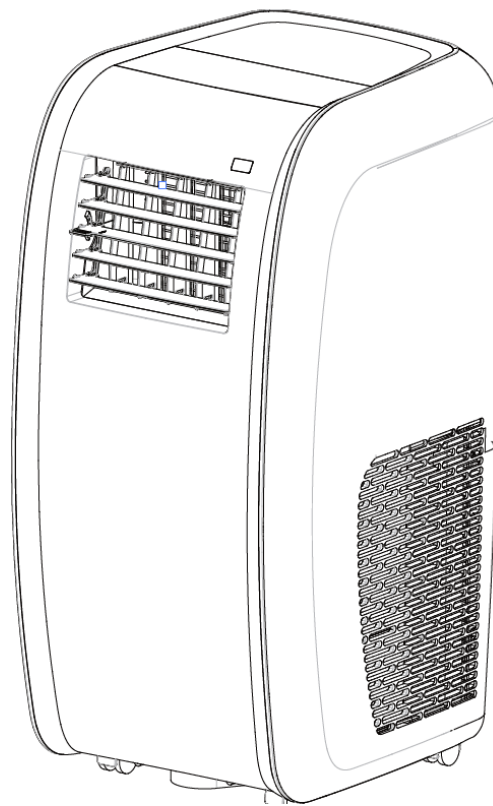


EDGESTAR[®]

Portable Air Conditioner



AP13500HG Owner's Manual

For more information on other great EdgeStar products on the web, go to <http://www.edgestar.com>

Important Safety Information

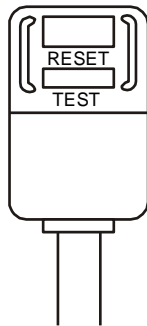
Improper handling can cause serious damage to the appliance and/or to the user. Please read the following safety information.

Electrical Safety

- This unit is designed for indoor use only.
- Do not use the unit in extremely humid or wet environments.
- Do not spray water and wet the housing or control panel.
- Do not pull the unit by the cord.
- Always turn the unit off and unplug it from the outlet when cleaning.
- Unplug the unit if it is not going to be used for a long period of time.
- Do not operate the unit with a damaged plug or a loose socket.
- Use only the correct power supply with appropriate amperage.
- If the power cord is damaged, it must be replaced by the manufacturer, a service agent, or qualified technician.
- Do not remove any part of the casing unless instructed by an authorized technician.

General Safety

- This portable air conditioner is not intended to be used by children.
- Children should be supervised to ensure that they do not play with this product.
- Do not allow children to play with the controls or drop any objects into the air outlets or vents.
- Do not place objects or let any person sit on top of the unit.
- Route the power cord carefully to avoid a tripping hazard.
- Only use in the upright position on a flat, level surface and provide at least 12 inches of clearance from any walls or objects.



Your portable air conditioner is supplied with a Leakage-Current Detection and Interruption (LCDI) safety plug. This device provides protection to reduce the risk of fire due to arcing faults in the power supply cord. Before using your portable air conditioner, follow the instructions below to ensure that the LCDI plug is working properly:

1. Plug the power cord to a grounded outlet.
2. Press the TEST button on the LCDI plug. This should trip the plug and cut the power to the air conditioner. If the plug does not trip and you are able to turn on the unit, please contact EdgeStar support.

DO NOT USE YOUR PORTABLE AIR CONDITIONER IF THE TEST FAILS.

Press the RESET button to start using your air conditioner.

Do not use the TEST and RESET buttons as an ON/OFF switch.

Electrical products should not be disposed of with household waste. Please contact your local recycling center for more information on how to recycle electronic waste.



Table of Contents

IMPORTANT SAFETY INFORMATION	ii
INTRODUCTION	1
PARTS IDENTIFICATION	2
FRONT VIEW	2
BACK VIEW	2
PARTS INCLUDED	3
PREPARATIONS FOR INSTALLING THE WINDOW KIT	3
WINDOW KIT INSTALLATION INSTRUCTIONS	4
INSTALLATION IN A DOUBLE-HUNG WINDOW	4
INSTALLATION IN A SLIDING WINDOW.....	7
INSTALLATION OF THE EXHAUST HOSE	8
NOTES ABOUT THE EXHAUST HOSE	10
DRAINING THE UNIT	12
INSTALLATION OF DRAIN HOSE	12
MANUALLY DRAIN THE UNIT.....	13
FINISH INSTALLATION	13
OPERATING INSTRUCTIONS:	14
CONTROL PANEL OVERVIEW	14
REMOTE CONTROL OVERVIEW	15
REPLACING THE BATTERIES	15
MODES AND FEATURES	16
ENERGY SAVING GUIDE	18
MAINTENANCE	19
CLEANING THE PRE-FILTERS	19
CLEANING THE EXTERIOR.....	19
PREPARATION FOR STORAGE	20
TROUBLESHOOTING	21
ERROR CODES	23
SPECIFICATIONS	24
EDGE STAR LIMITED WARRANTY	25

Introduction

Thank you for purchasing this EdgeStar portable air conditioner. We are glad you chose us. We believe that your purchase of this product opens a relationship between you and EdgeStar. We will provide the customer support needed to nurture that relationship.

This manual contains important information regarding the proper installation, use and maintenance of your portable air conditioner. Following this manual will ensure that your product will work at its peak performance and efficiency.

Please save the original product packaging in case you need to safely transport your portable air conditioner.

For Your Records:

Please write down the model number and serial number below for future reference. Both numbers are located on the ratings label on the back of your unit and are needed to obtain warranty service. You may also want to staple your receipt to this manual as it is the proof of your purchase, and is also needed for service under your warranty.

Model Number: _____

Serial Number: _____

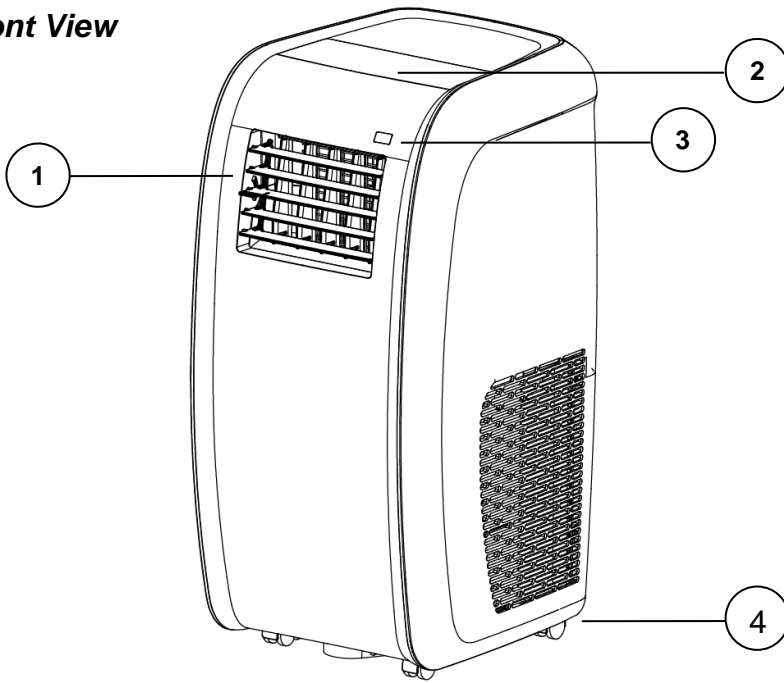
Date of Purchase: _____

To better serve you, please do the following before contacting customer service:

- If you received a damaged product, immediately contact the dealer that sold you the product.
- Read and follow this instruction manual carefully to help you install, use and maintain your portable air conditioner.
- Read the troubleshooting section of this manual as it will help you diagnose and solve common issues.
- Visit us on the web at <http://www.edgestar.com> to register your product, download product guides, additional troubleshooting resources and up-to-date information.
- If you need warranty service, our friendly customer service representatives are available via email at service@edgestar.com or by telephone at **1 (866) 319-5473**.

Parts Identification

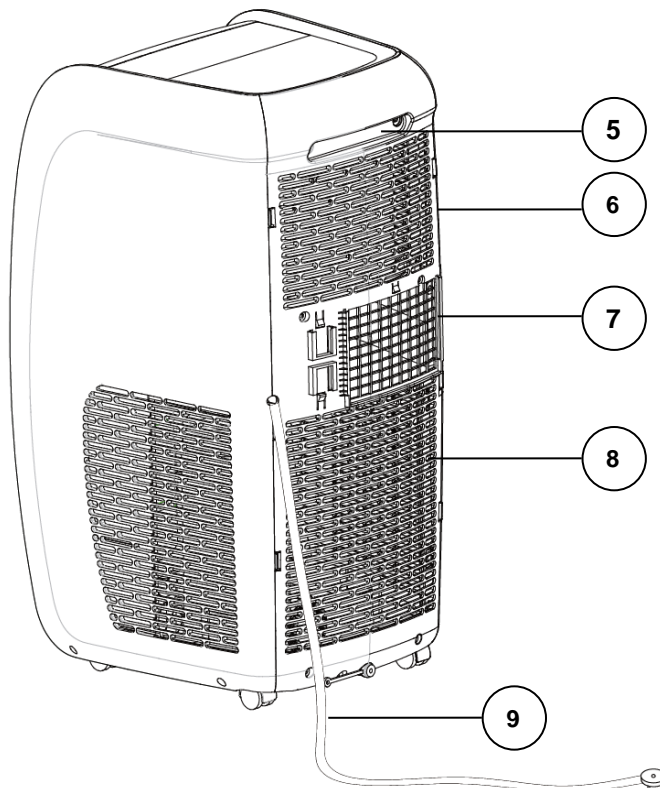
Front View



Parts Key:






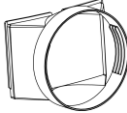

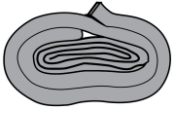
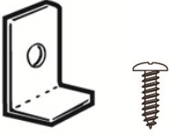



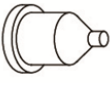

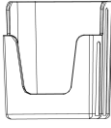



1. Air outlet (Louver)
2. Control panel
3. Remote Control Sensor
4. Caster
5. Handle
6. Upper air inlet grille
7. Air exhaust outlet
8. Lower air inlet grille
9. Power Cord

Back View



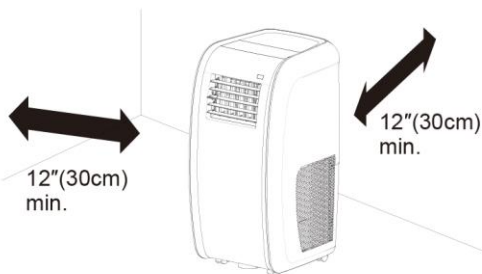
Parts Included

Suggested Tools- Phillips Screw Driver (Medium sized), Tape Measure/Ruler, Scissors, Saw (In the event that your window panel needs to be cut down in size for installation)

 Flexible Exhaust Hose	 Window Exhaust Adapter	 Protective Grille (baffle)	 Adjustable Window Slider
 Wood Screws (4)	 "Joint A" Adapter	 Foam Seal (Adhesive Backed)	 Foam Sash Seal
 Window Lock Bracket and Screw	 Pipe Hoop (2)	 Pipe Clip and Screw	 Drain Pipe
 Rubber Drain Stopper	 Power Cord Hook (2)	 Remote Control Holster	 Remote Control
 Battery (AAA 1.5V)		 User Manual	

NOTE: You may need to contact your electrician if your room's circuit is not able to power your unit.

When positioning unit, please allow for proper distance from wall as shown below.



Preparations for Installing the Window Kit

You must vent your portable air conditioner when running in Cool or Dry (dehumidify) mode. Your unit includes a window exhaust kit that can be used to vent moisture out a window.

Before you begin, make sure you have all the parts necessary for installation.

If you have multiple windows, choose one that is near an electrical outlet that will be able to provide sufficient power to your unit. See the power requirements listed on the product label printed on the side, or on the back of your portable air conditioner.

Please follow the installation instructions carefully to avoid personal injury or damage.

Window Kit Installation Instructions

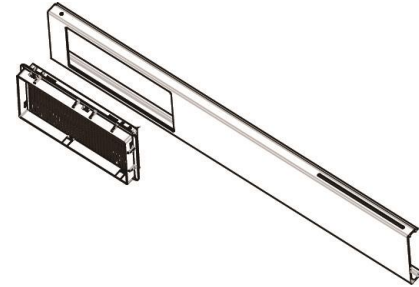
The window kit can be installed in either a double-hung sash window or in a sliding sash window. Please refer to the instructions below that pertain to your specific window type.

Installation in a Double-hung Window

1

Attach Grille

Attach the protective grille (baffle) to the window panel. Push the grille firmly to ensure that its four raised tabs are attached firmly into the window panel.



Assemble Window Panel

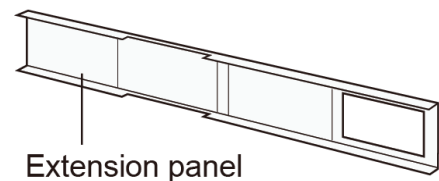
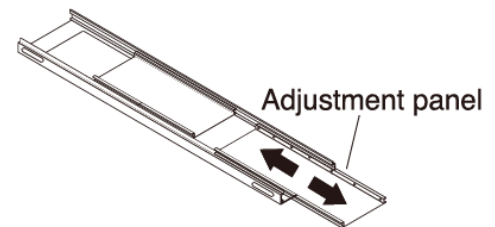
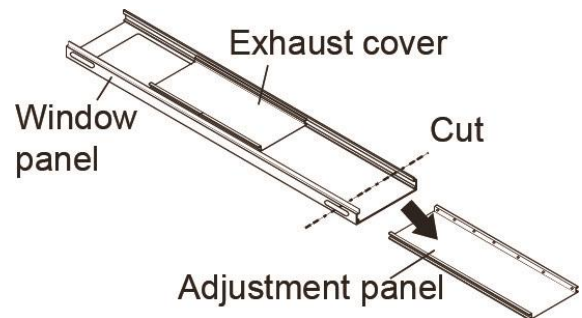
To assemble with window panel, start by measuring the width of the window opening where the window panel will be installed.

2

- If the inner width of the window is between 22" and 24" wide:
 - Remove the adjustment panel from the window panel, and cut the window panel to the same width as the window opening.

NOTE: The window panel cannot be installed in windows less than 22" wide as you will be unable to shut the exhaust cover

- If the inner width of the window is between 24" and 36" wide:
 - Slide the adjustment panel to fit the window frame width.
- If the inner width of the window is between 36" and 64" wide:
 - Attach the extension panel to the window panel.
 - Slide the adjustment panel to fit the window frame width.

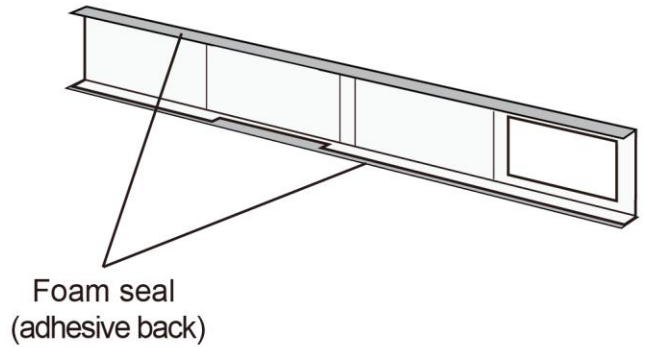


3

Attach Foam Seal to Window Panel

There are 2 types of foam seal strips included with your window panel kit. Locate the foam seal that has the adhesive backing. This will be used to minimize air leakage on the top and bottom edges of the window panel.

- Verify your window panel has been extended to the correct width.
- Cut the foam seal to the correct length to cover the entire width of the window panel.
- Attach the adhesive backed foam seal strip to both the top and the bottom of the window panel.

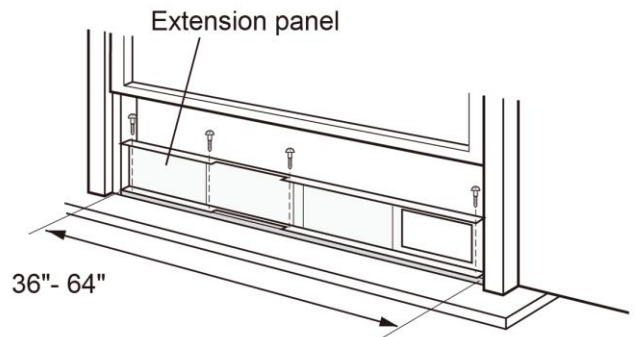
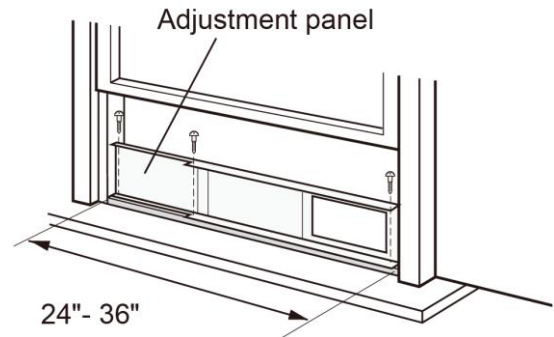
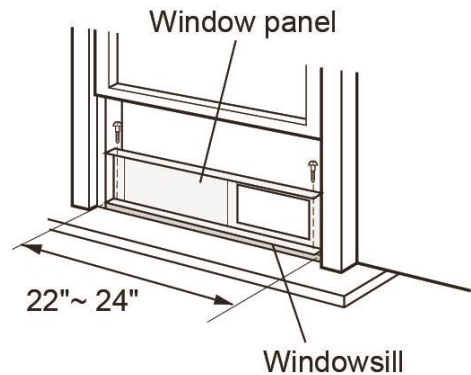


4

Attach Window Panel to Window Sill

The window panel must now be secured to the window sill with the screws provided.

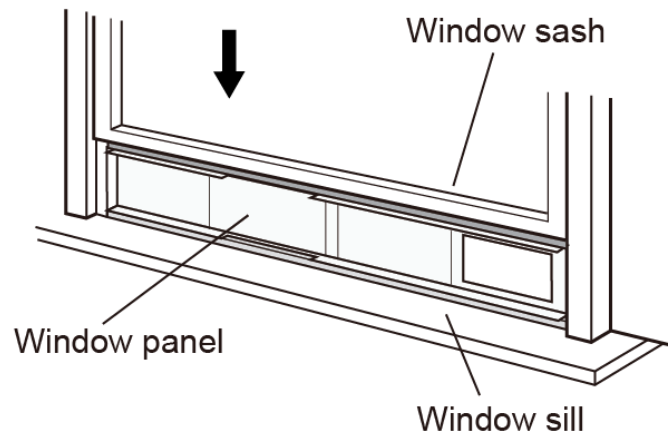
- If the inner width of the window is between 22" and 24" wide, attach window panel to window sill with 2 wood screws.
- If the inner width of the window is between 24" and 36" wide, attach window panel to window sill with 3 wood screws.
- If the inner width of the window is between 36" and 64" wide, attach window panel to window sill with 4 wood screws.



5

Close Window Sash

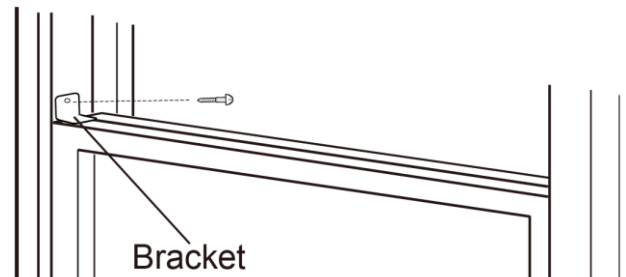
- Close the window sash firmly against the window panel.



6

Attach Window Lock Bracket

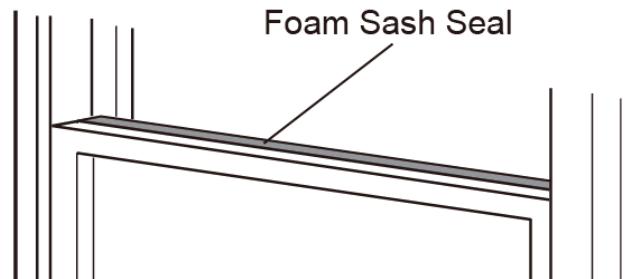
- Ensure window sash is closed firmly against Window Panel.
- Place Window Lock Bracket as shown in image.
- Attach with screw.



7

Install Sash Seal

- Cut the foam seal to the appropriate length.
- Insert between the top of the inner window and outer window to create a proper seal.



Note: The sash seal is thicker than the window panel seal and does not include an adhesive backing.

Installation in a Sliding Window

1

Attach Grille

Attach the protective grille (baffle) to the window panel. Push the grille firmly to ensure that its four raised tabs are attached firmly into the window panel.



Assemble Window Panel

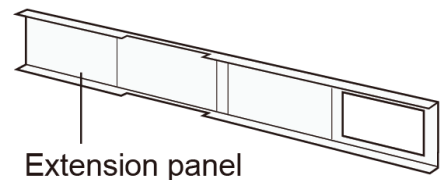
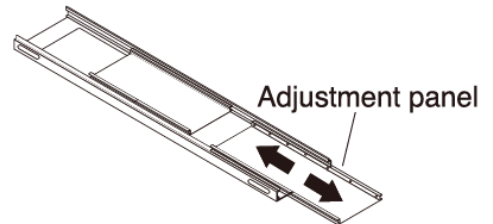
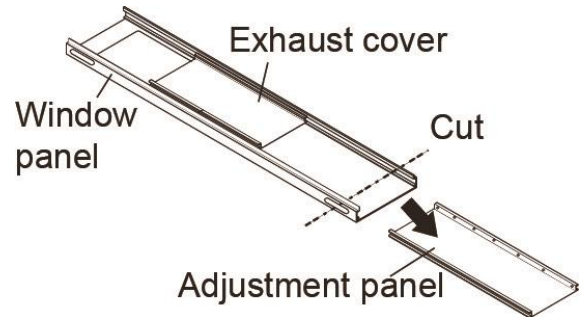
To assemble with window panel, start by measuring the width of the window opening where the window panel will be installed.

2

- If the inner width of the window is between 22" and 24" tall:
 - Remove the adjustment panel from the window panel, and cut the window panel to the same height as the window opening.

NOTE: The window panel cannot be installed in windows less than 22" tall as you will be unable to shut the exhaust cover

- If the inner width of the window is between 24" and 36" tall:
 - Slide the adjustment panel to fit the window frame height.
- If the inner width of the window is between 36" and 64" tall:
 - Attach the extension panel to the window panel.
 - Slide the adjustment panel to fit the window frame height.

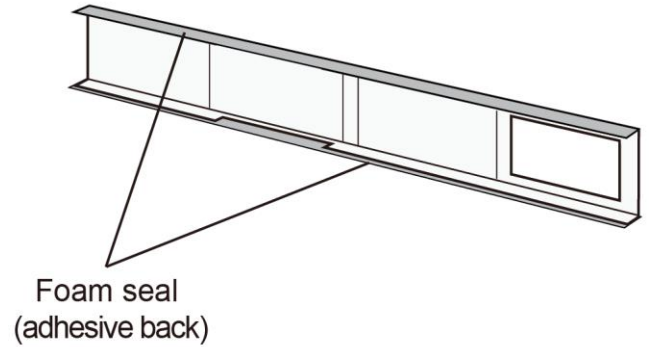


3

Attach Foam Seal to Window Panel

There are 2 types of foam seal strips included with your window panel kit. Locate the foam seal that has the adhesive backing. This will be used to minimize air leakage on the top and bottom edges of the window panel.

- Verify your window panel has been extended to the correct width.
- Cut the foam seal to the correct length to cover the entire width of the window panel.
- Attach the adhesive backed foam seal strip to both the top and the bottom of the window panel.

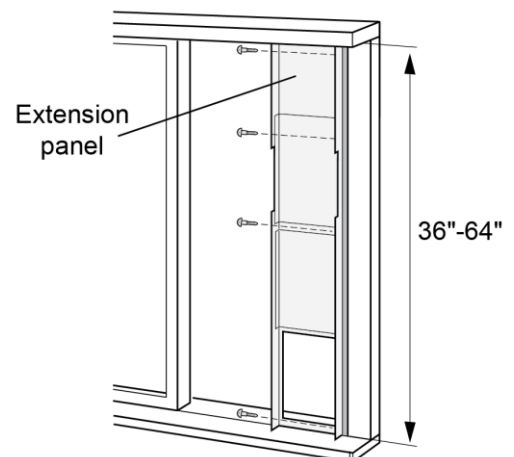
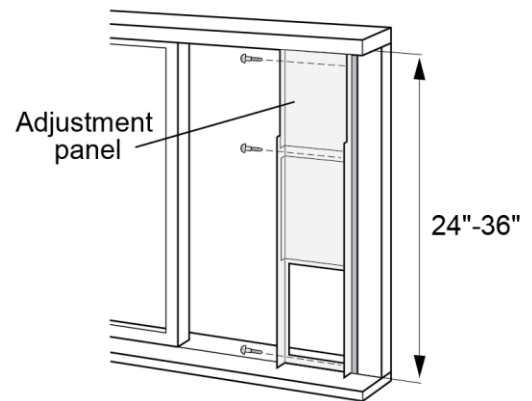
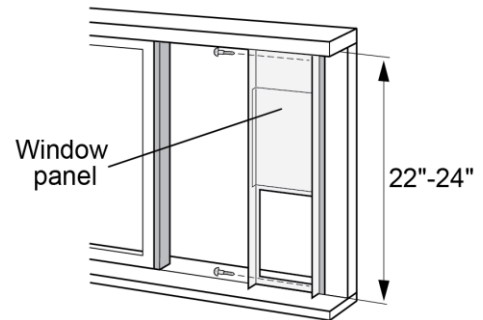


4

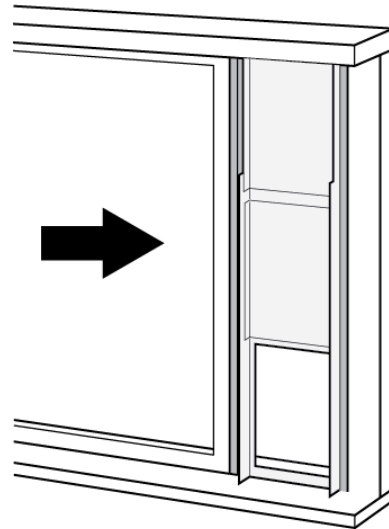
Attach Window Panel to Window Frame

The window panel must now be secured to the window sill with the screws provided.

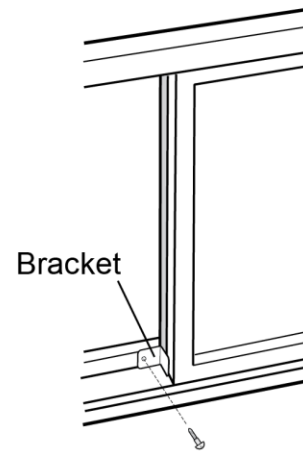
- If the inner width of the window is between 22" and 24" wide, attach window panel to window sill with 2 wood screws.
- If the inner width of the window is between 24" and 36" wide, attach window panel to window sill with 3 wood screws.
- If the inner width of the window is between 36" and 64" wide, attach window panel to window sill with 4 wood screws.



- 5 Close Window Sash**
- Slide the window sash firmly against the window panel.

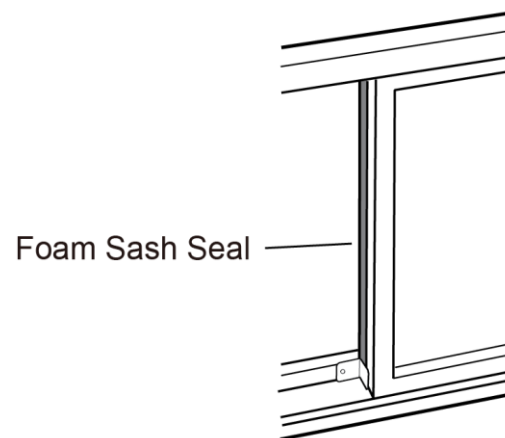


- 6 Attach Window Lock Bracket**
- Ensure window sash is closed firmly against Window Panel.
- Ensure window sash is closed firmly against Window Panel.
 - Place Window Lock Bracket as shown in image.
 - Attach with screw.



- 7 Install Sash Seal**
- Cut the foam seal to an appropriate length.
 - Insert between the top of the inner window and outer window to create a proper seal.

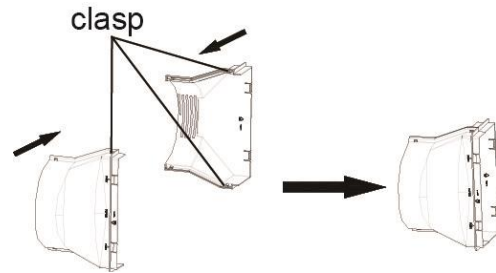
Note: The sash seal is thicker than the window panel seal and does not include an adhesive backing.



Installation of the Exhaust Hose

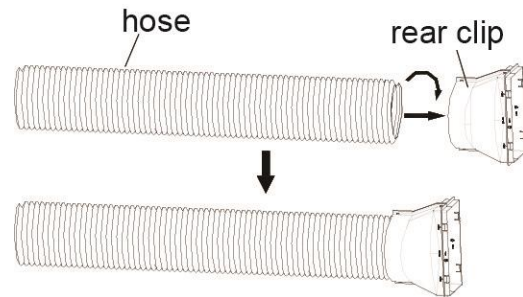
1 Assemble Window Exhaust Adapter

- Connect the two pieces of the Window Exhaust Adapter.
- Press each side together and firmly snap the clasps into the corresponding slots.



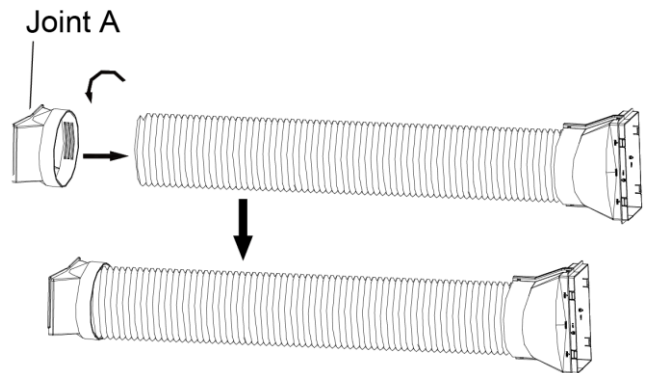
2 Attach Exhaust Hose to Window Exhaust Adapter

- Press the round end of the Window Exhaust Adapter against the end of the Exhaust Hose.
- Rotate the hose counterclockwise into round end of Window Exhaust Adapter until firmly attached.



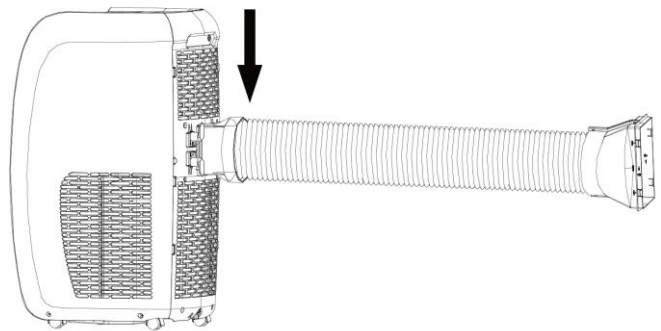
3 Attach "Joint A" Adapter to Exhaust Hose

- Press the round end of Joint A against the open end of the Exhaust Hose.
- Rotate the hose counterclockwise into Joint A.



4 Attach Hose Assembly to Unit

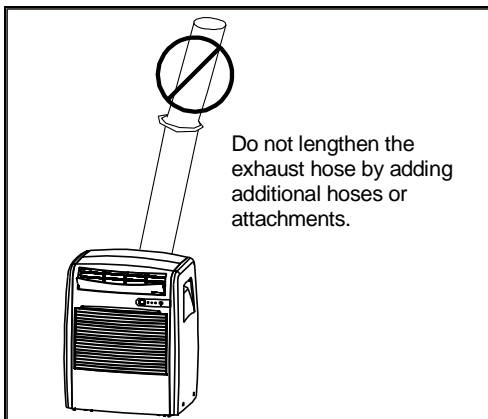
- Align the cutout tabs on the open end of Joint A with the two tabs located on the air exhaust outlet on the back of the unit.
- Press downward until the tabs click securely in place.
- To remove, press each of the locking tabs and lift upward.



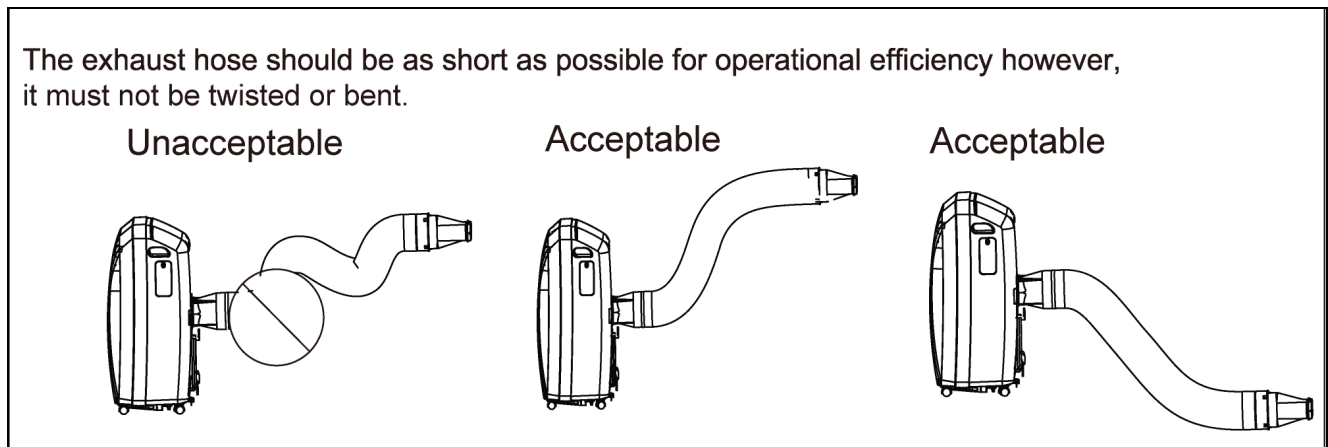
Notes about the Exhaust Hose

Your portable air conditioner is designed to exhaust condensate water that is collected from the air. This water, in either gaseous or droplet form, will be expelled out the exhaust port of the unit. Please take this into account when deciding how to vent it.

1. The exhaust hose supplied with the portable air conditioner can be extended up to 48 inches; however for maximum efficiency, use the shortest length possible.
2. Try to prevent any kinks or bends in the exhaust hose. Kinks or bends may trap exhaust air which can radiate heat into the room or potentially cause the portable air conditioner to overheat and shut itself off.
3. The exhaust hose supplied with the portable air conditioner has been specifically designed for this air conditioner. Do not lengthen the hose by adding additional hoses or attachments or replace it with any other hose.



Warning: Longer hoses are not recommended.

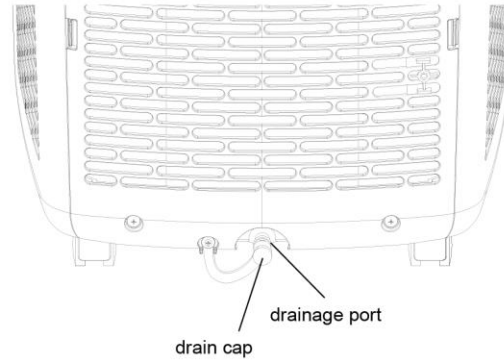


Draining the Unit

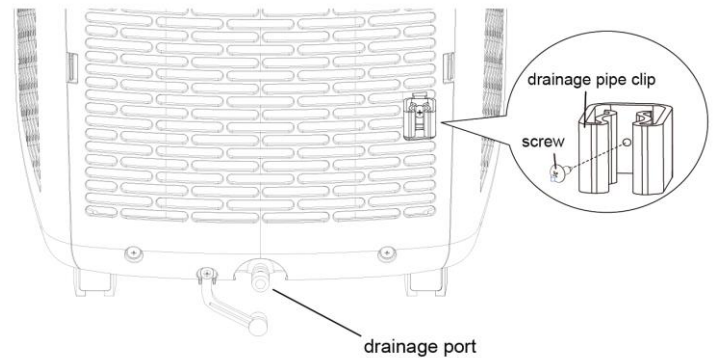
Moisture that is collected during the Cool and Dry (dehumidify) modes will condense in an internal tank and will then be evaporated and exhausted out of the exhaust hose. In most cases, there will be no need to manually drain your portable air conditioner; however, in humid conditions the internal tank may fill completely which will cause the unit to automatically shut off. When the internal tank is full, an alarm will sound and the LED window will display error code "H8". When this occurs, the tank must be drained manually into a drain pan or other suitable drain.

Installation of Drain Hose

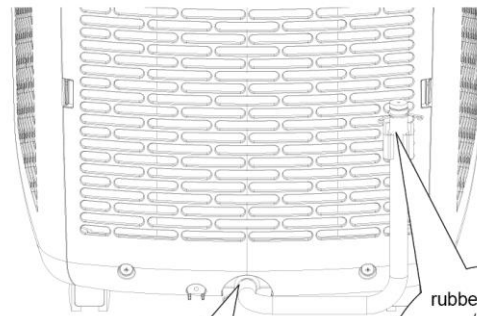
- 1 Remove the drain cap from the drainage port. *The drain cap is connected to the unit with a cord to prevent the cap from being misplaced.*



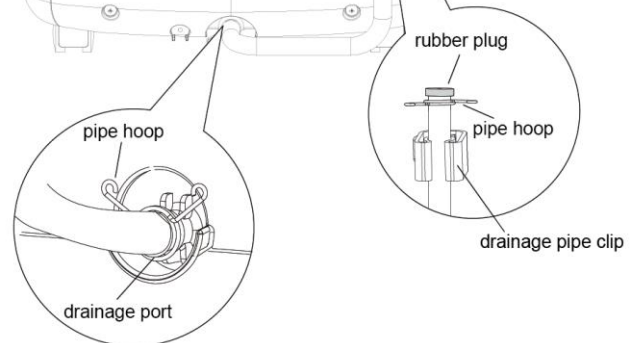
- 2 Attach the drainage pipe clip to the back panel of the air conditioner with the screw provided as indicated in the diagram.



- 3 Attach one end of the drain hose to the drain port with the pipe hoop provided.



- 4 Insert the rubber plug into the other end of the drain hose, secure with pipe hoop and attach to drain pipe clip.



Manually Drain the Unit

When the internal tank is full the LED window will display error code “H8”. When this occurs, the tank must be drained manually into a drain pan.

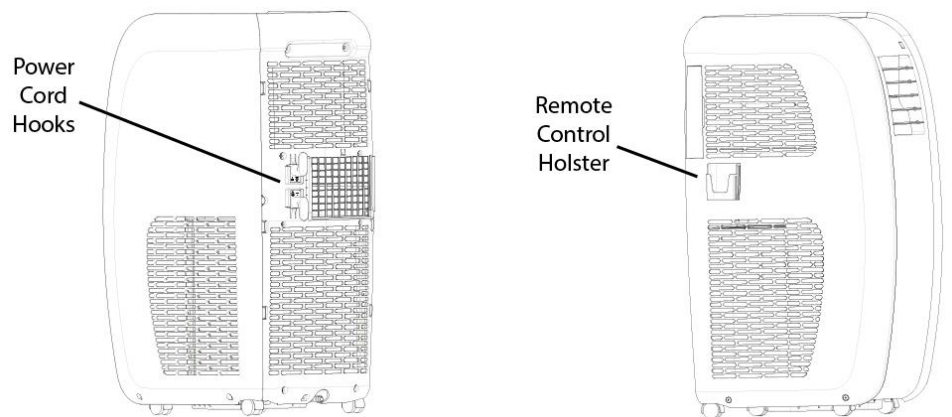
To drain the tank manually:

1. Remove drain pipe from pipe clip on back of unit.
2. Route drain pipe to drain pan or other suitable drain.
3. Remove pipe hoop and rubber stopper from end of drain pipe.
4. Allow water to drain fully.
5. Reinstall rubber stopper and pipe hoop.
6. Reinsert drain pipe into pipe clip.

NOTE: Although not recommended, you may choose to connect a permanent drain hose (not included) to the drain port provided that a suitable drainage option (floor drain or sink, etc.) is available. Please note that this unit has no drain pump; all water will drain with gravity only, i.e., only “downhill.”

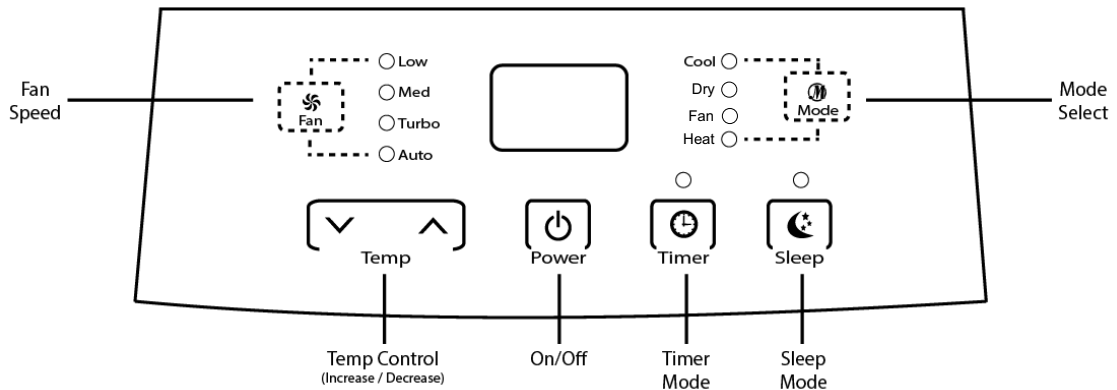
Finish Installation







1. Install the Remote Control Holster into the groove located on the side of the unit as shown below. The Remote Control Holster provides a convenient location to store your remote control.
2. Install the Power Cord Hooks by sliding each hook into grooves located on the back, left side of the unit until they click into place. The Power Cord Hooks will allow a convenient place to wind the power cord when not in use.



Operating Instructions:

Control Panel Overview



On/Off	Press the button once to manually turn the unit on. Press once more to turn the unit off.
Mode Select	Press the MODE button to cycle between modes: COOL → DRY → FAN → HEAT. COOL: Cool indicator is bright. Display will show set temperature (61° F – 86° F). DRY: Dehumidify indicator is bright. Display will be blank. FAN: Fan indicator is bright. Display will be blank. <i>Remember that the exhaust hose and window kit must be installed when the unit is in Cool or Dry Mode.</i> HEAT: Heat indicator is bright. Display will show set temperature (61° F – 86° F).
  Buttons	In COOL or HEAT mode, press the  or  buttons to decrease or increase the temperature by 1° degree Fahrenheit. Continue to press to get to desired temperature. Cool Mode range 61° F - 86° F. Heat Mode Range 61° F - 86° F
Fan Speed	When the unit is running in Cool or Fan mode, press the arrow buttons to select the fan speed desired. There are 4 fan settings, LOW → MED → TURBO → AUTO.
Timer Mode	Press the Timer button to enter timer mode. Press the  or  buttons the adjust the timer setting in increments of ½ hour up to 10 hours and then in increments of 1 hour up to 24 hours while using the remote control. The display will remain in timer mode for 5 seconds and then revert back to displaying temperature. Press the Timer button again to cancel the timer mode.
Sleep Mode	Press the Sleep Button to enter sleep mode. The Sleep Mode can be activated when in Cool Mode or Heat Mode and will not operate when in Fan Mode. When operating in Cool Mode, the Sleep function will slowly raise the Temp Control by 4° degrees Fahrenheit over the initial 2 hour Sleep Mode period. When operating in Heat Mode, the Sleep function will slowly lower the Temp Control by 4° degrees Fahrenheit over the initial 2 hour Sleep Mode period. When the Sleep Mode is active, the LCD will continue to display the Sleep Mode status.

Remote Control Overview

The remote control is used to operate all of your portable air conditioner's functions. Use the remote control to change modes, fan speed, timer, and temperature settings.

NOTE: Be careful to not drop the remote control. Do not place the remote control in a location exposed to direct sunlight.



ON/OFF

Powers the unit on or off

MODE

Changes between modes: COOL → DRY → FAN → (HEAT)



Decreases the temperature and timer setting



Increases the temperature and timer setting

FAN

Adjusts fan speed

X-FAN

Used to enable X-Fan mode

TEMP

Used to display the temperature setting or current temperature

TIMER ON / TIMER OFF

Turn the Timer Mode on/off

TURBO

Turn the Turbo mode on / off

SLEEP

Used to enable Sleep mode

LIGHT

Turn the light on/off

To replace the batteries:

- Slide to remove the battery cover plate on the rear of the remote control.
- Remove and properly dispose of old batteries.
- Insert 2 new AAA 1.5 batteries.
- Reinstall the battery cover plate.

CAUTION: Use only AAA batteries. Remove the batteries if the remote control will not be used for one month or longer. Do not attempt to recharge batteries not designed to be recharged. All batteries should be replaced at the same time. Do not mix old and new batteries. Do not dispose of batteries in a fire as they may explode.

Modes and Features

NOTE: The exhaust hose must be used in cooling mode in order to cool a room.

AUTO: When selecting Auto Mode, the air conditioner will operate automatically according to the ambient room temperature. The set temperature is not adjustable in AUTO mode. This is the default mode of operation when the unit is powered on.

COOL: If the ambient temperature drops below the temperature you selected, the compressor turns off and the unit functions with the fan only. When the temperature rises above the temperature you selected, the compressor turns on again. The Cool Indicator will be lit. You can press the “+” or “-” to increase or decrease the set temperature.

NOTE: Whether your desired temperature can actually be reached depends on the ambient conditions. The room temperature remaining slightly above the set temperature is normal.

To operate the unit in cooling mode:

- 1) Make sure the power cord is plugged into a power outlet.
- 2) Press the ON/OFF button on the remote.
- 3) Press the Mode button until the Cool Indicator Light on the Control Panel lights up.
- 4) Select the fan speed by using the Fan button.
- 5) Set the thermostat by using the “+” and “-” buttons on the remote. The thermostat is adjustable between 61°F - 86°F in one degree increments.

DRY: When dry mode (or dehumidify mode) is selected, the air conditioner operates under dry mode at a low fan speed. The Dry Indicator light will be lit. Under dry mode the fan speed can't be adjusted.

NOTE: Fan Only mode does not require that the exhaust hose be attached.

FAN: Fan Only mode is used to circulate the air in your room. No temperature setting is needed.

To operate the unit in Fan Only mode:

- 1) Make sure the power cord is plugged into a power outlet.
- 2) Press the ON/OFF button on the remote.
- 3) Press the Mode button until the Fan Indicator light on the control panel lights up.
- 4) Press the Fan button to adjust fan speed.

NOTE: This unit unitizes a heat pump to provide the heating function. The heat pump will not work properly if ambient temperature is below 50F.

HEAT: If the ambient temperature reaches the temperature you selected, the heat pump turns off and the unit functions with the fan only. When the temperature drops below the temperature you selected, the heat pump turns on again. The Heat Indicator will be lit. You can press the “+” or “-” to increase or decrease the set temperature.

Modes (Continued)

TIMER: Pressing the Timer will activate the Timer Mode settings. Pressing "+" or "-" buttons the adjust the timer setting in increments of ½ hour up to 10 hours and then in increments of 1 hour up to 24 hours while using the remote control. The display will remain in timer mode for five (5) seconds and then revert back to displaying temperature. Press the Timer button again to cancel the timer mode.

SLEEP: Pressing the Sleep button on the remote will turn Sleep mode on or off. The Sleep Mode can be activated when in Cool Mode or Heat Mode and will not operate when in Fan Mode. When operating in Cool Mode, the Sleep function will slowly raise the Temp Control by 4° degrees Fahrenheit over the initial 2 hour Sleep Mode period. When operating in Heat Mode, the Sleep function will slowly lower the Temp Control by 4° degrees Fahrenheit over the initial 2 hour Sleep Mode period. When the Sleep Mode is active, the LCD will continue to display the Sleep Mode status.

X-Fan: The X-Fan mode will operate the indoor fan at low speed to remove any residual moisture through the exhaust hose. The X-Fan mode is available in COOL or DRY modes only. After the unit has been turned off, the X-Fan function may continue to operate for up to 10 minutes in order to dissipate any moisture collected in the unit.

TURBO: The Turbo function sets the unit into an accelerated mode that enables the unit to reach the desired temperature setting in a shorter amount of time. Pressing the Turbo button will activate / deactivate the Turbo function.

Energy Saving Guide

Read and follow the guide below to get the best performance and efficiency from your portable air conditioner:

- Do not cover the air outlet (exhaust) while in use.
- Do not place the unit in front of curtains or drapes to ensure they do not obstruct the air intake.
- Minimize the length of the exhaust hose.
- Make sure the exhaust hose is as straight as possible and avoid kinks or bends.
- Keep curtains, blinds, or drapes closed during the sunniest part of the day.
- Minimize the heat sources (direct sunlight, computers, servers, people, etc.) in the room.
- Close all windows and doors.
- Use the unit in a contained room. For example, a room with four (4) walls and a ceiling, instead of a partitioned studio, or warehouse.
- Make sure the unit is on a level surface.
- Minimize the amount of humidity in the room. For example, run the unit as a dehumidifier.
- To prolong the compressor's life, please wait at least 3 minutes before turning the unit back on after shutting it off.
- Inspect and keep the pre-filters clean by cleaning regularly.
- Perform routine maintenance.

Maintenance

Clean the air conditioner and filters regularly to maximize performance and efficiency, and prolong the unit's life. Be sure to always unplug the air conditioner from the power outlet before cleaning.

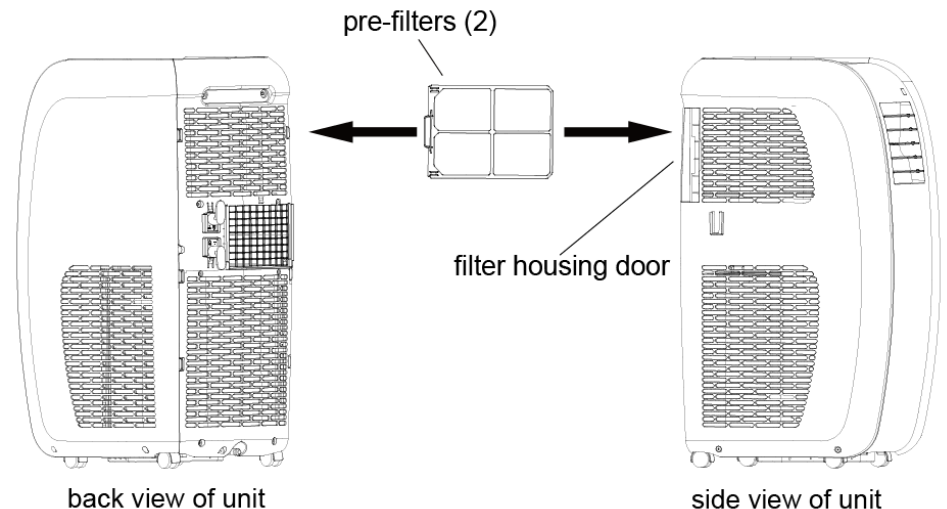
Cleaning the Pre-Filters

Your portable air conditioner ships with pre-filters to help remove dust and other particles from the air. It is necessary to clean the pre-filters periodically. Depending on the environment in which the unit is operating, it may be required to check and clean the filters on a weekly basis.

Follow the steps below to install or remove the filter the filter as needed:

1. Power off the unit.
2. Locate the filter housing on the rear upper left hand side of the unit, and open the filter housing door.
3. Grasp the filter by the handle / tab and gently slide outward to remove. Repeat for each filter. Filter 1 is located on the back of the unit, filter 2 is located on the side.
4. Use a vacuum cleaner or tap the filter lightly to remove loose dust and dirt, then rinse thoroughly under lukewarm running water (below 104°F). You may use a mild soap and water solution if needed.
5. Allow the pre-filter to air dry in a cool and shaded place. Dry thoroughly before reinstalling.

Warning: Never operate the unit without the pre-filters.



Cleaning the Exterior

Use a soft dry cloth to wipe the body of the air conditioner clean. If necessary, use lukewarm water to dampen a cloth to clean the unit. Use a soft bristle brush to clean between the vents.

Never use abrasive chemicals, volatile substances, gasoline, detergents, chemically treated cloths, or other cleaning solvents that may damage the cabinet exterior.

Never spray water directly on the unit.

Preparation for Storage

If you are not going to be using the unit for an extended period of time, follow the instructions below before storing your unit:

- 1) Drain all the water from the unit's reservoir. Operate the unit in fan mode for a few hours to thoroughly dry any moisture left on the coils inside the unit.
- 2) Power off the unit, and clean or change the filters.
- 3) Unplug and carefully wind the power cord.
- 4) Remove the exhaust hose and duct connectors and keep them in a safe place.

Troubleshooting

Follow the troubleshooting guide below to resolve common issues.

Issue	Possible Cause	Solution
My air conditioner is not functioning at all.	Unit is not receiving power.	Make sure the unit is plugged in to a grounded outlet.
	LCDI power cord is tripped.	Press the Reset button on the LCDI cord.
	Insufficient power.	Move the unit to another outlet. Check your circuit breaker. (Refer to the rating label on the back of the unit to determine the Amperage draw).
	Water reservoir is full.	Drain the unit and restart.
	Control panel is disconnected.	If no indicator lights turn on, contact customer service.
My remote control does not work and the indicator light on remote does not turn on.	Batteries not installed.	Install new batteries.
	Bad batteries.	Replace the batteries.
	Batteries installed incorrectly.	Reinstall the batteries correctly.
	A defective remote control.	Contact customer service.
My air conditioner is making a loud noise.	The unit is not level.	Make sure the unit is on a level surface.
	A foreign object has jammed the fan.	Remove the object from the fan.
	The floor below the unit is uneven.	Move the unit to a level surface.
My air conditioner is making a continuous metallic knocking or pinging sound.	Unit may have been shipped on its side.	Shut off the unit. Let the unit sit on a level surface for at least 24 hours and restart.
	Damaged compressor.	Contact customer service.
My air conditioner is leaking.	Drain plug is remove or not secured properly.	Attach the drain plug and secure firmly.
	Cracked base pan.	Contact customer service.
My air conditioner runs for a little while and then it trips the power cord or the circuit breaker.	The air conditioner may be plugged into an outlet that cannot supply the correct amount of current.	Contact an electrician if the unit works in a different room or on a different circuit.
The control panel lights blink randomly.	Unit may have a faulty control panel.	Contact customer service.

TIP: Run the unit before it is needed. For example, run the unit in the morning before the area gets hot, and continue to run the unit all day long in order to maintain a low temperature.

Issue	Possible Cause	Solution
My air conditioner is not cooling at all.	Unit is not operating in cooling mode.	Set the unit to be in cooling mode, and lower the set temperature.
	The compressor is not on.	The compressor may take up to 3 minutes to turn on, or longer if it is too warm.
	The ambient temperature is too high.	Lower the room temperature to be below 90°F degrees.
	The filter may be dusty or blocked.	Clean the filters.
	Blocked exhaust port.	Remove any obstructions in the exhaust hose and port.
My air conditioner blows cold air, but does not lower the room temperature.	The unit is not vented.	The unit must be vented.
	The area of the room is too large.	Minimize the size of the area to be cooled, i.e. adding a drop ceiling. Use more than one unit to cool the area, or use a larger unit.
	Open windows and doors.	Close any open doors and windows.
	Too many heat sources.	Remove or shut off additional heat sources such as radio equipment, servers, etc.
	The room/garage may be inadequately insulated.	Ensure room where unit to be operated is properly insulated.
	The ambient temperature is too high.	The unit may not work if the room temperature is above 90°F.
	Direct sunlight is heating the room.	Close curtains or pull down blinds, and minimize the direct sunlight into the room.
	The filter may be dusty or blocked.	Clean the filter and replace it if needed.
	Obstructed air intake or exhaust ports.	Remove anything blocking the ports.
My air conditioner is not heating properly.	The heat pump will not work properly if ambient temperature is below 50F.	Use heat function when temperatures rises above 50F.

Error Codes

The air conditioner may display an error code if it is not operating correctly. Below are the list of error codes and their description.

H8	Water reservoir is full	Drain and empty the water reservoir. If "H8" continues please contact customer service
F1	Malfunction of ambient temperature sensor	Please contact customer service
F2	Malfunction of evaporator temperature sensor	Please contact customer service
F0	Refrigerant is leaking or system is blocked	Please contact customer service
H3	Overload protection for compressor	If the unit is working in a high-temperature and high-humidity environment, power off the unit and start it after the ambient temperature drops below 90° F. Also check the evaporator and condenser to ensure they are not blocked by any objects. If "H3" or "E8" continues please contact customer service
E8	Overload malfunction	
F4	Malfunction of outdoor temperature sensor	Please contact customer service

Specifications

Description of product	Portable Air Conditioner w/ Heat Pump
Model	AP13500HG
Voltage/Frequency	115V~60Hz
Input Power	1465W Cooling 1250W Heating
Current	11.5 A
Color	Grey
Coolant	R-410A
Timer	24 Hour
Dimensions HxWxD	30 1/2" x 14 3/4" x 17 3/8"
Weight	78.3 lbs.

EdgeStar Limited Warranty

One (1) Year Parts & Ninety (90) Days Labor

This product is warranted by EdgeStar to be free from defective workmanship and materials, subject to any conditions set forth as follows:

WHAT IS COVERED:

LABOR: For a period of NINETY (90) DAYS from the date of original purchase, labor will be performed free of charge at an authorized EdgeStar repair facility. At its option, EdgeStar will repair the product with new or remanufactured parts, or exchange the defective product with a new, refurbished, or remanufactured product. If a product is replaced, it will carry the remaining warranty of the original product. After the ninety (90) day period, EdgeStar will no longer be responsible for labor charges incurred. All defective products and parts covered by this warranty will be repaired or replaced on a mail-in basis to an EdgeStar authorized repair facility.

PARTS: For a period of ONE (1) YEAR from the date of original purchase, EdgeStar will supply new, rebuilt, or refurbished parts free of charge. EdgeStar may request a defective part be returned in exchange for the replacement part. All replacement parts or products will be new, remanufactured, or refurbished. All products and parts replaced by EdgeStar under warranty service become the property of EdgeStar.

This warranty applies to the original purchaser only, and only covers defects in workmanship experienced during operation of the product under normal service, maintenance, and usage conditions. This warranty applies to the purchase and use of this product within the United States of America.

WHAT IS NOT COVERED:

The following limitations apply to the coverage of this warranty. This warranty does not cover:

- Labor charges for installation, setup or training to use the product.
- Shipping damage, and any damage caused by improper packaging for shipment to an authorized service center, and any damaged caused by improper voltage or any other misuse, including abnormal service, handling, or usage.
- Cosmetic damage such as scratches and dents.
- Normal wear and tear on parts or replacement of parts designed to be replaced, e.g. filters, cartridges, batteries.
- Service trips to deliver, pick-up, or repair, install the product, or to instruct in proper usage of the product.
- Damages or operating problems resulting from misuse, abuse, operation outside environmental specifications, uses contrary to instructions provided in the owner's manual, accidents, acts of God, vermin, fire, flood, improper installation, unauthorized service, maintenance negligence, or unauthorized installation or modification.
- Labor charges incurred 91 days or more after the date of original purchase.
- Optional accessories, attachments, and appearance items.
- Products that have been modified to perform outside of specifications without the prior written permission of EdgeStar.
- Products lost in shipment, or theft.
- Products sold AS IS or from an unauthorized reseller.
- Products that have had their serial numbers removed or defaced. Products with serial numbers that have been invalidated.

OBTAINING WARRANTY SERVICE:

If you believe your product is defective, contact EdgeStar Customer Support for troubleshooting assistance and warranty service at 1-866-319-5473. Please have your serial number and proof of purchase available. Once an EdgeStar authorized representative has confirmed that your product is defective and eligible for warranty service, the product must be returned to an EdgeStar repair facility. The purchaser is solely responsible for prepaying all shipping related costs to and from the repair facility. EdgeStar is not responsible for damage resulting from shipper mishandling or improper packaging. Do not return a defective product to the place of purchase. Products received without a return authorization number will be refused.

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