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PG PG-24S18E-HP/PG-24S18C-HP

PG 24,000 BTU 2-Ton Mini-Split Inverter+ Heat Pump

Model: PG-24S18E-HP/PG-24S18C-HP

User Manual

1. Introduction

This manual provides essential information for the installation, operation, and maintenance of your PG 24,000 BTU, 2-Ton Mini-Split Inverter+ Heat Pump and Air Conditioner system. This single-zone unit is designed for efficient climate control in areas up to 1,000 sq. ft. It features a high SEER2 rating of 18 and utilizes variable-speed DC inverter technology for optimal energy efficiency. Please read this manual thoroughly before operating the unit to ensure safe and correct usage.

2. Safety Information

Always adhere to the following safety precautions to prevent injury or damage to the unit:

- Installation must be performed by qualified personnel in accordance with local and national electrical codes.
- Ensure the power supply matches the unit's requirements (220V).
- Do not insert objects into the air inlet or outlet.
- Turn off the power supply before cleaning or performing maintenance.
- Keep children and pets away from the unit during operation.
- Do not attempt to repair the unit yourself. Contact qualified service personnel.
- Ensure proper ventilation around the outdoor unit.

3. Product Overview

The PG Mini-Split system provides year-round climate control with advanced features:

- **Inverter+ Technology:** Variable-speed DC inverter compressor for continuous temperature adjustment, higher efficiency, and quieter operation.
- **High Efficiency:** SEER2 rating of 18 for reduced energy consumption.
- **Smart Control:** Built-in WiFi for smartphone control and compatibility with Google Assistant and Amazon Alexa.
- **Quiet Operation:** Designed for a peaceful indoor environment.

- **Included Smart LED Bulb:** A 60-Watt A19 LED Tunable bulb with voice control via Wi-Fi or Bluetooth, compatible with Google and Alexa.
- **Special Features:** R-32 Refrigerant, Sleep Mode, Auto-Restart, Freeze Prevention, LED Display, 24-hour ON/OFF timer, Cool-air-flow Prevention.


MINI-SPLIT INVERTER
Stay Cool or Warm: A Smart & Efficient Choice
PG
24,000 BTU
Freeze Prevention
Cool-air-flow Prevention
LED
Led Display
24 HOUR
24-hour ON or OFF timer
Sleep Mode
Wi-Fi
INSTALLED

Figure 3.1: PG Mini-Split Indoor Unit highlighting features like Freeze Prevention, LED Display, 24-hour timer, Sleep Mode, and Cool-air-flow Prevention.



Figure 3.2: PG Mini-Split Outdoor Unit, illustrating 220V power, Inverter technology, and Auto Restart function.



Figure 3.3: The included 60-Watt A19 Smart LED Bulb, compatible with voice control systems.

4. Setup

The PG Mini-Split system comes pre-charged with R410A refrigerant and includes a complete installation kit. Professional installation is recommended.

4.1. Pre-Installation Considerations

- **Location:** Choose suitable locations for both indoor and outdoor units, ensuring proper airflow and drainage.
- **Power Supply:** Verify a dedicated 220V power supply is available.
- **Clearance:** Maintain adequate clearance around both units for maintenance and optimal performance.

4.2. Installation Kit

The system includes an installation kit and a remote control. Refer to the detailed installation guide provided with the physical product for step-by-step instructions on mounting, piping, and electrical connections.

4.3. Smart LED Bulb Setup

The included Smart LED Bulb can be integrated with your smart home system:

1. Screw the bulb into a standard E26/E27 socket.
2. Download the compatible smart home app (e.g., Smart Life, Google Home, Amazon Alexa).
3. Follow the app's instructions to pair the bulb via Wi-Fi or Bluetooth.
4. Once paired, you can control the bulb with voice commands or through the app.



Figure 4.1: The mini-split and condenser units are shipped in two separate boxes.

5. Operating Instructions

The unit can be controlled via the wireless remote or through the smart control app.

5.1. Remote Control Functions

The wireless remote allows you to adjust various settings:

- **Power Button:** Turns the unit ON/OFF.
- **Mode Button:** Cycles through operating modes (Cool, Heat, Dry, Fan, Auto).
- **Temperature Adjustment:** Increases or decreases the set temperature.
- **Fan Speed:** Adjusts the fan speed (Low, Medium, High, Auto).
- **Swing Button:** Controls the louver direction for optimal airflow.
- **Timer Button:** Sets the 24-hour ON/OFF timer.
- **Sleep Mode:** Optimizes temperature and fan speed for comfortable sleep.



Figure 5.1: Wireless remote control for the PG Mini-Split system, including smart assistant integration icons.

5.2. Operating Modes

- **Cool Mode:** Provides cooling by removing heat from the room.
- **Heat Mode:** Provides heating by transferring heat into the room.
- **Dry Mode:** Dehumidifies the air without significant cooling.
- **Fan Mode:** Circulates air without heating or cooling.
- **Auto Mode:** Automatically selects the appropriate mode based on the ambient temperature.

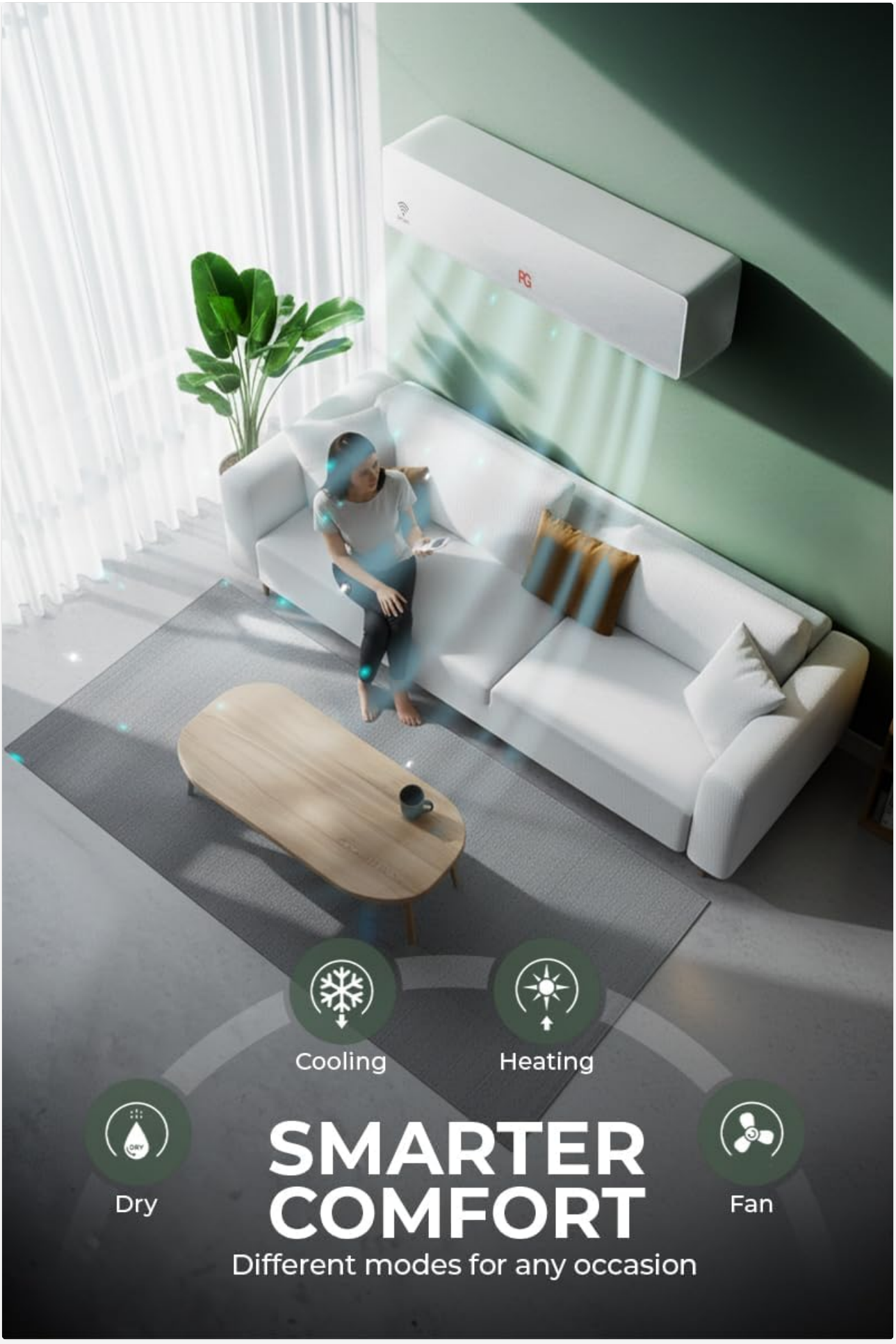


Figure 5.2: Visual representation of the Cooling, Heating, Dry, and Fan operating modes.



Figure 5.3: Illustration of cooling (blue) and heating (orange) airflow from the indoor unit.

5.3. WiFi and Smart Control

The unit's built-in WiFi allows for remote control via a smartphone app and voice commands:

1. Download the recommended smart control app (e.g., Smart Life) from your device's app store.
2. Follow the in-app instructions to connect your mini-split unit to your home Wi-Fi network.
3. Once connected, you can control the unit from anywhere using your smartphone.
4. For voice control, link the smart control app with your Google Assistant or Amazon Alexa account.

6. Maintenance

Regular maintenance ensures optimal performance and longevity of your unit.

6.1. Air Filter Cleaning

- **Frequency:** Clean air filters every 2-4 weeks, or more often if the unit is used frequently or in dusty environments.
- **Procedure:**
    a. Turn off the power supply to the unit.
    b. Open the front panel of the indoor unit.
    c. Remove the air filters.
    d. Wash filters with lukewarm water and a mild detergent. Rinse thoroughly.
    e. Allow filters to dry completely in a shaded area before reinserting.
    f. Close the front panel.

6.2. Outdoor Unit Cleaning

- **Frequency:** Inspect and clean the outdoor unit coils and fins annually, or as needed.
- **Procedure:**
    a. Ensure the power supply to the outdoor unit is completely disconnected.
    b. Remove any debris (leaves, dirt) from around the unit.
    c. Gently rinse the coils and fins with a garden hose. Avoid high-pressure sprays.
    d. Ensure the drainage is clear.

7. Troubleshooting

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

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, wrong mode selected, temperature setting incorrect.	Clean air filters, clear obstructions from outdoor unit, select correct mode, adjust temperature.
Unusual noise	Loose parts, foreign objects, normal operating sounds (e.g., refrigerant flow).	Inspect for loose parts, remove foreign objects. If persistent or loud, contact service.

Problem	Possible Cause	Solution
Water leakage from indoor unit	Clogged drain pipe, improper installation.	Check and clear drain pipe. If issue persists, contact installer.
Remote control not working	Dead batteries, obstruction between remote and unit, remote malfunction.	Replace batteries, remove obstructions, try resetting remote.

If the problem persists after attempting these solutions, please contact customer support or a qualified service technician.

8. Specifications

Feature	Detail
Brand	PG
Model Name/Number	PG-24S18E-HP/PG-24S18C-HP
Cooling Power	24,000 British Thermal Units (BTU)
Coverage Area	Up to 1,000 Square Feet
SEER2 Rating	18
Voltage	220V
Refrigerant Type	R410A (pre-charged)
Compressor Type	Rotary Scroll (Inverter+)
Controller Type	Remote Control, Built-in WiFi
Special Features	Inverter+ Technology, Built-in WiFi, R-32 Refrigerant, Sleep Mode, Auto-Restart, Year-Round Climate Control
Product Dimensions (D x W x H)	94D x 25.4W x 35.6H centimetres
Annual Energy Consumption	750 Kilowatt Hours Per Year
Included Components	Installation Kit, Remote, Smart LED Bulb
Color	White
UPC	724065746313

9. Warranty Information

This PG Mini-Split Inverter+ Heat Pump is covered by a manufacturer's warranty. Please refer to the warranty card included with your product for specific terms, conditions, and duration. Keep your proof of purchase for warranty claims.

10. Support

For technical assistance, service inquiries, or to purchase replacement parts, please contact PG customer support:

- **Website:** www.pg-usa.com (Please note: This is a placeholder URL as no specific support URL was provided in the product data.)
- **Email:** support@pg-usa.com (Placeholder)
- **Phone:** 1-800-XXX-XXXX (Placeholder)

When contacting support, please have your model number (PG-24S18E-HP/PG-24S18C-HP) and purchase date available.

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