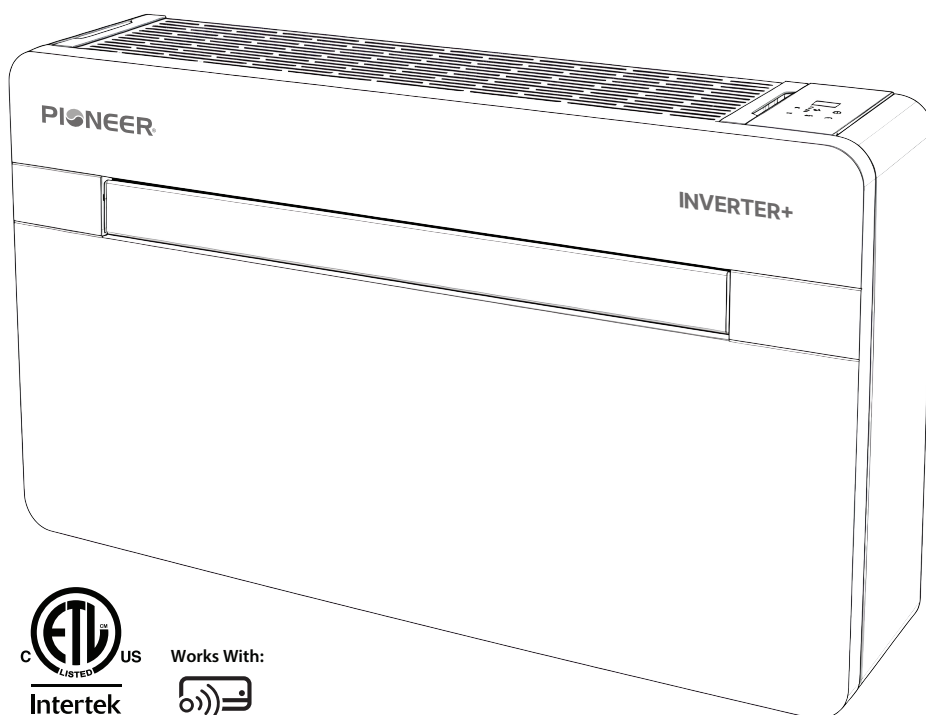


ALL-IN-ONE PACKAGED CONSOLE INVERTER HEAT PUMP
SELF-CONTAINED MONOBLOCK SYSTEM - NO OUTDOOR UNIT REQUIRED

PIONEER®

MODEL NO: **PYM012GZUI16RD**



Works With:



Owner's Manual

- ☒ Installation
- ☒ Operation
- ☒ Maintenance

IMPORTANT NOTICE:

Please read this manual carefully before installing or operating your new air conditioning system.
Be sure to save this manual for future reference.



FCC IDENTIFIER: 2ANDL-CB3S



REV26429

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I. GENERAL INFORMATION

1. Important Safety Information

The following symbols are used throughout this manual to indicate important safety information. Read and understand all safety instructions before installing, operating, or servicing the unit.

	DANGER Flammable Refrigerant	This symbol indicates that the appliance uses a flammable refrigerant . If refrigerant leaks and is exposed to an external ignition source, there is a risk of fire.
	WARNING Read the Manual	This symbol indicates that the operation manual must be read carefully before installing, operating, or servicing the equipment.
	CAUTION Service Personnel Only	This symbol indicates that installation, servicing, or repair must be performed by qualified service personnel and should be carried out in accordance with the installation manual.
	NOTICE Additional Information	This symbol indicates that additional information is available in the operation or installation manual .

Safety Precautions

Read all instructions before installing or operating this unit.

This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or by individuals lacking experience or knowledge, unless they are supervised or have been instructed on safe operation by a person responsible for their safety.

Children must be supervised to ensure that they do not play with the appliance. Smoking, open flames, and other ignition sources are strictly prohibited near the unit.

WARNING

- Do not use methods to accelerate the defrosting process or to clean the unit other than those recommended by the manufacturer.
- Do not pierce, burn, or mechanically damage the refrigeration circuit.
- Refrigerant may be **odorless**, and leaks may not be easily detectable.
- The unit must be installed and operated in accordance with all **national and local codes and regulations**.

The appliance must be stored in a well-ventilated area where the room size complies with the minimum installation requirements specified for the equipment.

The unit must not be stored in areas containing continuously operating ignition sources such as:

- Open flames
- Gas appliances
- Electric heaters

The appliance must be stored in a manner that prevents mechanical damage.

Installation and Service Requirements

- Installation and service must be performed only by **qualified personnel**.
- Technicians working on the refrigerant circuit must hold a **current certification issued by an accredited authority** verifying their competence in handling refrigerants safely.
- Servicing must only be performed **as recommended by the manufacturer**.
- Maintenance or repair requiring assistance from additional personnel must be carried out **under the supervision of a technician qualified to work with flammable refrigerants**.
- Ensure that **air inlet and outlet openings remain unobstructed** at all times.

Servicing Precautions

Area Safety Checks

Before beginning work on equipment containing flammable refrigerants, safety checks must be performed to minimize the risk of ignition.

Prior to servicing the refrigeration system, ensure that the work area is free of ignition sources and that adequate ventilation is present.

Work Procedures

Service work must be carried out using controlled procedures designed to minimize the presence of flammable gas or vapor while work is being performed.

This product is a **self-contained packaged heat pump system designed for indoor installation**. No outdoor condensing unit is required.

I. GENERAL INFORMATION

Work Area Safety

All personnel performing maintenance or service work must be informed of the nature of the work being performed.

Avoid working in confined spaces whenever possible.

The area surrounding the workspace should be secured and controlled. Ensure the working environment is safe and that any **flammable materials are removed or properly managed** before work begins.

Checking for Presence of Refrigerant

Before and during service work, the area must be monitored using an **appropriate refrigerant leak detector** to ensure technicians are aware of potentially flammable atmospheres.

Leak detection equipment used in areas containing flammable refrigerants must be:

- Suitable for use with **A2L refrigerants**
- **Non-sparking**
- Properly sealed or **intrinsically safe**

Fire Extinguishing Equipment

If hot work is being performed on the refrigeration system or associated components, **appropriate fire extinguishing equipment must be readily available**.

A dry chemical or CO₂ fire extinguisher must be located near the work area, particularly near charging or service locations.

Elimination of Ignition Sources

Personnel performing work on refrigeration systems that involve exposure of piping or components containing flammable refrigerant must **not introduce any ignition sources** that could create a fire or explosion hazard.

Possible ignition sources include, but are not limited to:

- Open flames
- Sparks
- Smoking materials

Smoking is strictly prohibited in areas where refrigerant service, installation, repair, or disposal is being performed.

Before beginning work, inspect the surrounding area to ensure that **no flammable hazards or ignition sources are present**.

Ventilation Requirements

Ensure the work area is located outdoors or is adequately ventilated before opening the refrigeration circuit or performing hot work.

Ventilation must be maintained throughout the entire service operation.

The ventilation system should safely disperse any released refrigerant and preferably allow for released refrigerant to discharge outdoors.

Inspection of Refrigeration Equipment

When electrical components are replaced, they must be **approved for the intended application and meet the correct specifications**.

The manufacturer's service and maintenance instructions must always be followed.

If there is any uncertainty regarding equipment suitability or service procedures, **consult the manufacturer's technical support department**.

For systems using flammable refrigerants, the following checks must be performed:

- The refrigerant charge size must comply with the **room size where the equipment is installed**.
- Ventilation equipment and air outlets must be functioning properly and **not obstructed**.
- If an indirect refrigeration circuit is used, the **secondary circuit must be inspected for refrigerant presence**.
- Equipment markings and safety labels must remain **clearly visible and legible**. Any damaged or unreadable labels must be replaced.
- Refrigerant piping and components must be installed in locations where they are **not exposed to substances that may cause corrosion**, unless the components are made from corrosion-resistant materials or are adequately protected.

I. GENERAL INFORMATION

Electrical Component Safety Checks

Maintenance and repair of electrical components must include **initial safety inspections and component testing**.

If a fault is identified that could compromise safety, **do not connect electrical power** to the system until the issue has been corrected.

If immediate repair is not possible but continued operation is necessary, an **appropriate temporary solution must be implemented** and the equipment owner must be notified.

Initial safety checks must confirm:

- Capacitors are **fully discharged** before service work begins, performed in a manner that prevents sparking.
- No live electrical components or wiring are exposed during **charging, recovery, or purging of refrigerant**.
- The **equipment grounding (earth bonding)** is continuous and intact.

Repairs to Sealed Components

When servicing sealed electrical components, **all electrical power supplies must be disconnected** from the equipment before any sealed covers or enclosures are removed.

If it is absolutely necessary for the equipment to remain energized during servicing, a **continuously operating refrigerant leak detection device** must be installed at the most critical location to provide warning of any potentially hazardous condition.

Particular attention must be given when working on electrical components to ensure that the equipment enclosure is **not modified or damaged in a manner that reduces its protective rating**.

This includes avoiding:

- Damage to cables or wiring
- Excessive numbers of electrical connections
- Terminals that do not meet original specifications
- Damage to seals or gaskets
- Incorrect installation of cable glands

Ensure that the equipment is **securely mounted** and properly supported. Verify that all seals and sealing materials remain in good condition and have not deteriorated to the point where they can no longer prevent the **ingress of flammable refrigerant vapors or atmospheres**.

Repairs to Sealed Components (Cont'd)

Replacement components must be **approved by the manufacturer** and installed in accordance with the manufacturer's specifications.

IMPORTANT: The use of silicone sealants may reduce the effectiveness of certain types of refrigerant leak detection equipment.

Components classified as **intrinsically safe** do not need to be electrically isolated prior to servicing.

Repairs to Spark-Protected Components

Do not apply permanent inductive or capacitive loads to the circuit unless it has been verified that doing so will not exceed the **permissible voltage and current limits** of the equipment.

Intrinsically safe components are the only components that may be serviced while energized in the presence of a potentially flammable atmosphere.

Test equipment used during servicing must be **properly rated and suitable for the application**.

Replacement parts must be those **specified by the manufacturer**. The use of non-approved components may result in ignition of refrigerant in the event of a leak.

Cabling

Inspect all wiring to ensure it is not exposed to:

- Wear or abrasion
- Corrosion
- Excessive mechanical pressure
- Vibration
- Sharp edges
- Adverse environmental conditions

Inspection should also account for the effects of **aging and continuous vibration** caused by equipment such as compressors and fans.

Detection of Flammable Refrigerants

Under no circumstances should potential ignition sources be used to locate or detect refrigerant leaks.

The use of a **halide torch or any flame-based detection method is strictly prohibited**.

I. GENERAL INFORMATION

Leak Detection Methods

The following leak detection methods are acceptable for systems containing **flammable refrigerants**.

Electronic leak detectors may be used, however their sensitivity may require adjustment or recalibration.

Leak detection equipment must be:

- Calibrated in a **refrigerant-free environment**
- Suitable for the refrigerant type being used
- Confirmed not to act as an ignition source

Leak detectors should be set to detect refrigerant concentrations **no greater than 25% of the Lower Flammability Limit (LFL)** and must be calibrated accordingly for the refrigerant used.

Leak detection fluids are suitable for use with most refrigerants. However, **detergents containing chlorine must not be used**, as chlorine may react with the refrigerant and corrode copper piping.

If a leak is suspected, **all open flames must be removed or extinguished immediately**.

If a refrigerant leak is discovered and brazing repairs are required, the **entire refrigerant charge must first be recovered from the system**, or isolated using shutoff valves in a section of the system remote from the leak.

Oxygen-free nitrogen (OFN) must be purged through the system both **before and during the brazing process**.

Removal and Evacuation

These procedures apply only if refrigeration circuit repairs are required by qualified service personnel.

When opening the refrigerant circuit for repair or service, **standard recovery procedures must be followed**. However, because flammability is a factor, additional precautions must be taken.

The following procedure should be used:

1. Recover the refrigerant.
2. Purge the circuit with inert gas.
3. Evacuate the system.
4. Purge again with inert gas.
5. Open the circuit by cutting or brazing.

Recovered refrigerant must be stored in **approved recovery cylinders**.

Removal and Evacuation (Cont'd)

The system should then be flushed with oxygen-free nitrogen (OFN) to render the unit safe. This process may need to be repeated multiple times.

Compressed air or oxygen must never be used for purging the system.

Flushing is achieved by breaking the vacuum with OFN and filling the system to working pressure, then venting to atmosphere and returning the system to vacuum.

This process should be repeated until **no refrigerant remains within the system**.

After the final OFN purge, the system must be vented to atmospheric pressure to allow work to proceed.

This procedure is **essential when brazing is required on refrigerant piping**.

Ensure the outlet of the vacuum pump is located away from ignition sources and that **adequate ventilation is maintained**.

Charging Procedures

In addition to conventional charging procedures, the following requirements must be observed.

- Ensure that **different refrigerants are not mixed** when using charging equipment.
- Charging hoses or lines must be **kept as short as possible** to minimize refrigerant contained within them.
- Refrigerant cylinders must be **kept upright** during charging.
- Ensure the refrigeration system is **properly grounded** before charging refrigerant.
- Label the system when charging is complete (if not already labeled).
- Extreme care must be taken **not to overcharge the system**.

Before recharging, the system must be **pressure tested with OFN**.

Upon completion of charging, the system must be **leak tested prior to commissioning**.

A final leak test must also be performed before leaving the installation site.

I. GENERAL INFORMATION

Decommissioning

Before performing this procedure, the technician must be fully familiar with the equipment and its operation. It is recommended that all refrigerant be **safely recovered** before beginning decommissioning work.

Prior to starting the procedure, an **oil and refrigerant sample** should be taken if analysis may be required before reuse or reclamation of the refrigerant. Ensure that **electrical power is available** before beginning the procedure.

Procedure

a) Become familiar with the equipment and its operation.

b) Electrically isolate the system.

c) Before beginning the procedure, confirm the following:

- Mechanical handling equipment is available if refrigerant cylinders must be moved.
- **Appropriate personal protective equipment (PPE)** is available and used correctly.
- The recovery process is supervised by a **qualified and competent person**.
- Recovery equipment and cylinders comply with applicable standards.

d) Pump down the refrigerant system, if possible.

e) If pump-down is not possible, connect a **manifold system** so refrigerant can be removed from multiple parts of the system.

f) Ensure that the recovery cylinder is **placed on a scale** before recovery begins.

g) Start the recovery machine and operate it according to the **manufacturer's instructions**.

h) Do not overfill cylinders. **Liquid charge must not exceed 80% of the cylinder volume**.

i) Do not exceed the **maximum working pressure** of the cylinder, even temporarily.

j) After the cylinders have been correctly filled and the recovery process is complete, ensure that the cylinders and equipment are **removed from the site promptly** and that all isolation valves on the equipment are closed.

k) Recovered refrigerant **must not be charged into another refrigeration system** unless it has been properly cleaned and verified for reuse.

Equipment Labeling

Equipment must be labeled to indicate that it has been **decommissioned and emptied of refrigerant**. The label must be **dated and signed**. Ensure that the equipment carries labels clearly stating that the system **contains flammable refrigerant**.

Refrigerant Recovery

When removing refrigerant from a system for servicing or decommissioning, all refrigerant must be **safely recovered using approved procedures**. When transferring refrigerant into cylinders, ensure that:

- Only **proper** refrigerant recovery cylinders are used.
- A sufficient number of cylinders are available to hold the **entire system charge**.
- Cylinders are clearly labeled for the specific refrigerant being recovered.
- Recovery cylinders must be equipped with:
 - Pressure relief devices
 - Shut-off valves in proper working condition
- Recovery cylinders should be **evacuated and, where practical, cooled prior to recovery**.
- Recovery equipment must be in **good working condition**, properly maintained, and suitable for the recovery of **flammable refrigerants**.
- A **calibrated weighing scale** must be available and in good working order.
- Hoses must be fitted with **leak-free disconnect couplings** and maintained in good condition.

Before using the recovery machine, verify that:

- The equipment is functioning properly
- It has been properly maintained
- Associated electrical components are sealed to prevent ignition in the event of a refrigerant release
- If there is any uncertainty regarding equipment suitability, **consult the manufacturer**.
- Recovered refrigerant must be returned to the refrigerant supplier in an approved recovery cylinder, and the appropriate waste transfer documentation must be completed where applicable.
- Different refrigerants must **never be mixed**, either in recovery equipment or in cylinders.
- If compressors or compressor oil must be removed, ensure they have been **evacuated to an appropriate level** so that flammable refrigerant does not remain dissolved in the lubricant.

The evacuation process must be completed **before returning the compressor to the supplier**. Only **electric heating of the compressor housing** may be used to accelerate this process. When oil is drained from a system, it must be **handled and disposed of safely**.

I. GENERAL INFORMATION

2. Introduction

IMPORTANT: Do not dispose of any packaging materials until the installation of the air conditioner has been completed.

- After removing the packaging, verify that all components are present and undamaged. Refer to the accessory list for details. If any parts are missing or damaged, contact your retailer immediately.
- This air conditioner is designed to heat and cool indoor air and must only be used as intended.
- The manufacturer is not responsible for damage to property or injury to persons or animals resulting from improper installation, incorrect operation, inadequate maintenance, or misuse.

This air conditioner contains R32 refrigerant. At the end of the product's service life, disposal must comply with all applicable regulations governing the recovery and recycling of refrigerants. Contact your local authority for guidance on proper disposal.

Do not operate the unit until installation is complete and the air conditioner is properly positioned.

Before operating the appliance, ensure that it is correctly grounded (earthed) in accordance with local electrical regulations.

Important Safety Instructions

When using electrical appliances, basic safety precautions must always be followed.

- Do not place objects on the unit or allow objects to obstruct the air inlet or outlet openings.
- Use caution when operating the unit near children or pets.
- Never leave the appliance operating unattended.

Before Operating the Unit

Remove the air conditioner from its packaging and verify that it is in good condition before use.

Do not allow children to play with packaging materials such as plastic bags.

Do not operate the unit if:

- The power cord or plug is damaged.
- The unit has malfunctioned.
- The unit has been dropped or damaged in any way.

If any of the above conditions occur, return the unit to an authorized service center for inspection and repair.

Electrical and Operational Safety

Do not attempt to repair or adjust any electrical or mechanical components of this air conditioner. Doing so may void the warranty. Contact a qualified service technician if service is required.

Always operate the unit using a power supply that matches the **voltage and frequency specified on the product rating label**. This air conditioner is **not intended for use in wet or damp environments**.

Do not install or operate the unit near:

- Open flames
- Cooking appliances
- Heating equipment
- Hot surfaces

Do not:

- Allow the power cord to hang over the edge of a table or countertop, where it may be pulled or tripped over.
- Place the power cord under carpets, rugs, or other floor coverings.
- Operate the unit in areas where flammable liquids such as gasoline, paint, or solvents are used or stored.

Disconnect the unit from the main power supply before performing cleaning, maintenance, or accessing internal components.

Do not modify or disable any safety devices or control systems without the explicit authorization of the manufacturer.

Do not pull, twist, or excessively bend the power cable connected to the unit, even if the unit has been disconnected from the power supply.

Avoid prolonged direct exposure to the airflow in enclosed spaces without adequate ventilation.

Service and Maintenance

All repair and maintenance work must be performed by a **qualified technician or authorized service engineer**, following the instructions provided in this manual.

Do not modify the appliance. Unauthorized modifications may create hazardous conditions, and the manufacturer will not be responsible for any resulting damage or injury.

If this manual is lost or damaged, contact the manufacturer or supplier to obtain a replacement copy.

I. GENERAL INFORMATION

3. Receiving the Merchandise

The air conditioner is shipped in protective packaging and is supplied with this instruction manual.

This manual is an integral part of the product and must be retained for future reference.

Upon unpacking, inspect the unit and all accessories to ensure that they are complete and free from damage.

If any components are missing or damaged, contact your retailer immediately.

4. Handling

Be aware of the unit weight before attempting to lift or move the air conditioner.

Use proper lifting techniques and take all necessary precautions to prevent injury or equipment damage.

It is recommended to remove the packaging only after the unit has been positioned at the installation location.

Carefully remove all protective films and adhesive materials from the unit.

Dispose of all packaging materials properly. Do not leave packaging within reach of children, as it may pose a safety hazard.

5. List of Accessories

Please refer to Diagram P0 for the appearance of each of the listed accessories.

The following accessories are supplied with the unit:

1. Mounting bracket
2. Remote control
3. Remote control holder
4. Drain hose
5. Exterior grille(s)
6. Flexible air duct panel inserts
7. Screw kit
8. Instruction manual
9. Wall drilling template
10. Fresh air intake duct (18 in.)
11. Indoor drain adapter
12. Terminal connector (male end, pre-installed on 24V thermostat wiring)
13. Cable clip
14. Screw for cable clip

Compliance and Certification

This product complies with applicable safety standards and is ETL listed (Intertek) in accordance with:

- UL 60335-1
- UL 60335-2-40
- CSA C22.2 No. 60335-1
- CSA C22.2 No. 60335-2-40



Disposal and Environmental Information

Electrical products must not be disposed of with household waste.

Recycle this product at appropriate facilities where available. Contact your local authority or retailer for recycling information.

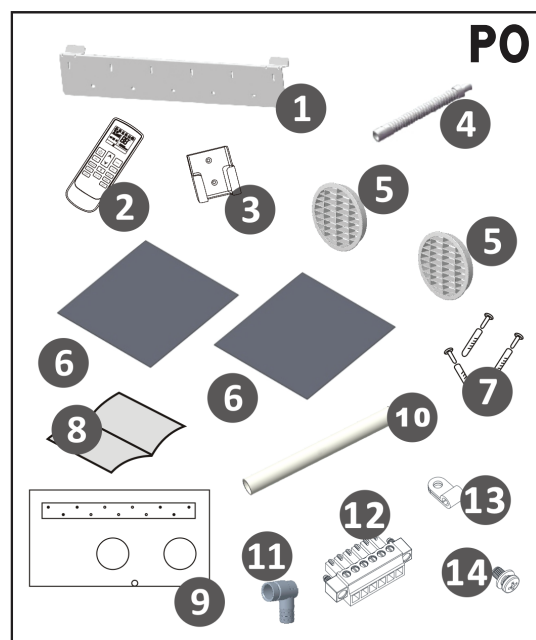
Batteries used in the remote control contain materials that may be harmful to the environment.

Remove batteries at the end of their service life and dispose of them in accordance with local regulations.

Electrical Supply Requirement

This product must be connected to a power supply with a system impedance not exceeding 0.193 ohms.

If necessary, consult your local utility provider for information regarding system impedance.



I. GENERAL INFORMATION

6. Technical Aspects (See P1, P2)

Model: PYM012GZUI16RD

Parameter	Value
Cooling Capacity (BTU/h)	11,800
Heating Capacity (BTU/h)	10,900
Electric Heat Capacity (BTU/h)	10,236
Rated Voltage / Frequency	208/230V, 60Hz
Rated Power – Cooling (W)	1,209
Rated Current – Cooling (A)	6.1
Rated Power – Heating (W)	947
Rated Current – Heating (A)	4.8
Rated Current – Electric Heater (A)	13.6
Rated Current – Heating + Electric Heater (A)	—
Airflow (CFM)	330
Sound Level (dB(A))	48 / 45 / 42
Temperature Setting Range (Remote Control)	64–86°F
Refrigerant Type / Charge	R32 / 22.9 oz
Global Warming Potential (GWP)	675
Dimensions (H × W × D) [inches]	22-3/4 × 39-1/2 × 7-5/8
Weight	117 lbs
PCBA Internal Fuse	T20A 250VAC

* Specifications are subject to change without notice as part of continuous product improvement.

Standard Test Conditions

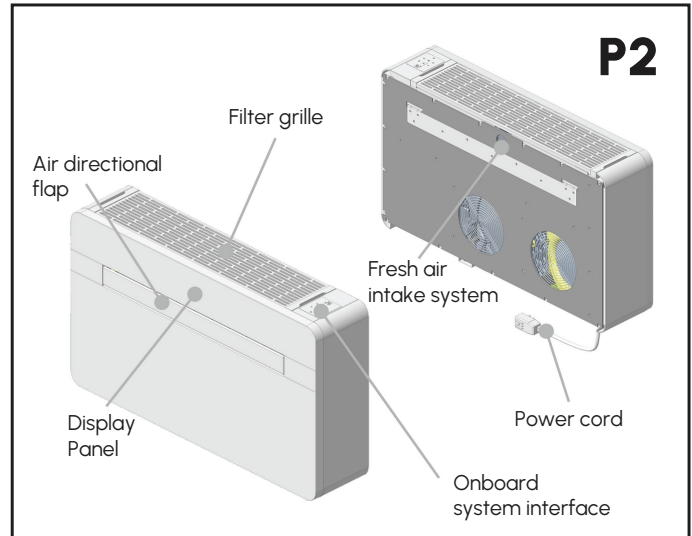
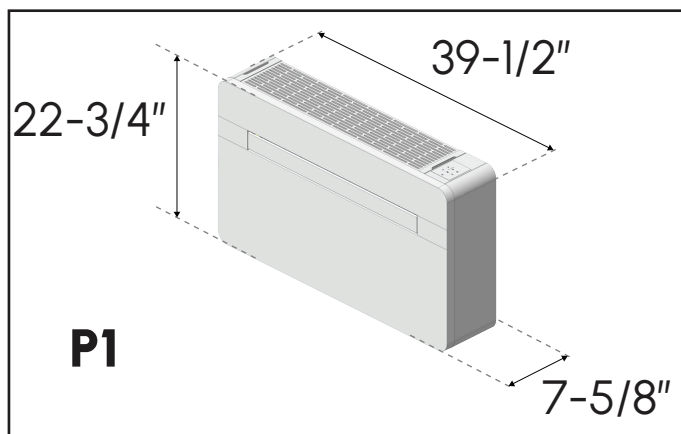
In accordance with ARI 310/380-2004

Cooling Mode Operating Range

- Indoor: 63°F to 90°F
- Outdoor: 63°F to 109°F

Heating Mode Operating Range

- Outdoor: 28°F to 75°F
- Indoor: 28°F to 81°F

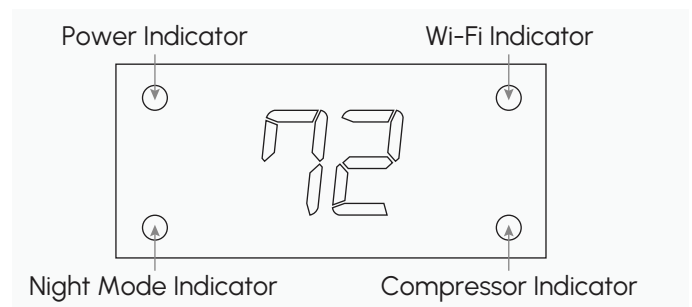


Display Indicators

The display panel indicates system status and temperature information.

Indicator Functions:

- Power indicator: Unit is powered on
- Night mode indicator: Night mode is active
- Compressor indicator: Compressor is operating
- Wi-Fi indicator:
 - Flashing: Pairing mode
 - Solid: Connected



Display Operation

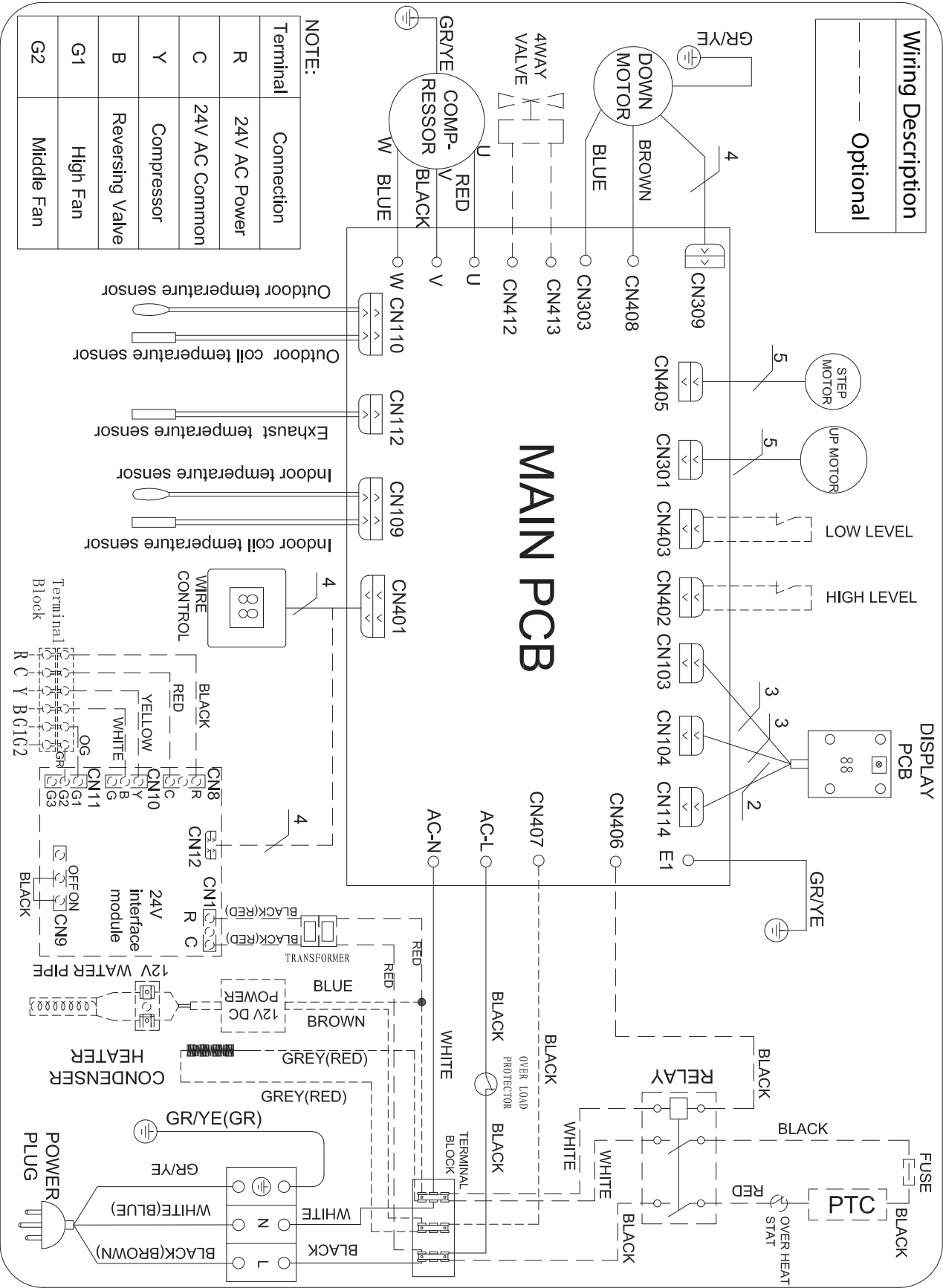
The display shows both the set temperature and the ambient room temperature.

After adjusting the temperature:

- The set temperature will flash approximately 15 times
- The display will then show the ambient temperature for approximately 70 seconds
- After this period, the display will turn off until the next adjustment is made

I. GENERAL INFORMATION

7. Control Board Layout



II. INSTALLATION

1. Unit Placement (Reference P3)

Proper installation location is critical to ensure optimal performance, safety, and reliability.

Follow all guidelines below carefully. Improper positioning may result in reduced performance, installation issues, or equipment damage.

Installation Requirements

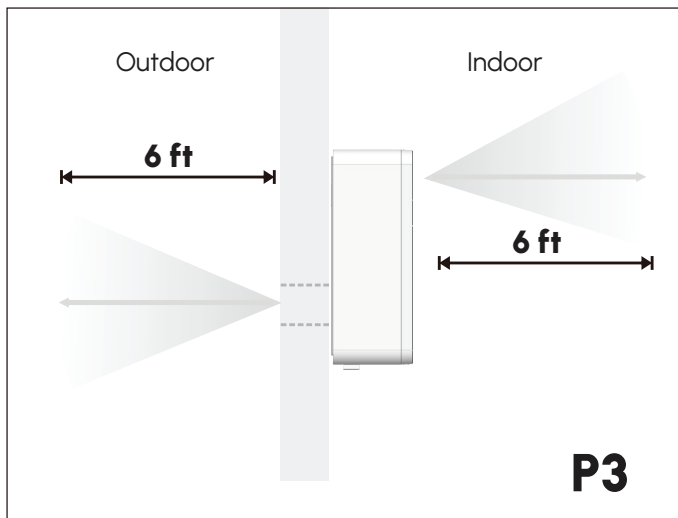
- The unit must be installed on an exterior wall with direct access to the outdoors.
- Maintain a minimum clearance of 6 ft on both the indoor and outdoor sides of the unit.
- Maintain a minimum clearance of 6 ft from combustible materials.
- Provide sufficient space around the unit as shown in the installation template (P3).
- The mounting wall must be structurally sound and capable of supporting the full weight of the unit.

Site Evaluation

Before installation, verify the following:

- The selected wall location can be drilled without interfering with structural elements such as:
 - Beams
 - Columns
 - Pipes
 - Electrical wiring
- The exterior side of the wall is free from obstructions that could restrict airflow, including:
 - Vegetation (plants, leaves)
 - Louvers or grilles
 - Drain pipes or overflows
 - Architectural features

Any obstruction may negatively impact system performance.

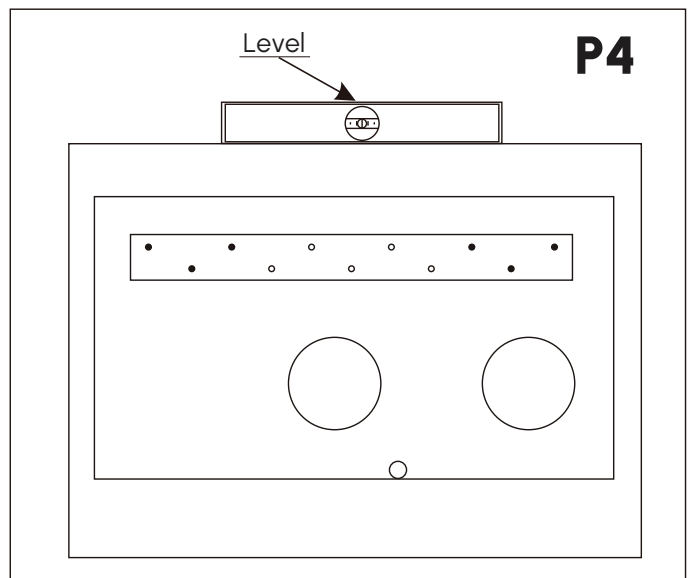


2. Wall Template Installation (P4)

Secure the supplied installation template to the wall only after verifying all installation conditions.

Important Guidelines

- Do not drill any holes until you are certain that:
- No hidden obstructions are present inside the wall
- No electrical wiring, plumbing, or gas lines will be affected
- Always use a level to ensure the unit is installed perfectly level.
- Follow installation instructions carefully and completely.



Mounting Process for Packaged Heat Pump

Step 1 - Position Template

Attach the drilling template to the wall at the desired installation location.

Step 2 - Level Template

Use a level to ensure the template is perfectly horizontal.

Step 3 - Mark Holes

Mark all mounting and duct openings.

Step 4 - Drill Openings

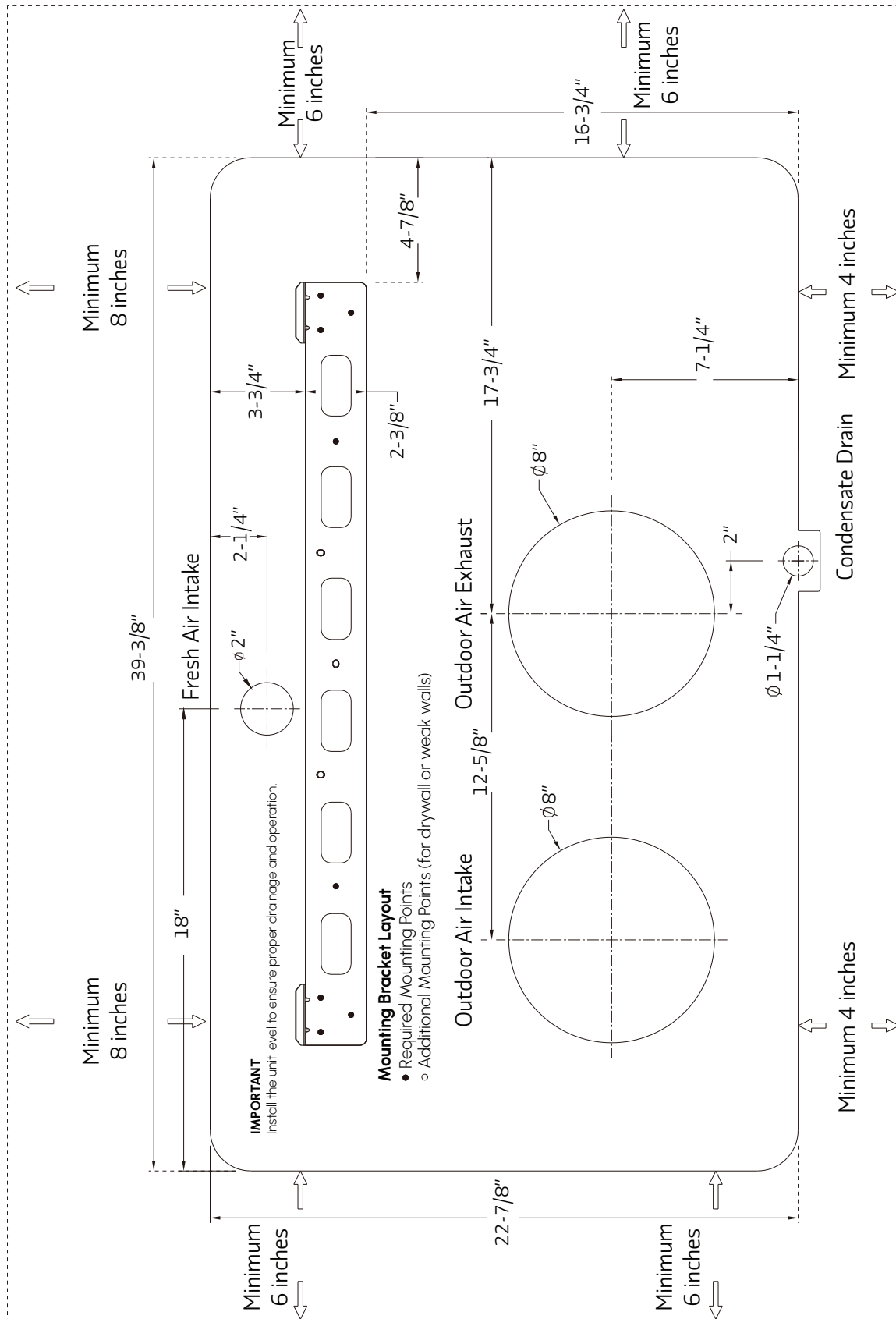
Drill holes according to the dimensions shown.

See Page 11 for Wall Template Layout.

II. Installation

Wall Drilling Template (P4)

Use this template to mark and drill all required wall openings before mounting the unit.



II. INSTALLATION

3. Drilling the Wall (Reference P5)

IMPORTANT:

When drilling through an exterior wall above ground level, ensure the work area is secure and that the exterior side is supervised during drilling.

Air Intake and Exhaust Openings

Use appropriate tools for wall penetration, such as:

- Diamond core drill
- Core boring bit with adjustable speed and high torque

Procedure

1. Secure the drilling template (P4) to the wall.
2. Verify all measurements and confirm the template is level.
3. Mark the center of each hole using a pilot drill.
4. Drill two Ø8" holes for:
 - A. Outdoor Air Intake
 - B. Outdoor Air Exhaust

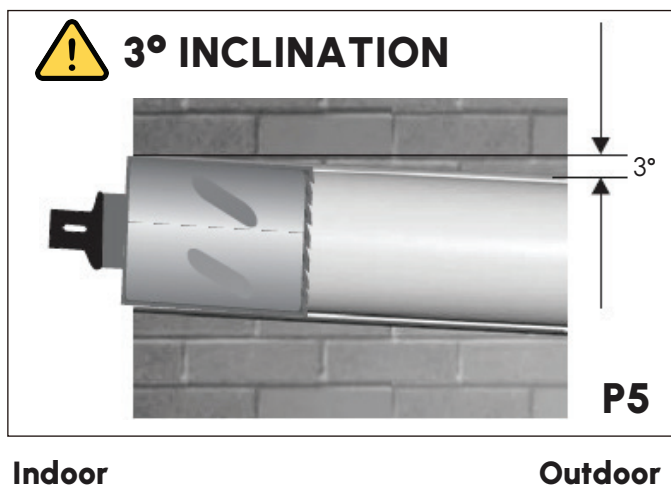
IMPORTANT - Hole Slope

The wall penetrations must be drilled with a downward slope toward the exterior.

- Recommended slope: 3° to 5°.
- **Purpose:** Prevent water from entering the indoor space.

WARNING

All wall penetrations must be properly sealed and waterproofed after installation to prevent water ingress.



4. Condensate Drain (Ref. P6)

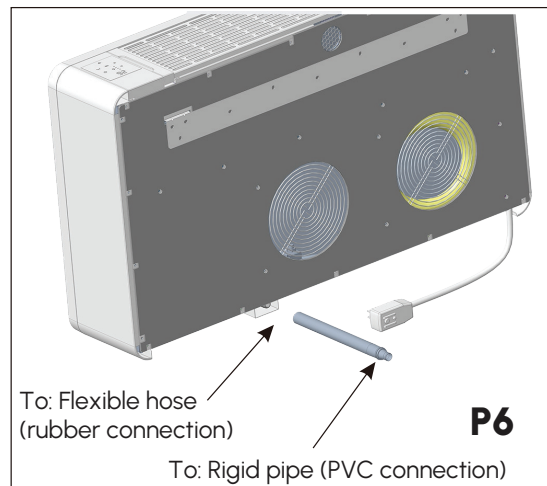
This unit uses a **gravity-assisted condensate drainage system**.

Requirements

- Drill a Ø1-1/4" hole in the location shown on the template (P4).
- Ensure drainage is directed **outdoors**.

Drain Line Installation

- Connect the drain pipe to the unit's drain outlet (bottom of the chassis).
- Maintain a minimum downward slope of 3° along the entire drain line.
- Avoid traps, dips, or upward runs in the drain line.

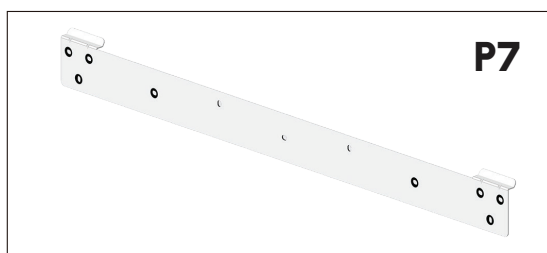


5. Mounting the Bracket (Ref. P7)

Secure the mounting bracket to the wall using appropriate fasteners.

Procedure

1. Drill mounting holes using the template (P4):
 - A. Use **required fastener locations** (primary holes)
 - B. Use **additional fastener locations** if the wall is not structurally solid
2. The supplied anchors require approximately:
 - A. **5/16" (8 mm)** diameter holes
3. Verify that the wall structure is suitable for anchoring:
 - A. Concrete / masonry → standard anchors
 - B. Stud wall → fasten into studs where possible



II. Installation

5. Installing the Exterior Grilles

WARNING

Apply proper waterproofing/sealing to the exterior wall before installing the grilles to prevent water intrusion into the indoor space.

General Installation

After drilling the wall openings, install the supplied exterior grilles.

Method 1 - Installation from Outside (Preferred)

If the exterior wall is accessible:

1. Position the grille over the wall opening.
2. Ensure the grille fins are oriented vertically.
3. Secure the grille to the wall using:
 - A. Wall anchors (plugs)
 - B. Screws (approx. 1/4" / 6 mm diameter)

Ensure the grille is installed with airflow direction matching the intake/exhaust configuration shown in the template. Refer to Fig. P8.

Method 2 - Installation from Inside (Limited Exterior Access)

If the exterior side is not accessible:

1. Apply a continuous bead of sealant (silicone) around the outer edge of the grille.
2. Gently compress or fold the grille as needed.
3. Insert the grille through the wall opening from inside.
4. Carefully position and pull the grille into place so it seats properly on the exterior wall.

This may require patience and adjustment to ensure proper alignment. Refer to Fig. P9–P11.

Sealing the Grille

After the grille is installed:

1. Apply additional exterior-grade sealant around the perimeter between the grille and the wall.
2. Ensure a continuous seal to prevent water ingress.

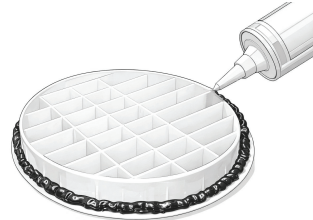
Refer to Fig. P12–P13.

Sealant Recommendation

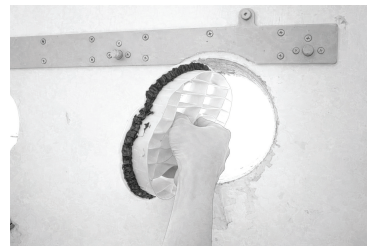
The sealant shown in the illustrations is for reference only. Use white or clear exterior-grade silicone sealant for best appearance and durability. Refer to Fig. P14.



P8



P9



P10



P11



P12



P13



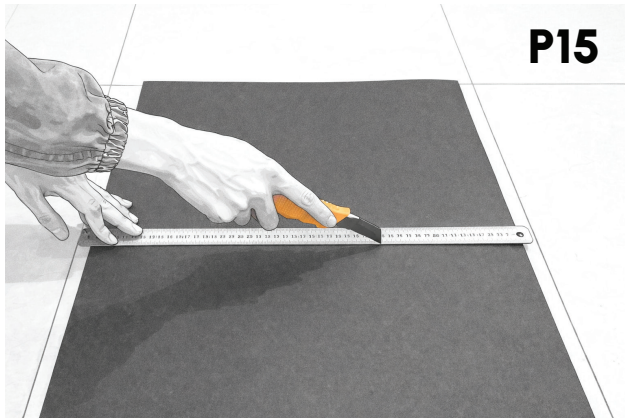
P14

II. Installation

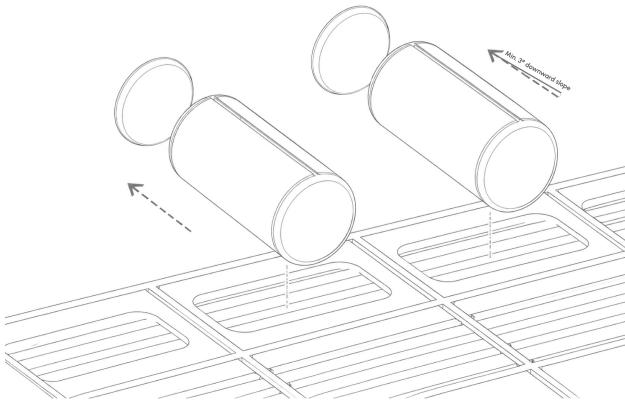
6. Installation of Air Duct Pipes

After drilling the wall openings, install the supplied plastic air ducts as follows:

- Measure the wall thickness and cut the plastic duct sleeves to the appropriate length.



- Roll the sheet into a cylindrical shape and insert it into each wall opening. If desired, use a strip of adhesive tape to maintain the air duct tubing shape.
- Ensure the seam of the duct is positioned at the top (12 o'clock position).
- Maintain a slight downward slope (minimum 3°) consistent with the drilled holes.
- Insert the rolled ducts in place within the wall holes.



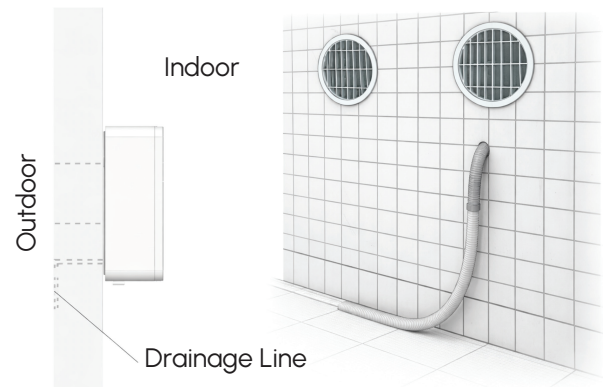
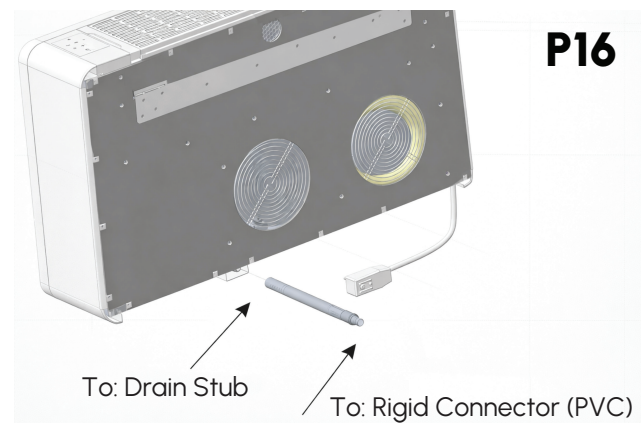
7. Connecting the Drainage Pipe

Connect the drain line from the unit to ensure proper condensate removal:

- Attach the flexible drain hose to the drain outlet located at the bottom of the unit chassis.
- Use the appropriate rigid connector if required to secure the connection.

Note:

In standard or warm climates, route the drain line to discharge outdoors at a suitable location. Ensure the line maintains a continuous downward slope for proper drainage. (See P17)



P17

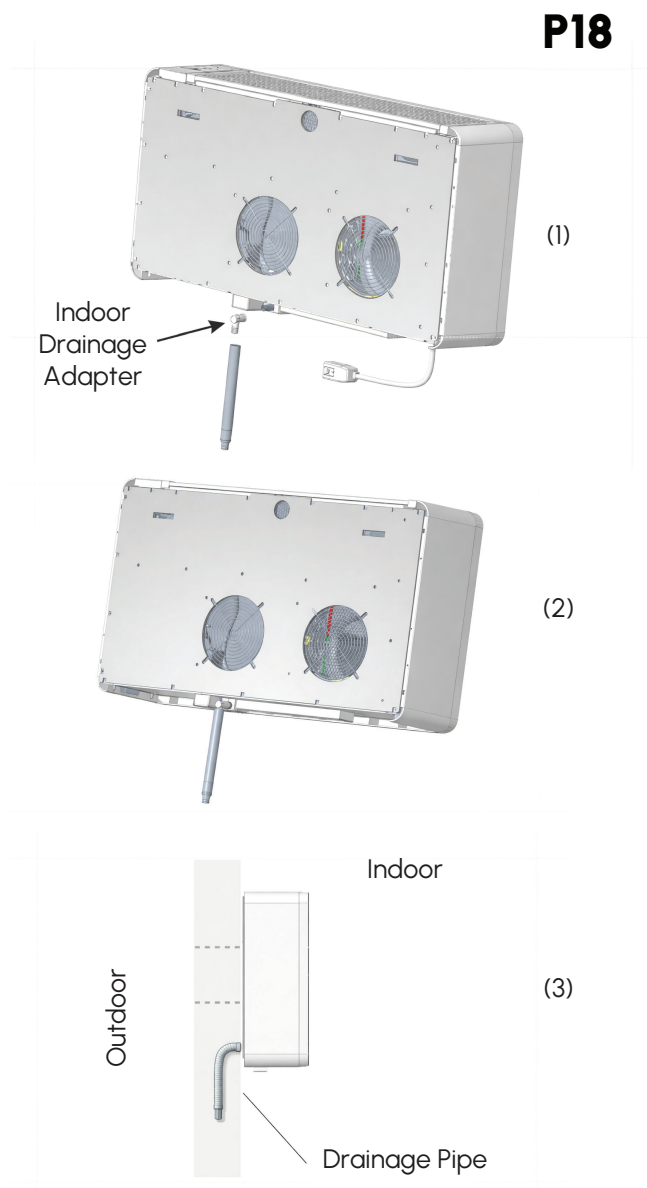
II. Installation

8. Cold Climate Drain Configuration

In cold climate installations, the condensate drain line may be subject to freezing. To prevent blockage or damage, the drain line may be routed within the wall cavity and discharged at an appropriate interior or protected location.

- Connect the indoor drainage adapter to the unit's condensate outlet.
- Route the drain pipe downward, maintaining a continuous slope for proper drainage.
- Ensure the discharge point is suitable and complies with local building practices.

Refer to Fig. P18 for recommended configurations.



9. Mounting Unit on Wall Bracket

After confirming that the mounting bracket is securely fastened to the wall, and that all electrical and drainage preparations have been completed, proceed with installing the unit.

1. Lift and Position

Lift the unit by holding the lower sides of the chassis. Slightly tilt the unit toward you to align it with the mounting bracket.

2. Engage the Bracket

Hook the unit onto the bracket and gently lower it into place. Ensure the unit is properly seated.

3. Secure Against the Wall

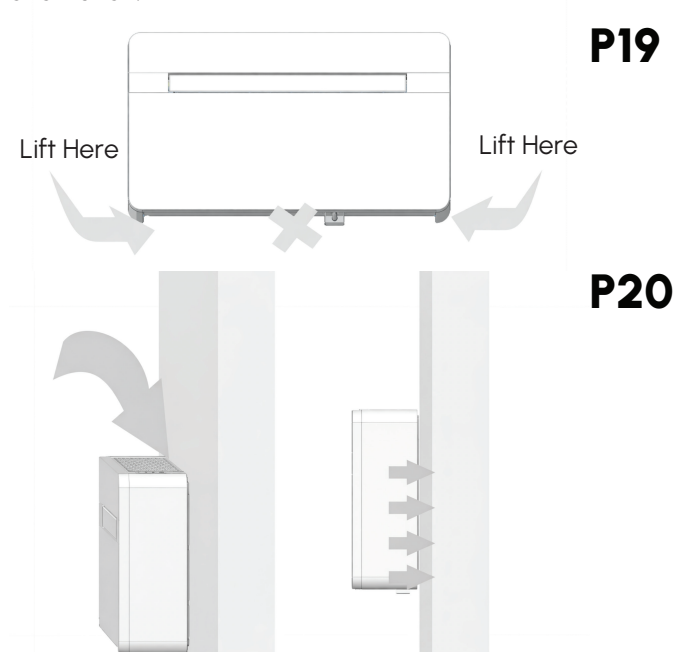
Press the unit firmly against the wall. Verify the following:

- The rear insulation panel is seated with no gaps
- No obstructions or misalignment are present
- The rear air channels are properly aligned with the wall openings

4. Drain and Duct Alignment

Confirm that the rear plastic air ducts are correctly inserted into the wall sleeves and that the drain line is properly positioned.

Refer to Figs. P19 and P20 for lifting points and installation orientation.



Important Installation Notes

- Do not install the unit in high-humidity environments such as laundry rooms.
- Ensure the electrical plug remains accessible after installation.
- Installation must comply with all applicable national and local electrical codes.

II. Installation

10. Configuring External 24V Wall Thermostat Operation

This unit can be configured for control via an external 24V wall thermostat by connecting the supplied adapter interface.

Step 1 - Remove the Top Grille Assembly

Carefully remove the top grille to access the internal control components.



Step 2 - Disconnect the Internal Control Module

- Loosen the mounting screws securing the touchscreen control module.
- Gently lift and remove the control module.
- Disconnect the wiring harness by separating the control module's plug (male connector) from the main PCB socket (female connector).

Refer to Figures 2-1 and 2-2.

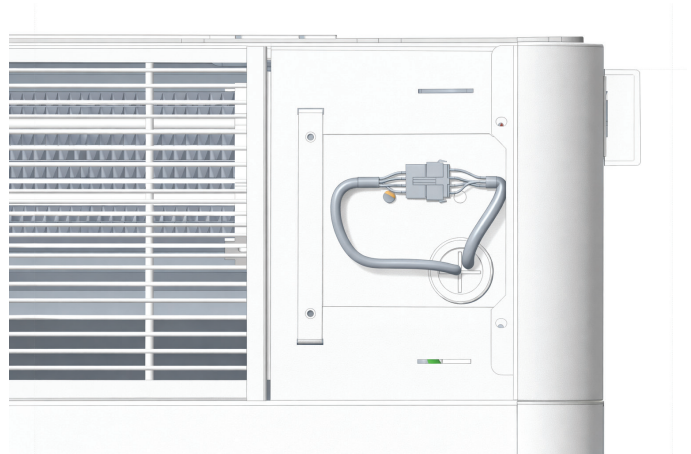


2-2



Step 3 - Connect the 24V Adapter Harness

- Connect the 24V adapter harness (male connector) to the main PCB socket (female connector).
- Ensure the connection is fully seated and secure.



Important Notes

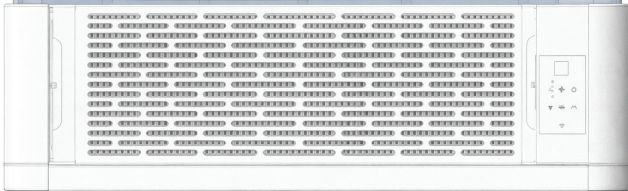
- Handle all connectors carefully to avoid damage to pins or wiring.
- Do not force connections; verify proper alignment before insertion.
- Ensure all wiring is routed safely and does not interfere with moving components or panel reinstallation.

II. Installation

10. Configuring External 24V Wall Thermostat Operation

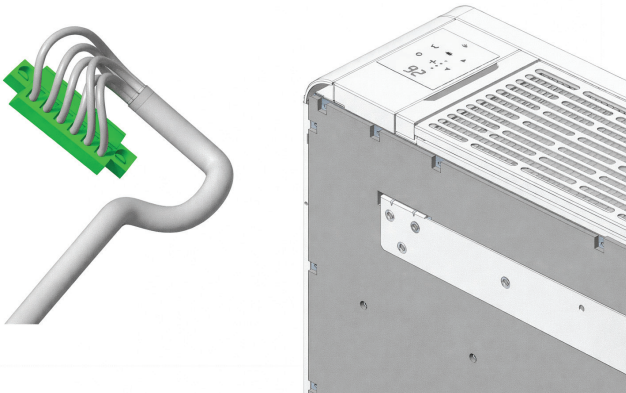
Step 4 - Reinstall Internal Components

Reinstall the touchscreen control module and secure it in place. Reattach the top grille assembly.



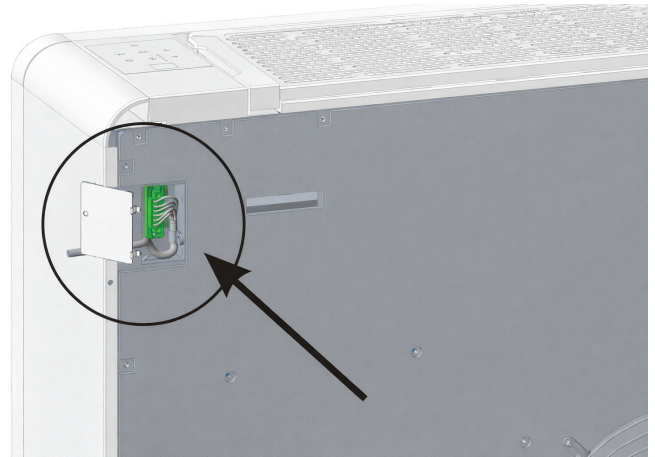
Step 5 - Connect Thermostat Wiring

- Connect the 24V wall thermostat wiring to the provided terminal (male connector).
- Match the wiring according to the terminal markings.
- Ensure all connections are fully seated and locked in place.



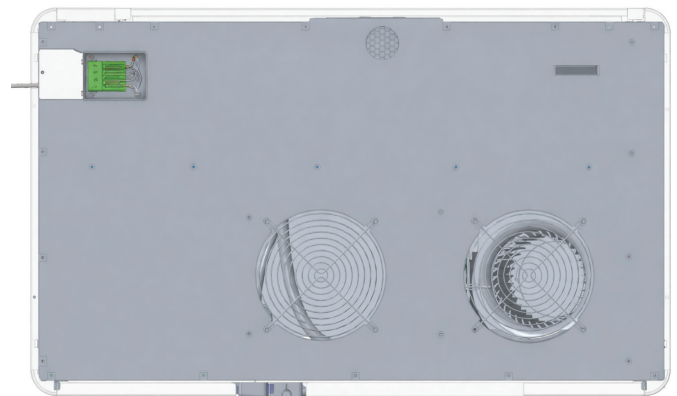
Step 6 - Route and Secure Thermostat Cable

- Remove the small metal access cover located on the upper left side of the rear panel.
- Insert the thermostat wire terminal (male connector) into the corresponding rear panel terminal (female connector).
- Secure the thermostat cable using the provided cable clip and screw.
- Ensure the cable is properly routed and free from strain or interference.



Step 7 - Reinstall Rear Cover

- Reinstall the metal access cover.
- External thermostat configuration is now complete.



Important Notes

1. Included Components

The thermostat terminal (male connector), cable clip, and mounting screw are included with the unit's accessory kit.

2. Control Behavior After Conversion

After enabling external thermostat operation:

- The unit's onboard display and touchscreen controls will be disabled
- The handheld remote control will no longer function
- The front panel display and indicator lights will remain off during operation
- In the event of a fault, the front panel display will illuminate to show the error code

3. Electrical Safety

All installation and wiring procedures must be performed with power disconnected. Ensure the unit is fully de-energized before beginning work.

III. Usage and Maintenance

1. LCD Icon Overview

The display uses the following icons to indicate operating modes and system status:

Icon	Description	Icon	Description
	Automatic Operation		Airflow Direction
	Cooling Mode		Fan Speed Level
	Dehumidification Mode		Sleep Mode
	Fan-Only Operation		Automatic Fan Speed
	Heating Mode		Set Temperature Display
	Display Light (Optional)		Time Display
	Auxiliary Electric Heater (Optional)		Timer Function
	Control Lock Enabled	-	-

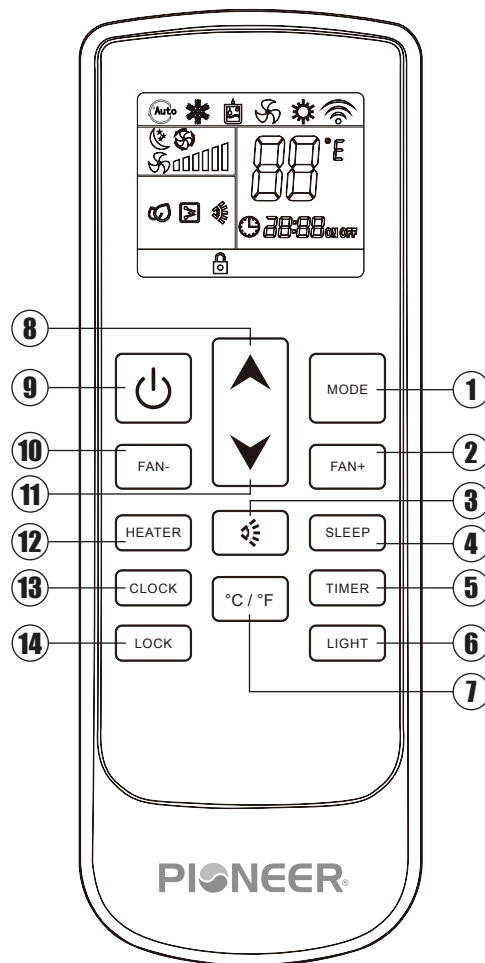
* Optional features may not be available on all models.

Refer to the illustration for button locations

2. Remote Control Functions

Each button on the remote control corresponds to a specific function:

- MODE:** Selects the operating mode (Auto, Cool, Dry, Fan, Heat).
- FAN SPEED (Increase):** Increases the fan speed setting.
- LOUVER SWING:** Adjusts the airflow direction.
- SLEEP:** Automatically adjusts the set temperature for improved comfort during sleep.
- TIMER:** Sets the unit's automatic start and stop times.
- LIGHT (Optional):** Turns the display light on or off (if equipped).
- TEMP (°C / °F):** Switches the temperature unit between Celsius and Fahrenheit.
- UP (▲):** Increases the set temperature or adjusts time settings.
- ON/OFF:** Turns the unit on or off.
- FAN SPEED (Decrease):** Decreases the fan speed setting.
- DOWN (▼):** Decreases the set temperature or adjusts time settings.
- ELECTRIC HEATER (Optional):** Activates the integrated electric heater to assist heating performance.
- CLOCK:** Sets or adjusts the system clock.
- LOCK:** Locks or unlocks the remote control to prevent unintended operation.

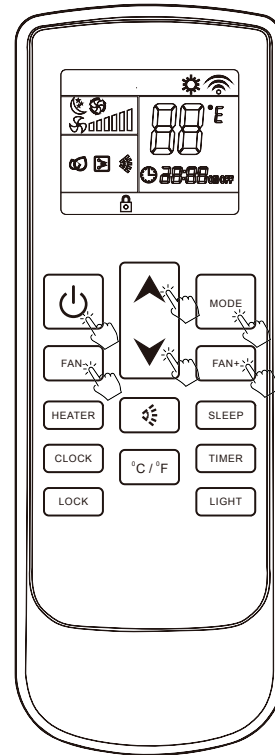


III. Usage and Maintenance

3. Heating Mode

Operating Sequence

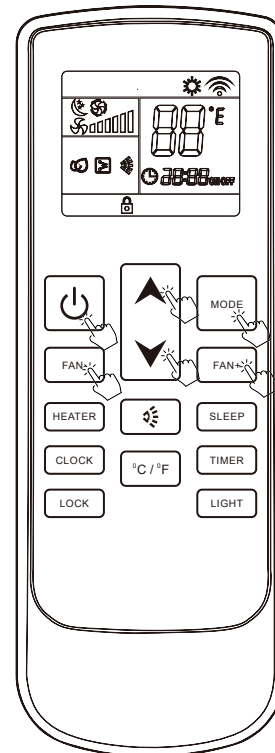
- 1. Power On** 
Press ON/OFF to turn the unit on. The system will resume the last operating state (memory function).
- 2. Select Heating Mode**
Press MODE and select Heating ( / heat icon).
- 3. Set Temperature**
Use  /  (UP / DOWN) to adjust the desired temperature.
- 4. Adjust Fan Speed**
Press FAN SPEED (+ / -) to select airflow level:
 - Low
 - Medium
 - High
 - Auto
- 5. Power Off** 
Press ON/OFF to turn the unit off.
The current settings will be retained for the next startup.



4. Cooling Mode

Operating Sequence

- 1. Power On** 
Press ON/OFF to turn the unit on. The system will resume the previous operating state.
- 2. Select Cooling Mode**
Press MODE and select Cooling ( / icon).
- 3. Set Temperature**
Use  /  (UP / DOWN) to adjust the desired temperature.
- 4. Adjust Fan Speed**
Press FAN SPEED (+ / -) to select airflow level:
 - Low
 - Medium
 - High
 - Auto
- 5. Power Off** 
Press **ON/OFF** to turn the unit off.
The selected settings will be stored for future operation.



Notes

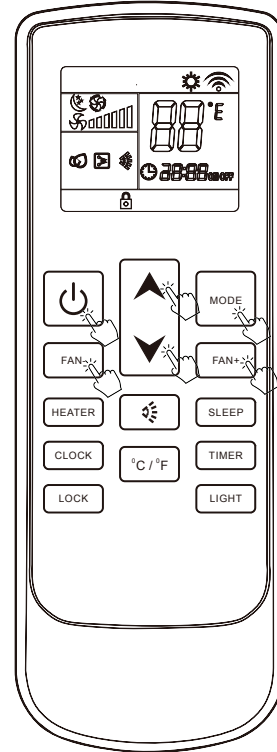
- The unit may require several minutes to reach stable heating or cooling output.
- In heating mode, a brief delay may occur before warm air is discharged (normal operation).

III. Usage and Maintenance

5. Dry Mode (Dehumidification)

Operating Sequence

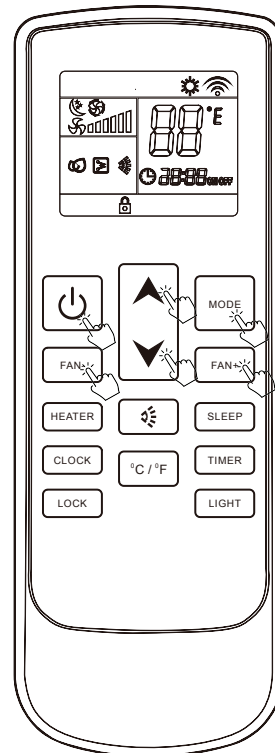
- 1. Power On** 
Press ON/OFF to turn the unit on. The system will resume the last operating state (memory function).
- 2. Select Dry Mode**
Press MODE and select Drying( / dry icon).
- 3. Set Temperature**
Use ▲ / ▼ (UP / DOWN) to adjust the desired temperature.
- 4. Adjust Fan Speed**
In Dry mode, the fan speed is automatically controlled and cannot be adjusted.
The indoor fan will operate at a low speed to maximize moisture removal.
- 5. Power Off** 
Press ON/OFF to turn the unit off.
The current settings will be retained for the next startup.



6. Fan Only Mode

Operating Sequence

- 1. Power On** 
Press ON/OFF to turn the unit on. The system will resume the previous operating state.
- 2. Select Fan Mode**
Press MODE and select Fan Only( / icon).
- 3. Set Temperature**
Use ▲ / ▼ (UP / DOWN) to adjust the desired temperature.
- 4. Adjust Fan Speed**
Press FAN SPEED (+ / -) to select airflow level:
 - Low
 - Medium
 - High
 - Auto
- 5. Power Off** 
Press **ON/OFF** to turn the unit off.
The selected settings will be stored for future operation.



Expected Behavior Notes

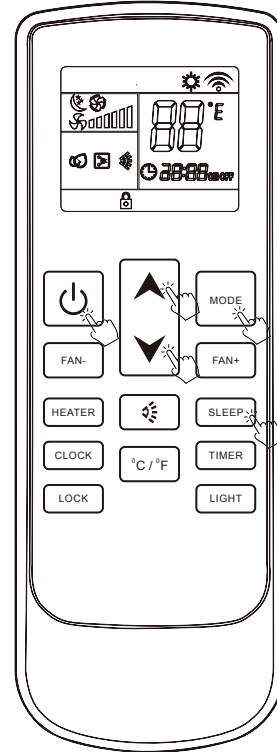
- The unit prioritizes moisture removal over temperature control
 - The fan operates at low speed by design
 - Light cooling may occur during operation
 - No heating or cooling is performed
 - Temperature setting has no effect
 - This mode is intended for air circulation only
- DRY MODE
- FAN MODE

III. Usage and Maintenance

7. Sleep Mode

Operating Sequence

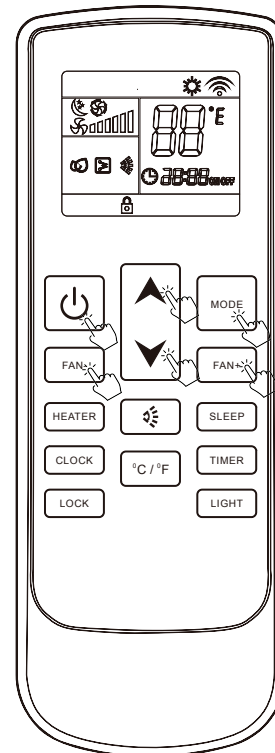
- 1. Power On** 
Press ON/OFF to turn the unit on. The system will resume the last operating state (memory function).
- 2. Select Operating Mode**
Press the MODE button and select Cooling, Heating, or Auto mode.
Sleep mode operates in conjunction with these modes.
- 3. Set Temperature**
Use ▲ / ▼ (UP / DOWN) to adjust the desired temperature.
- 4. Activate Sleep Mode**
Press the SLEEP button. The Sleep icon will appear on the display, indicating that Sleep mode is active.
Press the SLEEP button again to cancel Sleep mode.
- 5. Fan Operation**
When Sleep mode is active, the indoor fan operates at a low, consistent speed to reduce noise and improve comfort.



8. Auto Mode

Operating Sequence

- 1. Power On** 
Press ON/OFF to turn the unit on. The system will resume the previous operating state.
- 2. Select Auto Mode**
Press the **MODE** button and select **Auto** mode.
The unit will automatically determine the appropriate operating mode.
- 3. Automatic Operation**
The system continuously monitors room temperature and automatically switches between:
 - Cooling
 - Heating
 - Fanto maintain the set temperature.
- 4. Adjust Fan Speed**
Press FAN SPEED (+ / -) to select airflow level:
 - Low
 - Medium
 - High
 - Auto
- 5. Power Off** 
Press **ON/OFF** to turn the unit off. The selected settings will be stored for future operation.



III. Usage and Maintenance

9. Timer Off Function

Operating Sequence

1. Power On

Press ON/OFF to turn the unit on. The system will resume the last operating state (memory function).

2. Select Dry Mode

Press the MODE button and choose the desired operating mode.

3. Set Temperature

Use ▲ / ▼ (UP / DOWN) to adjust the desired temperature.

4. Set Timer Off

- Press the **TIMER** button to initiate **TIMER OFF** function
- Use UP (▲) or DOWN (▼) to set the desired shut-off time
- Time adjusts in increments (per model configuration)
- Press **TIMER** again to confirm

When the set time is reached, the unit will automatically turn off. Press the **TIMER** button again before the countdown ends to cancel the Timer Off function.

Expected Behavior Notes

- The unit continues operating normally until the timer expires
- Timer Off overrides manual operation at the scheduled time
- Canceling the timer returns the unit to normal operation

10. Timer On Function

Operating Sequence

1. Power Off

Ensure the unit is turned OFF.

2. Set Timer On

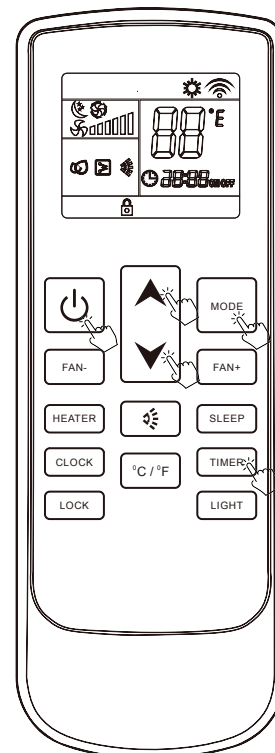
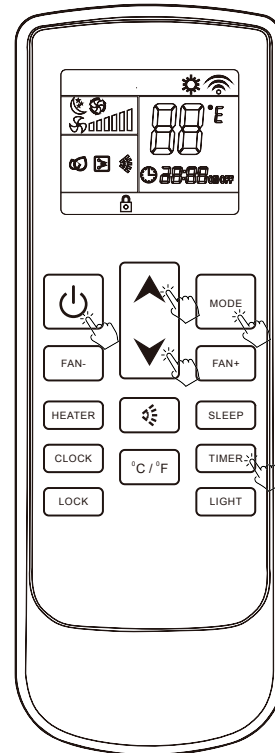
- Press the **TIMER** button to enter Timer On settings.
- Use UP (▲) or DOWN (▼) to set the desired start time
- Configure the desired MODE, TEMPERATURE, and FAN SPEED
- Press **TIMER** again to confirm

When the set time is reached, the unit will automatically start with the selected settings.

Press the **TIMER** button again before activation to cancel the Timer On function.

Expected Behavior Notes

- The unit remains off until the scheduled start time
- The system starts using the pre-configured settings
- Timer On can be canceled at any time before activation



III. Usage and Maintenance

11. Electric Heater Function (Optional)

Operating Sequence

1. Power On

Press ON/OFF to turn the unit on. The system will resume the last operating state (memory function).

2. Select Heating Mode

Press the **MODE** button and select Heating mode.

3. Set Temperature

Use **▲** / **▼** (UP / DOWN) to adjust the desired temperature.

4. Activate Sleep Mode

Press FAN SPEED (+ / -) to select airflow level:

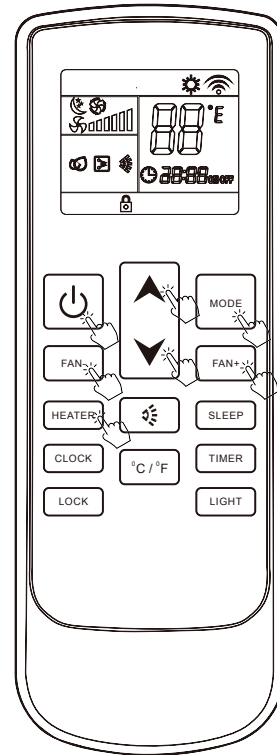
- Low
- Medium
- High
- Auto

5. Activate Electrical Heater

- Press the **HEATER** button to enable the auxiliary electric heater.
- The heater icon will appear on the display when active.
- Press the **HEATER** button again to turn the function off.

6. Power Off

- Press the ON/OFF button to turn the unit off.
- The system will retain the selected settings for the next startup.



Expected Behavior

- The electrical heater provides supplemental heating to improve performance in low ambient conditions
- This function operates only in Heating mode
- Power consumption increases when the electrical heater is active
- The unit may automatically cycle the heater on and off to maintain the set temperature

Important Notes

- This feature is model-dependent and may not be available on all units
- The electrical heater is intended as an auxiliary heat source, not a primary heating system
- Ensure the unit is installed on an appropriate electrical circuit capable of supporting increased load

III. Usage and Maintenance

12. Onboard Control Functions

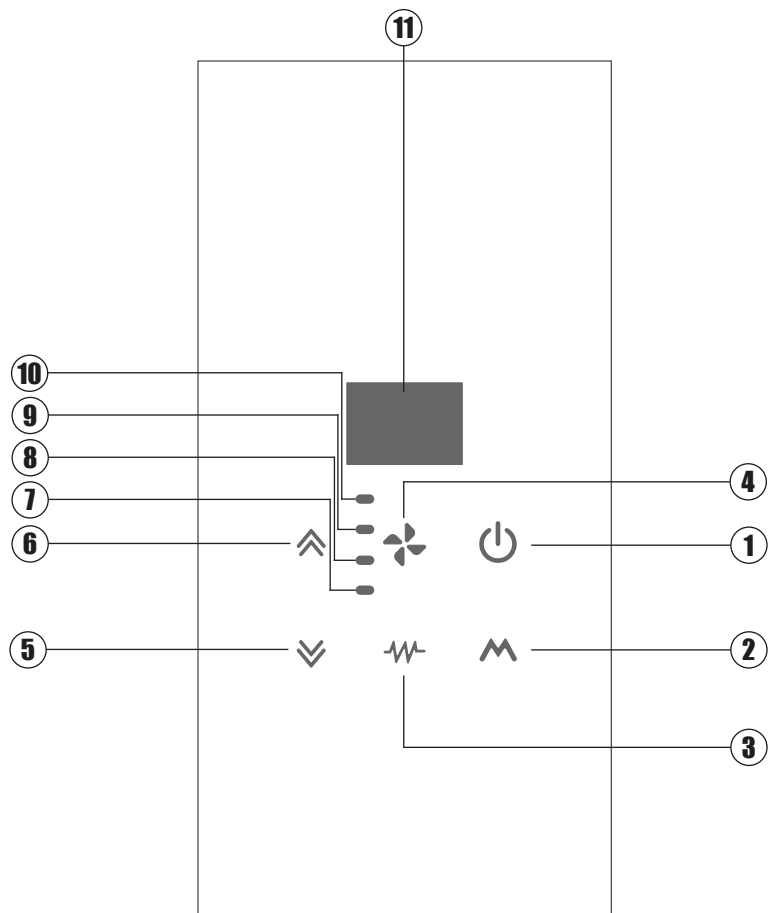
The unit is equipped with onboard controls for basic operation when the remote control is unavailable.

Control Panel Overview

1. **ON/OFF Button:** Turns the unit on or off.
2. **MODE Button:** Selects the operating mode (Cooling, Heating, Fan, Auto, etc.).
3. **ELECTRICAL HEATER Button:** Enables or disables the auxiliary electric heater.
4. **FAN SPEED Button:** Adjusts the indoor fan speed.
5. **DOWN (▼) Button:** Decreases the set temperature or adjusts time settings.
6. **UP (▲):** Increases the set temperature or adjusts time settings.
7. **HIGH SPEED Indicator:** Illuminates when the fan is operating at high speed.
8. **MEDIUM SPEED Indicator:** Illuminates when the fan is operating at medium speed.
9. **LOW SPEED Indicator:** Illuminates when the fan is operating at low speed.
10. **AUTO FAN Indicator:** Illuminates when fan speed is set to automatic.
11. **Temperature Display Window:** Displays system status and temperature information.

Display Behavior

- The display shows both the set temperature and room (ambient) temperature
- When the temperature is adjusted, the set temperature briefly flashes
- After a short interval, the display returns to showing the ambient temperature
- The display may turn off after a period of inactivity and will reactivate upon user input



III. Usage and Maintenance

13. Wi-Fi Connection & App Setup

Download the App

Download the **Pioneer Airlink** app from your device's app store, or scan the QR code provided.



Download iOS App



Download Android App

Account Setup

- Create an account and log in
- Add your device within the app
- Connect to your local Wi-Fi network by following the on-screen instructions

Wi-Fi Pairing

1. Enter Pairing Mode

Press the LOUVER SWING button on the remote five times within 5 seconds to enter pairing mode.

- First-time pairing: indicator flashes slowly

2. Switch Pairing Mode (if needed)

Press the LOUVER SWING button five times again within 5 seconds to switch to fast flashing mode

3. Complete Pairing

Follow the app instructions to complete connection

4. Clear Pairing

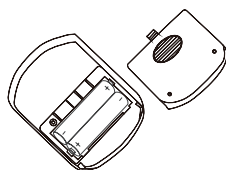
After successful pairing, press the LOUVER SWING button five times within 5 seconds to reset or clear Wi-Fi pairing

Wi-Fi Control

Once connected, the unit can be controlled remotely through the mobile app.

14. Remote Battery Installation

1. Open the battery cover by releasing the latch and lifting gently
2. Insert two AAA batteries, ensuring correct polarity
3. Reinstall the battery cover securely



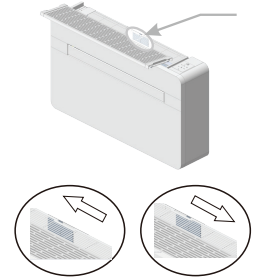
Check Operation

If the display does not respond after pressing the ON/OFF button, verify battery installation and replace if necessary.

15. Fresh Air System

The unit is equipped with a fresh air intake feature that allows outdoor air to be introduced into the room.

- Open or close the fresh air inlet using the control on the top of the unit
- When open, outside air is drawn into the room to improve ventilation



Important Notes

- Cooling and heating performance may be reduced when the fresh air intake is open
- For optimal efficiency, keep the intake closed during normal operation
- Open the intake periodically to refresh indoor air as needed

16. Maintenance

Filter Cleaning (See Page 26 for Illustration)

- Clean the air filters regularly to maintain performance and air quality.
- Recommended interval: Every 2 weeks (or as needed based on usage).

Procedure

1. Turn off the unit and disconnect power
2. Remove the air filter(s) as indicated
3. Wash with clean water (avoid hot water)
4. Allow filters to dry completely before reinstalling
5. Reinstall filters securely in their original position

Important

- Do not operate the unit without filters installed. This may cause damage and reduce performance.

External Cleaning

- Turn off the unit and disconnect power
- Wipe surfaces with a soft, damp cloth

Do Not:

- Use abrasive cleaners or solvents
- Use excessively wet cloths or allow water to enter the unit

III. Usage and Maintenance

17. Troubleshooting

If the unit is not operating as expected, please review the following before contacting service.

Common Issues & Solutions

Unit Does Not Turn On

- Check that power is connected and the circuit breaker is not tripped
- Verify the ON/OFF button has been pressed
- Confirm timer settings are not preventing operation

Insufficient Cooling or Heating

- Ensure the temperature setting is appropriate
- Clean the air filters if dirty
- Check that air inlets and outlets are not blocked
- Close doors and windows to prevent heat gain/loss

Unit Delays Start-Up

- A delay of up to 3 minutes after restart is normal
- This is a built-in protection feature for the compressor

Water Leakage

- Ensure the drainage pipe is properly installed and unobstructed
- Verify the unit is installed level
- Check for excessive humidity in the room

Unusual Odor

- Odors may result from accumulated dust, moisture, or room contaminants
- Clean the air filters and allow the unit to run in fan mode

Remote Control Not Working

- Replace batteries if depleted
- Ensure batteries are installed with correct polarity
- Confirm there are no obstructions between the remote and the unit

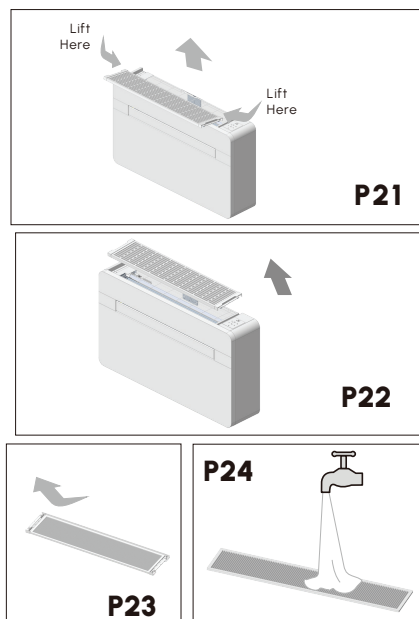
Additional Considerations

- High humidity from the environment (walls, carpets, furnishings) may affect performance
- Improper installation can impact operation and efficiency
- Blocked airflow or restricted grilles will reduce system performance

Safety Notice

If the power supply cord is damaged, it must be replaced by the manufacturer, an authorized service provider, or a qualified technician to avoid hazard.

Illustrated Filter Cleaning Steps



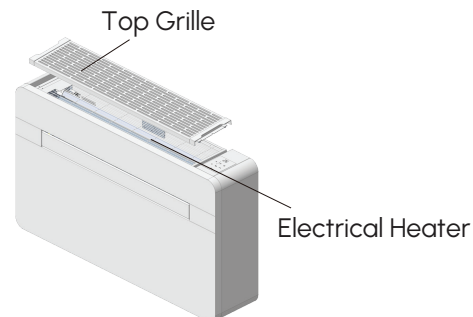
Operating Conditions

For optimal performance, operate the unit within the following conditions:

- **Cooling Mode (Maximum):**
 - Outdoor: 115°F DB / 75°F WB
 - Indoor: 80°F DB / 67°F WB
- **Heating Mode (Minimum):**
 - Outdoor: 17°F DB / 15°F WB
 - Indoor: 70°F DB

Electrical Heater Location

The auxiliary electrical heater (if equipped) is located at the top of the unit and is protected by the top grille.



When to Contact Support

- Unit does not power on after checks
- Repeated breaker trips
- Persistent water leakage
- Error codes displayed

III. Usage and Maintenance

18. Error Codes

Indoor Unit Faults ⚠

- A1 - Indoor control board (EEPROM) fault
- A2 - Indoor fan malfunction
- A3 - Water temperature sensor fault
- A4 - Indoor coil temperature sensor fault
- A5 - Indoor ambient temperature sensor fault

Outdoor Unit & System Faults ⚠

- A8 - Outdoor control board (EEPROM) fault
- C2 - Outdoor coil temperature sensor fault
- C3 - Outdoor ambient temperature sensor fault
- C4 - Outdoor fan malfunction

Refrigeration & Valve Faults ⚠

- E5 - Four-way reversing valve fault
- E6 - Low refrigerant (charge deficiency)

Compressor & Drive Faults ⚠

- b4 - Compressor start failure (phase loss or reverse phase)
- b5 - Compressor synchronization fault
- b6 - IPM (inverter power module) fault
- b8 - Discharge (exhaust) temperature sensor fault

Protection & Safety Shutdowns ⌚

- FL - Drainage system full (water level protection activated)
- d1 - Outdoor unit overcurrent protection
- d2 - Compressor phase current protection
- d3 - Supply voltage protection (over/under voltage)
- d4 - DC bus voltage protection (over/under voltage)
- d5 - IPM over-temperature protection
- d6 - Discharge temperature overheat protection
- d7 - Indoor coil anti-freeze protection (cooling mode)
- d8 / E1 - Outdoor coil overheat protection

Ambient Temperature Protections ⌚

- E2 - Cooling mode: outdoor ambient temperature too low
- E3 - Heating mode: outdoor ambient temperature too high

Inverter / Electrical Drive Faults ⌚

- C5 - DC bus overvoltage protection
- C6 - DC bus undervoltage protection
- C7 - Phase overcurrent fault
- C8 - Abnormal current detection

Important Notes

- Some codes indicate normal protective behavior, not failure (e.g., voltage or temperature protections).
- The unit may resume operation automatically once conditions return to normal.
- If an error persists after power cycling the unit, service may be required.

When to Contact Support

Contact a qualified technician if:

- The same error code repeats frequently
- The unit does not resume operation after reset
- Electrical or compressor-related faults are indicated (b-, C-, or d-series codes)

⚠ Service Required

⌚ Temporary Protection

The design and specifications of this product are subject to change without prior notice as development continues. Consult with the sales agency or manufacturer for details. Refer to the equipment nameplate for all other applicable specifications.



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