TROUBLESHOOTING

Many common portable air conditioner problems are easily resolved. Try the troubleshooting suggestions below to see if the problems can be resolved before having to contact the service department.

PROBLEM	POSSIBLE CAUSES	SOLUTIONS
The portable air conditioner does not turn on	• Power failure / outage • The automatic switch, line fuse, or breaker has been tripped • The power supply voltage is too low • The power cord is damaged • The L.C.D.I. power plug for the unit is tripped • The internal water reservoir is full and ‘P1” appears on display	• Restore the power supply • Flip the switch / change the fuse / turn the breaker back on. Also note that you may have too many appliances drawing power on one circuit, you may need to move the other appliances to another circuit • Move the unit onto another circuit with the correct voltage • Call for service. Only authorized personnel should replace damaged power cord or power plug • Press the Reset button on the L.C.D.I. power plug • Drain water from the air conditioner • Possible loose internal connection. • Please contact Whynter for service.
The unit turns on but the compressor does not turn on (the fan runs but the unit is not cooling)	• The room temperature is outside of the operational tolerances of the unit • The Cooling mode is not on • The compressor has not turned on yet because of its time delay • The set temperature is too high • The internal water reservoir is full and ‘P1” appears on display	• This unit is designed to work in ambient temperatures of 63°F to 90°F. • Press the MODE button until the COOL light is shown on the display. • Give the compressor 3 minutes to turn on after the Cooling mode has been selected. • Set the air conditioner to a lower temperature. • It is recommended to set the temperature to at least 5°F of the ambient temperature. • Either manually drain the water by removing the drain plug or allow the unit to exhaust the water itself by running the fan only mode. Then cooling will resume. • Possible loose internal connection. • Please contact Whynter for service.
The air coming out of the unit is not very cold, or the airflow volume is weak	• The filters are dirty or obstructed • The air intake or exhaust is obstructed • The unit is set in DRY or FAN mode • The unit is set to low fan speed	• Clean the air filters • Make sure there is at least 20" of clearance from the air intake. Make the length of the exhaust hose is as short as possible • Set the unit to the cooling mode • Set the unit to a higher fan speed

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PROBLEM	POSSIBLE CAUSES	SOLUTIONS
The unit has worked for a long time, but the room is not cold enough	• Windows or doors are open • There are too many people in the room • There is direct sunshine into the room • The room is a kitchen or with many heat producing appliances • There is a server in the room • The room is too large	• Close all windows and doors • You may need additional cooling or another air conditioner. • Close curtains or blinds and try to minimize the amount of direct sunlight into the room. • You may need additional cooling or another air conditioner.
The unit is very noisy	• The unit is not level • The surface underneath the unit is uneven • Low power voltage	• Make sure the unit is on hard, level and stable surface. • Move the unit to a location with a level and hard floor. • Make sure the wall outlet and support the required power consumption of the air conditioner and do not use an extension cord.
The unit leaks water	• The unit is tilted or not leveled • The water tank is full	• Make use the unit is leveled • Drain water from the drain plug at the back of the air conditioner
Fan speed cannot be changed	• Fan speed differences are not very noticeable	• The fan speed difference is not very noticeable when the compressor is on. Try setting the unit to Fan only mode, you should be able to hear the difference between high and low fan speed settings.