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DORTALA DORTALA-12000-BTU-Wifi-22SEER2

DORTALA 12000 BTU Mini Split Air Conditioner & Heater User Manual

Model: DORTALA-12000-BTU-Wifi-22SEER2

Brand: DORTALA

1. PRODUCT OVERVIEW

The DORTALA 12000 BTU Mini Split Air Conditioner & Heater is a versatile and energy-efficient system designed to provide year-round comfort. Capable of cooling up to 750 sq.ft, this unit functions effectively even in extreme temperatures, thanks to its advanced inverter technology. It offers convenient control options including Wi-Fi connectivity, smart app integration, and voice control. Enjoy ultra-quiet operation and features like a 24-hour timer and screen-off function for a comfortable and customizable indoor environment.



Image: The DORTALA 12000 BTU Mini Split Air Conditioner and Heater, showing the indoor unit, outdoor unit, remote control, and various installation accessories.

Key Features:

- **Powerful Cooling & Heating:** 12000 BTU cooling capacity and 12300 BTU heating capacity, suitable for areas up to 750 sq. ft. Operates effectively in temperatures from 5°F (-15°C) to 126°F (52°C).
- **Energy Efficiency:** Complies with new SEER2 standard (22 SEER2, 9.5 HSPF2), ETL listed, and AHRI certified. Utilizes R32 refrigerant for lower environmental impact.
- **Smart Control:** Wi-Fi enabled for control via a smart app and voice commands (compatible with Alexa/Google Assistant), in addition to the included remote control.
- **Ultra-Quiet Operation:** Indoor unit operates as low as 25 dB, ensuring a peaceful environment, especially during sleep.
- **Multiple Modes & Functions:** Features 7 operating modes (Auto, Cool, Heat, Dry, Fan, Sleep, ECO), 4 wind speeds, 4D auto swing, 24-hour timer, screen off function, and self-cleaning.

Fast Cooling & Heating

12000 BTU

Cooling Capacity

1 Ton

Heat Pump

12300 BTU

Heating Capacity

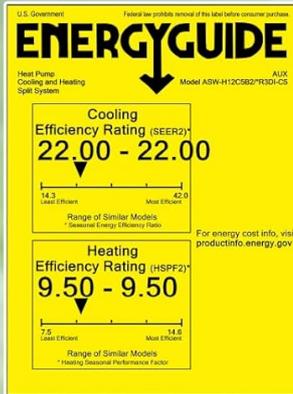


750 Sq.Ft Coverage Area

Image: A visual representation of the DORTALA mini split system's fast cooling and heating capabilities, illustrating its coverage area of up to 750 sq. ft. with 12000 BTU cooling and 12300 BTU heating capacity.

Efficiency Meets Eco-Friendliness

Comply with New SEER2* Standard



22

SEER2

9.5

HSPF2



*SEER2 is an update version of SEER (Seasonal Energy Efficiency Rating), which better reflects real-time usage.

Image: An energy guide label for the DORTALA mini split AC, highlighting its 22 SEER2 and 9.5 HSPF2 ratings, along with ETL and AHRI certifications, indicating high energy efficiency.

2. SAFETY INFORMATION

Please read all safety warnings and instructions carefully before installing, operating, or performing maintenance on this appliance. Failure to follow these instructions may result in electric shock, fire, property damage, or personal injury.

General Safety Precautions:

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Do not insert fingers or foreign objects into the air inlet or outlet.
- Do not operate the unit with wet hands.

- Do not block the air flow to the indoor or outdoor units.
- Ensure the unit is properly grounded to prevent electric shock.

Electrical Safety:

- The unit operates on 208-230V~60Hz/1PH. Ensure the power supply matches these specifications.
- Do not use extension cords or ungrounded adapters.
- Always disconnect power before cleaning or servicing the unit.

Installation Safety:

- **Important:** The installation of this AC unit should be done only by qualified professionals. Improper installation can lead to electric shock, fire, water leakage, or other hazards.
- Ensure the installation location is structurally sound and can support the weight of both indoor and outdoor units.
- Follow all local electrical codes and regulations.
- Use only specified parts and components for installation.

3. PACKAGE CONTENTS

The DORTALA Mini Split Air Conditioner & Heater system is shipped in two separate boxes. Please verify that all components listed below are present and undamaged upon delivery.



Come in **Two** Boxes

The delivery time may vary from box to box

Note: the installation should be done only by professionals

box 1

- 1 Outdoor Unit
- 3 13 ft Copper Connection Pipe-Liquid Pipe
- 4 13 ft Copper Connection Pipe-Air Pipe
- 5 8 ft Power Line
- 7 Wall Sleeve
- 6 Tape
- 8 Putty

box 2

- 2 Indoor Unit
- 9 Remote Control
- 10 Batteries
- 11 Drain Hose
- 12 15 ft Communication Wire

Image: A detailed diagram illustrating the contents of the two shipping boxes for the DORTALA mini split AC unit, including the indoor unit, outdoor unit, and all accompanying installation accessories.

Included Components:

- 1 x Indoor Unit
- 1 x Outdoor Unit
- 1 x 4 m/13 ft Copper Connection Pipe - Liquid Pipe
- 1 x 4 m/13 ft Copper Connection Pipe - Air Pipe
- 1 x 2.5 m/8 ft Power Line
- 1 x 4.5 m/15 ft Communication Wire
- 1 x 2 m/6.5 ft Drain Hose
- 1 x Remote Control with 2 Batteries
- 1 x Tape
- 1 x Wall Sleeve
- 1 x Putty
- 1 x User Guide (this manual)

4. SETUP AND INSTALLATION

As noted in the safety section, professional installation is required for this mini split system. This section provides general information regarding the setup and dimensions for planning purposes.

Pre-Installation Considerations:

- **Location:** Choose a location for the indoor unit that allows for optimal air distribution and is away from direct sunlight or heat sources. The outdoor unit should be placed in a well-ventilated area, away from obstructions.
- **Clearance:** Ensure adequate clearance around both units for proper airflow and maintenance.
- **Drainage:** Plan for proper drainage of condensate from the indoor unit.
- **Electrical Supply:** Confirm that the electrical supply at the installation site meets the unit's requirements (208-230V~60Hz/1PH).

Unit Dimensions:

- **Indoor Unit Size:** 34.5" x 7.5" x 12" (L x W x H)
- **Outdoor Unit Size:** 28" x 11" x 21" (L x W x H)

Note: Detailed installation instructions, including mounting procedures, refrigerant line connections, and electrical wiring, are intended for certified HVAC professionals. Refer to the comprehensive installation guide provided to your installer.

5. OPERATING INSTRUCTIONS

Your DORTALA Mini Split system offers multiple ways to control its functions for maximum comfort and convenience.

Remote Control Operation:

The included remote control provides full access to all functions of your AC unit. Ensure batteries are correctly inserted.



Powerful Function

Meet All-Season Needs

7
Modes



Auto



Cool



Heat



Dry



Fan



Sleep



ECO

4
Wind
Speeds

Low

Mid

High

Turbo

More
Features



Screen
Off



°F/°C



4D Auto
Swing



24H
Timer



Self-
Cleaning

26 ft



Image: The remote control for the DORTALA mini split AC, alongside icons representing its various functions including 7 modes (Auto, Cool, Heat, Dry, Fan, Sleep, ECO), 4 wind speeds (Low, Mid, High, Turbo), and additional features like Screen Off, °F/°C switch, 4D Auto Swing, 24H Timer, and Self-Cleaning.

Available Modes:

- **Auto:** Automatically selects cooling or heating based on the ambient temperature.
- **Cool:** Provides cooling operation.
- **Heat:** Provides heating operation.
- **Dry:** Dehumidifies the air.
- **Fan:** Circulates air without cooling or heating.
- **Sleep:** Adjusts temperature and fan speed for comfortable sleep, often with reduced noise.
- **ECO:** Energy-saving mode.

Fan Speeds:

- Low, Mid, High, Turbo

Special Features:

- **24H Timer:** Set the unit to turn on or off automatically within a 24-hour period.
- **Screen Off:** Turns off the display lights on the indoor unit for undisturbed sleep.
- **4D Auto Swing:** Automatically adjusts horizontal and vertical louvers for wide air distribution.
- **°F/°C Switch:** Toggle between Fahrenheit and Celsius temperature display.



Image: An illustration demonstrating the ultra-quiet operation of the DORTALA mini split AC, showing a sleeping person and indicating a noise level of 25dB, along with the Sleep Mode and 24H Timer features.

Wi-Fi Enabled & Voice Control:

Control your DORTALA AC unit from anywhere using the dedicated smart app or integrate it with your smart home system for voice control.

Control Your AC Anytime, Anywhere



“Alexa, turn on the split air conditioner.”

Use Our Smart App



Image: A depiction of controlling the DORTALA mini split AC via a smartphone app, showing temperature and mode settings, and highlighting compatibility with Alexa and Google Assistant for voice control.

Smart App Control:

- Download the official DORTALA smart app from Google Play Store or Apple App Store.
- Follow the in-app instructions to connect your AC unit to your home Wi-Fi network.
- Once connected, you can adjust settings, schedule timers, change modes, and monitor the unit's status remotely.

Voice Control:

- The unit is compatible with Alexa and Google Assistant.
- Enable the DORTALA skill/action in your Alexa or Google Home app.
- Use voice commands such as "Alexa, turn on the split air conditioner" or "Hey Google, set the AC to 72 degrees."

6. MAINTENANCE

Regular maintenance ensures optimal performance, energy efficiency, and longevity of your DORTALA Mini Split system.

Self-Cleaning Function:

- The unit features a self-cleaning function that operates at 134.6°F (57°C).
- This function helps to remove dust and mold from the indoor coil, ensuring cleaner and healthier air.
- Refer to your remote control or app for instructions on how to activate the self-cleaning cycle.

Filter Cleaning:

- The indoor unit has a removable and washable filter.
- Clean the air filter every two weeks or more frequently if the unit is used heavily or in dusty environments.
- To clean:
 1. Open the front panel of the indoor unit.
 2. Remove the air filters.
 3. Wash the filters with lukewarm water and a mild detergent.
 4. Rinse thoroughly and allow them to air dry completely before reinserting.
 5. Do not expose filters to direct sunlight or heat for drying.

General Care:

- Wipe the indoor and outdoor units with a soft, damp cloth. Do not use harsh chemicals or abrasive cleaners.
- Ensure the outdoor unit's coils are free from debris, leaves, and other obstructions.
- Periodically check the drain hose for blockages.

7. TROUBLESHOOTING

Before contacting customer support, please refer to the following common issues and their potential solutions.

Problem	Possible Cause	Solution
Unit does not turn on.	No power supply; remote control batteries dead; circuit breaker tripped.	Check power connection; replace remote batteries; reset circuit breaker.
Insufficient cooling/heating.	Dirty air filter; blocked air inlet/outlet; wrong mode selected; room too large.	Clean air filter; clear obstructions; select appropriate mode; ensure unit capacity matches room size.
Unit is noisy.	Loose parts; unit not level; fan obstruction.	Check for loose components; ensure unit is on a flat, stable surface; remove any fan obstructions.

Problem	Possible Cause	Solution
Water leakage from indoor unit.	Clogged drain hose; improper installation.	Clear drain hose; contact a professional for installation check.
Wi-Fi connectivity issues.	Incorrect Wi-Fi password; router too far; network interference.	Verify Wi-Fi password; move router closer or use a Wi-Fi extender; check for other devices causing interference.

If the problem persists after attempting these solutions, please contact DORTALA customer support for further assistance. Do not attempt to repair the unit yourself.

8. SPECIFICATIONS

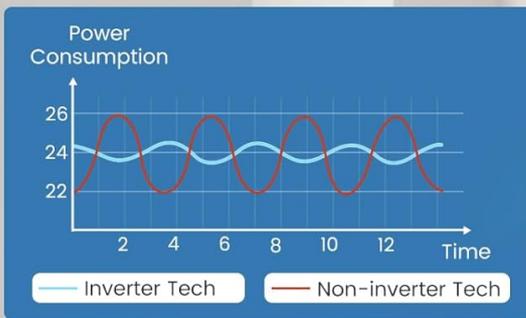
Detailed technical specifications for the DORTALA 12000 BTU Mini Split Air Conditioner & Heater.

Specification	Value
Model Number	DORTALA-12000-BTU-Wifi-22SEER2
Indoor Unit Color	Black
Outdoor Unit Color	White
Material	Metal, Aluminum, Plastic
Indoor Unit Size (L x W x H)	34.5" x 7.5" x 12"
Outdoor Unit Size (L x W x H)	28" x 11" x 21"
Cooling Capacity	12000 BTU
Heating Capacity	12300 BTU
Heat Pump	1 Ton
Voltage	208-230V~60Hz/1PH
Max. Input Power	1600W
Max. Input Current	10A
Coverage Area	750 sq. ft
Air Flow Rate	353 CFM
Dehumidifying Capacity	51 Pints/Day
Temperature Setting Range	60°F~90°F (15.5°C~32.2°C)
Refrigerant	R32 (GWP: 675)

Specification	Value
SEER2	22
HSPF2	9.5
Indoor Noise Level	25 dB (low speed)
Outdoor Noise Level	50 dB
Total Net Weight	78 lbs
Certifications	ETL listed, AHRI certified

Advanced Inverter Technology

Stable, Silent, Efficient



*Innovative inverter technology adjusts the compressor speed to maintain the set temperature without frequently turning the compressor on and off, which has less energy cost and offers stable cooling.

Image: A graph illustrating the stable and efficient performance of advanced inverter technology compared to non-inverter technology, showing consistent power consumption and temperature maintenance.

9. WARRANTY AND SUPPORT

Your DORTALA Mini Split Air Conditioner & Heater is designed and manufactured to the highest quality standards. This product is ETL listed and AHRI certified, ensuring it meets rigorous safety and performance criteria.

Warranty Information:

Specific warranty details, including coverage period and terms, are typically provided with your purchase documentation or can be obtained by contacting DORTALA customer support directly. Please retain your proof of purchase for warranty claims.

Customer Support:

For technical assistance, troubleshooting beyond this manual, or warranty inquiries, please contact DORTALA customer support. Contact information can usually be found on the product packaging, the DORTALA official website, or your purchase receipt.

When contacting support, please have your product model number (DORTALA-12000-BTU-Wifi-22SEER2) and purchase date available.