



# Reverse Cycle Inverter Split System Air Conditioner

**Model Number STR-23RSJAIF**

**INSTRUCTION MANUAL**

**AFTER SALES SUPPORT**

1300 886 649

[info@tempo.org](mailto:info@tempo.org)

MODEL:STR-23RSJAIF PRODUCT CODE:43512 10/2014





N13275

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# STIRLING<sup>®</sup>

## Reverse Cycle Inverter Split System Air Conditioner

# Warranty Details



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The product is guaranteed to be free from defects in workmanship and parts for a period of 60 months from the date of purchase. Defects that occur within this warranty period, under normal use and care, will be repaired, replaced or refunded at our discretion, solely at our option with no charge for parts and labour. The benefits conferred by this warranty are in addition to all rights and remedies in respect of the product that the consumer has under the Competition and Consumer Act 2010 and similar state and territory laws.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and to compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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# Welcome

Congratulations on choosing to buy a STIRLING® product.

All products brought to you by STIRLING® are manufactured to the highest standards of performance and safety and, as part of our philosophy of customer service and satisfaction, are backed by our comprehensive warranty. We hope you will enjoy using your purchase for many years to come.

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# General Safety Instructions

## **IMPORTANT!**

**This unit comes with separate installation instructions for use by an appropriately qualified installer. Do not try to install the air conditioner on your own; doing so will expose you to danger and void the warranty.**

**It is your responsibility to ensure the unit is installed by a qualified technician, who should check that it is earthed in accordance with applicable regulations and install a thermomagnetic circuit breaker.**

Read this manual thoroughly before installing and using the appliance. It contains many important safety statements concerning the use of this appliance. Always read and observe all safety statements. They reduce the risk of fire, electric shock and injury when correctly adhered to.



Keep the manual in a safe place for future reference, along with the completed warranty card, purchase receipt and carton. If applicable, pass these instructions on to the next owner of the appliance.

## **Electrical safety**

- **Voltage:** Make sure your electrical voltage and circuit frequency correspond to those indicated on the appliance rating plate.
- **Power plug:** Keep the power plug clean. To avoid the risk of electric shock or fire, insert the plug correctly and firmly into the socket. Check and ensure that the socket is suitable for the plug, otherwise have the socket changed. Do not alter the plug.
- **No extension cord:** Do not use the unit with an extension cord or adaptor.
- **Power cord:** Do not bend, tug or compress the power cord as this could damage it. A damaged power cord can cause electric shock or fire.
- **Damaged cord:** If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Contact our after sales support line for advice.
- **Protect from water:** Do not expose the air conditioner to water. The electrical insulation could be damaged and cause electrocution. Do not touch the unit when barefoot or parts of your body are wet or damp.
- **Do not disconnect during use:** Pulling out the plug to switch off the appliance when it is in operation could create a spark and cause a fire.
- **Disconnect when not in use:** Ensure that the indoor unit is switched off and disconnected from the power supply when it will remain inoperative for a long period and before cleaning or maintenance. Grip the plug when disconnecting, do not pull the cord.

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# General Safety Instructions (Cont.)

## Usage conditions and restrictions

- **Intended purpose:** This appliance has been made for air conditioning domestic environments and must not be used for any other purpose, such as for drying clothes, cooling food etc. Only use the air conditioner as instructed in this manual.
- **Alterations:** Do not alter the characteristics of the appliance in any way.
- **Common sense:** These instructions are not intended to cover every possible condition and situation. As with any electrical household appliance, common sense and caution are therefore always recommended when installing, operating and maintaining the unit.
- **Usage restriction:** This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- **Children:** Supervise children to ensure they do not play with the appliance.
- **Dust filter:** Always use the air conditioner with the air filter mounted. Using it without dust filter could cause an excessive accumulation of dust or waste on the inner parts of the device with possible subsequent failures.
- **Temperature selection:** Selecting the most suitable temperature can prevent damage to the unit.
- **Exposure to cold air flow:** Never remain directly exposed to the flow of cold air for a long time, as direct and prolonged exposure to cold air from the air conditioner could be dangerous for your health. Take particular care in rooms where there are children, old or sick people.
- **Air flow direction:** The airflow direction must be properly adjusted. The flaps must be directed downwards in heating and upwards in cooling mode.
- **Plants and animals:** Do not direct the airflow onto plants or animals, as long and direct exposure to cold air from an air conditioner could adversely affect them.
- **Do not block openings:** Do not obstruct the air inlet or outlet of the indoor or outdoor unit. Obstructing openings reduces the operating efficiency of the air conditioner with possible consequent failures or damages.
- **Keep clear:** Do not climb onto or place any objects on top of the unit.
- **Do not insert objects:** Never insert a stick or similar object into the appliance. It could cause injury.
- **Maximise efficiency:** Do not leave windows or doors open for long when the air conditioner is operating.

# General Safety Instructions (Cont.)

- **Smoke or burning smell:** If the appliance gives off smoke or there is a burning smell, immediately disconnect the unit from the power supply and contact the after sales support line.



## **Cleaning, servicing and repair**

- **Disconnect before cleaning:** Before carrying out any cleaning or maintenance, make sure the unit is disconnected from the mains electricity supply.
- **Professional care:** Cleaning and maintenance must be carried out by specialised technical personnel.
- **Repair:** Only have the unit repaired by an authorised service centre. Incorrect repair could expose you to the risk of electric shock, fire or injury. Prolonged use of the unit in such conditions could cause fire or electrocution.

**Please refer to the Installation Manual for safety instructions specific to the installation of the indoor and outdoor units.**

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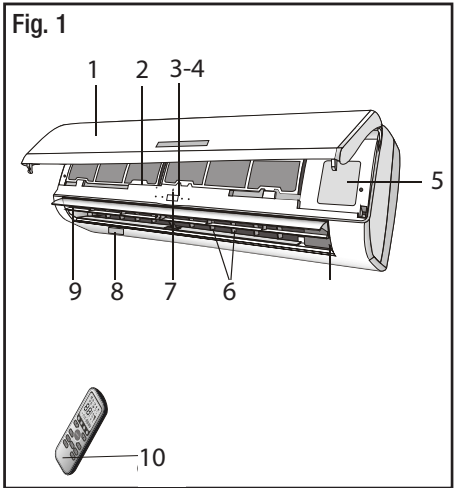
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# Product Overview

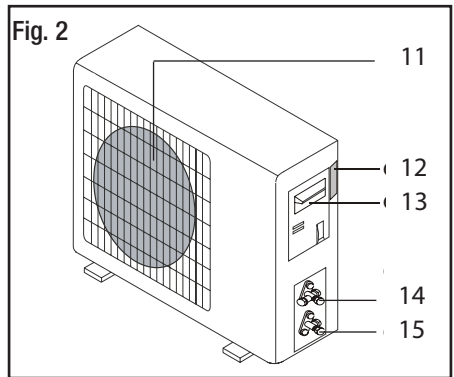
- This Reverse Cycle Inverter Split System Air Conditioner is made up of an indoor and outdoor unit (Fig. 1 & 2), which are connected through properly insulated copper pipes (not supplied) and an electrical connecting cable.
- The **indoor unit** is installed on a wall of the room to be air conditioned.
- The **outdoor unit** is installed outdoors on the ground, or on a wall on suitable brackets.
- Technical data of the air conditioner is printed on the labels placed on the indoor and outdoor units.
- The remote control has been designed for easy use.

**NOTE:** The figures throughout this manual are for illustrative purposes only and may vary slightly from the appearance of the unit purchased.

Indoor Unit	
No	Part
1	Front panel
2	Air filter
3	LED display
4	Signal receiver
5	Terminal block cover
6	Deflectors
7	Emergency button
8	Indoor unit rating label
9	Airflow direction flaps
10	Remote control



Outdoor Unit	
No	Part
11	Air outlet grille
12	Outdoor unit rating label
13	Cover
14	Gas valve
15	Liquid valve



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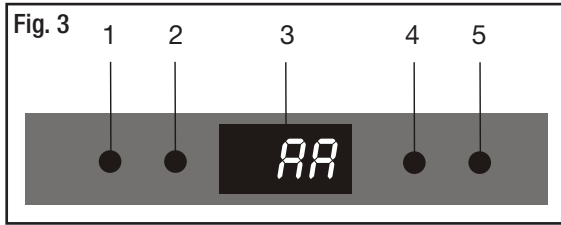
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# Product Overview (Cont.)

## Indoor unit LED display



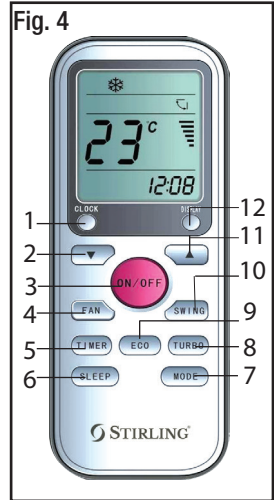
No	LED		Function
1	Power	⏻	Shows that the unit is powered
2	Sleep	☾	Sleep mode
3	Temperature display (if present)	88	Indicates the set temperature (in °C or °F)
4	Timer	⌚	Timer mode
5	Run	⚙️	Unit working

**NOTE:** The shape and position of switches and indicators may vary slightly according to the model, but their function is the same.

# Product Overview (Cont.)

## Remote control

No	Button	Function
1	CLOCK	Press this button to set the time. When the time is flashing, press ▲ or ▼ to adjust the time. Every press equals one minute, or press and hold for rapid adjustment. Press CLOCK again once the time has been set.
2	▼ DOWN	Decrease the temperature or time by 1 unit.
3	ON/OFF	Switch the unit on and off.
4	FAN	Select the fan speed.
5	TIMER	Set to switch on and off automatically.
6	SLEEP	Activate the sleep function.
7	MODE	Select the mode of operation.
8	SUPER/TURBO	In <b>cooling</b> mode, produce maximum cooling performance (16°C). In <b>heating</b> mode, produce maximum heating performance (31°C).
9	ECO	In <b>cooling</b> mode, the room temperature will be allowed to rise 2°C above the set temperature before cooling restarts. In <b>heating</b> mode, the temperature will be allowed to fall 2°C below the set temperature before heating restarts.
10	SWING	Activate or deactivate movement of the deflectors.
11	▲ UP	Increase the temperature or time by 1 unit.
12	DISPLAY	Switch on/off the LED display (if present).



**NOTE:**  
Every time you press a button, the unit confirms with a beep the correct reception of each action.

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# Product Overview (Cont.)

## Remote control display



















Symbol	Indicator
	FEEL mode indicator
	COOLING mode indicator
	FAN ONLY mode indicator
	DEHUMIDIFYING mode indicator
	HEATING indicator
	SIGNAL RECEPTION indicator
	TIMER OFF indicator
	TIMER ON indicator
 (FLASH)	AUTO FAN indicator
	LOW FAN SPEED indicator
	MEDIUM FAN SPEED indicator
	HIGH FAN SPEED indicator
	SLEEP indicator
	SUPER/TURBO indicator
	ECO indicator
	BATTERY indicator
	CLOCK indicator
	Airflow swing indicator

Fig. 5



**NOTE:**

Every time you press a button, the unit confirms with a beep the correct reception of each action.

# Getting Started (Cont.)

## Inserting batteries

- Remove the cover from the battery compartment by sliding it off the housing (Fig. 7). Insert the new batteries, ensuring the polarities (+/-) match the markings.
- Refit the cover by sliding it back into place.

### NOTE:

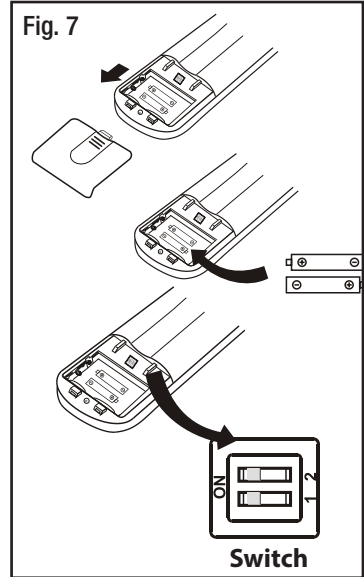
- Use two AAA (1.5V) batteries. Do not use rechargeable batteries.
- Replace old batteries with new ones of the same type when the display is no longer legible.
- Dispose of your remote control batteries in accordance with your local laws and regulations concerning battery disposal.

## Programming the remote control

When you open the battery compartment at the back of the remote control, a switch will be visible, above the space for the batteries, as illustrated (Fig. 7). Set this switch to the desired mode (HEATING or COOLING) and temperature display (°C or °F) **without batteries in place**, then insert the batteries and the display will be adjusted accordingly.

When you insert batteries for the first time in the remote control, or if you change batteries, you will need to program the remote control to work in either COOLING or HEATING mode. This is very easy: as soon as you insert the batteries, the cooling (❄) and heating (☀) symbols (Fig. 8) will start flashing.

- Pressing any button when the cooling (❄) symbol is displayed will program the remote control for COOLING mode.
- Pressing any button when the heating (☀) symbol is displayed will program the remote control for reverse cycle (HEATING) mode.



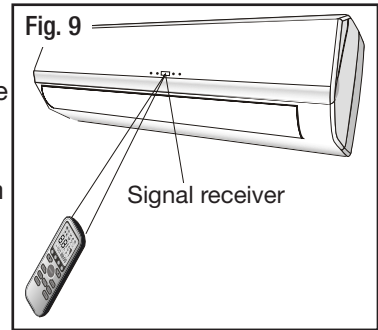
### IMPORTANT!

If the remote control is programmed for COOLING mode, you will not be able to activate the heating function. To do this you need to take out the batteries and repeat the programming procedure for HEATING mode.

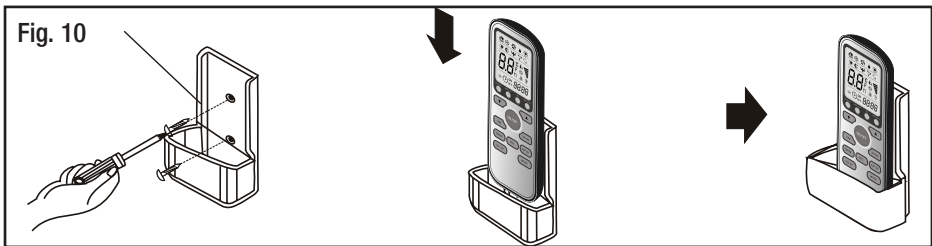
# Getting Started (Cont.)

## Using the remote control

- Direct the remote control towards the air conditioner, as illustrated (Fig. 9).
- Ensure that there are no objects between the remote control and the signal receiver at the front of the air conditioner's indoor unit.
- Operate the remote control from a maximum distance of 3m.
- Never leave the remote control exposed to direct sunlight.
- Keep the remote control at a distance of at least 1m from any television or other electrical appliances.



The remote control may be kept in a wall-mounted holder (supplied). Just attach it to a suitable wall, as illustrated (Fig. 10), and store the remote in easy reach.



## Replacing the batteries

When there is no beep confirmation from the indoor unit, or when the LCD does not activate, it is time to replace the batteries. Take off the cover at back and replace the old batteries with fresh ones of the same size and type. See 'Inserting batteries', page 13 for detailed instructions.

**NOTE:** Only remove the batteries from the remote control when the air conditioner is not in operation.

# Getting Started

## Auto-restart function

The appliance is preset to restart automatically and keep the selected settings after a power blackout or a voltage drop. To deactivate this function, proceed as follows:

1. Switch off the air conditioner and unplug it.
2. Press the emergency button, then plug in the unit and switch it on again.
3. Keep pressing the emergency button for more than 10 seconds until you hear four short beeps, which indicates that the auto-restart function is off. To reactivate the function, follow the same procedure until you hear three short beeps.

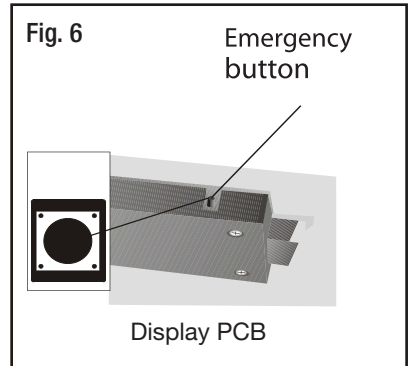
## Emergency function

If the remote control is lost, lift the front panel of the unit to access the emergency button, then proceed as follows:

1. Press the button once (one beep) if you want the air conditioner to work in FORCED COOLING mode.
2. Press the button twice (two beeps) if you want the unit to work in FORCED HEATING mode.
3. Press the button again (a single long beep) to switch off the unit. After 30 minutes in forced mode, the air conditioner will automatically start working in FEEL mode (see page 20 for details).

### NOTE:

- The shape and position of the emergency button may vary according to the model, but its function is the same.
- The external static pressure of the heat pump is 0Pa for all models.



# Features

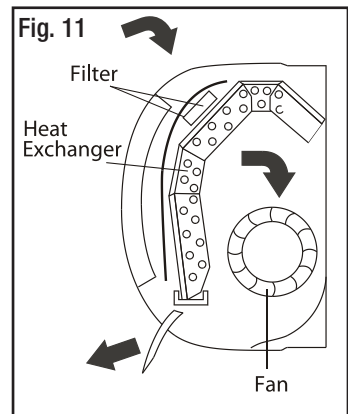
This Reverse Cycle Inverter Split System Air Conditioner is designed to create comfortable climatic conditions in any room of your home. It consists of an indoor unit that must be wall-mounted in the room you want to cool, and an outdoor unit that can be installed on the ground or on an outside wall on suitable brackets.

## Modes of operation

You can set the air conditioner to cool, heat or dehumidify the air, or let the unit adjust the room temperature automatically to ensure comfortable conditions all year round. These modes are described in detail on the following pages.

## How it works

- The indoor air, sucked in by the fan, enters the unit through the grille at the front panel and passes through a filter, which collects any dust (Fig. 11).
- The air is then conveyed to the heat exchanger, where it is cooled and dehumidified or heated, depending on your setting. The heat removed from the room is released to the outside.
- At the end of the cycle, the fan releases fresh air back into the room.
- The direction of the air outlet is regulated by flaps on the indoor unit, which are motorised up and down, and can be moved manually right



## Getting the most out of your air conditioner

(Based on information provided by the NSW Government on its Environment & Heritage website: <http://www.environment.nsw.gov.au/energy/coolchoose.htm>.)

- Keep windows and doors shut. Rooms in which the air conditioner is being used should be closed off so the room air is recirculated.
- Locate window/wall units on the south side of the house, if possible. Shade the unit if it is exposed to full sun, but don't restrict airflow over it.
- Set thermostats at 23-26°C for summer cooling. Each degree you lower the thermostat may increase running costs by up to 10%.
- Homes that are insulated require air conditioners with lower heating/cooling outputs because they can trap the cool/warm air. A fully insulated home will require less power usage from the air conditioner to reach a comfortable room temperature. However, ceiling sweep fans will help move warm/cool air back down to floor level in rooms with very high ceilings.

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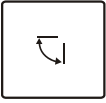
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# Instructions

## Airflow swing control



The airflow direction (Fig. 12) ensures even distribution of cool air in the room (or warm air, in heating mode). The SWING button on the remote control activates the flaps, which direct the airflow up or down.

- In COOLING mode, orient the flaps upwards so the cooled air is directed upwards – it will automatically sink down.
- In HEATING mode, orient the flaps downward, as warm air tends to rise upwards.
- The deflectors under the flaps can be adjusted manually to direct the airflow in a right or left direction (Fig. 13).

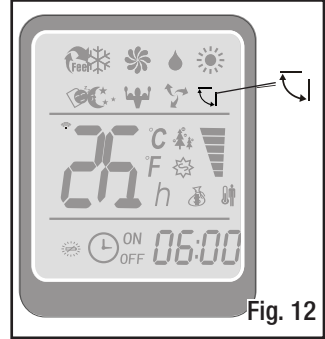


Fig. 12

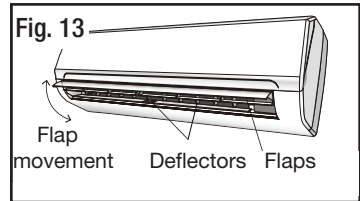


Fig. 13

### CAUTION!

- Always adjust the airflow while the unit is switched off.
- Never attempt to change the flap position manually, as this could seriously damage the delicate flap activating mechanism.
- **DANGER!** Never insert your hand or objects in the unit's air outlet. It contains a fan that turns at high speed.



# Instructions (Cont.)

## Cooling mode



In COOLING mode (Fig. 14) the air conditioner will cool down the room to your set temperature and reduce the humidity in the air at the same time.

- To activate the cooling function, press the MODE button on the remote control until the cooling symbol (❄️ / COOL ■) appears on the display.
- To activate the cooling cycle, use the ▲ or ▼ keys to set the temperature lower than the current ambient room temperature.
- To optimise the air conditioner's cooling function, set the temperature as described above, then also adjust the speed (see **Fan mode**, page 19) and the airflow direction (see page 16).



## Heating mode



In HEATING mode (Fig. 15) the air conditioner will heat up the room to your set temperature.

- To activate the heating function, press the MODE button on the remote control until the heating symbol (☀️ / HEAT ■) appears on the display.
- To activate the heating cycle, use the ▲ or ▼ keys to set the temperature higher than the current ambient room temperature.
- To optimise the air conditioner's heating function, set the temperature as described, then also adjust the speed (see **Fan mode**, page 19) and the airflow direction (see page 16).



### IMPORTANT!

- The unit is fitted with a 'Hot Start' function, which delays startup for a few seconds to ensure an immediate output of hot air.
- In HEATING mode, the unit can automatically activate a defrost cycle, which is essential if there is an excessive amount of frost on the condenser. This procedure usually lasts for 2-10 minutes, during which time the fans stop operation. After defrosting, the unit will automatically return to HEATING mode.
- If the remote control is programmed for COOLING mode, you will not be able to activate the heating function. To do this you need to take out the batteries and repeat the programming procedure for HEATING mode (see page 12).

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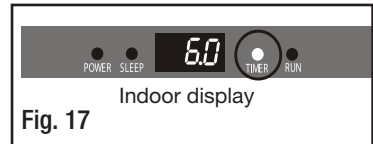
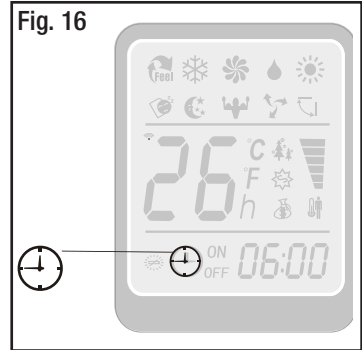
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# Instructions (Cont.)

## Timer mode - Timer ON

  Program the timer to switch the unit on automatically (Fig. 16).

- To program the start time, make sure the unit is switched off.
- Press the TIMER button on the remote control to activate the timer, then use the ▲ or ▼ buttons to set the desired temperature.
- Press the TIMER button again, then use the ▲ or ▼ to set the time period after which the unit will switch on. With every press of the ▲ or ▼ buttons, the time will increase/decrease by half an hour. Keep pressing until the display shows the time that passes between programming and the start time. TIMER will be illuminated on the indoor unit display (Fig. 17).
- To cancel the set function, press the TIMER button again.



  **Timer mode - Timer OFF**  
Program the timer to switch the unit off automatically.

- To program the stop time, the unit should be switched on.
- Press the TIMER button on the remote control, then use the ▲ or ▼ buttons to set the time period after which the unit will switch off. With every press of the ▲ or ▼ buttons, the time will increase/decrease by half an hour.
- To cancel the set function, press the TIMER button again.

### IMPORTANT!



- Before proceeding with the timed start, program the working mode (with the MODE button) and the fan speed (with the FAN button). Then switch the air conditioner off (with the ON/OFF button).
- In case of a power failure or other disconnections from the power supply, you will have to reset your timer settings.

# Instructions (Cont.)

## Fan mode



In FAN mode (Fig. 18) only the air conditioner's ventilation will be working.

- To activate FAN mode, press the MODE button until the fan symbol (  / FAN  ) appears in the display.
- Press the FAN button to change the fan speed in the following sequence: LOW - MEDIUM - HIGH - AUTO.



### NOTE:

- The remote control stores the speed that was set in the previous mode of operation.
- In FEEL mode (automatic, see page 20) the air conditioner automatically chooses the fan speed and the mode of operation (COOLING or HEATING).

## Dry (dehumidifying) mode




In this mode (Fig. 19), the air conditioner will alternate cooling and fan only cycles to reduce the humidity in the air, making the room more comfortable.

- To activate DRY mode, press the MODE button until the dry symbol (  / DRY  ) appears in the display.

## Sleep mode



In SLEEP mode (Fig. 20) the unit automatically switches to quiet operation and maintains the temperature at a comfortable level during the night.



- To activate SLEEP mode, press the SLEEP button on the remote control until the sleep symbol (  / AUTOQUIET ) appears in the display. SLEEP will be illuminated on the indoor unit display (Fig. 21).

### NOTE:

- In COOLING or DRY mode the set temperature will automatically rise by 1°C every 60 minutes to achieve a total 2°C increase during the first 2 hours.
- In HEATING mode the set temperature is gradually decreased by 2°C during the first 2 hours.
- After running in SLEEP mode for 10 hours, the air conditioner automatically switches off.



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# Instructions (Cont.)

## Feel mode (automatic mode)



In FEEL mode (Fig. 22) the unit automatically adjusts the temperature and fan speed according to the room temperature (tested by the probe incorporated in the indoor unit) to ensure and maintain comfortable conditions.

- To activate FEEL (automatic) mode, press the MODE button on the remote control until the feel symbol (  / FEEL ■ ) appears in the display.
- The unit will cool, heat or dry the room automatically, depending on the current room temperature.

**NOTE:** To optimise the efficient working of the air conditioner, adjust the temperature (only  $\pm 2^{\circ}\text{C}$ ), the speed and the airflow direction by pressing the relevant buttons.





Ambient temp.	Operation mode	Auto temp.
< 20°C	Heating	23°C
20°C ~ 26°C	Drying	18°C
>26°C	Cooling	23°C

# Troubleshooting Guide

If you experience problems with your air conditioner, check for solutions in the table below. If the problem cannot be solved by simple adjustments, call the after sales support line, or contact a licensed air conditioner technician.

Problem	Possible cause and solution
The air conditioner does not work.	<ul style="list-style-type: none"> <li>• Power failure/disconnected — check the power supply and ensure the unit is properly connected.</li> <li>• The Timer On function is activated — see page 18.</li> <li>• Damaged indoor/outdoor unit fan motor — <b>call the after sales support line to arrange a service.</b></li> <li>• Faulty compressor/thermomagnetic circuit breaker — call for service.</li> <li>• Faulty protective device or fuse — call for service.</li> <li>• Loose connections or disconnected — check the power supply and ensure proper connection.</li> <li>• A protection mechanism has activated to protect the appliance — see page 23.</li> <li>• The voltage is higher or lower than the required voltage range — call for service.</li> <li>• The electronic control board is damaged — call for service.</li> </ul>
Strange odour.	The air filter is dirty — see 'Dust filters', page 24.
Noise like running water.	This is the backflow of liquid in the refrigerant circulation — call for service.
Strange crackling noise.	With varying temperatures, the front panel expands and contracts, which can make a noise — this is not a problem and no cause for concern.
There is a fine mist coming from the air outlet.	This occurs when the air in the room becomes very cold, for example in COOLING or DRY mode — this is not a problem and no cause for concern.
The appliance does not respond to commands.	<ul style="list-style-type: none"> <li>• The remote control is too far from the indoor unit — operate the remote control from a 3m maximum distance, see page 14.</li> <li>• The remote control batteries are flat — insert new ones.</li> <li>• There are obstacles between the remote control and the signal receiver on the indoor unit — move the obstacles, see page 14.</li> </ul>

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# Troubleshooting Guide (Cont.)

Problem	Possible cause and solution
Insufficient airflow, either hot or cold.	<ul style="list-style-type: none"> <li>• Unsuitable temperature setting — adjust the fan, see page 19.</li> <li>• Obstructed air intakes and outlets — clear any obstructions.</li> <li>• Dirty air filter — clean the filter, see 'Maintenance', page 24.</li> <li>• Fan speed is set to minimum — adjust, see page 19.</li> <li>• Other sources of heat in the room — check for other heat sources.</li> <li>• No refrigerant — call for service.</li> </ul>
The display is off.	There has been a power failure — check if other appliances are working.

## Service required!

**Switch off the air conditioner immediately, cut off the power supply and call our after sales support line for service in the event of:**



- Loud and unusual noises during operation.
- Faulty electronic control board.
- Faulty fuses or switches.
- Spraying water or objects inside the appliance.
- Overheated cables or plugs.
- Very strong smell coming from the appliance.

## Error signals on the display

In case of certain malfunctions, the indoor unit will display the error codes below. Note the code and contact the after sales support line for advice.

Code	Run indicator	Description
E1	Flashes once	Fault of the indoor temperature sensor — set the temperature manually and call for service.
E2	Flashes twice	Fault of the indoor pipe temperature sensor — set the temperature manually and call for service.
E6	Flashes 6 times	Malfunction of the indoor fan motor — call for service.

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# Other Useful Information

## Protection

The protective device may trip and stop the appliance in the following situations.

Heating mode	Outdoor air temperature is above 24°C.
	Outdoor air temperature is below -7°C.
	Room temperature is above 27°C.
Cooling mode	Outdoor air temperature is above 43°C.
	Room temperature is below 21°C.
Dry mode	Room temperature is below 18°C.

**NOTE:** After stopping and restarting the air conditioner, or after changing the mode during operation, the system does not restart immediately. This is a protection function for the compressor. In such a case, wait for three minutes for the system to restart.

## Maintenance

Periodic maintenance is essential for keeping your air conditioner efficient.

### **CAUTION!**

Before carrying out any maintenance, disconnect the power supply by setting the installation on/off switch to OFF.

### End of season maintenance

- Disconnect the automatic switch or the plug.
- Clean and replace the filters.
- On a sunny day let the conditioner work in ventilation for some hours, so that the inside of the unit can dry completely.

# Other Useful Information (Cont.)

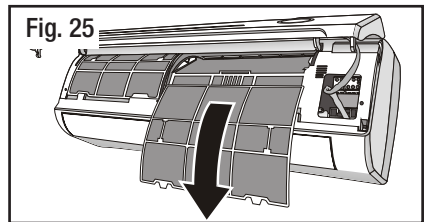
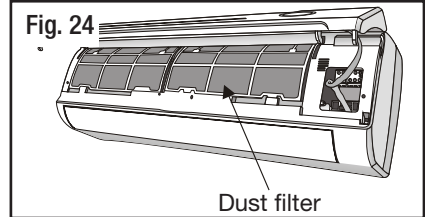
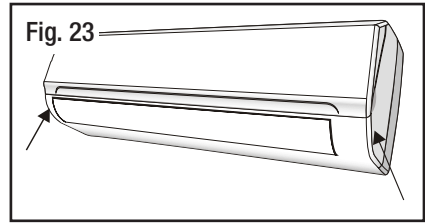
## Dust filters

- Open the front panel following the direction of the arrow (Fig. 23).
- Keeping the front panel raised with one hand (Fig. 24), take out the dust filter with the other hand (Fig. 25).
- Clean the filter with a damp cloth or, if necessary, wash it in warm water (not exceeding 45°C). Leave to dry in a cool and dry place.
- Once the filter is completely dry, insert it back into the unit with one hand while keeping the front panel raised with the one hand.
- Close the front panel.

**NOTE:** Any electrostatic and deodorant filters (if installed) cannot be washed and must be replaced every six months.

## Cleaning the heat exchanger

- Open the front panel of the unit, lift it up as far as possible and then unhook it from the hinges to make cleaning easier.
- Clean the indoor unit using a cloth with warm water (not exceeding 40°C) and a mild detergent. Never use harsh solvents or detergents.
- If the battery of the outdoor unit is clogged by dust, leaves or other environmental debris, remove it with an air jet or a bit of water.







# STIRLING<sup>®</sup>

Reverse Cycle Inverter Split System Air Conditioner

## Repair and Refurbished Goods or Parts Notice

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Unfortunately, from time to time, faulty products are manufactured which need to be returned to the supplier for repair.

Please be aware that if your product is capable of retaining user-generated data (such as files stored on a computer hard drive, telephone numbers stored on a mobile telephone, songs stored on a portable media player, games saved on a games console or files stored on a USB memory stick) during the process of repair, some or all of your stored data may be lost. **We recommend you save this data elsewhere prior to sending the product for repair.**

You should also be aware that rather than repairing goods, we may replace them with refurbished goods of the same type or use refurbished parts in the repair process.



**Please be assured though, refurbished parts or replacements are only used where they meet ALDI's stringent quality specifications.**

If at any time you feel your repair is being handled unsatisfactorily, you may escalate your complaint. Please telephone us on 1300 886 649 or write to us at:

Tempo (Aust) Pty Ltd ABN 70 106 100 252  
PO BOX 6056 Frenchs Forest, Sydney, Australia NSW 2086  
Telephone: 1300 886 649 (Aust) - Fax: (02) 9975 2688  
Tempo Help Desk: 1300 886 649 (Aust)  
(Operating Hours: Mon-Fri 08:30am to 06:00pm EST)  
Email: [info@tempo.org](mailto:info@tempo.org)

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## Warranty returns



Should you for any reason need to return this product for a warranty claim, make sure to include all accessories with the product.

## Product does not work?

If you encounter problems with this product, or if it fails to perform to your expectations, make sure to contact our After Sales Support Centre on 1300 886 649 before returning it to the store for a refund.

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