



Owner's Manual

Original Instructions

Split Air Conditioner

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Thank you for choosing our product.
Please read this Owner's Manual carefully before operation and retain it for future reference.
If you have lost the Owner's Manual, please contact the local agent or visit www.gree.com or send an email to global@cn.gree.com for the electronic version.

NOTE:


Actual product may be different from graphics, please refer to actual products.



GWC09ATBXB-K6DNA1C/I
GWC12ATCXB-K6DNA1B/I
GWC24ATEXF-K6DNA1E/I
GWC28ATEXF-K6DNA1A/I
GWH09ATBXB-K6DNA1C/I
GWH12ATCXB-K6DNA1B/I
GWH24ATEXF-K6DNA1E/I
GWH28ATEXF-K6DNA1A/I

■ Explanation of Symbols

 **WARNING** This symbol indicates the possibility of death or serious injury.

 **CAUTION** This symbol indicates the possibility of injury or damage to property.

NOTICE Indicates important but not hazard-related information, used to indicate risk of property damage.

■ Exception Clauses

Manufacturer will bear no responsibilities when personal injury or property loss is caused by the following reasons.

1. Damage the product due to improper use or misuse of the product;
2. Alter, change, maintain or use the product with other equipment without abiding by the instruction manual of manufacturer;
3. After verification, the defect of product is directly caused by corrosive gas;
4. After verification, the defects are due to improper operation during transportation of product;
5. Operate, repair, maintain the unit without abiding by instruction manual or related regulations;
6. After verification, the problem or dispute is caused by the quality specification or performance of parts and components that produced by other manufacturers;
7. The damage is caused by natural calamities, bad using environment or force majeure.





If it needs to install, move or maintain the air conditioner, please contact dealer or local service center to conduct it at first. Air conditioner must be installed, moved or maintained by appointed unit. Otherwise, it may cause serious damage or personal injury or death.

When refrigerant leaks or requires discharge during installation, maintenance, or disassembly, it should be handled by certified professionals or otherwise in compliance with local laws and regulations.

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 should be supervised to ensure that they do not play with the appliance.

The refrigerant

	Appliance filled with flammable gas R32.		Before install the appliance, read the installation manual first.
	Before use the appliance, read the owner's manual first.		Before repair the appliance, read the service manual first.

- To realize the function of the air conditioner unit, a special refrigerant circulates in the system. The used refrigerant is the fluoride R32, which is specially cleaned. The refrigerant is flammable and odorless. Furthermore, it can lead to explosion under certain conditions. But the flammability of the refrigerant is very low. It can be ignited only by fire.
- Compared to common refrigerants, R32 is a nonpolluting refrigerant with no harm to the ozone layer. The influence upon the greenhouse effect is also lower. R32 has got very good thermodynamic features which lead to a really high energy efficiency. The units therefore need a less filling.

WARNING

Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacturer. Should repair be necessary, contact your nearest authorized Service Centre. Any repairs carried out by unqualified personnel may be dangerous. 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. Appliance shall be installed, operated and stored in a room with a floor area larger than $X\text{m}^2$.

(Please refer to table "a" in section of " Safety operation of flammable refrigerant " for space X.) Appliance filled with flammable gas R32. For repairs, strictly follow manufacturer's instructions only. Be aware that refrigerants may not contain an odour. Read specialist's manual.



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 should be supervised to ensure that they do not play with the appliance.

Hereby, Our company, declares that this Air Conditioner is in compliance with the essential requirements and other relevant provisions of RE Directive 2014/53/EU. A copy of the full DoC is attached. Wireless frequency range: 2412MHz - 2472MHz Maximum Transmit Power: 18dBm



R32: 675

This marking indicates that this product should not be disposed with other household wastes. To prevent possible harm to the environment or human health from uncontrolled waste throughout the EU. To prevent possible harm to the environment or human health.

From uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

If it needs to install, move or maintain the air conditioner, please contact dealer or local service center to conduct it at first. Air conditioner must be installed, moved or maintained by appointed unit. Otherwise, it may cause serious damage or personal injury or death.

Safety operation of flammable refrigerant

Qualification requirement for installation and maintenance man

- All the work men who are engaging in the refrigeration system should bear the valid certification awarded by the authoritative organization and the qualification for dealing with the refrigeration system recognized by this industry. If it needs other technician to maintain and repair the appliance, they should be supervised by the person who bears the qualification for using the flammable refrigerant.
- It can only be repaired by the method suggested by the equipment's manufacturer.

■ Safety operation of flammable refrigerant

Installation notes

- The air conditioner must be installed in a room that is larger than the minimum room area. The minimum room area is shown on the nameplate or following table a.
- It is not allowed to drill hole or burn the connection pipe.
- Leak test is a must after installation.

table a - Minimum room area (m²)

Charge amount (kg)	floor location	window mounted	wall mounted	ceiling mounted
≤1.2	/	/	/	/
1.3	14.5	5.2	1.6	1.1
1.4	16.8	6.1	1.9	1.3
1.5	19.3	7	2.1	1.4
1.6	22	7.9	2.4	1.6
1.7	24.8	8.9	2.8	1.8
1.8	27.8	10	3.1	2.1
1.9	31	11.2	3.4	2.3
2	34.3	12.4	3.8	2.6
2.1	37.8	13.6	4.2	2.8
2.2	41.5	15	4.6	3.1
2.3	45.4	16.3	5	3.4
2.4	49.4	17.8	5.5	3.7
2.5	53.6	19.3	6	4

Maintenance notes

- Check whether the maintenance area or the room area meet the requirement of the nameplate.
 - It's only allowed to be operated in the rooms that meet the requirement of the nameplate.
- Check whether the maintenance area is well-ventilated.
 - The continuous ventilation status should be kept during the operation process.

- Check whether there is fire source or potential fire source in the maintenance area.
 - The naked flame is prohibited in the maintenance area; and the "no smoking" warning board should be hanged.
- Check whether the appliance mark is in good condition.
 - Replace the vague or damaged warning mark.

Welding

- If you should cut or weld the refrigerant system pipes in the process of maintaining, please follow the steps as below:
 - a. Shut down the unit and cut power supply
 - b. Eliminate the refrigerant
 - c. Vacuuming
 - d. Clean it with N₂ gas
 - e. Cutting or welding
 - f. Carry back to the service spot for welding
- The refrigerant should be recycled into the specialized storage tank.
- Make sure that there isn't any naked flame near the outlet of the vacuum pump and it's well-ventilated.

Filling the refrigerant

- Use the refrigerant filling appliances specialized for R32. Make sure that different kinds of refrigerant won't contaminate with each other.
- The refrigerant tank should be kept upright at the time of filling refrigerant.
- Stick the label on the system after filling is finished (or haven't finished).
- Don't overfilling.
- After filling is finished, please do the leakage detection before test running; another time of leak detection should be done when it's removed.

Safety instructions for transportation and storage

- Please use the flammable gas detector to check before unload and open the container.
- No fire source and smoking.
- According to the local rules and laws.

Safety precautions



WARNING

Installation

- Installation or maintenance must be performed by qualified professionals.
- The appliance shall be installed in accordance with national wiring regulations.
- According to the local safety regulations, use qualified power supply circuit and circuit breaker.
- All wires of indoor unit and outdoor unit should be connected by a professional.
- Be sure to cut off the power supply before proceeding any work related to electricity and safety.
- Make sure the power supply matches with the requirement of air conditioner.
- Unstable power supply or incorrect wiring may result in electric shock, fire hazard or malfunction. Please install proper power supply cables before using the air conditioner.
- The grounding resistance should comply with national electric safety regulations.
- Air Conditioner should be properly grounded. Incorrect grounding may cause electric shock.
- Do not put through the power before finishing installation.
- Do install the circuit breaker. If not, it may cause malfunction.
- An all-pole disconnection switch having a contact separation of at least 3mm in all poles should be connected in fixed wiring.
- Circuit breaker should be included magnet buckle and heating buckle function. It can protect the overload and circuit-short.

Safety precautions



CAUTION

Installation

- Instructions for installation and use of this product are provided by the manufacturer.
- Select a location which is out of reach for children and far away from animals or plants. If it is unavoidable, please add the fence for safety purpose.
- The indoor unit should be installed close to the wall.
- Don't use unqualified power cord.
- If the length of power connection wire is insufficient, please contact the supplier for a new one.
- The appliance must be positioned so that the plug is accessible.
- For the air conditioner with plug, the plug should be reachable after finishing installation.
- For the air conditioner without plug, a circuit breaker must be installed in the line.
- The yellow-green wire in air conditioner is grounding wire, which can't be used for other purposes.
- The air conditioner is the first class electric appliance. It must be properly grounded with specialized grounding device by a professional. Please make sure it is always grounded effectively, otherwise it may cause electric shock.
- The temperature of refrigerant circuit will be high, please keep the interconnection cable away from the copper tube.

Safety precautions



WARNING

Operation and Maintenance

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- 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.
- Do not connect air conditioner to multi-purpose socket. Otherwise, it may cause fire hazard.
- Do not disconnect power supply when cleaning air conditioner. Otherwise, it may cause electric shock.
- Do not wash the air conditioner with water to avoid electric shock.
- Do not spray water on indoor unit. It may cause electric shock or malfunction.
- Do not repair air conditioner by yourself. It may cause electric shock or damage. Please contact dealer when you need to repair air conditioner.
- After removing the filter, do not touch fins to avoid injury.
- Do not extend fingers or objects into air inlet or air outlet. It may cause personal injury or damage.

Safety precautions

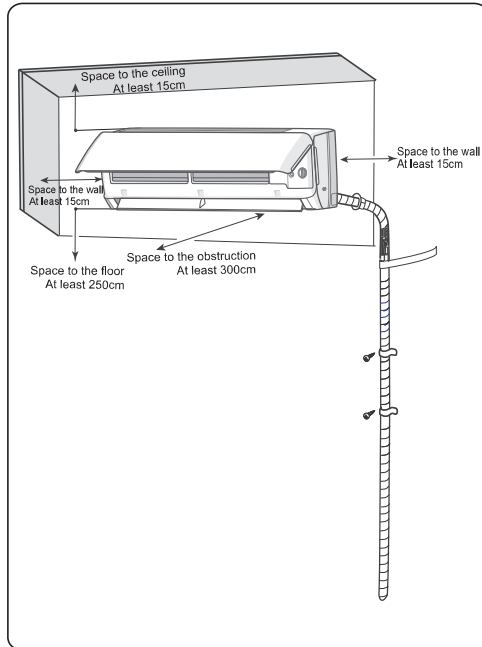


CAUTION

Operation and Maintenance

- Do not spill water on the remote controller, otherwise the remote controller may be broken.
- Do not use fire or hair dryer to dry the filter to avoid deformation or fire hazard.
- Do not block air outlet or air inlet. It may cause malfunction.
- Do not step on top panel of outdoor unit, or put heavy objects. It may cause damage or personal injury.
- When below phenomenon occurs, please turn off air conditioner and disconnect power immediately, and then contact the dealer or qualified professionals for service.
 - Power cord is overheating or damaged.
 - There's abnormal sound during operation.
 - Circuit breaker trips off frequently.
- Air conditioner gives off burning smell.
- Indoor unit is leaking.

Installation notice



■ Safety precautions for installing and relocating the unit

To ensure safety, please be mindful of the following precautions.

⚠ WARNING

- **When installing or relocating the unit, be sure to keep the refrigerant circuit free from air or substances other than the specified refrigerant.**

Any presence of air or other foreign substance in the refrigerant circuit will cause system pressure rise or compressor rupture, resulting in injury.

- **When installing or moving this unit, do not charge the refrigerant which is not comply with that on the nameplate or unqualified refrigerant.**

Otherwise, it may cause abnormal operation, wrong action, mechanical malfunction or even serious safety accident.

- **When refrigerant needs to be recovered during relocating or repairing the unit, be**

⚠ WARNING

sure that the unit is running in cooling mode. Then, fully close the valve at high pressure side (liquid valve). About 30-40 seconds later, fully close the valve at low pressure side (gas valve), immediately stop the unit and disconnect power. Please note that the time for refrigerant recovery should not exceed 1 minute.

If refrigerant recovery takes too much time, air may be sucked in and cause pressure rise or compressor rupture, resulting in injury.

- **During refrigerant recovery, make sure that liquid valve and gas valve are fully closed and power is disconnected before detaching the connection pipe.**

If compressor starts running when stop valve is open and connection pipe is not yet connected, air will be sucked in and cause pressure rise or compressor rupture, resulting in injury.

- **When installing the unit, make sure that connection pipe is securely connected before the compressor starts running.**

If compressor starts running when stop valve is open and connection pipe is not yet connected, air will be sucked in and cause pressure rise or compressor rupture, resulting in injury.

- **Prohibit installing the unit at the place where there may be leaked corrosive gas or flammable gas.**

If there is leaked gas around the unit, it may cause explosion and other accidents.

- **Do not use extension cords for electrical connections. If the electric wire is not long enough, please contact a local service center authorized and ask for a proper electric wire.**

Poor connections may lead to electric shock or fire.

- **Use the specified types of wires for electrical connections between the indoor and outdoor units. Firmly clamp the wires so that their terminals receive no external stresses.**

Electric wires with insufficient capacity, wrong wire connections and insecure wire terminals may cause electric shock or fire.

■ Tools for installation

- | | | |
|-----------------|--------------------|-------------------------|
| ① Level meter | ⑦ Open-end wrench | ⑫ Universal meter |
| ② Screw driver | ⑧ Pipe cutter | ⑬ Inner hexagon spanner |
| ③ Impact drill | ⑨ Leakage detector | ⑭ Measuring tape |
| ④ Drill head | ⑩ Vacuum pump | |
| ⑤ Pipe expander | ⑪ Pressure meter | |
| ⑥ Torque wrench | | |

NOTICE

- Please contact the local agent for installation.
- Don't use unqualified power cold.

■ Selection of installation location

Basic requirement

Installing the unit in the following places may cause malfunction. If it is unavoidable, please consult the local dealer:

- 1.The place with strong heat sources, vapors, flammable or explosive gas, or volatile objects spread in the air.
- 2.The place with high-frequency devices (such as welding machine, medical equipment).
- 3.The place near coast area.
- 4.The place with oil or fumes in the air.
- 5.The place with sulfureted gas.
- 6.Other places with special circumstances.
- 7.The appliance shall not be installed in the laundry.
- 8.It's not allowed to be installed on the unstable or motive base structure (such as truck) or in the corrosive environment (such as chemical factory).

Indoor unit

- 1.There should be no obstruction near air inlet and air outlet.
- 2.Select a location where the condensation water can be dispersed easily and won't affect other people.
- 3.Select a location which is convenient to connect the outdoor unit and near the power socket.
- 4.Select a location which is out of reach for children.
- 5.The location should be able to withstand the weight of indoor unit and won't increase noise and vibration.
- 6.The appliance must be installed 2.5m above floor.
- 7.Don't install the indoor unit right above the electric appliance.
- 8.Please try your best to keep way from fluorescent lamp.

Safety precaution

- 1.Must follow the electric safety regulations when installing the unit.
- 2.According to the local safety regulations, use qualified power supply circuit and air switch.
- 3.Make sure the power supply matches with the requirement of air conditioner. Unstable power supply or incorrect wiring or malfunction. Please install proper power supply cables before using the air conditioner.
- 4.Properly connect the live wire, neutral wire and grounding wire of power socket.
- 5.Be sure to cut off the power supply before proceeding any work related to electricity and safety.
- 6.Do not put through the power before finishing installation.

■ Requirements for electric connection

- 7.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.
- 8.The temperature of refrigerant circuit will be high, please keep the interconnection cable away from the copper tube.
- 9.The appliance shall be installed in accordance with national wiring regulations.

Grounding requirement

- 1.The air conditioner is the first class electric appliance. It must be properly grounded with specialized grounding device by a professional. Please make sure it is always grounded effectively, otherwise it may cause electric shock.
- 2.The yellow-green wire in air conditioner is grounding wire, which can't be used for other purposes.
- 3.The grounding resistance should comply with national electric safety regulations.
- 4.The appliance must be positioned so that the plug is accessible.
- 5.An all-pole disconnection switch having a contact separation of at least 3mm in all poles should be connected in fixed wiring.

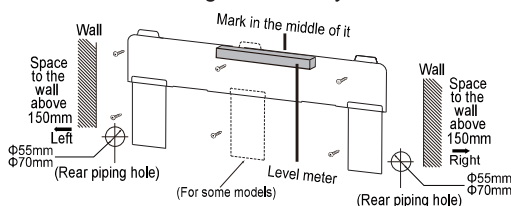
Installation of indoor unit

Step 1: Choose installation location

Recommend the installation location to the client and then confirm it with the client.

Step 2: Install wall-mounting frame

1. Hang the wall-mounting frame on the wall; adjust it in horizontal position with the level meter and then point out the screw fixing holes on the wall.
2. Drill the screw fixing holes on the wall with impact drill (the specification of drill head should be the same as the plastic expansion particles) and then fill the plastic expansion particles in the holes.
3. Fix the wall-mounting frame on the wall with tapping screws and then check if the frame is firmly installed by pulling the frame. If the plastic expansion particle is loose, please drill another fixing hole nearby.



Step 3: Open piping hole

1. Choose the position of piping hole according to the direction of outlet pipe. The position of piping hole should be a little lower than the wall-mounted frame, shown as below.

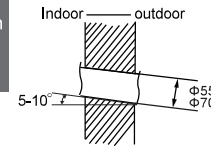
NOTE

- The wall panel is for illustrative purposes only, please refer to the actual installation.
- Please refer to the actual circumstances for the number of screws and the position of screws.

2. When installation is finished, pull the mounting plate with hand to confirm whether it is fixed tightly. The force distribution for all screws should be uniform.
3. Open a piping hole with the diameter of $\Phi 55$ or $\Phi 70$ on the selected outlet pipe position. In order to drain smoothly, slant the piping hole on the wall slightly downward to the outdoor side with the gradient of $5-10^\circ$.

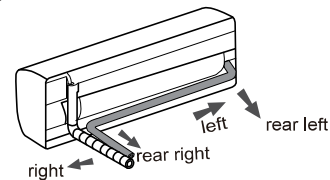
NOTE

- Pay attention to dust prevention and take relevant safety measures when opening the hole.

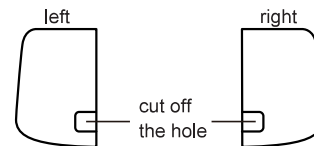


Step 4: Outlet pipe

1. The pipe can be led out in the direction of right, rear right, left or rear left.

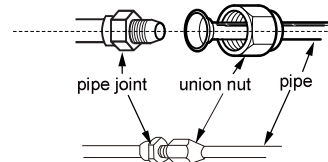


2. When select leading out the pipe from left or right, please cut off the corresponding hole on the bottom case.

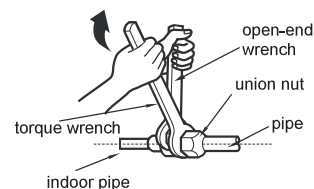


Step 5: Connect the pipe of indoor unit

1. Aim the pipe joint at the corresponding bellmouth.
2. Pretighten the union nut with hand.

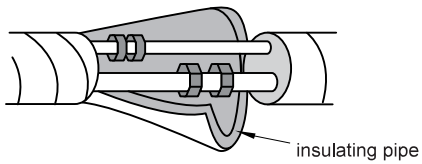


3. Adjust the torque force by referring to the following sheet. Place the open-end wrench on the pipe joint and place the torque wrench on the union nut. Tighten the union nut with torque wrench.



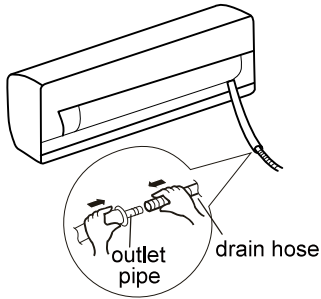
Hex nut diameter	Tightening torque (N·m)
1/4"	15~20
3/8"	30~40
1/2"	45~55
5/8"	60~65
3/4"	70~75

4. Wrap the indoor pipe and joint of connection pipe with insulating pipe, and then wrap it with tape.

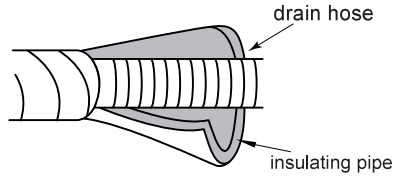
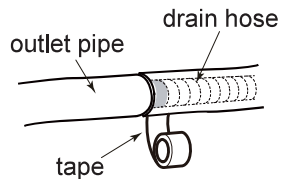


Step 6: Install drain hose

1. Connect the drain hose to the outlet pipe of indoor unit.



2. Bind the joint with tape.



NOTE

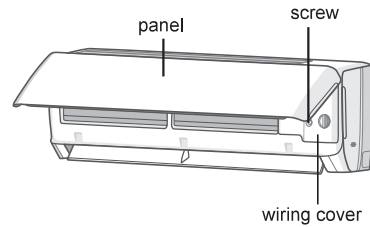
- Add insulating pipe in the indoor drain hose in order to prevent condensation.
- The plastic expansion particles are not provided.

Step 7: Connect wire of indoor unit

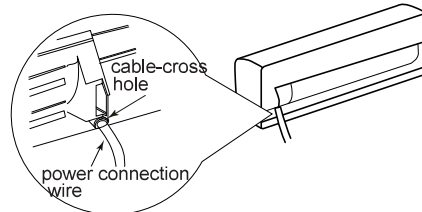
NOTICE

- All wires of indoor unit and outdoor unit should be connected by a professional.
- If the length of power connection wire is insufficient, please contact the supplier for a new one. Avoid extending the wire by yourself.
- For the air conditioner with plug, the plug should be reachable after finishing installation.
- For the air conditioner without plug, an air switch must be installed in the line. The air switch should be all-pole parting and the contact parting distance should be more than 3mm.

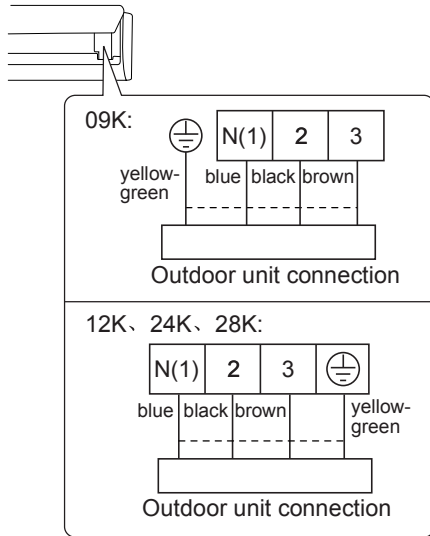
1. Open the panel, remove the screw on the wiring cover and then take down the cover.



2. Make the power connection wire go through the cable-cross hole at the back of indoor unit and then pull it out from the front side.



- Remove the wire clip; connect the power connection wire to the wiring terminal according to the color; tighten the screw and then fix the power connection wire with wire clip.



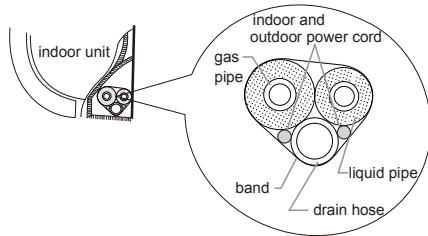
NOTICE

- The wiring board is for reference only, please refer to the actual one.

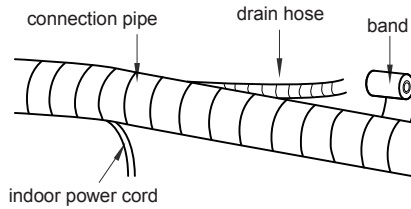
- Put wiring cover back and then tighten the screw.
- Close the panel.

**Step 8:
Bind up pipe**

- Bind up the connection pipe, power cord and drain hose with the band.



- Reserve a certain length of drain hose and power cord for installation when binding them. When binding to a certain degree, separate the indoor power and then separate the drain hose.



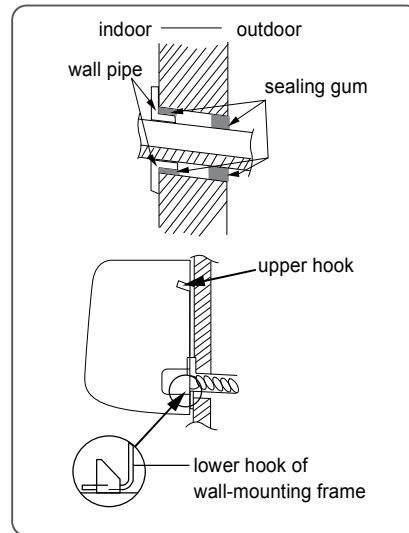
- Bind them evenly.
- The liquid pipe and gas pipe should be bound separately at the end.

NOTICE

- The power cord and control wire can't be crossed or winding.
- The drain hose should be bound at the bottom.

**Step 9:
Hang the indoor unit**

- Put the bound pipes in the wall pipe and then make them pass through the wall hole.
- Hang the indoor unit on the wall-mounting frame.
- Stuff the gap between pipes and wall hole with sealing gum.
- Fix the wall pipe.
- Check if the indoor unit is installed firmly and closed to the wall.



NOTICE

- Do not bend the drain hose too excessively in order to prevent blocking.

Clean and maintenance

⚠ WARNING

- Turn off the air conditioner and disconnect the power before cleaning the air conditioner to avoid electric shock.
- Do not wash the air conditioner with water to avoid electric shock.
- Do not use volatile liquid to clean the air conditioner.
- Do not use liquid or corrosive detergent to clean the appliance and do not splash water or other liquid onto it, otherwise, it may damage the plastic components, even cause electric shock.

Clean surface of indoor unit

When the surface of indoor unit is dirty, it is recommended to use a soft dry cloth or wet cloth to wipe it.

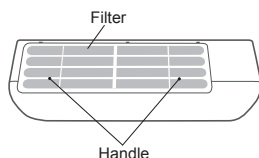
NOTICE

- Do not remove the panel when cleaning it.

Clean filter

1. Remove filter

Hold the handle on the filter, pull it upwards to let the clasp at the top part of the filter loose, pull it forwards and then the filter can be pulled out.



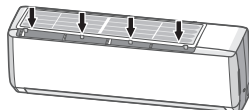
2. Clean filter

Use clear water to wash it or dust catcher to clean it. If the filter is very dirty (such as grease), use warm water (45 °C) dissolved with neutral detergent to clean it, and then put it at the shady place to dry it.



3. Install filter

After cleaning, reinstall the filter in reverse order. Push it along the guide rails at both sides and then press the left and right edges of the filter. Refit the filter in the direction indicated by the arrows.



⚠ WARNING

- The filter should be cleaned every three months. If there is much dust in the operation environment, clean frequency can be increased.
- After removing the filter, do not touch fins to avoid injury.
- Do not use fire or hair dryer to dry the filter to avoid deformation or fire hazard.

NOTICE: Checking before use-season

1. Check whether air inlets and air outlets are blocked.
2. Check whether air switch, plug and socket are in good condition.
3. Check whether filter is clean.
4. Check whether mounting bracket for outdoor unit is damaged or corroded. If yes, please contact dealer.
5. Check whether drainage pipe is damaged.

NOTICE: Checking after use-season

1. Disconnect power supply.
2. Clean filter and indoor unit's panel.
3. Check whether mounting bracket for outdoor unit is damaged or corroded. If yes, please contact dealer.

Notice for recovery

1. Many packing materials are recyclable materials. Please dispose them in appropriate recycling unit.
2. If you want to dispose the air conditioner, please contact local dealer or consultant service center for the correct disposal method.

Error Code

When air conditioner status is abnormal, temperature indicator on indoor unit will blink to display corresponding error code. Please refer to below list for identification of error code.

Error code	Troubleshooting
U8, H6, H3, E1, E5, E6, E8	It can be eliminated after restarting the unit. If not, please contact qualified professionals for service.
C5, F0, F1, F2	Please contact qualified professionals for service.

NOTE

- If there're other error codes, please contact qualified professionals for service.