



Owner's Manual

Original Instructions

Split Air Conditioner

Thank you for choosing our product. Please read this Owner's Manual carefully before operation and retain it for future reference. If you have lost the Owner's Manual, please contact the local agent or visit www.unitedappliances.com for the electronic version.

NOTE : Actual product may be different from graphics, please refer to actual products.

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**THIS MANUAL IS INTENDED
FOR THE FOLLOWING MODELS:**

UAWH09-AD3D1 | UAWH09-DD3D1

UAWH12-AD3D1 | UAWH12-DD3D1

UAWH18-DD3D1 | UAWH24-DD3D1

UAWH30-DD3D1 | UAWH36-DD3D1



Explanation of Symbols



WARNING

This symbol indicates the possibility of death or serious injury.



CAUTION

This symbol indicates the possibility of injury or damage to property.

NOTICE

Indicates important but not hazard-related information, used to indicate risk of property damage.

Exception Clauses

Manufacturer will bear no responsibilities when personal injury or property loss is caused by the following reasons.

1. Damage the product due to improper use or misuse of the product;
2. Alter, change, maintain or use the product with other equipment without abiding by the instruction manual of manufacturer;
3. After verification, the defect of product is directly caused by corrosive gas;
4. After verification, the defects are due to improper operation during transportation of product;
5. Operate, repair, maintain the unit without abiding by instruction manual or related regulations;
6. After verification, the problem or dispute is caused by the quality specification or performance of parts and components that produced by other manufacturers;
7. The damage is caused by natural calamities, bad using environment or force majeure.

If it needs to install, move or maintain the air conditioner, please contact dealer or local service center to conduct it at first. Air conditioner must be installed, moved or maintained by appointed unit. Otherwise, it may cause serious damage or personal injury or death.

When refrigerant leaks or requires discharge during installation, maintenance, or disassembly, it should be handled by certified professionals or otherwise in compliance with local laws and regulations.

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 should be supervised to ensure that they do not play with the appliance.



FCC WARNING

WARNING: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC STATEMENT

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

IC STATEMENT

This device complies with Industry Canada licence exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.



IC STATEMENT

This equipment complies with FCC's and IC's RF radiation exposure limits set forth for an uncontrolled environment. The antenna(s) used for this transmitter must be installed and operated to provide a separation distance of at least 20 cm from all persons and must not be collocated or operating in conjunction with any other antenna or transmitter. Installers must ensure that 20cm separation distance will be maintained between the device (excluding its handset) and users.

Cet appareil est conforme aux limites d'exposition au rayonnement RF stipulées par la FCC et l'IC pour une utilisation dans un environnement non contrôlé. Les antennes utilisées pour cet émetteur doivent être installées et doivent fonctionner à au moins 20 cm de distance des utilisateurs et ne doivent pas être placées près d'autres antennes ou émetteurs ou fonctionner avec ceux-ci. Les installateurs doivent s'assurer qu'une distance de 20 cm sépare l'appareil (à l'exception du combiné) des utilisateurs.



Safety precautions



WARNING

Installation

- Installation or maintenance must be performed by qualified professionals.
- The appliance shall be installed in accordance with national wiring regulations.
- According to the local safety regulations, use qualified power supply circuit and circuit breaker.
- All wires of indoor unit and outdoor unit should be connected by a professional.
- Be sure to cut off the power supply before proceeding any work related to electricity and safety.
- Make sure the power supply matches with the requirement of air conditioner.
- Unstable power supply or incorrect wiring may result in electric shock, fire hazard or malfunction. Please install proper power supply cables before using the air conditioner.
- The grounding resistance

should comply with national electric safety regulations.

- Air Conditioner should be properly grounded. Incorrect grounding may cause electric shock.
- Do not put through the power before finishing installation.
- Do install the circuit breaker. If not, it may cause malfunction.
- An all-pole disconnection switch having a contact separation of at least 3mm in all poles should be connected in fixed wiring.
- Circuit breaker should be included magnet buckle and heating buckle function. It can protect the overload and circuit-short.
- The ground resistance shall be in conformity with the requirements of NEC and CEC.
- Installation must be per-

Safety precautions



CAUTION

Installation

formed in accordance with the requirement of NEC and CEC by authorized personnel only.

- Instructions for installation and use of this product are provided by the manufacturer.
- Select a location which is out of reach for children and far away from animals or plants. If it is unavoidable, please add the fence for safety purpose.
- The indoor unit should be installed close to the wall.
- Don't use unqualified power cord.
- If the length of power connection wire is insufficient, please contact the supplier for a new one.
- The appliance must be positioned so that the plug is accessible.
- For the air conditioner with plug, the plug should be re-

achable after finishing installation.

- For the air conditioner with-out plug, a circuit breaker must be installed in the line.
- The yellow-green wire in air conditioner is grounding wire, which can't be used for other purposes.
- The air conditioner is the first class electric appliance. It must be properly grounded with specialized grounding device by a professional. Please make sure it is always grounded effectively, otherwise it may cause electric shock.
- The temperature of refrigerant circuit will be high, please keep the interconnection cable away.

Safety precautions



WARNING

Operation and Maintenance

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- 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.
- Do not connect air condi-

tioner to multi-purpose socket. Otherwise, it may cause fire hazard.

- Do disconnect power supply when cleaning air conditioner. Otherwise, it may cause electric shock.
- Do not wash the air conditioner with water to avoid electric shock.
- Do not spray water on indoor unit. It may cause electric shock or malfunction.
- Do not repair air conditioner by yourself. It may cause electric shock or damage. Please contact dealer when you need to repair air conditioner.
- After removing the filter, do not touch fins to avoid injury.
- Do not extend fingers or objects into air inlet or air outlet. It may cause personal injury or damage.

Safety precautions



CAUTION

Operation and Maintenance

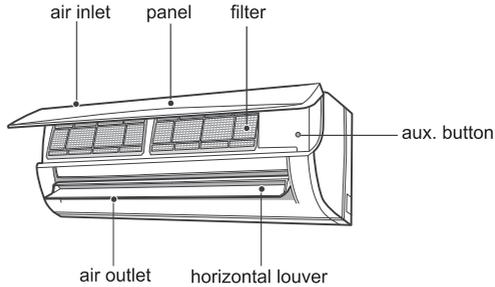
- Do not spill water on the remote controller, otherwise the remote controller may be broken.
- Do not use fire or hair dryer to dry the filter to avoid deformation or fire hazard.
- Do not block air outlet or air inlet. It may cause malfunction.
- Do not step on top panel of outdoor unit, or put heavy objects. It may cause damage or personal injury.
- When below phenomenon occurs, please turn off air conditioner and disconnect power immediately, and then contact the dealer or qualified professionals for service.
 - Power cord is overheating or damaged.
 - There's abnormal sound during operation.
 - Circuit breaker trips off

frequently.

- Air conditioner gives off burning smell.
- Indoor unit is leaking.

Parts name

Indoor Unit



- If remote controller is lost or damaged, please use aux. button to turn on or turn off the air conditioner. The operation in details is as below: As shown in the figure, open panel and press aux. button to turn off the air conditioner. When the air conditioner is turned on, it will operate under auto mode.

Display

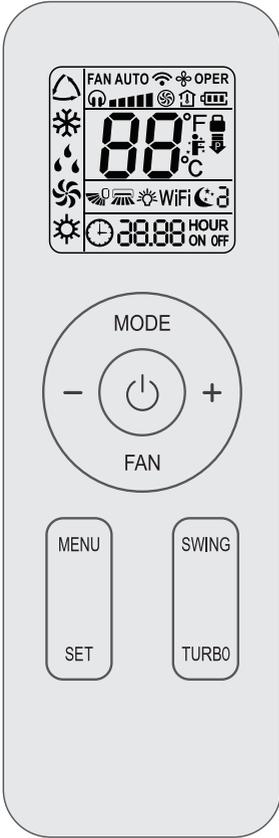
Heat mode		R:red indicator R (only for heat model)
Cool mode		W:white indicator
Dry mode		G:green indicator O:orange indicator
Temp. indicator	26	
Power indicator		

NOTE

- This is the general introduction and the color of indicator is only for reference. Please refer to the actual display.
- Display content may be different from the actual. Please refer to the actual display.

Operation and introduction of remote controller

Buttons on remote controller



Introduction for icons on display screen

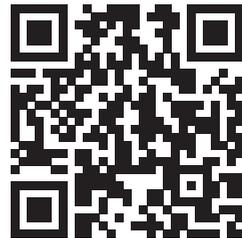
	I feel	
	Set fan speed	
	Turbo mode	
	Send signal	
Operation mode		Auto mode
		Cool mode
		Dry mode
		Fan mode
		Heat mode
	Sleep mode	
	Light	
	Power limiting operation	
	X-FAN function	
	Indoor ambient temp.	
	Clock	
	Set temperature	
	WiFi function	
	Set time	
	TIMER ON / TIMER OFF	
	Left & right swing	
	Up & down swing	
	Child lock	
	Quiet	

WiFi remote controller app

UA United Appliances smart air conditioner has a WiFi remote control system. It can be controlled by a smartphone with 2.4G WiFi, 2G, 3G, 4G network.

Scan the following QR code with your cell phone camera to download the user's manual and the app:

or at the following link:
<https://unitedappliances.com/us/downloads>

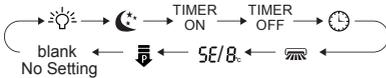


set temperature 1°C(°F). Holding "+" or "-" button, 2s later, set temperature on remote controller will change quickly. On releasing button after setting is finished, temperature indicator on indoor unit will change accordingly. (Temperature can't be adjusted under auto mode)

When setting TIMER ON, TIMER OFF or CLOCK, press "+" or "-" button to adjust time. (Refer to CLOCK, TIMER ON, TIMER OFF functions).

MENU button

Press this button to select submenu function and then press "SET" button to set the function status of submenu. The submenu can be selected circularly as follows:



NOTE

- Some menu's function may be unavailable under different models.

Light function

When selecting light function, light icon "☀️" flashes for 5s; press "SET" button within 5s to turn off display light on indoor unit and "☀️" icon on remote controller disappears. Press "SET" button again within 5s to turn on display light and "☀️" icon is displayed.

Sleep function

When selecting sleeping function, sleeping icon "🌙" flashes for 5s; press "SET" button within 5s can select Sleep 1 (🌙1), Sleep 2 (🌙2), Sleep 3 (🌙3) and cancel Sleep circularly.

- Sleep 1 is Sleep mode 1, in Cool modes; sleep status after run for one hour, the main unit setting temperature will increase 1°C, two hours, setting temperature increased 2°C, then the unit will run at this setting temperature; In Heat mode: sleep status after run for one hour, the setting temperature will decrease 1°C, two hours, setting temperature will decrease 2°C, then the unit will run at this setting temperature.
- Sleep 2 is sleep mode 2, that is air conditioner will run according to the presetting a group of sleep temperature curve.
- Sleep 3-the sleep curve setting under Sleep mode by DIY;

(1)Under Sleep 3 mode, press "Turbo" button for a long time, remote controller enters into user individual sleep setting status, at this time, the time of remote controller will display "1hour", the setting

temperature "88" will display the corresponding temperature of last setting sleep curve and blink (The first entering will display according to the initial curve setting value of original factory);

(2)Adjust "+" and "-" button, could change the corresponding setting temperature, after adjusted, press "Turbo" button for confirmation;

(3) At this time, 1hour will be automatically increased at the timer position on the remote control, (that are "2hours" or "3hours" or "8hours"), the place of setting temperature "88" will display the corresponding temperature of last setting sleep curve and blink;

(4) Repeat the above step (2)-(3) operation, until 8 hours temperature setting finished, sleep,curve setting finished, at this time, the remote controller will resume the original timer display; temperature display will resume to original setting temperature.

- Sleep3- the sleep curve setting under Sleep mode by DIY could be inquired:

The user could accord to sleep curve setting method to inquire the presetting sleep curve, enter into user individual sleep setting status, but do not change the temperature, press "Turbo" button directly for confirmation. Note: In the above presetting or enquiry procedure, if continuously within 10s, there is no button pressed, the sleep curve setting within 10s, there is no button pressed, the sleep curve setting status will be automatically quit and resume to display the original displaying. In the presetting or enquiry procedure, press "🏠" button, "MODE" button, the sleep curve setting or enquiry status will quit similarly.

NOTE

- If equipped with the product with one kind of sleeping mode only, set Sleep 1 (🌙1) or Sleep 3 (🌙3) to activate sleeping function.

TIMER ON function

TIMER ON function can set the time for timer on. Under TIMER ON function status, "🕒" icon disappears and the word "ON" on remote controller blinks. Press "+" or "-" button to adjust TIMER ON setting. After each pressing "+" or "-" button TIMER ON setting will increase or decrease 1min. Hold "+" or "-" button, 2s later, the time will change quickly until reaching your required time.Press "SET" button to confirm it within 5S. The word "ON" will stop blinking.

Cancel TIMER ON: Press "MENU" button to TIMER ON function and the characters "ON" flashes on the remote controller; press "SET" button until the characters "ON" disappears.

TIMER OFF function

TIMER OFF function can set the time for timer off. Under TIMER OFF function status, "🕒" icon disappears and the word "OFF" on remote controller blinks. Press "+" or "-" button to adjust TIMER

OFF setting. After each pressing "+" or "-" button TIMER OFF setting will increase or decrease 1min. Hold "+" or "-" button, 2s later, the time will change quickly until reaching your required time, press "SET" button to confirm it within 5S. The word "OFF" will stop blinking.

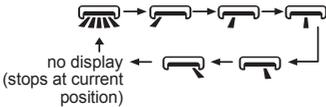
Cancel TIMER OFF: Press "MENU" button to TIMER OFF function and the characters "OFF" flashes on the remote controller; press "SET" button until the characters "OFF" disappears.

CLOCK function

CLOCK function can set clock time. Under CLOCK function status, "🕒" icon on remote controller will blink. Press "+" or "-" button within 5s to set clock time. Each pressing of "+" or "-" button, clock time will increase or decrease 1 min. If hold "+" or "-" button , 2s later, time will change quickly. Release this button when reaching your required time, press "SET" button to confirm it within 5S. The "🕒" icon will stop blinking.

Left & right swing function

When selecting left & right swing function, left & right swing icon "🌀" flashes for 5s; press "SET" button within 5s to select left & right swing angle. Fan blow angle can be selected circularly as below:



NOTE
• The function is only available for some models.

5E Energy-saving function

Under cooling mode, when selecting energy-saving function, energy-saving function icon "5E" flashes for 5s; press "SET" button within 5s to turn on or turn off energy-saving function. When energy-saving function is started up, "SE" will be shown on remote controller, and air conditioner will adjust the set temperature automatically according to ex-factory setting to reach to the best energy-saving effect. Press "SET" button again to exit energy-saving function.

8C 8 C-heating function

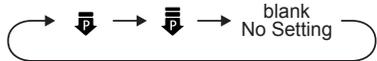
Under heating mode, when selecting 8 C-heating function, 8 C-heating icon "8C" flashes for 5s; press "SET" button within 5s to turn on or turn off

8 C-heating. When 8 C-heating is started up, "8C" will be shown on remote controller, and the air conditioner keep the heating status at 8 C. Press "SET" button again to exit 8 C-heating function.

NOTE
• Under °F temperature display, the remote controller will display 46°F heating.

Power limiting function

Power limiting function is for limiting the power of the whole unit. When selecting power limiting function, power limiting icon "⏸" flashes for 5s; press "SET" button within 5s and the remote controller will circularly display as follows:

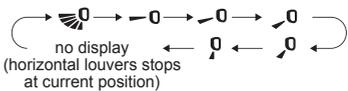


- Maximum power limited under the ⏸ mode is lower than that of ⏸ mode.
- If the current power is lower than the maximum power of ⏸ mode, then the power will not be limited after entering into such mode.
- For the model with one outdoor unit and two indoor units, if any one of indoor units enters into power limiting function, the outdoor unit will enter into the set limiting power mode of indoor unit; when two indoor units enter into power limiting mode, then the power of outdoor unit will be limited according to the lower power of the two indoor units.

NOTE
• The function is only available for some models.

SWING button

Press this button can select up & down swing angle. Fan blow angle can be selected circularly as below:



- When selecting "🌀", air conditioner is blowing fan automatically. Horizontal louver will automatically swing up & down at maximum angle.
- When selecting "0°", air conditioner is blowing fan at fixed position. Horizontal louver will stop at the fixed position.
- Hold "🌀" button above 2s to set your required swing angle. When reaching your required angle, release the button.

NOTE

- Press this button continuously for more than 2s, the main unit will swing back and forth from up to down, and then loosen the button, the unit present position of guide louver will be kept immediately.
- Under up and down swing mode, when the status is switched from off to , if press this button again 2s later,  status will switch to off status directly; if press this button again within 2s, the change of swing status will also depend on the circulation sequence stated above.

TURBO button

Under COOL or HEAT mode, press this button to turn to quick COOL or quick HEAT mode. " " icon is displayed on remote controller. Press this button again to exit turbo function and " " icon will disappear. If start this function, the unit will run at super-high fan speed to cool or heat quickly so that the ambient temperature approaches the preset temperature as soon as possible.

Function introduction for combination buttons

Child lock function

Press "+" and "-" simultaneously to turn on or turn off child lock function. When child lock function is on, " " icon is displayed on remote controller. If you operate the remote controller, the " " icon will blink three times without sending signal to the unit.

Temperature display switchover function

Under OFF status, press "-" and "MODE" buttons simultaneously to switch temperature display between °C and °F.

Auto clean function

Under unit off status, hold "MODE" and "FAN" buttons simultaneously for 5s to turn on or turn off the auto clean function. When the auto clean function is turned on, indoor unit displays "CL". During the auto clean process of evaporator, the unit will perform fast cooling or fast heating. There may be some noise, which is the sound of flowing liquid or thermal expansion or cold shrinkage. The air con-

ditioner may blow cool or warm air, which is a normal phenomenon. During cleaning process, please make sure the room is well ventilated to avoid affecting the comfort.

NOTE

- The auto clean function can only work under normal ambient temperature. If the room is dusty, clean it once a month; if not, clean it once every three months. After the auto clean function is turned on, you can leave the room. When auto clean is finished, the air conditioner will enter standby status.
- This function is only available for some models.

WiFi function

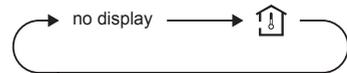
Press "MODE" and "TURBO" button simultaneously to turn on or turn off WiFi function. When WiFi function is turned on, the "WiFi" icon will be displayed on remote controller; Long press "MODE" and "TURBO" buttons simultaneously for 10s, remote controller will send WiFi reset code and then the WiFi function will be turned on. WiFi function is defaulted ON after energization of the remote controller.

NOTE

- This function is only available for some models.

Ambient temperature display function

Press "SWING" and "SET" buttons simultaneously, you can see indoor ambient temperature on indoor unit's display and the " " icon will be displayed on remote controller. The setting on remote controller is selected circularly as below:



Adjustable temperature under auto mode

The remote controller defaulted that the set temperature can't be adjusted and it won't be displayed under AUTO mode; when pressing "+" and "SET" buttons simultaneously under off status for consecutive 5s, the set temperature can be adjusted under AUTO mode. After setting is succeeded, the set temperature on the remote controller flashes for 3 times.

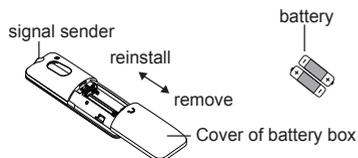
Night mode

Under cooling or heating mode, when turning on sleep mode and turn to low speed or quiet notch, the outdoor unit would enter into night mode.

NOTE

- When you feel that the cooling and heating effect is poor, please press "FAN" button to other fan speed or press "MENU" button twice and press "SET" button to cancel sleep mode, then outdoor unit will exit the night mode.
- The night mode can only work under normal ambient temperature.
- This function is only available for some models

Replacement of batteries in remote controller



1. Press the back side of remote controller marked with "☺", as shown in the fig, and then push out the cover of battery box along the arrow direction.
2. Replace two 7# (AAA 1.5V) dry batteries, and make sure the position of "+" polar and "-" polar are correct.
3. Reinstall the cover of battery box.

NOTICE

- During operation, point the remote control signal sender at the receiving window on indoor unit.
- The distance between signal sender and receiving window should be no more than 8m, and there should be no obstacles between them.
- Signal may be interfered easily in the room where there is fluorescent lamp or wireless telephone; remote controller should be close to indoor unit during operation.
- Replace new batteries of the same model when replacement is required.
- When you don't use remote controller for a long time, please take out the batteries.
- If the display on remote controller is fuzzy or there's no display, please replace batteries.

Clean and maintenance

WARNING

- Turn off the air conditioner and disconnect the power before cleaning the air conditioner to avoid electric shock.
- Do not wash the air conditioner with water to avoid electric shock.
- Do not use volatile liquid to clean the air conditioner.
- Do not use liquid or corrosive detergent to clean the appliance and do not splash water or other liquid onto it, otherwise, it may damage the plastic components, even cause electric shock.

Clean surface of indoor unit

When the surface of indoor unit is dirty, it is recommended to use a soft dry cloth or wet cloth to wipe it.

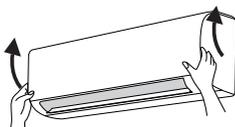
NOTICE

- Do not remove the panel when cleaning it.

Clean filter

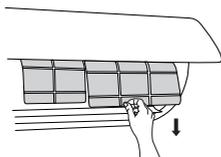
1. Open panel

Pull out the panel to a certain angle as shown in the fig.



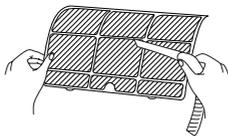
2. Remove filter

Remove the filter as indicated in the fig.



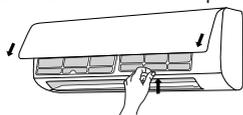
3. Clean filter

- Use dust catcher or water to clean the filter.
- When the filter is very dirty, use the water (below 45°C) to clean it, and then put it in a shady and cool place to dry.



4. Install filter

Install the filter and then close the panel cover tightly.



WARNING

- The filter should be cleaned every three months. If there is much dust in the operation environment, clean frequency can be increased.
- After removing the filter, do not touch fins to avoid injury.
- Do not use fire or hair dryer to dry the filter to avoid deformation or fire hazard.

NOTICE: Checking before use-season

1. Check whether air inlets and air outlets are blocked.
2. Check whether air switch, plug and socket are in good condition.
3. Check whether filter is clean.
4. Check whether mounting bracket for outdoor unit is damaged or corroded. If yes, please contact dealer.
5. Check whether drainage pipe is damaged.

NOTICE: Checking after use-season

1. Disconnect power supply.
2. Clean filter and indoor unit's panel.
3. Check whether mounting bracket for outdoor unit is damaged or corroded. If yes, please contact dealer.

Notice for recovery

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

Error Code

When air conditioner status is abnormal, temperature indicator on indoor unit will blink to display corresponding error code. Please refer to below list for identification of error code.

Error code	Troubleshooting
U8, H6, H3, E1, E5, E6, E8	It can be eliminated after restarting the unit. If not, please contact qualified professionals for service.
C5, F0, F1, F2	Please contact qualified professionals for service.

NOTE

- If there're other error codes, please contact qualified professionals for service.

Checked items before maintenance

General phenomenon analysis

Please check below items before asking for maintenance. If the malfunction still can't be eliminated, please contact local dealer or qualified professionals.

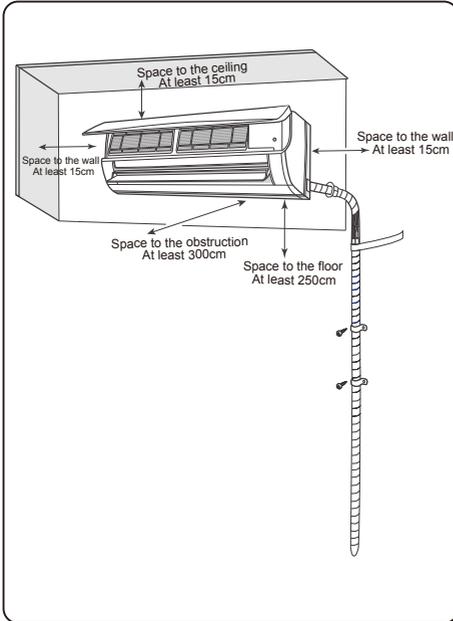
Phenomenon	Check items	Solution
Indoor unit can't receive remote controller's signal or remote controller has no action.	Whether it's interfered severely (such as static electricity, stable voltage?)	Pull out the plug. Reinsert the plug after about 3min, and then turn on the unit again.
	Whether remote controller is within the signal receiving range?	Signal receiving range is 8m.
	Whether there are obstacles?	Remove obstacles.
	Whether remote controller is pointing at the receiving window?	Select proper angle and point the remote controller at the receiving window on indoor unit.
	Is sensitivity of remote controller low; fuzzy display or no display?	Check the batteries. If the power of batteries is too low, please replace them.
	No display when operating remote controller?	Check whether remote controller appears to be damaged. If yes, replace it.
	Fluorescent lamp in room?	Take the remote controller close to indoor unit. Turn off the fluorescent lamp and then try it again.
No air emitted from indoor unit	Air inlet or air outlet of indoor unit is blocked?	Eliminate obstacles.
	Under heating mode, indoor temperature is reached to set temperature?	After reaching to set temperature, indoor unit will stop blowing out air.
	Heating mode is turned on just now?	In order to prevent blowing out cold air, indoor unit will be started after delaying for several minutes, which is a normal phenomenon.
Air conditioner can't operate	Power failure?	Wait until power recovery.
	Is plug loose?	Reinsert the plug.
	Air switch trips off or fuse is burnt out?	Ask professional to replace air switch or fuse.
	Wiring has malfunction?	Ask professional to replace it.
	Unit has restarted immediately after stopping operation?	Wait for 3min, and then turn on the unit again.
	Whether the function setting for remote controller is correct?	Reset the function.
Mist is emitted from indoor unit's air outlet	Indoor temperature and humidity is high?	Because indoor air is cooled rapidly. After a while, indoor temperature and humidity will decrease and mist will disappear.

Phenomenon	Check items	Solution
Odours are emitted	Whether there's odour source, such as furniture and cigarette, etc.	Eliminate the odour source. Clean the filter.
Set temperature can't be adjusted	Unit is operating under auto mode?	Temperature can't be adjusted under auto mode. Please switch the operation mode if you need to adjust temperature.
	Your required temperature exceeds the set temperature range?	Set temperature range: 16°C~30°C (61°F~86°F).
Cooling (heating) effect is not good.	Voltage is too low?	Wait until the voltage resumes normal.
	Filter is dirty?	Clean the filter.
	Set temperature is in proper range?	Adjust temperature to proper range.
	Door and window are open?	Close door and window.
Air conditioner operates abnormally	Whether there's interference, such as thunder, wireless devices, etc.	Disconnect power, put back power, and then turn on the unit again.
"Water flowing" noise	Air conditioner is turned on or turned off just now?	The noise is the sound of refrigerant flowing inside the unit, which is a normal phenomenon.
Cracking noise	Air conditioner is turned on or turned off just now?	This is the sound of friction caused by expansion and or contraction of panel or other parts due to the change of temperature.

WARNING

- When below phenomenon occurs, please turn off air conditioner and disconnect power immediately, and then contact the dealer or qualified professionals for service.
 - Power cord is overheating or damaged.
 - There's abnormal sound during operation.
 - Air switch trips off frequently.
 - Air conditioner gives off burning smell.
 - Indoor unit is leaking.
- Do not repair or refit the air conditioner by yourself.
- If the air conditioner operates under abnormal conditions, it may cause malfunction, electric shock or fire hazard.

Installation notice



■ Safety precautions for installing and relocating the unit

To ensure safety, please be mindful of the following precautions.

⚠ WARNING

- **When installing or relocating the unit, be sure to keep the refrigerant circuit free from air or substances other than the specified refrigerant.**

Any presence of air or other foreign substance in the refrigerant circuit will cause system pressure rise or compressor rupture, resulting in injury.

- **When installing or moving this unit, do not charge the refrigerant which is not comply with that on the nameplate or unqualified refrigerant.**

Otherwise, it may cause abnormal operation, wrong action, mechanical malfunction or even serious safety accident.

- **When refrigerant needs to be recovered during relocating or repairing the unit, be**

⚠ WARNING

sure that the unit is running in cooling mode. Then, fully close the valve at high pressure side (liquid valve). About 30-40 seconds later, fully close the valve at low pressure side (gas valve), immediately stop the unit and disconnect power. Please note that the time for refrigerant recovery should not exceed 1 minute.

If refrigerant recovery takes too much time, air may be sucked in and cause pressure rise or compressor rupture, resulting in injury.

- **During refrigerant recovery, make sure that liquid valve and gas valve are fully closed and power is disconnected before detaching the connection pipe.**

If compressor starts running when stop valve is open and connection pipe is not yet connected, air will be sucked in and cause pressure rise or compressor rupture, resulting in injury.

- **When installing the unit, make sure that connection pipe is securely connected before the compressor starts running.**

If compressor starts running when stop valve is open and connection pipe is not yet connected, air will be sucked in and cause pressure rise or compressor rupture, resulting in injury.

- **Prohibit installing the unit at the place where there may be leaked corrosive gas or flammable gas.**

If there is leaked gas around the unit, it may cause explosion and other accidents.

- **Do not use extension cords for electrical connections. If the electric wire is not long enough, please contact a local service center authorized and ask for a proper electric wire.** Poor connections may lead to electric shock or fire.

- **Use the specified types of wires for electrical connections between the indoor and outdoor units. Firmly clamp the wires so that their terminals receive no external stresses.** Electric wires with insufficient capacity, wrong wire connections and insecure wire terminals may cause electric shock or fire.

■ Tools for installation

- | | | |
|-----------------|--------------------|-------------------------|
| ① Level meter | ⑦ Open-end wrench | ⑫ Universal meter |
| ② Screw driver | ⑧ Pipe cutter | ⑬ Inner hexagon spanner |
| ③ Impact drill | ⑨ Leakage detector | ⑭ Measuring tape |
| ④ Drill head | ⑩ Vacuum pump | |
| ⑤ Pipe expander | ⑪ Pressure meter | |
| ⑥ Torque wrench | | |

NOTICE

- Please contact the local agent for installation.
- Don't use unqualified power cold.

■ Selection of installation location

Basic requirement

Installing the unit in the following places may cause malfunction. If it is unavoidable, please consult the local dealer:

- 1.The place with strong heat sources, vapors, flammable or explosive gas, or volatile objects spread in the air.
- 2.The place with high-frequency devices (such as welding machine, medical equipment).
- 3.The place near coast area.
- 4.The place with oil or fumes in the air.
- 5.The place with sulfureted gas.
- 6.Other places with special circumstances.
- 7.The appliance shall not be installed in the laundry.
- 8.It's not allowed to be installed on the unstable or motive base structure (such as truck) or in the corrosive environment (such as chemical factory).

Indoor unit

- 1.There should be no obstruction near air inlet and air outlet.
- 2.Select a location where the condensation water can be dispersed easily and won't affect other people.
- 3.Select a location which is convenient to connect the outdoor unit and near the power socket.
- 4.Select a location which is out of reach for children.
- 5.The location should be able to withstand the weight of indoor unit and won't increase noise and vibration.
- 6.The appliance must be installed 2.5m above floor.
- 7.Don't install the indoor unit right above the electric appliance.
- 8.Please try your best to keep way from fluorescent lamp.

Safety precaution

- 1.Must follow the electric safety regulations when installing the unit.
- 2.According to the local safety regulations, use qualified power supply circuit and air switch.
- 3.Make sure the power supply matches with the requirement of air conditioner. Unstable power supply or incorrect wiring or malfunction. Please install proper power supply cables before using the air conditioner.
- 4.Properly connect the live wire, neutral wire and grounding wire of power socket.
- 5.Be sure to cut off the power supply before proceeding any work related to electricity and safety.
- 6.Do not put through the power before finishing installation.

■ Requirements for electric connection

- 7.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.
- 8.The temperature of refrigerant circuit will be high, please keep the interconnection cable away from the copper tube.
- 9.The appliance shall be installed in accordance with national wiring regulations.

Grounding requirement

- 1.The air conditioner is the first class electric appliance. It must be properly grounded with specialized grounding device by a professional. Please make sure it is always grounded effectively, otherwise it may cause electric shock.
- 2.The yellow-green wire in air conditioner is grounding wire, which can't be used for other purposes.
- 3.The grounding resistance should comply with national electric safety regulations.
- 4.The appliance must be positioned so that the plug is accessible.
- 5.An all-pole disconnection switch having a contact separation of at least 3mm in all poles should be connected in fixed wiring.

Installation of indoor unit

Step 1:

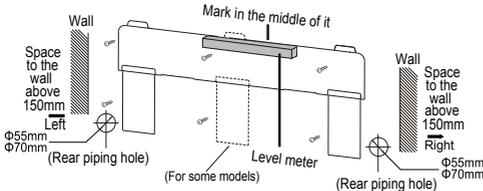
Choose installation location

Recommend the installation location to the client and then confirm it with the client.

Step 2:

Install wall-mounting frame

1. Hang the wall-mounting frame on the wall; adjust it in horizontal position with the level meter and then point out the screw fixing holes on the wall.
2. Drill the screw fixing holes on the wall with impact drill (the specification of drill head should be the same as the plastic expansion particle) and then fill the plastic expansion particles in the holes.
3. Fix the wall-mounting frame on the wall with tapping screws and then check if the frame is firmly installed by pulling the frame. If the plastic expansion particle is loose, please drill another fixing hole nearby.



Step 3:

Open piping hole

1. Choose the position of piping hole according to the direction of outlet pipe. The position of piping hole should be a little lower than the wall-mounted frame, shown as below.

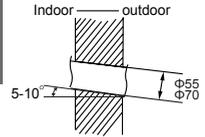
NOTE

- The wall panel is for illustrative purposes only, please refer to the actual installation.
- Please refer to the actual circumstances for the number of screws and the position of screws.

2. When installation is finished, pull the mounting plate with hand to confirm whether it is fixed tightly. The force distribution for all screws should be uniform.
3. Open a piping hole with the diameter of Φ55 or Φ70 on the selected outlet pipe position. In order to drain smoothly, slant the piping hole on the wall slightly downward to the outdoor side with the gradient of 5-10°.

NOTE

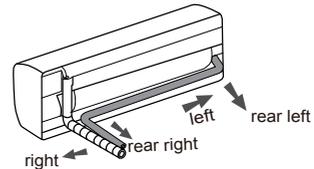
- Pay attention to dust prevention and take relevant safety measures when opening the hole.



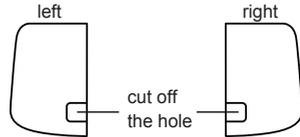
Step 4:

Outlet pipe

1. The pipe can be led out in the direction of right, rear right, left or rear left.



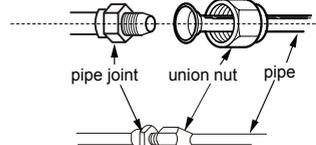
2. When select leading out the pipe from left or right, please cut off the corresponding hole on the bottom case.



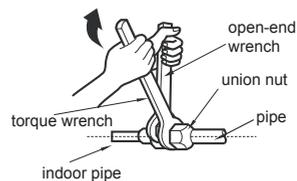
Step 5:

Connect the pipe of indoor unit

1. Aim the pipe joint at the corresponding bellmouth.
2. Pretighten the union nut with hand.

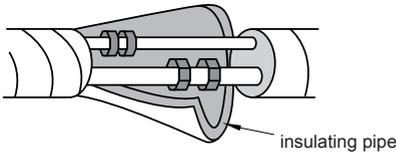


3. Adjust the torque force by referring to the following sheet. Place the open-end wrench on the pipe joint and place the torque wrench on the union nut. Tighten the union nut with torque wrench.



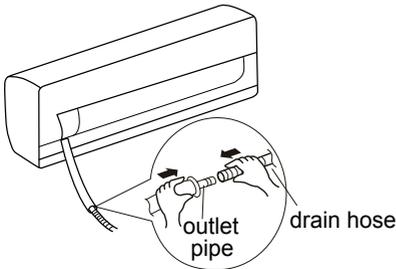
Hex nut diameter	Tightening torque (N·m)
1/4"	15~20
3/8"	30~40
1/2"	45~55
5/8"	60~65
3/4"	70~75

4. Wrap the indoor pipe and joint of connection pipe with insulating pipe, and then wrap it with tape.

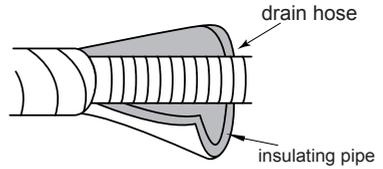
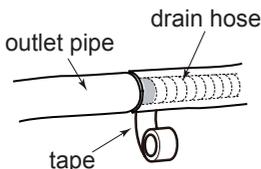


Step 6: Install drain hose

1. Connect the drain hose to the outlet pipe of indoor unit.



2. Bind the joint with tape.



NOTE

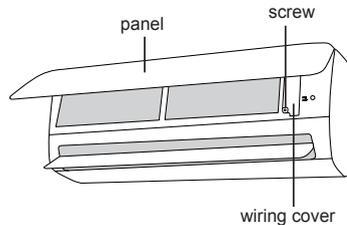
- Add insulating pipe in the indoor drain hose in order to prevent condensation.
- The plastic expansion particles are not provided.

Step 7: Connect wire of indoor unit

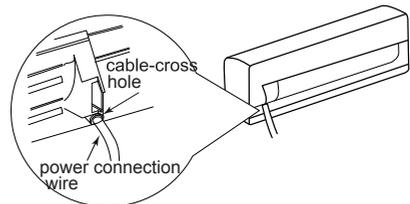
NOTICE

- All wires of indoor unit and outdoor unit should be connected by a professional.
- If the length of power connection wire is insufficient, please contact the supplier for a new one. Avoid extending the wire by yourself.
- For the air conditioner with plug, the plug should be reachable after finishing installation.
- For the air conditioner without plug, an air switch must be installed in the line. The air switch should be all-pole parting and the contact parting distance should be more than 3mm.

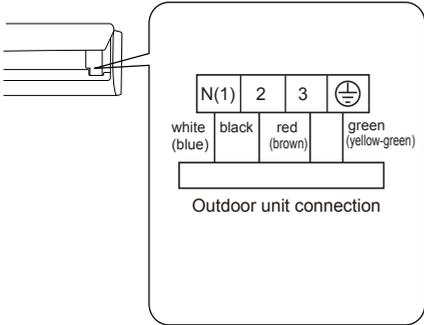
1. Open the panel, remove the screw on the wiring cover and then take down the cover.



2. Make the power connection wire go through the cable-cross hole at the back of indoor unit and then pull it out from the front side.



- Remove the wire clip; connect the power connection wire to the wiring terminal according to the color; tighten the screw and then fix the power connection wire with wire clip.



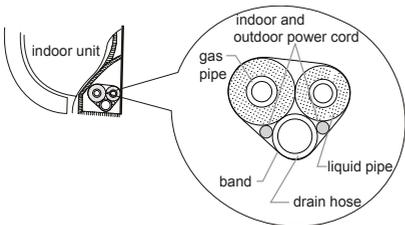
NOTICE

- The wiring board is for reference only, please refer to the actual one.

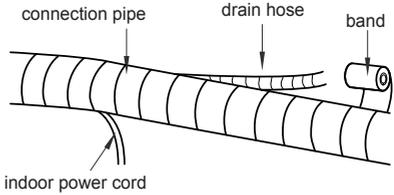
- Put wiring cover back and then tighten the screw.
- Close the panel.

Step 8: Bind up pipe

- Bind up the connection pipe, power cord and drain hose with the band.



- Reserve a certain length of drain hose and power cord for installation when binding them. When binding to a certain degree, separate the indoor power and then separate the drain hose.



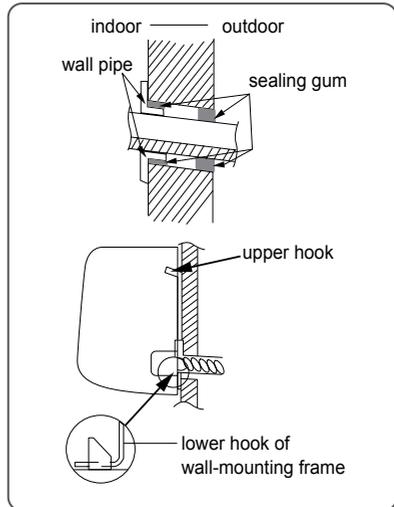
- Bind them evenly.
- The liquid pipe and gas pipe should be bound separately at the end.

NOTICE

- The power cord and control wire can't be crossed or winding.
- The drain hose should be bound at the bottom.

Step 9: Hang the indoor unit

- Put the bound pipes in the wall pipe and then make them pass through the wall hole.
- Hang the indoor unit on the wall-mounting frame.
- Stuff the gap between pipes and wall hole with sealing gum.
- Fix the wall pipe.
- Check if the indoor unit is installed firmly and closed to the wall.



NOTICE

- Do not bend the drain hose too excessively in order to prevent blocking.

Test and operation

■ Check after installation

- Check according to the following requirement after finishing installation.

Items to be checked	Possible malfunction
Has the unit been installed firmly?	The unit may drop, shake or emit noise.
Have you done the refrigerant leakage test?	It may cause insufficient cooling(heating) capacity.
Is heat insulation of pipe-line sufficient?	It may cause condensation and water dripping.
Is water drained well?	It may cause condensation and water dripping.
Is the voltage of power supply according to the voltage marked on the nameplate?	It may cause malfunction or damage the parts.
Is electric wiring and pipe-line installed correctly?	It may cause malfunction or damage the parts.
Is the unit grounded securely?	It may cause electric leakage.
Does the power cord follow the specification?	It may cause malfunction or damage the parts.
Is there any obstruction in the air inlet and outlet?	It may cause insufficient cooling(heating) capacity.
The dust and sundries caused during installation are removed?	It may cause malfunction or damage the parts.
The gas valve and liquid valve of connection pipe are open completely?	It may cause insufficient cooling (heating) capacity.
Is the inlet and outlet of piping hole been covered?	It may cause insufficient cooling (heating) capacity or waste electricity.

■ Test operation

1. Preparation of test operation

- The client approves the air conditioner.
- Specify the important notes for air conditioner to the client.

2. Method of test operation

- Put through the power, press "⏻" button on the remote controller to start operation.
- Press MODE button to select AUTO, COOL, DRY, FAN and HEAT to check whether the operation is normal or not.
- If the ambient temperature is lower than 16°C(61°F), the air conditioner can't start cooling.

Configuration of connection pipe

- Standard length of connection pipe: 5m, 7.5m, 8m.
- Min. length of connection pipe is 3m.
- Max. length of connection pipe is shown as below.

Max. length of connection pipe

Cooling capacity	Max. length of connection pipe(m)
5000Btu/h (1465W)	15
7000Btu/h (2051W)	15
9000Btu/h (2637W)	15
12000Btu/h (3516W)	20
18000Btu/h (5274W)	25
24000Btu/h (7032W)	25
28000Btu/h (8204W)	30
36000Btu/h (10548W)	30
42000Btu/h (12306W)	30
48000Btu/h (14064W)	30

- The additional refrigerant oil and refrigerant charging required after prolonging connection pipe.
 - After the length of connection pipe is prolonged for 10m at the basis of standard length, you should add 5ml of refrigerant oil for each additional 5m of connection pipe.
 - The calculation method of additional refrigerant charging amount(on the basis of liquid pipe):
Additional refrigerant charging amount = prolonged length of liquid pipe × additional refrigerant charging amount per meter
 - Basing on the length of standard pipe, add refrigerant according to the requirement as shown in the table. The additional refrigerant charging amount per meter is different according to the diameter of liquid pipe. See the following sheet.

Additional refrigerant charging amount for R22, R407C, R410A and R134a

Outdoor unit throttle	Cooling and heating(g/m)	
	Cooling only(g/m)	Heating(g/m)
Outdoor unit throttle	15	20
	15	50
Piping size	30	120
	60	120
Piping size	250	250
	350	350
Piping size	Gas pipe	3/8" or 1/2"
	Liquid pipe	5/8" or 3/4"
Piping size	Gas pipe	3/4" or 7/8"
	Liquid pipe	1" or 1 1/4"
Piping size	Gas pipe	-
	Liquid pipe	3/4"
Piping size	Gas pipe	-
	Liquid pipe	7/8"

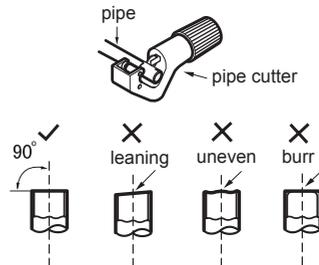
Pipe expanding method

NOTICE

Improper pipe expanding is the main cause of refrigerant leakage. Please expand the pipe according to the following steps:

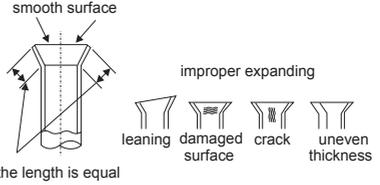
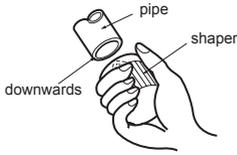
A: Cut the pipe

- Confirm the pipe length according to the distance of indoor unit and outdoor unit.
- Cut the required pipe with pipe cutter.



B: Remove the burrs

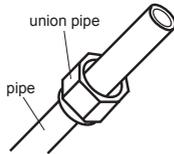
- Remove the burrs with shaper and prevent the burrs from getting into the pipe.



C: Put on suitable insulating pipe

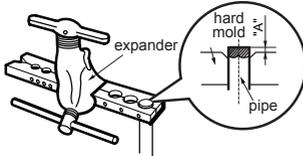
D: Put on the union nut

- Remove the union nut on the indoor connection pipe and outdoor valve; install the union nut on the pipe.



E: Expand the port

- Expand the port with expander.



NOTICE

- "A" is different according to the diameter, please refer to the sheet below:

Outer diameter (mm)	A(mm)	
	Max	Min
Φ6 - 6.35(1/4")	1.3	0.7
Φ9 - 9.52(3/8")	1.6	1.0
Φ12-12.7(1/2")	1.8	1.0
Φ15.8-16(5/8")	2.4	2.2

F: Inspection

- Check the quality of expanding port. If there is any blemish, expand the port again according to the steps above.

Working temperature range

For some models:

	Indoor side DB/WB(C/°F)	Outdoor side DB/WB(C/°F)
Maximum cooling	26.7/19.4 (80/67)	48/24 (118/75)
Maximum heating	26.7/- (80/-)	24/18 (75/65)

NOTE

- The operating temperature range (outdoor temperature) for cooling is -18°C(0°F)~48°C(118°F); for heat pump unit is -25°C(-13°F) ~ 48°C(118°F).

For some models:

	Indoor side DB/WB(C/°F)	Outdoor side DB/WB(C/°F)
Maximum cooling	26.7/19.4 (80/67)	50/24 (122/75)
Maximum heating	26.7/- (80/-)	24/18 (75/65)

NOTE

- The operating temperature range (outdoor temperature) for cooling is -20°C(-4°F)~50°C(122°F); for heat pump unit is -25°C(-13°F) ~ 50°C(122°F).

MANUFACTURER'S LIMITED WARRANTY

1.0 **WARRANTOR.** This Limited Warranty is offered by Dragon Trade International Corp , 1205 Highland Avenue, National City, California 91950, ("Manufacturer") on the Products described below.

2.0 **PRODUCT.** This Limited Warranty applies to the following products, residential and commercial air conditioner units manufactured by Manufacturer, collectively ("Product").

3.0 **WHO MAY USE THIS WARRANTY .** This Limited Warranty is intended only for the benefit of original purchasers who purchase product from an authorized retailer or installer of the product in the United States on or after September 1, 2023, ("Consumer").

4.0 **WARRANTY COVERAGE .** Subject to the "Warranty Conditions, Limitations, and Exclusions" set forth hereinbelow, Manufacturer expressly warrants the Product as follows:

4.01 Manufacturer warrants the Product to be free from defects in material and workmanship as follows: for a period of ten (10) years on all parts, including the Compressor, and one (1) year on the remote controller from the date of delivery to the Consumer, ("Warranty Period"). Date of delivery to Consumer shall be the date earlier of the date the Product is delivered to the Consumer's installation contractor or the place of installation.

4.02 Manufacturer, in its sole discretion, will repair or replace, free of charge, the Product or component part thereof, which proves to be defective in materials or workmanship during the Warranty Period. Any replacement parts provided by will be of equal or greater quality than the replaced part.

4.03 All Warranty service or repairs must be performed in accordance with the provisions of the "How to Obtain Warranty Service" section set forth hereinbelow.

4.04 This Limited Warranty does NOT include labor, or any other costs incurred for service, maintenance, repair, removal, replacement, installation, compliance with local building and electrical codes; nor does it include shipping, handling, delivery or transportation cost of the Product or any replacement parts thereof.

5.0 **WARRANTY CONDITIONS, LIMITATIONS, AND EXCLUSIONS .** This Limited Warranty is subject to the following conditions, limitations, and exclusions:

5.01 This Limited Warranty only applies to Products purchased after September 1, 2023.

5.02 This Limited Warranty only applies to Products purchased by original consumer purchasers who, purchase the Product from an authorized retailer or installer of the Product, and install the Product, in the United States; it does not apply to Products received through promotions, contests, giveaways, or sponsorship events.

5.03 This Limited Warranty is transferrable if, and only if, the Products is purchased through, and registered with, an authorized a dealer.

5.04 This Limited Warranty only applies to Products installed by appropriately and validly licensed contractors in accordance with: (a) all applicable codes, laws, rules, regulations, and requirements, including without limitation all applicable building permits; and (b) all manufacturer installation instructions and best industry practices; and after proper handling and best transport practices from date of purchase.

5.05 This Limited Warranty does not apply to damage resulting from or repaired by: (a) improper installation or operator error; (b) installation by non or inappropriately licensed persons firms or entities; (c) misuse, abuse, accident, or unauthorized alteration; (d) natural disaster, weather, or acts of nature; (e) animals, vermin or pests; (f) power failures, including brownouts or surges; (g) frozen or broken pipes; (h) inadequate ventilation or corrosive environments at or around the installation site; (i) inadequate maintenance, including maintenance not performed in accordance with the Product operating manual or recognized best practices; (j) ordinary wear and tear; or (k) any other conditions or acts beyond the control of Manufacturer, (l) spare parts, damaged during maintenance and repairs.

5.06 EXCEPT AS OTHERWISE PROVIDED IN THIS LIMITED WARRANTY, OR AS REQUIRED BY LAW, MANUFACTURER MAKES NO OTHER WARRANTIES OF ANY KIND WITH RESPECT TO THE PRODUCT, AND HEREBY DISCLAIMS AND EXCLUDES ALL WARRANTIES AND REMEDIES NOT EXPRESSLY PROVIDED HEREIN OR REQUIRED BY LAW, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES. NO ONE IS AUTHORIZED TO CHANGE THIS LIMITED WARRANTY IN ANY RESPECT OR CREATE ANY OTHER OBLIGATION OR LIABILITY FOR MANUFACTURER IN CONNECTION WITH THE PRODUCT OR ANY UNITED APPLIANCES EQUIPMENT.

5.07 UNDER NO CIRCUMSTANCES SHALL MANUFACTURER BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, INFRINGEMENT OF THIRD PARTY RIGHTS, LOSS OF GOODWILL, LOSS OF REVENUE OR PROFITS, WORK INTERRUPTION, SYSTEM FAILURE, DETERIORATION OF OTHER PROPERTY, COSTS OF PRODUCT REMOVAL AND REINSTALLATION, INCREASE IN THE USE OF ENERGY, LOSS OF USE, INJURY TO PERSONS OR PROPERTY ARISING OUT OF OR RELATED TO THE PRODUCT, WHETHER FOR BREACH OF WARRANTY, BREACH OF CONTRACT, TORT OR OTHERWISE, EVEN IF MANUFACTURER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. IN NO EVENT SHALL MANUFACTURER'S LIABILITY EXCEED THE ACTUAL PURCHASE PRICE OF THE SYSTEM WITH RESPECT TO WHICH ANY CLAIM IS MADE.

5.08 SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF WARRANTIES OR EXCLUSIONS OR LIMITATIONS OF DAMAGES, INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY.

5.09 This Limited Warranty does not apply to (a) service calls when no covered Product defect is identified; or (b) to explain the use and operation of the Product to the Consumer.

5.10 In the event of a Product failure, the Product should be de-energized, but otherwise should remain as-is, where-is until inspected by an authorized technician, unless there is a life/safety threat or the likelihood of resultant physical damage to other property, in which case all appropriate safety precautions should be taken by qualified persons. Absent a life/safety threat or the likelihood of resultant physical damage to other property, the failure to maintain the Product as-is, where-is as provided herein, voids the Warranty.

6.0 Product Registration

It is recommended that Consumer complete the Product Registration Card included in the original Product packaging and return it to Manufacturer or register on the Product on the manufacturer's website. Doing so will facilitate a Warranty Claim (defined hereinbelow); however, the Consumer is not required to complete and return the Product Warranty Card for his Limited Warranty to be effective.

7.0 HOW TO OBTAIN WARRANTY SERVICE

7.01 During the Warranty Period, contact the Manufacturer by email at customerservices@unitedappliances.com, or telephone at 800-691-2050, or United States mail at 1205 Highland Avenue, National City, California 91950, to notify Manufacturer of a claim under this Limited Warranty, ("Warranty Claim").

7.02 As part of the Warranty Claim, Consumer will be required to present the original purchase invoice for the Product, and completed Product registration, which shall include the name and CSLB license number of the certified installer, as well as any other reasonable documentation reflecting date of purchase and/or date of delivery of the Product to the Consumer.

7.03 Within thirty (30) days from the date the Warranty Claim is received by Manufacturer, an authorized service technician will visit the Consumer's residence to inspect the Product and determine whether the Warranty Claim is covered under this Limited Warranty.

7.04 If the Warranty Claim is covered, Manufacturer, subject to the labor and shipping limitations above, will, in its sole discretion, will repair or replace, the Product or any covered component part thereof, at no cost to the Consumer.

7.05 Consumer will be invoiced for all shipping and labor costs incurred in connection with the repair or replacement of the Product or any component part provided herein and shall pay such invoice upon receipt.

8.0 DISPUTE RESOLUTION

8.01 Agreement for Binding Arbitration. Arbitration under this Agreement is governed by the Federal Arbitration Act (9 U.S.C. §§ 1 et seq.). This Agreement applies to Consumer and Manufacturer, and their respective heirs, assigns, spouses, family members, affiliates, officers, directors, attorneys, insurers, shareholders, successors, subsidiaries and/or parent companies, and survives the termination of the Warranty Period. **SUBJECT TO CONSUMER'S RIGHT TO BRING ANY CLAIM AGAINST MANUFACTURER IN A SMALL CLAIMS COURT OF**

COMPETENT JURISDICTION CONSUMER AND MANUFACTURER AGREE THAT ANY DISPUTE, CLAIM OR CONTROVERSY ARISING OUT OF THIS AGREEMENT OR THE USE OF THE PRODUCT, INCLUDING ISSUES OF ARBITRABILITY, SHALL, ("DISPUTE"), AT THE OPTION OF EITHER PARTY, BE RESOLVED BY BINDING ARBITRATION BEFORE A SINGLE NEUTRAL ARBITRATOR ADMINISTERED BY JUDICIAL ARBITRATION AND MEDIATION SERVICES ("JAMS") UNDER ITS APPLICABLE ARBITRATION RULES IN EFFECT AT THE TIME THE DISPUTE ARISES. DISPUTES SHALL NOT BE RESOLVED BY COURT OR JURY TRIAL, AND CONSUMER IS WAIVING ANY RIGHT TO A COURT OR JURY TRIAL. The JAMS Policy on Consumer Arbitration and Minimum Standards of Procedural Fairness in effect at the time the Dispute arises are deemed incorporated by reference herein and shall govern the Arbitration.

The JAMS Rules and may be found at www.jamsadr.com, by searching for "JAMS Arbitration Rules" using a service such as www.Google.com or www.Yahoo.com, or by asking Manufacturer for a copy of the rules. If for any reason JAMS will not administer the arbitration, either party may apply to a court of competent jurisdiction with authority over the location where the arbitration will be conducted for appointment of a neutral Arbitrator.

The Arbitration hearing shall, unless the Parties otherwise agree in writing, be held within forty-five miles of where CONSUMER resides. Manufacturer shall pay all costs and expenses unique to arbitration, including without limitation the arbitrator's fees. The Parties shall be entitled to discovery as provided by the Federal Rules of Civil Procedure. The arbitrator must follow applicable law and may award only those remedies that would have applied had the matter been heard in court. Judgment may be entered on the arbitrator's decision in any court of competent authority.

Either Consumer or Manufacturer may apply to a court of competent authority for temporary or preliminary injunctive relief in connection with an arbitrable controversy, but only upon the ground that the award to which that party may be entitled may be rendered ineffectual without such relief.

8.02 Class, Collective, and Representative Action Waiver. This Agreement affects your ability to participate in class, collective or representative actions. Consumer and Manufacturer agree to bring any Dispute in Arbitration on an individual basis only, and not on a class, collective, or private attorney general representative basis. There will be no right or authority for any Dispute to be brought, heard or arbitrated as a class, collective, representative, or private attorney general action, or as a member in any purported class, collective, representative, or private attorney general proceeding ("Class Action Waiver"). Notwithstanding any other provision of this Agreement or the JAMS Rules, disputes regarding the validity, enforceability, or breach of the Class Action Waiver may be resolved only by a civil court of competent jurisdiction and not by an arbitrator. In any case in which (1) the dispute is filed as a class, collective, representative, or private attorney general action and (2) a civil court of competent jurisdiction finds all or part of the Class Action Waiver unenforceable, the class, collective, representative, and/or private attorney general action to that extent must be litigated in a civil court of competent jurisdiction, but the portion of the Class Action Waiver that is enforceable shall be enforced in arbitration. The Class Action Waiver shall be severable in any case in which the dispute is filed as an individual action and severance is necessary to ensure that the individual action proceeds in arbitration.

8.03 Commencing the Arbitration. All claims in arbitration are subject to the same statutes of limitations that would apply in court under applicable law. The Party bringing the claim must demand arbitration in writing and deliver the written demand by hand or first-class mail to the other party within the applicable statute of limitations period. The demand for arbitration shall include identification of the parties, a statement of the legal and factual basis of the claim(s), and a specification of the remedy sought. Any demand for arbitration shall be provided to Provider's registered agent for service of process. The arbitrator shall resolve all disputes regarding the timeliness or propriety of the demand for arbitration.

8.04 Enforcement of this Agreement. This Agreement is the full and complete agreement relating to the formal resolution of disputes covered by this Agreement and shall supersede all other agreements concerning arbitration. In the event any part of this Agreement is held unenforceable, the rest of this Agreement will be enforceable. If the Class Action Waiver in Section 2 of this Agreement is unenforceable, Manufacturer and Consumer agree that this Agreement is otherwise silent as to any Party's ability to bring a class, collective, or representative action in arbitration.

9.0 GENERAL PROVISIONS

9.01 Governing Law. This Limited Warranty and any Warranty Claim hereunder shall be governed by the laws of the State of California, unless the Consumer lives in and the Product was installed in a residence located in a different state, in which case the laws of the state of installation shall apply.

9.02 Entire Agreement. This Agreement constitutes the entire agreement between the Parties hereto pertaining to the subject matter hereof, and all prior or contemporaneous agreements, representations, or understandings by and between the Parties, whether written or oral, are superseded and merged herein.

9.03 Modification; Waiver. No supplement, amendment or modification of this Limited Warranty shall be valid or binding unless in writing and executed by an authorized officer of Manufacturer. Manufacturer shall not be deemed to have waived any provision in this Agreement, unless specifically agreed to in writing and signed authorized officer of Manufacturer. No waiver of any provision of this Limited Warranty shall be deemed to constitute a continuing waiver of that provision, nor shall it be deemed to constitute a waiver of any other provision.

9.04 Severability. Should any provision of this Agreement be declared by any court of competent jurisdiction to be illegal or invalid, the validity of the remaining parts, terms, or provisions shall not be affected thereby, and said illegal and/or invalid part, term, or provision shall be deemed not to be a part of the Agreement.

10. NOTICE TO CONSUMER

This Limited Warranty gives you specific legal rights. You may have other rights which vary from state to state.

RETURN AND EXCHANGE



If you have any issues with your product or not entirely satisfied, please visit <https://unitedappliances.com/us/returns-exchange/> or scan the QR code for all the steps.

The logo for United Appliances features a stylized 'U' on the left, composed of two thick, black, curved segments that meet at the bottom. To the right of this symbol, the words 'UNITED' and 'APPLIANCES' are stacked vertically in a bold, black, sans-serif font. A registered trademark symbol (®) is positioned at the top right of the word 'UNITED'.

UNITED[®]
APPLIANCES

Imported by

Dragon Trade International Corp.

614 5th Ave. Ste D, San Diego CA 92101-6964

Customer service: (800) 691-2050

unitedappliances.com