

Thank you for purchasing Panasonic Air Conditioner.

Before installation, the installer should:

Read the Installation Instructions, then request the customer keep them for future reference. Remove the remote control packed with the indoor unit.

Accessories

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

Flexibility to connect Single Split System or Multi Split System Air Conditioner to suit your needs.
For complete product features, please refer to catalogue.

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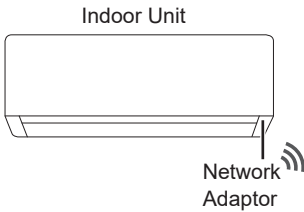
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The illustrations in this manual are for explanation purposes only and may differ from the actual unit. They are subject to change without notice.

System Overview



Items you need to prepare (purchase and subscribe separately)

Router Internet Smartphone

Download from app store

Panasonic Comfort Cloud app (free)

- This feature requires the app to work with a smartphone. Please check each store for the supported OS version.
- The Network Adaptor is designed specifically as a terminal for “Panasonic Comfort Cloud” app.
- The Wireless LAN network coverage must reach the indoor unit installation location.

Specification - Built-in Network Adaptor

| | |
|---------------------|---|
| Model | PIOT-V2(WA) |
| Input Voltage | DC 5V (From Air Conditioner Indoor Unit) |
| Current Consumption | Tx/Rx max. 190/70 mA |
| Wireless standard | IEEE 802.11 b/g/n; BT5.0 Low Energy (BLE) |
| Frequency range | 2.4 GHz band |
| Encryption | WPA™ / WPA2™ / WPA3™ |

Maximum radio-frequency power transmitted in the frequency bands PIOT-V2(WA)

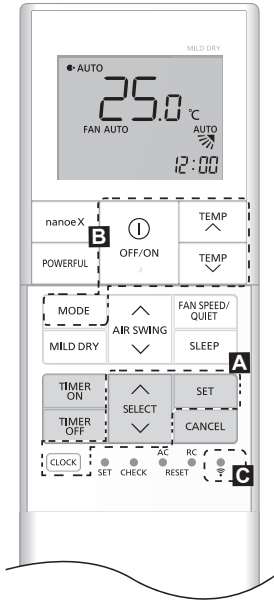
| Type of wireless | Frequency band | Max. EIRP (dBm) |
|------------------|-----------------|-----------------|
| WLAN | 2412 - 2472 MHz | 20 dBm |
| BLE | 2402 - 2480 MHz | 20 dBm |

Quick Guide

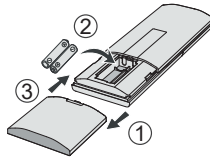


Indicators

- POWER
- TIMER
- nanoeX
- Wi-Fi

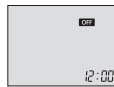


Inserting the batteries



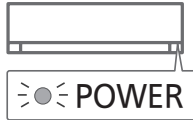
- ① Pull out the back cover of remote control.
- ② Insert AAA or R03 batteries.
- ③ Close the cover.

A Clock setting

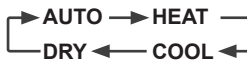


- ① Press **CLOCK**, then press **SELECT** to set the time.
 - Press **CLOCK** for approximately 5 seconds to show the time as 12-hour (am/pm) or 24-hour.
- ② Press **SET** to confirm.

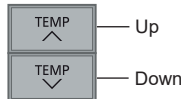
B Basic operation



- ① Press **OFF/ON** to start/stop the operation.
 - When the unit is ON, **OFF** disappears from the remote control display.



- ② Press **MODE** to select the desired mode.



- ③ Press **TEMP UP**, **TEMP DOWN** to select the desired temperature.
 - Selection range: 16.0 °C ~ 30.0 °C / 60 °F ~ 86 °F.

- Press **SELECT** for approximately 10 seconds to show the temperature as °C or °F.

C To connect to a network



- Press to turn the Wireless LAN feature ON or OFF.
- For Wireless LAN Module operation setup, please refer to Setup Instructions Web Manual.
- If the Wireless LAN LED blinks continuously and you do not want to use the app, press the Wireless LAN Wi-Fi button to turn it off.

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:


This appliances is not intended for accessibility by the general public.

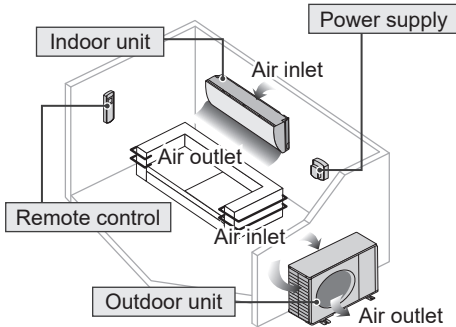
| | | |
|--|----------------|---|
|  | WARNING | This sign warns of death or serious injury. |
|--|----------------|---|

| | | |
|--|----------------|--|
|  | 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 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.

Please consult authorised dealer or specialist to clean the internal parts, repair, install, remove, disassemble 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 use means to accelerate the defrosting process or to clean, other than those recommended by manufacturer. Any unfit method or using incompatible material may cause product damage, burst and serious injury.

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.
- Do not operate or stop the unit by inserting or pulling out the power plug.



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 be installed with Earth Leakage Circuit Breaker (ELCB) or Residual Current Device (RCD) to prevent electric shock or fire.

To prevent overheating, fire or electric shock:

- Insert the power plug properly.
- Dust on the power plug should be periodically wiped with a dry cloth.

Stop using the product if any abnormality/failure occurs and disconnect the power plug or turn off the power switch and breaker.

(Risk of smoke/fire/electric shock)

Examples of abnormality/failure

- The ELCB trips frequently.
- Burning smell is observed.
- Abnormal noise or vibration of the unit is observed.
- Water leaks from the indoor unit.
- Power cord or plug 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/repair.



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



Prevent electric shock by switching off the power supply and unplugging:

- 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 operation, it may lead to inefficient power usage and uncomfortable temperature changes.



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.

Safety Precautions

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.

Power supply



Do not disconnect the plug by pulling the cord to prevent electric shock.



WARNING



This appliance is filled with R32 (mild flammable refrigerant).

If the refrigerant is leaked and exposed to an external ignition source, there is a risk of fire.

Indoor unit and outdoor unit



The appliance shall be installed, and/or operated in a room with floor area larger than A_{\min} (m²) and keep away from ignition sources, such as heat/sparks/open flame or hazardous areas such as gas appliances, gas cooking, reticulated gas supply systems or electric cooking appliances, etc. (Refer to Table A of Installation instructions table for A_{\min} (m²))

Be aware that refrigerant may not contain an odour, highly recommended to ensure suitable flammable refrigerant gas detectors are present, operating and able to warn of a leak.

Keep any required ventilation openings clear of obstruction.



Do not pierce or burn as the appliance is pressurized. Do not expose the appliance to heat, flame, sparks, or other sources of ignition. Else it may explode and cause injury or death.

Precaution for using R32 refrigerant



No person carrying out work in relation to a refrigerating system which involves exposing any pipe work that contains or has contained flammable refrigerant shall use any sources of ignition in such a manner that it may lead to the risk of fire or explosion. They must not be smoking when carrying out such work.

All possible ignition sources, including cigarette smoking, should be kept sufficiently far away from the site of installation, repairing, removing and disposal, during which flammable refrigerant can possibly be released to the surrounding space.

Before attempting to control / operate this air-conditioner product via wireless communication from a remote location, make sure to check the installation of the appliance and its surrounding area, and, be wary of any person(s) within the vicinity.



WARNING

Network Adaptor (activated)



Do not use the indoor unit near to any medical equipment or automatic control equipment (automatic door, wire alarms, etc.). (Radio wave from indoor unit may interfere with the equipment and may cause incident due to malfunction)



Keep at least 15 cm away from the indoor unit if you have a cardiac pacemaker. (Radio wave from indoor unit may interfere with the operation of pacemaker)



CAUTION

Network Adaptor (activated)



Check the following requirements in advanced (At home):

- Insert the power supply thoroughly. Ensure no dust builds up on the power supply. (This can cause fire due to ignition in the power supply's of poor contact)
- Check the status of timer activation set by other persons. (Unexpected run-stop operation may cause harm to human body, pets, and plants)
- There should be no abnormality in the air conditioner such as change of airflow. Ensure no object(s) which may be displaced easily due to the airflow blowing directly at it. The fallen or moved object(s) might lead to danger such as fire, injury etc.



- At all times, use the in-house remote control when there is a possibility of person(s) (such as infant, children, disabled person(s), elderly or sickly person(s)) who are incapable of controlling the temperature themselves and rely on the pre-set configuration of the air-conditioner.

The rise and drop in the temperature due to remote operation might cause the occupant(s) to experience discomfort and/or disrupt their daily routine.

Plant(s) and animal(s) are likely to be affected by sudden temperature adjustments.



- Check the following requirements before operating the air conditioner from a remote location:

- Do inform the person(s) in the vicinity of the area being air-conditioned that you will remotely control the air conditioner operation and settings. This is to avoid any possibility of serious effects on person(s) either due to being taken by surprise or due to sudden changes in temperature (from comfort to cold or vice versa).

(This may cause harm to human body due to sudden changes of outside temperature and room temperature. Temperature adjustment can be operated by remote control)

- If the main display of the Panasonic Comfort Cloud app does not reflect the status of the operation, please use the in-house remote control to operate the air-conditioner.
- As the app uses network communication, there may be times when remote operation is not possible due to communication and/or network failures (such as Panasonic Cloud server downtime, telecom providers' server downtime, WIFI connectivity etc.). In the event of such failure(s), please use the in-house remote control to operate the air-conditioner.

Cleaning the Air Conditioner

Cleaning has to be carried out at regular intervals to ensure the unit is at optimal performance. A dirty unit may cause malfunction and you may retrieve “H 99” error code. Consult an authorised dealer.

- Before cleaning, switch off the power supply and unplug the unit.
- Do not touch the aluminium fin as the sharp parts may cause injury.
- Do not use benzine, thinner or scouring powder.
- Use soap (≈ pH 7) or neutral household detergent only.
- Do not use water hotter than 40 °C / 104 °F.

Air filters

Once every 2 weeks



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

Operating conditions

Use this air conditioner in the temperature range indicated in the table.

| Temperature °C (°F) | | Indoor | | Single split outdoor unit *1 | | Multi split outdoor unit *2 | |
|---------------------|------|-----------|-----------|------------------------------|-----------|-----------------------------|-----------|
| | | DBT | WBT | DBT | WBT | DBT | WBT |
| COOL | Max. | 32 (89.6) | 23 (73.4) | 43 (109.4) | 26 (78.8) | 46 (114.8) | 26 (78.8) |
| | Min. | 16 (60.8) | 11 (51.8) | -10 (14.0) | - | -10 (14.0) | - |
| HEAT | Max. | 30 (86.0) | - | 24 (75.2) | 18 (64.4) | 24 (75.2) | 18 (64.4) |
| | Min. | 16 (60.8) | - | -15 (5.0) | -16 (3.2) | -15 (5.0) | -16 (3.2) |

DBT: Dry bulb temperature, WBT: Wet bulb temperature

*1 CU-TZ20ZKE, CU-TZ25ZKE, CU-TZ35ZKE, CU-TZ42ZKE, CU-TZ50ZKE, CU-RZ25ZKE, CU-RZ35ZKE, CU-RZ50ZKE

*2 CU-2Z35TBE, CU-2Z41TBE, CU-2Z50TBE, CU-3Z52TBE, CU-3Z68TBE, CU-4Z68TBE, CU-4Z80TBE, CU-5Z90TBE, CU-2TZ41TBE, CU-2TZ50TBE, CU-3TZ52TBE

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



These symbols on the products, packaging, and/or accompanying documents mean that used electrical and electronic products and batteries must not be mixed with general household waste.

For proper treatment, recovery and recycling of old products and used batteries, please take them to applicable collection points in accordance with your national legislation.

By disposing of them correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment. For more information about collection and recycling, please contact your local authority.

Penalties may be applicable for incorrect disposal of this waste, in accordance with national legislation.



For Business users in the European Union and some other European countries

If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.



[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 authority or dealer and ask for the correct method of disposal.

Pb

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.

| | | | |
|--------------------|---|--|---|
| WARNING | <p>This symbol shows that this equipment uses a flammable refrigerant. If the refrigerant is leaked, together with an external ignition source, there is a possibility of ignition.</p> | | <p>This symbol shows that the Operation Instructions should be read carefully.</p> |
| | <p>This symbol shows that a service personnel should be handling this equipment with reference to the Installation Instructions.</p> | | <p>This symbol shows that there is information included in the Operation Instructions and/or Installation Instructions.</p> |



This air conditioner incorporates a device that generates a biocidal product.

Free radicals generated by a device incorporated in the air conditioner have the capacity to inhibit pollutants, such as certain types of bacteria, viruses, mould. Active substances : Free radicals generated in situ from ambient air or water.

Usage : This device function can be operated ON / OFF by "nanoe X" icon button. Do refer to "How to Use" in detailed manuals (Matrix 2D scanning) for more information.