

User Manual & Installation Guide



WALL MOUNTED AIR CONDITIONER WITH HEAT PUMP, PTC & Wi-Fi
EZC-BT-10-22 / EZC-BT-12-30

SAFETY INSTRUCTIONS

AIR CONDITIONERS MUST ALWAYS BE STORED AND TRANSPORTED UPRIGHT. OTHERWISE, IRREPARABLE DAMAGE MAY BE CAUSED TO THE COMPRESSOR. IF IN DOUBT, WE RECOMMEND WAITING AT LEAST 24 HOURS AFTER INSTALLATION BEFORE STARTING THE UNIT.

- Carefully read these instructions before installing and/or operating the unit.
- This appliance is for indoor use only.
- This unit must only be connected to a 220-240 V / 50 Hz earthed outlet.
- Installation must be carried out in accordance with the regulations of the country where the unit is used.
- If you are in any doubt about the suitability of your electrical supply, have it checked and, if necessary, modified by a qualified electrician.
- This air conditioner has been tested and is safe to use. However, as with any electrical appliance, it should be used with care.
- Disconnect the power supply before dismantling, assembling, or cleaning the appliance.
- Avoid touching any moving parts of the appliance.
- Never insert fingers, pencils, or any other objects through the guard.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or by persons lacking experience and knowledge, unless they are supervised or have been instructed in the safe use of the appliance by a person responsible for their safety.
- Do not leave children unsupervised with this appliance.
- Do not clean the unit by spraying it with water or immersing it in water.
- Never connect the unit to an electrical outlet using an extension cord. If a suitable outlet is not available, one should be installed by a qualified electrician.
- Do not operate the unit unless it has been fully installed in accordance with the guidance provided in this manual.
- Never operate this appliance if the power cord or plug is damaged. Ensure the power cord is not stretched or exposed to sharp objects or edges.
- A damaged supply cord must be replaced by a qualified electrician to avoid a hazard.
- Any service other than regular cleaning or filter replacement should be carried out by a qualified professional. Failure to comply could result in the warranty being voided.
- Do not use the appliance for any purpose other than its intended use.
- Avoid restarting the air conditioner until at least 3 minutes have passed since it was turned off. This helps prevent damage to the compressor.
- Never use the mains plug as a switch to start or stop the air conditioner. Use the ON/OFF button on the control panel instead.
- The appliance should not be installed in laundry rooms or wet rooms.
- The appliance must be installed in a room without sources of ignition, such as open flames, operating gas appliances, or operating electric heaters.
- The unit must be installed on a solid vertical wall by a competent person. The electricity supply must only be connected after installation has been completed.
- The air conditioner contains approximately 290g of R290 refrigerant gas.
- R290 refrigerant gas complies with European environmental directives.
- R290 has a low GWP (Global Warming Potential) of 3.
- Do not install or store the unit in an unventilated space with an area smaller than 7 m² per unit.
- This unit is equipped with a refrigerant leak detector for safety. For effective operation, the unit must remain electrically powered at all times after installation, except during cleaning or servicing.
- If the appliance is installed, used, or stored in an unventilated room, the room must be arranged to prevent the accumulation of any leaked refrigerant gas, as there could be a risk of fire or explosion if the refrigerant comes into contact with electric heaters, stoves, or other sources of ignition.
- Refrigerant gas may be odourless.
- Do not use the product and contact the retailer for advice if the unit has sustained damage that may have compromised the refrigerant system.
- Any repairs or maintenance must only be carried out by a suitably qualified engineer. Before opening or servicing the unit, the engineer should have a copy of the manufacturer's service manual and must follow all safety information contained within it to ensure hazards are minimised.
- The refrigerant system must not be perforated or punctured.

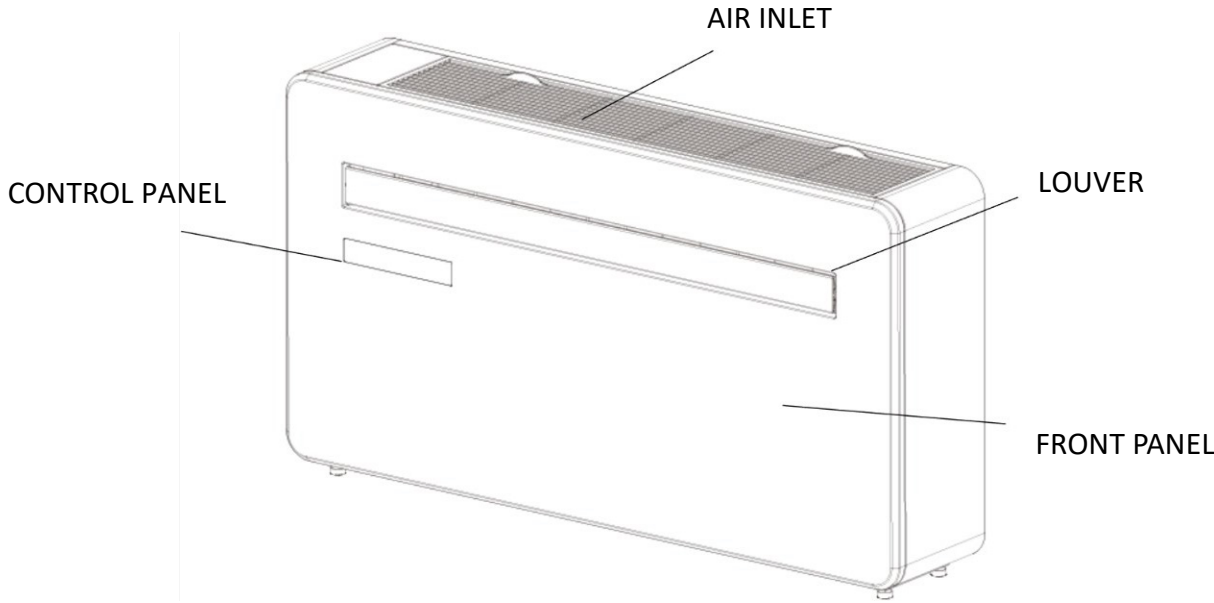
Energy Saving and Unit Protection Tips

- **Do not cover or obstruct the air inlet or outlet grilles.**
- **Keep the filters clean.** Under normal operating conditions, the filters should only require cleaning approximately every three weeks. More frequent cleaning may be necessary in areas with poor air quality (See cleaning on page 19)
- For initial start-up, set the fan speed to **High** and adjust the thermostat to **4 to 5°C below the current room temperature**. Once the desired temperature is approached, switch the fan speed to **Low** and adjust the thermostat to your preferred setting.
- To protect the unit, do not operate in Cooling mode when the ambient temperature exceeds 35°C.

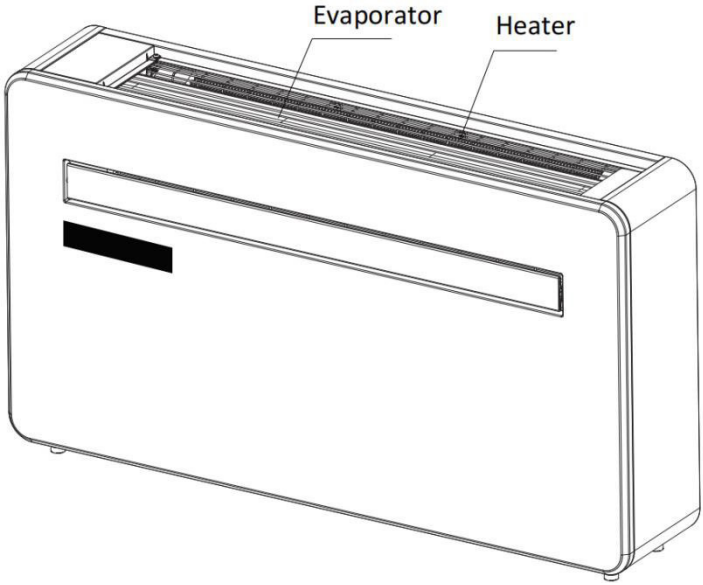
Note: Product specifications, images, and information may differ slightly from the final product due to ongoing product improvements

PRODUCT OVERVIEW

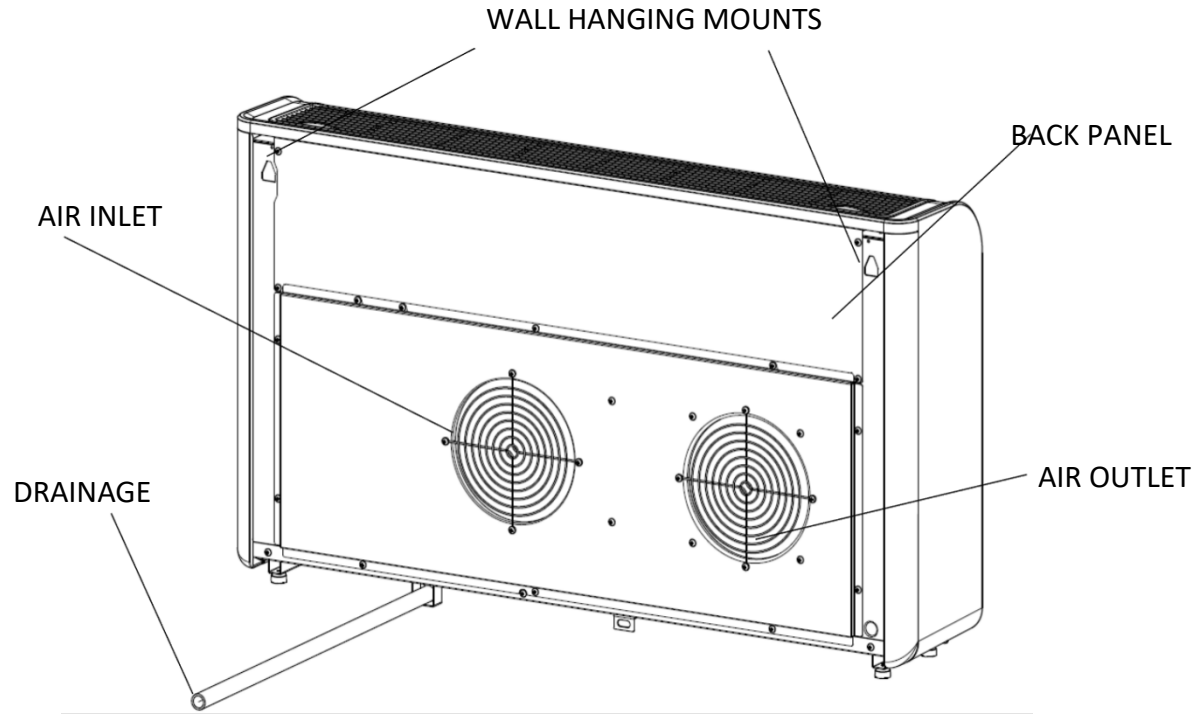
FRONT



After opening the filter, the PTC heater and evaporator assembly will be exposed. Do not touch these components, as they may cause cuts or burns.



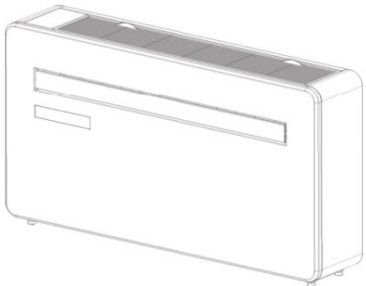
BACK



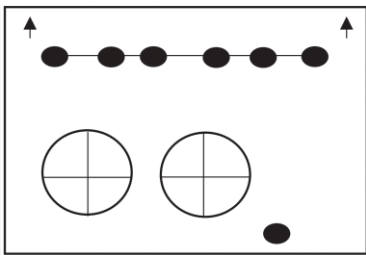
FEATURES

- Simple operation.
- Self-evaporative technology for improved energy efficiency.
- Sleek design that complements any home décor.
- Bright LED display showing temperature and operating mode.
- On/off timer for convenient scheduled operation.
- Wi-Fi app control for enhanced functionality and convenience.
- Three fan speed settings.
- Four operating modes: Cooling, Heating, Fan, and Dry.
- Quiet operation, ideal for a comfortable night's sleep.
- Wall-mounted design.
- Built-in refrigerant leak sensor for enhanced safety and real-time monitoring.

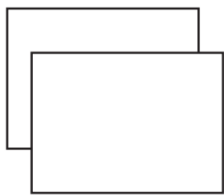
INCLUDED IN THE BOX



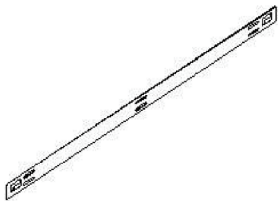
AIR CONDITIONER



WALL TEMPLATE



PLASTIC DUCTING SHEET (X2)



WALL BRACKET



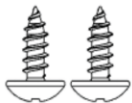
REMOTE CONTROL



VENT COVER ASSEMBLY (X2)
(CHAIN, INDOOR RING AND
OUTDOOR COVER)



FIXED PLATE



2x TAPPING
SCREWS

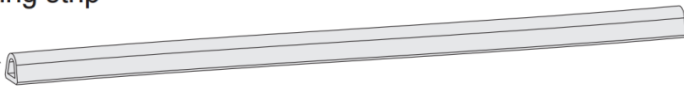


7x WALL PLUGS
(8×40mm)



7x SCREWS (5×60mm)

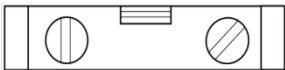
Sealing strip



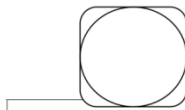
* DIAGRAMS FOR ILLUSTRATIVE PURPOSES ONLY

INSTALLATION

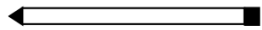
TOOLS REQUIRED



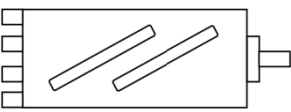
SPIRIT LEVEL



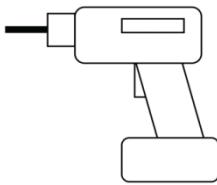
TAPE MEASURE



PENCIL



180mm CORE



DRILL

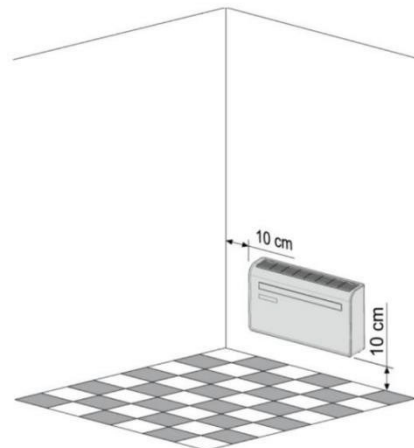


SHARP KNIFE

INSTALLATION

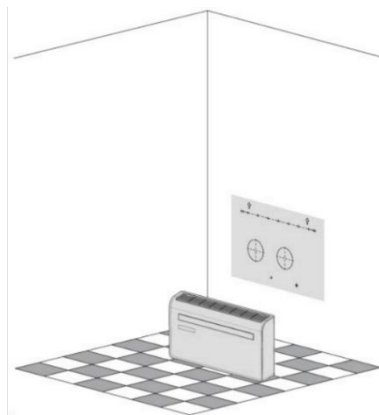
Before starting installation, ensure you have all necessary equipment and fully understand the installation process. If you are unsure about any aspect of the installation, seek professional advice.

The installer must verify that the chosen installation location is suitable and that the wall is free from concealed cables, pipes, or other obstructions that could create a hazard or prevent successful installation.



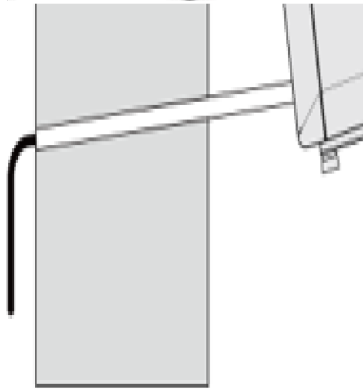
This unit must be installed on an external wall, as it vents directly through the rear of the appliance. Ensure the wall is flat, solid, and capable of supporting the unit securely.

Maintain a minimum clearance of 100mm on the left, right, and underside of the unit, and at least 200mm above it to ensure adequate airflow. The unit should also be positioned away from curtains, plants, taps, furniture, and other appliances.



Paste the supplied installation template onto the wall, ensuring the reference line is level using a spirit level.

Use a 180mm core drill to drill the two holes for the unit's ventilation, ensuring that both the holes are aligned with the template. Ensure that the holes are at a downward angle (min 5 degrees) and aligned with the template.



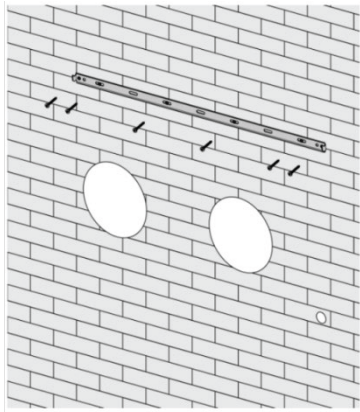
The hole for the drainage pipe must be drilled using a 25mm Drill bit. Ensure the hole is at a downward angle (min 5 degrees) so that the water will drain correctly.

Use the template to mark the position of the screws for the hanging rail, using a spirit level to ensure it is straight and level.

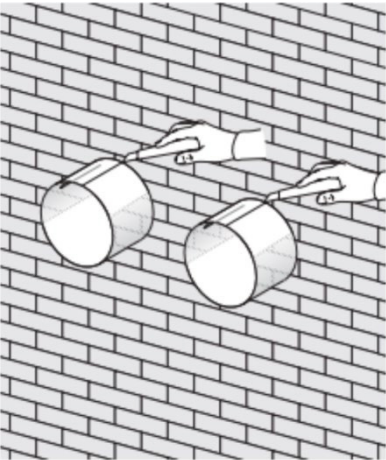
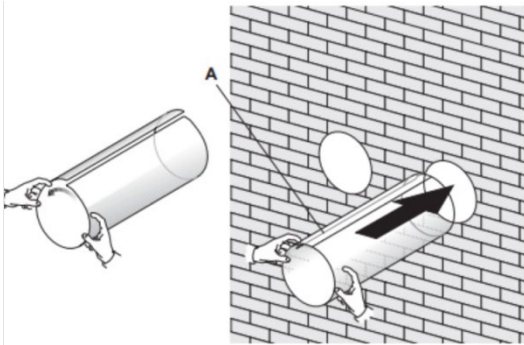
Drill the marked holes using a suitable 8mm drill bit and insert wall plugs. Line up the hanging rail with the holes and fix the rail into position using the supplied screws.

Ensure that the hanging rail is securely fastened onto the wall, and that there is no risk of the unit tipping or falling.

Note: The unit performs best when it is installed on a wall with a thickness not exceeding 240mm.

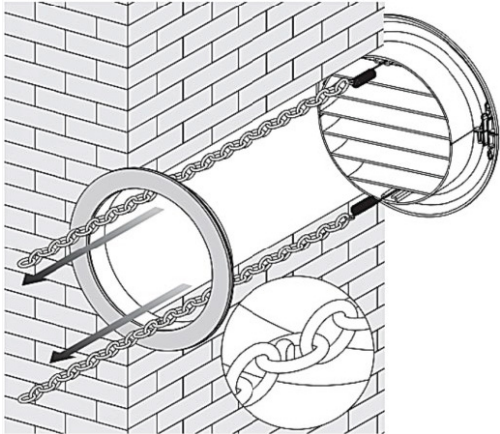
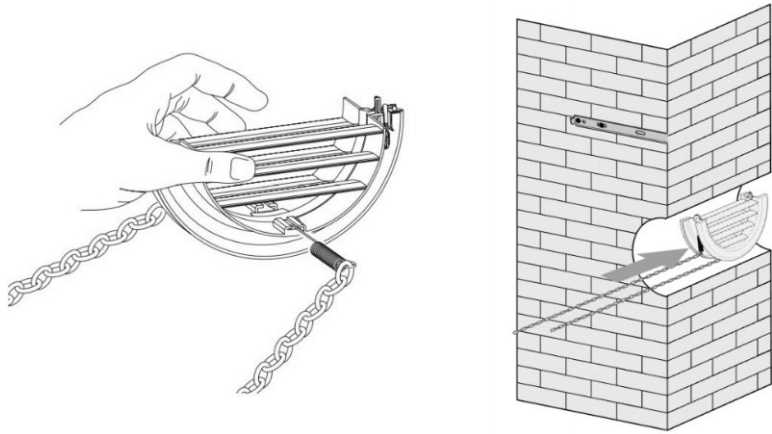


Roll the plastic vent sheets into a tube and feed them from the inside into the holes previously made. Ensure the tubes sit flush to the interior wall.



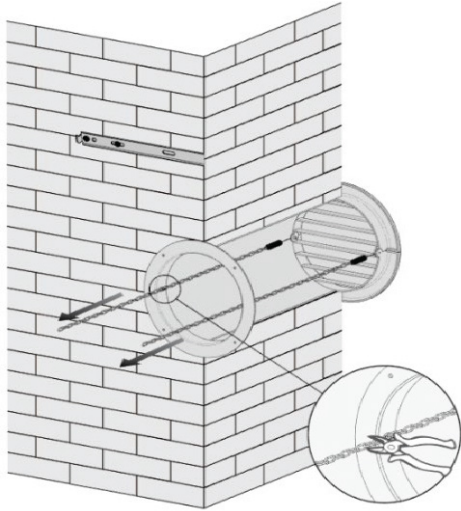
Where access permits trim off the excess vent tube from the external wall using a sharp knife, keeping the edge as neat as possible.

Insert the indoor fixing ring from the vent cover onto the indoor side of the air vent. Then fold the external vent cover in half. Attach the chains to each side of the vent cover, before sliding the cover outside through the vent hole.



Expand the external cover, before tightly fixing the chains by hooking onto the indoor fixing ring. This will hold the external cover firmly in position. Repeat for the second vent.

Once the chains are fitted and secure, any excess chain should be removed by cutting the chain.



Apply the supplied sealing strip around the entire perimeter of the rear panel. Trim any excess length if necessary.

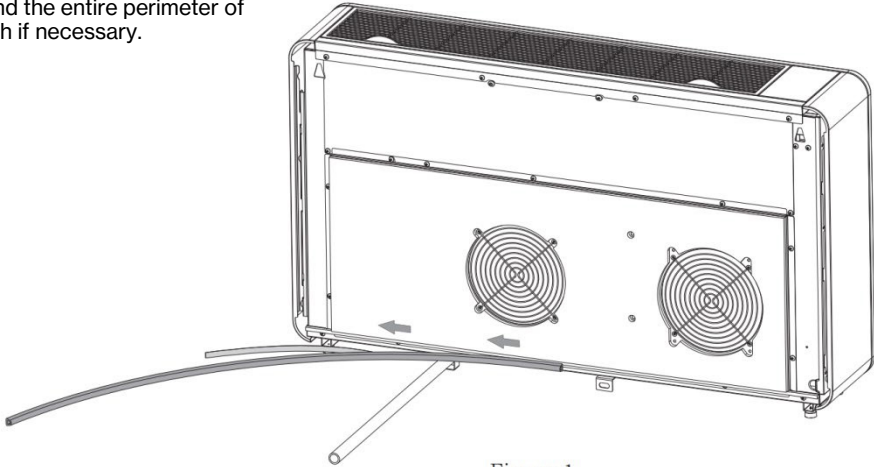


Figure 1

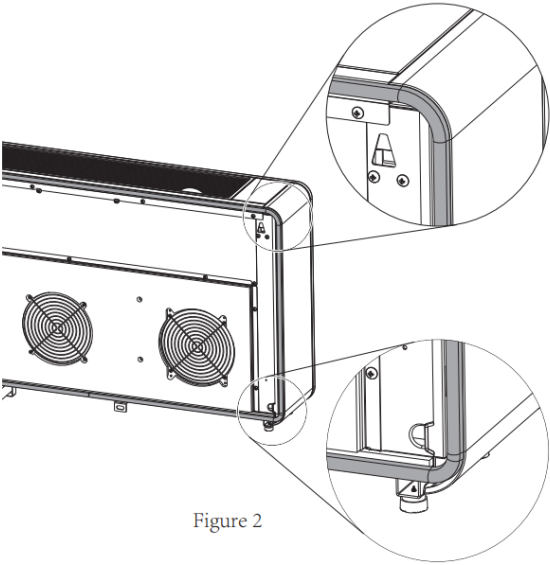
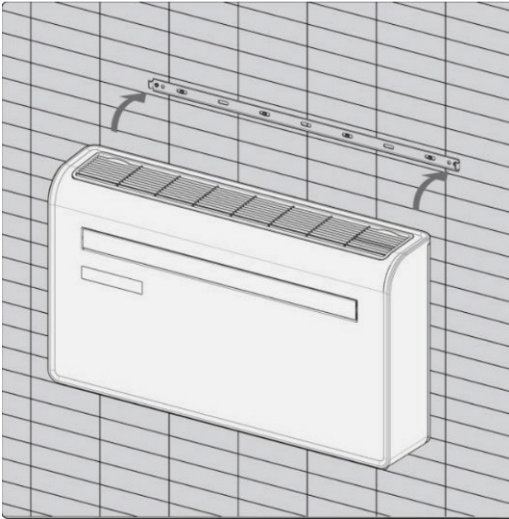


Figure 2

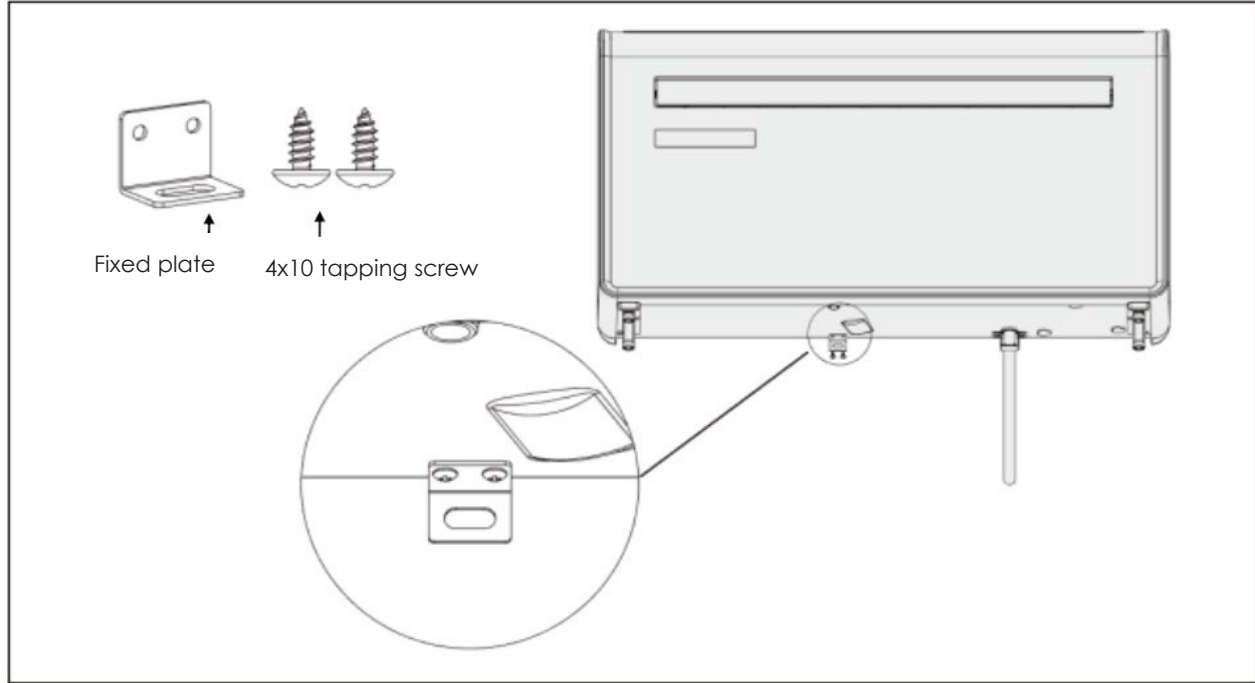
- Note:**
1. Apply the sealing strip along the edge of the unit as shown in Figure 1.
 2. Gradually remove the backing film from the sealing strip during application.
 3. Start applying the sealing strip from the bottom of the unit.
 4. Ensure the corners are fitted as shown in Figure 2.
 5. Incorrect installation of the sealing strip may result in increased operating noise.



Lift the unit onto the wall, align the mounting holes with the hooks on the mounting rail, and carefully lower the unit into position. At the same time, feed the drain hose through the drainage hole.

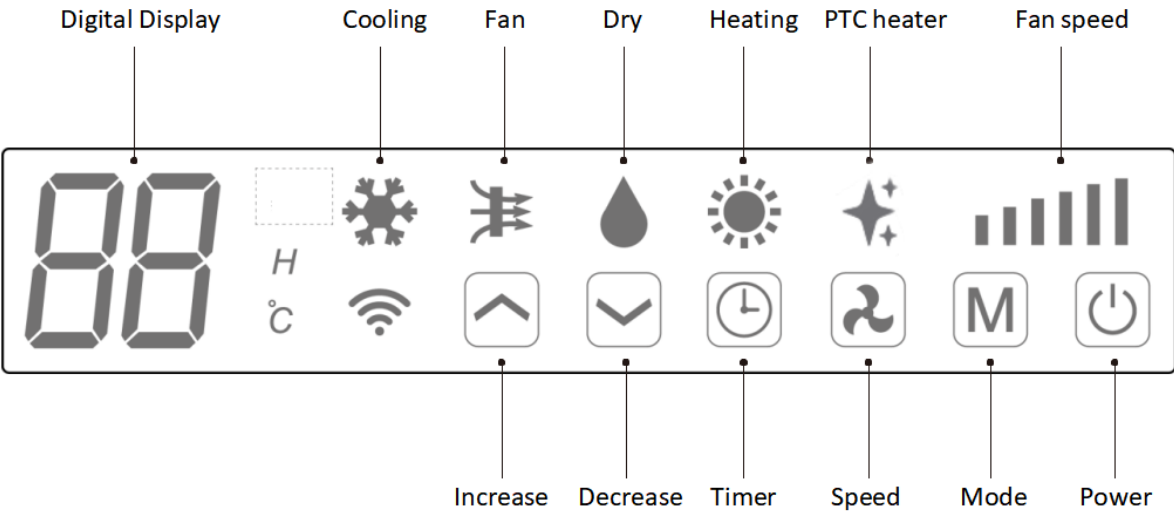
NOTE:

1. Ensure the rear of the unit is firmly against the wall to minimise vibration and operating noise.
2. The end of the external drain hose must discharge into a suitable drain or open area. Do not bend, crush, or obstruct the drain hose, as this may prevent proper drainage.
3. The rubber foot pads are provided only to protect the underside of the unit from damage before wall installation and are not required after the unit has been mounted.



OPERATION

CONTROL PANEL



REMOTE CONTROL

The air conditioner can be controlled with the remote control. Two AAA batteries are required.

Note: Further details of the functions can be found on the following page.

POWER	Press the POWER button to turn the machine on or off.	
MODE	Press the MODE button to switch between cooling, heating, fan and dry modes.	
FAN	Press the FAN button to change between high, medium and low fan speeds	
LED	Press the LED button to open or close the LED background light of unit, it can be a choice for sleep condition.	
	Press the UP button to increase the desired temperature or timer duration	
	Press the DOWN button to decrease the desired temperature or timer duration	
PTC	Press the PTC button to turn the PTC electric heater on or off. (only activated in heating mode)	
SILENT	Press to activate Silent Mode. In Silent Mode, operating noise is reduced, the fan runs at low speed, and the system operates at a lower frequency.	
SWING	Press to turn the louver swing function on and off (only activated by the remote control & APP)	
TIMER	Press the TIMER button to set the automatic switch on/off.	

FUNCTIONS

 POWER	Press “POWER” to turn the unit On or Off.	
 MODE	Press to change between the 4 different modes. The display will show the symbol for the mode currently selected.	
	 COOLING	The cooling function allows the air conditioner to cool the room and at the same time reduces air humidity. The desired temperature can be adjusted using the increase and decrease button between 16°C and 30°C. The fan speed can also be adjusted using the speed button.
	 DRY	Dry mode extracts moisture from the air, which is drained outside through the installed drain pipe. The fan speed cannot be adjusted in Dry mode.
	 FAN	In fan mode the appliance will recirculate the air within the room, and will not cool, heat or dehumidify. The fan speed can be adjusted using the Speed button, But the desired temperature can not be set.
	 HEATING	The heating function allows the air conditioner to heat the room. The desired temperature can be adjusted using the increase and decrease button between 16°C and 30°C. The fan speed can also be adjusted using the speed button.
 SL SILENT		Silent mode can be activated from APP or the remote control, It can also be activated by pressing "🕒"+"🏠" on unit control panel at the same time. It will only operate in cooling or heating modes, the fan speed will change to low and noise will be lower.
 FAN SPEED		Press to change the fan speed between Low, Medium and High. The fan speed cannot be adjusted in Dry or Silent modes.
 TIMER	The air conditioner contains a 24 hour timer, which can be used to either set a delayed start, or a set period of operation.	
	SHUTDOWN TIMER: While the unit is running press the timer button, the display will flash “0” 5 times. After the 5th flash, use the up and down buttons to adjust the duration in 1 hour increments between 1 to 24 hours. When the timer has elapsed, the unit will shutdown automatically.	
	DELAYED START TIMER: With the unit in standby, press the timer button, the display will flash “0” 5 times. After the 5th flash, use the up and down buttons to adjust the duration in 1 hour increments between 1 to 24 hours. After the timer has elapsed, the unit will start up in the same mode with the same settings as when it was turned off.	
 INCREASE AND DECREASE	Used within cooling and heating modes to adjust the desired temperature 16-30°C. Also used while setting the timer to adjust the duration.	
SWING MODE	After the machine turns on, press the “SWING” button, louver will swing continuously up and down; by pressing the button again the movement will stop and the louver will remain in that position. Swing mode can only be adjusted from the remote, and will initially be turned on by default. the louver will close automatically once the unit is switched OFF.	

COMPRESSOR PROTECTION	There is a 3 minutes delay after power on. In order to protect the life of the compressor and electronic components please do not switch on the unit for at least 5 minutes after you turned the unit off.
PTC electric heating function 	The unit is equipped with an additional 1000 W PTC electric heater. During cold weather or when additional heating is required, press the PTC button on the remote control to activate the electric heating function and increase the heating output. PTC turn on - Only in the heating mode, press the PTC button on the remote control to send the turn-on command to the unit. At this time, the lights on the remote control and the unit display . - After the unit receives the remote control command, the system will carry out self-testing, PTC will work when the following points are satisfied at the same time. Otherwise, the PTC will not work.: - Unit is in heating mode. $T_w < 25^{\circ}\text{C}$ (outdoor temperature keeps lower than 25°C for 10 seconds). $T_s - T_r \geq 5^{\circ}\text{C}$ (The Set temperature is more than 5 degrees higher than the Room temperature). - Room temperature $T_r \leq 18^{\circ}\text{C}$. - Coil Temperature of evaporator $T_e \leq 48^{\circ}\text{C}$. - The compressor has been running for 3minutes. - Above data is collected from 20 seconds of running time. - The PTC heater will stop working when system self- testing detects one of the following points: - Outdoor temperature is higher than 28°C for 10 seconds - The room temperature is greater than the setpoint; - Room temperature $T_r \geq 23^{\circ}\text{C}$. - The compressor has stopped working. - The ventilation stops or the fan is faulty. - The 4-way valve gets disconnected. - Coil Temperature of evaporator $T_e \geq 54^{\circ}\text{C}$ (or sensor error) - The unit is not operating in heating mode. - Unit is in defrost function. PTC turn off Press the PTC button again or change to other mode to turn off PTC function, the  lights on remote control and the unit display will be off at the same time. NOTE: - The unit will work without PTC function as a default until the “PTC” button on remote control is pressed. - If unit is turned off, the PTC setting will be cleared and will need to be set again.

WIFI SETUP AND SMART FEATURES

WIFI SETUP

- Ensure your router provides a standard 2.4GHz connection.
- If your router is dual band ensure that both networks have different network names (SSID). The provider of your router / Internet service provider will be able to provide advice specific to your router.
- Place the router as close as possible to the air conditioner during setup.
- Once the app has been installed on your phone, turn off the data connection, and ensure your phone is connected to your router via Wi-Fi.

DOWNLOAD THE APP TO YOUR PHONE

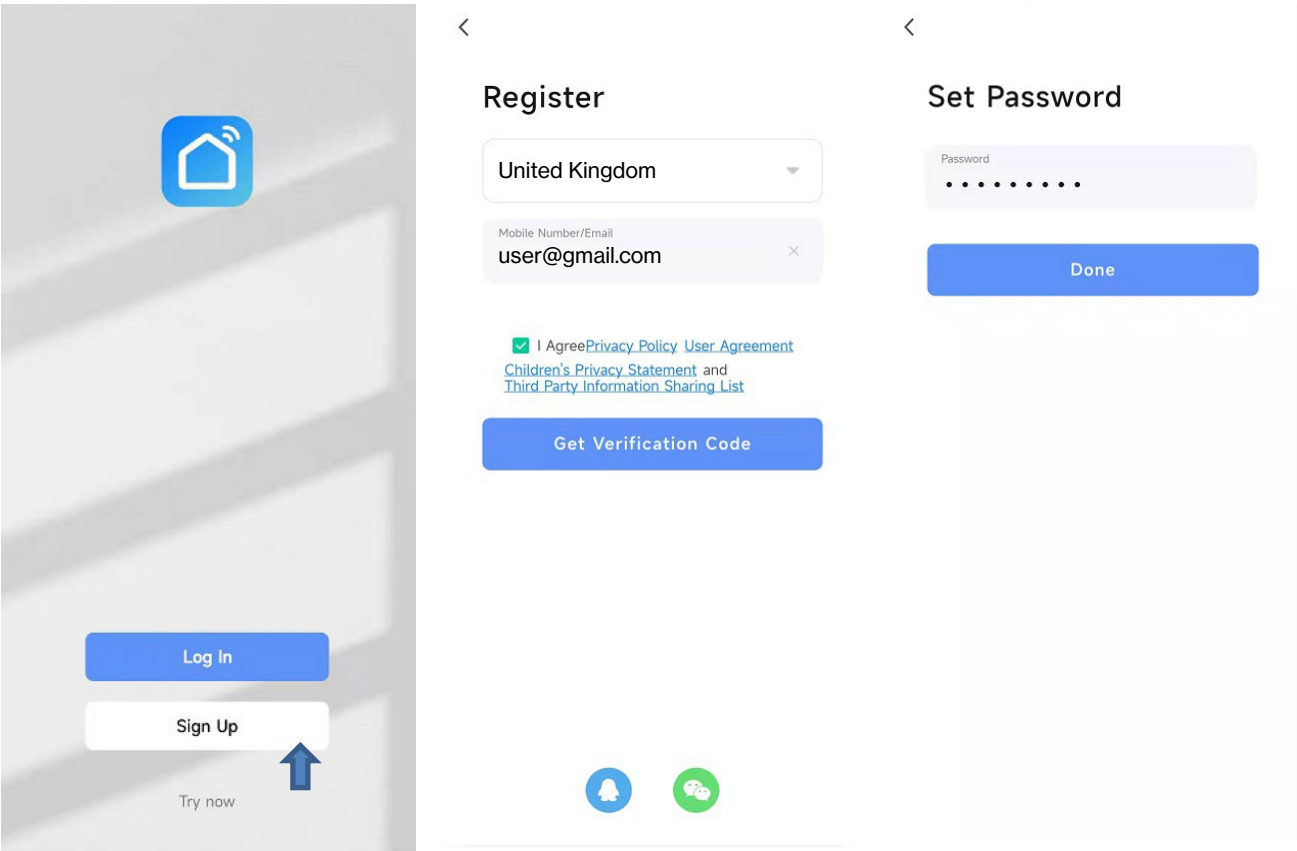
Download the “SMART LIFE” app, from your chosen app store, using the QR codes below, or by searching for the app in your chosen store.



REGISTER THE APP

If you don't have an App account, register an account or sign in with verification code by SMS. This page describes the registration process.

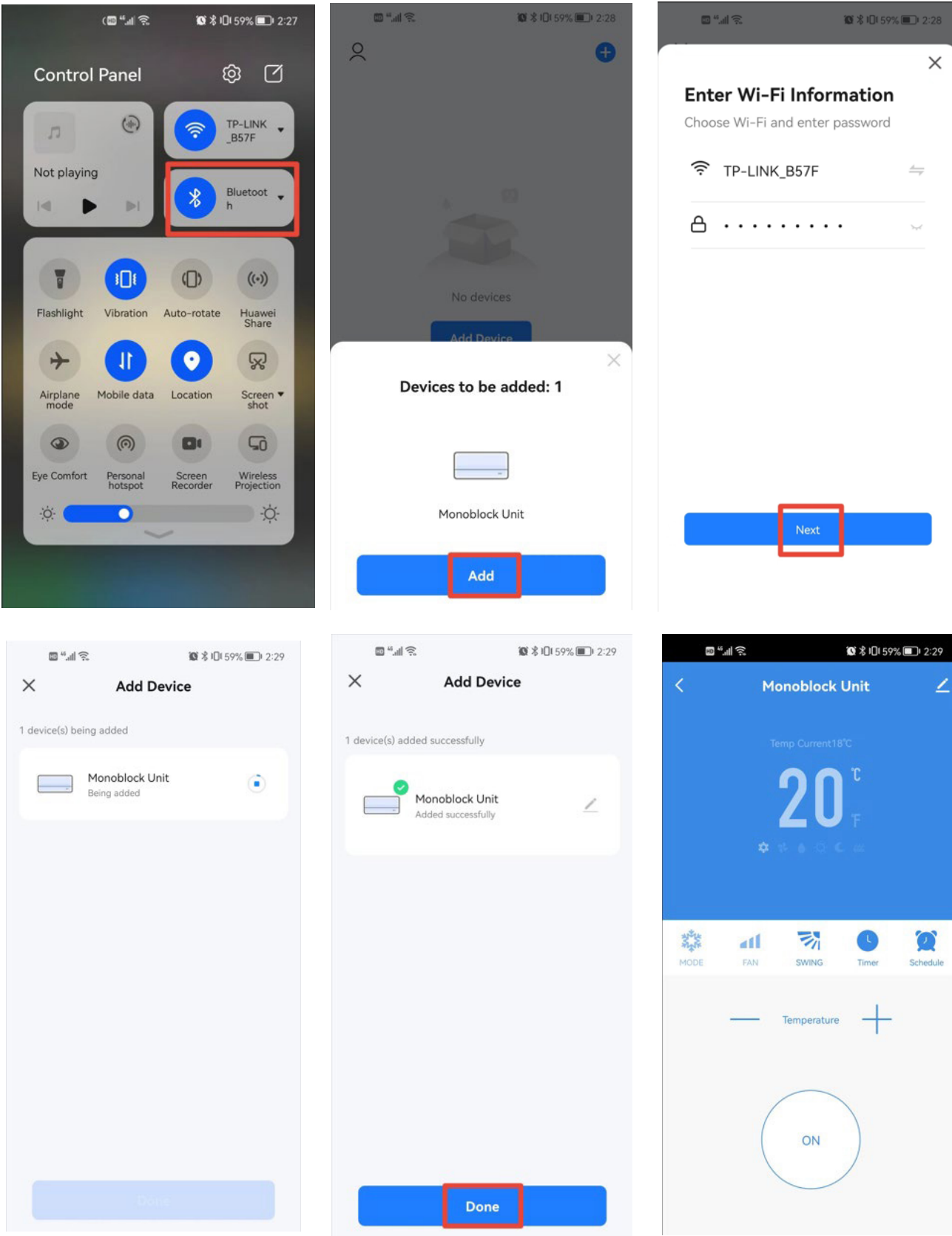
1. Press on the “Sign Up” button at the bottom of the screen, as shown in the picture 1.
2. The system automatically recognizes your country/ area. You can also select your country code manually. Enter your mobile phone number/ email address and tap “Get verification code”, as shown in the picture 2.
3. If you choose the mobile number option, then enter the verification code in the message sent to you by SMS. Set a password as prompted and press “Done” to finish your registration. as shown in the picture 3.



CONNECTING USING BLUETOOTH & WIFI

Before initiating the connection, make sure the unit is in standby mode and the phone connected to the WiFi network.

1. Press the “Fan” button for 3 seconds, you will hear prompt tone and the WiFi indicator will flash.
2. Open the Bluetooth of your phone.
3. When the device is powered on and to be connected, the connected Bluetooth device will pop up automatically after opening the App for a moment. Click “Add” button for connection.
4. Enter the Wi-Fi information interface, enter the password and click “Next” to continue the operation.
5. Enter the device connection interface after the progress bar is finished and the device is successfully connected.



*Due to continuous development of the app, the layout and available features may be subject to change.

TROUBLESHOOTING

Servicing and maintenance should only be carried out by a qualified engineer. Only use the unit as directed in this user manual and only perform operations advised here.

Problem	Reasons	Solutions
The air conditioner does not work	There is no electricity.	Check the unit is plugged in, and the socket is working normally.
	The ambient temperature is too low or too high.	Only use the unit with a room temperature between 5 and 35°C.
	In cooling mode, the room temperature is lower than the desired temperature; in heating mode, the room temperature is higher than the desired temperature.	Adjust the desired room temperature.
	In dehumidification (dry) mode, the ambient temperature is low.	Ensure that the room temperature is above 17°C for dry mode.
	There is direct sunlight.	Use curtains to reduce heat from the sun.
The cooling or heating effect is poor	Doors or windows are open; there are a lot of people; or in cooling mode, there are other sources of heat (e.g. fridges)	Close doors and windows; increase air conditioning power
	The filter screen is dirty.	Clean or replace the filter screen.
	The air inlet or outlet is blocked.	Clear obstructions; make sure the unit is installed as per the instructions
The air conditioner is leaking	The unit is not straight	Use a spirit level to check the unit is horizontal, if not remove from the wall and straighten it.
	The drain pipe is blocked	Check the drain pipe to ensure it is not blocked or constricted.
Compressor does not work.	Overheat protection is active	Wait for 3 minutes until the temperature is lowered, and then restart the machine.
The remote control does not work.	The remote control is not aligned with the direction of the remote-control receiver.	Let the remote control get close to the air conditioner, and make sure that the remote control directly faces to the direction of the remotecontrol receiver.
	Batteries are depleted	Replace batteries.

ERROR CODES

Fault Code	Fault Description	Fault Code	Fault Description
F1	Compressor IPM error	P8	Zero-crossing fault detection
F2	PFC/IPM error	PA	Return air sensor temperature abnormal protection
F3	Compressor start error	PC	Coil tube overload protection(outdoor)
F4	Compressor running out of step	PE	Abnormal refrigerant circulation
F5	Location detection loop failure	PH	Exhaust temperature protection
F6	PCB communication error	E0	Sensor on suction pipe error
F7	Coil sensor error (outdoor)	E1	Temperature sensor error
F8	Sensor on suction pipe error	E2	Sensor error on indoor coil tube

Fault Code	Fault Description	Fault Code	Fault Description
FA	Phase current over current protection	E3	DC fan Feedback failure
FE	EE error (outdoor)	E4	Communication error
FL	Water-full protection	E5	Water-splash motor error
P1	Over-heat protection on top of compressor	E6	Temperature sensor error(outdoor)
P2	Dc bus voltage under voltage protection	E7	Fan motor error(outdoor)
P3	AC Input voltage protection	E8	Fan feedback fault
P4	AC over-current protection	EE	EE error
P5	AC under voltage protection	EA	Reversing fault of four-way valve
P6	Coil tube overload protection	Eb	Fluoride deficiency protection
P7	Defrost protection on coil tube	EH	Refrigerant leak alarm



WARNING

If the unit displays error code "EH", follow the instructions below immediately:

I. Emergency Action

- Immediately disconnect the unit from the power supply. Do not rely solely on the remote control to switch the unit off. Isolate the power using the circuit breaker or unplug the unit.
- Do not operate nearby electrical equipment or use open flames or any source of sparks.
- Open doors and windows immediately to ensure adequate ventilation. If available, activate any mechanical ventilation or exhaust system.

II. Personal Safety

- Evacuate all personnel from the affected area, particularly enclosed spaces.
- If a significant refrigerant leak is suspected, only suitably trained personnel wearing appropriate PPE, including safety goggles and insulated protective gloves, should approach the unit.
- Avoid contact with leaking refrigerant, as it may cause frostbite and other injuries.

III. Further Action

- Do not restart or operate the unit until the fault has been fully investigated and rectified.
- Contact a qualified refrigeration service technician as soon as possible to inspect the unit, locate any leaks, recover refrigerant, and carry out any necessary repairs or component replacements.
- Do not attempt to dismantle or repair the refrigeration system yourself.
- If the alarm is caused by a faulty sensor, it must be calibrated or replaced with an approved replacement part.

CLEANING

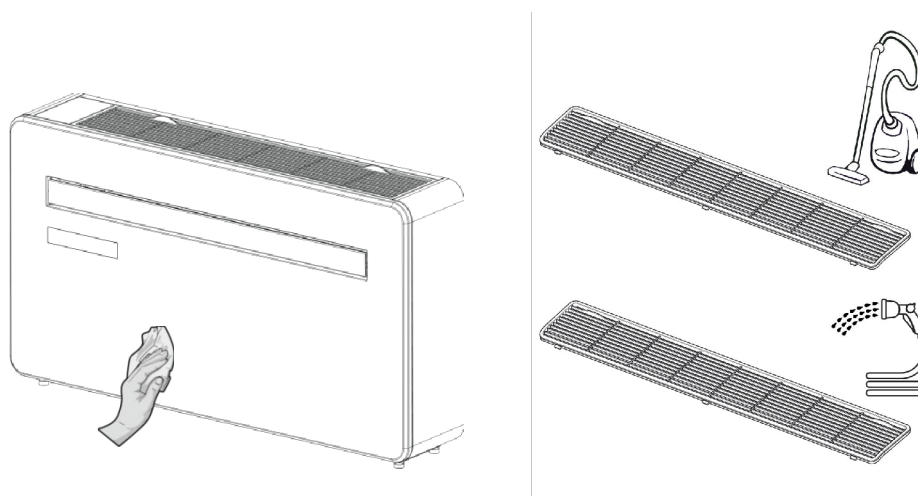
Keep the filters clean. Under normal operating conditions, the filters should be cleaned approximately every three weeks. More frequent cleaning may be required in areas with high levels of dust or poor air quality.

Cleaning Instructions:

1. Remove the filter from the unit.
2. Clean the filter to remove dust and debris.
3. Allow the filter to dry completely before reinstalling it.

Precautions:

1. Always switch off the unit and disconnect it from the power supply before cleaning.
2. If internal cleaning of the unit is required, contact a qualified service technician.
3. Clean the exterior surfaces using a soft, damp cloth or a mild neutral detergent.
4. Do not use benzene, petrol, alcohol, or other chemical solvents, as these may damage the unit.



Lift the lugs with both hands to remove the filter



EZCOOL-X
AIR CONDITIONING