

Operating Instructions
Air Conditioner



Model No.
Indoor Unit
CS-E18RKUAW
CS-E24RKUAW

Outdoor Unit
Single Split
CU-E18RKUA
CU-E24RKUA

Multi Split
CU-5E36QBU

Disponibilité des pièces de rechange, des services de réparation et des renseignements pour l'entretien ou la réparation

Pièces de rechange

☐ Disponibles uniquement auprès d'un détaillant/entrepreneur agréé

Services de réparation

☒ Disponibles uniquement auprès d'un détaillant/entrepreneur agréé

Renseignements pour l'entretien ou la réparation

☒ Entretien par le client dans le manuel d'utilisation

Availability of replacement parts, repair services, and information for maintenance or repair

Repair parts

☐ Available through authorized dealer/contractor only

Repair services

☒ Available through authorized dealer/contractor only

Information for maintenance or repair

☒ Customer maintenance covered in Owner's Manual



Operating Instructions
Air Conditioner

2-12

Thank you for purchasing Panasonic Air Conditioner.
Installation instructions attached.
Before operating the unit, read these operating instructions thoroughly and keep them for future reference.

Instructions d'utilisation
Climatiseur

13-24

Merci d'avoir acheté un climatiseur Panasonic
Instructions d'installation en annexe.
Avant d'utiliser le climatiseur, lire ces instructions d'utilisation et les conserver pour s'y référer dans le futur.

Provide fast cooling, maximum comfort, clean air and optimise energy saving

ECONAVI and AUTO COMFORT *The Right Choice for Energy Saving*

Equipped with the human activity sensor, the air conditioner ensures to deliver cool or warm air to you, and keeps the room consistently comfortable with minimum energy consumption.
See “To learn more...” for details.

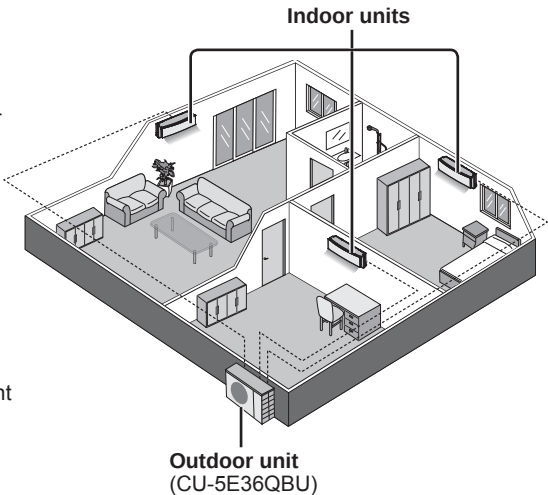
Multi air conditioner system

Multi air conditioner systems save space by letting you connect multiple indoor units to a single outdoor unit.

- For complete product features, please refer catalogue.

Indoor units

- It is possible to operate the indoor units individually or simultaneously. The priority of operation is placed on the first unit that turned on.
- During operation, HEAT and COOL modes cannot activate at the same time for different indoor units.
- The power indicator blinks to indicate the indoor unit is standing by for a different operation mode.



Operation conditions

Use this air conditioner under the following temperature range.

DBT : Dry bulb temperature

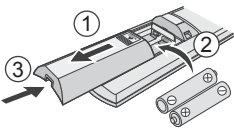
WBT : Wet bulb temperature

Temperature (°F/°C)		CS-E18RKUAW CS-E24RKUAW		CU-E18RKUA CU-E24RKUA		CU-5E36QBU	
		DBT	WBT	DBT	WBT	DBT	WBT
COOL	Max.	89.6/32	73.4/23	114.8/46	78.8/26	114.8/46	78.8/26
	Min.	60.8/16	51.8/11	0/-17.8	-/-	14.0/-10	-/-
HEAT	Max.	86.0/30	-/-	75.2/24	64.4/18	75.2/24	64.4/18
	Min.	60.8/16	-/-	-4/-20	-5.8/-21	5.0/-15	3.2/-16

Power Supply

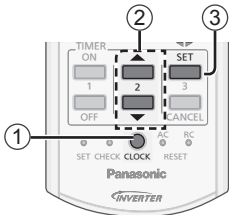
Models Number	Time Delay Circuit Breaker	Rated Volts
CS-E18RKUAW / CU-E18RKUAW	20 Amps	208/230V
CS-E24RKUAW / CU-E24RKUAW	25 Amps	
CS-E18RKUAW / CS-E24RKUAW / CU-5E36QBU	45 Amps	

Quick guide



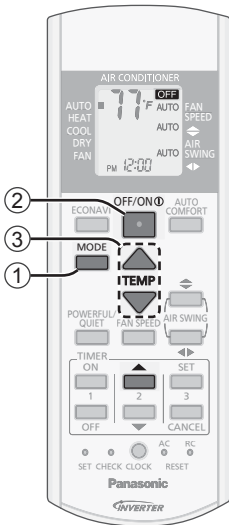
Inserting the batteries

- 1 Pull out the back cover of remote control
- 2 Insert AAA or R03 batteries (can be used ~ 1 year)
- 3 Close the cover



Clock setting

- 1 Press **CLOCK**
- 2 Set the time
- 3 Confirm



Basic operation

- 1 Select the desired mode
→ **AUTO** → **HEAT**
FAN ← **DRY** ← **COOL** ←

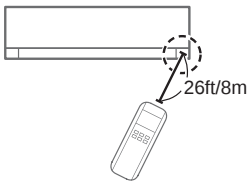
- 2 Start/stop the operation



• Please note that the OFF indication **OFF** is on to start.

- 3 Select the desired temperature

• Selection range (Not applicable for FAN mode):
60°F ~ 86°F / 16°C ~ 30°C.
• Operating the unit within the recommended temperature may save energy.
HEAT : 68°F ~ 75°F / 20°C ~ 24°C.
COOL : 78°F ~ 82°F / 26°C ~ 28°C.
DRY : 2°F ~ 4°F / 1°C ~ 2°C lower than room temperature.



• To dim or restore the unit's indicator brightness, press and hold for 5 seconds.

• Use remote control within 26ft/8m from the remote control receiver of the indoor unit.

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Accessories

- Remote control
- AAA or R03 batteries × 2
- Remote control holder
- Screws for remote control holder × 2

The illustrations in this manual are for explanation purposes only and may differ from the actual unit. They are subject to change without notice for future improvement.

Safety precautions

To prevent personal injury, injury to others or property damage, please comply with the following:

Incorrect operation due to failure to follow instructions below may cause harm or damage, the seriousness of which is classified as below:

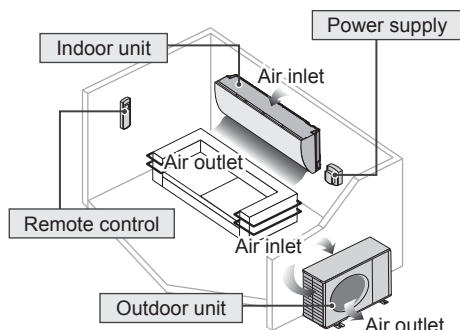
	WARNING	This sign warns of death or serious injury.
--	----------------	---

	CAUTION	This sign warns of injury or damage to property.
--	----------------	--

The instructions to be followed are classified by the following symbols:

	This symbol denotes an action that is PROHIBITED .
--	---

	These symbols denote actions COMPULSORY .
--	--



WARNING

Indoor unit and outdoor unit



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.

Please consult authorised dealer or specialist to clean the internal parts, repair, install, remove and reinstall the unit. Improper installation and handling will cause leakage, electric shock or fire.

Confirm with authorised dealer or specialist on usage of any specified refrigerant type. Using refrigerant type other than the specified may cause product damage, burst and injury etc.



Do not install the unit in a potentially explosive or flammable atmosphere. Failure to do so could result in fire.

Do not insert your fingers or other objects into the air conditioner indoor or outdoor unit, rotating parts may cause injury.



Do not touch the outdoor unit during lightning, it may cause electric shock.

Do not expose yourself directly to cold air for a long period to avoid excess cooling.

Do not sit or step on the unit, you may fall down accidentally.



Remote control



Do not allow infants and small children to play with the remote control to prevent them from accidentally swallowing the batteries.

Power supply



Do not use a modified cord, joint cord, extension cord or unspecified cord to prevent overheating and fire.





To prevent overheating, fire or electric shock:

- Do not share the same power outlet with other equipment.
- Do not operate with wet hands.
- Do not over bend the power supply cord.



If the supply cord is damaged, it must be replaced by the manufacturer, service agent or similarly qualified persons in order to avoid a hazard.

It is strongly recommended to install this unit using an Earth Leakage Circuit Breaker (ELCB) or Ground Fault Interrupt (GFCI) or Appliance Leakage Current Interrupt (ALCI) to prevent electric shock or fire.

Stop using the product if any abnormality/failure occurs or turn off the power switch and breaker. (Risk of smoke/fire/electric shock)

Examples of abnormality/failure

- The ELCB or GFCI or ALCI trip frequently.
- Burning smell is observed.
- Abnormal noise or vibration of the unit is observed.
- Water leaks from the indoor unit.
- Power cord becomes abnormally hot.
- Fan speed cannot be controlled.
- The unit stops running immediately even if it is switched on for operation.
- The fan does not stop even if the operation is stopped.

Contact your local dealer immediately for maintenance or repair assistance.



This equipment must be earthed to prevent electrical shock or fire.



Prevent electric shock by switching off the power supply:

- Before cleaning or servicing,
- When extended non-use, or
- During abnormally strong lightning activity.



CAUTION

Indoor unit and outdoor unit



Do not wash the indoor unit with water, benzene, thinner or scouring powder to avoid damage or corrosion at the unit.



Do not use for preservation of precise equipment, food, animals, plants, artwork or other objects. This may cause quality deterioration, etc.

Do not use any combustible equipment in front of the airflow outlet to avoid fire propagation.

Do not expose plants or pet directly to airflow to avoid injury, etc.

Do not touch the sharp aluminium fin, sharp parts may cause injury.



Do not switch ON the indoor unit when waxing the floor. After waxing, aerate the room properly before operating the unit.

Do not install the unit in oily and smoky areas to prevent damage to the unit.

Do not dismantle the unit for cleaning purpose to avoid injury.

Do not step onto an unstable bench when cleaning the unit to avoid injury.

Do not place a vase or water container on the unit. Water may enter the unit and degrade the insulation. This may cause an electric shock.

Do not open window or door for long time during COOL/DRY mode operation.



Prevent water leakage by ensuring drainage pipe is:

- Connected properly,
- Kept clear of gutters and containers, or
- Not immersed in water

After a long period of use or use with any combustible equipment, aerate the room regularly.

After a long period of use, make sure the installation rack does not deteriorate to prevent the unit from falling down.

Remote control



Do not use rechargeable (Ni-Cd) batteries. It may damage the remote control.



To prevent malfunction or damage of the remote control:

- Remove the batteries if the unit is not going to be used for a long period of time.
- New batteries of the same type must be inserted following the polarity stated.

How to use

Single Single split system

Multi Multi split system

ECONAVI



To optimize energy saving

ECONAVI

MODE



To select operation mode

AUTO - For your convenience

HEAT - To enjoy warm air

COOL - To enjoy cool air

DRY - To dehumidify the environment

FAN - To circulate air in the room

POWERFUL/
QUIET



To switch between powerful & quiet

→ POWERFUL → QUIET → NORMAL

POWERFUL: To reach temperature quickly

POWERFUL

Single • This operation stops automatically after 20 minutes.

Multi • Press the button again or turn OFF the unit to stop this operation.

QUIET: To enjoy quiet operation

QUIET

• This operation reduces airflow noise.

FAN SPEED

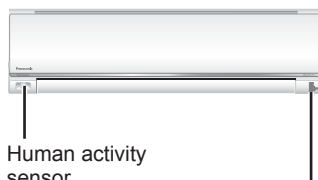


To select fan speed

(Remote control display)

AUTO → ■ → ■■ → ■■■ → ■■■■ → ■■■■■

• For AUTO, the indoor fan speed is automatically adjusted according to the operation mode.

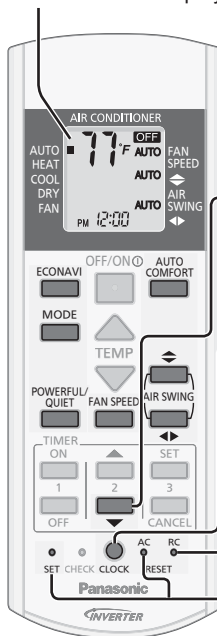


Human activity sensor

Remote control receiver and Indicator

- POWER (Green)
- TIMER (Orange)
- ECONAVI (Green)
- AUTO COMFORT (Green)
- POWERFUL (Orange)
- QUIET (Orange)

Remote control display



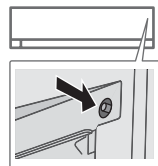
Press and hold for approximately 10 seconds to show temperature setting in °F or °C.

Press and hold for approximately 5 seconds to show 12-hour (am/pm) or 24-hour time indication.

Press to restore the remote control to default setting.

Not used in normal operations.

Auto OFF/ON button



Use when remote control is misplaced or a malfunction occurs. Raise the front panel:

- To use in AUTO mode, press the button once.
- To use in COOL mode, press and hold the button until 1 beep is heard, then release.
- To use in HEAT mode, press and hold the button until 1 beep is heard, then release. And press again until 2 beeps, then release.
- Press the button again to turn off.



To maximize comfort

AUTO COMFORT



To adjust airflow direction

(Remote control display)



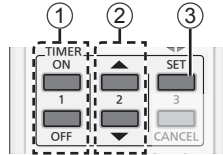
- Keeps the room ventilated.
- In COOL/DRY mode, if AUTO is set, the flap swings left/right and up/down automatically.
- In HEAT mode, if AUTO is set, the horizontal flap is fixed at the predetermined position. The vertical flap swings left/right after the temperature rises.
- Do not adjust the flap by hand.

Auto Restart Control

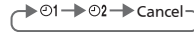
- If power is resumed after a power failure, the operation will restart automatically after a period of time with previous operation mode and airflow direction.
- This control is not applicable when TIMER is set.

To set the timer

2 sets of ON and OFF timers are available to turn ON or OFF the unit at different preset times.



- 1 Select ON or OFF timer
• Each time pressed:



- 2 Set the time

- 3 Confirm

Example:
OFF at 11:50PM



- To cancel ON or OFF timer, press or to select respective ① or ② then press .
- If timer is cancelled manually or due to power failure, you can restore the timer again by pressing or to select respective ① or ② then press .
- The nearest timer setting will be displayed and will activate in sequence.
- When ON Timer is set, the unit may start earlier (up to 35 minutes) before the actual set time in order to achieve the desired temperature on time.
- Timer operation is based on the clock set in the remote control and repeats daily once set. For clock setting, please refer to Quick guide.

Note



- Can be activated in all modes and can be cancelled by pressing the respective button again.
- Cannot be selected at the same time.

To learn more...

Single Single split system

Multi Multi split system

Operation mode

AUTO : During operation mode selection the POWER indicator blinks.

Single • Unit selects operation mode every 10 minutes according to setting temperature and room temperature.

Multi • Unit selects operation mode every 3 hours according to setting temperature, outdoor temperature and room temperature.

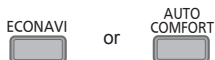
HEAT : Unit takes a while to warm up. The POWER indicator blinks during this operation.

COOL : Provides efficient comfort cooling to suit your needs.

DRY : Unit operates at low fan speed to give a gentle cooling operation.

FAN : To circulate air in the room.

ECONAVI and AUTO COMFORT



or

The unit will start to initialize
(for approximately 1 minute)



The human activity sensor
will start to detect.

Note



When manual AIR SWING is selected,
the ECONAVI and AUTO COMFORT
operations will be cancelled.

Human activity sensor operation

ECONAVI ; Detecting human presence and activity, the unit controls room temperature to save energy.

Mode	Human	Low activity	Normal activity	High activity	Absent
COOL/DRY	Set temperature	+2°F / +1°C			+4°F / +2°C
HEAT				-4°F / -2°C	-4°F / -2°C

AUTO COMFORT ; Detecting human presence and activity, the unit controls room temperature to keep human comfortable consistently.

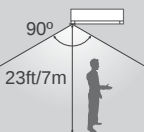
Mode	Human	Low activity	Normal activity	High activity	Absent
COOL/DRY	Set temperature	+2°F / +1°C +0.5°F / +0.3°C		-2°F / -1°C	+4°F / +2°C
HEAT	Set Fan Speed	+1 tap*		-4°F / -2°C +1 tap	-4°F / -2°C ≤Medium Fan**

* During low activity, fan speed 1 tap up for first 15 minutes or until set temperature is reached.

** During human absence, maximum fan speed for COOL/DRY mode is medium fan.

The human activity sensor will also scan for area of heat source and movement in a room.

Detection area



- Based on area activeness horizontal airflow direction will adjust either fix at predetermined position or swing left/right periodically.
- The human activity sensor performance is influenced by indoor unit location, movement speed, temperature range, etc.

• The human activity sensor may:

- mistakenly detect an object with heat source & movement similar to human, such as pets, etc.
- mistakenly detect as non-heat source & movement if a human stays motionless for certain period of time.
- Do not place large objects near the sensor and keep away heating units or humidifier from the sensor's detection area. They may cause sensor malfunction.

Cleaning instructions

To ensure optimal performance of the unit, cleaning has to be carried out at regular intervals. Dirty unit may cause malfunction and you may see error code "H99". Please consult authorised dealer.

- Switch off the power at the circuit breaker before cleaning.
- Do not touch the aluminium fin, sharp parts may cause injury.
- Do not use benzene, thinner or scouring powder.
- Use only soap ($\approx$ pH 7) or neutral household detergent.
- Do not use water hotter than 104°F / 40°C.

Indoor unit

Wipe the unit gently with a soft, dry cloth.



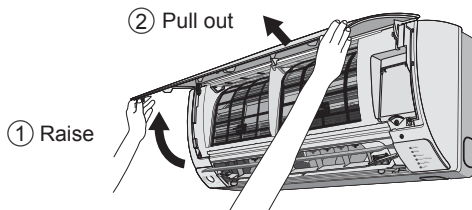
Human activity sensor

Do not hit or violently press or poke it with a sharp object. This can lead to damage and malfunction.

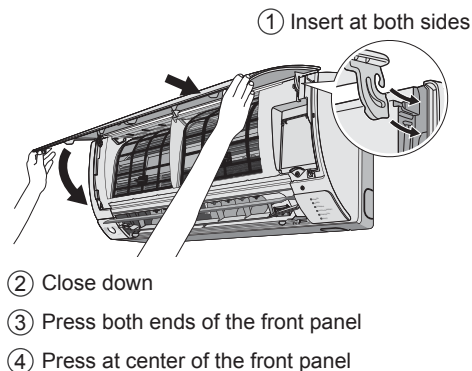
Front panel

Wash gently and dry.

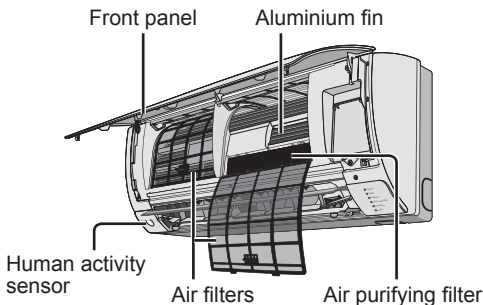
Remove the front panel



Close it securely



Indoor unit



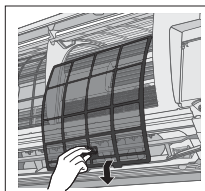
Air filters

Every 2 weeks

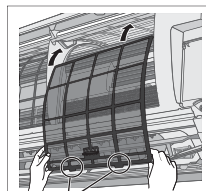


- Wash/rinse the filters gently with water to avoid damage to the filter surface.
- Dry the filters thoroughly under shade, away from fire or direct sunlight.
- Replace any damaged filters.

Remove air filter



Attach air filter



Insert into the unit

Air purifying filter



Vacuum the air purifying filter

- It is recommended to clean the filter every 6 months.
- Replace the filter every 3 years or replace any damaged filter. Part no.: CZ-SA20P

For seasonal inspection after extended non-use

- Checking of remote control batteries.
- No obstruction at air inlet and air outlet vents.
- Use Auto OFF/ON button to select COOL/HEAT operation. After 15 minutes of operation, it is normal to have the following temperature difference between air inlet and air outlet vents:

COOL: $\geq 14.4^{\circ}\text{F}/8^{\circ}\text{C}$ HEAT: $\geq 25.2^{\circ}\text{F}/14^{\circ}\text{C}$

For extended non-use

- Activate HEAT mode for 2~3 hours to remove moisture left in the internal parts thoroughly to prevent mould growth.
- Turn off the power supply.
- Remove the remote control batteries.

Troubleshooting

The following symptoms do not indicate malfunction.

Symptom	Cause
Mist emerges from indoor unit.	• Condensation effect due to cooling process.
Water flowing sound during operation.	• Refrigerant flow inside the unit.
The room has a peculiar odour.	• This may be due to damp smell emitted by the wall, carpet, furniture or clothing.
Indoor fan stops occasionally during automatic fan speed setting.	• This helps to remove the surrounding odour.
Airflow continues even after operation has stopped.	• Extraction of remaining heat from the indoor unit (maximum 30 seconds).
Operation is delayed a few minutes after restarting.	• The delay is a protection to the unit's compressor.
Outdoor unit emits water/steam.	• Condensation or evaporation occurs on pipes.
TIMER indicator is always on.	• The timer setting repeats daily once set.
POWER indicator blinks during HEAT mode with no warm air supply (and flap is closed).	• The unit is in defrost mode (and AIR SWING is set to AUTO).
Indoor fan stops occasionally during heating operation.	• To avoid unintended cooling effect.
POWER indicator blinks before the unit is switched on.	• This is a preliminary step in preparation for the operation when the ON timer has been set.
Cracking sound during operation.	• Changes of temperature caused the expansion/contraction of the unit.
Discoloration of some plastic parts.	• Discoloration is subject to material types used in plastic parts, accelerated when exposed to heat, sun light, UV light, or environmental factor.

Check the following before calling for servicing.

Symptom	Check
Operation in HEAT/COOL mode is not working efficiently.	• Set the temperature correctly. • Close all doors and windows. • Clean or replace the filters. • Clear any obstruction at the air inlet and air outlet vents.
Noisy during operation.	• Check if the unit has been installed at an incline. • Close the front panel properly.
Remote control does not work. (Display is dim or transmission signal is weak.)	• Insert the batteries correctly. • Replace weak batteries.
The unit does not work.	• Check if the circuit breaker is tripped. • Check if timers have been set.
The unit does not receive the signal from the remote control.	• Make sure the receiver is not obstructed. • Certain fluorescent lights may interfere with signal transmitter. Please consult authorised dealer.

NON SERVICEABLE CRITERIAS

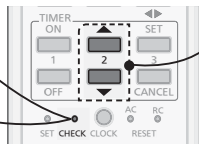
SWITCH OFF POWER AT THE CIRCUIT BREAKER then please consult an authorised dealer under the following conditions:

- Abnormal noise during operation.
- Water/foreign particles have entered the remote control.
- Water leaks from Indoor unit.
- Circuit breaker switches off frequently.
- Switches or buttons are not functioning properly.

The unit stops and the TIMER indicator blinks.

Use remote control to retrieve error code.

- ① Press for 5 seconds
- ② Press until you hear beep sound, then write down the error code
- ③ Press for 5 seconds to quit checking
- ④ Turn the unit off and reveal the error code to authorised dealer



• For certain errors, you may restart the unit for limited operation with 4 beeps when operation starts.

Diagnostic display	Abnormality/Protection control
H 00	No memory of failure
H 11	Indoor/outdoor abnormal communication
H 12	Indoor unit capacity unmatched
H 14	Indoor intake air temperature sensor abnormality
H 15	Compressor temperature sensor abnormality
H 16	Outdoor current transformer (CT) abnormality
H 19	Indoor fan motor mechanism lock
H 23	Indoor heat exchanger temperature sensor 1 abnormality
H 24	Indoor heat exchanger temperature sensor 2 abnormality
H 25	Indoor ion device abnormality
H 27	Outdoor air temperature sensor abnormality
H 28	Outdoor heat exchanger temperature sensor 1 abnormality
H 30	Outdoor discharge pipe temperature sensor abnormality
H 32	Outdoor heat exchanger temperature sensor 2 abnormality
H 33	Indoor/outdoor misconnection abnormality
H 34	Outdoor heat sink temperature sensor abnormality
H 36	Outdoor gas pipe temperature sensor abnormality
H 37	Outdoor liquid pipe temperature sensor abnormality
H 38	Indoor/outdoor mismatch (brand code)

Diagnostic display	Abnormality/Protection control
H 39	Abnormal indoor operating unit or standby units
H 41	Abnormal wiring or piping connection
H 59	Eco sensor abnormality
H 64	Outdoor high pressure sensor abnormality
H 70	Light sensor abnormality
H 97	Outdoor fan motor mechanism lock
H 98	Indoor high pressure protection
H 99	Indoor operating unit freeze protection
F 11	4-way valve switching abnormality
F 17	Indoor standby units freezing abnormality
F 90	Power factor correction (PFC) circuit protection
F 91	Refrigeration cycle abnormality
F 93	Compressor abnormal revolution
F 94	Compressor discharge pressure overshoot protection
F 95	Outdoor cooling high pressure protection
F 96	Power transistor module overheating protection
F 97	Compressor overheating protection
F 98	Total running current protection
F 99	Outdoor direct current (DC) peak detection

Information

Information for Users on Collection and Disposal of Old Equipment and used Batteries



[Information on Disposal in other Countries outside the European Union]

These symbols are only valid in the European Union. If you wish to discard these items, please contact your local authorities or dealer and ask for the correct method of disposal.



Note for the battery symbol (bottom two symbol examples):

This symbol might be used in combination with a chemical symbol. In this case it complies with the requirement set by the Directive for the chemical involved.

Pb

Contact your local hazardous waste disposal hotline.

Models Number

CS-E18RKUAW / CS-E24RKUAW



The above listed models have been designed and manufactured to meet ENERGY STAR® criteria for energy efficiency when matched with appropriate coil components. However, proper refrigerant charge and proper air flow are critical to achieve rated capacity and efficiency. Installation of this product should follow the manufacturer's refrigerant charging and airflow instructions. Failure to confirm proper charge and airflow may reduce energy efficiency and shorten equipment life.

Federal Communications Commission Interference 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.

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 the receiver.
- Connect the equipment to 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.

FCC Caution: To assure continued compliance, follow the attached installation instructions. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Industry Canada Notice

This Class B digital apparatus complies with Canadian ICES-003.

Panasonic Corporation

Website: <http://panasonic.net/>

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