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## Global Commander HPG-ET18K2CH19S

# Global Commander Ductless Single Zone Heat Pump HPG-ET18K2CH19S User Manual

Model: HPG-ET18K2CH19S

## 1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your Global Commander Ductless Single Zone Heat Pump, model HPG-ET18K2CH19S. This system is designed to provide efficient cooling, heating, dehumidifying, and fan operation for various indoor environments.

Please read this manual thoroughly before installing or operating the unit to ensure proper function and safety. Keep this manual for future reference.



*Image 1.1: The Global Commander HPG-ET18K2CH19S indoor and outdoor units.*

This image displays both the indoor and outdoor components of the Global Commander HPG-ET18K2CH19S ductless single zone heat pump system.

## 2. IMPORTANT SAFETY INFORMATION

**Warning:** Improper installation, adjustment, alteration, service, or maintenance can cause property damage, injury, or death. Consult a qualified installer, service agency, or the manufacturer for information or assistance.

- Ensure the unit is installed by a professional technician.
- Always disconnect power before performing any maintenance or service.
- Do not block the air intake or outlet of either unit.
- Keep children away from the unit during operation.
- Do not attempt to repair the unit yourself. Contact qualified service personnel.
- Refrigerant leakage detection: The indoor unit will display 'EC' if refrigerant leakage is detected. In such cases, immediately turn off the unit and contact a service professional.

## 3. PACKAGE CONTENTS

The Global Commander HPG-ET18K2CH19S system includes the following components:

- Indoor Unit (High-wall installation type)
- Outdoor Unit
- Mini Split Kit (includes connection piping, electrical wiring, and insulation)
- Wireless Remote Control
- User Manual (this document)



*Image 3.1: Components of the mini split kit, including insulated copper lines, electrical cable, and drainage hose.*

This image displays the various components included in the mini split kit, essential for connecting the indoor and outdoor units. It shows insulated copper refrigerant lines, electrical wiring for communication and power, and other installation accessories.

## 4. INSTALLATION AND SETUP

Installation of this ductless heat pump system requires specialized knowledge and tools. It is strongly recommended that installation be performed by a certified HVAC professional.

### 4.1 Site Selection

- **Indoor Unit:** Select a location on a high wall that allows for proper air circulation and drainage. Ensure the location is structurally sound to support the unit's weight.
- **Outdoor Unit:** Choose a stable, level surface away from direct sunlight, strong winds, and sources of obstruction. Ensure adequate clearance for airflow around the unit.



*Image 4.1: Example of an indoor unit mounted on a wall in a living room setting.*

This image illustrates a typical installation of the indoor unit on a wall in a living room, demonstrating how it integrates into a residential space.



Image 4.2: Example of an outdoor unit placed on the ground next to a residential building.

This image shows the outdoor unit positioned on the exterior of a house, indicating its placement for optimal performance and accessibility.

## 4.2 Electrical Requirements

The system operates on 230/208V. Ensure a dedicated circuit with appropriate amperage and wiring is available. Consult local electrical codes and a licensed electrician.

## 4.3 Refrigerant Piping

The connection piping requires a minimum length of 10ft (3m) and uses flared connections. Professional help is recommended for refrigerant installation to ensure proper sealing and charging.

# 5. OPERATING MODES

Your Global Commander heat pump offers several operating modes, selectable via the wireless remote control.

- **Cooling Mode:** Reduces room temperature to the set point.
- **Heating Mode:** Increases room temperature to the set point.
- **Dehumidifying Mode:** Reduces humidity in the room.
- **Fan Mode:** Circulates air without cooling or heating. Selectable fan speeds are available.
- **Auto Mode:** Automatically selects cooling or heating based on the ambient temperature and set point.

## 5.1 Wireless Remote Control

The included wireless remote control allows you to adjust settings, change modes, and set the temperature. The temperature display can be switched between °F and °C.

## 6. ADVANCED FEATURES

The HPG-ET18K2CH19S model incorporates several features designed for enhanced performance, efficiency, and user comfort.

- **Smart Pan Heater:** Prevents ice formation in the base pan of the outdoor unit, ensuring efficient operation in cold climates.
- **Compressor Blanket and Preheating Technology:** Keeps the oil inside the compressor warm, preventing it from mixing with the refrigerant and improving system longevity and efficiency.
- **Anti-Corrosion Fin Coating:** Both condenser and evaporator fins are covered with a hydrophilic coating, providing enhanced corrosion resistance, particularly beneficial in coastal environments.
- **Refrigerant Leakage Detection:** The indoor unit displays 'EC' if the outdoor unit detects refrigerant leakage, prompting immediate attention.
- **Smart Defrosting:** Optimizes defrost cycles to provide greater comfort and energy savings by eliminating unnecessary defrost operations.
- **Smart Preheating:** In heating mode, the system delays fan activation at startup to prevent cold air from being blown into the room.
- **Auto Restart:** In the event of a power failure, the system stores user selections and parameters in non-volatile memory and automatically resumes the last operating mode when power is restored.
- **Auto-Clean:** This function helps keep the indoor unit dry, reducing the potential for mold and mildew growth.
- **Self-Diagnosis:** A microcomputer continuously monitors the system. If abnormal operation is detected, the unit will shut down, and an error code will be displayed on the indoor unit to assist with maintenance.
- **Turbo Mode:** Activates super high-speed operation for rapid cooling or heating of the room.
- **Up & Down Swing:** Allows selection of oscillating angles for the vertical louvers to direct airflow.
- **Timer:** Enables programming the unit to start and stop automatically over a 24-hour period.
- **Sleep Mode:** Gradually adjusts the room temperature during sleep to maintain comfort and save energy.
- **Silence Function:** Operates the unit at a low frequency and the fan at its lowest speed to minimize noise levels.

## 7. MAINTENANCE

Regular maintenance ensures optimal performance and longevity of your heat pump system. Always disconnect power before cleaning or servicing.

### 7.1 Indoor Unit

- **Air Filters:** The indoor unit features washable filters. Clean these filters every two weeks or more frequently depending on usage and air quality. Remove filters, wash with lukewarm water and mild detergent, rinse thoroughly, and allow to dry completely before reinserting.
- **Exterior Cleaning:** Wipe the exterior of the indoor unit with a soft, damp cloth. Do not use harsh chemicals or abrasive cleaners.
- **Auto-Clean Function:** Utilize the Auto-Clean function to keep the internal components dry and prevent mildew.

### 7.2 Outdoor Unit

- **Clearance:** Ensure the outdoor unit's air intake and outlet are free from obstructions (leaves, debris, snow).
- **Coil Cleaning:** Periodically inspect the outdoor coil for dirt and debris. If necessary, gently clean with a soft brush or water hose. Avoid bending the fins.
- **Drainage:** Verify that the multi-hole pan and smart heater are functioning correctly to prevent ice buildup in winter.

## 8. TROUBLESHOOTING

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

Problem	Possible Cause	Solution
Unit does not turn on.	No power, remote control batteries low, circuit breaker tripped.	Check power supply, replace remote batteries, reset circuit breaker.

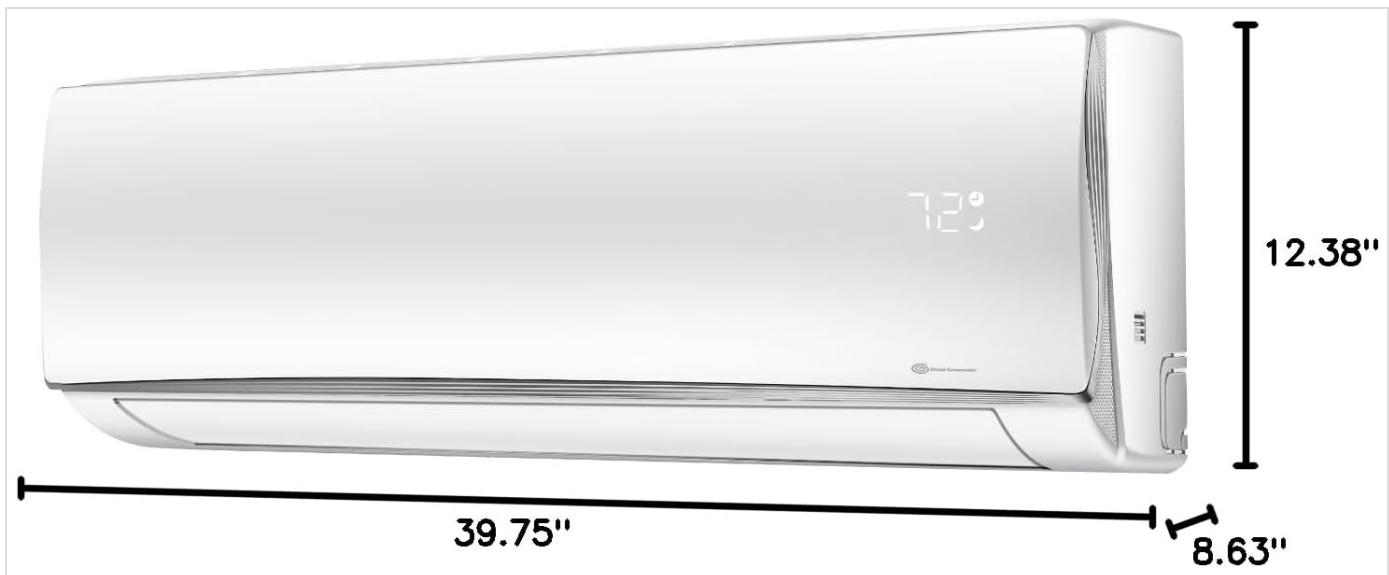
Problem	Possible Cause	Solution
Insufficient cooling/heating.	Dirty air filters, blocked outdoor unit, incorrect mode setting, refrigerant leakage.	Clean filters, clear obstructions, verify mode, check for 'EC' error code (refrigerant leakage). If 'EC' appears, contact professional service.
Indoor unit displays 'EC'.	Refrigerant leakage detected by outdoor unit.	Immediately turn off the unit and contact a qualified HVAC technician for inspection and repair.
Unusual noises.	Loose parts, foreign objects, normal operating sounds (e.g., refrigerant flow).	Inspect for loose parts or obstructions. If noise is persistent or unusual, contact service.
Water dripping from indoor unit.	Blocked drain hose, improper installation.	Check and clear drain hose. If problem persists, contact professional installer.

For error codes not listed or issues that cannot be resolved, refer to the Self-Diagnosis feature and contact customer support or a qualified technician.

## 9. SPECIFICATIONS

Technical specifications for the Global Commander HPG-ET18K2CH19S Ductless Single Zone Heat Pump.

Parameter	Value
Model Number	HPG-ET18K2CH19S
Cooling Capacity	18,000 BTU/hr
Heating Capacity	19,500 BTU/hr
Voltage	230/208V
SEER2 (Cooling)	19
HSPF2 (Heating)	7.8
Operating Ambient Temperature (Cooling)	5°F to 122°F (-15°C to 50°C)
Operating Ambient Temperature (Heating)	-4°F to 86°F (-20°C to 30°C)
Indoor Unit Air Flow Volume	606/465/429 cfm (High/Medium/Low)
Indoor Unit Dehumidification	2.2 l/hr
Outdoor Unit Air Flow Volume	1765 cfm
Refrigerant Type	R 410A
Indoor Unit Dimensions (D x W x H)	8.63" x 39.75" x 12.38"
Item Weight	100 pounds (total system weight)



*Image 9.1: Diagram showing the dimensions of the indoor unit.*

This image provides a visual representation of the indoor unit's dimensions, including depth, width, and height, which is useful for installation planning.

## 10. WARRANTY AND SUPPORT

### 10.1 Warranty Information

The Global Commander HPG-ET18K2CH19S comes with a **5-year warranty on parts and on the compressor**. Please note that labor costs are not included in this warranty. Retain your proof of purchase for warranty claims.

### 10.2 Customer Support

For technical assistance, troubleshooting beyond this manual, or warranty claims, please contact Global Commander customer support. Contact information can typically be found on the manufacturer's website or your purchase documentation.

It is recommended to have the model number (HPG-ET18K2CH19S) and date of purchase available when contacting support.

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This manual is for informational purposes only. Specifications are subject to change without notice.