through Cool, Heat, Fan, Dry, and Auto modes.
- **Fan Speed Button:** Adjusts fan speed (Low, Medium, High, Auto).

- **Temperature Up/Down:** Sets desired temperature.
- **Timer Button:** Programs the unit to turn on or off automatically.
- **Sleep Mode:** Automatically moderates set temperatures at night to conserve energy.

5.2 Wi-Fi App Control

The Soleus Air app allows you to control your unit from your smartphone or tablet, offering convenience and smart home integration.

1. Download the Soleus Air app from your device's app store.
2. Follow the in-app instructions to connect your unit to your home Wi-Fi network.
3. Once connected, you can adjust settings, change modes, and monitor your unit remotely.



This image illustrates the Soleus Air mobile application interface on a smartphone, with icons indicating compatibility with Amazon Alexa and Google Assistant for smart home integration.

6. MAINTENANCE

Regular maintenance ensures optimal performance and extends the lifespan of your unit.

6.1 Air Filter Cleaning

The washable filter captures dust and particles. Clean it regularly, typically every two weeks, or more often depending on usage and air quality.

1. Turn off the unit and unplug it from the power outlet.
2. Locate and remove the air filter (refer to your unit's specific design for filter access).

3. Wash the filter with warm, soapy water. Rinse thoroughly.
4. Allow the filter to air dry completely before reinstalling.

6.2 Exterior Cleaning

Wipe the exterior casing with a soft, damp cloth. Do not use harsh chemicals or abrasive cleaners.

6.3 Seasonal Storage

Before storing the unit for an extended period, clean the filter and ensure the unit is dry. Store it in a dry, cool place, preferably covered to protect from dust.

7. TROUBLESHOOTING

Refer to this section for solutions to common issues.

Problem	Possible Cause	Solution
Unit does not turn on	No power, tripped circuit breaker, loose plug	Check power connection, reset breaker, ensure plug is secure.
Unit not cooling/heating effectively	Dirty air filter, blocked air vents, incorrect mode/temperature setting, room too large	Clean filter, clear vents, verify settings, ensure unit capacity matches room size.
Unusual noise	Loose parts, unit not level, foreign object in fan	Check for loose components, ensure unit is level, inspect fan area (after unplugging).
Water leakage	Blocked drain, improper installation angle	Clear drain, ensure unit is slightly tilted outwards for proper drainage.

If problems persist, contact Soleus Air customer support.

8. SPECIFICATIONS

Detailed technical specifications for your Soleus Air WS5-12HW-301 unit.

Specification	Value
Brand Name	Soleus Air
Model Info	WS5-12HW-301
Item Weight	64.6 pounds
Product Dimensions	31.8 x 18.7 x 15.2 inches
Efficiency	Above Average

Specification	Value
Capacity (Dehumidification)	74 Pints
Noise Level	48 dB
Installation Type	Window
Voltage	115 Volts
Wattage	1220 watts
Material Type	Metal
Cooling Power	12000 British Thermal Units
Seasonal Energy Efficiency Ratio (SEER)	13.0

9. WARRANTY AND SUPPORT

Your Soleus Air product is backed by a manufacturer's warranty. For specific warranty details, please refer to the documentation included with your purchase or visit the official Soleus Air website.

Extended protection plans are also available for purchase, offering additional coverage beyond the standard warranty period.

For technical assistance, troubleshooting not covered in this manual, or warranty claims, please contact Soleus Air customer support directly. Contact information can typically be found on the brand's official website or on your product packaging.