GREE

sapphire

**WALL MOUNT DUCTLESS
AIR CONDITIONING & HEATING SYSTEM
OWNER'S MANUAL**

Models:

SAP09HP230V1A

SAP12HP230V1A

SAP18HP230V1A

SAP24HP230V1A

72

GREE

Thank you for choosing a
Sapphire Wall Mount Air Conditioning & Heating System!

You can feel confident in your selection because the same pride in craftsmanship and engineering knowledge that goes into millions of other Gree installed products worldwide has gone into your unit.

Please read this owner's manual carefully before operation and retain it for future reference.

Table of Contents

INTRODUCTION

Superior Design for Superior Performance

Gree's Sapphire Wall Mount Ductless Heat Pumps and Air Conditioners are beautifully designed to deliver effective cooling or heating, while fitting unobtrusively into any decor.
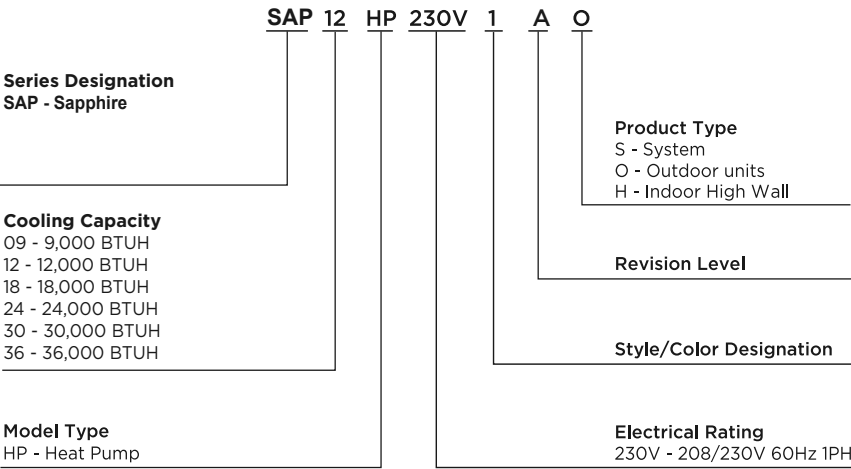
Your Sapphire unit offers quiet, energy-efficient comfort for one room or one individual area of any living space. To speed the process of bringing conditioned air exactly where you want it, the unit features both horizontal and vertical air flow control. Customizable mode controls allow you to adjust fan speeds, special sleep-time settings and more, all through the easy-to-use wireless remote controller.

There's even an X-fan feature, Power Failure Memory and other advanced capabilities to make the Sapphire system even more versatile, for year-round comfort. Flexibility, intelligent design and Gree innovation make the Sapphire your best choice for creating ideal climate conditions.

The Sapphire series is WIFI enabled. It allows you to monitor and change settings through on-screen virtual controls from smartphones with GREE+ App.

NOMENCLATURE

Example: SAP12HP230V1AO

SAP 12 HP 230V 1 A O

Series Designation
SAP - Sapphire

Product Type
S - System
O - Outdoor units
H - Indoor High Wall

Cooling Capacity
09 - 9,000 BTUH
12 - 12,000 BTUH
18 - 18,000 BTUH
24 - 24,000 BTUH
30 - 30,000 BTUH
36 - 36,000 BTUH

Revision Level

Style/Color Designation

Model Type
HP - Heat Pump

Electrical Rating
230V - 208/230V 60Hz 1PH

SAFETY PRECAUTIONS

Please read the following before operation.

Recognize safety information. ⚠ This is the safety-alert symbol. When you see this symbol on the unit and in instructions or manuals, be alert to the potential for personal injury. Understand these signal words: **DANGER**, **WARNING**, and **CAUTION**. These words are used with the safety-alert symbol.

DANGER identifies the most serious hazards which will result in severe personal injury or death.

WARNING signifies hazards which could result in personal injury or death.

CAUTION is used to identify unsafe practices which may result in minor personal injury or product and property damage.

NOTE is used to highlight suggestions which will result in enhanced installation, reliability, or operation.

NOTE: Your actual air conditioning & heating system and related devices may differ from the images shown in this manual.

⚠ WARNING

This appliance is not intended for use by children without responsible adult supervision. Proper care should be taken to ensure safety.

⚠ WARNING

Heat pumps, air conditioners & heating equipment should be installed, started up, and serviced only by qualified installers and service technicians. Air conditioning, heat pumps and refrigeration systems are hazardous due to high voltage electrical components, high refrigerant pressures, and moving parts.

SAFETY PRECAUTIONS

**Please read the following before operation.**

⚠ WARNING

- Disconnect electrical power to the indoor and outdoor units before performing any maintenance or cleaning.

- Do not attempt to repair the Gree system yourself. Incorrect repairs may cause electric shock or fire. Contact a qualified service technician for all service requirements.

- Keep combustible materials away from the unit.

⚠ CAUTION

- Do not put hands or any objects into the air inlets or outlets. This may cause personal injury or damage the unit.

- When cleaning, be careful not to splash water on the unit. Doing this may cause electric shock or damage to unit.

- Do not use or place any flammable, combustible or noxious substance next to the unit.

- In the event of a failure (burning smell, etc.), immediately disconnect all electrical power to indoor and outdoor units.

- Never try repairing the system yourself; contact a qualified service technician for all repairs.

GREE

Installation Schematic
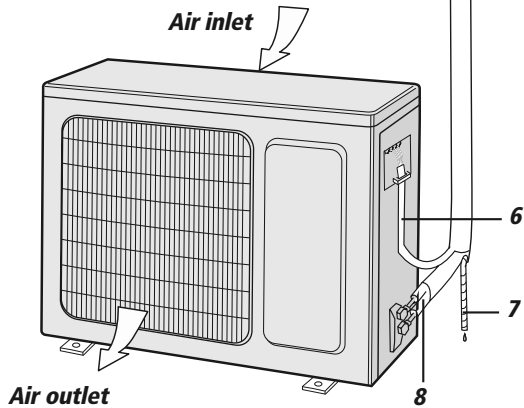
Air inlet

Indoor unit

1

2

3

4

Air outlet
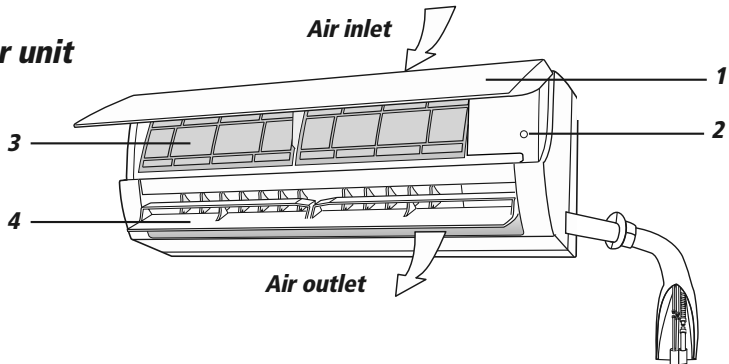
Installation Components*

1. Front Panel
2. Aux. Button
3. Filter
4. Horizontal Louver
5. Remote Controller
6. Inter-Connection Wire (sold separately)
7. Drain Hose (sold separately)
8. Refrigerant Lines (sold separately)

5

Not all items in this schematic are included with equipment purchase

Outdoor unit

Air inlet

6

7

8

Air outlet

SYSTEM FUNCTIONS

WHISPER QUIET
Not only are the Gree systems energy efficient but they are quiet too. Sapphire Wall Mount units operate with sound lower than typical library sound levels.

MULTI FAN SPEEDS
Whether operating in either Cooling or Heating mode, the indoor fan can be set to your choice of seven different speeds (Ultra-Low, Low, Low-Medium, Medium, Medium-High or High) to achieve maximum comfort.

INTELLIGENT PRE-HEATING
The Sapphire system guards against the annoying cool air blown into the room in heating mode. The system constantly monitors the discharge air temperature. It will delay the indoor fan until the indoor coil has warmed up to prevent blowing uncomfortable cool air into the room.

I FEEL MODE
Senses the room temperature from the remote control (cooling mode only) which is closest to you, instead of at the indoor unit. This means that it will adjust airflow and temperature for maximum personal comfort.

SWING LOUVER
The unit has adjustable swing louvers which can be controlled from the wireless controller. Vertical and horizontal swing louvers allows five different air discharge directions including Continuous Sweep. Maximize comfort by adjusting the direction of airflow in the room by moving the louvers up or down, right or left.

TIMER MODE
The unit can be programmed to turn ON or OFF after a specific amount of time. The time period is adjustable between one half and 24 hours.

FREEZE GUARD
Room Freeze Guard protection will automatically keep the room temperature from getting too cold, where water pipes might freeze.

SYSTEM FUNCTIONS

MODE BUTTON
The unit can be set to five different operating modes: HEAT, COOL, DRY, FAN ONLY and AUTO.

> **NOTE:** AUTO MODE has fixed setpoints of 68° F heating and 77° F cooling, which are not adjustable. The system will automatically select heating or cooling to maintain room temperature within this band.

SLEEP MODE
The Sapphire offers three selectable sleep modes for your comfort. The unit will automatically adjust room temperature during your sleep time. This slight change in temperature will not affect your comfort level due to the natural effects that sleeping has on the body, but it will save on energy consumption and will lower electric bills.

X-FAN MODE
When operating in humid areas, Sapphire has a Dry Coil function that will allow the indoor fan to run for a pre-determined amount of time after the unit is turned off (cooling or dry modes) to ensure that additional moisture is removed from coil.

FAHRENHEIT °F / CELSIUS °C
The remote controller and Sapphire indoor wall unit displays can be set to display in either °F or °C.
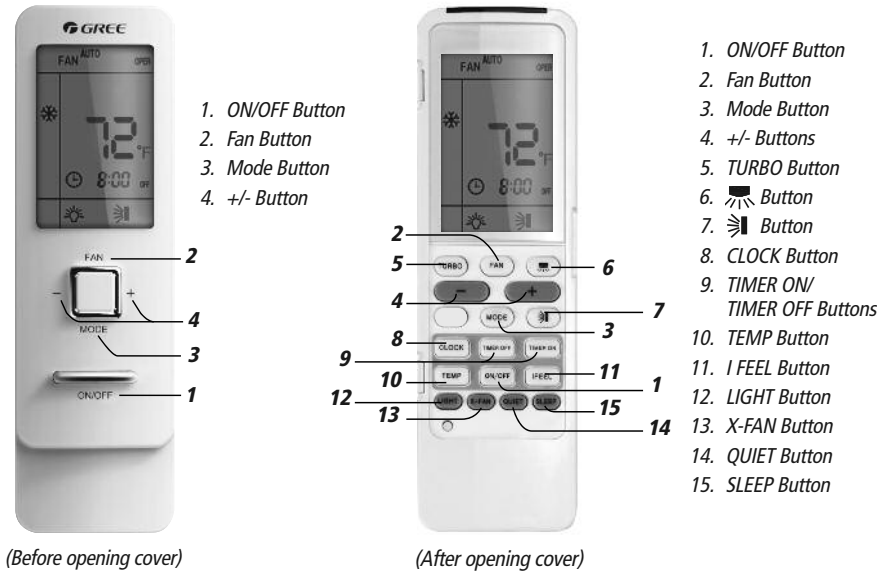
LOCK MODE
The wireless remote controller has a Lock feature. The Lock averts unauthorized access or tampering with system settings.
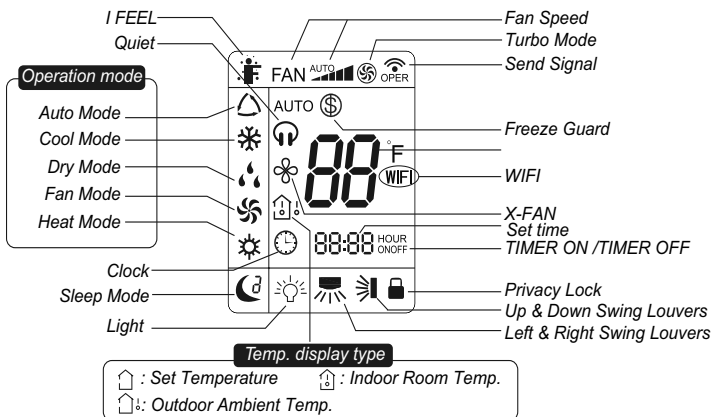
AGENCY LISTINGS
All systems are listed with AHRI (Air conditioning, Heating, and Refrigeration Institute) and are ETL certified per UL Standards.

OPERATION OF WIRELESS REMOTE CONTROLLER

BUTTONS ON REMOTE CONTROLLER

1. ON/OFF Button
2. Fan Button
3. Mode Button
4. +/- Button

1. ON/OFF Button
2. Fan Button
3. Mode Button
4. +/- Buttons
5. TURBO Button
6. 🌬 Button
7. 彡 Button
8. CLOCK Button
9. TIMER ON/ TIMER OFF Buttons
10. TEMP Button
11. I FEEL Button
12. LIGHT Button
13. X-FAN Button
14. QUIET Button
15. SLEEP Button

(Before opening cover)   *(After opening cover)*

INTRODUCTION FOR ICONS ON DISPLAY SCREEN

I FEEL
Quiet

Operation mode

Auto Mode
Cool Mode
Dry Mode
Fan Mode
Heat Mode

Clock
Sleep Mode
Light

Fan Speed
Turbo Mode
Send Signal

Freeze Guard

WIFI

X-FAN
Set time
TIMER ON /TIMER OFF

Privacy Lock
Up & Down Swing Louvers
Left & Right Swing Louvers

Temp. display type

⌂ : Set Temperature   ⌂ : Indoor Room Temp.
⌂ : Outdoor Ambient Temp.

OPERATION OF WIRELESS REMOTE CONTROLLER

REMOTE CONTROLLER OPERATIONS

The wireless remote controller is sleek, versatile and allows you to change room temperatures and functions on your Sapphire system from the palm of your hand. The large LCD display and buttons make it easy-to-understand and easy-to-use.

*The remote controller is set from factory to display temperatures in °F. If °C is desired, turn the remote controller **OFF** with the **ON/OFF** button and then press "**MODE**" and "**—**" buttons on the remote simultaneously for 5 seconds.*

ON/OFF BUTTON

*When the system is in **OFF** mode, the remote controller will display the time and last room setpoint. When you press the **ON/OFF** button, the unit will start in the last operating mode and room setpoint.*

> **NOTE:** *If the **ON/OFF** button is pressed too soon after a stop, the compressor will not start for 3 to 5 min. due to the inherent protection against frequent compressor cycling.*

ON Mode Display

X-FAN MODE

*When operating in humid areas, the unit has a **DRY COIL** function called X-Fan that will allow the indoor fan to run for a pre-determined amount of time after the unit is turned off (cooling or dry modes) to ensure that additional moisture is removed from coil. Push the "**X-FAN**" button to enable this feature. The **X-FAN** ✺ icon will be displayed on remote controller. To deactivate this feature, push the "**X-FAN**" button again.*

X-Fan Display

LOCK MODE 🔒

The Privacy Lock prevents unauthorized access to the unit controls and prevents tampering with system settings. The remote controller can be locked by pushing the "+" and "–" buttons simultaneously for 5 seconds. The Privacy Lock icon will be displayed on the remote controller. Repeat the process to unlock the remote controller.
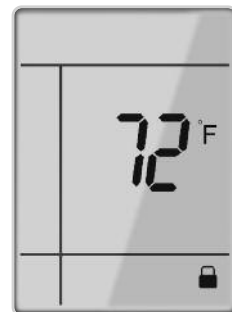
Privacy Lock Display

OPERATION OF WIRELESS REMOTE CONTROLLER

MODE BUTTON

Use the "**MODE**" button to select one of the available modes. The selected mode will be displayed on the remote controller and the appropriate light will illuminate on the front display panel.

> **AUTO** – Unit will automatically select heating or cooling to maintain room temperature between 68°F and 77°F. The remote controller will display the Auto Mode icon with no setpoint. The front panel display will show "77."
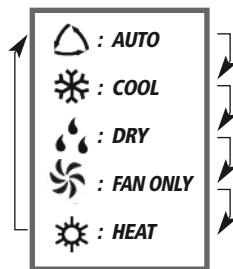
> **COOL** – To cool to selected setpoint and remove moisture. System varies compressor speed to maintain desired temperature.

> **HEAT** – To heat to selected room setpoint. System varies compressor speed to maintain desired room temperature.

> **FAN ONLY** – To circulate air without heating or cooling. Use Fan Speed button to select speed from low to high.

> **DRY** – Select **DRY MODE** to increase moisture removal during warm humid conditions.

△ : AUTO
❄ : COOL
💧 : DRY
🌬 : FAN ONLY
☀ : HEAT

Icons Displayed

> 1. If the Room Temperature is more than 4°F above the set temperature, the system will be operating in cooling mode with low fan speed.
>
> 2. If the Room Temperature is between 4°F higher than and 4°F less than the set temperature, the system will cycle 6 minutes **ON** and 4 minutes **OFF** in cooling mode. The indoor fan will be at low speed.
>
> 3. If the Room Temperature is more than 4°F below the set temperature, the system will be **OFF** and the indoor fan will be at low speed.

TIMER SETTING

TIMER ON button

To set when you want the unit to turn On at the end of a selected time period, use the button labeled "TIMER ON on the remote controller. Press this button to make the clock icon disappear, replaced with the word "ON" (blinking). Press "+" or "–" buttons to adjust timer setting 1 minute at a time. Press and hold "+" or "–" button to set timer more quickly. Press "TIMER ON" button again to confirm setting, and the word "ON" will stop blinking. To cancel, press "TIMER ON" button again.

Timer ON Display

OPERATION OF WIRELESS REMOTE CONTROLLER

TIMER SETTING

TIMER OFF button

To set when you want the unit to turn Off at the end of a selected time period, use the button labeled "TIMER OFF" on the remote controller. Press this button to make the clock icon disappear, replaced with the word "OFF" (blinking). Adjust settings the same as with "TIMER ON" settings.

> **NOTE:** Under Timer On and Off status, you can set TIMER ON and TIMER OFF simultaneously. Before setting timer, be sure to set clock to correct time.

Timer OFF Display

VERTICAL SWING LOUVERS

Press the Vertical Swing Louver button to select continuous air sweep up and down. The Swing Louver icon ⟫▌ will be displayed. Press this button again to cancel.

For fixed air direction mode, press the OFF button to turn the unit OFF. Press the Vertical Swing Louver and the + buttons simultaneously until the Vertical Swing Louver icon ⟫▌ flashes. Press the ON button to turn the unit ON. Press the Vertical Swing Louver button to select air discharge direction as shown below:

⟫▌ Indicates louver swings up and down in the five directions, as shown.
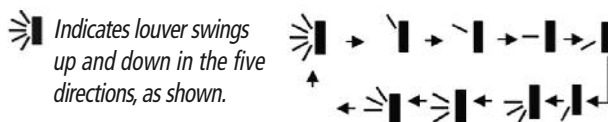
Vertical Louver Display

HORIZONTAL SWING LOUVERS

Press the Horizontal Swing Louver button to select continuous air sweep left to right. The Swing Louver icon 🌫 will be displayed. Press this button again to cancel.

For fixed air direction mode, press the OFF button to turn the unit OFF. Press the Horizontal Swing Louver and the + buttons simultaneously until the Horizontal Swing Louver icon 🌫 flashes. Press the ON button to turn the unit ON. Press the Horizontal Swing Louver button to select air discharge direction as shown below:
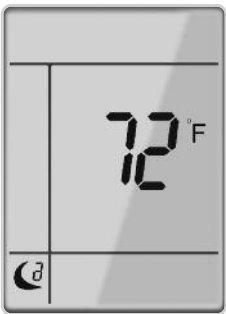
no display
(stops at current position)
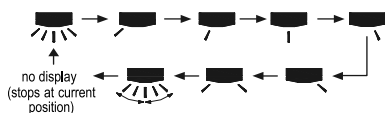
Horizontal Louver Display

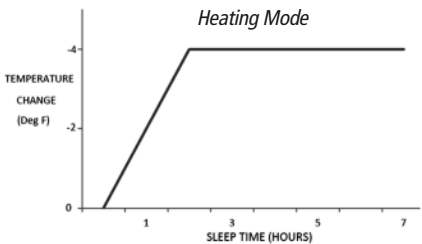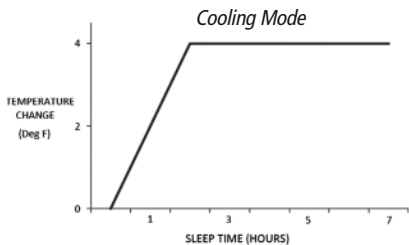# OPERATION OF WIRELESS REMOTE CONTROLLER

SLEEP MODE

The Sapphire system will automatically adjust room temperature during your sleep time. This slight change in temperature will not affect your comfort level due to the natural effects that sleeping has on the body, but it will save on energy consumption and will lower your electric bill. The Sapphire system has three Sleep Modes to select from. Press the SLEEP button to select Sleep 1, Sleep 2, Sleep 3 modes or Cancel. The SLEEP ☾ icon will appear.
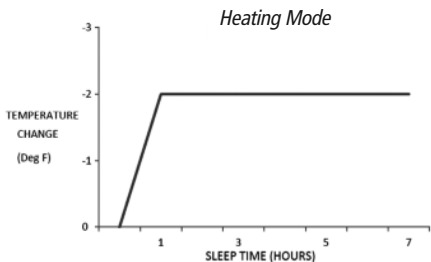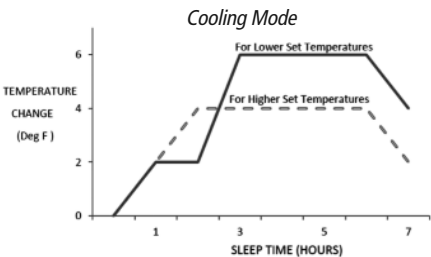
Sleep Mode Display

TRADITIONAL MODE - SLEEP 1 ☾¹

In Traditional Mode the unit will slowly relax the room set temperature by up to 4° F until Sleep Mode is cancelled.

EXPERT MODE - SLEEP 2 ☾²

In Expert Mode the unit will adjust the room set temperature at a rate based on the starting set temperature value. Sleep Mode will continue until cancelled.

OPERATION OF WIRELESS REMOTE CONTROLLER

DIY MODE - SLEEP 3

You will be required to enter eight (8) room setpoint values for eight (8) hours of run time. The last room setpoint value will be maintained until sleep mode is cancelled.

In Sleep Mode 3, press "Turbo" button to enter setup mode. The remote controller will display "1 hour" in the time location. Use the "+" and "−" buttons to select the desired room setpoint for the first hour of run time. Then press the "Prog" button to save the setpoint.

The remote controller time display will change to "2 hours." Once again, use the "+" and "−" buttons to select the desired room setpoint for the second hour of run time, and press the "Turbo" button to again save the setpoint.

Repeat this sequence for the eight (8) room setpoint values. After all eight (8) values have been entered, the remote controller will automatically revert to standard time and temperature display, and the Sleep 3 Mode will begin.

At any time, you may press the "ON/OFF," "Mode" or "Sleep" buttons to cancel the Sleep 3 Mode.

NOTE: *During this procedure, if no button is pressed within 10 seconds, remote controller will automatically exit the sleep curve setting and resume original display. If ON/OFF, MODE SLEEP, COOLING or HEATING button is pressed during the setting or inquiry procedure, remote controller will also exit the sleep curve setting.*

LIGHT BUTTON

Press this button to turn off display light on indoor unit. Press again to turn it back on.
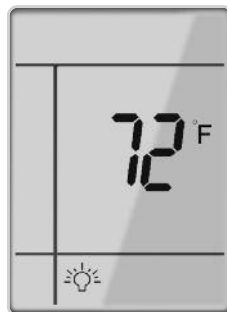
Light Display

OPERATION OF WIRELESS REMOTE CONTROLLER

DISPLAYING SETPOINT OR INDOOR TEMPERATURE ON FRONT PANEL:

The setpoint temperature or room temperature can be displayed on the front panel. Only setpoint temperature is displayed on the remote controller.

When the "**TEMP**" button is pushed once, the temperature indicator 🏠 is displayed. This indicates that the setpoint temperature is displayed on the front panel.
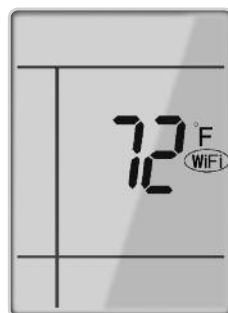
When the "**TEMP**" button is pushed a second time, the display will show an 🏠 icon with a thermometer inside a house. This indicates that the room temperature is displayed on the front panel.

The room temperature will be displayed for only 5 seconds before reverting back to displaying room setpoint.

> **NOTE:** Only room setpoint temperature will be displayed on the remote controller.

Room Temperature Display

WIFI BUTTON

Press and hold both the "Mode" and "Turbo" buttons for 10 seconds until the unit beeps for the second time and the WIFI icon appears on the display. Repeat the procedure to turn WIFI mode OFF. See "Operation of Smart Control" section for more information.

WIFI Display

TURBO MODE

The desired setpoint, either in heating or cooling, can be achieved faster if **TURBO** mode is used. After selecting the "**HEAT**" or "**COOL**" mode button, push the "**TURBO**" button. The **TURBO** 🌀 icon will be displayed on the remote controller and the unit will run at ultra high speed fan. To deactivate the feature, push the "**TURBO**" button again. The unit will return to normal operation.
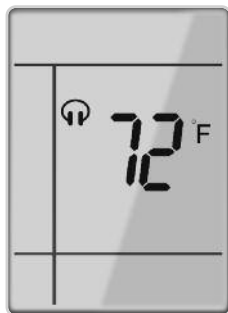
Turbo Mode Display

OPERATION OF WIRELESS REMOTE CONTROLLER

QUIET MODE

Sapphire's QUIET MODE function delivers quiet comfort to your room. Press QUIET button to activate QUIET MODE in heating or cooling mode. The QUIET 🎧 icon will be displayed on the remote controller. The unit operates normally for ten (10) minutes or until room setpoint temperature is reached. Then the Sapphire system will operate quietly at Low fan speed. Press QUIET button again to cancel QUIET MODE.

> **NOTE:** QUIET MODE cannot be selected in DRY or FAN ONLY modes.

Quiet Mode Display

ENERGY SAVING MODE

The Sapphire System will not only keep you comfortable, they will also save you money over the long run. Energy Saving mode will automatically select the optimal fan speed to save energy in COOL mode. The fan will automatically slow down the closer the room temperature is to the setpoint. Press TEMP and CLOCK simultaneously to activate Energy Saving mode. The remote controller will display "SE". Press TEMP and CLOCK simultaneously to cancel Energy Saving Mode.
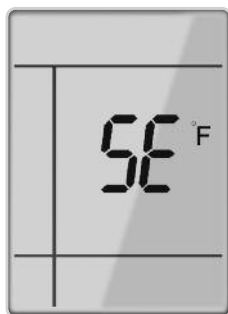
Energy Saving Display

FREEZE GUARD

In Heat mode, press "TEMP" and "CLOCK" buttons simultaneously to start up 46°F heating function. When this function is started up, "46°F" will be displayed on the remote controller, and the unit will maintain room temperature above 46°F. Press "TEMP" and "CLOCK" buttons simultaneously again to cancel Freeze Guard protection.
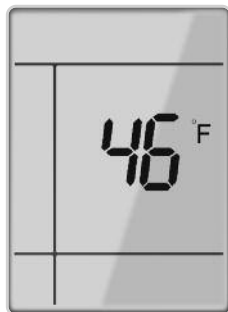
Freeze Guard Display

OPERATION OF WIRELESS REMOTE CONTROLLER

I FEEL MODE

Press this button to use the I FEEL function, and the (⋮Ɪ) icon will be displayed. The unit will sense room temperature at the remote controller instead of at the indoor unit. It then adjusts airflow and temperature accordingly for the ultimate in personal comfort control and energy savings. Press the button again to exit this function. For the best performance, keep the remote controller within an area where indoor unit can receive the signal sent by the remote controller and away from heat or cold temperature sources while using this function.
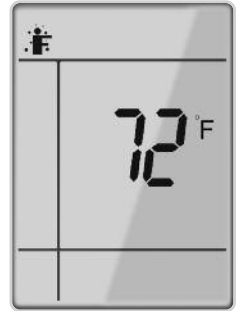

I Feel Mode Display

CLOCK SETTING

Press this button to set clock time. " ⏱ " icon on remote controller will blink. Within 5 seconds, press "+" or "−" button to set clock time. With each pressing of "+" or "−" buttons, clock time will increase or decrease 1 minute. To quickly adjust time setting, press and hold "+" or "−" button for 2 seconds. Release button when you have reached the desired time setting. Press "CLOCK" button to confirm the time, and " ⏱ " icon will stop blinking.

> **NOTE:** Clock time adopts 24-hour mode. A 12-hour format is not available.
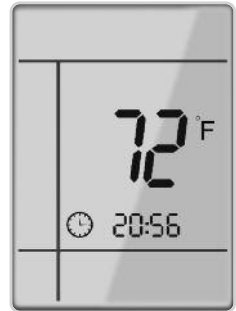
Clock Setting Display

FAN BUTTON

Press the FAN button to adjust the fan circulation indoor speed: Low (▪), Low-Medium (▪▪), Medium (▪▪▪), Medium-High (▪▪▪▮), High (▪▪▮▮) and Auto.

Fan Display

⬢ GREE

15
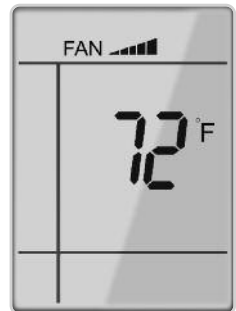
OPERATION OF WIRELESS REMOTE CONTROLLER

CHANGING BATTERIES AND ADDITIONAL NOTES

To change batteries, slide cover off battery compartment on back of remote controller. Remove and safely discard old batteries. Insert two new AAA 1.5V dry batteries, using correct polarity. Reattach back cover.

> **NOTE:**
> - If the remote controller will not be used for a long time, remove batteries to prevent leakage damage.
> - Be sure to aim the remote controller at the receiver of the main unit when operating.
> - When remote emits a signal, icon will flicker; a tone will be heard when unit receives that signal.

CHANGING BATTERIES

Remove old batteries
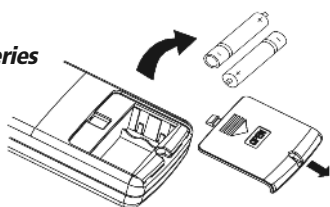
Install new batteries
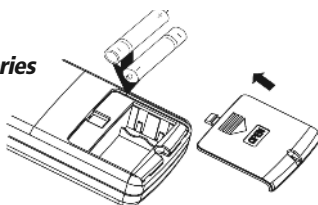
DAMAGED OR LOST REMOTE CONTROLLER

If remote controller is lost or damaged, the Sapphire system can be turned off directly from the indoor unit. Lift the front panel of the indoor wall unit, then press the AUX button to turn on or turn off. When the unit is on, it will operate in AUTO Mode.

Panel
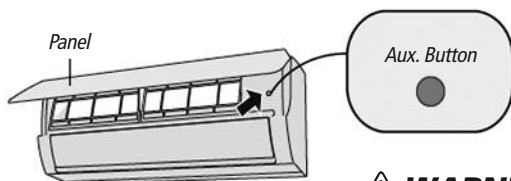
Aux. Button

⚠ WARNING

Use insulated object to press the Aux. button.

OPERATION OF SMART CONTROL

FOR USE WITH YOUR SMARTPHONE

For the ultimate in convenience, your Sapphire Heat Pump or Air Conditioner features a built-in intelligent WIFI capability and Smart Control function. This allows you to operate the unit through your smartphone. The system is compatible with devices using standard Android or iOS operating systems.

Operating System Requirements for your smartphone:

 iOS System supports iOS 7.0 and above.

 Android System supports Android 4.0 and above.

Get the app

STEP 1. Download and install GREE+ app on your smartphone
Scan this QR code to download the app directly from the Apple App Store or the Google Play Store.

STEP 2. Turn ON the unit's WIFI interface
Using the remote controller, turn ON the Sapphire system (making sure the remote controller is paired). Press and hold the "TURBO" and "MODE" buttons on the remote controller for at least 10 seconds until the unit beeps for the second time and the WIFI icon appears on the display.
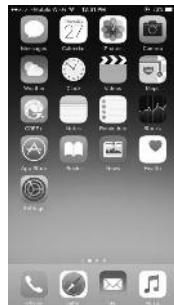
STEP 3. Launch the GREE+ app ON your smartphone
Open the app and follow its simple step-by-step instructions to register your account and complete setup.

STEP 4. Let the app be your guide
You are well on your way to controlling the unit through your smartphone. You will find operation to be simple and easy, allowing you to adjust comfort levels – even without the remote – from anywhere you have WIFI access. **For more info and updates to the GREE+ app, scan this "Help" QR code, any time.**
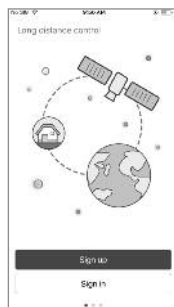
COMMON NETWORK SETTING PROBLEMS

If WIFI control fails, check the following items one by one:
* Make sure electrical power is turned on to the outdoor and indoor units.
* Make sure WIFI function is turned On as normal

TO RESET WIFI MODULE

Press "TURBO" and "Mode" buttons simultaneously. When the Sapphire unit emits a beep sound, WIFI module is successfully reset.

Scan for Help

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TROUBLESHOOTING

PROBLEM	CAUSE/SOLUTION
System does not restart.	**Cause:** The system has a built-in three-minute delay to prevent short and/or rapid cycling of the compressor. **Solution:** Wait three minutes for the protection delay to expire.
Indoor unit emits unpleasant odor when started.	**Cause:** Typically unpleasant odors are the result of mold or mildew forming on the coil surfaces or the air filter. **Solution:** Wash indoor air filter in warm water with mild cleaner. If odors persist, contact a qualified service professional to clean the coil surfaces.
You hear a "water flowing" sound.	**Cause:** It is normal for the system to make "water flowing" or "gurgling" sounds from refrigerant pressures equalizing when the compressor starts and stops. **Solution:** The noises should discontinue as the refrigerant system equalizes after two or three minutes.
A thin fog or vapor coming out of the indoor unit when system is running.	**Cause:** It is normal for the system to emit a slight fog or water vapor when cooling extremely humid warm air. **Solution:** The fog or water vapor will disappear as the system cools and dehumidifies the room space.
You hear a slight cracking sound when the system stops or starts.	**Cause:** It is normal for the system to make "slight cracking" sounds from parts expanding and contracting during system starts and stops. **Solution:** The noises will discontinue as temperature equalizes after 2 or 3 minutes.
The system will not run.	**Cause:** There are a number of situations that will prevent the system from running. **Solution:** Check for the following: • Circuit breaker is "tripped" or "turned off." • Power button of remote is not turned on. • Batteries in the remote controller are low. • Remote controller is in sleep mode or timer mode. • Otherwise, contact a qualified service professional for assistance.
The unit is not heating or cooling adequately.	**Cause:** There are a number of reasons for inadequate cooling or heating. **Solution:** Check the following: • Remove obstructions blocking airflow into the room. • Clean dirty or blocked air filter that is restricting airflow into the system. • Seal around door or windows to prevent air infiltration into the room. • Relocate or remove heat sources from the room.
Water leakage from the outdoor unit.	**Cause:** It is normal for the outdoor unit to generate condensate water in the reverse cycle heating and defrost mode. **Solution:** This is normal. No action is required.

TROUBLESHOOTING

PROBLEM	CAUSE/SOLUTION
Water leaking from the indoor unit into the room.	**Cause:** While it is normal for the system to generate condensate water in cooling mode, it is designed to drain this water via a condensate drain system to a safe location. **Solution:** If water is leaking into the room, it may indicate one of the following. • The indoor unit is not level right to left. Level indoor unit. • The condensate drain pipe is restricted or plugged. All restrictions must be removed to allow continuous drainage by gravity. • If problem persists, contact a qualified service professional for assistance.
Wireless remote controller does not work.	**Cause:** There are a number of possible reasons. **Solution:** Check the following: • The batteries might be low. Change the batteries. • The remote controller must be within 25 ft. (7.5 m) with no obstructions of the indoor unit. If remote controller needs to be replaced, contact a qualified service professional for assistance. In the meantime, use the Aux Button to operate the system.
The unit will not deliver air.	**Cause:** There are a number of system functions that will prevent air flow. **Solution:** Check for the following: • In heating mode, the indoor fan may not start for three minutes if the room temperature is very low. This is to prevent blowing cold air. • In heat mode, if the outdoor temperature is low and humidity is high, the system may need to defrost for up to 10 minutes before beginning a heating cycle. • In dry mode, the indoor fan may stop for up to three minutes during the compressor off delay. • Otherwise, you should contact a qualified service professional for assistance.
Moisture or condensation on the discharge air louvers or outlet vents.	**Cause:** It is normal for the system to develop condensation or moisture on the discharge air louvers when cooling warm humid air for a long period of time. **Solution:** The condensation or moisture will disappear as the system cools and dehumidifies the room space.

⚠ CAUTION

Stop operation and call for service in the following circumstances:

• You hear a harsh or unusual sound during operation.
• Unusually foul odor is emitted during operation.
• Water is leaking in the room.
• You notice a burning smell or see smoke.
• Circuit breaker trips frequently, or unit stops abnormally often.

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CARE AND CLEANING

⚠ WARNING

Take notice of the following items before cleaning your Sapphire indoor wall unit.

- To avoid electric shock or injury, do not attempt to clean the unit unless it has been turned off and the indoor and outdoor units have been disconnected from the main power supply.

- Do not wash the unit with water; this may cause an electric shock.

- During cleaning, be sure to use a stable and safe standing platform.

FRONT PANEL CLEANING

Wash the front panel using warm water and mild detergent with a soft cloth or soft brush.

> **NOTE:** Do not use bleach, abrasives or water above 110°F (45°C) as it may cause discoloration or damage to the surface of the unit.

AIR FILTER CLEANING

Changing your air filter on a regular basis prevents many problems. Dirty air filters will affect the performance and the longevity of your unit. It is recommended that air filters be cleaned every three (3) months.

To access and clean the filter:

1. Open Front Panel
    Firmly grasp both sides of the front panel and pull upward to about 60 degree angle. (NOTE: do not force panel open).
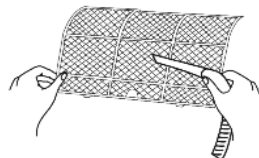
2. Remove Filter
    Remove the filter as indicated in the figure at right.
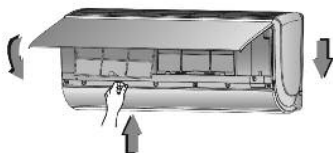
3. Clean Filter
    Use vacuum to clean the filter.
    When the filter is very dirty, use warm water (below 110°F) to clean it, and then dry filter before replacing.

4. Reinstall Filter
    Reinstall the filter and then close the panel cover tightly.

ENERGY SAVING TIPS

1. **Reduce room setpoint at night:** *During the nighttime hours you don't require the same level of conscious cooling or heating. Try using Sleep Mode to gradually relax room temperature and allow the unit to run less and save energy.*

2. **Curtains and shades:** *In the summer, it is recommended to block the effects of the sun. Close window curtains and shades on the south and west side of your home to help block solar heat. In winter, the sun is your friend. Open curtains and shades to allow solar heat into your room.*

3. **Close doors:** *If you don't need to heat and cool your whole home, confine the heating and cooling to one room by closing doors.*

4. **Service the unit:** *Some basic maintenance might be all you need. The outdoor unit will greatly benefit from a good hosing off, especially in treed areas where seeds and other debris can stick to coil fins and make the unit work up to 15% harder!*

5. **Rearrange the room:** *Furniture that obstructs airflow means you could be heating and cooling the back of a chair instead of the actual living space. Remove or rearrange obstacles blocking airflow.*

6. **Try 75 degrees:** *75°F is a good point for an air conditioner to run at its optimal performance level. Even a 5-degree change in temperature can make your unit use up to 40% more energy.*

7. **Lighting:** *Turning lights off can help reduce your heat. Each light bulb is a tiny heater. Your air conditioner must waste energy overcoming the heat from your lights to reach and hold your desired room temperature.*

8. **Is anyone home?** *If possible, while you're away turn your unit to Auto mode and make sure windows and curtains are closed. Although room temperature may be less than optimal for a few minutes when you return, the unit will soon have the room back to your desired temperature.*

9. **Don't forget the fan:** *The fan is much like a car. The faster it runs, the more energy it uses. Sometimes we need the car to go fast, but slow is good enough most of the time. Try saving money by using the comfortable quiet low fan speed as much as possible.*

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LIMITED WARRANTY STATEMENT

FOR WARRANTY SERVICE OR REPAIR: *Contact your installing contractor. You may find the installer's name on the equipment or in your Owner's packet or on your invoice.*
ONLINE REGISTRATION IS AVAILABLE AT: *www.greecomfort.com/resources/product-warranty/*
Or complete product registration below:

Email completed form* to: service@twclimate.com
or
Send copy of completed form* to:
Gree Warranty Registration
14610 Breakers Dr.
Jacksonville, FL 32258
* Keep copy of completed form for your files.

PRODUCT REGISTRATION

Indoor Model No: _____   Serial No: _____

Outdoor Model No: _____   Serial No: _____

Owner Name: _____   Date of Installation: _____

Address of Installation: _____

Installing Contractor: _____

Address: _____

Phone No. / Email: _____

GREE distributor (hereinafter "Company") warrants this product against failure due to defect in materials or workmanship under normal use and maintenance as follows. All warranty periods begin on the date of original installation. If the date cannot be verified, the warranty period begins one hundred twenty (120) days from date of manufacture. If a part fails due to defect during the applicable warranty period, Company will provide a new or remanufactured part, at Company's option, to replace the failed defective part at no charge for the part. This limited warranty is subject to all provisions, conditions, limitations and exclusions listed below.

- A warranty period of Five (5) years on all parts to the original registered end user when installed in a residential application.
- A warranty period of One (1) year on all parts to the original registered end user, when installed in commercial applications.
- A warranty period of 90 days on remote controls from purchase date.
- Limited warranty applies only to systems that are properly installed by a state certified or licensed HVAC contractor, under applicable local and state law in accordance with all applicable building codes and permits; GREE installation and operation instructions and good trade practices.
- Warranty applies only to products remaining in their original installation location.
- Defective parts must be returned to the distributor through a registered servicing dealer for credit.

LIMITATIONS OF WARRANTIES: *ALL IMPLIED WARRANTIES AND/OR CONDITIONS (INCLUDING IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR PURPOSE) ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THE ABOVE MAY NOT APPLY TO YOU. THE EXPRESS WARRANTIES MADE IN THIS WARRANTY ARE EXCLUSIVE AND MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY ANY DISTRIBUTOR, DEALER, OR OTHER PERSON, WHATSOEVER.*

FOR RESIDENTIAL APPLICATIONS: When all qualifications for warranty have been met, for the models listed in this document, a replacement unit will be provided. The replacement unit will be relative to the confirmed failed component (indoor coil, outdoor coil, compressor, reversing valve or EEV is confirmed faulty by a technical support representative from the originating distributor, within the first five (5) years of installation), not a complete system. The replacement unit will satisfy the original unit warranty period.

THIS WARRANTY DOES NOT COVER:

1. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts, or replacement parts, or new units.
2. Product cleaning required prior to warranty service and repair.
3. Normal maintenance as outlined in the installation and servicing instructions or Owner's Manual, including filter cleaning and/or replacement and lubrication.
4. Failure due to faulty installation or repairs, damage, misapplication, abuse, improper servicing, lack of or in-sufficient maintenance, unauthorized alteration or improper operation.
5. Failure to start due to voltage conditions, blown fuses, open circuit breakers, or damages due to the inadequacy or interruption of electrical service.
6. Failure or damage due to floods, winds, fires, lightning, accidents, corrosive environments(rust or residue etc.) or other conditions beyond the control of the Company.
7. Failure or damage of coils, piping or other parts due to corrosion, when installed within one (1) mile of sea coast or corrosive body.
8. Parts not supplied or designated by Company, or damages resulting from their use.
9. Products installed outside the 48 contiguous United States, except the District of Columbia and Hawaii.
10. Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
11. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
12. Shipping damage or damage as a result of transporting the unit.
13. Accessories such as condensate pumps, line sets and so forth are not covered.
14. Any special, indirect or consequential property or commercial damage of any nature whatsoever. Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.
15. Consumable components, such as air filters, are not covered under parts warranty.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.