

**RG10 Series**  
**Wireless Remote Controller**

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**INTRODUCTION**

This service manual provides the necessary information to use the service functions on the **RG10** series wireless remote controller. Use the **TABLE OF CONTENTS** to locate a desired topic.



**Fig. 1 — RG10A(B2S)/BGEFU1**



**Fig. 2 — RG10B(B1)/BGEFU1**



**Fig. 3 — RG10L(2HS)/BGEFU1**



**Fig. 4 — RG10A5(B1)/BGCEFU1**



**Fig. 5 — RG10A4(B1)/BGEFU1**

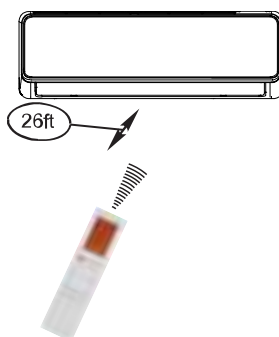
**NOTE:**  
Remote part number can be found on the back of the wireless remote.  
**TYPE: RG10\*\*\*\*\***



## HANDLING THE REMOTE CONTROLLER

### Remote Controller Location

Keep the remote controller within a distance where its signals can reach the indoor unit's receiver (not to exceed 26 ft. (8m)).



**Fig. 6 — Remote Controller Location**



### CAUTION

The air conditioner will not operate if curtains, doors or other materials block the signals from the remote controller to the indoor unit. Prevent any liquid from falling on or into the remote controller. Do not expose the remote controller to direct sunlight or heat. If the infrared signal receiver on the indoor unit is exposed to direct sunlight, the air conditioner may not function as designed. Use curtains to prevent sunlight from shining directly on the air conditioner. If other electrical appliances respond to the remote controller, either move the appliances or consult your local dealer.

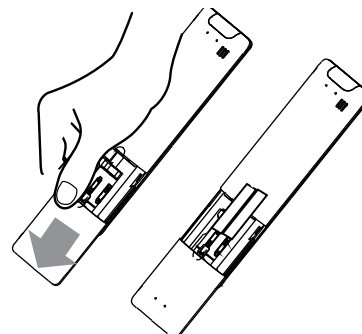
### Replacing Batteries

The remote controller uses two alkaline dry batteries (AAA).

1. Slide the battery compartment cover off, according to the arrow direction, then replace the old batteries with new batteries.
2. Insert the new batteries. Ensure the batteries are installed correctly, based on their (+) and (-) polarities.
3. Slide the battery compartment cover back into position.

#### NOTES:

- Do not mix old and new batteries or batteries of different types.
- Do not leave the batteries in the remote controller if the remote is not going to be used for 2 or 3 months.
- Dispose old batteries in the appropriate recycle bins.



**Fig. 7 — Remove the back cover**

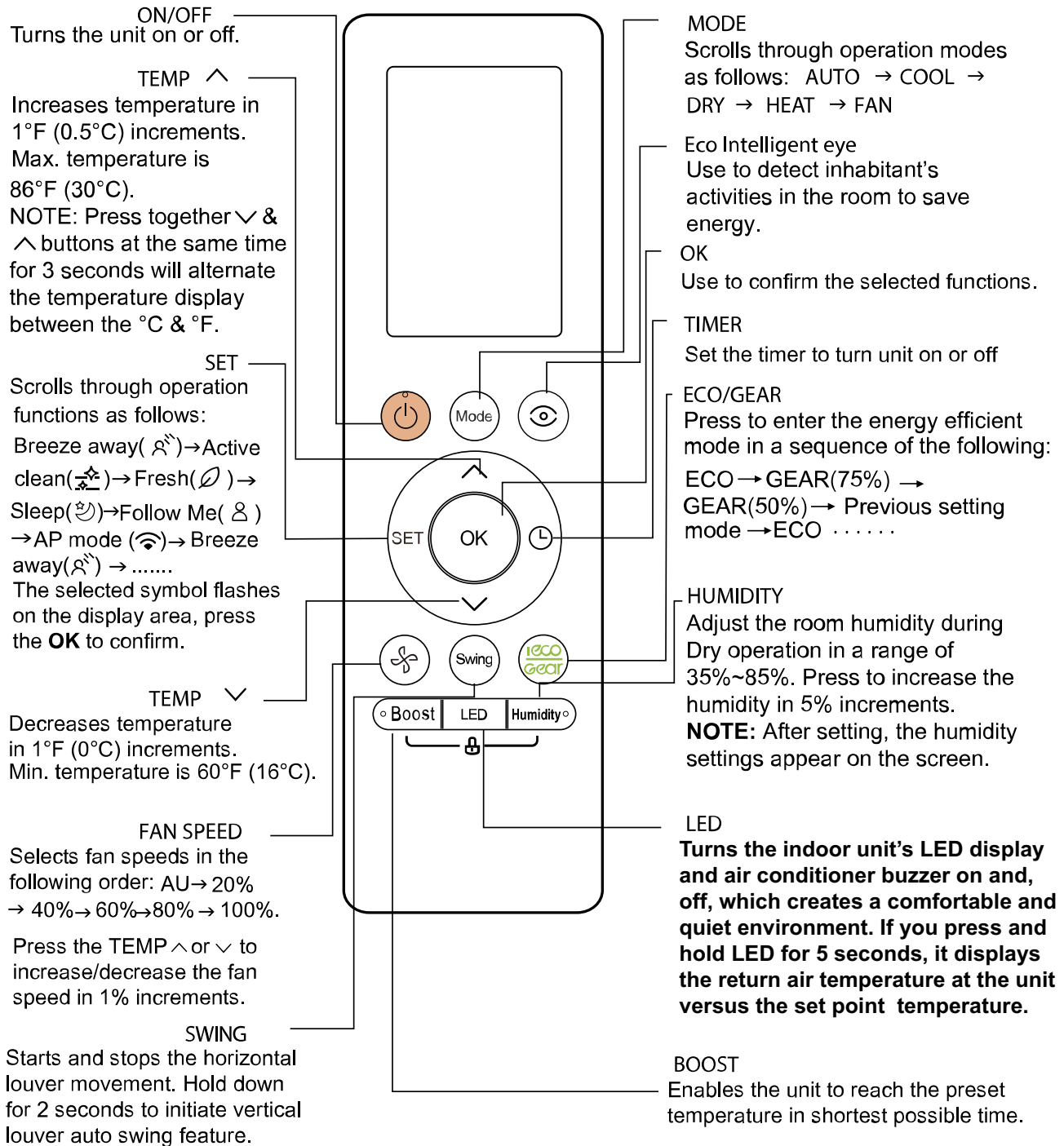
### Remote Controller Specification

**Table 1 — Parts List**

MODELS	RG10L(2HS)/BGEFU1 RG10A(B2S)/BGEFU1 RG10B(B1)/BGEFU1 RG10A5(B1)/BGCEFU1 RG10A4(B1)/BGEFU1
<b>Rated Voltage</b>	3.0V (dry batteries AAA)
<b>Signal Receiving Range</b>	26 ft. (8m)
<b>Environment</b>	23°F (-5°C) ~ 140°F (60°C)

## FUNCTION BUTTONS

Before you use your new system, familiarize yourself with the remote controller. The following is a brief introduction of the remote controller.



**Fig. 8 — Remote Controller**

**NOTE:** To alternate between °C and °F, buttons must be pressed gently, otherwise the remote will not recognize the command.

## REMOTE CONTROLLERS



**Fig. 9 — RG10A(B2S)/BGEFU1**



**Fig. 11 — RG10A5(B1)/BGCEFU1**



**Fig. 10 — RG10B(B1)/BGEFU1**



**Fig. 12 — RG10A4(B1)/BGEFU1**



**Fig. 13 — RG10L(2HS)/BGEFU1**




## Accessing the INQUIRY Mode



### CAUTION

Read and understand the function changes you wish to make in advance. Neither the indoor unit nor the remote control displays the new level of any of the changes made while in the **INQUIRY** mode. Be sure to document the changes you've made to the system's programming using the **INQUIRY** mode. Once you complete the changes and exit the **INQUIRY** mode, if additional changes are made to the programming, the system will not show the new previously set level(s).

For example, when you first access **CODE 22, Heating Temperature Compensation**, the remote control display defaults to **0**. If you change it to **-2**, then save and exit out of the **INQUIRY** mode, the next time someone goes back in and accesses **CODE 22**, the remote's display will not display **-2**. Instead it will show **0** because that's the default. If you are unsure of the previous changes, due to a lack of documentation, you could press the **DOWN** symbol to the maximum change range of **-6**, then press the **UP** symbol until you are back to **0**, and make the new adjustments accordingly. Be sure to document the changes when you are done.

1. Simultaneously press **ON/OFF**  and **FAN SPEED**  for 8 seconds.
  - a. The remote is now in the **INQUIRY** mode.
  - b. The remote control remains in the **INQUIRY** mode for 1 minute if no other button is pressed.
  - c. While in the **INQUIRY** Mode, the remote display cancels all icons except **AUTO**, **COOL**, **DRY**, **HEAT** and **Battery Strength**.
  - d. The remote control digital display defaults to **0** upon entering the **INQUIRY** mode.
  - e. In the **INQUIRY** mode, each digital code (from 0 to 30) is accessed by pressing the **UP** or **DOWN** arrows .
  - f. The **INQUIRY** information appears on the high wall indoor unit display in approximately 1 second after accessing the digital code. Press **OK** to send as well.
  - g. In the **INQUIRY** mode, all other buttons and operations are invalid except for **UP**, **DOWN** and **OK** or the operation to exit the **INQUIRY** mode.

## Remote Controller Service Mode Functions

**Note:** While in the **INQUIRY** mode, refer to the following instructions to enter **SERVICE** mode for the applicable codes.

Below is a list of **INQUIRY** modes and serviceable functions.

- a. Before using the remote's service functions, turn **OFF** the indoor unit with the remote.
- b. Turn **OFF** the power to the outdoor unit for 2 minutes. Turn the power back **ON**.
- c. Remove the batteries from the remote and wait for the remote screen to clear. Within 30 seconds of replacing the batteries, use **UP** or **DOWN** to scroll through the **INQUIRY** modes.
- d. To enter the **SERVICE** mode for an applicable **INQUIRY** mode, press **ON/OFF** for 2 seconds.
- e. After **SERVICE** adjustments have been made, press **ON/OFF** for 2 seconds to exit the **SERVICE** mode and return to the **INQUIRY** mode.
- f. Once operations in the **INQUIRY** mode are complete, press **ON/OFF** and **FAN SPEED** for 2 seconds to exit. All buttons on the remote controller are disabled for 60 seconds.
- g. To ensure changes are locked, power down the outdoor unit for three (3) minutes after all the service mode changes are made.

# SERVICE INQUIRY CODES

**Table 1 —Service and Inquiry Codes**  
(Sheet 1 of 3)

CODE	INQUIRY	INQUIRY DESCRIPTION	SERVICE/ INQUIRY	FOR SERVICE, PRESS ON/OFF FOR 2 SECONDS TO:	SELECTION GUIDE/NOTES
0		Error Code Check	SERVICE AND INQUIRY	Review error memory function. Displays " <b>Ch</b> ". Press <b>OK</b> to send the query error code memory.	
1	T1	Indoor Ambient Temperature	SERVICE AND INQUIRY	Change the power off memory selection. This feature determines whether the unit memorizes the set conditions prior to a power failure.  Displays " <b>Ch</b> ". Press <b>OK</b> to return the current setting. Press <b>UP</b> or <b>DOWN</b> to cycle through settings <b>1</b> and <b>0</b> .	0. Memory settings are off 1. Memory settings are on
2	T2	Indoor Coil Temperature	SERVICE AND INQUIRY	Change the option to control the indoor fan operation after reaching the set temperature.  Displays " <b>Ch</b> ". Press <b>OK</b> to return the current setting. Press <b>UP</b> or <b>DOWN</b> to cycle through settings 1 through 11. Next, press <b>OK</b> to confirm the selection.	1. Stop the fan 2. Minimum fan speed 3. Set speed 4. intermittent fan-off 4 minutes/on 1 min 5. Terminate after run time of 10 mins 6. Terminate after run time of 15 mins 7. Terminate after run time of 20 mins 8. Terminate after run time of 30 mins 9. Terminate after run time of 40 mins 10. Terminate after run time of 50 mins 11. Terminate after run time of 60 mins
3	T3	Outdoor Coil Temperature	SERVICE AND INQUIRY	Change the option to control the <b>COOLING</b> and <b>HEATING</b> modes available for use on the unit. Press <b>UP</b> or <b>DOWN</b> to cycle through the settings <b>CH</b> , <b>HH</b> , <b>CC</b> or <b>nU</b> . Press <b>OK</b> to confirm.	<b>CH</b> - <b>COOLING</b> and <b>HEATING</b> ; <b>AUTO</b> , <b>COOLING</b> , <b>DRY</b> , <b>HEATING</b> and <b>FAN</b> modes available <b>HH</b> - <b>HEATING</b> Only: <b>HEATING</b> and <b>FAN</b> modes available <b>CC</b> - <b>COOLING</b> without <b>AUTO</b> : <b>COOLING</b> , <b>DRY</b> and <b>FAN</b> modes available <b>nU</b> - <b>COOLING</b> and <b>HEATING</b> without <b>AUTO</b> : <b>COOLING</b> , <b>DRY</b> , <b>HEATING</b> and <b>FAN</b> modes available
4	T4	Outdoor Ambient Temperature	SERVICE AND INQUIRY	Change the selection of the lowest set temperature.  <b>NOTE: Temperature range is 60°F ~ 75°F (16°C ~ 24°C).</b>  Press <b>UP</b> or <b>DOWN</b> to select temperature setting. Press <b>OK</b> to confirm.	
5	TP (T5)	Compressor Discharge Temperature	SERVICE AND INQUIRY	Change the selection of the highest set temperature.  <b>NOTE: Temperature range is 77°F ~ 86°F (25°C ~ 30°C).</b>  Press <b>UP</b> or <b>DOWN</b> to select the temperature setting. Press <b>OK</b> to confirm.	
6	FT	Compressor target frequency	INQUIRY ONLY		
7	Fr	Compressor run frequency	INQUIRY ONLY		
8	dL	Unit amperage	SERVICE AND INQUIRY	Change the static pressure selection.  Displays " <b>Ch</b> ". Press <b>OK</b> to return the current setting. Press <b>UP</b> or <b>DOWN</b> to cycle through settings <b>0</b> through <b>4</b> or <b>AF</b> (constant air volume test). Press <b>OK</b> to confirm.	Only available on ducted/40MBAA units.  Refer to the ducted/40MBAA installation manuals for Fan performances at varying static pressures for airflow settings.
9	Uo	Unit voltage	INQUIRY ONLY		
10	Sn	Capacity test (special usage)	INQUIRY ONLY		
11	----	Not available	INQUIRY ONLY		

CODE	INQUIRY	INQUIRY DESCRIPTION	SERVICE/ INQUIRY	FOR SERVICE, PRESS ON/OFF FOR 2 SECONDS TO:	SELECTION GUIDE/NOTES
12	Pr	Indoor fan speed	SERVICE AND INQUIRY	Change the heating frequency lower limit selection.  Displays " <b>Ch</b> ". Press <b>OK</b> to return the current heating minimum frequency limit selection code. Press <b>UP</b> and <b>DOWN</b> to select the minimum heating frequency limit value. Press <b>OK</b> to confirm.	
13	Lr	Electronic Expansion Valve (EEV) opening	SERVICE AND INQUIRY	Change the maximum operating frequency of T4 Cooling Only intervals.  Displays " <b>Ch</b> ". Press <b>OK</b> to return the current operating frequency code of the T4 Cooling Only intervals. Press <b>UP</b> or <b>DOWN</b> to select the limit value and then press <b>OK</b> .	
14	ir	Indoor fan speed	INQUIRY ONLY		Multiple the display number by 8 to calculate the actual RPM
15	HU	Relative Humidity	INQUIRY ONLY		Available in INQUIRY mode for the high tier/new mid tier units that have an RH sensor.
16	TT	Setpoint compensation temperature	INQUIRY ONLY		
17	dT	Dust concentration (not used)	INQUIRY ONLY		
18	WIFI	Wi-Fi signal strength	INQUIRY ONLY		The value is measured in <b>dBm</b> . The display values are 0, 1, 2, 3 and 4 (4 is the highest and 0 is the lowest)
19	----	Not available	SERVICE ONLY	Change the cooling frequency upper limit selection in Hz.  Displays " <b>Ch</b> ". Press <b>OK</b> to return the current frequency limit. Press <b>UP</b> or <b>DOWN</b> to select the preferred frequency upper limit value (in Hz). Press <b>OK</b> to confirm.	For example, the unit may be factory set to fluctuate between 40 and 84 Hz. If set to 50, the unit will now be limited to operating between 40 and 50 Hz.
20	oT	Indoor fan target frequency	SERVICE AND INQUIRY	Change the heating frequency upper limit selection in Hz.  Displays " <b>Ch</b> "; press <b>OK</b> to return the current frequency limit. Press <b>UP</b> or <b>DOWN</b> to select the preferred frequency upper limit value (in Hz). Press <b>OK</b> to confirm.	For example, the unit may be factory set to fluctuate between 40 and 84 Hz. If set to 50, the unit is limited to operating between 40 and 50 Hz.
21	----	Cooling Temperature Compensation	SERVICE ONLY	Change the cooling temperature compensation value.  Displays " <b>Ch</b> ". Press <b>OK</b> to return the current temperature compensation value code. Press <b>UP</b> or <b>DOWN</b> to select the cooling temperature difference compensation value. Press <b>OK</b> to confirm.	This setting is used to adjust for temperature differences due to the height of the unit install. The offset value can be set at a range of -6° to +6°.
22	----	Heating Temperature Compensation	SERVICE ONLY	Change the heating temperature compensation value.  Displays " <b>Ch</b> ". Press <b>OK</b> to return the current temperature compensation value code. Press <b>UP</b> or <b>DOWN</b> to select the heating temperature difference compensation value. Press <b>OK</b> to confirm.	This setting is used to adjust for temperature differences due to the height of unit installation. The offset value can be set at a range of -6° to +6°.
23	----	Maximum Cooling Fan Speed	SERVICE ONLY	Change the maximum cooling fan speed setting as it relates to RPM.  Displays " <b>Ch</b> ". Press <b>OK</b> to return the current maximum cooling fan speed setting. Press <b>UP</b> or <b>DOWN</b> to select the maximum cooling fan speed. Press <b>OK</b> to confirm.	For example, the unit may be factory set to fluctuate between 300 and 1000 RPM. If set to 800, the unit is limited to operating between 300 and 800 RPM.

CODE	INQUIRY	INQUIRY DESCRIPTION	SERVICE/ INQUIRY	FOR SERVICE, PRESS ON/OFF FOR 2 SECONDS TO:	SELECTION GUIDE/NOTES
24	----	Minimum Cooling Fan Speed	SERVICE ONLY	<p>Change the minimum cooling fan speed setting as it relates to RPM.</p> <p><b>NOTE: Changing this setting is not recommended as it may trigger unit protection protocols.</b></p> <p>Displays "Ch". Press <b>OK</b> to return the current minimum cooling fan speed setting. Press <b>UP</b> or <b>DOWN</b> to select the minimum cooling fan speed. Press <b>OK</b> to confirm.</p>	For example, the unit may be factory set to fluctuate between 300 and 1000 RPM. If set to 500, the unit is limited to operating between 500 and 1000 RPM.
25	----	Maximum Heating Fan Speed	SERVICE ONLY	<p>Change the maximum heating fan speed setting as it relates to RPM.</p> <p>Displays "Ch". Press <b>OK</b> to return the current maximum heating fan speed setting. Press <b>UP</b> or <b>DOWN</b> to select the maximum heating fan speed. Press <b>OK</b> to confirm.</p>	For example, the unit may be factory set to fluctuate between 300 and 1000 RPM. If set to 800, the unit will now be limited to operating between 300 and 800 RPM.
26	----	Minimum Heating Fan Speed	SERVICE ONLY	<p>Change the minimum heating fan speed setting as it relates to RPM.</p> <p><b>Note: Changing this setting is not recommended as it may trigger unit protection protocols.</b></p> <p>Displays "Ch". Press <b>OK</b> to return the current minimum heating fan speed setting. Press <b>UP</b> or <b>DOWN</b> to select the minimum heating fan speed. Press <b>OK</b> to confirm.</p>	For example, the unit may be factory set to fluctuate between 300 and 1000 RPM. If set to 500, the unit is limited to operating between 500 and 1000 RPM.
27	----	Not available			
28	----	Not available			
29	----	Not available			
30	----	Not available			