



# Window Air Conditioner

OWNER'S MANUAL  
Models KC-15U, KC-18U, KC-25U, KC-32U  
and KC-35U



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# AIR CONDITIONER SAFETY

## Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others. All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING."

These words mean:

**! DANGER**

**! WARNING**

**You can be killed or seriously injured if you don't immediately follow instructions.**

**You can be killed or seriously injured if you don't follow instructions.**

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

## IMPORTANT SAFETY INSTRUCTIONS

**WARNING:** To reduce the risk of fire, electrical shock or injury when using your air conditioner, follow these basic precautions:

- Plug into a grounded 3 prong outlet.
- Do not use an extension cord.
- Do not remove ground prong.
- Unplug air conditioner before servicing.
- Do not use an adapter.
- Use two or more people to move and install air conditioner.

SAVE THESE INSTRUCTIONS

# INSTALLATION REQUIREMENTS

## Tools and Parts

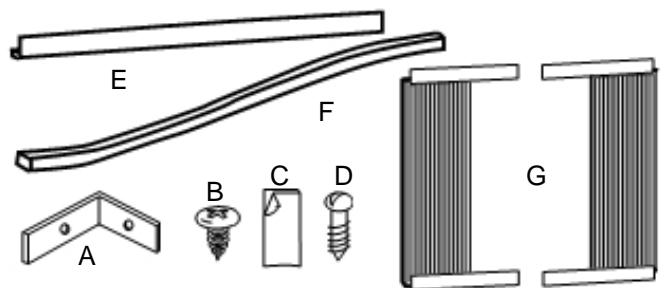
Gather the required tools and parts before starting installation. Read and follow the instructions provided with any tools listed here.

### Tools needed

- Flat-blade and Phillips screwdrivers
- Scissors
- Level
- Tape measure
- Drill and  $\frac{3}{32}$  " or smaller bit
- Utility knife

### Parts supplied

Check that all parts are included in parts package.



- A. Window-lock bracket
- B. 8 x  $\frac{3}{8}$  " round-head screws (6)
- C. Foam adhesive sealer
- D. 8 x  $\frac{3}{4}$  " wood screws (3)

- E. Top channel
- F. Foam seal
- G. Side curtains (2)

## Location Requirements

**IMPORTANT:** Observe all governing codes and ordinances. Check the location where the air conditioner will be installed. Proper installation is your responsibility. Make sure you have everything necessary for correct installation.

The location should provide:

- Grounded electrical outlet within 4 ft (122 cm) of where the power cord exits the air conditioner.
- **NOTE:** Do not use an extension cord.
- Free movement of air in room to be cooled.
- A large enough opening for the air conditioner. Installation parts are supplied for double-hung windows.
- Adequate wall support for weight of air conditioner. Air conditioner weighs 51 lb (23 kg) to 65 lb (29.5 kg).

### NOTES:

- Cabinet louvers must not be obstructed. Air must be able to pass freely through the cabinet louvers.
- Your model may differ from the one shown.

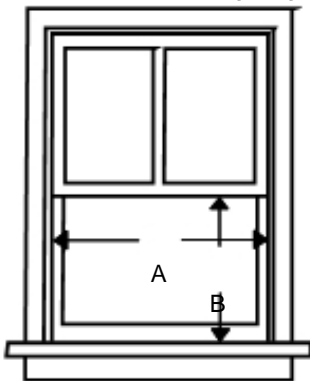


A. Cabinet louvers

## Window Installation

Window opening measurements:

- 25" (63.5 cm) minimum to 38" (96.5 cm) maximum opening width
- 14" (35.6 cm) minimum opening height



A. 25" (63.5 cm) minimum  
B. 14" (35.6 cm) minimum

## Electrical Requirements

**WARNING**

**Electrical Shock Hazard**

**Plug into a grounded 3 prong outlet.**

**Do not remove ground prong.**

**Do not use an adapter.**

**Do not use an extension cord.**

**Failure to follow these instructions can result in death, fire, or electrical shock.**

The electrical ratings for your air conditioner are listed on the model and serial number label. The model and serial number label is located behind the front panel above the coil area.

Specific electrical requirements are listed in the chart below. Follow the requirements for the type of plug on the power supply cord.

Power supply cord	Wiring requirements
	○ 115 volt (103.5 min.-126.5max.)
	○ 0-12 amps
	○ 15-amp time-delay fuse or circuit breaker
	○ Use on single outlet circuit only.

## Recommended ground method

For your personal safety, this air conditioner must be grounded. This air conditioner is equipped with a power supply cord having a grounded 3 prong plug. To minimize possible shock hazard, the cord must be plugged into a mating, grounded 3 prong outlets, grounded in accordance with all local codes and ordinances. If a mating outlet is not available, it is the customer's responsibility to have a properly grounded 3 prong outlet installed by a qualified electrical installer.

### It is the customer's responsibility:

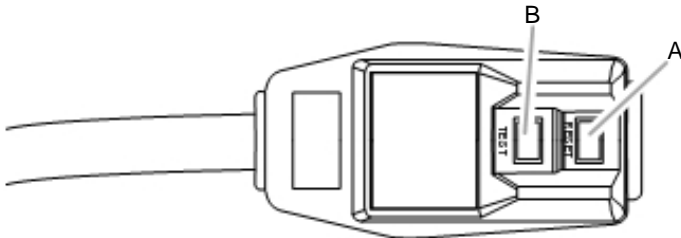
- To contact a qualified electrical installer.
- To assure that the electrical installation is adequate and in conformance with National Electrical Code, ANSI/NFPA 70 - latest edition, and all local codes and ordinances.

### Copies of the standards listed may be obtained from:

National Fire Protection Association  
One Batterymarch Park  
Quincy, Massachusetts 02269

## Power Supply Cord

NOTE: Your unit's device may differ from the one shown.



A. Reset button  
B. Test button

This room air conditioner is equipped with a power supply cord required by UL. This power supply cord contains state-of-the-art electronics that sense leakage current. If the cord is crushed, the electronics detect leakage current and power will be disconnected in a fraction of a second.

## ⚠ WARNING



### Electrical Shock Hazard

**Plug into a grounded 3 prong outlet.**

**Do not remove ground prong.**

**Do not use an adapter.**

**Do not use an extension cord.**

**Failure to follow these instructions can result in death, fire, or electrical shock.**

### To test your power supply cord:

- 1) Plug power supply cord into a grounded 3 prong outlet.
- 2) Press RESET (on some devices, a green light will turn on).
- 3) Press TEST (listen for click; Reset button will trip, and on some devices, a green light will turn off).
- 4) Press and release RESET (listen for click; Reset button will latch, and on some devices, a green light will turn on). The power supply cord is ready for operation.

### NOTES:

- The Reset button must be pushed in for proper operation.
- The power supply cord must be replaced if it fails to trip when the test button is pressed or fails to reset.
- Do not use the power supply cord as an off/on switch. The power supply cord is designed as a protective device.
- A damaged power supply cord must be replaced with a new power supply cord obtained from the product manufacturer and must not be repaired.
- The power supply cord contains no user serviceable parts. Opening the tamper-resistant case voids all warranty and performance claims.

## INSTALLATION INSTRUCTIONS

### Unpack the Air Conditioner

## ⚠ WARNING

### Excessive Weight Hazard

**Use two or more people to move and install air conditioner.**

**Failure to do so can result in back or other injury.**

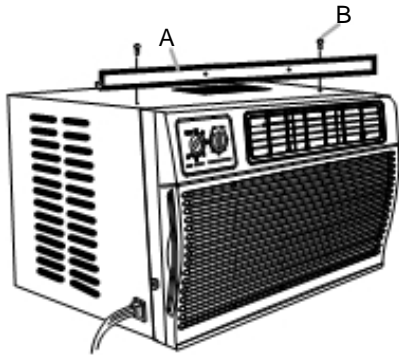
- Remove packaging materials
- Remove and properly dispose of packaging materials.
- Remove tape and glue residue from surfaces before turning on.

- Do not use sharp instruments, rubbing alcohol, flammable fluids, or abrasive cleaners to remove tape or glue. These products can damage the surface of your air conditioner.
- Handle air conditioner with care.

### Prepare Air Conditioner for Installation

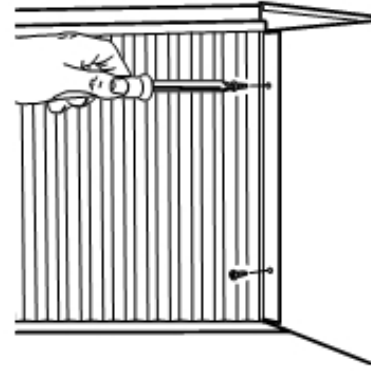
1. Locate provided bags of screws.
2. Place the top channel on top of the air conditioner, lining up the holes in top channel with the holes on top of air conditioner.
3. Using 2 - #8 x 3/8" pan-head screws, attach top channel to air conditioner.

NOTE: Your model may differ from the one shown.



A. Top channel  
B. #8 x 3/8" pan-head screw

NOTE: This screw is required to correctly attach curtain (top to bottom) to the air conditioner cabinet.



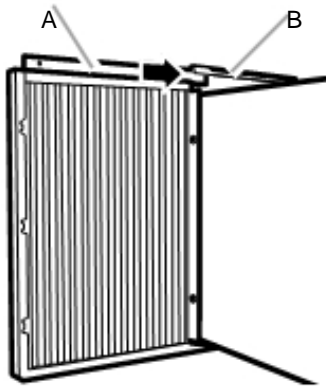
5. While the right-hand curtain is still extended, insert screw in the bottom slot of the curtain. Using #8 x 3/8" pan-head screw, screw the curtain to the bottom hole in the air conditioner cabinet.
6. Slide the curtain housing into the channels as far as it will go.
7. Repeat above steps for the left-hand curtain.

### Install side curtains

NOTE: Attach curtains to unit before placing unit in window.

1. Remove unit from packaging.
2. Locate provided bag of screws.
3. Insert top and then bottom of right-hand curtain housing in top and bottom curtain channels on air conditioner.

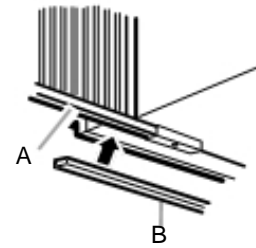
#### Top view



A. Curtain housing  
B. Curtain top channel on air conditioner

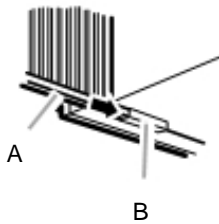
### Attach foam adhesive seal

Attach foam adhesive seal along the bottom of the curtain bottom channel.



A. Curtain housing  
B. Foam adhesive seal

#### Bottom view



A. Curtain housing  
B. Curtain bottom channel on air conditioner

4. Extend right-hand curtain outward so you may insert a #8 x 3/4" round-head screw through the top hole of the curtain. Using #8 x 3/8" screw, screw curtain to top hole in air conditioner cabinet.

### Position the Air Conditioner

## ⚠ WARNING

#### Excessive Weight Hazard

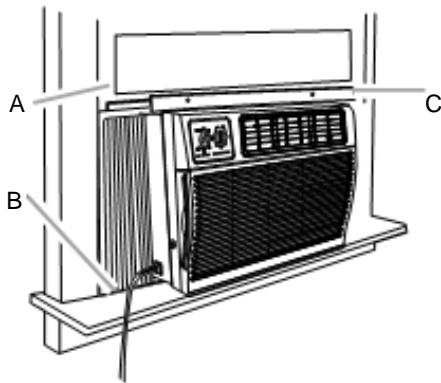
**Use two or more people to move and install air conditioner.**

**Failure to do so can result in back or other injury.**

- Handle air conditioner with care.
- Be sure your air conditioner does not fall out of the opening during installation or removal.
- The place where the power cord exits the air conditioner should be no more than 4 ft (122 cm) from a grounded outlet.
- Do not block the louvers in the front panel or outside of the air conditioner.

- Center air conditioner in window. Check that lower rail of air conditioner is behind and against back side of windowsill. Lower window sash to hold cabinet in place.

**NOTE:** Your model may differ from the one shown.



A. Window sash  
B. Lower rail behind back side of windowsill  
C. Top channel

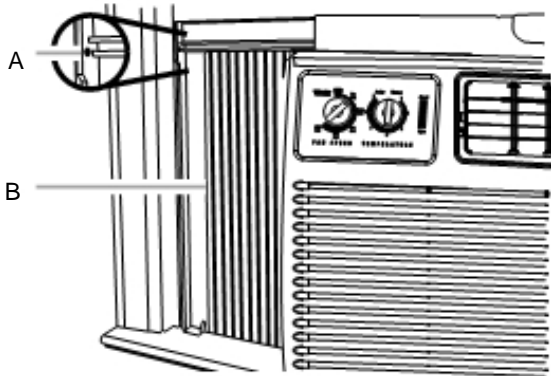
- Pull left-hand curtain out until it fits into the window channel. Repeat with right-hand curtain.

#### Attach side curtains to window

- Insert one of the #8 x 3/4" slotted wood screws through left hand curtain and into the window channel to fasten the curtain to the window sash.
- Repeat for the right-hand curtain.

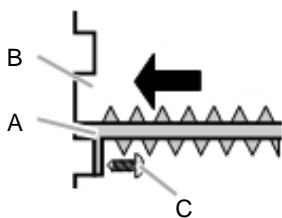
**NOTE:** Your model may differ from the one shown.

#### Front view



A. Hole in #8 x 3/4" slotted wood screw  
B. Side curtain

#### Top view



A. Side curtain against window channel  
B. Window channel  
C. #8 x 3/4" slotted wood screw

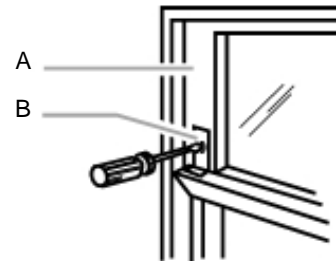
## Complete Installation

- Insert foam seal behind the top of the lower window sash and against the glass of the upper window.



A. Top of lower window sash  
B. Foam seal

- Place window-lock bracket on top of lower window and against upper window sash.
- Use a 3/32" drill bit to drill a starter hole through the hole in the bracket.
- Attach window-lock bracket to window sash with one of the 8 x 3/4" slotted wood screws to secure window in place.



A. Upper window sash  
B. Window-lock bracket

⚠ WARNING

Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

Do not remove ground prong.

Do not use an adapter.

Do not use an extension cord.

Failure to follow these instructions can result in death, fire, or electrical shock.

- Plug into a grounded 3 prong outlet.
- Press RESET on the power supply cord.

# AIR CONDITIONER USE

Operating your air conditioner properly helps you to obtain the best possible results.

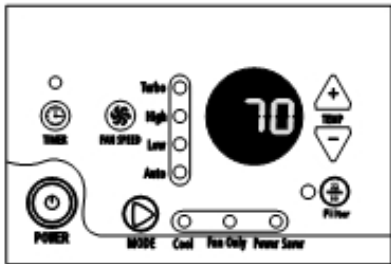
**This section explains proper air conditioner operation.**

**IMPORTANT:**

- If you turn off the air conditioner, wait at least 3 minutes before turning it back on. This prevents the air conditioner from blowing a fuse or tripping a circuit breaker.
- Do not try to operate your air conditioner in the cooling mode when outside temperature is below 65°F (18°C). The inside evaporator coil will freeze up, and the air conditioner will operate properly.

**NOTE:** In the event of a power failure, your air conditioner will operate at the previous settings when the power is restored.

## Starting Your Air Conditioner— Digital Control



**NOTE:** When the air conditioner is off, the display will show the current room temperature.

1. Press POWER to turn on air conditioner.



**NOTE:** When air conditioner is turned on for the first time after it is plugged in, it will display the default settings: Cool mode, Turbo fan speed, 72°F (22°C). When it is turned on at all other times, it will default to the previous settings.

2. Select mode. See “Mode.”
3. Select fan speed. See “Fan Speed.”
4. Set temperature. See “Temperature.”

### Mode

1. Press MODE until you see the indicator light come on for the desired setting.
2. Choose Cool, Fan Only or Power Saver.
  - Cool—Cools room. You can select fan speed by pressing FAN SPEED. You can then adjust the temperature by pressing the up or down arrow buttons.
  - Fan Only—Only the fan runs. You can select the fan speed by pressing FAN SPEED, but you cannot adjust the Temperature control setting. The display shows the current room temperature.

**NOTE:** Auto fan speed cannot be selected in Fan Only mode.

- Power Saver—Fan and compressor run only when cooling is needed. Fan stops running when room temperature matches the Temperature control setting. Compressor restarts in 3 minutes after the unit stops. Compressor will not stop running for the first 6 minutes after restarting unless unit is turned off.



**NOTE:** After 3 seconds, display will show the current room temperature.

### Fan Speed

1. Press FAN SPEED until you see the indicator light for the desired setting.
2. Choose Turbo, High, Low or Auto.
  - Turbo—for maximum cooling
  - High—for normal cooling
  - Low—for sleeping comfort
  - Auto—automatically controls fan speed depending on current room temperature and temperature control setting

**NOTE:** Auto fan speed cannot be selected in Fan Only mode.



**NOTE:** After 3 seconds, display will show the current room temperature.

### Filter Reset

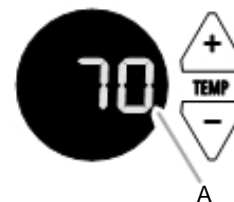
1. When FILTER indicator light glows, remove air filter and clean or replace air filter. See “Cleaning the Air Filter.”
2. Replace air filter.
3. Press and hold FILTER after replacing the air filter.



### Temperature

- Press the plus TEMP button to raise the temperature. The Set indicator light will turn on. Each time you press or hold the plus TEMP button, the temperature will go up 1° until it reaches 86°F (30°C).

**NOTE:** After 3 seconds, the Set indicator light will turn off and the display will show the current room temperature.



A. Set indicator light



Press the minus TEMP button to lower the temperature. The Set indicator light will turn on. Each time you press or hold the minus TEMP button, the temperature will go down 1° until it reaches 64°F (18°C).

**NOTE:** After 3 seconds, the Set indicator light will turn off and the display will show the current room temperature.

### Timer Delay

**To set the Timer for a 1 to 24-hour delay until the air conditioner turns off (the air conditioner must be On):**

1. Press TIMER. Indicator light will flash.



2. Press the plus or minus TEMP button to change the delay time from 1 to 24 hours.
3. Press TIMER again or wait 10 seconds. Indicator light will remain on.

**To set the Timer to turn on the air conditioner, keeping previous settings:**

1. Turn off air conditioner.
2. Press TIMER. Indicator light will flash.
3. Press the plus or minus TEMP button to change delay time (1 to 24 hours).
4. Press TIMER again or wait 10 seconds. Indicator light will remain on.

**To set the Timer to turn on the air conditioner, changing the previous settings:**

1. Turn air conditioner on.
2. Adjust Mode to Cool, Fan Only, or Power Saver.
3. Adjust Fan Speed to Turbo, High or Low, or Auto.
4. Adjust temperature between 64°F (18°C) and 86°F (30°C).
5. Turn off air conditioner.
6. Press TIMER. Indicator light will flash.
7. Press the plus or minus TEMP button to change delay time (1 to 24 hours).
8. Press TIMER again or wait 10 seconds. Indicator light will remain on.

**To clear Timer delay program:**

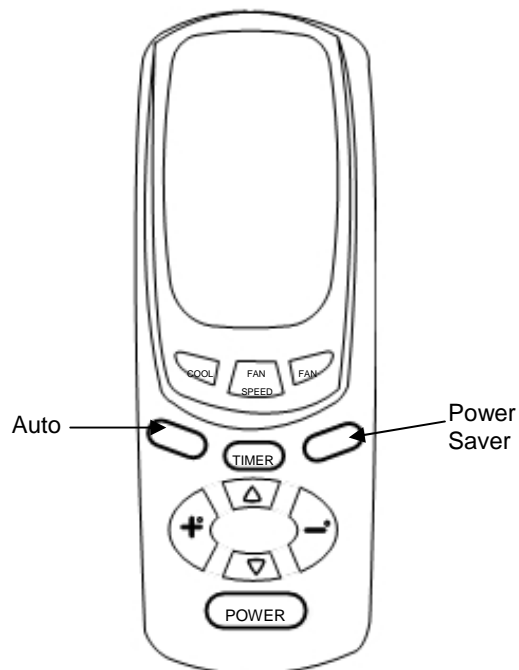
**NOTE:** Air conditioner can be either on or off.

Press and hold TIMER for 3 seconds. Indicator light will turn off.

**To see the remaining time (in hours):**

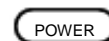
1. Press TIMER once after it has been programmed.
2. While the display is showing the remaining time, you can press the plus or minus TEMP button to increase or decrease the time.

### To operate air conditioner with remote control

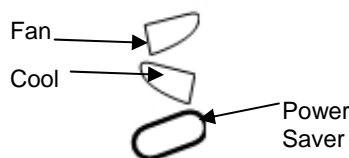


**NOTE:** Two AAA batteries (included) power the remote control. Replace batteries after 6 months of use, or when the remote control starts to lose power.

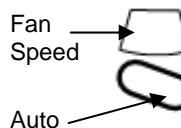
**To turn the air conditioner on or off:**  
Press **POWER**.



**To select the mode:**  
Press **COOL**, **FAN**, or **POWER SAVER**.



**To select the fan speed:**  
Press **FAN SPEED** for Turbo, High or Low or **AUTO**. **NOTE:** Auto fan speed cannot be selected in Fan Only mode.



**To raise the temperature:**

Press the plus button to raise the temperature. Each time you press or hold the plus button, the temperature will go up 1° until it reaches 86°F (30°C).



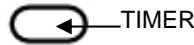
**To lower the temperature:**

Press the minus button to lower the temperature. Each time you press or hold the minus button, the temperature will go down 1° until it reaches 64°F (18°C).



**To set Timer for a 1- to 24-hour delay before air conditioner is turned off (air conditioner must be On):**

1. Press TIMER. Indicator light on air conditioner control panel will flash.



2. Press the plus or minus button to change the delay time from 1 to 24 hours.
3. Press TIMER again or wait 10 seconds. Indicator light on air conditioner control panel will remain on.

**To set Timer to turn on air conditioner, keeping previous settings:**

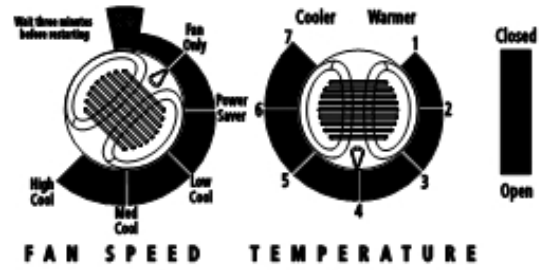
1. Turn off air conditioner.
2. Press TIMER. Indicator light on air conditioner control panel will flash.
3. Press the plus or minus button to change delay time (1 to 24hours).
4. Press TIMER again or wait 10 seconds. Indicator light on air conditioner control panel will remain on.

**To set Timer to turn on air conditioner, changing the previous settings:**

1. Turn on air conditioner.
2. Adjust Mode to Cool, Fan Only, or Power Saver.
3. Adjust Fan Speed to Turbo, High or Low, or Auto.
4. Adjust temperature between 64°F (18°C) and 86°F (30°C).
5. Turn off air conditioner.
6. Press TIMER. Indicator light on air conditioner control panel will flash.
7. Press the plus or minus button to change delay time (1 to 24hours).
8. Press TIMER again or wait 10 seconds. Indicator light on air conditioner control panel will remain on.

Starting Your Air Conditioner—  
Rotary Control

**CONTROL PANEL**



1. Set exhaust control. See “Exhaust Control (on some models).”
2. Select the fan speed. See “Fan Speed.”
3. Set temperature. See “Temperature.”

**Exhaust Control (on some models)**

1. The Exhaust control CLOSED for maximum continuous cooling. The Exhaust control set to OPEN allows you to draw stale or smoky air from the room.
  - Open—to exhaust room air to the outside.
  - Closed—to circulate room air.

**CLOSED**



**OPEN**

**NOTE:** The Exhaust control will function only when the Fan Speed is operating.

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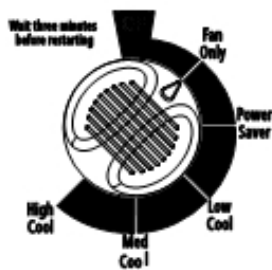
## Fan Speed

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Set FAN SPEED to the desired setting. When the air conditioner is operating at Low Cool, High Cool (on some models), Med Cool (on some models) or Turbo Cool (on some models), the fan circulates air continuously.

- Turbo Cool (on some models)—for maximum cooling
- High Cool (on some models)—for normal to maximum cooling (depending on model)
- Med Cool (on some models)—for normal cooling
- Low Cool—for sleeping comfort
- Power Saver (on some models)—Fan run only when cooling is needed. Fan and compressor stop running when room temperature matches the Temperature control setting.
- Fan Only—to move air continuously without cooling

## FAN CONTROL

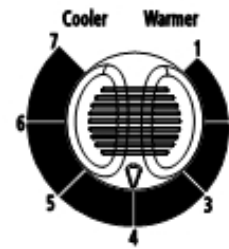


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## Temperature

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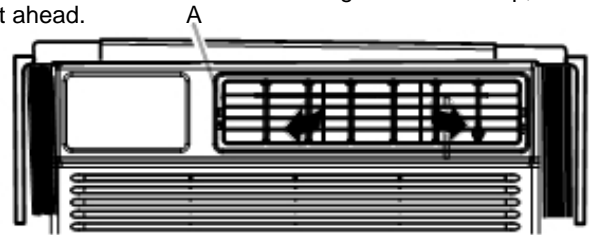
Turn the TEMPERATURE control to a mid-setting. Adjust the air conditioner's performance by turning the Temperature control clockwise for maximum cooling. For less cooling, turn the TEMPERATURE control counterclockwise. Experiment to find the setting that suits you best.



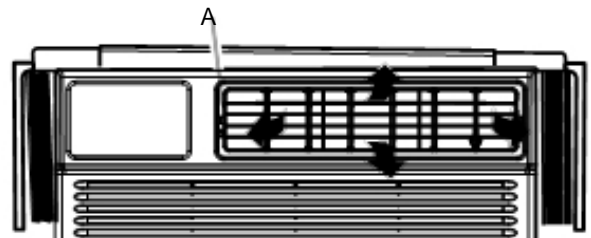
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## Changing Air Direction

You can use the tab, depending on model, to direct the air right or left. Rotate the whole cartridge to direct air up, down or straight ahead.



A. Tab



A. Cartridge

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## Normal Sounds

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When your air conditioner is operating normally, you may hear sounds such as:

- Droplets of water hitting the condenser, causing a pinging or clicking sound. The water droplets help cool the condenser.
- Air movement from the fan.
- Clicks from the thermostat cycle.
- Vibrations or noise due to poor wall or window construction.
- A high-pitched hum or pulsating noise caused by the modern high-efficiency compressor cycling on and off.

# AIR CONDITIONER CARE

Your new air conditioner is designed to give you many years of dependable service. This section tells you how to clean and care for your air conditioner properly. Call your local authorized dealer for an annual checkup. Remember... the cost of this service call is your responsibility.

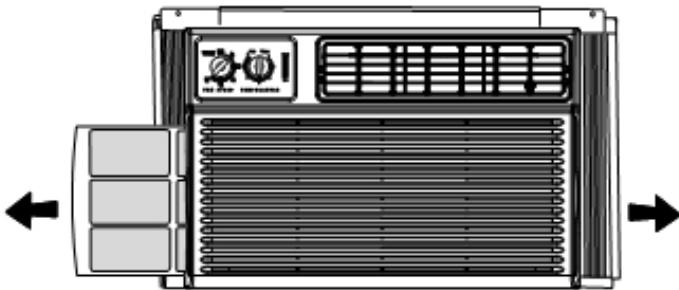
## Cleaning the Air Filter

The air filter is removable for easy cleaning. A clean filter helps remove dust, lint, and other particles from the air and is important for best cooling and operating efficiency. Check the filter every 2 weeks to see whether it needs cleaning.

**NOTE:** Do not operate the air conditioner without the filter in place.

### Style 1

1. Turn off air conditioner.
2. Remove air filter by sliding filter out from either side of unit.

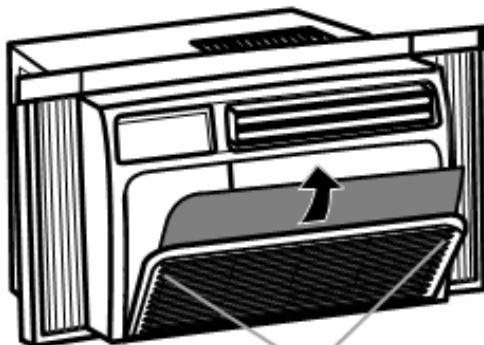


Filter may be removed from either side.

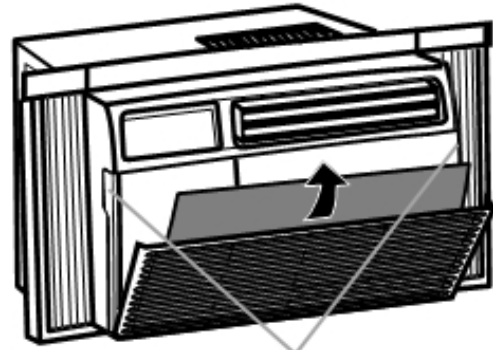
3. Use a vacuum cleaner to clean air filter. If air filter is very dirty, wash it in warm water with a mild detergent. Do not wash air filter in the dishwasher or use any chemical cleaners. Air dry filter completely before replacing to ensure maximum efficiency.
4. Replace air filter by sliding filter back into either side of unit.

### Style 2

1. Turn off air conditioner.
2. Remove air filter by pulling down on the indents in the top or sides of filter door and sliding air filter up and out. Filter door is not removable.



A. Indents



A. Indents

3. Use a vacuum cleaner to clean air filter. If air filter is very dirty, wash it in warm water with a mild detergent. Do not wash air filter in the dishwasher or use any chemical cleaners. Air dry filter completely before replacing to ensure maximum efficiency.
4. Replace air filter by sliding filter down into filter door and closing filter door.

## Cleaning the Front Panel

1. Unplug air conditioner or disconnect power.
2. Clean front panel with a soft, damp cloth.
3. Air dry front panel completely.
4. Plug in air conditioner or reconnect power.

## Repairing Paint Damage

Check once or twice a year for paint damage. This is very important, especially in areas near oceans or where rust is a problem. If needed, touch up with a good grade enamel paint. **NOTE:** To reduce paint damage during the winter, install a heavy duty cover over air conditioner cabinet. For information on ordering a heavy-duty cover, see "Accessories."

## Annual Maintenance

Your air conditioner needs annual maintenance to help ensure steady, top performance throughout the year. Call your local authorized dealer to schedule an annual checkup. The expense of an annual inspection is your responsibility.

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# TROUBLESHOOTING

You can solve many common air conditioner problems easily, saving you the cost of a service call. Try the suggestions below to see whether you can solve your problem without outside help.

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## Air conditioner will not operate

- The power supply cord is unplugged. Plug into grounded 3-prong outlet. See “Electrical Requirements.”
- The power supply cord trips (Reset button will pop out). Press and release RESET (listen for click; Reset button will latch and on some devices, a green light will turn on) to resume operation.
- A household fuse has blown or circuit breaker has tripped. Replace the fuse or reset the circuit breaker. See “Electrical Requirements.”
- Depending on model, the Power button has not been pressed or the Fan Speed control is turned to Off. Press POWER button or turn the FAN SPEED control to an active setting.
- The local power has failed. Wait for power to be restored.

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## Air conditioner blows fuses or trips circuit breakers

- Too many appliances are being used on the same circuit. Unplug or relocate appliances that share the same circuit.
- Time-delay fuse or circuit breaker of the wrong capacity is being used. Replace with a time-delay fuse or circuit breaker of the correct capacity. See “Electrical Requirements.”
- An extension cord is being used. Do not use an extension cord with this or any other appliance.
- You are trying to restart the air conditioner too soon after turning the unit off. Wait at least 3 minutes after turning the unit off before trying to restart the air conditioner.

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## Air conditioner power supply cord trips (Reset button pops out)

- Disturbances in your electrical current can trip (Reset button will pop out) the power supply cord. Press and release RESET (listen for click; Reset button will latch and on some devices, a green light will turn on) to resume operation.
- An electrical overloading, overheating, pinching or aging can trip (Reset button will pop out) the power supply cord. After correcting the problem, press and release RESET (listen for click; Reset button will latch and on some devices, a green light will turn on) to resume operation.

**NOTE:** A damaged power supply cord must be replaced with a new power supply cord obtained from the product manufacturer. A damaged power supply cord must not be repaired.

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## Air conditioner seems to run too much

- The current air conditioner replaced an older model. The use of more efficient components may cause the air conditioner to run longer than an older model, but the total energy consumption will be less. Newer air conditioners do not emit the “blast” of cold air you may be accustomed to from older units, but this is not an indication of lesser cooling capacity or efficiency. Refer to the efficiency rating (EER) and capacity rating (in BTU/hr.) marked on the air conditioner.

The air conditioner is in a heavily occupied room, or heat producing appliances are in use in the room. Use exhaust vent fans while cooking or bathing and try not to use heat producing appliances during the hottest part of the day. A higher capacity air conditioner may be required, depending on the size of the room being cooled.

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## Air conditioner cycles on and off too much or does not cool

- The Mode is set to Power Saver (on some models). Use Power Saver only when you are away from home or asleep, since the fan does not circulate the room air continuously. Use Low, High or Turbo for your best comfort.
- The air conditioner is not properly sized for your room. Check the cooling capabilities of your room air conditioner. Room air conditioners are not designed to cool multiple rooms.
- The filter is dirty or obstructed by debris. Clean the filter.
- The inside evaporator and outside condenser coils are dirty or obstructed by debris. See “Annual Maintenance.”
- There is excessive heat or moisture (open container cooking, showers, etc.) in the room. Use a fan to exhaust heat or moisture from the room. Try not to use heat producing appliances during the hottest part of the day.
- The louvers are blocked. Install the air conditioner in a location where the louvers are free from curtains, blinds, furniture, etc.
- The outside temperature is below 65°F (18°C). Do not try to operate your air conditioner in the cooling mode when the outside temperature is below 65°F (18°C).
- The temperature of the room you are trying to cool is extremely hot. Allow extra time for the air conditioner to cool off a very hot room.
- Windows or doors to the outside are open. Close all windows and doors.
- The Exhaust control is set to OPEN (on some models). Push the Exhaust control CLOSED for maximum cooling.
- Depending on model, the Temp/Time or Temperature control is not at a cool enough setting. Adjust the TEMP/TIME control to a cooler setting by pressing the minus button to reduce the temperature or adjust the TEMPERATURE control to a cooler setting by turning the knob clockwise. Set the FAN SPEED control to highest setting.

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## Water drips from cabinet into your house

- The air conditioner is not properly leveled. The air conditioner should slope slightly downward toward the outside. Level the air conditioner to provide a downward slope toward the outside to ensure proper drainage. See the Installation Instructions.

**NOTE:** Do not drill a hole in the bottom of the metal base and condensate pan.

## WARRANTY

### One Year Limited Warranty

Soleus International Inc. warrants the accompanying Soleus Air Window Air Conditioner (KC-15U, KC-18U, KC-25U, KC-32U, or KC-35U) to be free of defects in material and workmanship for the applications specified in its operation instruction for a period of ONE (1) year from the date of original retail purchase in the United States.

If the unit exhibits a defect in normal use, Soleus International Inc. will, at its option, either repair or replace it, free of charge within a reasonable time after the unit is returned during the warranty period.

As a condition to any warranty service obligation, the consumer must present this Warranty Certificate along with a copy of the original purchase invoice.

#### **THIS WARRANTY DOES NOT COVER:**

- 1) Damage, accidental or otherwise, to the unit while in the possession of a consumer not caused by a defect in material or workmanship.
- 2) Damage caused by consumer misuse, tampering, or failure to follow the care and special handling provisions in the instructions.
- 3) Damage to the finish of the case, or other appearance parts caused by wear.
- 4) Damage caused by repairs or alterations of the unit by anyone other than those authorized by Soleus International Inc.
- 5) Freight and Insurance cost for the warranty service.

ALL WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY ARE LIMITED TO ONE-YEAR DURATION OF THIS EXPRESS LIMITED WARRANTY. **SOLEUS INTERNATIONAL INC.** DISCLAIMS ANY LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES AND IN NO EVENT SHALL SOLEUS INTERNATIONAL INC.'S LIABILITY EXCEED THE RETAIL VALUE OF THE UNIT FOR BREACH OF ANY WRITTEN OR IMPLIED WARRANTY WITH RESPECT TO THIS UNIT.

This warranty covers only new products purchased from our authorized dealers or retailers. It does not cover used, salvaged, or refurbished products.

As some states do not allow the limitation or exclusion of incidental or consequential damages, or do not allow limitation on implied warranties, the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

#### **For Warranty, Technical Support, Customer Service, Missing or Defective Parts**

Please Call (888) 876-5387

Or Write To:

Soleus International Inc.  
9451 Telstar Ave.  
El Monte, CA 91731 USA  
[www.soleusair.com](http://www.soleusair.com)