



Smart Air Conditioner Split System Inverter (Reverse Cycle)



Instruction Manual

Model: MTP-09IN / MTP-12IN



General Safety Instructions

PROTECT YOUR WARRANTY THIS UNIT MUST BE INSTALLED BY A REGISTERED, LICENSED INSTALLER AS REQUIRED BY GOVERNMENT REGULATION. READ CAREFULLY AND KEEP FOR FUTURE REFERENCE

Read this manual thoroughly before getting the appliance installed, maintained or using it. The manual contains many important safety statements concerning use of this appliance. Always read and observe all safety statements. They reduce the risk of fire, electric shock and injury when correctly adhered to.

Keep the manual in a safe place for future reference, along with the completed warranty card and purchase receipt. If you sell or transfer ownership of this product, please pass these instructions on to the next owner.

Always follow basic safety precautions and accident prevention measures when using an electrical appliance, including the following:

Installation

- **IMPORTANT! This unit comes with separate installation instructions for use by an appropriately qualified installer. Do not try to install the air conditioner on your own; doing so will expose you to danger and void the warranty.**
- It is your responsibility to ensure the unit is installed by a qualified technician, who should check that it is earthed in accordance with national wiring regulations and install a thermomagnetic circuit breaker.
- Note the installer's details of this manual for future reference.
- Please refer to the Installation Manual supplied with this appliance for safety instructions specific to the installation, service and maintenance of the indoor and outdoor units. These installation safety instructions include information about the refrigerant gas used in the appliance (R32) and important safety advice relating to the refrigerant.

Electrical safety

- **Voltage:** Make sure your electrical voltage and circuit frequency correspond to those indicated on the appliance rating plate.
- **Power supply:** Use standard circuit breaker and fuse that conform to the rating of the air conditioner. The indoor/outdoor wiring connections must be secured tightly, and the cable should be routed properly so that there is no force pulling the cable from the connection terminals. Improper or loose connections can cause heat generation or fire. Install the panel and the cover of the control box safely.
- **No extension cord:** Do not use the unit with an extension cord or adaptor.
- **Power cord:** Do not bend, tug or compress the power cord as this could damage it. A damaged power cord can cause electric shock or fire.
- **Damaged cord:** If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Contact our after sales support centre for advice.
- **Protect from water:** Do not expose the air conditioner to water. The electrical insulation could be damaged and cause electrocution. Do not touch the unit when barefoot or when parts of your body are wet or damp.
- **Do not disconnect during use:** switch off the appliance when it is in operation could create a spark and cause a fire.
- **Disconnect when not in use:** Ensure that the unit is switched off and disconnected from the power supply when it will remain inoperative for a long period and before cleaning or maintenance.
- **Usage conditions and restrictions**
Intended purpose: This appliance has been made for air conditioning domestic environments and must not be used for any other purpose, such as for drying clothes, cooling food etc. It is not intended for commercial, trade or industrial use. Only use the air conditioner as instructed in this manual.
- **Common sense:** These instructions are not intended to cover every possible condition and situation. As with any electrical household appliance, common sense and caution are therefore always recommended when installing, operating and maintaining the unit.

- **Alterations:** Do not alter the characteristics of the appliance in any way.
- **Usage restriction:** 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.
- **Children:** Supervise children to ensure they do not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- **Air filter:** Always use the air conditioner with the air filter mounted. Using it without air filter could cause an excessive accumulation of dust or waste on the inner parts of the device with possible subsequent failures.
- **Temperature selection:** Selecting the most suitable temperature can prevent damage to the unit.
- **Exposure to cold air flow:** Never remain directly exposed to the flow of cold air for a long time, as direct and prolonged exposure to cold air from the air conditioner could be dangerous for your health. Take particular care in rooms where there are children, or old or sick people.
- **Air flow direction:** The airflow direction should be properly adjusted. The flaps should be directed downwards in heating and upwards in cooling mode.
- **Plants and animals:** Do not direct the airflow onto plants or animals, as long and direct exposure to cold air from an air conditioner could adversely affect them.
- **Do not block openings:** Do not obstruct the air inlet or outlet of the indoor or outdoor unit. Obstructing openings reduces the operating efficiency of the air conditioner with possible consequent failures or damages.
- **Keep clear:** Do not climb onto or place any objects on top of the unit.
- **Do not insert objects:** Never insert a stick or similar object into the appliance. It could cause injury.
- **Maximise efficiency:** Do not leave windows or doors open for long when the air conditioner is operating.
- **Smoke or burning smell:** If the appliance gives off smoke or there is a burning smell, immediately disconnect the unit from the power supply and contact our after sales support centre. Prolonged use of the appliance in such conditions could cause fire or electrocution.

Cleaning, servicing and repair

- **Disconnect before cleaning:** Before carrying out any cleaning or maintenance, make sure the unit is disconnected from the mains electricity supply. Do not use any other means to clean the appliance than those referred to in this manual.
- **Professional care:** Cleaning and maintenance must be carried out by specialised technical personnel.
- **Repair:** Only have the unit repaired by an authorised service centre. Incorrect repair could expose you to the risk of electric shock, fire or injury. Prolonged use of the unit in such conditions could cause fire or electrocution.
- **Do not use when faulty:** Do not use the appliance in the event of a technical fault. Any faults must be fixed by an appropriately qualified and authorised person. Contact our after sales support line for advice.
- **Batteries:** Make sure the batteries in the remote control are disposed of appropriately for recycling.
- **Misuse:** We assume no liability for any eventual damages to property or injury to persons caused by misuse of the product or noncompliance with these instructions.

Important safety precautions concerning refrigerant R32



WARNING: Combustible & Dangerous

This symbol alerts you to take care as the appliance contains a flammable refrigerant: R32 (difluoromethane). Take extra care when installing the unit and when carrying out maintenance.

The refrigerant used in this air conditioner, R32, is an odourless hydrocarbon gas with a high level of environmental compatibility, with just one third of the global warming potential (GWP) and a zero ozone depleting potential (ODP).

While R32 is flammable and can explode under certain conditions, there will be no risk of burning and explosion if the air conditioner is installed correctly by a professional installer following all instructions and safety advice below and in the separate installation manual.



Read the user manual



Read the installation manual

- The service technician must strictly comply with:
 - All instructions in the installation manual provided with the appliance
 - All relevant provisions of gas-related local laws and regulations.
 - After installation, the service technician must:
 - Check that air cannot enter the refrigerant system
 - Check for refrigerant leaks when moving the air conditioner
 - Carry out a test cycle under controlled conditions after installing the unit and record the operating data.
- ## Disposal
- This air conditioner contains a flammable refrigerant, which must be removed before disposal. Contact your municipal authorities for any codes or regulations concerning the disposal of such materials.
 - At the end of its working life, do not throw this appliance out with your household rubbish. Electrical and electronic products contain substances that can have a detrimental effect on the environment and human health if disposed of inappropriately. Observe any local regulations regarding the disposal of electrical consumer goods and dispose of it appropriately for recycling and recovery of the refrigerant.
- The room in which this air conditioner is installed must have a minimum area of more than 4m².
 - Do not expose the appliance to high heat, sparks and open flames.
 - The appliance shall be stored in a room without continuously operating sources, such as open flames, an operating ignition gas appliance or an operating electric heater.
 - Do not pierce or burn the appliance.
 - This air conditioner has been fully charged with refrigerant at the factory. Should a recharge of refrigerant become necessary, it may only be recharged by a professional installer.
 - Maintenance must only be carried out by properly qualified, authorised personnel. If the appliance requires maintenance or service, please contact our after sales support centre.

Product Overview

- This Smart Split System Air Conditioner is made up of an indoor and outdoor unit (Fig. 1–4), which are connected through properly insulated copper pipes (not supplied) and an electrical connecting cable.
- The indoor unit is installed on a wall of the room to be air conditioned (it must not be installed in a laundry or similar room with high humidity levels).
- The outdoor unit is installed outdoors on the ground, or on a wall on suitable brackets.

Fig. 1: Indoor unit - Front view

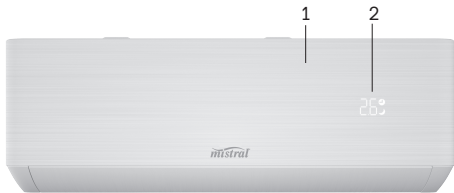


Fig. 1a:
Remote control



Scope of delivery	
Indoor unit	
1	Front panel
2	LED display
3	Deflectors
4	Airflow direction flaps
5	Remote control
6	Indoor warning label

Fig. 2: Indoor unit - Base view

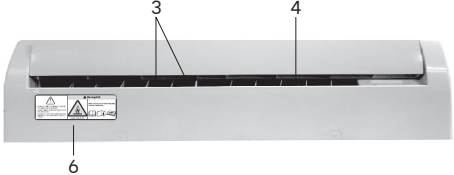
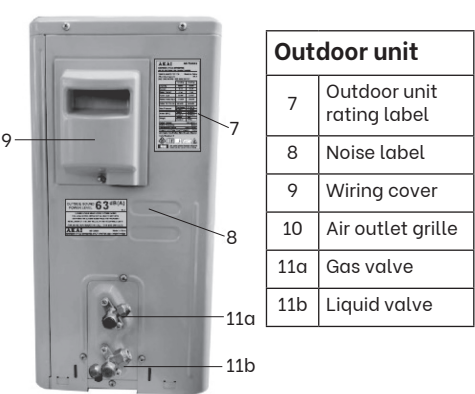


Fig. 3: Outdoor unit - Front view



Fig. 4: Outdoor unit - Side view

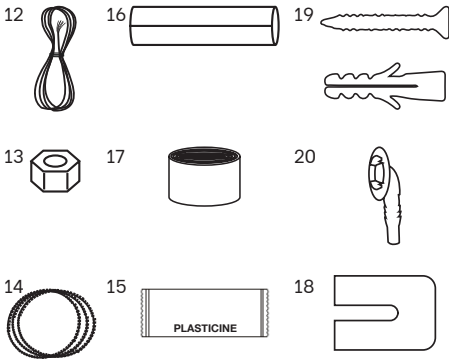


Outdoor unit	
7	Outdoor unit rating label
8	Noise label
9	Wiring cover
10	Air outlet grille
11a	Gas valve
11b	Liquid valve

IMPORTANT:
This picture (Fig. 4) has been included to show the location of these labels. The labels and unit shown here are not the same as the actual model.

NOTE:
Due to continued product improvement, images and illustrations in this manual may vary slightly from the product purchased. All images in this manual are for reference purposes only. Parts are not necessarily pictured to scale.

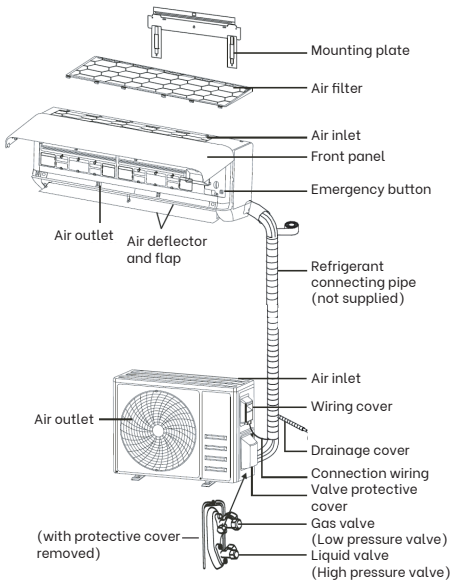
Fig. 5: Installation hardware (not to scale)



Installation hardware	
12	Power cable
13	Copper nuts (x4)
14	Drainage pipe
15	Sealing colloid
16	Pipe insulation (open tube)
17	Binding tape
18	Rubber mats for outdoor unit (x4)
19	Screws & plugs (x8)
20	Drainage mouth

Other inclusions (not pictured)
Remote control holder (for wall-mounting)
AAA Batteries (x2)
Instruction manual
Installation manual
Wi-Fi function user manual

Fig. 6: Installation diagram (not to scale)



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NOTE: Due to continued product improvement, images and illustrations in this manual may vary slightly from the product purchased. All images in this manual are for reference purposes only. Parts are not necessarily pictured to scale.

Getting Started

Unpacking

- When unpacking the appliance, keep the original packaging carton and materials in a safe place. It will help prevent any damage if the product needs to be transported in the future.
- In the event it is to be disposed of, please recycle all packaging materials where possible.
- Plastic wrapping can be a suffocation hazard for babies and young children, so ensure all packaging materials are out of their reach and disposed of safely.
- Read the manual to familiarise yourself with all parts and operating principles of the air conditioner. Pay particular attention to the safety instructions on the previous pages.

Installation

WARNING!

- **This air conditioner must be correctly installed by an authorised, licensed installer in accordance with all applicable rules and national wiring regulations and all instructions in the separate INSTALLATION MANUAL. It is in your interest and that of your safety to ensure compliance.**
- **Do not try to install the air conditioner yourself! Doing so will expose you to danger and void the warranty. Improper installation, adjustment, alteration or service can cause injury or damage. We decline any responsibility for injury or damage, to persons or property, as a result of improper use or installation.**
- **Use standard circuit breaker and fuse that conform to the rating of the air conditioner.**
- **Do not install the air conditioner in a place where flammable liquids or gases such as gasoline, propane, paint thinner, etc., are stored.**

- **The indoor/outdoor wiring connections must be secured tightly, and the cable should be routed properly so that there is no force pulling the cable from the connection terminals. Improper or loose connections can cause heat generation or fire.**
- **Install the panel and the cover of the control box safely.**

Introduction

This Smart Split System Air Conditioner is designed to create comfortable climatic conditions in any room of your home. It consists of an indoor unit that must be wall-mounted in the room you want to heat or cool, and an outdoor unit that can be installed on the ground or on an outside wall on suitable brackets (not supplied).

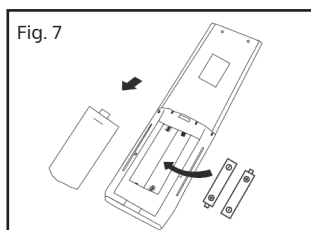
Modes of operation

You can set the air conditioner to cool, heat or dehumidify the air, or let the unit adjust the room temperature automatically to ensure comfortable conditions all year round. These modes are described in detail in the "Operation Instructions" section of this manual.

Preparing the remote control

Inserting/replacing batteries

Remove the cover from the battery compartment by sliding it off the housing (Fig. 7). Insert two new AAA (1.5V) batteries, ensuring the polarities (+/-) match the markings. Refit the cover by sliding it back into place.



When inserting the batteries in the remote controller for the first time, you can set the unit to the cooling only or heating pump control type. To do so, as soon as you insert the batteries, turn off the remote control, and follow the instructions below:

- Long press the MODE button, until the [❄️] icon flashes, to set the cooling only type.
- Long press the MODE button, until the [🔥] icon flashes, to set the heating pump type.

NOTE:

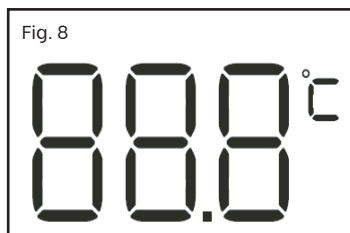
- **Do not use rechargeable batteries.**
- **Replace old batteries with new ones of the same type when the display is no longer legible.**
- **Dispose of your remote control batteries in accordance with your local laws and regulations concerning battery disposal.**

IMPORTANT!

If you set the remote control in cooling mode, it will be unable to activate the heating function. To reset the unit, take the batteries out of the remote, before reinstalling.

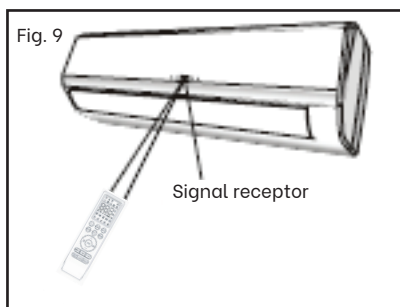
Remote control

For this type of air conditioner (reverse cycle) the remote control has been programmed to function in all available modes. The temperature will be displayed in degrees Celsius (°C) for your convenience (Fig. 8).



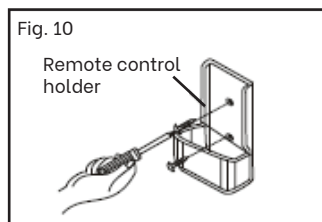
NOTE: To change the temperature display to degrees Fahrenheit (°F), press and hold the TURBO button for 5 seconds until the display switches from °C to °F. Repeat this process to change the temperature display back to Celsius.

Using the remote control



- Direct the remote control towards the signal receptor at the front panel of the indoor unit, as illustrated (Fig. 9).
- Ensure that there are no objects between the remote control and the signal receptor at the front of the air conditioner's indoor unit.
- Operate the remote control from a maximum distance of 3m.
- Never leave the remote control exposed to direct sunlight.
- Keep the remote control at a distance of at least 1m from any television or other electrical appliances.

The remote control may be kept in a wall-mounted holder (supplied). Just attach it to a suitable wall, as illustrated (Fig. 10), and store the remote in easy reach.



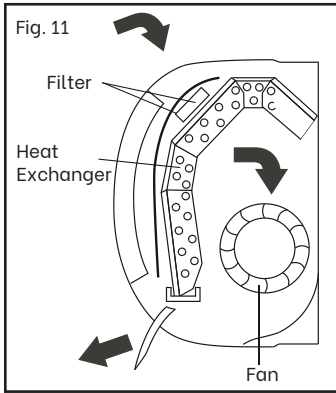
Replacing the batteries

When there is no beep confirmation from the indoor unit, or when the LCD does not activate, it is time to replace the batteries. Take off the cover at back and replace the old batteries with fresh ones of the same size and type. See "Inserting/replacing batteries", for detailed instructions.

NOTE: Only remove the batteries from the remote control when the air conditioner is not in operation.

How it works

- The indoor air, sucked in by the fan, enters the unit through the grille at the front panel and passes through a filter, which collects any dust (Fig. 11).



- The air is then conveyed to the heat exchanger, where it is cooled and dehumidified or heated, depending on your setting. The heat removed from the room is released to the outside.
- At the end of the cycle, the fan releases the conditioned air back into the room.
- The direction of the air outlet is regulated by flaps on the indoor unit, which are motorised up and down. The vertical deflectors, also motorised, direct the airflow right and left.

Hints for Economical Operation

- Keep windows and doors shut. Rooms in which the air conditioner is being used should be closed off so the room air is recirculated.
- Locate window/wall units on the south side of the house, if possible. Shade the unit if it is exposed to full sun, but don't restrict airflow over it.
- Set thermostats at 23–26°C for summer cooling. Each degree you lower the thermostat may increase running costs by up to 10%.
- Homes that are insulated require air conditioners with lower heating/cooling outputs because they can trap the cool/warm air. A fully insulated home will require less power usage from the air conditioner to reach a comfortable room temperature. However, ceiling sweep fans will help move warm/cool air back down to floor level in rooms with very high ceilings.

Operation Instructions

Indoor unit LED display

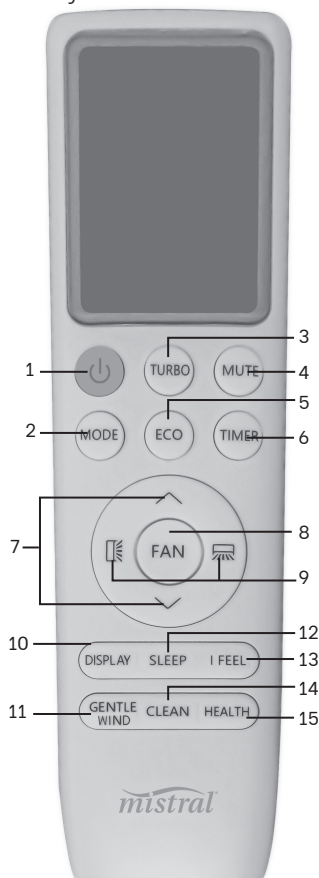




No	LED	Function
1	Temperature display	88 Indicates the set temperature (in °C)
2	Timer	⌚ Illuminates when the Timer function is activated
3	Sleep	🌙 Illuminates when the Sleep function is activated

NOTE: The shape and position of switches and indicators may vary slightly according to the model, but their function is the same.


Remote control buttons

Fig. 13



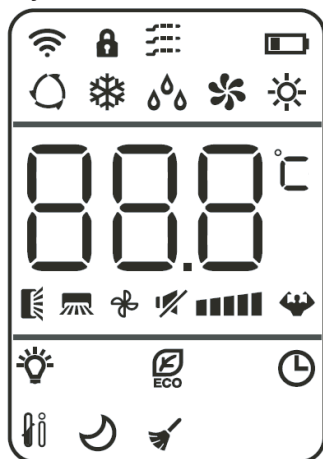
	Button	Function
1	POWER	Start or stop operation
2	MODE	Select the mode of operation
3	TURBO	Enable the unit to reach the preset temperature in the shortest time
4	MUTE	Activate the mute function
5	ECO	To activate/deactivate the ECO function
6	TIMER	Set to switch on or off automatically
7	^ [UP] v [DOWN]	Increase temperature or time setting Decrease temperature or time setting
8	FAN	Select the fan speed
9	 	To stop or start horizontal louver movement or set the desired up/down air flow direction. To stop or start horizontal louver movement or set the desired left/right air flow direction.
10	DISPLAY	Switch on/off the LED display
11	GENTLE WIND	To activate/deactivate the GENTLE WIND function
12	SLEEP	Activate/deactivate the sleep function
13	I FEEL	Activate/deactivate the I FEEL function for automatic regulation of the room temperature based on the temperature around the remote controller
14	CLEAN	To activate/deactivate the SELF-CLEAN function
15	HEALTH	This button has no functionality for this model

NOTE:

Every time you press a button, the **SIGNAL** indicator symbol [] will appear on the remote control display to confirm that the action has been sent. The unit will also beep to indicate that the signal has been correctly received.

Remote control display

Fig. 14



Symbol	Indicator
	SIGNAL indicator
	CHILD-LOCK mode indicator
	GENTLE WIND mode indicator
	BATTERY level indicator
	AUTO mode indicator
	COOLING mode indicator
	DEHUMIDIFYING / DRY mode indicator
	FAN ONLY mode indicator
	HEATING mode indicator
88.8°C	TEMPERATURE indicator
	UP/DOWN AUTO SWING indicator
	LEFT/RIGHT AUTO SWING indicator
	FAN SPEED indicator: auto/low/low-mid/mid/mid-high/high
	MUTE indicator
	TURBO indicator
	DISPLAY ON/OFF indicator
	ECO mode indicator
	TIMER indicator
	I FEEL mode indicator
	SLEEP mode indicator
	SELF-CLEAN mode indicator

AUTO mode [🔄]

In AUTO mode [🔄] the fan speed and temperature are set automatically according to the room temperature (tested by the temperature sensor incorporated in the indoor unit) to ensure and maintain comfortable conditions.



- To activate AUTO mode, press the MODE button on the remote control until the auto symbol [🔄] appears in the display.
- The unit will cool, heat or dry the room automatically, depending on the current room temperature, as listed in the table below:

Ambient temp.	Operation mode	Auto temp.
< 20°C	Heating	23°C
20°C – 26°C	Drying	18°C
>26°C	Cooling	23°C

- To optimise the efficient working of the air conditioner, adjust the temperature (only 2°C), the speed and the airflow direction by pressing the relevant buttons.

COOLING mode [❄️]

In COOLING mode [❄️] the air conditioner will cool down the room to your set temperature and reduce the humidity in the air at the same time.



- To activate the cooling function, press the MODE button on the remote control until the cooling symbol [❄️] appears on the display.
- To activate the cooling cycle, use the [^] or [v] button to set the temperature lower than the current ambient room temperature.

- To optimise the air conditioner's cooling function, set the temperature as described above, then also adjust the speed (by pressing the FAN button) and the airflow direction.

DRY (DEHUMIDIFYING) mode [💧]

In DRY mode [💧], the unit will alternate cooling and fan only cycles to reduce the humidity in the air, making the room more comfortable.



- To activate DRY mode, press the MODE button until the dry symbol [💧] appears in the display.

FAN mode (not FAN button) [🌀]

In FAN mode [🌀] only the air conditioner's ventilation will be working.



- To activate FAN mode, press the MODE button until the fan symbol [🌀] appears in the display.

HEATING mode [🔥]

In HEATING mode [🔥] the air conditioner will heat up the room to your set temperature.



- To activate the heating function, press the MODE button on the remote control until the heating symbol [🔥] appears on the display.

- To activate the heating cycle, use the [^] or [v] button to set the temperature higher than the current ambient room temperature.
- To optimise the air conditioner's heating function, set the temperature as described, then also adjust the speed (by pressing the FAN button) and the airflow direction.

IMPORTANT!

- **This unit is equipped with an 'Anti-Cold Air' preheating function, so startup in heating mode will be delayed for approx. 2-5 minutes to ensure an immediate output of hot air.**
- **In HEATING mode the unit will automatically activate a defrost cycle if there is an excessive amount of frost on the condenser. This procedure usually lasts for 2-10 minutes during which time the fans stop operation. After defrosting, the unit will automatically return to HEATING mode.**

CHILD LOCK function [🔒]

Long press the MODE and TIMER buttons at the same time to activate the child lock. All buttons on the remote control are now locked. The child lock symbol [🔒] will appear on the display. To unlock the child lock, long press both buttons again.

GENTLE WIND function [🌀]

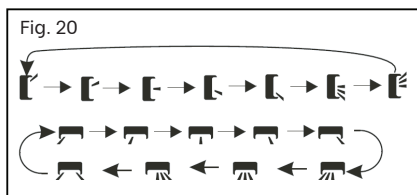
Turn on the indoor unit, and select COOL mode. Then press the GENTLE WIND button to close the vertical flaps to provide a comfortable, gentle breeze. The gentle wind [🌀] symbol will appear on the display.

SWING function [↔️]

Press [↔️] to activate the vertical deflectors to swing from left to right; the symbol will appear on the remote display. Press the same button again to stop the swing movement at the current angle.

Press [↕️] to activate the horizontal deflectors to swing up and down; the symbol will appear on the remote display. Press the same button again to stop the swing movement at the current angle.

Long press either of these buttons for 3 seconds to select more angles of the airflow direction, as part of the following cycle (Fig. 20).



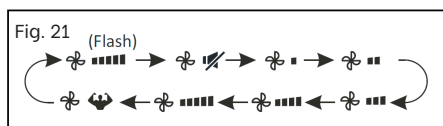
CAUTION!

- **Never attempt to change the flap position manually, as this could seriously damage the delicate flap activating mechanism.**
- **DANGER! Never insert fingers, sticks, or any other objects into the air inlet or outlet vents. It contains a fan that turns at high speed, and any accidental contact with live parts may cause damage or injury.**

FAN SPEED function (FAN button)



Press the FAN button to change the operating fan speed. Press the button again to continue along the cycle: AUTO/MUTE/LOW/LOWMID/MID/MID-HIGH/HIGH/TURBO which will then repeat (Fig. 21). The display symbols will change correspondingly.




MUTE function [🔇]


Press the MUTE button to set the indoor unit to minimum speed, in order to create the least amount of noise. While this function is active, the remote will display the auto fan speed, and the mute symbol [🔇] will appear on the display. Press the MUTE button again to cancel this function.

NOTE: The MUTE function will automatically deactivate when engaging FAN/TURBO/SLEEP modes. This function also cannot be activated while in DRY mode.

TURBO function []


Press the TURBO button to produce maximum cooling or heating performance in the shortest time. The turbo symbol [] will appear on the display. Press again to cancel this function.

DISPLAY function []

Press the DISPLAY button to switch off the LED display on the indoor unit's front panel. Press it again to switch it on. When the display indicator [] is visible on the remote, the display is on.

ECO function []

Press the ECO button to achieve energy savings while running the unit. Depending on the mode selected, the room temperature will be allowed to rise 2°C above (or fall 2°C below) the set temperature before cooling/heating restarts.



The ECO symbol [] will appear on the display. Press again to cancel this function.



TIMER - ON []

Program the timer to switch the unit on automatically after a pre-determined period of time (Fig. 22).

Fig. 22



- To program the start time, make sure the unit is switched off.
- Press the TIMER button on the remote control to activate the timer, then use the [] or [] button to set the desired timer period after which the unit will switch on. Each time you press the button, the timer will increase/decrease by half an hour between 0 and 10 hours, and by one hour between 10 and 24 hours.
- Press the TIMER button a second time to confirm the setting. The TIMER icon will be illuminated on the indoor unit display (Fig. 22).

- After setting the timer, select the desired mode (Cool/ Heat/ Auto/ Fan/ Dry), by pressing the MODE button. You will also need to set the fan speed, by pressing the FAN button. Finally, press the [] or [] button to set the desired temperature.
- To cancel the set function, press the TIMER button again.

NOTE:





- **The timer can be set up to a maximum of 24 hours.**
- **All programming should be started within 5 seconds, otherwise the setting will be cancelled.**

IMPORTANT!

- **Before proceeding with the timed start, program the working mode (with the MODE button) and the fan speed (with the FAN button).**
- **In case of a power failure or other disconnections from the power supply, you will have to reset your timer settings.**

TIMER - OFF []

Program the timer to switch the unit off automatically after a predetermined period of time (Fig. 22).


- To program the switch-off time, the air conditioner must be switched on.
- Press the TIMER button on the remote control for the first time to activate the timer, then use the [] or [] button to set the time period after which the unit will switch off. Each time you press the [] or [] button, the timer will increase/decrease by half an hour between 0 and 10 hours, and by one hour between 10 and 24 hours.
- Press the TIMER button a second time to confirm the setting. The TIMER icon will be illuminated on the indoor unit display (Fig. 22).
- To cancel the set function, press the TIMER button again.

NOTE:

- The timer can be set up to a maximum of 24 hours.
- All programming should be started within 5 seconds, otherwise the setting will be cancelled.

I FEEL function []

When the I FEEL function is selected, the appliance will automatically regulate the room temperature based on the temperature (0–50°C) around the remote control.

- To activate the I FEEL function, press the I FEEL button on the remote control until the I FEEL symbol [] appears in the display.
- This function will terminate two hours after activation.

SLEEP function []

When the SLEEP function is selected, the unit will automatically switch to quiet operation and maintain the temperature at a comfortable level during the night.


- To activate the SLEEP function, press the SLEEP button on the remote control until the sleep symbol [] appears in the display. The SLEEP icon will be illuminated on the indoor unit display (Fig. 23).

Fig. 23




NOTE: When the SLEEP function is selected:

- In COOLING mode the set temperature will automatically rise by 1°C every hour to achieve a total 2°C increase during the first 2 hours.
- In HEATING mode the set temperature is gradually decreased by 2°C during the first 2 hours.

- After running in SLEEP mode for 10 hours, the unit will automatically change to the previous setting mode.

SELF-CLEAN function []

An automatic self-clean function helps clean away dirt and bacteria that has accumulated on the evaporator.

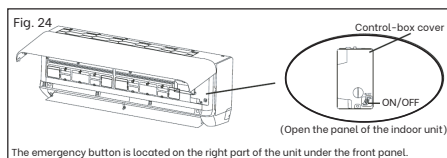
- Switch off the indoor unit, then press the CLEAN button. You will hear a beep, [AC] will appear on the indoor LED display, and [] will appear on the remote display.
- The self-clean cycle will run for about 30 minutes and then it will revert to the previously set mode. Any noises you may hear during this cycle are from the plastic parts expanding and contracting, which is normal.
- To cancel the self-clean cycle, press the POWER button. The appliance will emit two beep sounds when the cleaning cycle is finished or has been cancelled.
- We recommend you run the self-clean function every three months, at a time when the ambient temperature does not exceed 30°C around the indoor unit and 5–30°C around the outdoor unit.
- It's normal if there is some noise during this process, as plastic materials expand with heat and contract with cold.

EMERGENCY function

If the remote control is lost, lift the front panel of the unit to access the emergency button (Fig. 24), then proceed as follows:

- Press the button once (one beep) if you want the air conditioner to work in FORCED COOLING mode.
- Press the button twice (two beeps) if you want the air conditioner to work in FORCED HEATING mode.

NOTE: The shape and position of the emergency button may vary according to the model, but its function is the same.



FAQs and Troubleshooting Guide

If you experience problems with your air conditioner, check for solutions in the table below. If the problem cannot be solved by simple adjustments, contact our after sales support centre, or contact a licensed air conditioner technician.

Problem	Possible cause and solution
The appliance does not work	<ul style="list-style-type: none"> • Power failure/disconnected – check the power supply and ensure the unit is properly connected. • The Timer On function is activated. • Damaged indoor/outdoor unit fan motor – call the Consumer Service Support to arrange a service. • Faulty compressor/thermomagnetic circuit breaker – call for service. • Faulty protective device or fuse – call for service. • Loose connections or disconnected – check the power supply and ensure proper connection. • A protection mechanism has activated to protect the appliance. • The voltage is higher or lower than the required voltage range – call for service. • The electronic control board is damaged – call for service.
Strange odour	The air filter is dirty – see 'Air filters'.
Noise like running water	This is the backflow of liquid in the refrigerant circulation – call for service.
Strange crackling noise	With varying temperatures, the front panel expands and contracts, which can make a noise – this is not a problem and no cause for concern.
There is a fine mist coming from the air outlet	This occurs when the air in the room becomes very cold, for example in COOLING or DRY mode – this is not a problem and no cause for concern.
The appliance does not respond to commands	<ul style="list-style-type: none"> • The remote control is too far from the indoor unit – operate the remote control from a 3m maximum distance. • The remote control batteries are flat – insert new ones. • There are obstacles between the remote control and the signal receiver on the indoor unit – move the obstacles.
The display is off	There has been a power failure – check if other appliances are working.
Insufficient airflow, either hot or cold	<ul style="list-style-type: none"> • Unsuitable temperature setting – adjust the fan by pressing the FAN button. • Obstructed air intakes and outlets – clear any obstructions. • Dirty air filter – clean the filter, see 'Air filters'. • Fan speed is set to minimum – adjust by pressing the FAN button. • Other sources of heat in the room – check for other heat sources. • No refrigerant – call for service.

Error and other signals on the display

In case of certain malfunctions, the indoor unit will display the error codes below. Note the code and contact our after sales support centre for advice.

Code	Error
<i>E1</i>	Fault of the indoor temperature sensor – set the temperature manually and call for service.
<i>E2</i>	Fault of the indoor pipe temperature sensor – set the temperature manually and call for service.
<i>E3</i>	Fault of the outdoor pipe temperature sensor – call for service.
<i>E4</i>	Refrigerant system leakage or fault – call for service.
<i>E6</i>	Malfunction of the indoor fan motor – call for service.
<i>E7</i>	Fault of the outdoor temperature sensor – call for service.
<i>E0</i>	Indoor and outdoor unit communication fault.
<i>E8</i>	Outdoor discharge temperature sensor fault – call for service.
<i>E9</i>	Outdoor IPM module fault – call for service.
<i>EA</i>	Outdoor current detect fault – call for service.
<i>EE</i>	Outdoor PCB EEPROM fault – call for service.
<i>EF</i>	Outdoor fan motor fault – call for service.
<i>EH</i>	Outdoor suction temperature sensor fault – call for service.

Other Useful Information

Service required!

Switch off the appliance immediately, cut off the power supply and call our Consumer Service Support for service in the event of:

- Loud and unusual noises during operation.
- Faulty electronic control board.
- Faulty fuses or switches.
- Spraying water or objects inside the appliance.
- Overheated cables or plugs.
- Very strong smell or smoke coming from the appliance.

Protection

The protective device may trip and stop the appliance in the following situations.

Heating mode	Outdoor air temperature is above 24°C.
	Outdoor air temperature is below -15°C.
	Room temperature is above 27°C.
	Room temperature is below 0°C.
Cooling/ Dry mode	Outdoor air temperature is above 50°C.
	Outdoor air temperature is below 15°C.
	Room temperature is above 32°C.
	Room temperature is below 17°C.

NOTE: After stopping and restarting the air conditioner, or after changing the mode during operation, the system does not restart immediately. This is a protection function for the compressor. In such a case, wait for three minutes for the system to restart.

Maintenance

Periodic maintenance is essential for keeping your air conditioner efficient.

CAUTION!

Before carrying out any maintenance, disconnect the power supply by setting the installation on/off switch to OFF for at least 5 minutes.

IMPORTANT!

- Under no circumstances should the air conditioner be flushed with water.
- Volatile liquid (e.g. thinner or gasoline) will damage the air conditioner, so only use a soft wet cloth (dipped in neutral detergent) or a soft dry cloth to clean the air conditioner.
- Pay attention to cleaning the filter screen regularly to avoid dust covering which will affect the filter screen effect. When the operating environment is dusty, the cleaning frequency should be increased appropriately.
- After removing the filter screen, do not touch the fins of the indoor unit to avoid scratching them.

End of season maintenance

When shutting down the air conditioning system for an extended period of time, follow the below steps:

- Disconnect the automatic switch or the plug.
- Remove the batteries from the remote control.
- Clean and replace the filters.
- On a sunny day let the appliance work in ventilation for some hours, so that the inside of the unit can dry completely.

Beginning of season maintenance

When starting to use this air conditioning system after a long period of nonuse, follow the below steps:

- Clean the unit and filter screen.
- Check for any obstructions to the air inlets and outlets of the indoor and outdoor units.
- Ensure that the drain pipe is unobstructed.
- Install batteries into the remote and check that the power is on.

Cleaning the unit

Dampen a clean cloth in warm water and wring it dry. Gently wipe the unit surface. Repeat this process regularly.

Air filters

After running for a particular period, the air conditioner will display "CL" (Fig. 25) and remind you to clean the filter.

Fig. 25



- Grasp the raised handle on the panel Fig. 26), and lift it up (Fig. 27).

Fig. 26

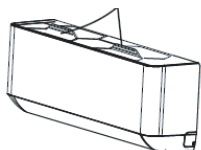
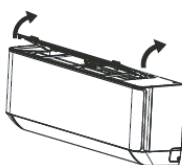
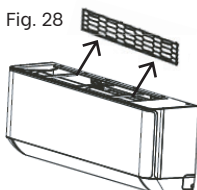


Fig. 27



- Remove the filter from the unit (Fig. 28), lifting upwards from the upper edge, and then pulling the rest of the filter free.

Fig. 28



- Clean the filter with a damp cloth or, if necessary, wash it in warm soapy water (not exceeding 40 °C). Leave to dry in a cool and dry place.

- Replace the filter by inserting the lower end of the filter screen first, and then squeezing the upper end in to follow.
- Close the panel.

Cleaning the inner air duct

- Loosen the knob on the middle of louver and bend the louver outwards to remove.
- Grasp both sides of bottom plate and gently push downwards to remove.
- Loosen the buckle of the deflector with your thumb and take it out.
- Wipe the air duct and fan with a clean and slightly damp rag.
- Clean the removed parts with soapy water and leave to air dry.
- Once everything is completely dry, restore the removed parts in turn.

Replacing the batteries

The batteries in the remote control will need replacing when the indoor unit no longer emits a confirmation beep when you press a button. Insert two new AAA (1.5V) batteries, ensuring the polarities (+/-) match the markings.

Service, repair and spare parts

If you look after your air conditioner it should give you years of good service. Should you experience problems with the appliance that you cannot solve yourself – or to purchase a spare part – please contact Consumer Service Support.

Do not attempt to repair the unit yourself!

Compliance

This product has been fully tested and meets all requirements as set out by standards AS/NZS 60335.1 and AS/NZS 60335.2.40 and also AS/NZS 3823.1.1 and AS/NZS 3823.2.



The RCM Mark (Regulatory Compliance Mark) indicates that the product complies with the relevant guidelines of the ACMA as well as corresponding government requirements for the safety of electrical devices.

Responsible disposal



Packaging materials are recyclable. Please dispose of them responsibly for recycling.

At the end of its working life, make the appliance unserviceable by unplugging it from the power outlet and cutting the power cord.

Do not throw this appliance out with your household waste.

Electrical and electronic products contain substances that can have a detrimental effect on the environment and human health if disposed of inappropriately. Observe any local regulations regarding the disposal of electrical consumer goods and dispose of it appropriately for recycling and recovery of the refrigerant and blowing agent.

Contact your local authorities for advice on recycling facilities in your area. Or find recycling scheme services listed on Planet Ark's website at www.recyclingnearyou.com.au, or call Planet Ark on 1300 733 712.

WARNING: This appliance contains flammable refrigerants and insulation blowing gases, which must be removed before disposal. Contact your municipal authorities for any codes or regulations concerning the disposal of such materials.

Instruction For Servicing (R32)

1. Check the information in this manual to find out the dimensions of space needed for proper installation of the device, including the minimum distances allowed compared to adjacent structures.
2. Appliance shall be installed, operated and stored in a room with a floor area larger than 4m².
3. The installation of pipe-work shall be kept to a minimum.
4. The pipe-work shall be protected from physical damage, and shall not be installed in an unventilated space if the space is smaller than 4m².
5. The compliance with national gas regulations shall be observed.
6. The mechanical connections shall be accessible for maintenance purposes.
7. Follow the instructions given in this manual for handling, installing, cleaning, maintaining and disposing of the refrigerant.
8. Make sure ventilation openings clear of obstruction.
9. **Notice: The servicing shall be performed only as recommended by the manufacturer.**
10. **Warning: The appliance shall be stored in a well-ventilated area where the room size corresponds to the room area as specified for operation.**
11. **Warning: The appliance shall be stored in a room without continuously operating open flames (for example an operating gas appliance) and ignition sources (for example an operating electric heater).**
12. The appliance shall be stored so as to prevent mechanical damage from occurring.
13. It is appropriate that anyone who is called upon to work on a refrigerant circuit should hold a valid and up-to-date certificate from an assessment authority accredited by the industry and recognizing their competence to handle refrigerants, in accordance with the assessment specification recognized in the industrial sector concerned. Service operations should only be carried out in accordance with the recommendations of the equipment manufacturer.

Maintenance and repair operations that require the assistance of other qualified persons must be conducted under the supervision of the person competent for the use of flammable refrigerants.

14. Every working procedure that affects safety means shall only be carried out by competent persons.

15. Warning:

- * **Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacturer.**
- * **The appliance shall be stored in a room without continuously operating ignition sources (for example: open flames, an operating gas appliance or an operating electric heater).**
- * **Do not pierce or burn.**
- * **Be aware that refrigerants may not contain an odor.**



Caution: Risk of fire



Operating instructions



Read technical manual

16. Information on servicing:

- 1) Checks to the area
Prior to beginning work on systems containing flammable refrigerants, safety checks are necessary to ensure that the risk of ignition is minimized. For repair to the refrigerating system, the following precautions shall be complied with prior to conducting work on the system.

- 2) Work procedure
Work shall be undertaken under a controlled procedure so as to minimize the risk of a flammable gas or vapor being present while the work is being performed.

- 3) General work area
All maintenance staff and others working in the local area shall be instructed on the nature of work being carried out. Work in confined spaces shall be avoided. The area around the workspace shall be sectioned off. Ensure that the conditions within the area have been made safe by control of flammable material.

- 4) Checking for presence of refrigerant
The area shall be checked with an appropriate refrigerant detector prior to and during work, to ensure the technician is aware of potentially flammable atmospheres. Ensure that the leak detection equipment being used is suitable for use with flammable refrigerants, i.e. non-sparking, adequately sealed or intrinsically safe.

- 5) Presence of fire extinguisher
If any hot work is to be conducted on the refrigeration equipment or any associated parts, appropriate fire extinguishing equipment shall be available to hand. Have a dry powder or CO 2 fire extinguisher adjacent to the charging area.

- 6) No ignition sources
No person carrying out work in relation to a refrigeration system which involves exposing any pipe work shall use any sources of ignition in such a manner that it may lead to the risk of fire or explosion. All possible ignition sources, including cigarette smoking, should be kept sufficiently far away from the site of installation, repairing, removing and disposal, during which refrigerant can possibly be released to the surrounding space. Prior to work taking place, the area around the equipment is to be surveyed to make sure that there are no flammable hazards or ignition risks. No Smoking signs shall be displayed.

- 7) Ventilated area
Ensure that the area is in the open or that it is adequately ventilated before breaking into the system or conducting any hot work. A degree of ventilation shall continue during the period that the work is carried out.

The ventilation should safely disperse any released refrigerant and preferably expel it externally into the atmosphere.

- 8) Checks to the refrigeration equipment
Where electrical components are being changed, they shall be fit for the purpose and to the correct specification. At all times the manufacturer's maintenance and service guidelines shall be followed. In doubt consult the manufacturer's technical department for assistance.

The following checks shall be applied to installations using flammable refrigerants: --
The charge size is in accordance with the room size within which the refrigerant containing parts are installed;

-- The ventilation machinery and outlets are operating adequately and are not obstructed;

- If an indirect refrigerating circuit is being used, the secondary circuit shall be checked for the presence of refrigerant;
 - Marking to the equipment continues to be visible and legible. Markings and signs that are illegible shall be corrected;
 - Refrigeration pipe or components are installed in a position where they are unlikely to be exposed to any substance which may corrode refrigerant containing components, unless the components are constructed of materials which are inherently resistant to being corroded or are suitably protected against being so corroded.
- 9) Checks to electrical devices
- Repair and maintenance to electrical components shall include initial safety checks and component inspection procedures. If a fault exists that could compromise safety, then no electrical supply shall be connected to the circuit until it is satisfactorily dealt with. If the fault cannot be corrected immediately but it is necessary to continue operation, an adequate temporary solution shall be used. This shall be reported to the owner of the equipment so all parties are advised.

Initial safety checks shall include:

- That capacitors are discharged: this shall be done in a safe manner to avoid possibility of sparking;
- That there no live electrical components and wiring are exposed while charging, recovering or purging the system;
- That there is continuity of earth bonding.

17. Repairs to sealed components

- 1) During repairs to sealed components, all electrical supplies shall be disconnected from the equipment being worked upon prior to any removal of sealed covers, etc. If it is absolutely necessary to have an electrical supply to equipment during servicing, then a permanently operating form of leak detection shall be located at the most critical point to warn of a potentially hazardous situation.

- 2) Particular attention shall be paid to the following to ensure that by working on electrical components, the casing is not altered in such a way that the level of protection is affected. This shall include damage to cables, excessive number of connections, terminals not made to original specification, damage to seals, incorrect fitting of glands, etc. Ensure that apparatus is mounted securely. Ensure that seals or sealing materials have not degraded such that they no longer serve the purpose of preventing the ingress of flammable atmospheres. Replacement parts shall be in specifications.

NOTE: The use of silicon sealant may inhibit the effectiveness of some types of leak detection equipment. Intrinsically safe components do not have to be isolated prior to working on them.

18. Repair to intrinsically safe components

Do not apply any permanent inductive or capacitance loads to the circuit without ensuring that this will not exceed the permissible voltage and current permitted for the equipment in use.

Intrinsically safe components are the only types that can be worked on while live in the presence of a flammable atmosphere. The test apparatus shall be at the correct rating. Replace components only with parts specified by the manufacturer. Other parts may result in the ignition of refrigerant in the atmosphere from a leak.

19. Cabling

Check that cabling will not be subject to wear, corrosion, excessive pressure, vibration, sharp edges or any other adverse environmental effects. The check shall also take into account the effects of aging or continual vibration from sources such as compressors or fans.

20. Detection of flammable refrigerants

Under no circumstances shall potential sources of ignition be used in the searching for or detection of refrigerant leaks. A halide torch (or any other detector using a naked flame) shall not be used.

21. Leak detection methods

The following leak detection methods are deemed acceptable for systems containing flammable refrigerants.

Electronic leak detectors shall be used to detect flammable refrigerants, but the sensitivity may not be adequate, or may need re-calibration. (Detection equipment shall be calibrated in a refrigerant-free area.) Ensure that the detector is not a potential source of ignition and is suitable for the refrigerant used. Leak detection equipment shall be set at a percentage of the LFL of the refrigerant and shall be calibrated to the refrigerant employed and the appropriate percentage of gas (25 % maximum) is confirmed. Leak detection fluids are suitable for use with most refrigerants but the use of detergents containing chlorine shall be avoided as the chlorine may react with the refrigerant and corrode the copper pipe-work. If a leak is suspected, all naked flames shall be removed/ extinguished. If a leakage of refrigerant is found which requires brazing, all of the refrigerant shall be recovered from the system, or isolated (by means of shut off valves) in a part of the system remote from the leak. Oxygen free nitrogen (OFN) shall then be purged through the system both before and during the brazing process.

22. Removal and evacuation

When breaking into the refrigerant circuit to make repairs or for any other purpose conventional procedures shall be used. However, it is important that best practice is followed since inflammability is a consideration. The following procedure shall be adhered to:

- Remove refrigerant;
- Purge the circuit with inert gas;
- Evacuate;
- Purge again with inert gas;
- Open the circuit by cutting or brazing.

The refrigerant charge shall be recovered into the correct recovery cylinders. The system shall be flushed with OFN to render the unit safe. This process may need to be repeated several times.

Compressed air or oxygen shall not be used for this task.

Flushing shall be achieved by breaking the vacuum in the system with OFN and continuing to fill until the working pressure is achieved, then venting to atmosphere, and finally pulling down to a vacuum. This process shall be repeated until no refrigerant is within the system. When the final OFN charge is used, the system shall be vented down to atmospheric pressure to enable work to take place. This operation is absolutely vital if brazing operations on the pipe-work are to take place.

Ensure that the outlet for the vacuum pump is not close to any ignition sources and there is ventilation available.

23. Decommissioning

Before carrying out this procedure, it is essential that the technician is completely familiar with the equipment and all its detail. It is recommended good practice that all refrigerants are recovered safely. Prior to the task being carried out, an oil and refrigerant sample shall be taken in case analysis is required prior to re-use of reclaimed refrigerant. It is essential that electrical power is available before the task is commenced.

- a) Become familiar with the equipment and its operation.
- b) Isolate system electrically.
- c) Before attempting the procedure, ensure that:
 - mechanical handling equipment is available, if required, for handling refrigerant cylinders;
 - all personal protective equipment is available and being used correctly;
 - the recovery process is supervised at all times by a competent person;
 - recovery equipment and cylinders conform to the appropriate standards.
- d) Pump down refrigerant system, if possible.
- e) If a vacuum is not possible, make a manifold so that refrigerant can be removed from various parts of the system.
- F) Make sure that cylinder is situated on the scales before recovery takes place.
- g) Start the recovery machine and operate in accordance with manufacturer's instructions.
- h) Do not overfill cylinders. (No more than 80 % volume liquid charge).
- i) Do not exceed the maximum working pressure of the cylinder, even temporarily.
- J) When the cylinders have been filled correctly and the process completed, make sure that the cylinders and the equipment are removed from site promptly and all isolation valves on the equipment are closed off.
- K) Recovered refrigerant shall not be charged into another refrigeration system unless it has been cleaned and checked.

24. Labeling

Equipment shall be labeled stating that it has been de-commissioned and emptied of refrigerant. The label shall be dated and signed. Ensure that there are labels on the equipment stating the equipment contains flammable refrigerant.

25. Recovery

When removing refrigerant from a system, either for servicing or decommissioning, it is recommended good practice that all refrigerants are removed safely.

When transferring refrigerant into cylinders, ensure that only appropriate refrigerant recovery cylinders are employed. Ensure that the correct number of cylinders for holding the total system charge are available. All cylinders to be used are designated for the recovered refrigerant and labeled for that refrigerant (i.e. Special cylinders for the recovery of refrigerant). Cylinders shall be complete with pressure-relief valve and associated shut-off valves in good working order. Empty recovery cylinders are evacuated and, if possible, cooled before recovery occurs.

The recovery equipment shall be in good working order with a set of instructions concerning the equipment that is at hand and shall be suitable for the recovery of all appropriate refrigerants including, when applicable, flammable refrigerants. In addition, a set of calibrated weighing scales shall be available and in good working order. Hoses shall be complete with leak-free disconnect couplings and in good condition.

Before using the recovery machine, check that it is in satisfactory working order, has been properly maintained and that any associated electrical components are sealed to prevent ignition in the event of a refrigerant release. Consult manufacturer if in doubt.

The recovered refrigerant shall be returned to the refrigerant supplier in the correct recover cylinder, and the relevant waste transfer note arranged. Do not mix refrigerants in recovery units and especially not in cylinders.

If compressors or compressor oils are to be removed, ensure that they have been evacuated to an acceptable level to make certain that flammable refrigerant does not remain within the lubricant.

The evacuation process shall be carried out prior to returning the compressor to the suppliers. Only electric heating to the compressor body shall be employed to accelerate this process. When oil is drained from a system, it shall be carried out safely.

Technical specifications

Model Number	MTP-09IN	
Capacity	Cooling	2640W(1000~4000)
	Heating	4050W(1000~4800)
Current	Cooling	4.3A (1.3~6.6)
	Heating	4.6A (1.3~7.4)
Rated Current	Cooling	6.6A
	Heating	7.4A
Power Input	Cooling	595W (290~1450)
	Heating	985W (290~1580)
Rated Power Input	Cooling	1450W
	Heating	1580W
Room size suitability		9~16m ²
Rated Voltage and Frequency		220~240V~, 50Hz
Ingress Protection	Outdoor Unit	IPX4
Max. Pressure	Discharge	3.7MPa
	Suction	1.2MPa
Noise (Sound Power Level)	Indoor Unit	48dB(A)
	Outdoor Unit	58dB(A)
Refrigerant Type	Type	R32
	Quantity	620g
Indoor Airflow Volume	Cooling	620m ³ /h
	Heating	620m ³ /h
Net Weight	Indoor Unit	10kg
	Outdoor Unit	22kg
Dimensions (mm)	Indoor Unit	820 x 306 x 195
	Outdoor Unit	795 x 305 x 549

The external static pressure of the air conditioner is 0Pa for all models.

Technical specifications

Model Number	MTP-12IN	
Rated Capacity	Cooling	3500W(1000-4000)
	Heating	4500W(1000-4600)
Current	Cooling	3.6A (1.5~7.8)
	Heating	4.6A (1.5~8.2)
Rated Current	Cooling	7.8A
	Heating	8.2A
Power Input	Cooling	800W (290~1400)
	Heating	1070W (290~1990)
Rated Power Input	Cooling	1400W
	Heating	1990W
Room size suitability		15~23m ²
Rated Voltage and Frequency		220~240V~, 50Hz
Ingress Protection	Outdoor Unit	IPX4
Max. Pressure	Discharge	3.7MPa
	Suction	1.2MPa
Noise (Sound Power Level)	Indoor Unit	48dB(A)
	Outdoor Unit	60dB(A)
Refrigerant Type	Type	R32
	Quantity	810g
Indoor Airflow Volume	Cooling	580m ³ /h
	Heating	620m ³ /h
Net Weight	Indoor Unit	10kg
	Outdoor Unit	26kg
Dimensions (mm)	Indoor Unit	820 x 306 x 195
	Outdoor Unit	795 x 305 x 549

The external static pressure of the air conditioner is 0Pa for all models.

NOTES: As a result of continual improvements, the design and specifications of the product within may differ slightly to the unit illustrated on the packaging.

Due to the continuous update of the product function, the user manual in your hands may differ from the actual operation. For an electronic copy of Wi-Fi Function User Manual, please download it from our support website: <https://mistral.com.au/mistral-connected/>

Warranty

This product is guaranteed to be free from defects in workmanship and materials, including parts for a period of 12 months from the date of purchase.

Defects that occur within the warranty period, under normal use and care, will be repaired, replaced or refunded at our discretion.

The benefits conferred by this warranty are in addition to all rights and remedies in respect of the product that the consumer has under the Competition and Consumer Act 2010 and similar state and territory laws.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Proof of Purchase

This warranty is valid for the original purchase and is not transferable. Please keep your purchase docket, tax invoice or receipt as the best proof of purchase, and as proof of date on which the purchase was made.

Extent of Warranty

This warranty is limited to defects in workmanship and materials, including parts. All defective products or parts will be repaired, replaced or refunded. This warranty does not cover batteries or any other consumable items.

Normal wear and tear

This warranty does not cover normal wear to the products or parts.

Exclusions

This warranty does not cover:

- Any defects caused by an accident, misuse, abuse, improper installation or operation, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by the distributor.
- Any product that has not been installed, operated or maintained in accordance with the manufacturer's operating instructions provided with the product.
- Any product that has been used for purposes other than domestic use.
- Any damage caused by improper power input or improper cable connection.

To make a claim

This warranty against defects is given by : GSM Electrical(Australia) Pty Ltd
Address: Level 2, 142-144 Fullarton Road, Rose Park, South Australia 5067

Email: service@gsmc.com.au

Telephone: 1300 301 838

If a defect in the product appears within the nominated warranty period (The identified period on the packaging/instructions), cease using the product, and return the product to the place of purchase. If we agree that a defect covered by this warranty has occurred, you are entitled for replacement or refund of the product.

When making a return, please ensure the product is properly packaged to ensure that no damage occurs to the product during transit.

Where a claim for warranty extends beyond place of purchase replacement /refund (Installed products requiring service repair) please contact:

Telephone: 1300 941 901 (For warranty repairs and technical support)

Supplier Name: GSM Retail Australia Pty Ltd

Supplier Address: 142-144 Fullarton Road, Rose Park, SA 5067

Email: admin@gsmretailgroup.com

Licensed installer details

Please ask your licensed installer/electrician to fill in the details below (or in the INSTALLATION manual) so you have them on record should you need to contact the installer in the future.

Proof of professional installation is also required for warranty claims.

Please fill in the details below:

Name of licensed installer:

Licence number:

Date of installation:

Signature / Date:



Gerard Sourcing & Manufacturing

GSM Retail Group

Consumer Service Centre : 1300 941 901

GSM Retail Group has a policy of continual improvement throughout the product range. As such the unit contained within may differ slightly from the unit illustrated on the pack.

MADE IN CHINA for GSM Retail Group
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142-144 Fullarton Road, Rose Park, SA 5067



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MTP-12IN
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