

WIFI GUIDE (ONLY FOR AIR CONDITIONERS WITH WIFI)

How to set and operate the air conditioner with Wifi

1. Make sure that the device (smartphone or Tablet) used is equipped with a standard version of Android (version 4.4 or higher) and iOS (iOS7.0 or higher) as the operating system. For more details refer to the App.
2. Units can be connected and controlled only via Wi-Fi network or via Hotspot function.
3. Routers with WEP encryption are not supported.
4. The application interface is universal for all products and many features may not match for all units. It may vary depending on the operating system used or the update in use. Refer to the current version.
5. If the access protection on your Router is active in the "MAC Filter" / "MAC address filter" item, enable the access to the network of the MAC address of the device.

Installation and use instruction

1. Frame the QR Code using a *QR Code Reader*



or search for the "EWPE SMART" application in the app store



download and install the application.

Install the App by referring to its guide. Once the installation is complete, the icon



appears on the smartphone's home page.

NB:

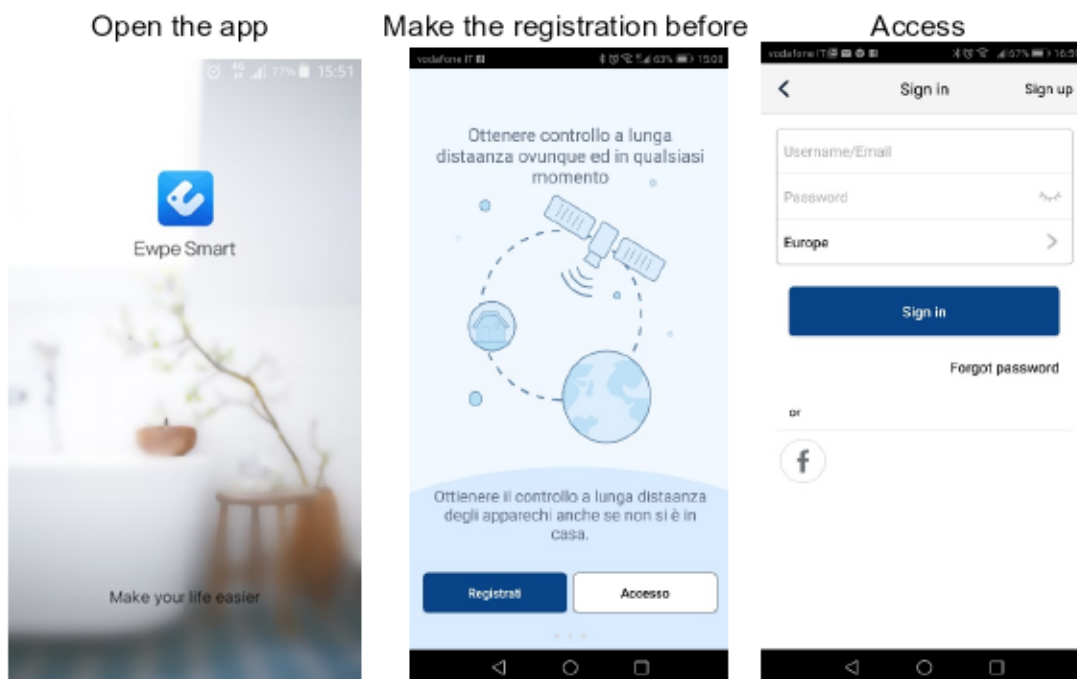
Before starting any procedure, disconnect the power supply from the product, allow a few minutes to pass and reconnect it.

1. Registration and access.

After installing the application, open "EWPE SMART" and click Sign up to register.

PLEASE NOTE:

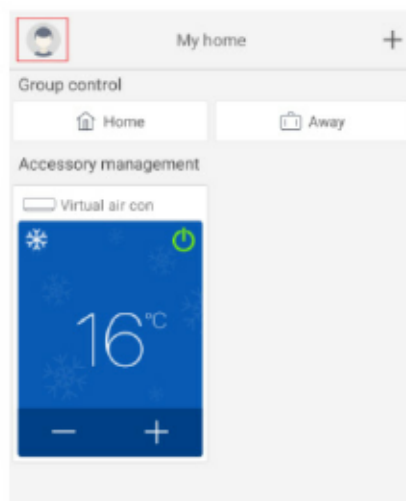
- USERNAME: must be UNIQUE, composed of name + number, without spaces (eg **Rossi57**)
- Personal email: if already registered, retrieve Username / Password. It is not possible to create another account with the same mail.
- PASSWORD: must have at least one capital letter, symbols or special characters (-, ., etc.) and numbers.
- Repeat PASSWORD written above
- EUROPE country



2. Adding units

Clicking on the icon of the little man opens a menu that includes, among other things, the "Help" function.

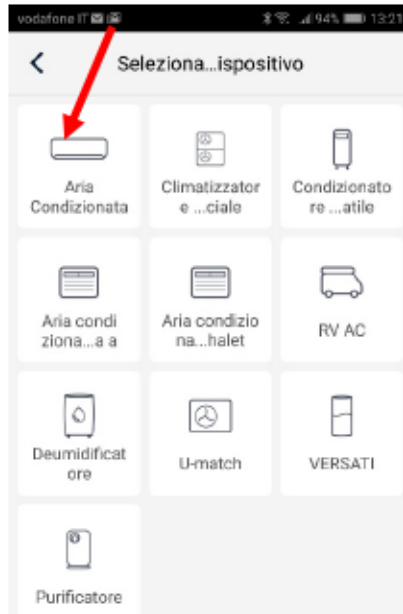
Follow the instructions that appear on your device to add the unit. or add a new unit, press + in the upper right corner of the homepage.



A menu appears with all the categories of devices that can be connected.

Select the relevant type:

In case of **residential air conditioner**: the first box on left



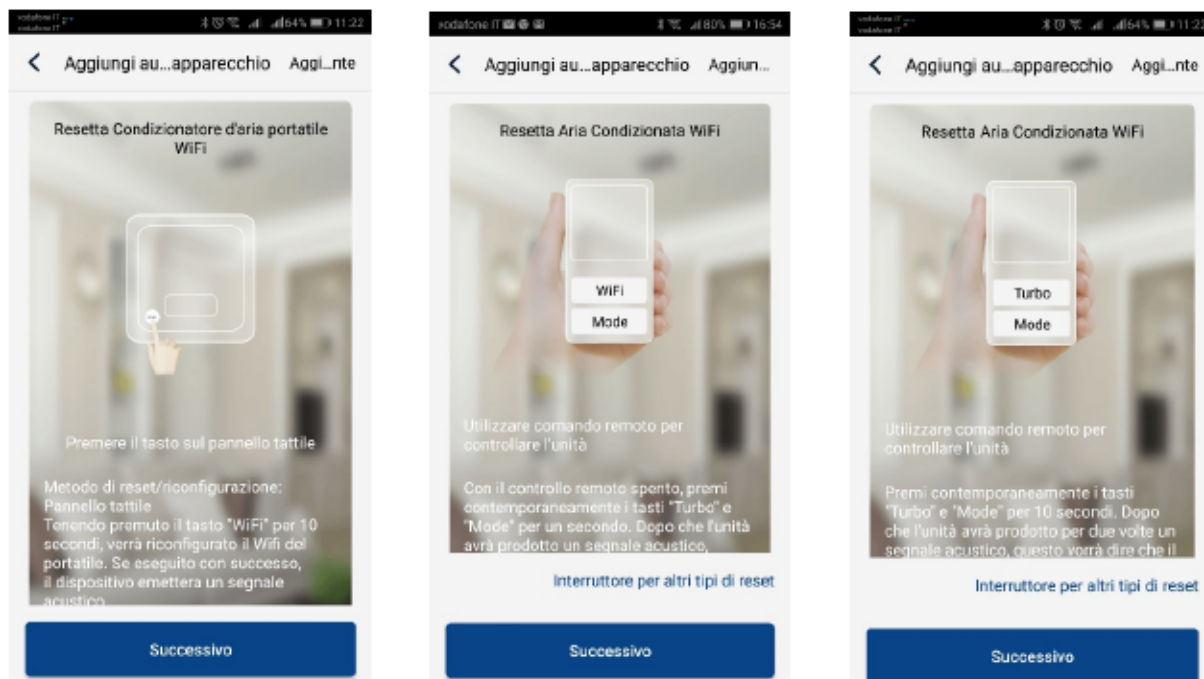
After choosing the category of interest, proceed with the reset of the unit.

Different unit reset systems can be chosen depending on the type of unit / system and remote control (with or without wifi key).

Follow step by step the operative instructions depending on the selected reset system.



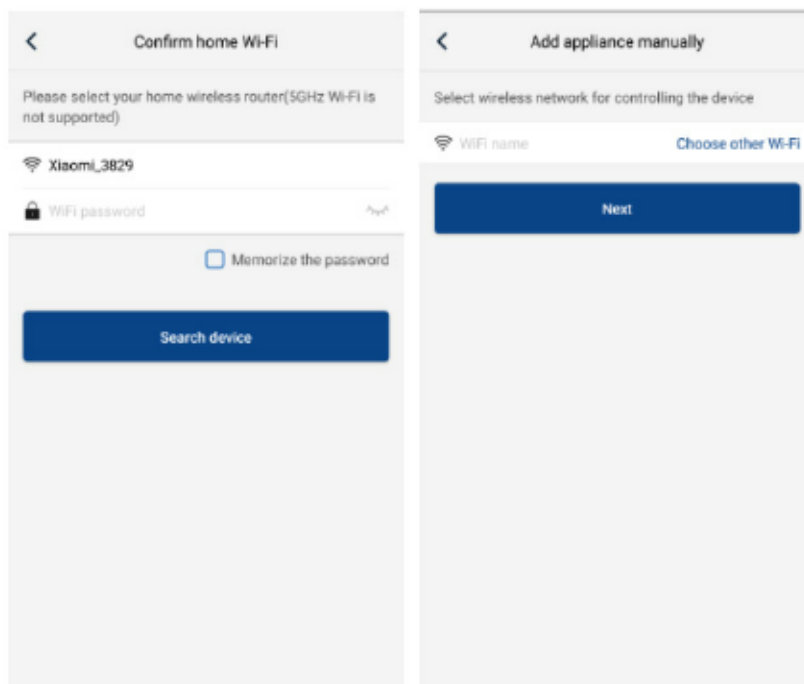
After performing the reset following the instructions, click on Next to automatically add the unit (it's necessary to enter Wi-Fi password).



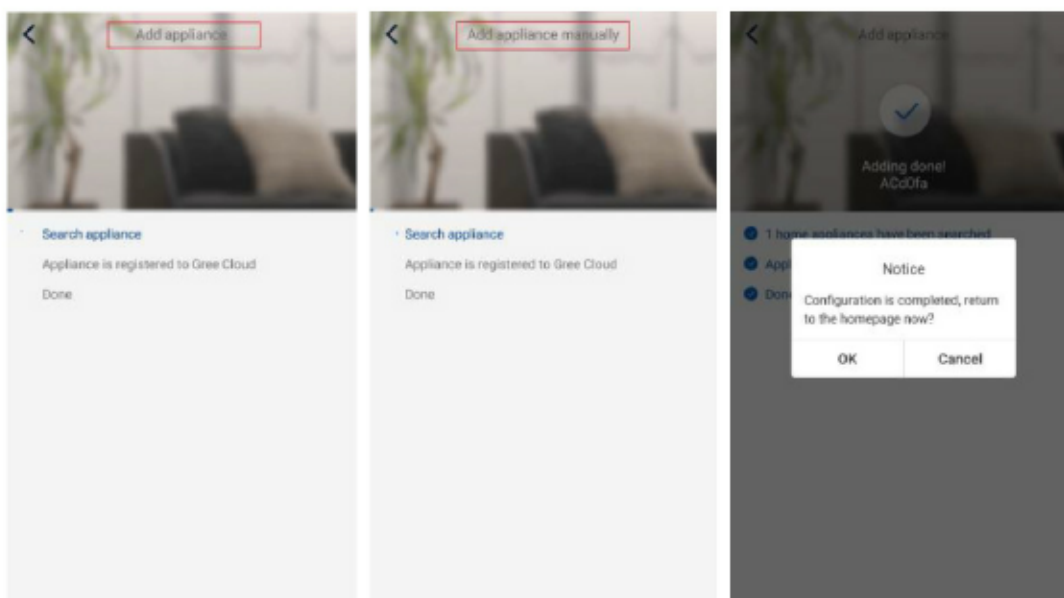
<p>WIRE CONTROL OR PORTABLE AIR CONDITIONER (CONTROL PANEL RESET)</p> <p>Press the button on the touch panel.</p> <p>With the unit off, press and hold the "Wifi" button for 10 seconds. When the unit beeps, it means the reset has been successful.</p> <p>NB:</p> <p>The configuration must be done within 2 minutes. If it does not happen within 2 minutes, repeat the reset operation.</p>	<p>REMOTE CONTROL WITH WIFI BUTTON</p> <p>Direct the remote control towards the unit.</p> <p>With the remote control off, press the "Mode" + "Wifi" buttons simultaneously for 1 second. When the unit beeps, it means that the reset has been successful.</p> <p>NB:</p> <p>The configuration must be done within 2 minutes. If it does not happen within 2 minutes, repeat the reset operation..</p>	<p>REMOTE CONTROL WITHOUT WIFI BUTTON (MODE and TURBO)</p> <p>Direct the remote control towards the unit.</p> <p>Press the "Mode" + "Turbo" buttons simultaneously for 10 seconds. After the unit has twice produced an acoustic signal, this will mean that the reset has been successful.</p> <p>NB:</p> <p>The configuration must be done within 2 minutes. If it does not happen within 2 minutes, repeat the reset operation</p>
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Alternatively, after setting and resetting the air conditioner, click on *Add appliance manually* in the upper right corner to select the Wi-Fi network to associate.

Select the desired network and continue the configuration.



After performing the electrical reset of the unit and entering the information, perform a search for the unit (Search appliance) and continue the configuration.

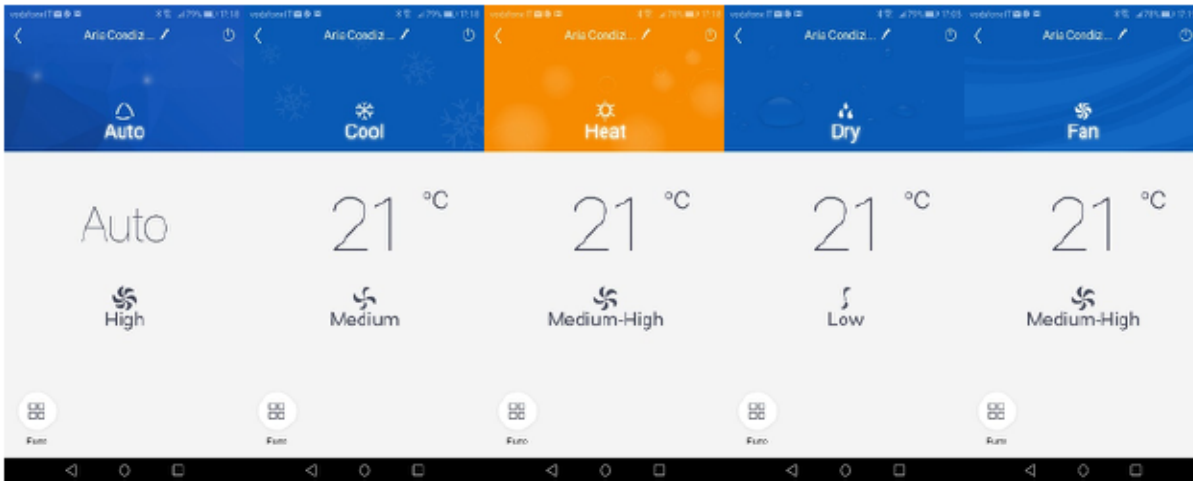


Configuration of the main functions

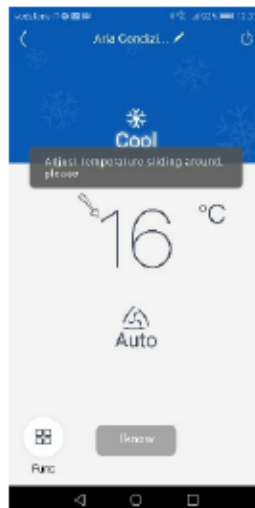
In the Homepage click on the device you wish to control and access the operating interface of it.

1. Select, operating mode, temperature and fan speed.

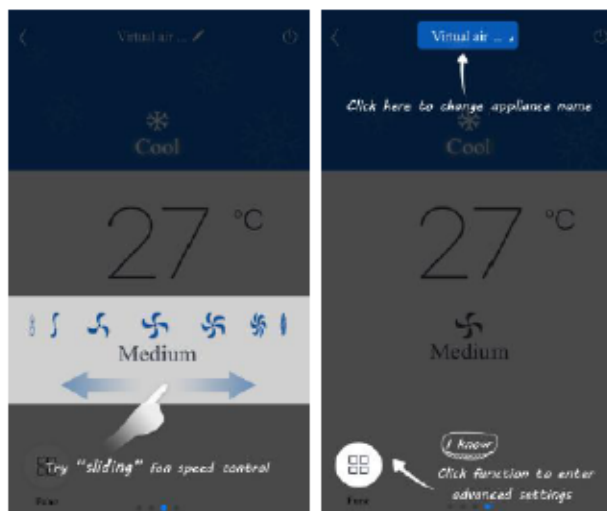
- Mode



1. Temperature for each mode: just slide your finger on the indicated temperature



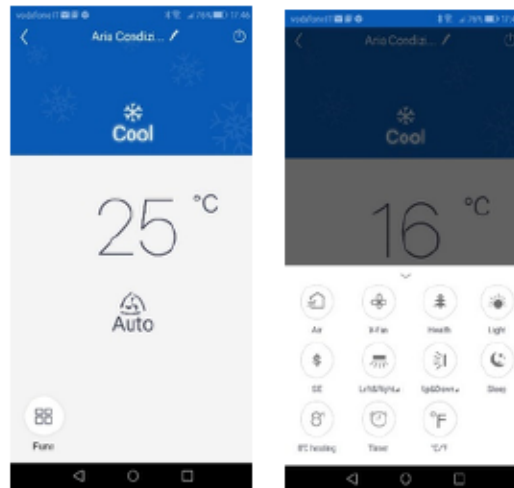
2. Ventilation speed for each mode: just slide your finger on the fan symbol (the adjustment possibilities vary depending on the mode)



3.

4. Set advanced functions

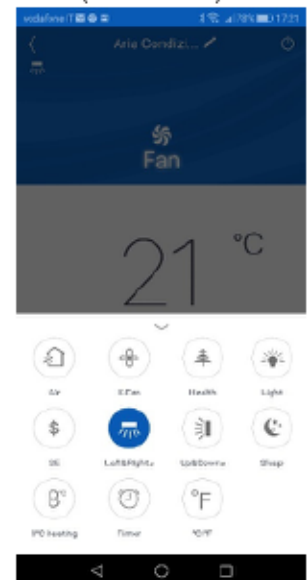
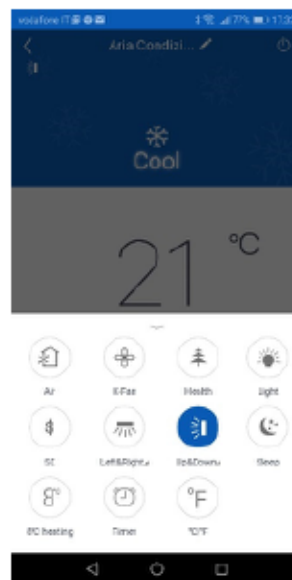
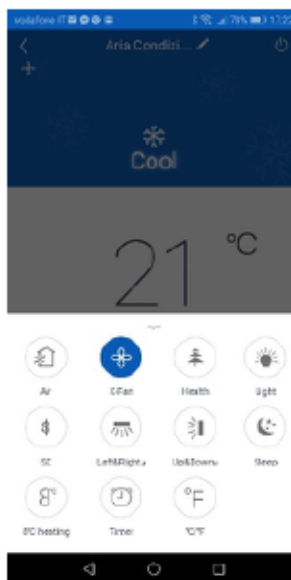
Click Function (Func) in the lower left corner of the interface to enter the advanced settings.



X-FAN function

Vertical flap swinging

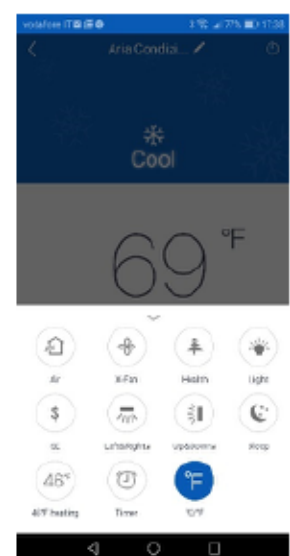
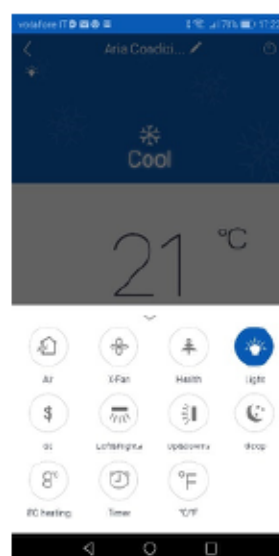
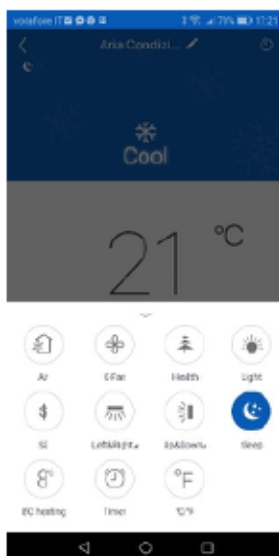
Horizontal flap swinging
(if available)



Sleep function

Light on indoor unit display

Temperature unit conversion

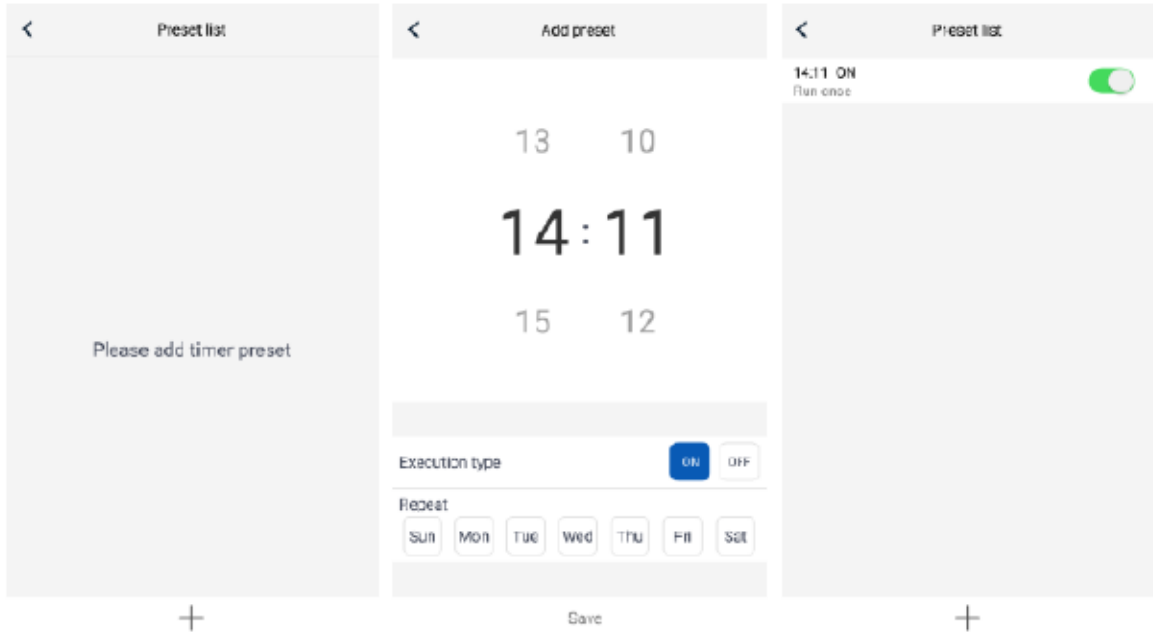


Swing setting

Click Up & down swing to turn the swing function on or off. Click the arrow in the lower right corner of the icon to go to the next screen and set the swing level.

List of Preselections

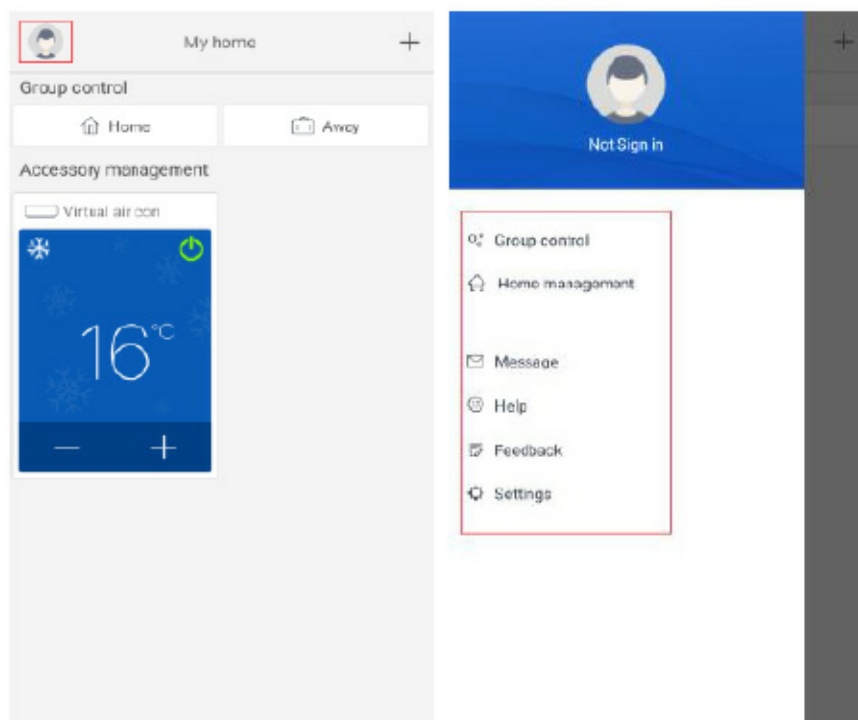
Click Timer. Then click + and make adjustments.

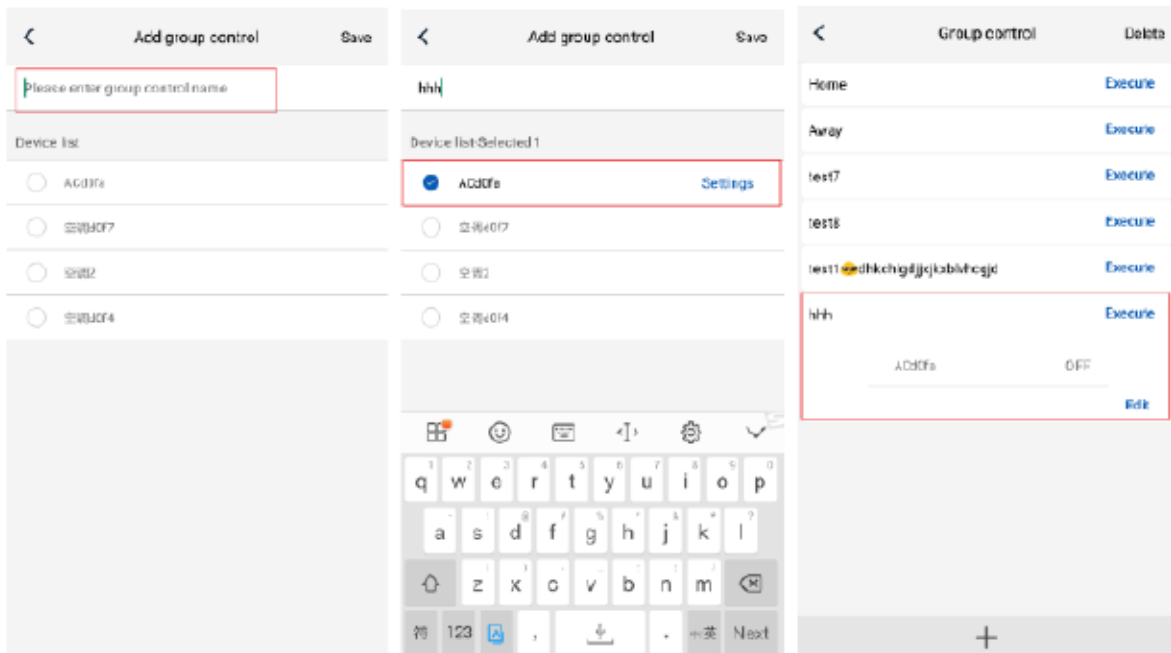


Other functions

1. Homepage menu

Click on the profile picture in the upper left corner of the homepage and set each menu function.



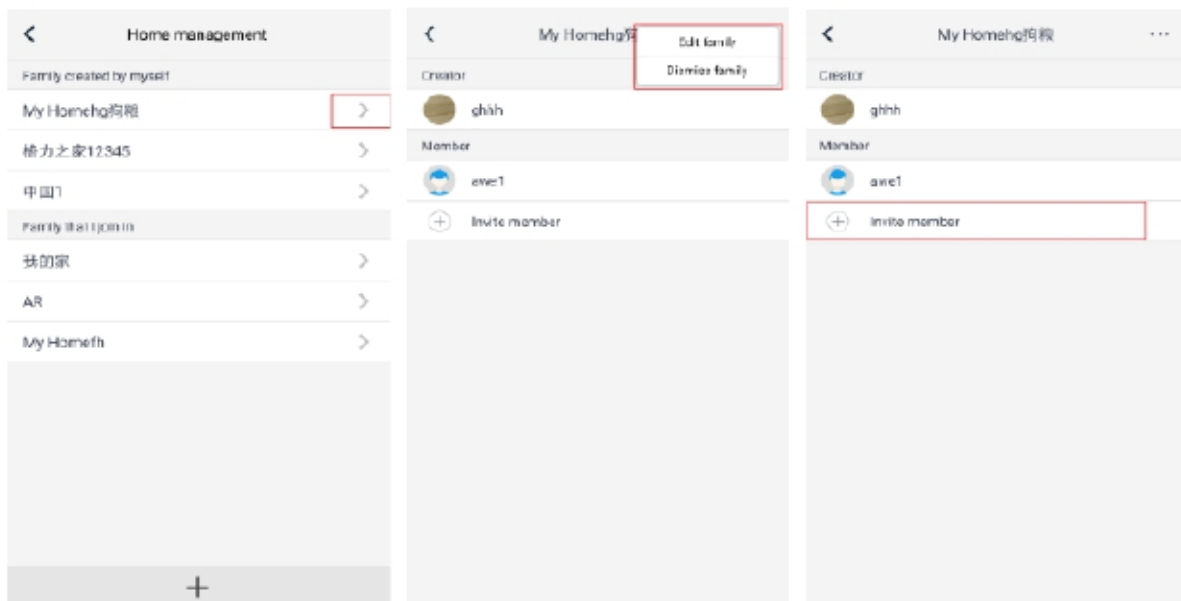


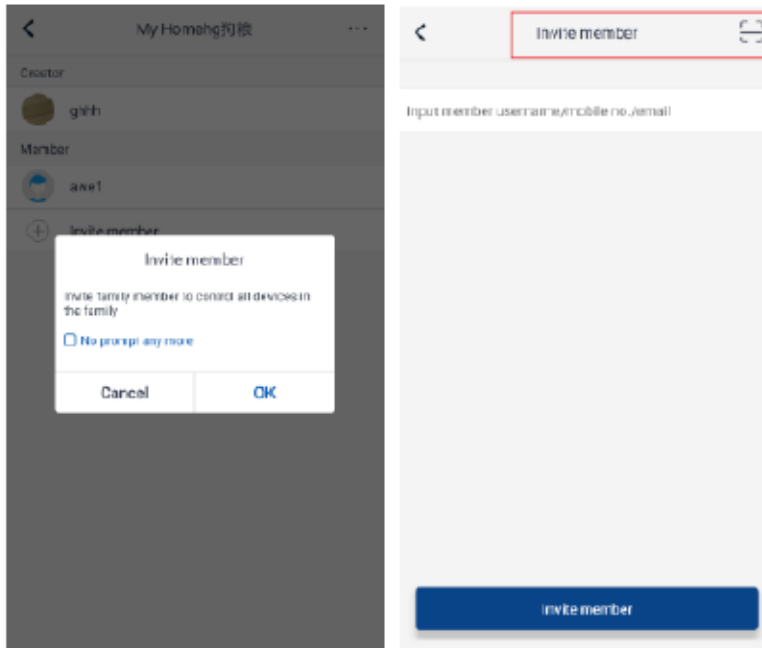
2. Group Control

Click Group Control to use the present devices (Ex. Change the group name to "hhh" and set up the devices in the group list). When this group is working you can change the settings of the whole group.

3. Home Management

Click Home Management to create or manage a "family system". You can add new members to the family system of the registered account.





4. Help

Press Help to view the instructions for **EWPE SMART APP**.

Help			Help			Help		
Account	Appliance	Others	Account	Appliance	Others	Account	Appliance	Others
How to sign up		>	How to add appliance		>	How to feedback		>
How to log in		>	Why "Disconnected" is shown		>			
How to find back password		>	Why long distance control can not work		>			
How to change password		>						
What is family		>						
How to create family		>						
How to invite family member		>						
How edit/dismiss family		>						

5. Feedback

Clic Feedback to send a feedback on the product.

6. How to reset the air conditioner WiFi module:

Turn off the unit with the remote control and disconnect the air conditioner power for at least 10 seconds. Reconnect the power supply. After 1 minute, press the "WiFi" and "Mode" buttons simultaneously. If the air conditioner beeps, it means that the WiFi module has been reset correctly.

Attention: The configuration is carried out within 2 minutes. If it does not happen within 2 minutes, repeat the reset operation.

Analysis of common network setting errors:

If the short distance control does not work, perform the checks specified below:

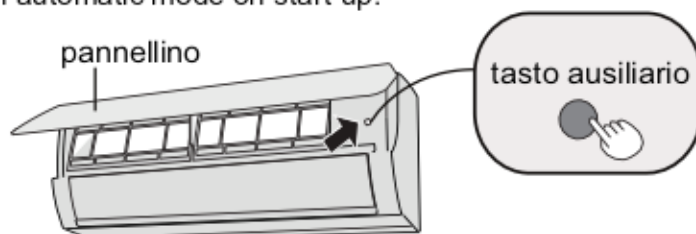
- Make sure the air conditioner power is connected.
- Make sure that the air conditioner's WiFi function is normally active.
- Make sure your phone's WiFi selects the corresponding air conditioner.
- Reset with the remote control and restart the setting from step 3.

It is important to remember what is listed below.

1. The WiFi function of the air conditioner takes about 1 minute to start.
2. The air conditioner is equipped with memory function.

Emergency operation

In the event of loss or failure of the remote control, use the emergency button located under the indoor unit's front panel to turn the air conditioner on or off. The unit will operate in automatic mode on start-up.



pannellino	panel
Tasto ausiliario	auxiliary button

MAINTENANCE

Care and cleaning

N.B.:

Disconnect the power before servicing or cleaning the unit.

Cleaning the casing of the indoor unit

Use a soft, damp cloth to clean the outer surface of the unit.

Do not use water that is too hot, solvents, petrol or other aggressive chemical compounds, talcum powder or brushes. These may damage the colour or surface of the casing.

To remove stains, use warm water with a little neutral detergent.

Do not pour water onto the air conditioner to clean it. This may damage the internal components or cause a short circuit.

N.B.: Do not remove the panel when cleaning the unit.

Cleaning the filters

Open the panel

Lift the front panel of the indoor unit, as shown.



Remove the filters

Remove the filters by lifting one of the bottom corners and pulling them downwards, as shown.



Clean the filters

- Use a vacuum cleaner to clean the filters.
- If they are very dirty, use water (below 45°C) and leave to dry in a cool, dark place.



Refit the filters

Refit the filters and close the front panel.



N.B.:

- The filters should be cleaned every three months, or more frequently if the room is very dusty.
WARNING!
When you remove the filters, avoid contact with the heat exchanger (there is a risk of cuts or abrasion).
- Do not use a hairdryer to dry the filters; the heat can cause damage and warping.

Before-use checks

1. Check that the air inlet and outlet are free of obstructions.
2. Check that the circuit breaker, plug and socket are in good working order.
3. Check that the filters are clean.
4. Check that the outdoor unit's support bracket is not damaged or corroded. If it is, contact the service centre.
5. Check that the piping is not damaged.

After-use checks

1. Disconnect the power supply.
2. Clean the indoor unit's panel and filters.
3. Check that the outdoor unit's support bracket is not damaged or corroded. If it is, contact the service centre.

N.B.

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

TROUBLESHOOTING

Possible faults and solutions

WARNING

Do not attempt to repair the unit yourself. Improper repair can cause electric shocks or fire. Disconnect the unit from the power supply before contacting your local Technical Service Centre. Carry out the following checks before contacting your Technical Service Centre:

Fault	Check	Solution
The indoor unit does not receive the signal from remote control or the remote control does not seem to be working	Is there noticeable interference (e.g. static electricity, stable voltage)?	Pull out the plug. After about 3 minutes reinsert the plug and restart the unit.
	Is the remote control within the signal reception range? Are there any obstacles between the remote control and the receiver?	The maximum signal reception distance is 8 m. The remote control will not work beyond this distance. Remove the obstacles.
	Is the remote control pointed at the receiver?	Point the remote control at the receiver on the indoor unit.
	Is the remote control's sensitivity low? Are icons blurred or missing?	Check the batteries. If the batteries are very low, replace them.
	Do icons fail to appear on the display when you operate the remote control?	Check if the remote control is damaged. If it is, replace it.
	Is there a fluorescent light in the room?	Position the remote control next to the indoor unit. Turn off the fluorescent light and try again.
	No air comes out of the indoor unit	Is the indoor unit's air inlet or outlet blocked?
In heat mode, has the indoor temperature reached the set temperature?		Once the set temperature has been reached, the indoor unit will stop blowing out air.
Has heat mode only recently been selected?		To prevent blasts of cold air from being blown out, there will be a delay of several minutes before operation begins (this is normal).
The air conditioner is not working	Is there a power cut?	Wait for the power to be restored.
	Has the plug come loose?	Reinsert the plug.
	Has the circuit breaker tripped or has the fuse blown?	Have the circuit breaker or fuse replaced by a qualified technician.
	Is the wiring faulty?	Have it replaced by a qualified technician.
	Was the unit restarted immediately after shutdown?	Wait 3 minutes and then restart the unit.
	Is the setting on the remote control correct?	Reset the function.
The indoor unit's air outlet produces a mist	Is the indoor temperature and humidity high?	Indoor air cools rapidly. Wait for the indoor temperature and humidity to fall and the mist to disappear.
The set temperature cannot be adjusted	Is the unit operating in automatic mode?	The temperature cannot be adjusted in automatic mode. Change the operating mode if you want to adjust the temperature.
	Does the desired temperature fall outside the available temperature range?	The available temperature range is: 16 – 30°C.
The desired level of heating/cooling cannot be achieved	Is the voltage too low?	Wait for the voltage to return to normal.
	Is the filter dirty?	Clean the filter.
	Does the set temperature fall within the available temperature range?	Adjust the temperature to within the available range.
	Are there any doors or windows open?	Close any doors and windows.
The unit is emitting unpleasant smells	Is there an odour source (e.g. furniture, cigarettes, etc.)?	Eliminate the odour source. Clean the filter.
The air conditioner turns on suddenly	Are there any sources of interference (e.g. lightning, wireless devices, etc.)?	Disconnect the power supply and then reconnect it. Turn the unit on again.
The outdoor unit produces steam	Has heat mode been selected?	Steam production when defrosting in heat mode is a normal phenomenon.

Sound of running water	Has the air conditioner recently been turned on or off?	The noise is produced by the refrigerant flowing inside the unit (normal phenomenon).
Creaking/cracking noises	Has the air conditioner recently been turned on or off?	It is the sound of the friction caused by the expansion and/or contraction of the panel or other parts due to temperature changes.

Analysing faults and solutions

Error codes

In the event of a fault, the temperature indicator on the indoor unit will flash to display the corresponding error code. Refer to the following list to identify the error code.

Error code	Faults and solutions
E5	Can be eliminated by turning the unit off and on again. Otherwise, contact a qualified technician for assistance.
E6	Can be eliminated by turning the unit off and on again. Otherwise, contact a qualified technician for assistance.
U8	Can be eliminated by turning the unit off and on again. Otherwise, contact a qualified technician for assistance.
E8	Can be eliminated by turning the unit off and on again. Otherwise, contact a qualified technician for assistance.
C5	Contact a qualified technician for assistance.
F0	Contact a qualified technician for assistance.
F1	Contact a qualified technician for assistance.
F2	Contact a qualified technician for assistance.
H3	It can be eliminated switching off the unit and switching it back on. If this doesn't work contact a qualified technician to assist.
H6	It can be eliminated switching off the unit and switching it back on. If this doesn't work contact a qualified technician to assist.

N.B.: In the event of other error codes, contact a qualified technician for assistance.

Warning

If you experience any of the following problems, turn the air conditioner off and immediately disconnect the power. Then contact your local Technical Service Centre.

- The power cable is damaged or has overheated.
- The unit makes an unusual noise during operation.
- The circuit breaker keeps tripping.
- The air conditioner emits a burning smell.
- The indoor unit is leaking.
- Do not attempt to repair or reinstall the air conditioner yourself.
- If the air conditioner is operated in abnormal conditions, malfunction, electric shock or fire may result.