

Manuals+

[Q & A](#) | [Deep Search](#) | [Upload](#)

manuals.plus /

- › [HQ](#) /
- › [HQ Inverter Split Air Conditioner 12,000 BTU/h - User Manual](#)

HQ VIHT12KCO3S2S13

HQ Inverter Split Air Conditioner 12,000 BTU/h - User Manual

Model: VIHT12KCO3S2S13

1. INTRODUCTION

Thank you for choosing the HQ Inverter Split Air Conditioner. This manual provides essential information for the safe and efficient operation, installation, and maintenance of your new air conditioning unit. Please read this manual thoroughly before using the appliance and keep it for future reference.

Controle remoto intuitivo



Swing



ECO



Timer



TURBO



The HQ Inverter Split Air Conditioner offers high efficiency and sustainability with R32 refrigerant and Inverter technology.

Key Features:

- Energy efficiency class A
- High-performance Inverter technology
- Quiet and stable operation
- Modern and discreet design
- Practical and safe installation (requires professional service)

2. SAFETY INFORMATION

To prevent injury to the user or other people and property damage, the following instructions must be followed. Incorrect operation due to ignoring instructions may cause harm or damage.

- **Professional Installation:** Installation, maintenance, and repair must be performed by qualified service

personnel.

- **Electrical Safety:** Ensure the power supply matches the unit's specifications (220V, 60Hz, Monophasic). Do not use damaged power cords or plugs.
- **Children and Vulnerable Persons:** 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.
- **Flammable Refrigerant:** This unit uses R32 refrigerant, which is mildly flammable. Do not puncture or burn the unit. Ensure proper ventilation during installation and servicing.
- **Cleaning:** Always disconnect power before cleaning. Use a soft, dry cloth. Do not use chemical solvents.
- **Obstructions:** Do not block the air inlet or outlet of either unit.

3. PRODUCT COMPONENTS

The HQ Inverter Split Air Conditioner system consists of two main units and essential accessories:

- **Evaporator Unit (Indoor Unit):** Responsible for cooling the indoor air.
- **Condenser Unit (Outdoor Unit):** Houses the compressor and heat exchanger for releasing heat outdoors.
- **Remote Control:** For convenient operation and setting adjustments.
- **Accessories Kit:** Includes necessary components for installation.



The indoor evaporator unit features a sleek white design and a digital display.



The outdoor condenser unit with its protective grille and fan.

4. SETUP AND INSTALLATION

Installation of this air conditioning unit requires specialized knowledge and tools. It is mandatory to have the unit installed by a certified professional to ensure proper function, safety, and warranty validity.

General Installation Considerations:

- **Location:** Choose a location for the indoor unit that allows for even air distribution and is away from direct sunlight or heat sources. The outdoor unit should be placed in a well-ventilated area, away from obstacles.
- **Clearance:** Ensure adequate space around both units for proper airflow and maintenance.
- **Drainage:** Proper drainage for condensate water from the indoor unit is crucial.
- **Electrical Connection:** The unit requires a dedicated 220V, 60Hz, monophasic power supply.
- **Refrigerant Piping:** The system uses R32 refrigerant. The professional installer will handle the correct sizing and connection of the refrigerant lines (1/4 inch for liquid, 3/8 inch for gas).



Evaporator unit dimensions: 20.2 cm (Height) x 77.6 cm (Length) x 25.0 cm (Depth).



Conforto & climatização
com elegância.



Condenser unit dimensions: 45.9 cm (Height) x 71.2 cm (Length) x 27.6 cm (Depth).

5. OPERATING INSTRUCTIONS

Your HQ Inverter Split Air Conditioner is designed for user-friendly operation via the included remote control. Ensure the remote control has working batteries.



The intuitive remote control provides access to all functions.

Remote Control Functions:

- **Power Button (ON/OFF):** Turns the unit on or off.
- **Mode Button (MODE):** Cycles through operating modes: Cool, Dry, Fan, Auto.
- **Temperature Adjustment (^ / v):** Increases or decreases the set temperature. The adjustable temperature range is 16°C to 31°C.
- **Fan Speed (FAN):** Adjusts the fan speed (Low, Medium, High, Auto).
- **Swing (SWING):** Controls the vertical airflow direction or enables automatic swing.
- **ECO Mode (ECO):** Activates energy-saving operation.
- **Turbo Mode (TURBO):** Provides rapid cooling for quick comfort.
- **Timer (TIMER):** Sets the unit to turn on or off automatically after a specified time.



Enjoy powerful 12,000 BTU/h cooling with a low noise level for enhanced comfort.

6. MAINTENANCE

Regular maintenance ensures optimal performance and extends the lifespan of your air conditioner. Always disconnect the power supply before performing any maintenance.

- **Air Filter Cleaning:** The air filters should be cleaned every two weeks or more frequently depending on usage and air quality. Open the front panel of the indoor unit, remove the filters, wash them with lukewarm water and mild detergent, rinse thoroughly, and let them dry completely before reinserting.
- **Exterior Cleaning:** Wipe the indoor and outdoor units with a soft, damp cloth. Do not use harsh chemicals, abrasive cleaners, or hot water.
- **Coil Cleaning:** The evaporator and condenser coils should be inspected and cleaned annually by a qualified technician to remove accumulated dirt and debris.
- **Drainage Check:** Ensure the condensate drain line is clear and free of blockages to prevent water leakage.
- **Seasonal Checks:** Before the cooling season, check for any unusual noises, odors, or reduced cooling

performance. Contact a professional for inspection if any issues are detected.

7. TROUBLESHOOTING

Before contacting customer support, please refer to 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	Dirty air filters, blocked outdoor unit, doors/windows open, temperature setting too high.	Clean air filters, clear obstructions from outdoor unit, close doors/windows, lower temperature setting.
Unusual noise	Loose parts, foreign objects, unit not level.	Check for loose parts, remove foreign objects, ensure unit is level. If noise persists, contact service.
Water leakage from indoor unit	Clogged drain pipe, improper installation.	Clear drain pipe. If issue persists, contact a professional installer.

If the problem persists after attempting these solutions, please contact qualified service personnel.

8. SPECIFICATIONS

Feature	Specification
Brand	HQ Screen
Model (Complete Set)	VIHT12KCO3S2S13
Evaporator Model	VIHT12KCO3S2E13
Condenser Model	VIHT12KCO3S2C13
Appliance Type	Split Hi-Wall
Technology	Inverter
Cycle	Cold (Frio)
Color	White
Energy Class	A
Frequency	60 Hz

Feature	Specification
Phase	Monophasic (1)
Electrical Power (Cooling)	1500 W
Cooling Capacity	12,000 BTU/h
Adjustable Temperature Range	16 °C ~ 31 °C
Air Flow	500 m ³ /h
Refrigerant Gas	R32
Evaporator Noise Level	35 dB
Condenser Noise Level	53 dB
Evaporator Dimensions (H x L x D)	20.2 x 77.6 x 25 cm
Evaporator Net Weight	8 kg
Condenser Dimensions (H x L x D)	45.9 x 71.2 x 27.6 cm
Condenser Net Weight	18 kg

9. WARRANTY AND SUPPORT

Warranty Information:

This HQ Inverter Split Air Conditioner comes with a **1-year warranty**, which includes 3 months of legal warranty and an additional 9 months for manufacturing defects. Please retain your proof of purchase for warranty claims.

Customer Support:

For technical assistance, warranty claims, or any questions regarding your product, please contact HQ customer support. Refer to the contact information provided with your purchase documentation or visit the official HQ website.

Note: Unauthorized repairs or modifications will void the product warranty.