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# SOLEUSAIR SG-WAC-12ESE Owner's Manual

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Powered by  GREE

Models

SG-WAC-10ESE

SG-WAC-12ESE

Electronic Window Air Conditioner

**Operating Instructions**



Powered by  GREE

Thank you for choosing a Soleus Air powered by Gree Air Conditioner. This owner's manual will provide you with valuable information necessary for the proper care and maintenance of your new product. Please take a few moments to thoroughly read the instructions and familiarize yourself with all the operational aspects of your new air conditioner.

For your own records, please attach a copy of your sales receipt to this manual. Also, write the store name/location, date purchased, and serial number below:

Store Name: \_\_\_\_\_

Location: \_\_\_\_\_

Date Purchased: \_\_\_\_\_

Serial Number (located on back of unit): \_\_\_\_\_

## IMPORTANT SAFETY INSTRUCTIONS

Before installing and using your air conditioner, please read this owner's manual carefully. Store this manual in a safe place for future reference. Your safety and the safety of others is very important to us. Please pay attention to all safety messages outlined in this owner's manual.

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

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



This is a safety alert symbol.

This symbol alerts you to potential hazards that can harm you or others or even cause death.

All safety messages will directly follow the safety alert symbol and/or the words "DANGER" or "WARNING".

**⚠ DANGER**

**⚠ WARNING**

Failure to immediately follow these instructions may cause serious injury or even death.

All Safety messages alert you of potential hazards, how to reduce the chance of injury, and what can happen if instructions are not followed correctly.

## ELECTRICAL REQUIREMENTS

### ⚠ WARNING

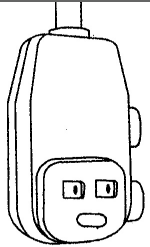


#### Electrical Shock Hazard

- Plug into a grounded 3 prong outlet.
- Do not remove the 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 located on the front left side of the unit (when facing the front).

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

Wiring Requirements	Power Supply Cord
<ul style="list-style-type: none"><li>• 115 volt (103.5 min.—126.5 max)</li><li>• 0-12 amps</li><li>• 15-amp time-delay fuse or circuit breaker</li><li>• Use on single outlet circuit only</li></ul>	

### Recommended Ground Method

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

#### It is the customer's responsibility:

- To contact a qualified electrician
- To assure that the electrical installation is adequate and in conformance with the 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

### LCDI Power Cord and Plug

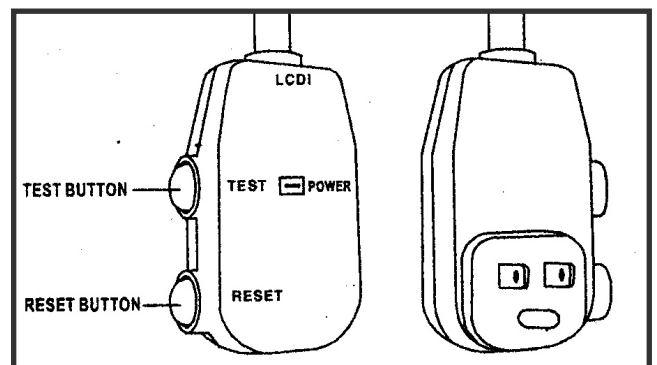
This air conditioner is equipped with an LCDI (Leakage Current Detection and Interruption) power cord and plug as required by US National Electric Code 440.65. This cord consists of a length of shielded flexible cord with no termination on the load side and a LCDI attachment plug on the line side.

The LCDI power cord and plug will remove the supply source via electrical disconnect (circuit trip) if the nominal current leakage between the cord shield and either load conductor exceeds a predetermined value. The cord will remain de-energized until the device has been manually reset. This is intended to reduce the risk of a fire in the power cord or combustible materials nearby. The cord shields are not grounded and they must be considered a shock hazards if exposed. The cord shield must not be connected to ground or to any exposed metal.

The test and reset buttons on the LCDI Plug are used to check if the plug is functioning properly. To test the plug:

1. Plug power cord into a wall outlet
2. Press the TEST Button, the circuit should trip and cut all power to the air conditioner
3. Press the RESET button for use

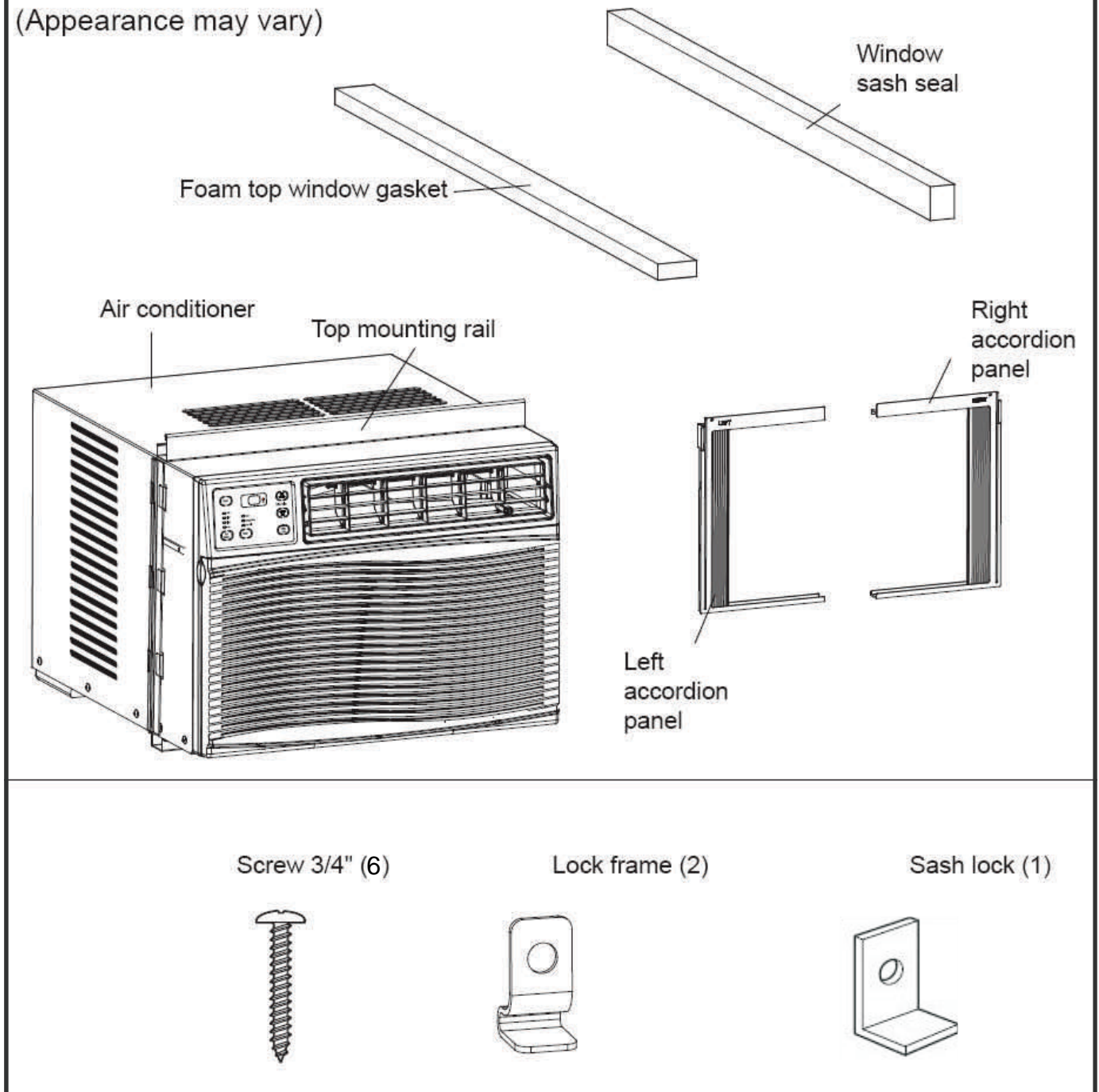
If a test is performed and the indicator light remains ON, the current leakage has been detected. Do not use the air conditioner or attempt to reset the LCDI Plug. Contact Customer Service for troubleshooting recommendations.



## PACKING LIST

### PARTS INCLUDED

(Appearance may vary)



### Packing List:

- Window Air Conditioner
- AAA Batteries (2)
- Top Mounting Rail (Pre-installed at factory)
- Top Mounting Rail Seal Strip (Pre-installed at factory)
- 3/8" Screw for Top Mounting Rail (4) (Pre-installed at factory)
- Accordion Panels (2)
- Lock frame (2)
- 3/4" Screw for Top Mounting Rail, Lock frame, Accordion Panels & Sash Lock (6)
- Sash Lock
- Foam Seal Strip/Gasket (2)
- Owner's Manual

## SPECIFICATIONS

- Noise level is measured at a distance of 3.28 ft away from the front of the unit in cooling mode.
- Power consumption is measured when the fan runs at the highest speed setting.
- These specifications are for reference only. For actual data, please refer to the rating label on the unit.

Model	SG-WAC-10ESE	SG-WAC-12ESE
Power Supply (Ph/V/Hz)	1/115/60Hz	1/115/60Hz
Dehumidifying Capacity (Pints/Day)	60	86.4
Rated Cooling Capacity (BTU/h)	10,200	12,000
Rated Heating Capacity (BTU/h)	/	/
Cooling Power Input (Watts)	940	1110
Heating Power Input (Watts)	/	/
Rated Current Cooling (Amperage)	9	10.6
Rated Current Heating (Amperage)	/	/
EER/C.O.P	10.8	10.8
Noise Level db (A) H/L	58/66	58/66
CFM	290	290
Design Pressure (PSIG) (H/L)	/	/
Dimensions (W" x H" x D")	19.02 x 14.57x 21.26	19.02 x 14.57 x 21.26
Package Dimensions (W" x H" x D")	21.85 x 16.5 x 22.92	21.85 x 16.5 x 22.92
Net/Gross Weight (Lbs)	70/75	72/77
Refrigerant Charge (Oz)	22.58	22.22
Refrigerant Type	R-410A	R-410A

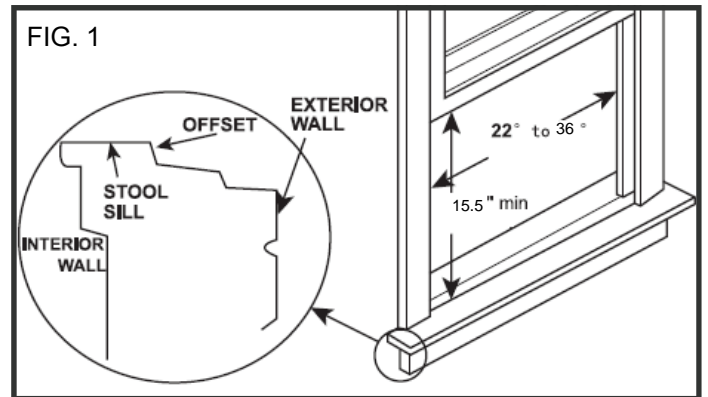
## DISCLAIMER

ALL INFORMATION AND THE TECHNICAL SPECIFICATIONS PRESENTED IN THIS USER'S MANUAL ARE THE PRESENTATION OF THE MANUFACTURER. SOLEUS INTERNATIONAL HAS NOT CONDUCTED INDEPENDENT TEST TO THE INFORMATION AND THE SPECIFICATIONS PRESENTED HEREWITHIN.

## INSTALLATION & ASSEMBLY INSTRUCTIONS

Some assembly is required for your new air conditioner. Please read and follow these instructions carefully.

1. This air conditioner is designed to be installed in a standard double-hung window with a window width between 22" and 36".
2. The air conditioner can be installed without the accordion panels to fit in a narrow window opening. See the window dimensions.
3. The Lower Sash (the lower part of the window that moves up and down) must allow for 15.5" of vertical clearance when open. (See FIG. 1).
4. All supporting parts must be secured to firm wood, masonry, or metal.
5. The electrical outlet must be within reach of the power cord.



NOTE: Save the product packaging and installation instructions for future reference. Store the air conditioner in the product box when not in use for an extended period of time.

## ASSEMBLY & INSTALLATION (CONT.)

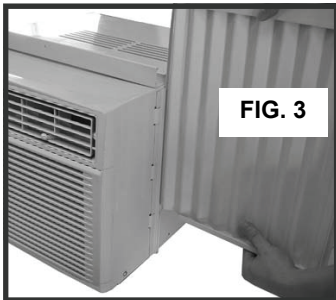
### Accordion Panel Installation

Now that you have installed the top rail, you can now install the accordion panels on each side.

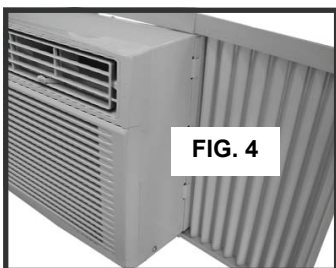
1. Place the air conditioner on a hard flat surface.
2. Locate the accordion panels in the box.
3. Gently pull the free end of the accordion panel (See FIG. 2). Do this for both panels.



4. Slide the free end of the accordion panel into the side panel of the air conditioner (See FIG. 3). Do this for each side.

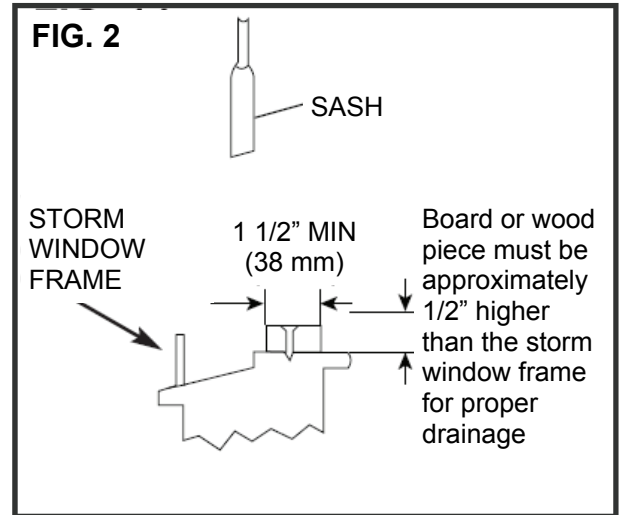


5. Once the accordion panels are slid into place adjust the top and bottom rails of the accordion panels into the top and bottom rails of the air conditioner (See FIG. 4).



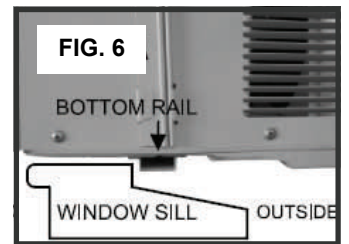
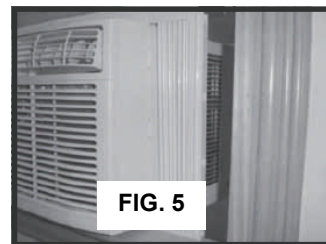
### Storm Window Requirements

A storm window frame will not allow the air conditioner to tilt properly which in turn will keep it from draining properly. To adjust for this, attach a board or piece of wood to the sill. The board or wood piece should have a depth of at least 1 1/2". Make sure the board or piece of wood is approximately 1/2" higher than the storm window frame. This will allow the air conditioner to tilt enough for proper drainage. (See FIG. 2).

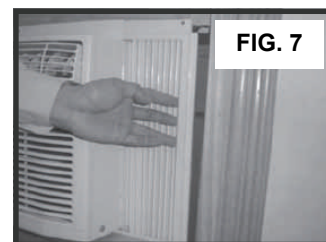


### Placing the Unit Inside a Window

1. Place the air conditioner on the sill with the bottom mounting rail against its back edge. Center the air conditioner and close the window securely behind the top mounting rail. The air conditioner should be slightly tilted to the outside area. Use a level; about a 1/3 bubble will be the correct case slant to the outside. (See FIG. 5 & FIG. 6)






2. Once the air conditioner is placed, extend both the left and right accordion panels to the width of the window.



## ASSEMBLY & INSTALLATION (CONT.)

### Frame Lock, Sash Lock, and Foam Seal Installation

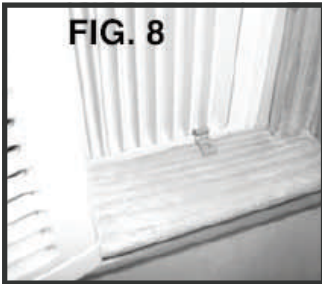
Mounting Hardware		
	3/4" screws	Qty. 6
	lock frame	2
	sash lock	1

#### **Tools Needed:**

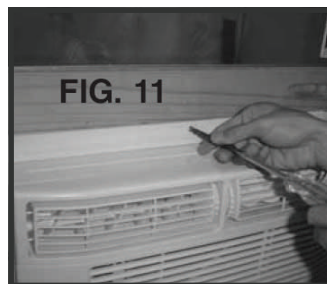
Phillips Screw Driver

Drill (if pilot holes are needed)

1. Place the frame lock between the extended accordion panels and the window sill as show in FIG. 8. Screw a 3/4" (19 mm) locking screw through the frame lock and into the window sill (FIG. 9).



2. Drive 3/4" screws into the top of the accordion panel frame and the top rail to securely attach the window air conditioner to the lower sash. (See FIG. 11/12)



3. To secure the lower sash into place, use the sash lock and a 3/4" screw as shown below (See FIG. 12)



4. For added insulation, cut the supplied insulation foam to the width of the window. Insert the foam between the window sashes to prevent air and objects from getting into the room. (See FIG. 13)

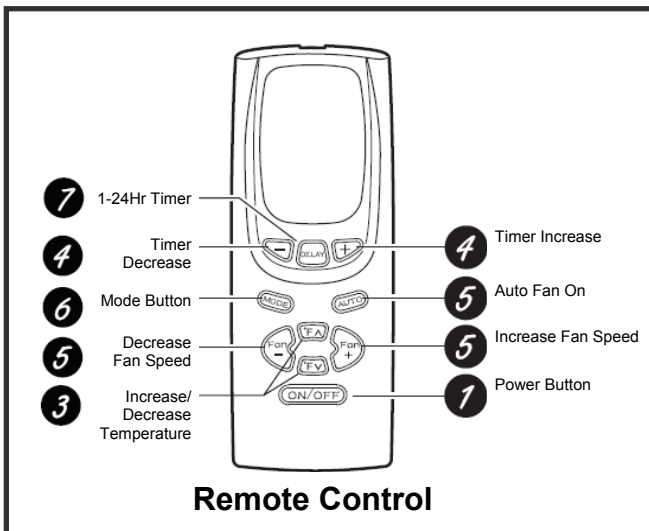
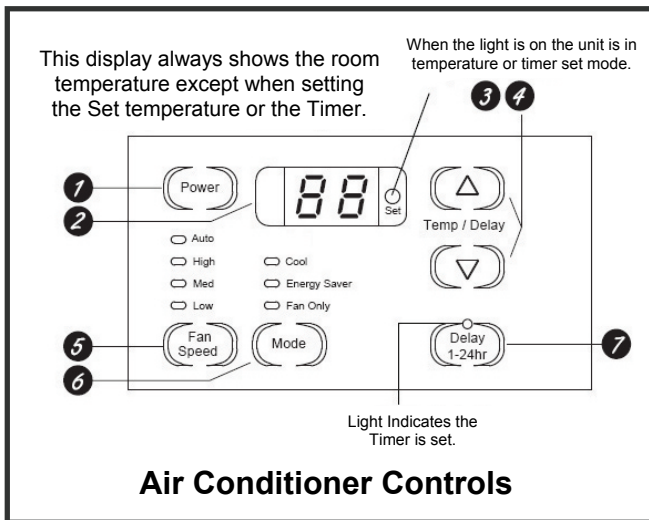


### Removing the Air Conditioner from the Window

1. Turn the air conditioner off, and disconnect the power cord.
2. Remove the sash seal from between windows, and unscrew sash lock.
3. Remove the screws installed through the frame and frame lock.
4. Close (slide) the side panels into frame.
5. Keeping a firm grip on air conditioner, raise the sash and carefully "rock" air conditioner backward to drain any condensate water in base of unit. Be careful not to spill any remaining water while lifting unit from window.
6. Store parts WITH the air conditioner in the box

## USING YOUR AIR CONDITIONER

### Electronic Control Panel & Remote Control



### Normal Operating Sounds

- You may hear a pinging noise caused by water hitting the condenser, on rainy days, or when the humidity is high. This design feature helps remove moisture and improve efficiency.
- You may hear the thermostat click when the compressor cycles on and off.
- Water will collect in the base pan during rain or days of high humidity. The water may overflow and drip from the outside part of the unit.
- The fan may run even when the compressor is not on.

- Power Button:** Turns the air conditioner on and off
  - Digital Display:** Displays the current room temperature or the amount of time left on the timer. Shows the Set Temp when setting the temperature. Shows the Timer Set when setting the timer. The once the timer and/or temperature are set, the display will change to show the current room temperature. To see the set temperature again, simply press either of the Temp/Delay ▲/▼ buttons.
  - Temperature Set:** Use these buttons on the control panel and remote to increase or decrease the Set Temperature (the desired room temperature) in cooling or energy saver mode. The **SET** light will light up when setting the temperature
  - Timer Set:** Use these buttons on the control panel and remote to set the Timer. Each press of the Timer (**DELAY**) buttons will increase or decrease the timer. For timer instructions see #7.
  - Fan Speed & Auto Fan:** Use the fan speed buttons to change the fan speed. Choose between low, medium, high, and Auto. When using the remote control, press the **AUTO** button to turn auto mode on and the **FAN+** and **FAN-** buttons to select low, medium, or high fan speed.
  - Mode Button:** Press the mode button to cycle through the various modes: Cooling, Energy Saver, and Fan only.
  - Auto-on Timer:** When the air conditioner is off, it can be set to automatically turn on in 1-24 hours at the previous set mode and fan setting. To set the Auto-on Timer, press the **DELAY** button on the unit or remote control. Each touch of the ▲/▼ on the unit or the +/- buttons on the remote will change the timer setting in 1 hour intervals. The **SET** light will turn on while setting.
- Auto-off Timer:** When the air conditioner is on, it can be set to automatically turn off in 1-24 hours. To set the Auto-off Timer, press the **DELAY** button on the unit or remote control. Each touch of the ▲/▼ on the unit or the +/- buttons on the remote will change the timer setting in 1 hour intervals. The **SET** light will turn on while setting.
- To see the remaining time, press the **DELAY** Button. To change the timer setting use the ▲/▼ on the unit or the +/- buttons on the remote.
  - To cancel the timer, press the **DELAY** button until the **SET** light turns off.

## USING YOUR AIR CONDITIONER (Cont.)

- **Freezing Conditions:** This is a cooling only air conditioner. It is not designed for freezing outdoor conditions. It must not be used in freezing outdoor conditions.
- **Remote Control:** To ensure proper operation when using the remote control, aim the remote directly at the signal receiver on the air conditioner.
  - The remote control has a signal range up to 20 feet.
  - Make sure nothing is blocking the remote control signal from being received by the air conditioner.
  - Make sure the batteries are installed correctly and still have power.
- **Cooling Mode:** Use the COOL mode at Low, Medium, High, or Auto Fan speed when cooling is needed. Use the temperature ▲/▼ buttons to set the desired temperature between 64°F and 86°F.
  - Once the temperature is set, the compressor will cycle on and off to keep the room temperature at the set temperature level. The lower the set thermostat temperature, the cooler the room will become. The higher the set thermostat temperature, the warmer the room will become.
  - For Normal Cooling - Set the Mode to **Cool** and the Fan to **High** or **Med** with the temperature set in the middle.
  - For Maximum Cooling - Set the Mode to **Cool** and the Fan to **High** with a lower set temperature.
  - For Quieter & Nighttime Cooling - Set the Mode to **Cool** and the Fan to **Low** with the temperature set in the middle.

**NOTE:** If the air conditioner is off and is then turned on while set to a Cool setting or if turned from a fan setting to a Cool setting, it may take approximately 3 minutes for the compressor to start and cooling to begin.

- **Energy Saver Mode** - Controls the Fan

**On** - The fan will cycle on and off with the compressor. This results in wider variations of room temperature and humidity. Normally used with the room is unoccupied. NOTE: The fan may continue to run for a short time after the compressor cycles off.

**Off** - The fan runs all the time in fan or cooling mode.

- **Fan Only Mode:** Use **Fan Only** mode at **Low**, **Med**, or **High** fan speed to provide air circulation and filtering without cooling. Since fan only setting do not provide cooling, a **Set** temperature cannot be entered. The room temperature will appear in the display.

NOTE: **Auto Fan Speed** cannot be used in **Fan Only** mode.

- **Loss of Power Protection:** If power to the air conditioner is lost or interrupted, the air conditioner will automatically re-start in the setting last used prior to power loss. If the Timer was set to automatically turn the air conditioner off or on, it will resume countdown at the amount time left prior to power loss. You may need to set a new time if desired.
- **Air Direction:** Use the lever near on the front air vents to adjust the direction of the airflow. You can direct the airflow left or right only. The lever is located on the right side of the air vent.

## CARE AND CLEANING

Clean your air conditioner to keep it looking new and to minimize dust build up.

### Air Filter Cleaning

The air filter should be checked at least once every month to see if it needs cleaning. Trapped particles and dust can build up in the filter and may decrease airflow as well as cause the cooling coils to accumulate frost. To clean the air filter:

1. Remove the filter by pulling down on the indents of the filter door on the front of the unit. (See FIG. 13)
2. Wash the filter using liquid dish soap and warm water. Rinse the filter thoroughly. Gently shake the filter to remove excess water.
3. Let the filter dry completely before placing it into the air conditioner.
4. If you do not wish to wash the filter, you may vacuum the filter to remove the dust and other particles.

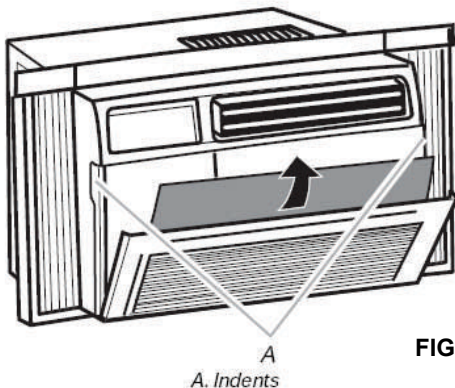


FIG. 13

A. Indents

### Wear and Tear

To minimize wear and tear on the air conditioner, always wait at least 3 minutes before changing modes. This will help prevent the compressor from overheating and the circuit breaker from tripping.

### Cabinet Cleaning

To clean the air conditioner cabinet:

- Unplug the air conditioner to prevent shock or a fire hazard. The cabinet and front panel of the air conditioner may be dusted with an oil-free cloth or washed with a cloth dampened in a solution of warm water and mild liquid soap. Rinse thoroughly with a damp cloth and wipe dry.
- Never use harsh cleaners, wax or polish on the cabinet front.
- Be sure to wring excess water from the cloth before wiping around the controls. Excess water in or around the controls may cause damage to the air conditioner.

### Winter Storage

To store the air conditioner when it is not in use for an extended period of time, remove it carefully from the window according to the installation instructions and cover it with plastic or place it in the original box

## TROUBLESHOOTING

<b>PROBLEM</b>	<b>POSSIBLE CAUSES</b>	<b>SOLUTIONS</b>
<b>The Air Conditioner will not start</b>	The air conditioner is unplugged	<ul style="list-style-type: none"> <li>• Make sure the air conditioner is plug is pushed completely into the outlet</li> </ul>
	The fuse is blown/circuit breaker is tripped.	<ul style="list-style-type: none"> <li>• Check the house fuse/circuit breaker box and replace the fuse or reset the breaker.</li> </ul>
	Power Failure	<ul style="list-style-type: none"> <li>• The unit will automatically re-start when power is restored.</li> <li>• There is a protective time delay (approx. 3 minutes) to prevent tripping of the compressor overload. For this reason, the unit may not start normal cooling for 3 minutes after it is turned back on.</li> </ul>
	The current interrupter device is tripped.	<ul style="list-style-type: none"> <li>• Press the RESET button located on the power cord plug.</li> <li>• If the RESET button will not stay engaged, discontinue use of the air conditioner and contact a qualified service technician.</li> </ul>
<b>The Air Conditioner does not cool as it should</b>	Airflow is restricted	<ul style="list-style-type: none"> <li>• Make sure there are no curtains, blinds, or furniture blocking the front of the air conditioner</li> </ul>
	The temperature control may not be set correctly.	<ul style="list-style-type: none"> <li>• Lower the set thermostat temperature</li> </ul>
	The air filter is dirty	<ul style="list-style-type: none"> <li>• Clean the filter. See the Cleaning and Care Section of the manual.</li> </ul>
	The room may be too warm	<ul style="list-style-type: none"> <li>• Please allow time for the room to cool down after turning on the air conditioner.</li> </ul>
	Cold air is escaping	<ul style="list-style-type: none"> <li>• Check for open furnace registers and cold air returns</li> </ul>
	The Cooling Coils are frozen	<ul style="list-style-type: none"> <li>• See "Air Conditioner Freezing Up" below.</li> </ul>
<b>The Air Conditioner is freezing up</b>	Ice blocks the air flow and stops the air conditioner from cooling the room	<ul style="list-style-type: none"> <li>• Set the MODE dial to HIGH FAN or HIGH COOL and set the thermostat to a higher temperature</li> </ul>
<b>The Remote Control is not working</b>	The batteries are inserted incorrectly	<ul style="list-style-type: none"> <li>• Check the position of the batteries.</li> </ul>
	The batteries may be dead	<ul style="list-style-type: none"> <li>• Replace the batteries</li> </ul>

## TROUBLESHOOTING (CONT.)

<b>PROBLEM</b>	<b>POSSIBLE CAUSES</b>	<b>SOLUTIONS</b>
<b>Water is dripping outside</b>	Hot and Humid weather.	<ul style="list-style-type: none"><li>• This is normal</li></ul>
<b>Water is dripping inside the room</b>	The air conditioner is not correctly tilted outside.	<ul style="list-style-type: none"><li>• For proper water drainage, make sure the air conditioner is slightly tilted downward from the front of the unit to the rear.</li></ul>
<b>Water collects in the base pan</b>	Moisture removed from the air is draining into the base pan.	<ul style="list-style-type: none"><li>• This is normal for a short period in areas with low humidity and normal for a longer period in areas with high humidity.</li></ul>

# WARRANTY

## One Year Limited Warranty

Soleus International, Inc. warrants the accompanying Soleus Air Powered by Gree Air Conditioner 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 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:**

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

ALL WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANT ABILITY 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 Technical Support and Warranty Service**

Please Call (888) 876-5387

Or Write To:

Soleus International, Inc.  
20035 E. Walnut Dr. N.  
City of Industry, CA 91789  
[www.soleusair.com](http://www.soleusair.com)  
[www.soleusgreen.com](http://www.soleusgreen.com)