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› DELLA Serena 12000 BTU Mini Split AC & Heat Pump User Manual

Della 12K1VR-22S-M-I+O

DELLA Serena 12000 BTU Mini Split AC & Heat Pump User Manual

Model: 12K1VR-22S-M-I+O

1. INTRODUCTION

This manual provides essential information for the safe and efficient operation, installation, and maintenance of your DELLA Serena 12000 BTU Mini Split AC & Heat Pump system. This unit is designed to provide both cooling and heating for spaces up to 550 sq.ft, featuring a 22 SEER2 rating for energy efficiency, inverter technology, and smart control options including Wi-Fi and voice control compatibility. Please read this manual thoroughly before installation and use, and retain it for future reference.



Image 1: DELLA Serena 12000 BTU Mini Split AC and Heat Pump system.

2. SAFETY INFORMATION

Important Safety Instructions:

- **Professional Installation Required:** This system mandates professional installation. It is not a DIY mini split AC. Improper installation can lead to electric shock, fire, serious injury, or death.
- **Electrical Safety:** Ensure the power supply matches the unit's requirements (115V). All electrical work must be performed by a qualified electrician in accordance with local and national electrical codes.
- **Refrigerant Handling:** The unit is pre-loaded with R32 refrigerant. Handling of refrigerants requires specialized training and equipment. Any alteration of line-set length requires adjusting freon levels, which must be done by a certified technician.
- **Ventilation:** Ensure adequate ventilation around the outdoor unit to prevent overheating.
- **Children and Pets:** Keep children and pets away from the unit during operation and maintenance.
- **Cleaning:** Disconnect power before cleaning or performing any maintenance.

3. PACKAGE CONTENTS

Verify that all components listed below are included in your package. If any items are missing or damaged, contact customer support immediately.

- 1 x Mini-Split Indoor Unit
- 1 x Mini-Split Outdoor Unit
- 1 x Remote Control
- 1 x 16.4ft Installation Kit (Standard size 1/4" & 3/8" outer dimension copper pipes)
- Drain Pipe (Length: 78.7")
- Mounting Plate
- Wall Cap
- Plastic Wrap
- 2 x AAA Batteries (for remote control)
- Plasticine Putty
- Power Cords
- Communication Cable
- Bracket Template
- User Manual



Image 2: Included components of the DELLA Mini Split AC system.

4. SETUP AND INSTALLATION

Professional Installation is Mandatory: The DELLA Serena Mini Split AC & Heat Pump system requires professional installation. Attempting to install the unit yourself may void the warranty and lead to safety hazards. Contact a certified HVAC technician for proper installation.

Key Installation Considerations:

- **Line-set Vacuuming:** Line-set vacuuming is required during installation to remove moisture and non-condensable gases from the refrigerant lines.
- **Refrigerant Levels:** The unit is pre-charged with R32 refrigerant for up to 25 ft of line-set. Any alteration of line-set length beyond this requires adjusting freon levels by a qualified technician.
- **Electrical Connection:** Ensure the electrical supply is 115V and the maximum fuse size is 25A.
- **Drainage:** Proper routing and sloping of the drain pipe (78.7" length provided) are crucial for efficient condensate removal.

5. OPERATING INSTRUCTIONS

Your DELLA Serena Mini Split offers multiple ways to control your comfort.

5.1 Remote Control Operation

The included remote control provides direct access to all functions. Insert the two AAA batteries before first use.



Image 3: Remote control functions.

- **On/Off:** Powers the unit on or off.
- **Mode:** Cycles through operating modes: Auto, Cool, Heat, Dry (Dehumidify), Fan Only.
- **Temp Up/Down:** Adjusts the desired temperature.
- **Fan Speed:** Selects fan speed (Quiet, Low, Mid, High, Turbo).
- **Swing:** Controls horizontal and vertical louver movement for 4D airflow.
- **ECO Mode:** Optimizes energy saving.
- **Sleep Mode:** Adjusts temperature for comfortable sleep and quiet operation (as low as 23 dBA).

- **Timer:** Sets a 24-hour timer for automatic on/off.
- **PureClean:** Activates the self-cleaning function for the indoor unit.
- **I Feel Mode (Vicinity Sensor):** The remote control senses the temperature around it and adjusts the unit's operation for localized comfort.

5.2 Smart Control (Wi-Fi & Voice Control)

Control your unit from anywhere using the DELLA app or integrate with Alexa/Google Home for voice commands.



Lifetime Coverage
Unmatched Warranty Gives You Peace of Mind


Best In-Class


No Additional Costs


Customer Support



Image 4: DELLA app interface for smart control.

- **DELLA App:** Download the DELLA app from your smartphone's app store. Follow the in-app instructions to connect your unit to your home Wi-Fi network. The app allows for remote control, scheduling, and monitoring.
- **Geo-location Function:** The exclusive geo-location feature in the DELLA app can adjust the temperature based on your location, saving energy when you're away and ensuring comfort upon your arrival.
- **Voice Control:** Once connected to the DELLA app, you can link your unit to Amazon Alexa or Google Home for convenient voice-activated control.

The Perfect Fit for Every Home, Budget

Econo	Motto	Serena	TP
SEER2 17	SEER2 17-20	SEER2 22	SEER2 23-24
Refrigerant R32	Refrigerant R32	Refrigerant R32	Refrigerant R454B
Climate Range 5 °F ~ 122 °F	Climate Range 19 °F ~ 118 °F	Climate Range 5 °F ~ 125 °F	Climate Range -13 °F ~ 131 °F
Rebate ●	Rebate ●	Rebate ●	Rebate ●
Energy Saving ★★★★	Energy Saving ★★★★	Energy Saving ★★★★	Energy Saving ★★★★★

*Climate Range Operation: More Stars, More Extreme Temperatures



Image 5: Smart Geo Location feature in action.

6. MAINTENANCE

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

- **Filter Cleaning:** The reusable filters in the indoor unit should be cleaned seasonally, or more frequently depending on usage and air quality. Disconnect power before accessing and cleaning filters.
- **PureClean Technology:** The unit features PureClean tech, which helps prevent dust buildup and defrosts the indoor unit, contributing to cleaner air.
- **Outdoor Unit:** Keep the area around the outdoor unit clear of debris, leaves, and snow to ensure proper airflow. The bottom heating element in the outdoor unit prevents ice buildup during winter operation.
- **Professional Check-up:** It is recommended to have a qualified technician perform an annual check-up and cleaning of the entire system.

7. TROUBLESHOOTING

If you encounter issues with your unit, refer to the following common troubleshooting steps. For complex problems, contact customer support.

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 filters; Temperature setting incorrect; Obstruction to airflow; Refrigerant leak.	Clean air filters; Adjust temperature; Remove obstructions; Contact technician for refrigerant check.
Unusual noises	Loose parts; Fan obstruction; Normal expansion/contraction sounds.	Check for loose parts; Remove obstruction; Normal sounds are not a fault.
Water leakage from indoor unit	Clogged drain pipe; Improper installation angle.	Clear drain pipe; Contact technician to check installation.

8. SPECIFICATIONS

Detailed technical specifications for the DELLA Serena 12000 BTU Mini Split AC & Heat Pump.

Feature	Specification
Model Number	12K1VR-22S-M-I+O
Cooling Capacity	12,000 BTU/h
Heating Capacity	12,300 BTU/h
SEER2 Rating	22 SEER2
Power Supply	115V-60Hz
Max Input Power	1100 W
Wattage	970 watts
Max. Fuse Size	25A
Refrigerant Type	R32
Coverage Area	Up to 550 Sq.Ft
Indoor Unit Dimensions (L x W x H)	32.56 x 7.87 x 11.77 inches
Outdoor Unit Dimensions (L x W x H)	27.76 x 10.98 x 20.87 inches
Item Weight	18.3 pounds (likely indoor unit, total system weight will be higher)
Special Features	Dehumidifier, Remote Control, WiFi Enabled, Voice Control



Image 6: DELLA Serena Mini Split AC system.

9. WARRANTY AND SUPPORT

DELLA is committed to providing quality products and customer satisfaction.

9.1 Warranty Information

Your DELLA Serena Mini Split AC & Heat Pump comes with a **Lifetime Warranty**. This warranty covers manufacturing defects and ensures peace of mind regarding your investment. Please refer to the warranty card included with your product for full terms and conditions.

Stay Cool ! Award-Winning Control

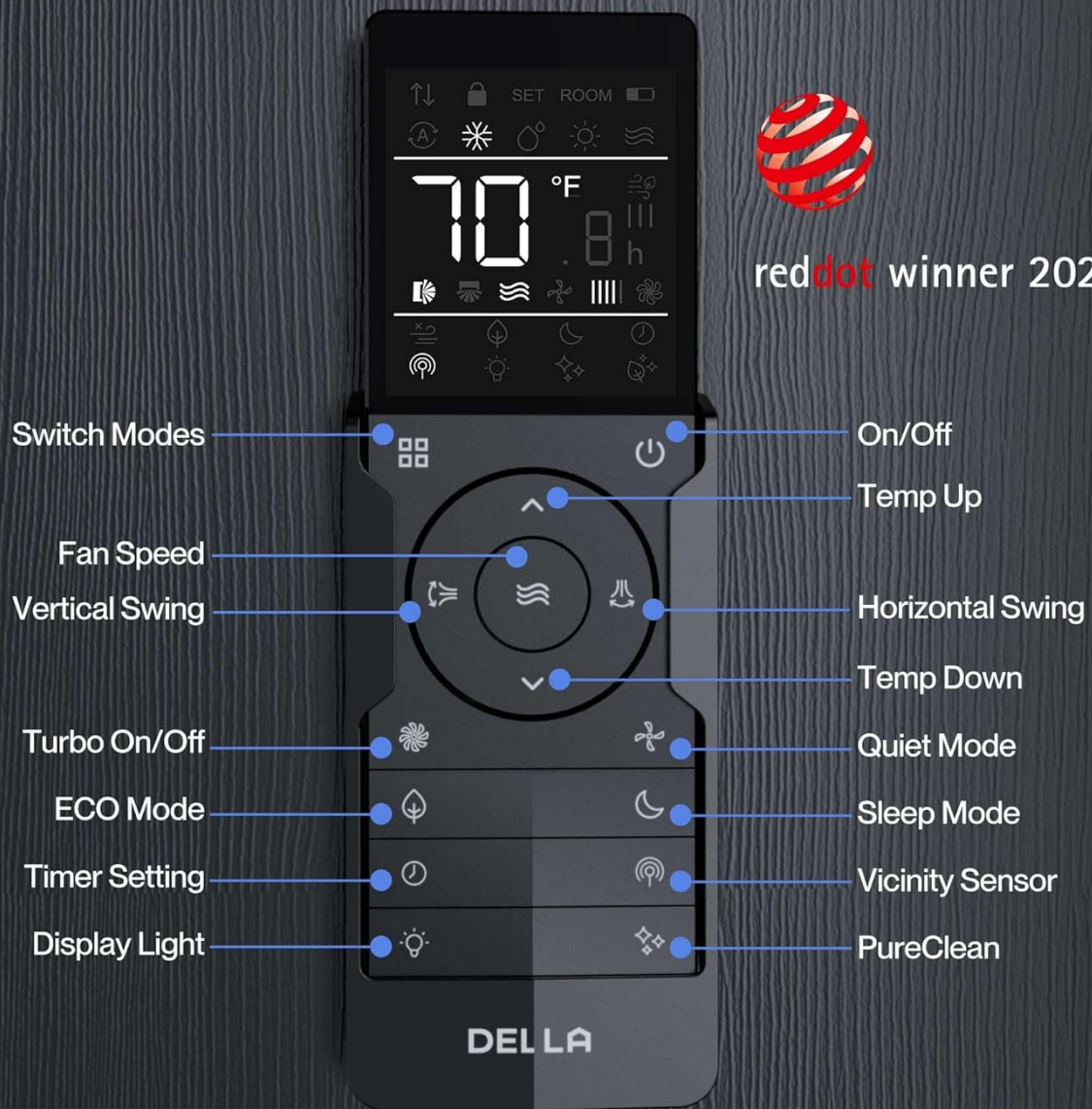


Image 7: Lifetime Coverage and Support.

9.2 Customer Support

For any questions, technical assistance, or warranty claims, DELLA offers comprehensive customer support:

- **Live Chat:** 24/7 live chat support is available for immediate assistance.
- **Phone Support:** Contact our technicians during business hours (6 AM - 4 PM PST).
- **Returns:** The product is eligible for 30-day easy returns.

Please visit the official DELLA website or refer to the contact information provided in your product packaging for specific contact details.