Direct Supply®

R32 PACKAGED TERMINAL AIR CONDITIONER/ HEAT PUMP

Owner's Manual

Please keep and refer to this Owner's Manual.

Thank you for purchasing this Direct Supply R32 PTAC. In this owner's manual, you'll find important information that you should read before assembling and using this device. If at any time you do not understand how to use this product, or you suspect it may be damaged, DO NOT USE and immediately contact the distributor that sold this product to you. This owner's manual is compiled from the latest specifications and product information available at the time of publication. Changes may be made to this manual at any time. Contact your distributor for a current copy of this owner's manual.

1-800-634-7328 DirectSupply.com

Introduction

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Safety Precautions

To prevent injury to the user or other people and property damage, the following instructions must be followed. Incorrect operation due to ignoring of instructions may cause harm or damage. The seriousness is classified by the following indications.

Explanation of Symbols

⚠	**WARNING** Calls attention to a potential danger that requires correct procedures or practices in order to prevent personal injury
⚠	**CAUTION** Indicates correct operating or maintenance procedures in order to prevent damage to or destruction of the equipment or other property.
❗	**NOTE** Indicates a helpful tip

Safety Precautions *(cont.)*

⚠ WARNING

Read and follow all directions and warnings before use or assembly. Do not use or assemble if you do not understand the contents of this manual – contact your distributor for assistance. Damage, injury or even death may result from improper use of this product or not following directions and warnings. This product is intended for use in normal, indoor conditions. This product may not be appropriate for all settings.

- Plug the power plug in properly. Failure to do so may cause electric shock or fire due to excess heat generation.
- Do not operate or stop the PTAC by inserting or pulling out the power plug. It may cause electric shock or fire due to heat generation.
- Do not damage or use an unspecified power cord. It may cause electric shock or fire.
- Always install a circuit breaker and a dedicated power circuit. Incorrect installation may cause fire and electric shock.
- Do not operate with wet hands or in damp environment. It may cause electric shock.
- Do not direct airflow at room occupants, as it could affect their health.
- Always ensure effective grounding. Incorrect grounding may cause electric shock.
- Do not allow water to come into contact with electric parts. It may cause failure of the device electric shock
- Do not modify power cord length or share the outlet with other appliances. It may cause electric shock or fire due to heat generation.
- Unplug the PTAC if strange sounds, smell, or smoke comes from it. It may cause fire and electric shock.
- Do not use the socket if it is loose or damaged. It may cause fire and electric shock.
- Do not open the PTAC during operation. It may cause electric shock.
- Keep firearms away from the PTAC. It may cause fire.
- Do not use the power cord close to heating appliances. It may cause fire and electric shock.
- Do not use the power cord near flammable gas or combustibles, such as gasoline, benzene, thinner, etc. It may cause an explosion or fire.
- Ventilate room before operating PTAC if there is a gas leakage from another appliance. It may cause explosion, fire and, burns.
- Do not disassemble or modify the PTAC. It may cause failure and electric shock.
- When the air filter is to be removed, do not touch the metal parts of the PTAC. They may cause an injury.
- Ventilate the room well when using the PTAC with a stove, etc. An oxygen shortage may occur.
- Hold the power plug by the head when unplugging it from the outlet. Failure to do so may cause electric shock and damage.
- Turn off the main power switch when not using the PTAC for a long time. Failure to do so may cause failure of PTAC or fire.
- Do not place heavy objects on the power cord and ensure that the cord is not compressed. Failure to do so may cause fire or electric shock.
- Don't drink water drained from PTAC. It contains contaminants and could make you sick.
- Use caution when unpacking and installing. Sharp edges could cause injury.
- If water enters the PTAC, turn the PTAC off at the power outlet and switch off the circuit breaker. Isolate the power by unplugging the PTAC. Contact a qualified service technician.
- If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

⚠ CAUTION

- Do not use strong detergent to clean the PTAC. Appearance may be deteriorated due to change of product color or scratching of its surface.
- Do not clean the PTAC with water. Water may enter the PTAC and degrade the insulation, which may cause an electric shock.
- Do not use this PTAC to preserve precision devices, food, pets, plants, and art objects. It may cause deterioration of quality, etc.
- Stop operation and close the window during a storm or hurricane. Operation with windows opened may cause water to enter the room and damage household furniture. When cleaning the PTAC, turn it and the circuit breaker off.
- Do not clean the PTAC when power is on as it may cause fire and electric shock, which may cause an injury.
- Always insert the filters securely. Operating the PTAC without filters can cause the PTAC to fail. Please clean filter once every two weeks.
- Do not place obstacles around air-inlets or inside of air-outlet. It may cause failure of the PTAC.
- This PTAC 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 PTAC by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the PTAC.
- The PTAC shall be installed in accordance with national wiring regulations.
- Installation must be performed in accordance with NEC and CEC requirements by authorized personnel only.
- Do not operate the PTAC in a wet room such as a bathroom or laundry room.
- The PTAC shall have at least 1 meter of space from any combustible materials.
- Contact an authorized service technician for repair or maintenance of this PTAC.
- Contact an authorized installer for installation of this PTAC.

NOTE: This PTAC is designed to be operated under the following conditions:

Cooling operation	Outdoor temp.	18-(43/26)°C /64-(109/79)°F (18-52°C/64-125° F for special tropical models)
	Indoor temp.	17-(32/23)°C/62-(90/73)° F
Heating operation	Outdoor temp.	-5-(24/18)°C/23-(76/64)° F
	Indoor temp.	0-(27/19)°C/32-(80/66) °F

NOTE: (43/26) °C. It means the dry bulb temperature is 43°C and the wet bulb temperature is 26°C

NOTE: Performance may be reduced outside of these operating temperatures.

Operation of Current Device

The power supply cord contains a current device that senses damage to the power cord. To test your power supply cord, perform the following:

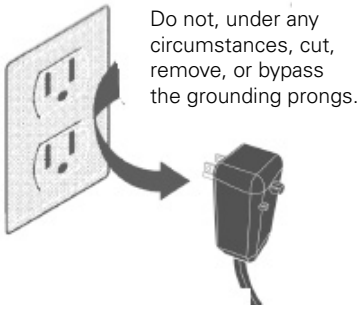
- Plug in the PTAC.
- The power supply cord will have TWO buttons on the plug head. Press the TEST button. You will notice a click as the RESET button pops out.
- Press the RESET button again. You will notice a click as the button engages.
- The power supply cord is now supplying electricity to the PTAC. (On some products this is also indicated by a light on the plug head).

NOTE

- The power supply cord with this PTAC contains a current detection device designed to reduce the risk of fire. In the event that the power cord is damaged, it cannot be repaired – it must be replaced with a cord from the product manufacturer.
- Do not use this device to turn the PTAC on or off.
- Always make sure the RESET button is pushed in for correct operation.
- The power supply cord must be replaced if it fails to reset when either the TEST button is pushed or if it cannot be reset. A new one can be obtained from the product manufacturer.
- If power supply cord is damaged, it cannot be repaired. It MUST be replaced by one obtained from the product manufacturer.
- When 265V PTACs are to be installed, the power supply must be permanent wiring. Permanent wiring may be done through the accessory subbase. An exposed cord connection on 265V units is not permitted.

Grounding type wall receptacle

Power supply cord with 3-prong grounding plug and current detection device.



Do not, under any circumstances, cut, remove, or bypass the grounding prongs.

⚠ WARNING

Electrical Information
The complete electrical rating of your new PTAC is stated on the serial plate. Refer to the rating when checking the electrical requirements.

- Be sure the PTAC is properly grounded. To minimize shock and fire hazards, proper grounding is important. The power cord is equipped with a three-prong grounding plug for protection against shock hazards.
- Your PTAC must be used in a properly grounded wall receptacle. If the wall receptacle you intend to use is not adequately grounded or protected by a time delay fuse or circuit breaker, have a qualified electrician install the proper receptacle. Ensure the receptacle is accessible after the PTAC is installed.
- Do not run PTAC without the side protective cover in place. Failure to do so could result in mechanical damage within the PTAC.
- Avoid fire hazard or electric shock. Do not use an extension cord or an adapter plug. Do not remove any prongs from the power cord.

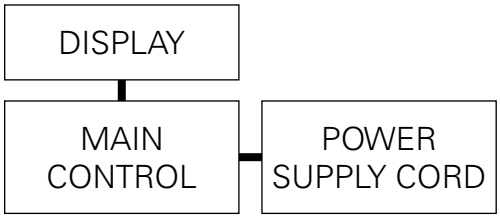
For Your Safety
Do not store or use gasoline or other flammable vapors and liquids in the vicinity of the PTAC or any other appliance.

Prevent Accidents
To reduce the risk of fire, electrical shock, or injury to persons when using your PTAC, follow basic precautions, including the following:

- Be sure the electrical service is adequate for the model you have chosen. This information can be found on the serial plate, which is located on the side of the cabinet and behind the grille.
- Be sure the PTAC has been securely and correctly installed according to the installation instructions in this manual. Save this manual for possible future use in removing or installing this PTAC. When handling the PTAC, be careful to avoid cuts from sharp metal fins on front and rear coils.

Electronic Work (265V model is not included)

⚠ **WARNING:** BEFORE PERFORMING ANY ELECTRICAL OR WIRING WORK, TURN OFF THE MAIN POWER TO THE SYSTEM.



NOTE: The diagram is for reference only. Your PTAC may be slightly different.

⚠ WARNING

Electrical Requirements

- Electrical Shock and Personal Injury Hazard
- Electrical ground is required on this PTAC.
- **DO NOT ground to a gas line.**
- **Do not ground to a cold water pipe if it is interrupted by plastic or non-metallic gaskets**
- **DO NOT use for grounding.**
- Check with a qualified electrician if you are in doubt as to whether the PTAC is properly grounded.
- **DO NOT modify power supply cord plug.** If it does not fit in the outlet, have a proper outlet installed by a qualified electrician.
- **DO NOT have a fuse in the neutral or grounding circuit.** A fuse in the neutral, or grounding circuit could result in an electrical shock.
- **DO NOT use an extension cord with this PTAC.**
- Failure to follow these instructions could result in electrical shock, serious injury, or death.
- **Observe all local governing codes and ordinances.**
- **Do not, under any circumstances, remove the power supply cord grounding prong.**

NOTE: If codes permit, and a separate grounding wire is used; it is recommended that a qualified electrician determine that the grounding path is adequate and not interrupted by plastic, nonmetallic gaskets, or other insulating materials.

Receptacle wiring
Receptacle wiring should be a minimum of 14 gauge. Use copper wire only. It is your responsibility to provide proper and adequate receptacle wiring, installed by a qualified electrician.

Electrical requirements
A time delay fuse or time delay circuit breaker is also required. A separate circuit, serving only this PTAC, MUST be provided.

NOTE: for details about the parameters of the electric heating function, see the nameplate on the PTAC.

NOTE

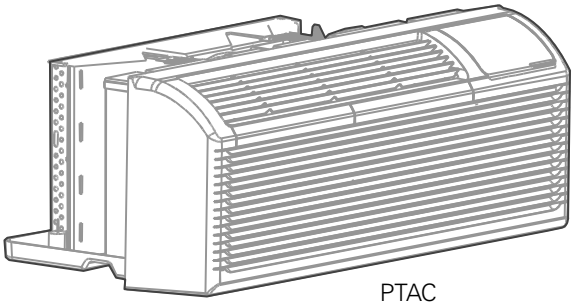
Each PTAC model may have a different power cord configuration

Power Plug						
Power Supply	230V,15A	230V,20A	230V,30A	265V,15A	265V,20A	265V,30A

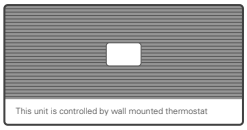
Before You Get Started

Contents of the box and items you will need

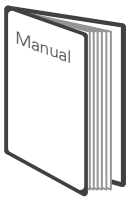
What is in the Package



PTAC

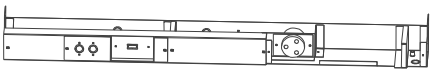


Control panel sticker

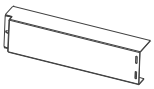


Owner's manual

Subbase kit (for 265V model only, optional)



Subbase



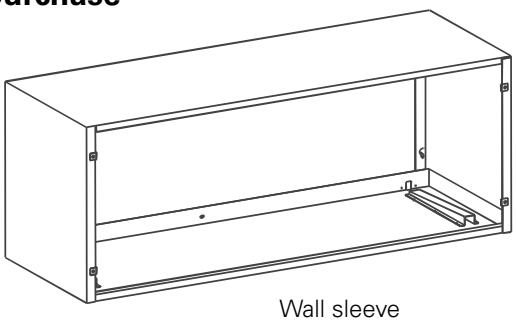
Cover panel I

Cover panel II

Screws x8

Subbase kit (used for cord connected units with 3.5kw Electric Heater)

What you need to purchase



Wall sleeve

*Not Included

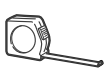
Tools needed for installation

Gloves

Screwdriver

Pencil

Drill



Ruler or tape measure

Level

*Not Included

Before Installing the PTAC

Preparations before installation

The installation must be carried out in strict accordance with the instructions in this manual.

Installing your PTAC should take about 60 minutes.

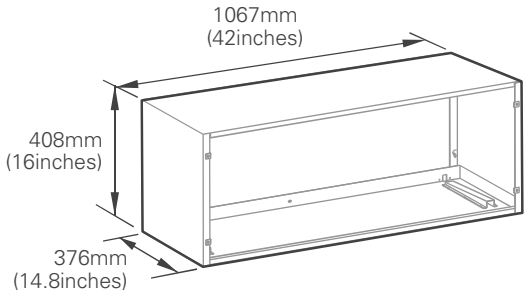
We recommend that two people perform this installation

We're here if you need us, please contact your local distributor for assistance.

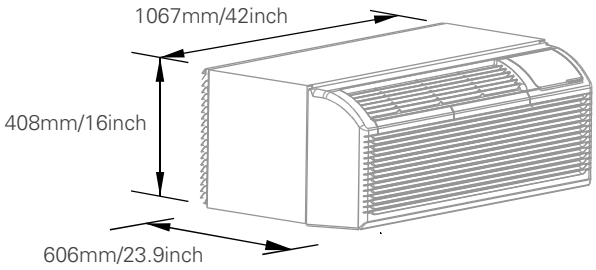
Installation Size and Position Requirements

CAUTION: Be careful! There are sharp edges that can cause serious cuts.

Installation size confirmation:

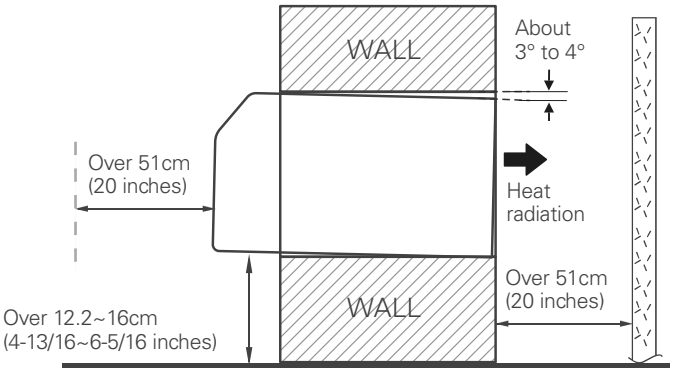


Wall sleeve size requirements (wall hole size should refer to the wall sleeve size)

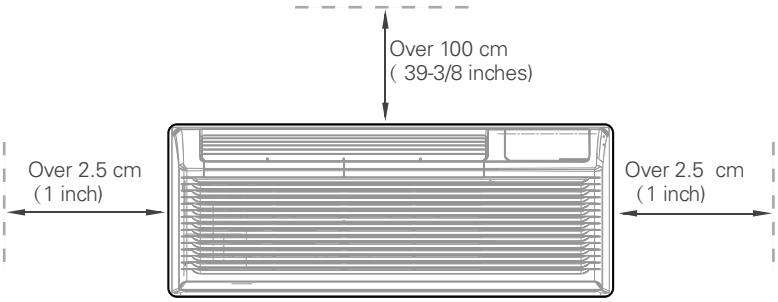


Product size

Confirmation of installation position :

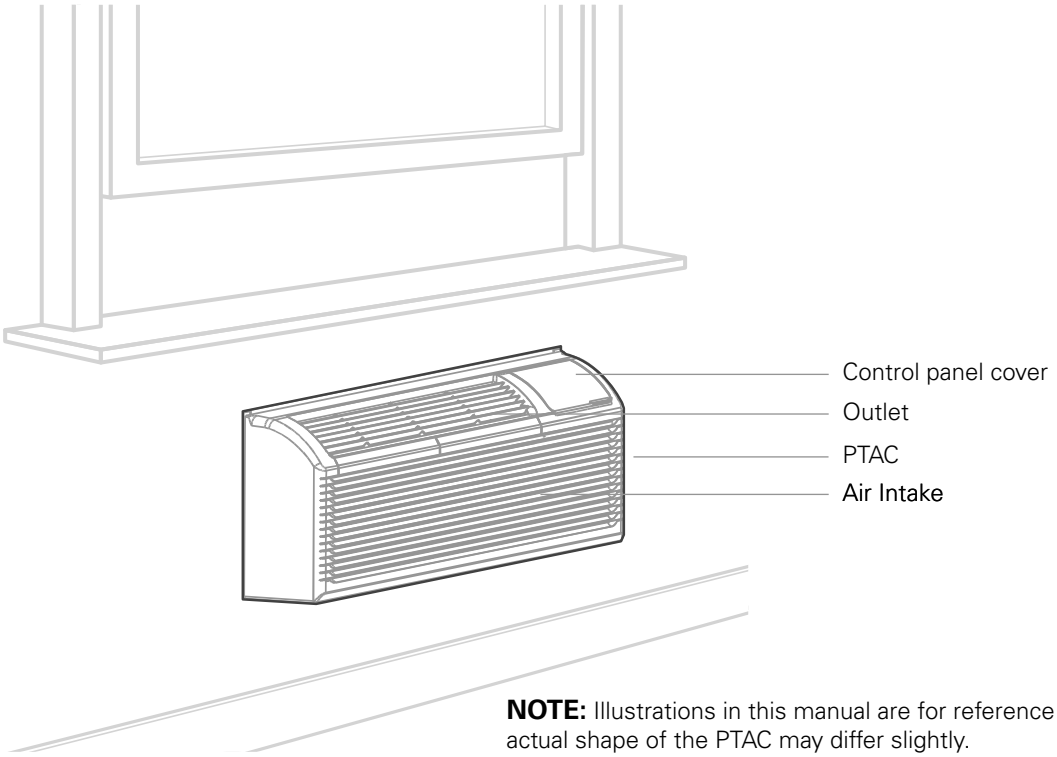


NOTE: To make the PTAC work better, please do not place a barrier in the air outlet.



Installation Overview

Installing PTAC into the wall



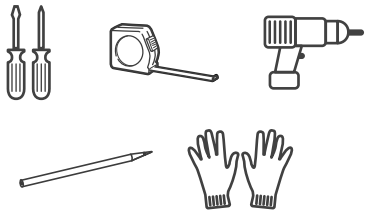
NOTE: Illustrations in this manual are for reference only. The actual shape of the PTAC may differ slightly.

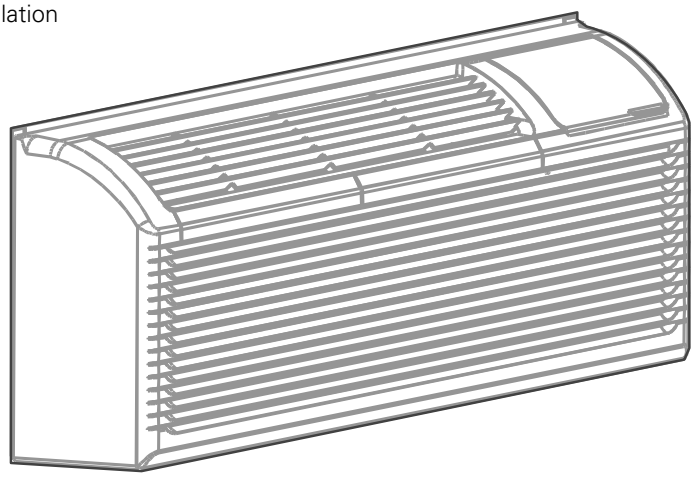
Complete Unit Installation

Type 1: Instructions for non-265V models

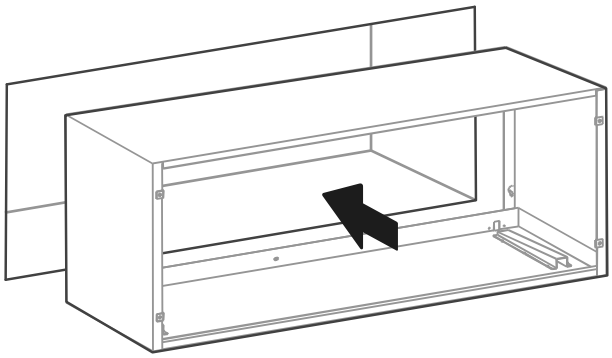
NOTE: 2 people are recommended for this installation

Tools you will need





Preparations for PTAC Installation



1

Attach Wall sleeve.

Refer to the installation instruction of sleeve assembly for details. To avoid vibration and noise,make sure the wall sleeve is installed securely and firmly.

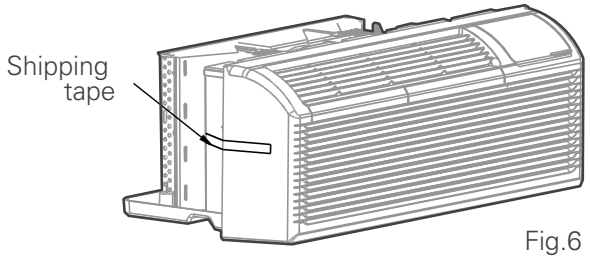


Fig.6

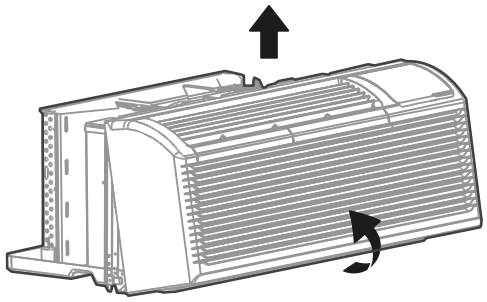


Fig.7

Pull out at the bottom to release it from the tabs, then lift the front panel up.

2

Prepare for PTAC installation.

Carefully remove the shipping tape from the front panel. (See Fig.6)
Remove the front panel. (See Fig.7)

PTAC Installation

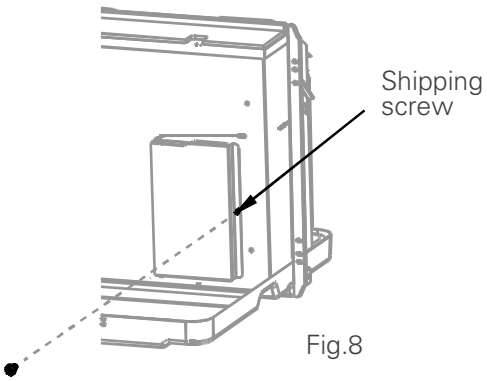


Fig.8

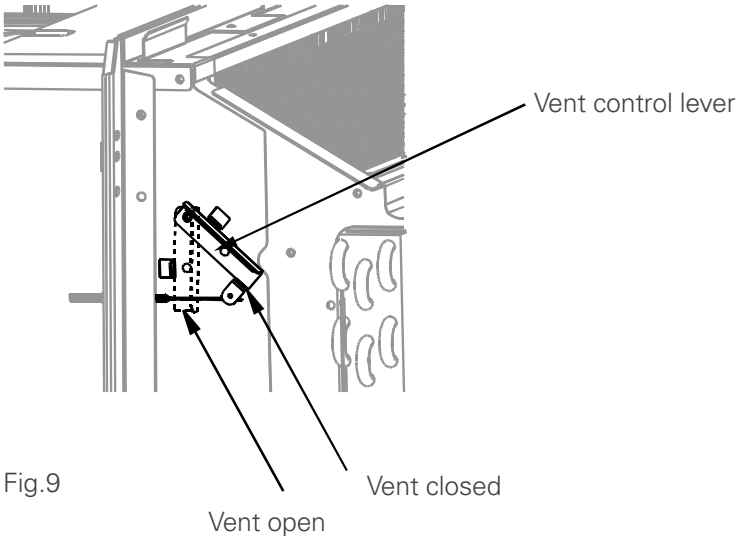


Fig.9

3

Configure PTAC outdoor vent control

Remove the shipping screw from the vent door. (See Fig.8) Rotate the vent control lever to either open or close the vent door. (See Fig.9)

NOTE:
When the vent control lever is set to CLOSE, only the air inside the room is circulated and filtered. When set to OPEN, some outdoor air will be drawn into the room. This will reduce heating or cooling efficiency.

⚠ CAUTION:
Do not put obstacles around air-inlet or inside of air-outlet of the PTAC, such as window curtain etc.
Always insert the filter securely. Clean the filter once every two weeks or as required.

Install the PTAC into the wall sleeve

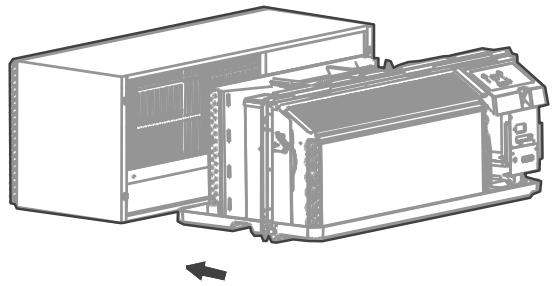


Fig.10

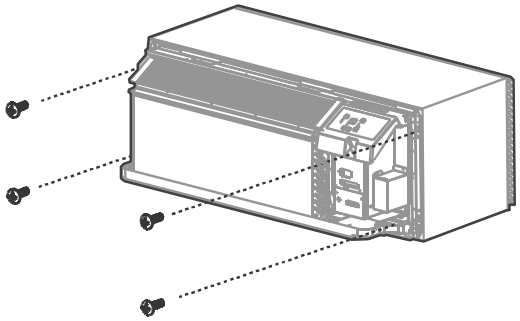


Fig.11

4

Install the PTAC into the wall sleeve

Lift PTAC level and slide PTAC into the wall sleeve until firmly against the front of the wall sleeve. Secure with 4 screws and washers (supplied in the SLEEVE ASSEMBLY) through the PTAC flange holes. (See Fig.10 and Fig.11)

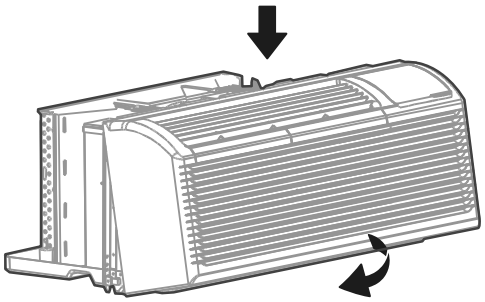


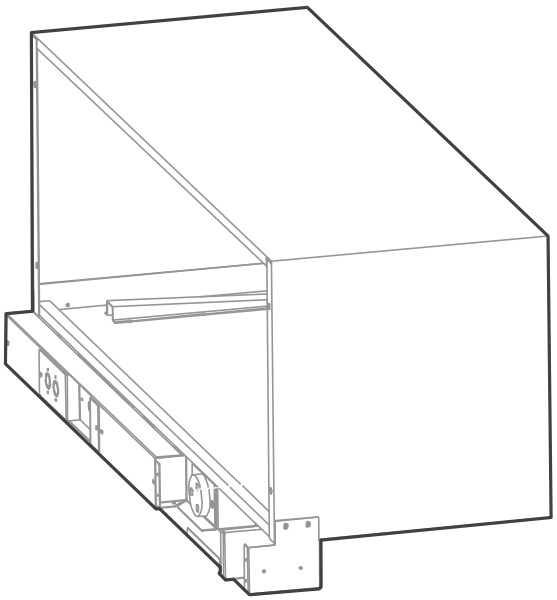
Fig.12

5

Reinstall front panel.

Place tabs over the top rail. Push inward at the bottom until the panel snaps into place. (See Fig.12)

Complete Subbase Kit Installation



Instructions for 265V model

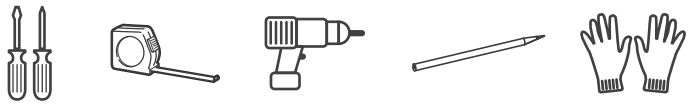
⚠ CAUTION:

- When the purchased PTAC is a 265V model, install it with a Subbase kit and connect power wiring on site.
- The product plug must be inserted into the power jack of the Subbase kit.
- All wiring operations and power requirements must be operated and used in accordance with local regulations and policies.

⚠ WARNING:

- To avoid the risk of property damage,personal injury or death due to electrical shock,disconnect the electrical power before working on this PTAC.
- The instructions provided with the selected subbase kit must be carefully followed. It is the responsibility of the installer to ensure the connection of components is done in accordance with these instructions and national wiring regulations.
- Before performing any electrical or wiring work, turn off the main power to the system.

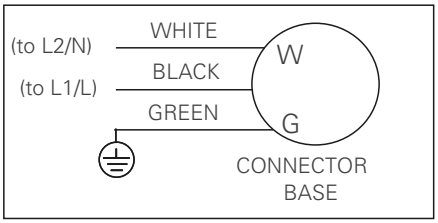
What you need.



Electrical Connections (for 265V model only)

NOTE:

- The diagrams are for reference only. Your PTAC may differ slightly. The actual shape shall prevail.
- An all-pole disconnection switch should be installed between subbase and main power supply.

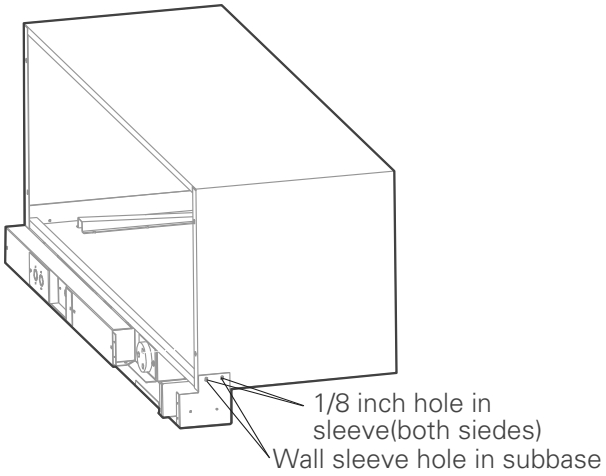


Preparations for subbase Installation

1

Drill four 1/8-inch holes.

Drill four 1/8-inch holes in the sleeve to line up with the wall sleeve holes in the subbase as shown below.

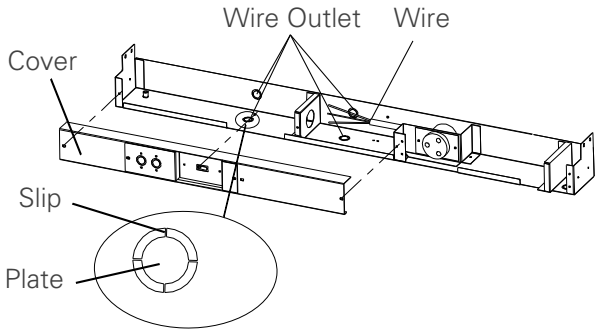


2

Prepare for PTAC subbase wiring.

Remove the COVER by loosening the 3 screws. Select one from the four wire outlets according to your need and remove the plate by clipping the four slips as shown above. Then burnish the wire outlet to prevent it from curring the wires, and spray it with anti-corrosive paint to prevent rust.
the wires. Insert conduit into the wire outlet and connect the wires of the conduit with the SUBBASE in accordance with all electrical codes.

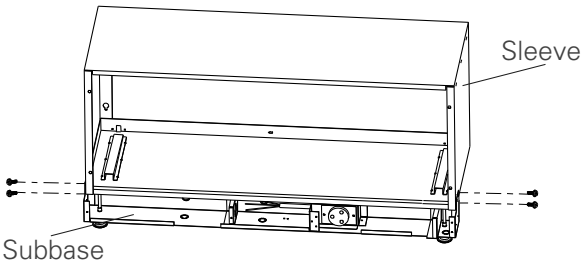
NOTE: Make sure the PTAC is properly grounded.



3

Install the subbase onto the sleeve.

Install the SUBBASE onto the SLEEVE with the four screws as shown above and tighten them.



Subbase kit Installation

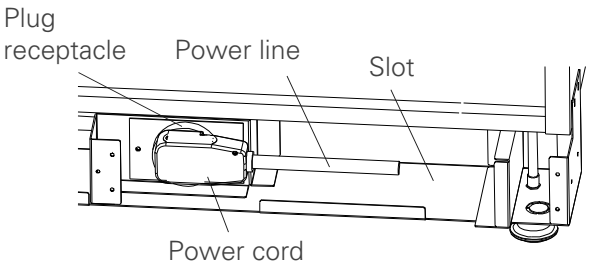
4

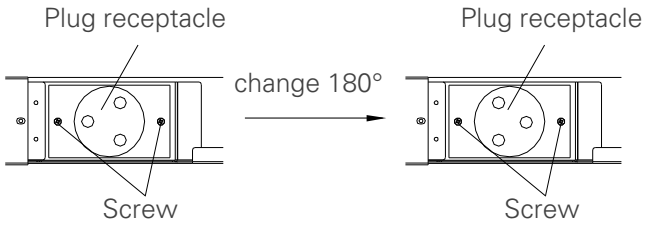
Install the PTAC into the sleeve.

Install the PTAC into the SLEEVE(refer to the installation instructions of the PTAC) and plug the power cord of the unit into the plug receptacle of the SUBBASE as shown below. The power line can be wound and placed in the slot of the SUBBASE.

NOTE: The direction of the plug receptacle can be rotated 180° by loosening the two screws and reinstalling it as shown below so that it is suitable for different power cord.

NOTE: The high-current wires shall be placed in the left of the clapboard, and the low-current wires shall be placed in the right of it as shown below. The PTAC shall be installed in accordance with national wiring regulations.

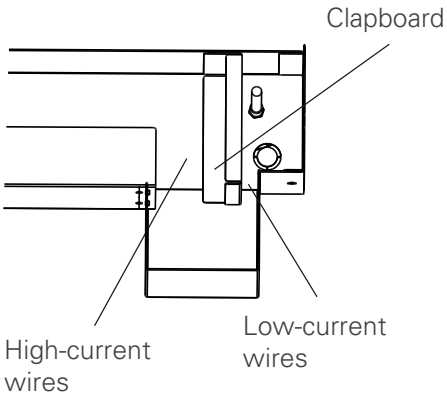


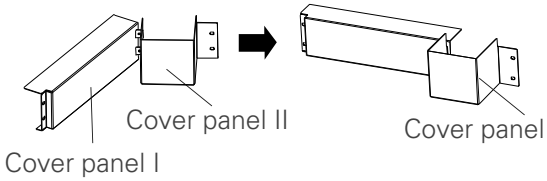


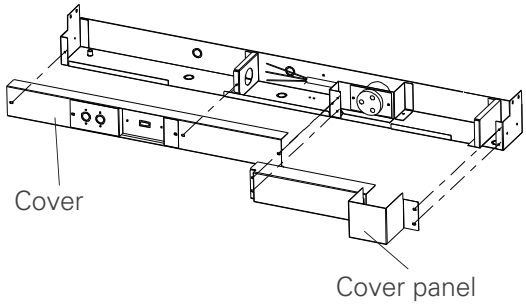
5

Assemble the Subbase.

Reinstall COVER PANEL II into the COVER PANEL I and rotate to the angle as shown. Install the COVER and COVER PANEL to the SUBBASE with 7 screws securely as shown.



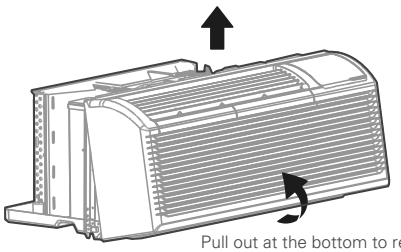




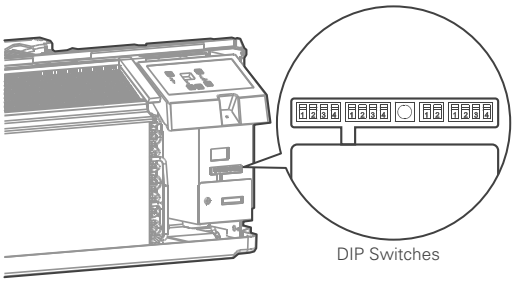
Customize Your Settings

NOTE: PTAC must be powered OFF to change the settings.

DIP SWITCHES CONFIGURATIONS



Pull out at the bottom to release the front panel from the tabs, then lift the front panel up.



DIP Switches

Please refer to the following table for DIP SWITCH CONFIGURATION OPTIONS.

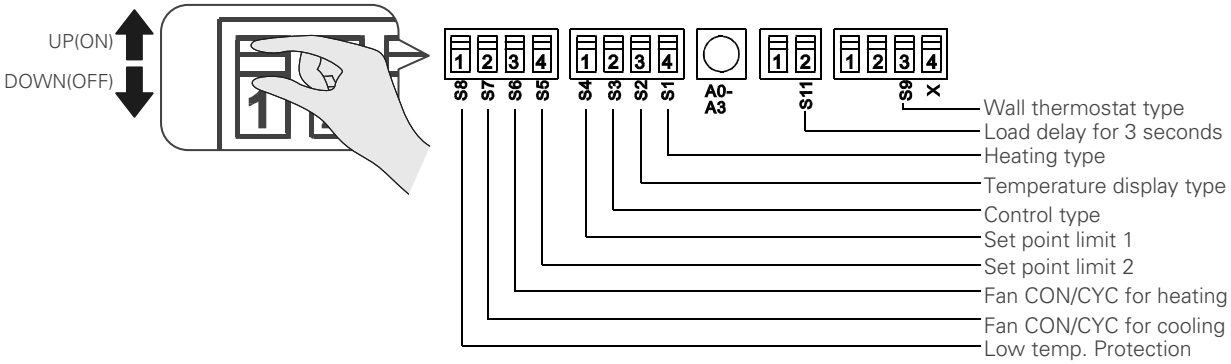


Table 1 DIP SWITCHES CONFIGURATIONS

No.	UP(ON)	DOWN(OFF)	Remarks
S1	Electric Heat Only	Electric Heat and Pump Heat	For Heat Pump unit only
S3	Wall Thermostat Enable	Control Panel Enable	
S4*S5	UP*UP:60°F~86°F(16°C~30°C); UP*DOWN:65°F~78°F(18°C~26°C); DOWN*UP:63°F~80°F(17°C~27°C); DOWN*DOWN:68°F~75°F(20°C~24°C);		Two configurations (S4*S5) combine to select set point range
S6	Fan Continuous Run for Heating	Fan Cycle for Heating	
S7	Fan Continuous Run for Cooling	Fan Cycle for Cooling	
S8	Low temp. Protection enable	Low temp. Protection disable	Optional
S9 (S3UP)	Used for legacy thermostats (discontinued)	Use with standard 24V thermostats	
Sw11	Load delay for 3 seconds	Normal	Optional

Low temp. protection (optional) S8

If the PTAC senses a room temperature below 32°F(0°C), the fan motor and resistance heat strip will turn on and warm the room to 40°F(4.4°C). The fan will stop a short time after the temperature setpoint has been reached.

Heat and Cool Fan CON/ CYC Dip switches S6 and S7

Allows the fan to operate in continuous or cycle modes while the PTAC is in heating and cooling mode.

CON (Continuous) Allows fan to run continuously,circulating air even when the temperature setpoint has been reached. This switch helps to maintain the room temperature closer to the thermostat setting.

CYC (Cycle) This setting allows the fan to cycle on and off with the compressor or resistance heater. The fan stops a short time after the temperature setpoint has been reached.

Resistance Heat Only (for heat pump PTAC only) S1

This setting is typically used for Emergency Heating.

Setpoint Temperature Limits S4 and S5

Provides a restricted range of temperature control.

Wall Thermostat control S3

A wired wall thermostat can be connected to the PTAC. If it is,this DIP switch must be moved to the Wall Thermostat Enable Position before the wall thermostat will begin control.

Wall Thermostat Installation (Optional)

IMPORTANT
Only trained, qualified personnel should access the electrical panel on the PTAC and install electrical accessories. Please contact your local electrical contractor, dealer, or distributor for assistance.

1

Thermostat Wire Routing

Thermostat wire is not included with the PTAC. 18 to 20 gauge solid thermostat wire is recommended.

NOTE: It is recommended that extra wires are run to the PTAC in case any are damaged during installation. Thermostat wire should always be routed around or under, NEVER through, the wall sleeve. The wire should then be routed behind the front panel to the easily accessible terminal connector.

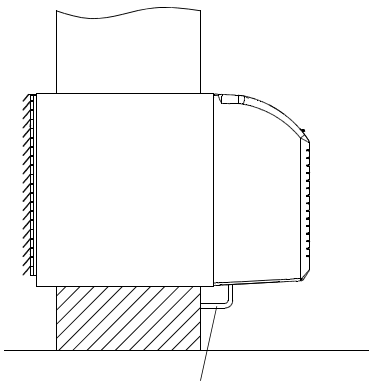


Fig. A - Proper Wire Routing Beneath PTAC

NOTE: Refer to thermostat installation instructions for details on installing wall thermostat.

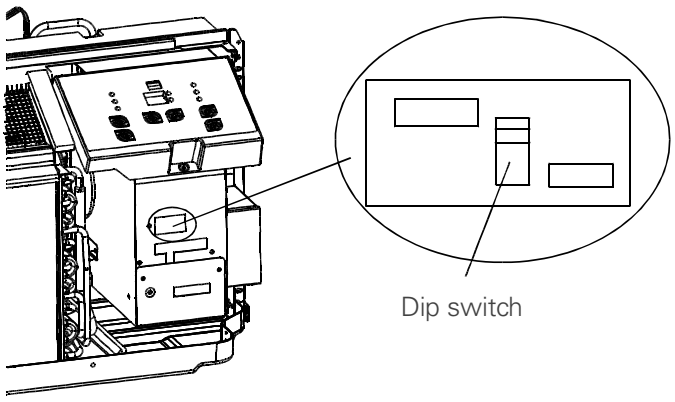
2

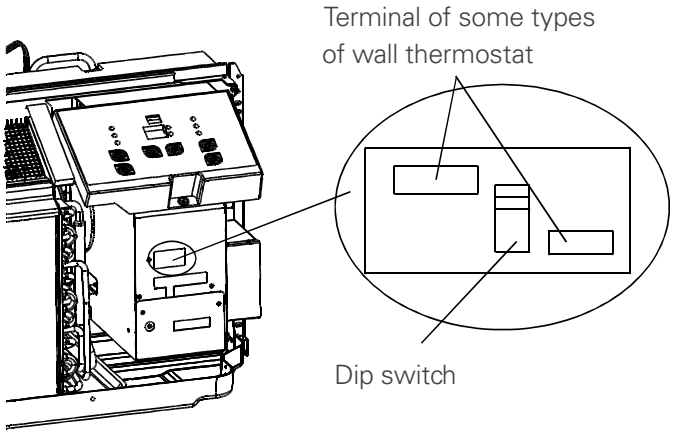
Installation of Wall Thermostat

(Contact thermostat manufacturer for thermostat-specific questions)

Place the DIP switch into the DOWN(OFF) position as shown to the right.

Insert the wire connector of the wall thermostat into the relevant terminal according to different shapes as shown to the right.





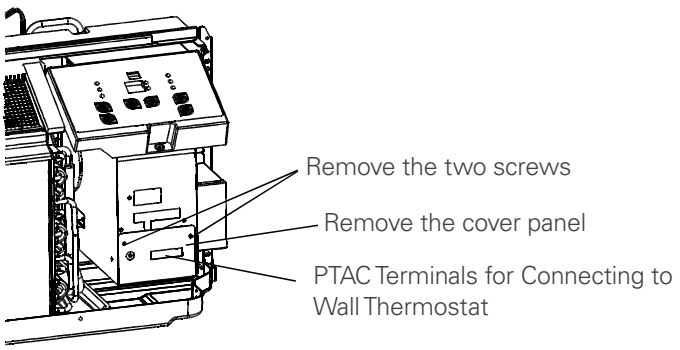
3

Instructions for installing wall thermostat

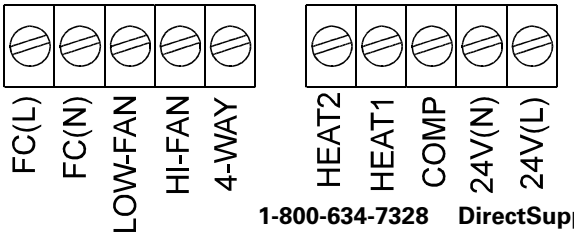
Remove the two screws as shown to the right and remove the cover panel.

⚠ CAUTION:
PTAC DAMAGE HAZARD

- Failure to follow this caution may result in equipment damage or improper operation.
- Improper wiring may damage PTAC electronics. Common busing is not permitted. Damage or erratic operation may result.

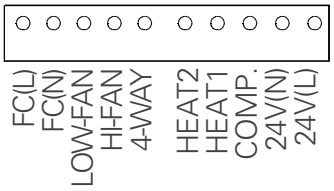


PTAC Terminals for Connecting to Wall Thermostat (VERSION 1)



TERMINAL	DESIGNATION	MODE B Wire color
FC(L)	Front desk control terminal L	Brown
FC(N)	Front desk control terminal N	Pink
LOW-FAN	Low fan speed	Purple
HI-FAN	High fan speed	Green
4-WAY	4-way valve; Reverse cycle (Energized in Heat) For heat pump models	Blue
HEAT2	Electrical heater 2	White
HEAT1	Electrical heater 1	White
COMP	Compressor	Yellow
24V(N)	24V AC terminal N (Neutral), Common	Black
24V(L)	24V AC terminal L	Red

PTAC Terminals for Connecting to Wall Thermostat (VERSION 2)



NOTE:

- Use 4-way terminal for heat pump connection only.
- Set the compressor protection time for more than 3 minutes. If set less than 3 minutes, the compressor will not start until 3 minutes has elapsed.
- Wall thermostat must be set to energize the 4-way valve in heating mode..
- For thermostats that have only one fan speed output (on or auto),the fan speed is determined by how the terminal connector is wired. If Low fan is desired, wire the G output from the thermostat to (LOW-FAN) on the PTAC terminal block.
- If High fan is desired, wire the G output from the thermostat to (HI-FAN) on the PTAC terminal block.
- The temperature range of the wall thermostat must be the same or less than the temperature range set by DIP switches S4 and S5 on the PTAC.
- The wall thermostat must be configured to match the type of PTAC it is connected to - heat pump or resistance heat.
- If the thermostat has one electrical heater output, jumper the HEAT 1 and HEAT 2
- Do not remove the control panel.

- FRONT DESK CONTROL

  The PTAC can be turned on and off remotely by using the Front Desk Control feature. To enable this feature, place the DIP switch shown in Fig. B into the down position, and connect a 24V AC signal to the FC(L) and FC(N) terminals. If the PTAC does not receive the 24V AC signal, the PTAC will shut off. See FigB.

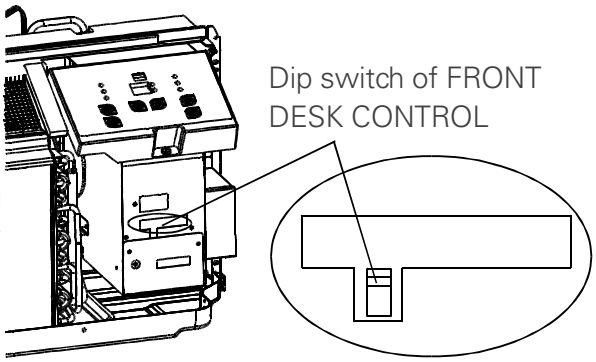
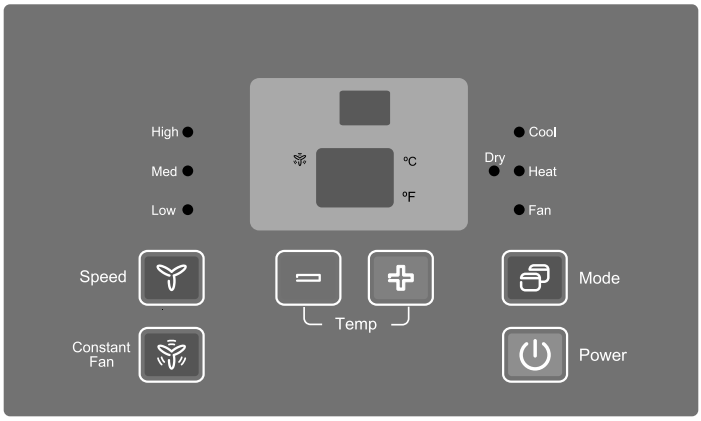


Fig B.

Control Panel

NOTE: The control panel keypad will look like Fig.1 below.



		Description
1	**POWER - Function**	• Press the POWER button to turn the unit on or off.
2	**Mode - Function**	• Push this button to cycle through the modes COOL-DRY-HEAT-FAN-COOL. The indicator light beside the "MODE" selected will illuminate. COOL: Cooling begins automatically when the room temperature is above the set point,and stops when the room temperature is 2°C(4°F)below the set point. The compressor will run for at least 5 minutes in COOL mode before stopping. HEAT: For heat pump models, the PTAC will alternate to run between reverse cycle heat mode and resistance heat mode depending on the difference between the temperature setpoint and the room temperature. The fan motor cycles when the compressor stops. DRY: In this mode, the PTAC will dehumidify the air in the room. Since the conditioned space is a closed or sealed area, some degree of cooling will continue. **NOTE:** The reverse cycle and resistance heat cannot be run at the same time. The heat pump will not operate in the following conditions: 1. When the outdoor temperature is lower than 4°C/40°F or the room temperature falls 4.5°C/8°F below the set point temperature. 2. During the 3 minute compressor restart delay to prevent short cycling. The indoor fan motors will start before the compressor and stops after the compressor cycles off. 3. DIP switch S1 is in the UP (ON) position 4. When evaporator coils are defrosting. **NOTE:** When AUTO mode is selected, the FAN speed will be automatically adjusted based off of the setpoint temperature and room temperature. FAN: Fan operation only without heating or cooling.
3	**- +** **Up and Down buttons**	• Push the UP (or DOWN) button to increase (or decrease) the setpoint temperature of the PTAC in cooling or heating mode. The temperature can be set in increments of 1°C (1°F).The setpoint temperature appears on the display. **NOTE:** Pressing and holding "+"and"-" buttons together for 3 seconds will alternate the temperature display between°C &°F scale.

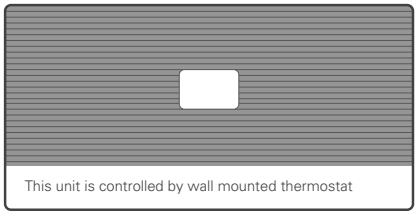
4	**FAN (FAN SPEED) - Function**	• Every time you push this button, the fan speed cycles through the following modes: AUTO-HIGH-LOW-AUTO. **NOTE:** When you select AUTO mode, the FAN speed will be automatically adjusted based of the setpoint and room temperature. In Dry mode, the fan speed is set to Low speed automatically.
5	**CONSTANT FAN - Function**	• In cooling mode, press the Constant Fan button to turn the constant fan function on and off. When the function is turned on, the constant fan light will illuminate, identifying that the fan is running continuously in cooling mode. When the function is turned off, the constant fan light will go out, identifying that the fan will cycle off when the compressor shuts off. **NOTE:** Every time the PTAC is turned on, the function will work as configured by the DIP switch settings
6	**PANEL LOCKING - Function**	• Press and hold the Power On/Off and the Constant Fan buttons for 5 seconds to lock or unlock the front panel controls. The thermostat can still be operated with the front panel controls locked. **NOTE:** The control panel will display the 'LL' code when the control panel is locked
7	**DISPLAY**	When the PTAC is in Cooling or Heating mode, the control panel display will show the setpoint temperature in °C or °F. If the PTAC is in Fan Only mode, the control panel display will show the current room temperature. Fan only mode,it shows the room temperature. **Control code (on some models):** LC - The control panel controls are disabled. The PTAC can only be controlled by a connected thermostat. FC - The control panel controls are disabled. The PTAC can only be controlled via the Front Desk Control. **Error codes:** E0 - EEPROM failure E3 - Fan stall error E4 - Main control and display communication error AS - Room temperature sensor error; ES - Evaporator temperature sensor error; CS - Condenser temperature sensor error; OS - Outside temperature sensor error; HS - Exhaust temperature sensor error; LE - Thermostat error; **NOTE:** When an error occurs,unplug the PTAC and plug it back in. If the error repeats, call for service. **Other codes:** LO - Room temperature is lower than 0°C/32°F; HI - Room temperature is higher than 37°C/99°F; FP - Low temperature protection. **NOTE:** All the illustrations in this manual are for reference only. Your PTAC may vary slightly.

Accessories

NOTE: When the unit displays LC , the control panel controls are disabled. The PTAC can only be controlled by a connected thermostat. If you are using a thermostat, install the control panel sticker shown to the left.

NOTE: For some models, there may be up to a 3 second delay between when a button is pressed and the change takes effect.

NOTE: If there are differences between the user manual and the thermostat manual on function description, the user manual is correct.



Control panel sticker

Care and Maintenance

⚠ **CAUTION: PTAC DAMAGE HAZARD** Failure to follow this caution may result in equipment damage or improper operation. Airflow restriction may cause damage to the PTAC.

FRONT PANEL AND CASE

- Turn the PTAC off and disconnect the power supply. To clean, use water and a mild detergent. Do not use bleach or abrasive cleaners. Some commercial cleaners may damage the plastic parts.

OUTDOOR COIL

- Coils on the outdoor side of the PTAC should be checked regularly. The PTAC will need to be removed to inspect dirt build-up that will occur on the inside of the coils. If clogged with dirt and soot, the coils should be professionally cleaned. Clean the inside and outside of the outdoor coils regularly.

NOTE: Never use a high-pressure sprayer on the coils.

⚠ **CAUTION:** Failure to follow this caution may result in equipment damage or improper operation.

- Do not operate the PTAC without filters in place. If a filter becomes torn or damaged, it should be replaced immediately.
- Operating without filters in place or with damaged filters will allow dirt and dust to reach the indoor coils and reduce cooling, heating,airflow and efficiency of the PTAC. Airflow restriction may cause damage to the PTAC.

- The most important thing you can do to maintain PTAC efficiency is to clean the filters once every two weeks or as required. Clogged filters reduce cooling,heating and airflow.

Keeping filters clean will:

- Decrease cost of operation.
- Save energy.
- Prevent clogged indoor coils.
- Reduce risk of premature component failure.

To Clean Air Filters:

- Vacuum off heavy soil.
- Run water through filter.
- Dry thoroughly before replacing.

Removing Air Filter

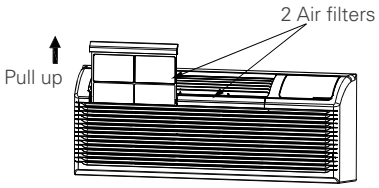


Fig. 13

Replacing Air Filter

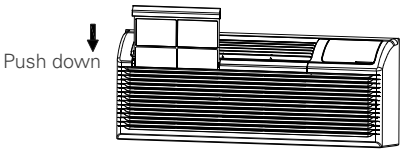


Fig. 14

VENT DOOR FILTER:
IMPORTANT: TURN PTAC OFF BEFORE CLEANING.

- Cleaning the vent door filter requires the removal of the PTAC from the wall sleeve. Clean the vent filter twice a year or as required.
- Make sure to remove the shipping screw from the vent door.(See. Fig.8)
- Rotate the vent control lever to open the vent door. (See. Fig.15)
- Remove four screws from the vent door filter. (See. Fig.15)
- First pull out the vent door steel wire from the hole of the vent door, then take off the vent door and filter. (See. Fig.15)
- Clean the filter. Dry thoroughly before replacing.
- Replace the vent door and filter, and reinstall the four screws.
- Reinsert the vent door steel wire into the hole of the vent door.

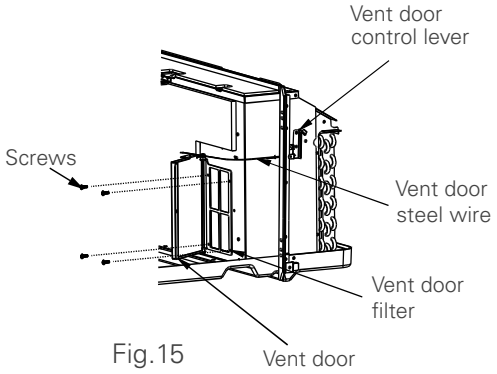


Fig.15

Troubleshooting

Before calling for service, review the troubleshooting list below. It may save you time and money. This list includes common occurrences that are not the result of defective workmanship or materials in this PTAC.

Problem	Solution
PTAC DOES NOT START	PTAC may have become unplugged. Check that the plug is securely plugged into the wall outlet. NOTE: The plug has a test/reset button on it. Make sure that the plug has not tripped.
	Fuse may have blown. Replace the fuse. See Note 1.
	PTAC may be off. Reset circuit breaker. See Note 1.
	PTAC may be in a protection mode. Turn the PTAC on (bottom right button on keypad).
PTAC NOT COOLING/ HEATING ROOM	PTAC air discharge section is blocked. Make sure that curtains,blinds or furniture are not restricting or blocking PTAC airflow.
	Temperature setting is not high or low enough. NOTE: Setpoint limits may not allow the unit to heat or cool the room to the temperature desired. Check section on dipswitch settings. Reset to a lower or higher temperature setting.
	PTAC air filters are dirty. Remove and clean filters.
	Room is excessively hot or cold when PTAC is started. Allow sufficient amount of time for PTAC to heat or cool the room. Start heating or cooling early before outdoor temperature rise, or before hosting gatherings of people in the room uncomfortable.
	Vent door left open. Close vent door. PTAC may be in a protection mode. Check DIP switch and wall thermostat settings for desired comfort.
	Compressor is in a restart time delay. Wait approximately 3 minutes for compressor to start.
	The unit may be in a protection mode.
DISPLAY HAS STRANGE NUMBERS/ CHARACTERS ON IT	The unit may be in a protection mode.
UNIT MAKING NOISES	Clicking,gurgling and whooshing noises are normal during operation of unit.
WATER DRIPPING OUTSIDE	If a drain kit has not been installed,condensation runoff during very hot and humid weather is normal. See Note 2.If a drain kit has been installed and is connected to a drain system,check gaskets and fittings around drain for leaks and plugs.
WATER DRIPPING INSIDE	Wall sleeve is not installed level. Wall sleeve must be installed level for proper drainage of condensation. Check that installation is level and make any necessary adjustments.
ICE OR FROST FORMS ON INDOOR COIL	Low outdoor temperature. When outdoor temperature is approximately 55° or below, frost may form on the indoor coil when unit is in Cooling mode. Switch the PTAC to FAN operation until ice or frost melts.
	The filters are dirty. Remove and clean filters.
COMPRESSOR PROTECTION	Power may have cycled,so compressor is in a restart protection mode. Random Compressor restart - Whenever the PTAC is plugged in,or power has been restarted, a random compressor restart will occur. After a power outage,the compressor will restart after approximately 3 minutes. Compressor Protection - To prevent short cycling of the compress there is a startup delay of 3 minutes and a minimum compressor run time of 3 minutes.
RESISTANCE HEATING FAILURE	Clean the evaporator once every three months by a professional.

NOTES:

1. If circuit breaker is tripped or fuse is blown more than once,contact a qualified electrician.
2. If PTAC is installed where condensation drainage could drip in an undesirable location,an accessory drain kit should be installed and connected to drain system.

Limited Warranty

We offer to you, as the original purchaser, a warranty for the Direct Supply® PTAC. Our warranty applies for the limited warranty period stated below. If any device or device part listed below is defective in material or workmanship during the applicable limited warranty period, we will repair or replace it at our cost. Please note that the decision to repair or replace a device or device part will be at our discretion. Our warranty applies only if the device is properly maintained by the original purchaser for normal, indoor use and does not cover normal wear and tear, modification of the device, or damage caused by abuse, improper use, failure to maintain, use which exceeds the published device limitations, or the combination of any device with another product. In addition, our warranty does not cover fading, characteristics or natural variations in fabric, texture, colorfastness, stains, spills, or exposure to chemicals, odors, heat or light. In certain cases, we may provide you repair or adjustment instructions and/or replacement parts, and ask you to perform a repair or adjustment or replace a defective part.

Our warranty gives you specific legal rights, and you may also have other rights, which vary, from state to state. Please note that our limited warranty period begins when we ship the device to you. The limited warranty period and our obligations under the warranty end once you transfer the device to someone else, or at the end of the applicable limited warranty period identified below, whichever is earlier.

Product/Part	**Warranty Period**
Direct Supply® R32 PTAC (Complete Unit)	3 years
Direct Supply® R32 PTAC (Sealed System)	5 years
Direct Supply® R32 PTAC (Accessories and Replacement Parts)	30 days

Anticipated Usable Device Life is based on normal use with proper maintenance, cleaning and storage. You should still inspect, monitor and care for the device as described in this guide, as the device may need to be replaced sooner than anticipated in particular situations.

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Customer Support

Our promise to you is that you will have a convenient and easy ordering experience, receive a quality PTAC and enjoy outrageous customer service. If you have any questions about the PTAC you have purchased or would like to request warranty service, please contact the distributor from whom you purchased this PTAC.

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