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# Napoleon NCASSETTE18 Owner's Manual

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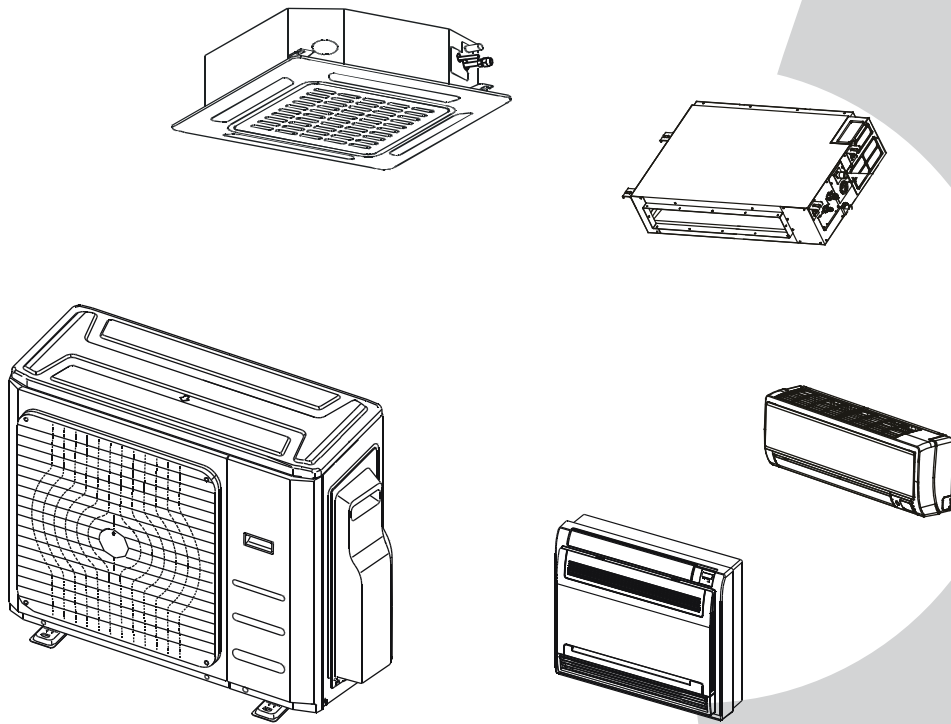
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INVERTER ONE-TWO/ONE-THREE /ONE-FOUR/ONE-FIVE SPLIT-TYPE AIR CONDITIONER

# Owner's Manual



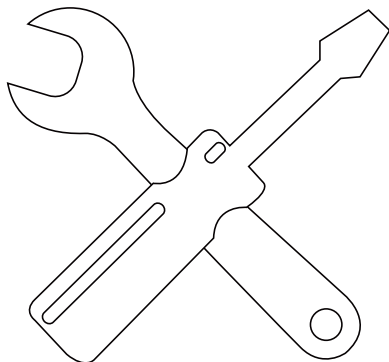
## IMPORTANT NOTE:

- Read this manual carefully before installing or operating your new air conditioning unit. Make sure to save this manual for future reference.
- This manual is only describes the outdoor unit of user's. When using the indoor unit, refer to the user's manual of indoor unit.

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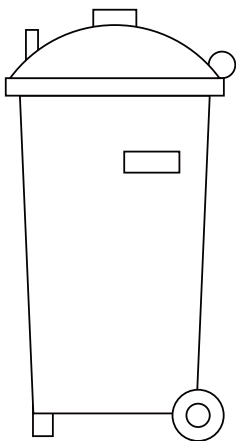
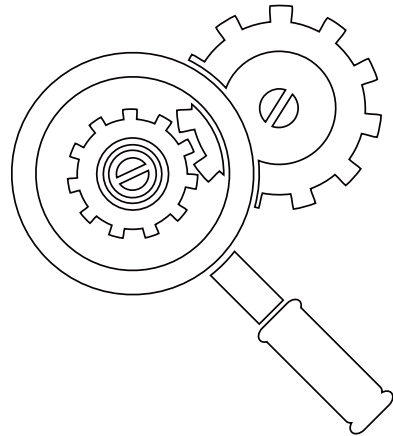
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# Safety Precautions

# 1

Thank you for purchasing this air conditioner. This manual will provide you with information on how to operate, maintain, and troubleshoot your air conditioner. Following the instructions will ensure the proper function and extended lifespan of your unit.

Please pay attention to the following signs:



**WARNING**

Failure to observe a warning may result in death. The appliance must be installed in accordance with national regulations.



**CAUTION**

Failure to observe a caution may result in injury or equipment damage.

## WARNING

- Ask an authorized dealer to install this air conditioner. Inappropriate installation may cause water leakage, electric shock, or fire.
- The warranty will be voided if the unit is not installed by professionals.
- If abnormal situation arises (like burning smell), turn off the power supply and call your dealer for instructions to avoid electric shock, fire or injury.
- DO NOT let the indoor unit or the remote control get wet. It may cause electric shock or fire.
- DO NOT insert fingers, rods or other objects into the air inlet or outlet. This may cause injury, since the fan may be rotating at high speeds.
- DO NOT use a flammable spray such as hair spray, lacquer or paint near the unit. This may cause fire or combustion.

## CAUTION

- DO NOT touch the air outlet while the swing flap is in motion. Fingers might get caught or the unit may break down.
- DO NOT inspect the unit by yourself. Ask an authorized dealer to perform the inspection.
- To prevent product deterioration, do not use the air conditioner for preservation purposes (storage of food, plants, animals, works of art, etc.).
- DO NOT operate the air conditioner with wet hands. It may cause electric shock.
- DO NOT touch the evaporator coils inside the indoor unit. The evaporator coils are sharp and may cause injury.

- DO NOT place items that might be affected by moisture damage under the indoor unit. Condensation can occur at a relative humidity of 80%.
- DO NOT expose heat-producing appliances to cold air or place them under the indoor unit. This may cause incomplete combustion or deformation of the unit due to the heat.
- After long periods of usage, check the indoor unit to see if anything is damaged. If the indoor unit is damaged, it may fall and cause injury.
- If the air conditioner is used together with other heating devices, thoroughly ventilate the room to avoid oxygen deficiency.
- DO NOT climb onto or place objects on top of the outdoor unit.
- DO NOT operate the air conditioner when using fumigant insecticides. The chemicals may become layered with the unit and endanger those who are hypersensitive to chemicals.
- DO NOT let children play with the air conditioner.
- The air conditioner can be used by children aged 8 years and older and people with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, if they have been given instruction on how to properly and safely operate the system.
- DO NOT operate the air conditioner in a wet room (e.g. bathroom or laundry room). This can cause electrical shock and cause the product to deteriorate.

# Unit Parts And Major Functions

## Unit Parts

### Wall-mounted type

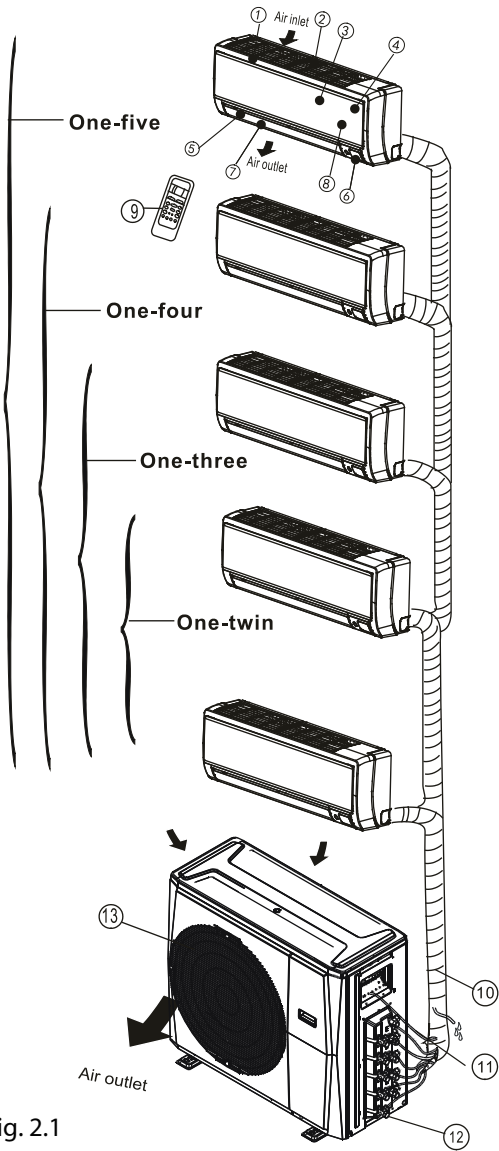


Fig. 2.1

#### Indoor unit

1. Panel frame
2. Rear air intake grille
3. Front panel
4. Air Purifying filter & Air filter(behind)
5. Horizontal louver
6. LCD display window
7. Vertical louver
8. Manual control button(behind)
9. Remote controller holder

#### Outdoor unit

10. Drain hose, refrigerant connecting pipe
11. Connective cable
12. Stop valve
13. Fan hood

### Duct / Ceiling type

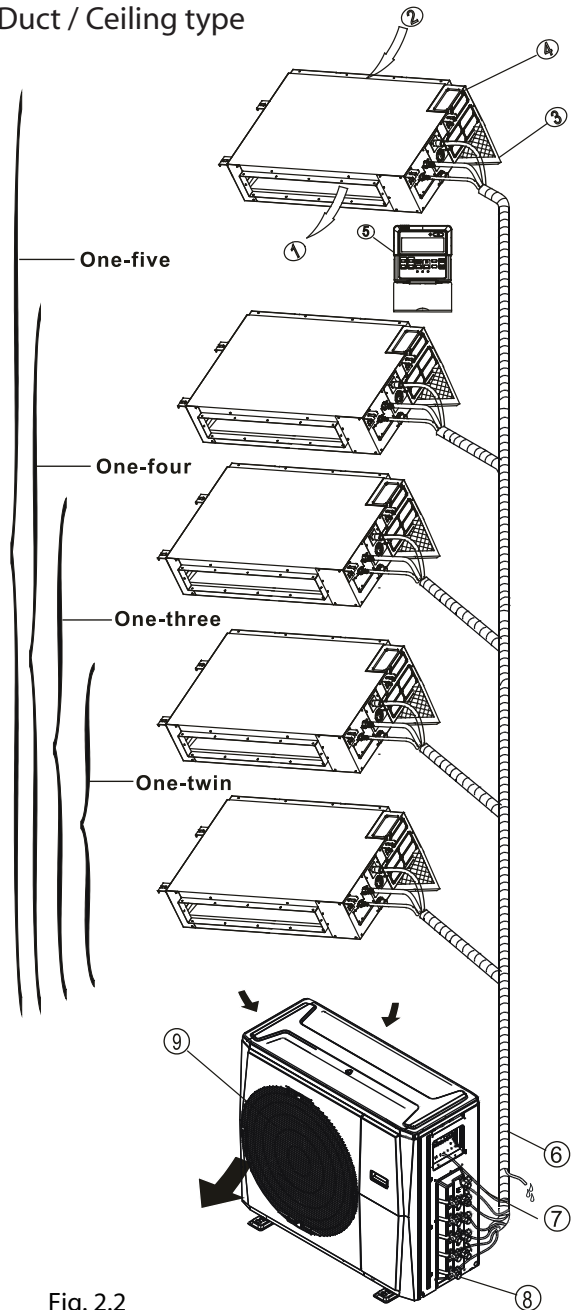


Fig. 2.2

#### Indoor unit

1. Air outlet
2. Air inlet
3. Air filter
4. Electric control cabinet
5. Wire controller

#### Outdoor unit

6. Drain hose, refrigerant connecting pipe
7. Connective cable
8. Stop valve
9. Fan hood

### Floor and standing type(console)

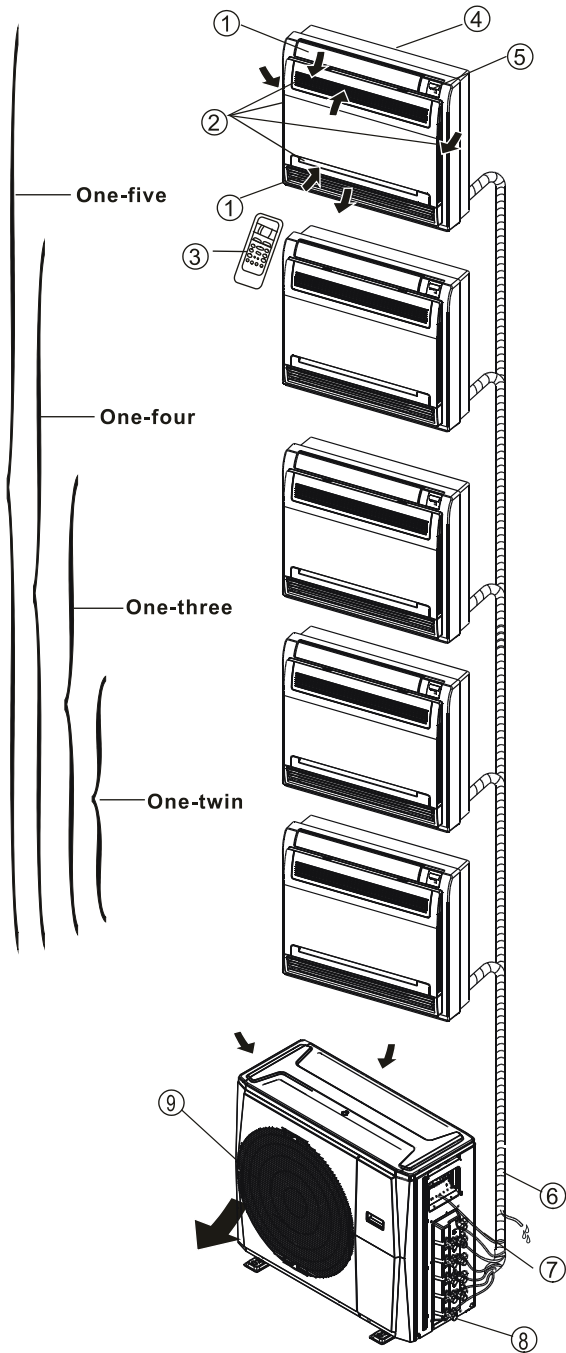


Fig. 2.3

#### Indoor unit

1. Air flow louver (at air outlet)
2. Air inlet(with air filter in it)
3. Remote controller
4. Installation part
5. Display panel

#### Outdoor unit

6. Drain hose, refrigerant connecting pipe
7. Connective cable
8. Stop valve
9. Fan hood

### Compact four-way cassette type

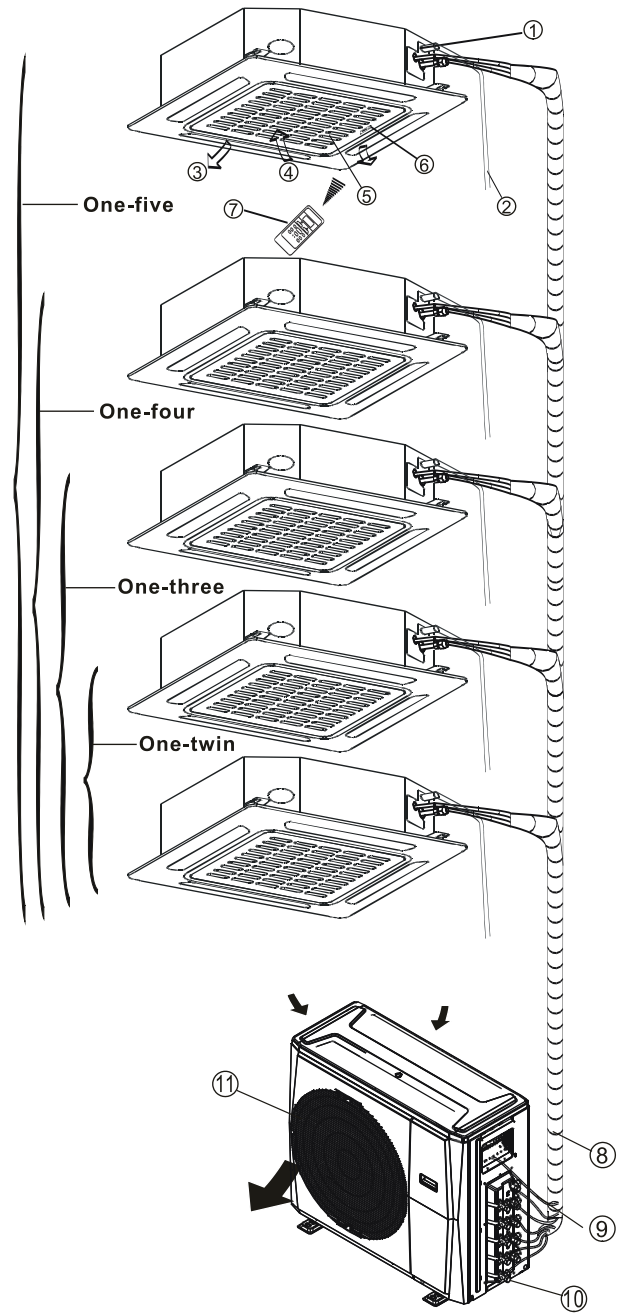


Fig. 2.4

#### Indoor unit

1. Drain pump(drain water from indoor unit)
2. Drain hose
3. Air outlet
4. Air inlet
5. Air-in grill
6. Display panel
7. Remote controller

#### Outdoor unit

8. refrigerant connecting pipe
9. Connective cable
10. Stop valve
11. Fan hood

**NOTE:** For multi-split type air conditioner, one outdoor unit can match different types of indoor units. So all the pictures in this manual are for explanation purpose only. Your air conditioner may be slightly different. The actual shape shall prevail.

The following pages introduce several kinds of indoor units matching with the outdoor units.

## Operating Conditions

Use the system in the following temperature for safe and effective operation. If the air conditioner is used outside of the following conditions, it may malfunction or be less efficient.

|                     | COOL Mode                                                     | HEAT mode            | DRY mode             |
|---------------------|---------------------------------------------------------------|----------------------|----------------------|
| Indoor Temperature  | 17-32°C<br>(62-90°F)                                          | 0-30°C<br>(32-86°F)  | 17-32°C<br>(62-90°F) |
| Outdoor Temperature | 0-50°C<br>(32-122°F)                                          | -15-24°C<br>(5-76°F) | 0-50°C<br>(32-122°F) |
|                     | -15-50°C<br>(5-122°F)<br><br>(low temperature cooling models) |                      |                      |

## Features

### Protection of the air conditioner

#### Compressor protection

- The compressor can't restart for 3 minutes after it stops.

#### Anti-cold air (Cooling and heating models only)

- The unit is designed not to blow cold air on HEAT mode, when the indoor heat exchanger is in one of the following three situations and the set temperature has not been reached.

A) When heating has just starting.

B) Defrosting.

C) Low temperature heating.

- The indoor or outdoor fan stop running when defrosting (Cooling and heating models only).

#### Defrosting (Cooling and heating models only)

- Frost may be generated on the outdoor unit during heat cycle when outdoor temperature is low and humidity is high resulting in lower heating efficiency of the air conditioner.
- During this condition air conditioner will stop heating operation and start defrosting automatically.
- The time to defrost may vary from 4 to 10 minutes according to the outdoor temperature and the amount of frost buildup on the outdoor unit.

#### Auto-Restart (some models)

In case of power failure, the system will immediately stop. When power returns, the Operation light on the indoor unit will flash. To restart the unit, press the ON/OFF button on the remote control. If the system has an auto restart function, the unit will restart using the same settings.

### A white mist coming out from the indoor unit

- A white mist may generate due to a large temperature difference between air inlet and air outlet on COOL mode in an indoor environment that has a high relative humidity.
- A white mist may generate due to moisture generated from defrosting process when the air conditioner restarts in HEAT mode operation after defrosting.

### Low noise of the air conditioner

- You may hear a low hissing sound when the compressor is running or has just stopped running. This sound is the sound of the refrigerant flowing or coming to a stop.
- You can also hear a low "squeak" sound when the compressor is running or has just stopped running. This is caused by heat expansion and cold contraction of the plastic parts in the unit when the temperature is changing.
- A noise may be heard due to louver restoring to its original position when power is first turned on.

### Dust is blown out from the indoor unit.

This is a normal condition when the air conditioner has not been used for a long time or during first use of the unit.

### A peculiar smell comes out from the indoor unit.

This is caused by the indoor unit giving off smells permeated from building material, from furniture, or smoke.



The air conditioner turns to FAN only mode from COOL or HEAT (For cooling and heating models only) mode.

When indoor temperature reaches the temperature setting on air conditioner, the compressor will stop automatically, and the air conditioner turns to FAN only mode. The compressor will start again when the indoor temperature rises on COOL mode or falls on HEAT mode (For cooling and heating models only) to the set point.

Dripping water may generate on the surface of the indoor unit when cooling in a high relative humidity (relative humidity higher than 80%). Adjust the horizontal louver to the maximum air outlet position and select HIGH fan speed.

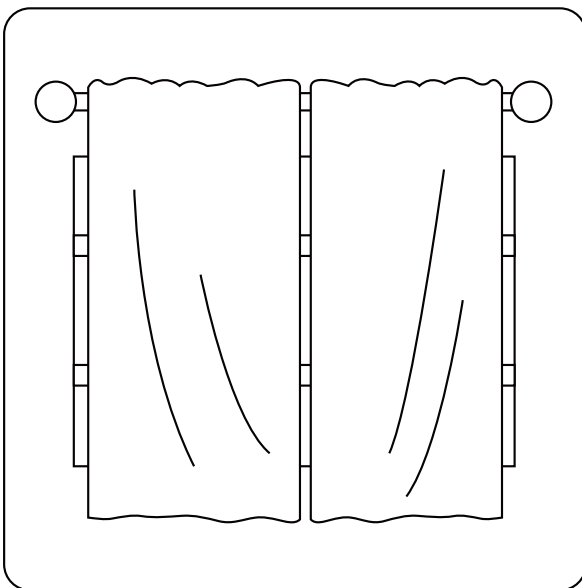
Heating mode (For cooling and heating models only)

The air conditioner draws in heat from the outdoor unit and releases it via the indoor unit during heating operation. When the outdoor temperature falls, heat drawn in by the air conditioner decreases accordingly. At the same time, heat loading of the air conditioner increases due to larger difference between indoor and outdoor temperature. If a comfortable temperature can't be achieved by the air conditioner, we suggest you use a supplementary heating device.

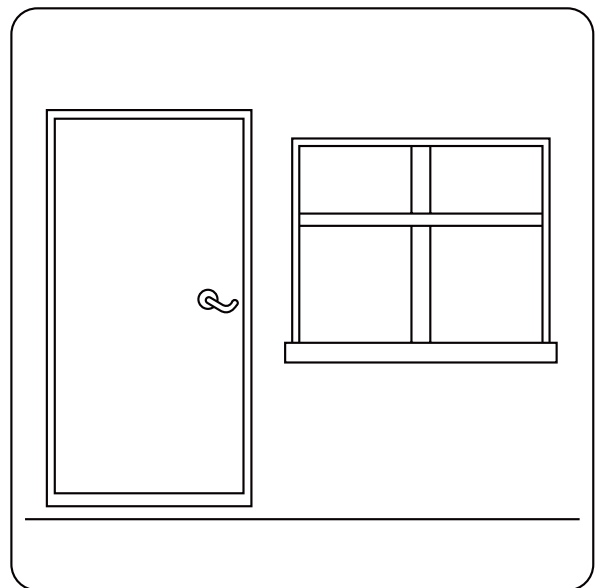
Lightning or a car wireless telephone operating nearby may cause the unit to malfunction. Disconnect the unit with power and then re-connect the unit with power again. Push the ON/OFF button on the remote controller to restart operation.

### Energy Saving Tips

- **DO NOT** set the unit to excessive temperature levels.
- While cooling, close the curtains to avoid direct sunlight.
- Doors and windows should be kept closed to keep cool or warm air in the room.
- **DO NOT** place objects near the air inlet and outlet of the unit. This will reduce the efficiency of the unit.
- Set a timer and use the built-in SLEEP/ECONOMY mode if applicable.
- If you don't plan to use the unit for a long time, remove the batteries from the remote control.
- Clean the air filter every two weeks. A dirty filter can reduce cooling or heating efficiency.
- Adjust louvers properly and avoid direct airflow.



Closing the curtains while heating also helps keep the heat in



Doors and windows should be kept closed

## Operation mode selection

While simultaneously operating two indoor units or more, make sure the operation modes will not conflict with each other. The heat mode claims precedence over all other modes. If the unit initially started operates under heat mode, the other units can operate under heat mode only. For example: If the unit initially started operates under cool (or fan) mode, the other units can operate under any mode except heat. If one of the unit selects heat mode, the other operating units will stop operation and display "--" (For the units with display window only) or the Auto and Operation indication light flash rapidly, the Defrost indication light turn off, the Timer indication light remain on (For the units without display window), or the Defrost and Alarm indication light (if applicable) illuminate, the Operation indication light flashes rapidly and the Timer indication light turns off ( For the Floor and standing type).

## Optimal operation

To achieve optimal performance, please note the following:

- Adjust the air flow direction correctly so that it is not directed on people.
- Adjust the temperature to achieve the highest comfort level. Do not adjust the unit to excessive temperature levels.
- Close doors and windows on COOL or HEAT modes, or performance may be reduced.
- Use TIMER ON button on the remote controller to select a time you want to start your air conditioner.
- Do not put any object near air inlet or air outlet, as the efficiency of the air conditioner may be reduced and the air conditioner may stop running.
- Clean the air filter periodically, otherwise cooling or heating performance may be reduced.
- Do not operate unit with horizontal louvre in closed position.

Suggestion: For the unit adopts an Electric Heater, when the outside ambient temperature is below 0°C(32°F), we strongly recommend you to keep the machine plugged in order to guarantee it running smoothly.

## Maintenance

If you plan to idle the unit for a long time, perform the following:

1. Clean the indoor unit and air filter.
2. Select FAN only mode, let the indoor fan run for a while to dry the inside of the unit.
3. Disconnect the power supply and remove battery from the remote control.
4. Check components of the outdoor unit periodically. Contact a local dealer or a customer service centre if the unit requires servicing.

NOTE: Before you clean the air conditioner, be sure to switch the unit off and disconnect the power supply plug.

## When the air conditioner is to be used again:

- Use a dry cloth to wipe off the dust accumulated on rear air intake grille, in order to avoid the dust blowing out from the indoor unit.
- Check that the wiring is not broken off or disconnected.
- Check that the air filter is installed.
- Check if the air outlet or inlet is blocked after the air conditioner has not been used for a long time.

## ! CAUTIONS

If one of the following conditions occurs, switch off the power supply immediately and contact your dealer for further assistance.

- The operation light continues to flash rapidly after the unit has been restarted.
- The remote control buttons do not work.
- The unit continually trips fuses or circuit breakers.
- A foreign object or water enters the air conditioner.
- Other abnormal situations.

## Common Problems

The following symptoms are not a malfunction and in most situations will not require repairs.

| Problem                                           | Possible Causes                                                                                                                                                                                                          |
|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Unit does not turn on when pressing ON/OFF button | The unit has a 3-minute protection feature that prevents the unit from overloading. The unit cannot be restarted within three minutes of being turned off.                                                               |
|                                                   | Cooling and Heating Models: If the Operation light and PRE-DEF (Pre-heating/Defrost) indicators are lit up, the outdoor temperature is too cold and the unit's anti-cold wind is activated in order to defrost the unit. |
|                                                   | In Cooling-only Models: If the "Fan Only" indicator is lit up, the outdoor temperature is too cold and the unit's anti-freeze protection is activated in order to defrost the unit.                                      |
| The unit changes from COOL mode to FAN mode       | The unit changes its setting to prevent frost from forming on the unit. Once the temperature increases, the unit will start operating again.                                                                             |
|                                                   | The set temperature has been reached, at which point the unit turns off the compressor. The unit will resume operating when the temperature fluctuates again.                                                            |
| The indoor unit emits white mist                  | In humid regions, a large temperature difference between the room's air and the conditioned air can cause white mist.                                                                                                    |
| Both the indoor and outdoor units emit white mist | When the unit restarts in HEAT mode after defrosting, white mist may be emitted due to moisture generated from the defrosting process.                                                                                   |
| The indoor unit makes noises                      | A squeaking sound is heard when the system is OFF or in COOL mode. The noise is also heard when the drain pump (optional) is in operation.                                                                               |
|                                                   | A squeaking sound may occur after running the unit in HEAT mode due to expansion and contraction of the unit's plastic parts.                                                                                            |
| Both the indoor unit and outdoor unit make noises | A low hissing sound may occur during operation. This is normal and is caused by refrigerant gas flowing through both the indoor and outdoor units.                                                                       |
|                                                   | A low hissing sound may be heard when the system starts, has just stopped running or is defrosting. This noise is normal and is caused by the refrigerant gas stopping or changing direction.                            |
| The outdoor unit makes noises                     | The unit will make different sounds based on its current operating mode.                                                                                                                                                 |

| Problem                                                | Possible Causes                                                                                                                                                                                  |
|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Dust is emitted from either the indoor or outdoor unit | The unit may accumulate dust during extended periods of non-use, which will be emitted when the unit is turned on. This can be mitigated by covering the unit during long periods of inactivity. |
| The unit emits a bad odor                              | The unit may absorb odors from the environment (such as furniture, cooking, cigarettes, etc.) which will be emitted during operations.                                                           |
|                                                        | The unit's filters have become moldy and should be cleaned.                                                                                                                                      |
| The fan of the outdoor unit does not operate           | During operation, the fan speed is controlled to optimize product operation.                                                                                                                     |

## Troubleshooting Tips

When troubles occur, please check the following points before contacting a repair company.

| Problem                              | Possible Causes                                                                   | Solution                                                                             |
|--------------------------------------|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| The unit is not working              | Power failure                                                                     | Wait for the power to be restored                                                    |
|                                      | The power switch is off                                                           | Turn on the power                                                                    |
|                                      | The fuse is burned out                                                            | Replace the fuse                                                                     |
|                                      | Remote control batteries are dead                                                 | Replace the remote control batteries                                                 |
|                                      | The unit's 3-minute protection has been activated                                 | Wait three minutes after restarting the unit                                         |
| Poor cooling performance             | Temperature setting may be higher than the ambient room temperature               | Lower the temperature setting                                                        |
|                                      | The heat exchanger on the indoor or outdoor unit is dirty                         | Clean the affected heat exchanger                                                    |
|                                      | The air filter is dirty                                                           | Remove the filter and clean it according to instructions                             |
|                                      | The air inlet or outlet of either unit is blocked                                 | Turn the unit off, remove the obstruction and turn it back on                        |
|                                      | Doors and windows are open                                                        | Make sure that all doors and windows are closed while operating the unit             |
|                                      | Excessive heat is generated by sunlight                                           | Close windows and curtains during periods of high heat or bright sunshine            |
|                                      | Low refrigerant due to leak or long-term use                                      | Check for leaks, re-seal if necessary and top off refrigerant                        |
| The unit starts and stops frequently | There's too much or too little refrigerant in the system                          | Check for leaks and recharge the system with refrigerant                             |
|                                      | There is air, incompressible gas or foreign material in the refrigeration system. | Evacuate and recharge the system with refrigerant                                    |
|                                      | System circuit is blocked                                                         | Determine which circuit is blocked and replace the malfunctioning piece of equipment |
|                                      | The compressor is broken                                                          | Replace the compressor                                                               |
|                                      | The voltage is too high or too low                                                | Install a manostat to regulate the voltage                                           |
| Poor heating performance             | The outdoor temperature is lower than 7°C (44.5°F)                                | Check for leaks and recharge the system with refrigerant                             |
|                                      | Cold air is entering through doors and windows                                    | Make sure that all doors and windows are closed during use                           |
|                                      | Low refrigerant due to leak or long-term use                                      | Check for leaks, re-seal if necessary and top off refrigerant                        |

NOTE: If your problem persists after performing the checks and diagnostics above, turn off your unit immediately and contact an authorized service center.

## European Disposal Guidelines

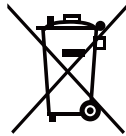
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Users in European Countries may be required to properly dispose of this unit. This appliance contains refrigerant and other potentially hazardous materials. When disposing of this appliance, the law requires special collection and treatment. DO NOT dispose of this product as household waste or unsorted municipal waste.

When disposing of this appliance, you have the following options:

- Dispose of the appliance at designated municipal electronic waste collection facility.
  - When buying a new appliance, the retailer will take back the old appliance free of charge.
  - The manufacturer will also take back the old appliance free of charge.
- CCSell the appliance to certified scrap metal dealers.

**NOTE:** Disposing of this appliance in the forest or other natural surroundings endangers your health and is bad for the environment. Hazardous substances may leak into the ground water and enter the food chain.



# WARRANTY

NAPOLEON products are manufactured under the strict Standard of the world recognized ISO 9001 : 2008 Quality Assurance Certificate.

NAPOLEON products are designed with superior components and materials assembled by trained craftsmen who take great pride in their work. The complete appliance is thoroughly inspected by a qualified technician before packaging to ensure that you, the customer, receives the quality product that you expect from NAPOLEON.

## NAPOLEON DUCTLESS AIR CONDITIONER LIMITED WARRANTY

The following materials and workmanship in your new NAPOLEON Ductless Air Conditioner are warranted against defects. NAPOLEON will provide the required replacement compressor or any other parts should they fail within 6 years from the original date of purchase with the exception of the remote transmitter which will be covered for the first year only. Should a part fail due to defect within the first year, NAPOLEON reserves the right to replace the defective part or the entire evaporator or condenser assembly at NAPOLEON's discretion. Diagnostics, transportation or labour charges related to warranty repair is not covered.

\* Construction of models vary. Warranty applies only to components included with your specific appliance.

## CONDITIONS AND LIMITATIONS

NAPOLEON warrants its products against manufacturing defects to the original purchaser only. Registering your warranty is not necessary. Simply provide your proof of purchase along with the model and serial number to make a warranty claim. NAPOLEON reserves the right to have its representative inspect any product or part thereof prior to honouring any warranty claim. Provided that the purchase was made through an authorized NAPOLEON dealer your air conditioner is subject to the following conditions and limitations:

This factory warranty is non-transferable and may not be extended whatsoever by any of our representatives.

The appliance must be installed by a licensed, authorized service technician or contractor. Installation must be done in accordance with the installation instructions included with the product and all local and national building and fire codes. This limited warranty does not cover damages caused by misuse, lack of maintenance, loss of refrigerant, accident, alterations, abuse or neglect and parts installed from other manufacturers will nullify this warranty.

This limited warranty further does not cover any scratches, dents, corrosion or discoloring caused by excessive heat, abrasive and chemical cleaners.

In the first year only, this warranty extends to the repair or replacement of warranted parts which are defective in material or workmanship provided that the product has been operated in accordance with the operation instructions and under normal conditions. After the first year, with respect to this Limited Warranty, NAPOLEON may, at its discretion, fully discharge all obligations with respect to this warranty by refunding to the original warranted purchaser the wholesale price of any warranted but defective part(s). NAPOLEON will not be responsible for installation, labour or any other expenses related to the reinstallation of a warranted part and such expenses are not covered by this warranty.

Notwithstanding any provisions contained in the Limited Warranty, NAPOLEON's responsibility under this warranty is defined as above and it shall not in any event extend to any incidental, consequential or indirect damages.

This warranty defines the obligations and liability of NAPOLEON with respect to the NAPOLEON appliance and any other warranties expressed or implied with respect to this product, its components or accessories are excluded.

NAPOLEON neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of this product.

Any damages to the appliance due to water, weather damage, long periods of dampness, condensation, damaging chemicals or cleaners will not be the responsibility of NAPOLEON.

All parts replaced under the Limited Warranty Policy are subject to a single claim.

All parts replaced under the warranty will be covered for a period of 90 days from the date of their installation.

The manufacturer may require that defective parts or products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect.

Before shipping your appliance or defective components, your dealer must obtain an authorization number. Any merchandise shipped without authorization will be refused and returned to sender.

Shipping costs are not covered under this warranty.

Additional service fees may apply if you are seeking warranty service from a dealer.

ALL SPECIFICATIONS AND DESIGNS ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE DUT TO ON-GOING PRODUCT IMPROVEMENTS. NAPOLEON IS A REGISTERED TRADEMARK OF WOLF STEEL LTD. PATENTS U.S. 5.303.693.801 - CAN. 2.073.411, 2.082.915 © WOLF STEEL LTD.

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The design and specifications are subject to change without prior notice for product improvement. Consult with the sales agency or manufacturer for details.

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