Candy CY-12RA

Candy CY-12RA Air Conditioner User Manual

Model: CY-12RA | Brand: Candy

1. Introduction

This user manual provides detailed instructions for the installation, operation, and maintenance of your Candy CY-12RA Split System Air Conditioner. Please read this manual thoroughly before using the appliance to ensure safe and efficient operation. Keep this manual for future reference.

The Candy CY-12RA is a split system air conditioner designed for both cooling and heating, offering energy efficiency with A++/A+ ratings. It features a compact design and is suitable for wall-mounted installation.

2. Safety Information

Always adhere to the following safety precautions to prevent injury or damage to the unit:

- Installation must be performed by qualified personnel in accordance with local and national electrical codes.
- Do not insert fingers or objects into the air inlet/outlet.
- Do not operate the unit with wet hands.
- Ensure the power supply is disconnected before cleaning or maintenance.
- Keep children away from the unit and remote control.
- Do not block the air flow of the indoor or outdoor unit.
- If abnormal operation occurs (e.g., strange sounds, smell, smoke), immediately turn off the unit and disconnect power. Contact a service technician.

3. Product Overview

The Candy CY-12RA air conditioner consists of an indoor unit, an outdoor unit, and a remote control for convenient operation.



Figure 3.1: Components of the Candy CY-12RA Air Conditioner. Shown are the white indoor unit (top), the white outdoor unit with a fan grille (bottom left), and the white remote control with an LCD screen and various buttons (bottom right).

Key features include:

- Split system design for efficient cooling and heating.
- Cooling capacity: 3200 W.
- Heating capacity: 3400 W.
- Power consumption (heating): 800 W.
- Equipped with a pre-filter for air purification.
- Remote control operation for ease of use.

4. Setup and Installation

Installation of the Candy CY-12RA air conditioner should only be performed by certified professionals. This section provides a general overview of the installation process.

1. **Site Selection:** Choose appropriate locations for both the indoor and outdoor units, ensuring proper air circulation and drainage. The indoor unit should be mounted on a sturdy wall, and the outdoor unit on a stable surface or bracket.
2. **Indoor Unit Installation:** Mount the indoor unit securely to the wall using the provided mounting plate. Connect the

refrigerant pipes, drainage hose, and electrical wiring.

3. **Outdoor Unit Installation:** Position the outdoor unit on a level surface or a suitable wall bracket. Connect the refrigerant pipes and electrical wiring to the indoor unit.
4. **Vacuuming and Refrigerant Charging:** Evacuate the air from the refrigerant lines using a vacuum pump. Once vacuumed, release the refrigerant from the outdoor unit into the system.
5. **Electrical Connection:** Connect the unit to a dedicated power supply circuit as per local electrical codes. Ensure proper grounding.
6. **Test Run:** After installation, perform a test run to ensure all functions (cooling, heating, fan speeds, swing) are operating correctly and there are no leaks.

Refer to the detailed installation manual provided to professional installers for specific dimensions and wiring diagrams.

5. Operating Instructions

Your Candy CY-12RA air conditioner can be operated using the supplied remote control.

5.1 Remote Control Functions

- **Power Button:** Turns the unit ON or OFF.
- **Mode Button:** Cycles through operating modes: Auto, Cool, Dry, Fan, Heat.
- **Temperature Buttons (▲/▼):** Adjusts the desired temperature.
- **Fan Speed Button:** Selects fan speed: Auto, Low, Medium, High.
- **Swing Button:** Controls the vertical louver movement for air distribution.
- **Timer Button:** Sets the ON/OFF timer.
- **Sleep Mode:** Adjusts temperature and fan speed for comfortable sleep.
- **Turbo/Quiet:** Activates rapid cooling/heating or quiet operation.

5.2 Basic Operation

1. **Turn On:** Press the Power button on the remote control.
2. **Select Mode:** Press the Mode button to choose your desired operation (e.g., Cool for cooling, Heat for heating).
3. **Set Temperature:** Use the Temperature Up (▲) or Down (▼) buttons to set the desired room temperature.
4. **Adjust Fan Speed:** Press the Fan Speed button to select the preferred fan intensity.
5. **Turn Off:** Press the Power button again to turn off the unit.

6. Maintenance

Regular maintenance ensures optimal performance and longevity of your air conditioner. Always disconnect power before performing any maintenance.

- **Air Filter Cleaning (Indoor Unit):**

  The pre-filter should be cleaned every two weeks or more frequently depending on usage and air quality. Open the front panel of the indoor unit, remove the filters, and wash them with lukewarm water and mild detergent. Rinse thoroughly and allow to dry completely before reinserting.

- **Indoor Unit Surface Cleaning:**

  Wipe the indoor unit's surface with a soft, dry cloth. For stubborn dirt, use a damp cloth with mild detergent, then wipe dry. Do not use harsh chemicals or abrasive cleaners.

- **Outdoor Unit Cleaning:**

  Periodically check the outdoor unit for debris (leaves, dust) that may obstruct airflow. Carefully remove any obstructions.

Do not spray water directly onto the electrical components.

- **Professional Inspection:**

  It is recommended to have a qualified technician inspect and service the unit annually, especially before the cooling or heating season, to check refrigerant levels, electrical connections, and overall system health.

7. Troubleshooting

Before contacting service, please check the following common issues:

Problem	Possible Cause	Solution
Unit does not start	No power supply; Remote control batteries are dead; Timer is set.	Check power connection and circuit breaker; Replace batteries; Cancel timer setting.
Insufficient cooling/heating	Air filter is dirty; Air inlet/outlet blocked; Temperature setting incorrect; Room too large.	Clean air filter; Remove obstructions; Adjust temperature; Ensure unit capacity matches room size.
Water leakage from indoor unit	Drain hose clogged or kinked; Indoor unit not level.	Clear drain hose; Adjust indoor unit level.
Unusual noise	Loose parts; Fan obstruction; Refrigerant flow noise (normal).	Check for loose parts; Remove obstruction; If noise persists and is abnormal, contact service.

If the problem persists after attempting these solutions, please contact a qualified service technician.

8. Specifications

Below are the technical specifications for the Candy CY-12RA Air Conditioner:

Feature	Detail
Model Number	CY-12RA
Product Type	Split System Air Conditioner
Color	White
Functions	Cooling, Heating
Cooling Capacity	3200 W (12000 BTU/h approx.)
Heating Capacity	3400 W
Annual Energy Consumption (Cooling)	184 kWh
Energy Efficiency Class (Cooling)	A++
Energy Efficiency Class (Heating, average season)	A++
Indoor Unit Noise Level (High Speed)	57 dB
Outdoor Unit Noise Level	63 dB
Indoor Unit Airflow (Cooling)	520 m^3/h

Feature	Detail
Outdoor Unit Airflow (Cooling)	2100 m^3/h
Outdoor Unit Width	70 cm
Filter Type	Pre-filter
Control Method	Remote
Item Weight	39 Kilograms

9. Warranty and Support

The Candy CY-12RA Air Conditioner comes with a limited warranty. For specific details regarding warranty coverage and terms, please refer to the warranty card included with your product or contact Candy customer support.

Return Policy: If you wish to return a product within 30 days of receipt because you have changed your mind, please consult the Amazon return policy page. If you have received a defective or damaged product, please consult the Amazon help page on returns. For specific information on purchases made on the Marketplace, please consult the Amazon help page on Marketplace returns.

For technical support, spare parts, or service inquiries, please contact Candy's official customer service or an authorized service center. Always provide your model number (CY-12RA) and purchase date when seeking support.

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