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## GREE Multi Gen2 Series 30000 BTU 3-Zone

# GREE Multi Gen2 Series 3-Zone Ductless Mini-Split System User Manual

MODEL: 30,000 BTU 12K+12K+12K FLOOR CONSOLE CONFIGURATION

Brand: GREE

## 1. Introduction

The GREE Multi Gen2 Series ductless mini-split system provides efficient and versatile climate control for multiple rooms. This system is designed for quiet operation and high performance, offering both cooling and heating capabilities with advanced inverter technology.

Key features of your GREE Multi Gen2 Series system include:

- High efficiency with up to 21 SEER2 for cooling and 10 HSPF2 for heating.
- Powerful G10 inverter technology for consistent indoor comfort.
- Effective cooling performance in temperatures up to 118°F and heating down to -22°F.
- Built-in WiFi capabilities for remote control via smart devices.
- Washable air filters for easy maintenance.
- Smart self-diagnosis capabilities.



Figure 1.1: Overview of the GREE Multi Gen2 Series 3-Zone Mini-Split System, showing the outdoor condenser unit and three indoor floor console units, each with its remote control.

## 2. Setup and Installation

Installation of the GREE Multi Gen2 Series ductless mini-split system requires specialized knowledge and tools. It is strongly recommended that installation be performed by a qualified HVAC professional to ensure proper function, safety, and adherence to local codes and warranty requirements.

### 2.1. Pre-Installation Checks:

- Ensure the installation site meets all clearance requirements for both indoor and outdoor units.
- Verify electrical supply matches the unit's specifications.

### 2.2. Remote Control Setup:

- The remote control requires batteries for operation. Insert the specified batteries (typically AAA) into the remote control unit, observing correct polarity.
- Test the remote control by pointing it at an indoor unit and pressing a button to confirm response.

### 2.3. WiFi Connectivity:

- Each indoor unit is equipped with built-in WiFi capabilities. Refer to the separate WiFi setup guide or the manufacturer's app instructions for detailed steps on connecting your units to your home network.

- Once connected, you can control the indoor air handlers using a compatible smart device application.



Figure 2.1: The GREE Multi Gen2 Series outdoor condenser unit, which houses the compressor and heat exchanger.

### 3. Operating Instructions

Your GREE mini-split system can be operated using the provided wireless remote control or via the GREE+ smart device application (if WiFi is configured).

#### 3.1. Remote Control Functions:

- Power On/Off:** Press the **ON/OFF** button to start or stop the unit.
- Mode Selection:** Use the **MODE** button to cycle through operating modes: Auto, Cool, Heat, Dry, Fan.
- Temperature Adjustment:** Use the **TEMP UP/DOWN** arrows to set your desired temperature.
- Fan Speed:** Press the **FAN** button to adjust fan speed (Auto, Low, Medium, High).
- Swing Function:** Activate the **SWING** button for automatic louver movement to distribute air evenly.

- **Sleep Mode:** Engages a quiet, energy-saving operation for nighttime comfort.
- **Timer Function:** Set the unit to turn on or off automatically at specified times.

### **3.2. Smart Device Control (WiFi):**

- Download the official GREE+ app from your device's app store.
- Follow the in-app instructions to add and control your mini-split units.
- The app allows for remote control, scheduling, and monitoring of your system from anywhere.

### **3.3. Intelligent Features:**

- **Intelligent Preheating:** In heating mode, the unit may delay fan operation to prevent cold air from blowing out at startup.
- **Intelligent Defrost:** The outdoor unit will automatically initiate a defrost cycle when ice buildup is detected, ensuring efficient heating performance in cold climates.



Figure 3.1: A GREE Multi Gen2 Series indoor floor console unit with its accompanying wireless remote control.

## 4. Maintenance

Regular maintenance ensures the longevity and efficient operation of your GREE mini-split system. Always turn off the power to the unit before performing any maintenance.

#### 4.1. Air Filter Cleaning:

- The indoor units are equipped with washable air filters.
- Open the front panel of the indoor unit to access the filters.
- Remove the filters and clean them with a vacuum cleaner or wash them with lukewarm water and mild detergent.
- Allow filters to dry completely before reinserting them.
- Clean filters every 2-4 weeks, or more frequently depending on usage and air quality.

#### 4.2. Outdoor Unit Cleaning:

- Periodically inspect the outdoor unit for debris, leaves, or obstructions around the coils and fan.
- Gently clear any blockages to ensure proper airflow.
- Do not spray water directly into the electrical components.

#### 4.3. Professional Servicing:

- It is recommended to have a qualified HVAC technician perform annual professional maintenance, including checking refrigerant levels, electrical connections, and coil cleaning.

## 5. Troubleshooting

Your GREE mini-split system includes smart self-diagnosis capabilities that can help identify issues. If a problem occurs, the unit may display an error code. Refer to the full technical manual for a complete list of error codes and their meanings.

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

Problem	Possible Cause	Solution
Unit does not turn on.	No power, remote control batteries dead, circuit breaker tripped.	Check power supply, replace remote batteries, reset circuit breaker.
Insufficient cooling/heating.	Dirty air filters, blocked outdoor unit, incorrect mode setting, low refrigerant.	Clean air filters, clear outdoor unit, verify mode, contact professional for refrigerant check.
Unusual noise.	Loose parts, fan obstruction, normal expansion/contraction sounds.	Inspect for loose parts or obstructions. If persistent or loud, contact service.
Water leakage from indoor unit.	Clogged drain pipe, improper installation.	Contact a qualified technician for inspection and repair.

If the problem persists after attempting these solutions, please contact a certified HVAC technician or GREE customer support for assistance.

## 6. Specifications

Below are the general specifications for the GREE Multi Gen2 Series 30,000 BTU 3-Zone Mini Floor Console

## Ductless Mini-Split System:

Feature	Detail
Brand	GREE
Model Type	Multi Gen2 Series 3-Zone Mini Floor Console
Cooling Capacity	30,000 BTU (2.5 Tons)
SEER2 Rating (Cooling)	Up to 21
HSPF2 Rating (Heating)	Up to 10
Installation Type	Split System
Form Factor	Mini-Split
Outdoor Unit Dimensions (D x W x H)	16.7" x 40.2" x 32.6" (approximate)
Special Features	Easy to Install, Quiet Operation, Built-in WiFi, Intelligent Preheating/Defrost, Smart Self-Diagnosis
Certification	Energy Star
Power Source	Corded Electric
Control Method	Remote Control, WiFi App
Remote Batteries Required	Yes (Batteries not included)

## 7. Warranty Information

GREE provides a limited warranty for its mini-split systems. For the GREE Multi Gen2 Series, the warranty coverage is as follows:

- **Compressor:** Limited 7-year warranty for the outdoor unit's compressor.
- **Functional Parts:** Limited 5-year warranty on all other functional parts within the split system units.

### Important Warranty Conditions:

- Units must be installed by a qualified professional in accordance with all state and local codes.
- Units must be registered online through the manufacturer's official website to validate and uphold the warranty. Failure to register may void the warranty.
- Keep your proof of purchase and installation records for warranty claims.

For complete warranty terms and conditions, please refer to the official warranty document included with your product or visit the GREE official website.

## 8. Customer Support

If you require further assistance, have questions not covered in this manual, or need to report a technical issue, please contact:

- Your authorized GREE dealer or the professional who installed your system.
- GREE customer service directly through their official website or contact number (refer to product packaging or official website for current contact information).

When contacting support, please have your product model number and serial number ready to expedite the process.