TCL H12W4KWH

TCL Q-Series Smart Inverter Window AC with Heat Pump User Manual

Model: H12W4KWH

1. Important Safety Information

Please read all instructions carefully before using this appliance. Keep this manual for future reference.

- Always ensure the unit is properly grounded.
- Do not operate the unit with a damaged power cord or plug.
- Do not insert fingers or objects into the air inlet/outlet.
- Ensure the window opening meets the specified dimensions for safe installation.
- Unplug the unit before cleaning or performing any maintenance.
- 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.

2. Product Overview

The TCL Q-Series Smart Inverter Window AC with Heat Pump provides efficient cooling and heating for your space, featuring ultra-quiet operation and smart connectivity.

Key Features:

- Ultra-Quiet Cooling: Designed for minimal noise disruption.
- Efficient Heating: Utilizes TCL Heat Pump technology for improved heating efficiency.
- Energy Savings: Up to 67% energy savings when heating and 32% when cooling with AI Inverter technology.
- Versatile Power: Operates on standard 115V, 3-prong outlets.
- Smart Control: Compatible with TCL Home App, Alexa, Google Assistant, Apple Homekit, and Matter.

Included Components:

- Window AC Unit
- Remote Control
- Installation Hardware (pre-installed window brackets)



Figure 2.1: TCL Q-Series Smart Inverter Window AC unit with included remote and app interface.



Figure 2.2: The TCL Q-Series AC unit seamlessly integrated into a living space.



Figure 2.3: Ultra-quiet operation of the TCL Q-Series AC, ideal for undisturbed environments.



Figure 2.4: Visual representation of energy savings achieved by the unit during heating and cooling.

3. Setup and Installation

This section provides general guidelines for installing your TCL Q-Series Window AC unit. For detailed step-by-step instructions, please refer to the full user manual PDF linked in the Warranty & Support section.

Window Requirements:

- The unit fits windows 29.5 to 41 inches wide.
- The minimum required window opening height is 18.5 inches.

Power Requirements:

- The unit requires a standard 115V, 3-prong grounded outlet.

Installation Steps (Summary):

1. Prepare the window opening by ensuring it is clean and clear of obstructions.
2. Carefully lift the unit and place it into the window opening, ensuring the bottom rail rests securely on the windowsill.
3. Extend the side panels to fill the window gap and secure them with screws as indicated in the detailed manual.
4. Install the top mounting rail and secure the unit to the window frame.
5. Apply foam seals to prevent air leakage around the unit.
6. Plug the unit into a grounded 115V outlet.



Figure 3.1: Window dimensions and power outlet requirements for installation.

4. Operating Instructions

Your TCL Q-Series AC unit offers multiple ways to control its functions for optimal comfort.

Control Panel & Remote Control:

The unit features an intuitive control panel on the front and comes with a dedicated remote control. Both allow you to

adjust settings such as:

- **Power:** Turn the unit On/Off.
- **Mode:** Cycle through Cool, Heat, Fan, and Dry modes.
- **Temperature:** Adjust the desired temperature setting.
- **Fan Speed:** Select Low, Medium, High, or Auto fan speed.
- **Timer:** Set a timer for automatic On/Off operation.
- **Swing:** Activate or deactivate the automatic louver swing.
- **Sleep Mode:** For quiet, energy-efficient operation during sleep.
- **Display:** Turn the display lights On/Off.

Smart Control (TCL Home App & Voice Assistants):

For enhanced convenience, control your AC unit using the TCL Home App on your smartphone or through voice commands with compatible smart home devices.

- **TCL Home App:** Download the TCL Home App from your device's app store. Follow the in-app instructions to connect your AC unit via Wi-Fi. The app allows for remote control, scheduling, and monitoring.
- **Voice Assistants:** Integrate your unit with Alexa, Google Assistant, or Apple Homekit for voice-activated control. Refer to the respective voice assistant's setup guide for connecting smart home devices.
- **Matter Certified:** The unit is Matter certified for broader smart home compatibility.



Figure 4.1: Control your AC unit via the TCL Home App and various smart home platforms.

5. Maintenance

Regular maintenance ensures optimal performance and longevity of your AC unit.

Air Filter Cleaning:

The air filter should be cleaned every two weeks or more frequently depending on usage and air quality.

1. Unplug the unit from the power outlet.
2. Open the front panel and carefully remove the air filter.
3. Wash the filter with warm, soapy water. Rinse thoroughly.
4. Allow the filter to air dry completely before reinserting it. Do not use hot water or dry with direct heat.

General Cleaning:

- Wipe the exterior of the unit with a soft, damp cloth. Do not use harsh chemicals or abrasive cleaners.
- Ensure the drainage area is clear of debris.

Seasonal Storage:

If storing the unit for an extended period:

- Clean the air filter and the unit thoroughly.
- Run the unit in Fan mode for a few hours to dry out the internal components.
- Unplug the unit and store it in a dry, upright position, preferably in its original packaging.

6. Troubleshooting

If you encounter issues with your AC unit, refer to the following common problems and solutions before contacting customer support.

Problem	Possible Cause	Solution
Unit does not turn on	No power; Power cord not fully plugged in; Circuit breaker tripped; Unit's internal safety switch activated.	Check power outlet; Ensure plug is secure; Reset circuit breaker; Unplug unit for 5 minutes and plug back in.
Unit blows warm air / Not cooling/heating effectively	Dirty air filter; Temperature setting too high/low; Obstruction in air intake/outlet; Room size exceeds unit capacity; Doors/windows open.	Clean air filter; Adjust temperature setting; Remove obstructions; Ensure room is within specified square footage; Close all doors and windows.
Unit is noisy	Loose installation; Fan hitting an obstruction; Normal operating sounds (e.g., refrigerant flow, fan motor).	Check installation for tightness; Inspect for obstructions; Some noise is normal for AC operation.
Water dripping from unit	Drainage path blocked; High humidity.	Clear drainage path; This can be normal in very humid conditions.
Remote control not working	Dead batteries; Obstruction between remote and unit; Remote sensor on unit is blocked.	Replace batteries; Remove obstructions; Ensure sensor is clear.
Smart features not connecting	Wi-Fi signal weak; Incorrect network password; App issues.	Ensure strong Wi-Fi signal; Re-enter password; Restart app/unit; Consult TCL Home App support.

7. Specifications

Detailed technical specifications for the TCL Q-Series Smart Inverter Window AC with Heat Pump (Model: H12W4KWH).

Specification	Value
Manufacturer	TCL
Model Number	H12W4KWH
Item Weight	43 pounds

Specification	Value
Product Dimensions	26.38 x 25.4 x 16.93 inches
Size	12000 BTU
Color	White
Style	Inverter Heat/Cool
Material	Metal, Plastic
Power Source	Corded Electric
Voltage	115 Volts
Installation Method	Window
Sound Level	38 dB
Special Features	Fast Cooling, WiFi Enabled
Floor Area Coverage	550 Sq. Ft.
Cooling Power	12000 British Thermal Units
BEE Star Rating	4 Star
Seasonal Energy Efficiency Ratio (SEER)	14
Refrigerant	R-32

8. Warranty and Support

Warranty Information:

This TCL Q-Series Smart Inverter Window AC with Heat Pump comes with a**1-year limited warranty**. Please retain your proof of purchase for warranty claims. For full warranty terms and conditions, refer to the official TCL warranty documentation.

Customer Support:

For technical assistance, troubleshooting beyond this manual, or warranty inquiries, please contact TCL Customer Support. Visit the official TCL website for contact information or refer to the support details provided with your product packaging.

Additional Resources:

A comprehensive User Manual in PDF format is available for download:

Download User Manual (PDF)

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question