

## ACiQ ACiQ-K12W-W-HP230B / ACiQ-K12Z-HP230B

# ACiQ 12000 BTU Mini Split AC/Heating System User Manual

Model: ACiQ-K12W-W-HP230B / ACiQ-K12Z-HP230B

## 1. INTRODUCTION

This manual provides essential information for the safe and efficient operation, installation, and maintenance of your ACiQ 12000 BTU Mini Split AC/Heating System. This inverter-driven system offers both cooling and heating capabilities, high energy efficiency (21 SEER2), and convenient WiFi control. Please read this manual thoroughly before installation and use, and retain it for future reference.

## 2. SAFETY INFORMATION

### Important Safety Instructions:

- Installation must be performed by a qualified and certified HVAC professional in accordance with all local and national electrical and safety codes.
- Do not attempt to install or service the unit yourself. Improper installation can result in electric shock, fire, water leakage, or other damage.
- Ensure the power supply matches the specifications listed on the unit's nameplate.
- Always disconnect power before performing any maintenance or cleaning.
- Keep children and pets away from the outdoor unit.
- Do not block the air intake or outlet of either unit.
- The refrigerant used in this unit is R454B. Handle with care and only by certified technicians.

## 3. PRODUCT OVERVIEW

The ACiQ 12000 BTU Mini Split AC/Heating System provides efficient climate control for spaces up to 400-600 sq. ft. It includes an indoor air handler, an outdoor condenser unit, and all necessary components for installation.



Figure 3.1: ACiQ 12000 BTU Mini Split AC/Heating System components.

### Included Components:



Figure 3.2: Detailed view of included installation components.

- Indoor Unit
- Outdoor Unit
- Remote Control
- 16ft Line Set
- Wall Cap
- Drain Lines
- Power Cords
- Mounting Hardware
- AAA Batteries
- User Manual (this document)

## 4. SETUP AND INSTALLATION

The ACiQ Mini Split system is designed for professional installation. While the outdoor unit comes pre-charged with refrigerant, a qualified technician is required to vacuum the line set before operation to ensure proper

system function and warranty validity.

Key Installation Considerations:

- **Room Size:** This 12,000 BTU unit is suitable for areas between 400-600 square feet. Refer to Figure 4.1 for general guidance on unit sizing.
- **Power Requirements:** The system operates on 208/230V. Ensure appropriate electrical wiring and circuit protection are in place.
- **Line Set:** A 16ft line set is included. Ensure the indoor and outdoor units are positioned within this distance.
- **Drainage:** Proper drainage for condensate from the indoor unit is crucial.
- **Mounting:** The indoor unit is wall-mounted, and the outdoor unit should be placed on a stable, level surface.

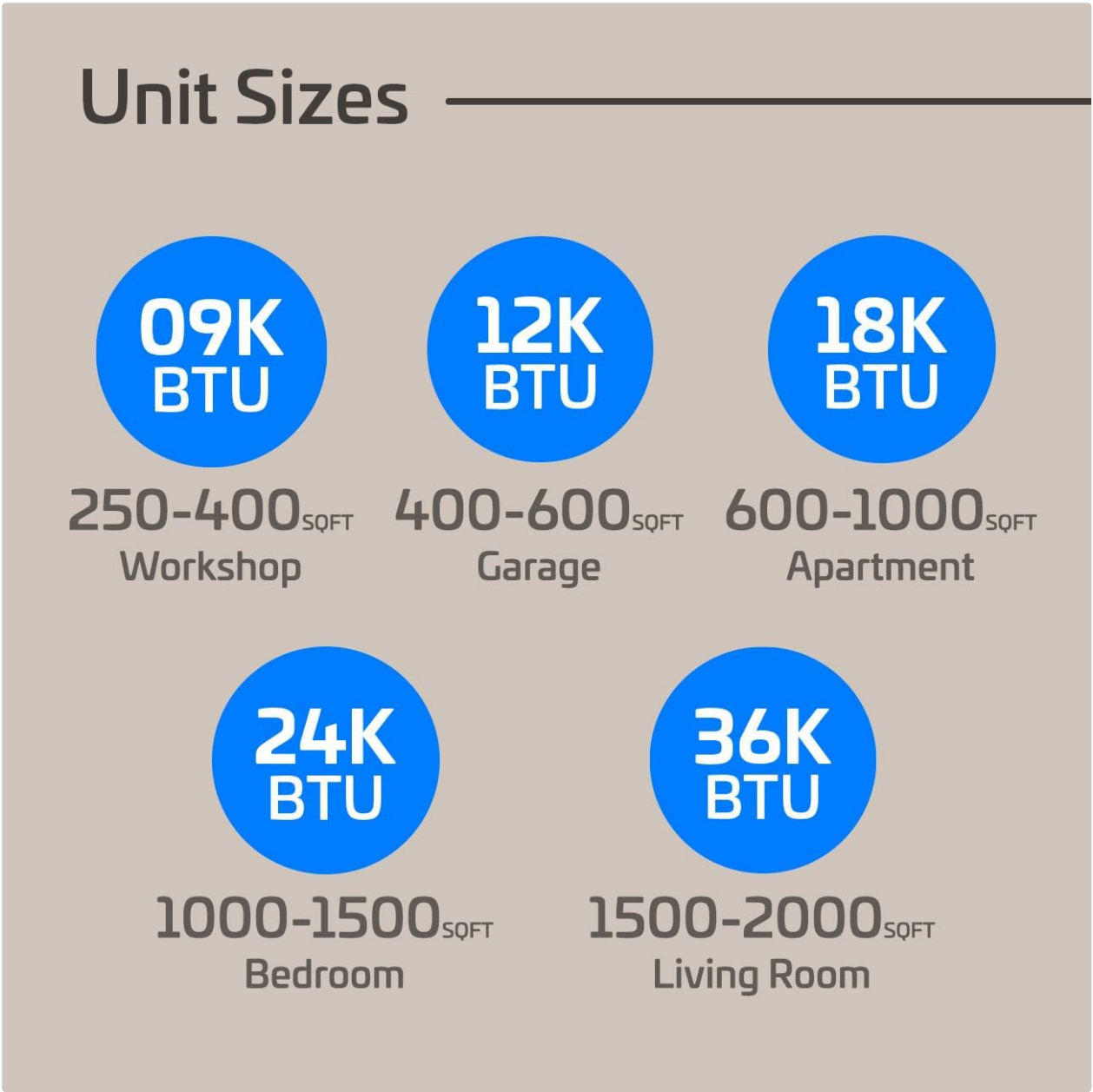


Figure 4.1: ACiQ Mini Split Unit Size Recommendations.

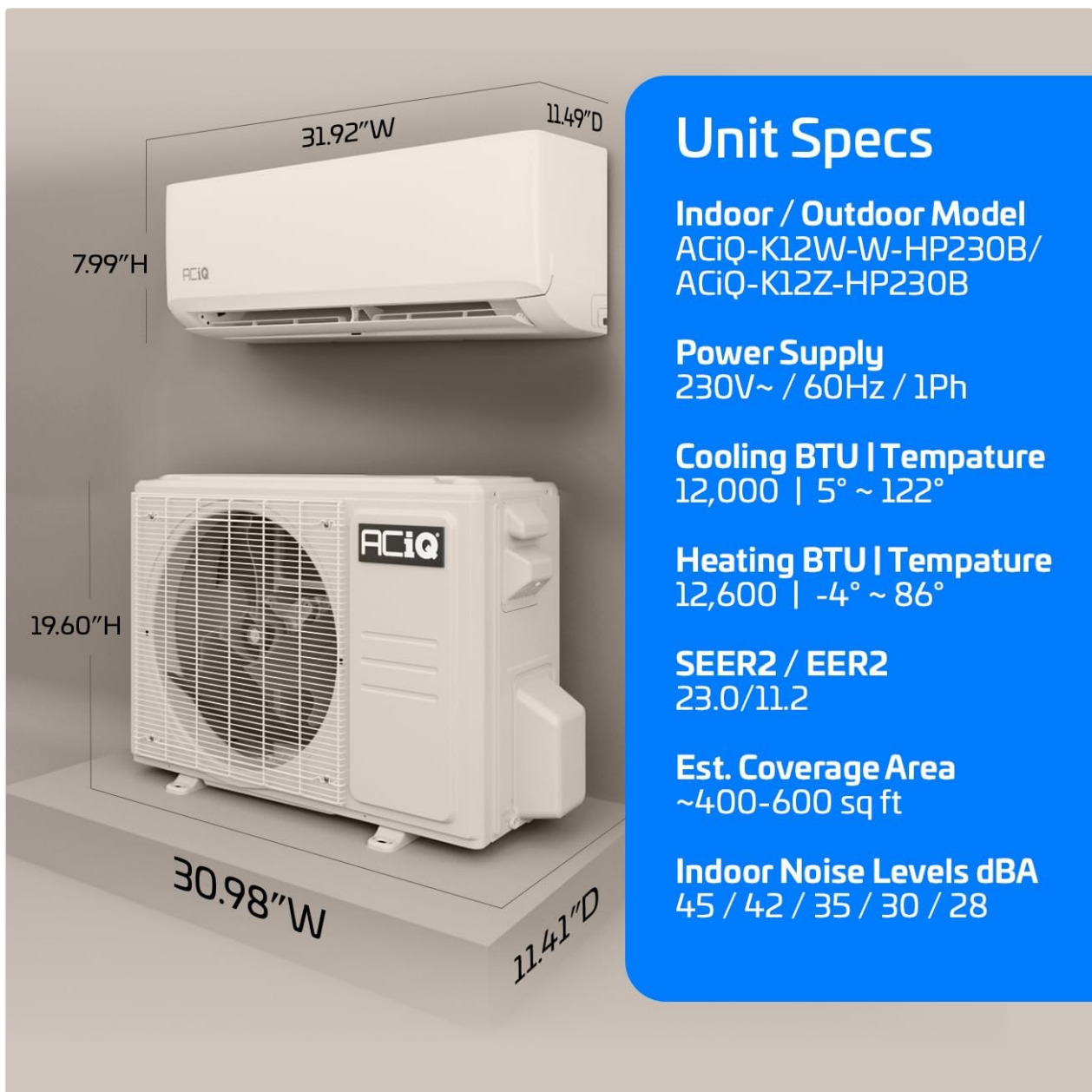


Figure 4.2: ACiQ Mini Split Unit Specifications and Dimensions.

## 5. OPERATING INSTRUCTIONS

Your ACiQ Mini Split system offers various modes for year-round comfort, controlled via the included remote or the WiFi-enabled smartphone app.

### Operating Modes:

- **Cooling Mode:** Provides cooling with an operating range of 5°F to 122°F outdoor temperatures.
- **Heating Mode:** Provides heating with an operating range of -4°F to 86°F outdoor temperatures.
- **Fan Mode:** Circulates air without heating or cooling.
- **Dry Mode:** Dehumidifies the air.
- **Auto Mode:** Automatically selects cooling or heating based on the set temperature.





Figure 5.1: ACiQ Mini Split System operating temperature range for heating and cooling.

### **Remote Control Features:**

The remote control allows direct access to various functions:

# Remote Features

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**I Feel  
Mode**



**Sleep  
Mode**



**Eco  
Mode**



**Mute  
Mode**



**Timers**



**Turbo  
Mode**

Figure 5.2: Remote control feature icons.

- **I Feel Mode:** Adjusts temperature based on the remote's sensor.
- **Sleep Mode:** Optimizes temperature and fan speed for comfortable sleep.
- **Eco Mode:** Energy-saving operation.
- **Mute Mode:** Reduces operational sounds.
- **Timers:** Schedule on/off times.
- **Turbo Mode:** Rapid cooling or heating.

## WiFi Control:

The ACiQ system features built-in WiFi, allowing control via a smartphone app (iOS or Android) from any location. The app is compatible with Amazon Alexa, Google Assistant, and IFTTT for smart home integration.



Figure 5.3: WiFi-enabled control via smartphone app.

### **Quiet Operation:**

The indoor unit operates at noise levels as low as 28 dBA, ensuring minimal disturbance.





## Indoor Sound — Whisper Quiet Operation As low as 28 dBA

Figure 5.4: Quiet indoor operation for enhanced comfort.

## 6. MAINTENANCE

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Regular maintenance ensures optimal performance and longevity of your ACiQ Mini Split system.

- **Air Filter Cleaning:** Clean the air filters of the indoor unit every two weeks or as needed. Remove filters, wash with mild detergent and warm water, rinse thoroughly, and allow to dry completely before reinserting.
- **Indoor Unit Cleaning:** Wipe the surface of the indoor unit with a soft, damp cloth. Do not use harsh chemicals or abrasive cleaners.
- **Outdoor Unit Cleaning:** Periodically clear any debris (leaves, dirt) from around the outdoor unit to ensure proper airflow. The coils may require professional cleaning annually.
- **Professional Inspection:** Schedule an annual inspection and service by a qualified HVAC technician to check refrigerant levels, electrical connections, and overall system health.

## 7. TROUBLESHOOTING

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

| Problem                        | Possible Cause   | Solution   |
|--------------------------------|--|--|
| Unit does not turn on          | No power, remote 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/temperature setting, low refrigerant | Clean filters, clear obstructions, verify settings, contact technician for refrigerant check |
| Water leakage from indoor unit | Clogged drain line, improper installation  | Clear drain line, contact technician for inspection  |
| Unusual noise                  | Loose parts, foreign objects, fan imbalance  | Inspect for loose parts/objects, contact technician if noise persists                        |
| WiFi connectivity issues       | Router issues, incorrect app setup   | Restart router, reconfigure app connection, ensure strong WiFi signal                        |

If problems persist after attempting these solutions, please contact ACiQ customer support.

## 8. SPECIFICATIONS

| Feature                     | Specification   |
|-----------------------------|---|
| Brand                       | ACiQ  |
| Model Info                  | ACiQ-K12W-W-HP230B / ACiQ-K12Z-HP230B                               |
| Capacity                    | 12,000 BTU (1 Ton)  |
| Efficiency (SEER2)          | 21 SEER2  |
| Voltage                     | 230 Volts   |
| Wattage                     | 2530 watts  |
| Noise Level (Indoor)        | As low as 28 dB   |
| Product Dimensions (Indoor) | 11.49"D x 31.92"W x 7.99"H  |
| Estimated Coverage Area     | 400-600 Square Feet   |
| Installation Type           | Ductless Wall-Mounted   |
| Refrigerant Type            | R454B   |
| Special Features            | Built-in WiFi, 16ft Installation Kit Included, Heating down to -4°F |

## 9. WARRANTY AND SUPPORT

ACiQ stands behind its products with a comprehensive warranty:

- **6-Year Compressor Warranty**
- **4-Year Parts Warranty**

These warranty terms are valid when the system is registered online with the manufacturer at no extra charge. Please visit the official ACiQ website for warranty registration and detailed terms and conditions.

A graphic with a beige background. At the top, the word "Warranty" is in a large, dark grey font, followed by a horizontal line. Below this, a blue rounded rectangle contains the text "6-Year Compressor & 4-Year Parts Warranty\*" in white. In the center, the text "Best in Class Customer Service" is in a dark grey font. To the right of this text is a 3D illustration of a silver shield with a blue checkmark. At the bottom left is the "ACiQ" logo, and below it is the text "\*With Online Registration at ACiQ.com".

# Warranty

## 6-Year Compressor & 4-Year Parts Warranty\*

Best in Class Customer Service




**ACiQ**<sup>®</sup>

\*With Online Registration at ACiQ.com

Figure 9.1: ACiQ Warranty Coverage.

### **Customer Support:**

For technical assistance, warranty claims, or any questions regarding your ACiQ Mini Split system, please refer to the contact information provided on the ACiQ official website or your purchase documentation.

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|  <p><b>ACiQ ESSENTIALS</b><br/>MINI-SPLIT AIR HANDLER &amp; CONDENSER<br/><b>INSTALLATION &amp; OWNER'S MANUAL</b></p> <p>Models Covered:<br/>ACQ-122W-W-HP113B ACQ-122W-BL-HP113B ACQ-122S-HP113B<br/>ACQ-122W-W-HP113B ACQ-122W-BL-HP113B ACQ-122S-HP113B<br/>ACQ-122W-W-HP113B ACQ-122W-BL-HP113B ACQ-122S-HP113B<br/>ACQ-122W-W-HP113B ACQ-122W-BL-HP113B ACQ-122S-HP113B<br/>ACQ-122W-W-HP113B ACQ-122W-BL-HP113B ACQ-122S-HP113B<br/>ACQ-122W-W-HP113B ACQ-122W-BL-HP113B ACQ-122S-HP113B</p> <p>VERSION DATE: 01-21-23</p> | <p><a href="#">ACiQ Essentials Mini-Split Air Handler &amp; Condenser Installation and Owner's Manual</a></p> <p>Comprehensive installation and owner's manual for ACiQ Essentials Mini-Split Air Handler and Condenser systems, covering safety precautions, parts identification, remote control operation, installation procedures, test runs, maintenance, and troubleshooting for various models. The manual also includes critical information regarding the servicing of systems using flammable refrigerant R454B, emphasizing safety protocols and regulatory compliance. It is designed for professional installers and end-users to ensure safe and efficient operation of ACiQ mini-split heat pump systems.</p> |
|  <p><b>ACiQ</b><br/>SLIM CEILING CASSETTE &amp; PLATINUM CONDENSER<br/><b>SERVICE MANUAL</b></p> <p>Models Covered:<br/>SCC-122W-W-HP113B<br/>SCC-122W-BL-HP113B<br/>ACQ-122S-HP113B<br/>ACQ-122S-HP113B<br/>ACQ-122S-HP113B<br/>ACQ-122S-HP113B</p> <p>VERSION DATE: 01-21-23</p>  | <p><a href="#">ACiQ Slim Ceiling Cassette &amp; Platinum Condenser Service Manual</a></p> <p>Service manual for ACiQ Slim Ceiling Cassette and Platinum Condenser units, detailing safety, installation, maintenance, and troubleshooting for models SCC and ACIQ-ZPL.</p>   |
|  <p><b>ACiQ</b><br/>9K-24K STANDARD HEAT SINGLE-ZONE SYSTEMS<br/><b>INSTALLATION &amp; OWNER'S MANUAL</b></p> <p>Models Covered:<br/>ACQ-09CD-HH-MC ACQ-122S-HP113C<br/>ACQ-122S-HP113C ACQ-122S-HP113C<br/>ACQ-122S-HP113C ACQ-122S-HP113C<br/>ACQ-122S-HP113C ACQ-122S-HP113C<br/>ACQ-122S-HP113C ACQ-122S-HP113C<br/>ACQ-122S-HP113C ACQ-122S-HP113C</p> <p>VERSION DATE: 01-21-23</p>  | <p><a href="#">ACiQ 9K-24K Standard Heat Single-Zone Systems: Installation &amp; Owner's Manual</a></p> <p>ACiQ 9K-24K Standard Heat Single-Zone Systems Installation &amp; Owner's Manual. This guide details installation, operation, safety, and maintenance for ACiQ air conditioners, including model specifics and R454B refrigerant information.</p>  |
|  <p><b>ACiQ</b><br/>EXTREME HEAT SINGLE-ZONE CONDENSER<br/>&amp; CONCEALED DUCT AIR HANDLER<br/><b>INSTALLATION MANUAL</b></p> <p>Models Covered:<br/>ACQ-09CD-HH-MC ACQ-122S-HP113C<br/>ACQ-122S-HP113C ACQ-122S-HP113C<br/>ACQ-122S-HP113C ACQ-122S-HP113C<br/>ACQ-122S-HP113C ACQ-122S-HP113C<br/>ACQ-122S-HP113C ACQ-122S-HP113C<br/>ACQ-122S-HP113C ACQ-122S-HP113C</p> <p>VERSION DATE: 01-21-23</p>  | <p><a href="#">ACiQ Extreme Heat Single-Zone Condenser &amp; Concealed Duct Air Handler Installation Manual</a></p> <p>Installation manual for ACiQ Extreme Heat Single-Zone Condenser and Concealed Duct Air Handler systems (models ACIQ-09CD-HH-MC to ACIQ-60CD-HH-MC and ACIQ-09ZPL-HP230C to ACIQ-60ZPL-HP230C). Includes safety, installation steps, and specifications.</p>   |
|  <p><b>ACiQ</b><br/>WALL-MOUNTED AIR HANDLER<br/>&amp; EXTREME HEAT SINGLE-ZONE CONDENSER<br/><b>INSTALLATION &amp; OWNER'S MANUAL</b></p> <p>Models Covered:<br/>ACQ-06W-W-HP113C<br/>ACQ-06W-BL-HP113C<br/>ACQ-122S-HP113C<br/>ACQ-122S-HP113C<br/>ACQ-122S-HP113C<br/>ACQ-122S-HP113C</p> <p>VERSION DATE: 01-21-23</p>  | <p><a href="#">ACiQ Wall-Mounted Air Handler &amp; Extreme Heat Single-Zone Condenser Installation &amp; Owner's Manual</a></p> <p>This manual provides detailed installation, operation, and safety guidelines for ACiQ wall-mounted air handlers and extreme heat single-zone condensers, covering models ACIQ-06W-W-HP113C through ACIQ-24ZPL-HP230C.</p>   |
|  <p><b>Quick Start Guide</b><br/>ACiQ Next Gen<br/>Ducted Heat Pump System</p> <p>Models Covered:<br/>ACQ-122W-W-HP113B<br/>ACQ-122W-BL-HP113B<br/>ACQ-122S-HP113B<br/>ACQ-122S-HP113B<br/>ACQ-122S-HP113B<br/>ACQ-122S-HP113B</p> <p>VERSION DATE: 01-21-23</p>  | <p><a href="#">ACiQ Next Gen Ducted Heat Pump System: Quick Start Guide for Thermostat Wiring</a></p> <p>This guide provides essential information for connecting and wiring thermostats to the ACiQ Next Gen Ducted Heat Pump System. It details recommended and alternative connection options, including DIP switch settings and terminal block configurations for various thermostat types.</p>  |