Ultra-thin Horizontal Concealed Fan Coil Unit

Installation and user manual

Please read this manual carefully before use.
Actual product color or pattern shall prevail.
Our company reserves the final right of interpretation for this manual.

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Safety Precautions

Dear User,
To ensure personal safety and normal operation of the equipment, please carefully read and strictly observe the following safety warnings before installation, commissioning, use, and maintenance of this product.

⚠ Danger

- Do not perform any installation work such as water pipe connections or wiring connections without reading the installation manual. Improper operation may lead to system leaks, electrical malfunctions, or fires. In case of fire, immediately disconnect the power supply; do not touch electrical parts with your hands, as this may result in electric shock.
- It is strictly forbidden to splash water into the indoor or outdoor unit.The fan coil unit is an electrical product, and water ingress will cause serious electrical malfunctions.
- Do not open the fan coil unit's maintenance cover without disconnecting the main power supply, as this could lead to a serious safety accident.
- It is strictly forbidden to touch or modify the safety devices of the indoor and outdoor units without authorization, otherwise there is a risk of causing serious accidents.
- Use an ELB (Electrical Leakage Breaker) with an operating speed of medium or higher (action time of 0.1 seconds or less). Otherwise, it may cause electric shock or fire.
- Do not short-circuit protective devices (such as pressure switches) during operation. Doing so may result in fire or explosion.
- Do not touch any electrical parts with your hands, as this may cause an electric shock hazard.
- In case of fire, the power supply should be cut off immediately.

⚠ Warning

- Do not use aerosols such as insecticides, paints, hair sprays, or other flammable gases within 1 meter of the fan coil unit.
- If the circuit breaker trips frequently, stop the system and contact your local dealer or customer service.
- Ensure the grounding wire is securely connected. Incorrect grounding of the machine may lead to electrical malfunctions. Do not connect the grounding wire to gas pipes, water pipes, lightning rods, or telephone grounding wires.

- When brazing, ensure there are no flammable materials nearby.
- When piping or wiring passes through knockout holes, it should be protected to prevent cuts and properly sealed to prevent water, insects, rodents, or other small animals from entering the unit and damaging the wiring and electrical components. Damage to unprotected parts may lead to a fire.
- Securely fasten the wiring connections. External force on the terminals may cause them to loosen, leading to a fire.
- Ensure that the fan coil unit is securely fixed during installation; otherwise, it may fall or tip over, causing damage to the fan coil unit or injury to people.
- Please follow the installation instructions and relevant regulations and standards when carrying out electrical work; otherwise, electrical faults or fires may occur due to insufficient capacity or incorrect specifications.
- The prescribed wiring must be used and the correct wiring must be selected; otherwise, it may lead to electrical failure or fire.
- When using the fan coil unit, avoid direct sunlight in the room; do not frequently open and close doors and windows.
- Clean the filter regularly.
- Ensure the outdoor unit is not covered by ice or snow before use.

Notice

- Do not step on the fan coil unit or place any objects on it.
- Do not place any additional materials on or inside the fan coil unit.
- Avoid strong electromagnetic radiation sources (such as medical equipment) within 3 meters of the fan coil unit, outdoor unit, remote control, and cable.
- Drainage pipes should be installed correctly according to this guide to ensure smooth drainage, and insulation measures should be taken to prevent condensation. Improper pipe installation may result in leaks and damage to indoor items.
- Electrical installations should be performed by qualified professionals according to the installation instructions, and dedicated circuits must be used. Insufficient power circuit capacity and improper installation can cause accidents such as fires.

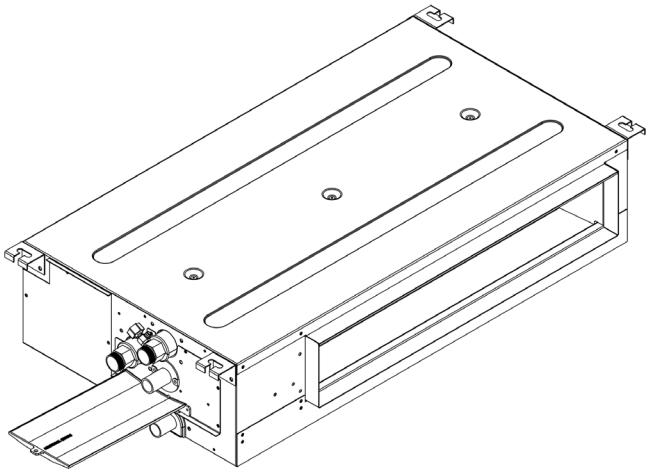
- The power outlet must be equipped with a ground wire to ensure that the fan coil unit is effectively grounded through the power outlet. Failure to ground or incomplete grounding may result in an electric shock hazard. Do not connect the ground wire to gas pipes, water pipes, lightning rods, or telephone wiring.
- A residual current circuit breaker (RCCB) must be installed. Failure to install an RCCB may result in accidents such as electric shock.
- The fan coil unit should be powered on and a leakage test should be performed after installation.
- After installation, conduct a trial run and confirm that everything is normal. Then, explain the usage and maintenance methods to the customer according to the instruction manual and this guide. In addition, provide the instruction manual to the user and ask them to keep it safe.

Equipment Acceptance

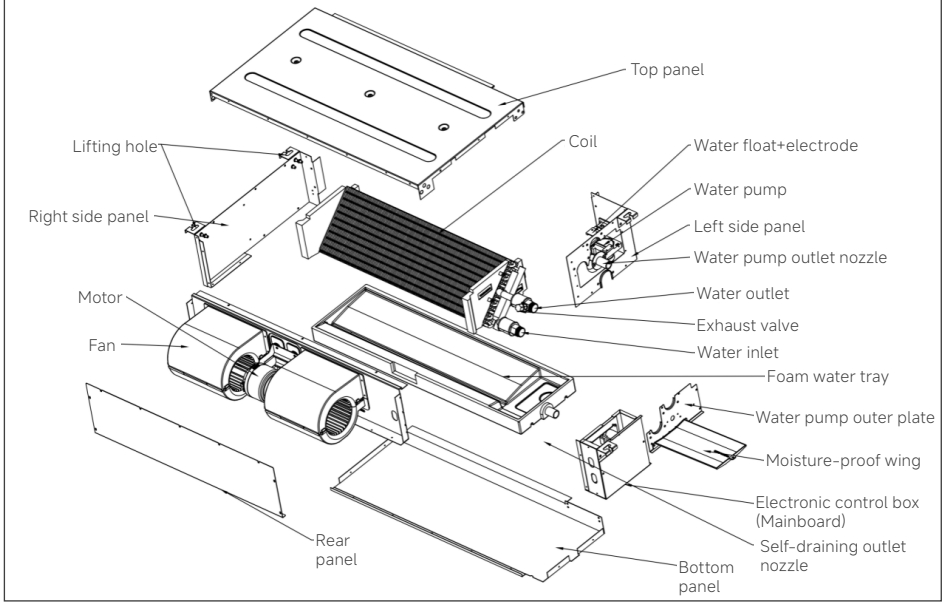
Each fan coil unit is packaged in corrugated cardboard to prevent damage during transportation, loading and unloading, and on-site installation.
To ensure no damage occurred during transportation, please check upon receipt following these steps:

1. Before signing for the package, please check each fan coil unit for any abnormalities, whether the edges and corners of the carton are intact, and whether there are any obvious signs of damage.
2. If the carton shows obvious signs of damage, please open it immediately and check the condition of the fan coil unit itself. If the fan coil unit is indeed damaged, please note the actual situation on the delivery receipt and refuse to accept the goods. Please also check the accessories;
3. Inspect the fan coil unit for hidden damage;
4. If hidden damage is discovered, do not move the fan coil unit at the receiving site. The recipient is obligated to prove that the hidden damage did not occur after delivery. If hidden damage is discovered, stop unloading and take photos for record-keeping.
5. If any damage is found, please notify the carrier and request the carrier and the recipient to conduct a joint inspection;
6. Do not attempt to repair the equipment yourself before the carrier's representative has inspected and confirmed its condition;
7. After confirming that there is indeed damage, contact the relevant personnel to arrange for a replacement.

Product appearance drawing (line drawing)



Product Components



Operating Conditions and Instructions

The fan coil unit is designed for normal air conditioning use only. Do not use it for other purposes such as drying clothes, freezing food, cooling or heating other items. Do not install the unit in the following locations. Failure to comply may result in fire, deformation, or malfunction of the unit.

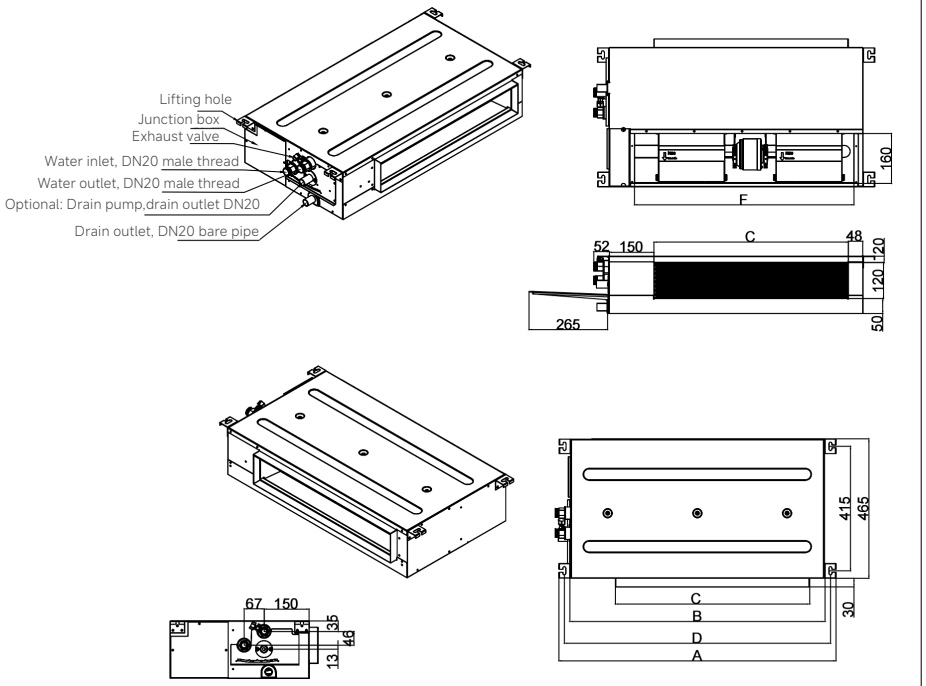
- Locations with oil splashes (including engine oil)
- Locations where flammable gases are present
- Locations containing Sulfide gas or silicone substances (e.g., hot springs
- Coastal areas with high saline-alkali, strong acid, or strong alkali conditions, which may corrode the unit

To ensure efficient operation and long service life of the fan coil unit, please ensure that the operating environment meets the following standards:

- Water supply temperature: When cooling, the cold water temperature should not be lower than 5℃ (7℃ is commonly used); when heating, the hot water temperature should not be higher than 80℃ (60℃ is commonly used).
- Water quality requirements: Clean, softened water must be used to prevent scale buildup inside the coil, which can affect heat exchange efficiency. Furthermore, scale buildup in the heat exchanger increases water resistance, affecting water flow and pump performance, and may even block water passages, causing mechanical damage to the heat exchanger piping.
- Ambient temperature and humidity: It is recommended that the ambient temperature be ≤ 40℃ and the relative humidity be ≤ 90% when operating the fan coil unit.
- Storage environment: The fan coil unit should be placed in a clean, dry, well-ventilated place free from corrosive gases.

Product Introduction

Product Dimensional Drawing and Dimension Table



Data as shown in the figure (mm)

Model	EV-03DTEC	EV-04DTEC	EV-05DTEC	EV-06DTEC
A Total length	926	926	1176	1176
B Machine length	848	848	1098	1098
C Air outlet length	650	650	900	900
D Spacing between lifting holes	890	890	1140	1140
F Lower air inlet length	740	740	990	990
Rear air intake length	same as lower air inlet length			

Product Installation Instructions

Installation Precautions

- **Installation requirements**

Installation and service work must comply with local standards, laws and regulations.

Installation must be performed by professionals in accordance with national standards and this instruction manual; users must not attempt to install it themselves.

Do not perform installation work such as water pipe connection, drain pipe connection, or electrical wiring connection without reading the installation manual.

The installation location should be convenient for maintenance and repair, and ensure unobstructed air supply and return.

It is strictly forbidden to install in environments with oil fumes, acids and alkalis, salt and alkalis, flammable gases, or strong electromagnetic radiation.

- **Pre-installation checks:**

Before installation, check the fan coil unit's appearance for damage, and verify that the product model, electrical parameters (power supply, voltage, frequency), and accessories meet the requirements. Perform a single-unit three-speed test run and a water pressure test (test pressure is 1.5 times the system working pressure) to ensure there are no leaks and that the unit operates normally.

Power must be disconnected before starting the unit to prevent personal injury.

The connection between the fan coil unit and the hangers is secure;

The ductwork is connected and securely installed;

The water pipes are connected, and the valves and water inlet/outlet pipes have strict insulation measures and no leakage.

The drainage pipe is connected with strict insulation measures and no leakage.

There is no foreign object in the condensate pan;

The wiring of the electrical control system is completed, and there are no phenomena such as poor contact, missing connections, or wrong connections;

If other building renovations are still underway, the exterior of the fan coil unit must be protected.

Read the manual and basically familiar with the fan coil unit and can operate it.

- **Hoisting and securing:**

  It is recommended to use an 8mm diameter fully threaded bolt with flat washers, spring washers, and nuts for hoisting. The connection between the hoisting rod and the coil should be secured with double nuts to ensure it can withstand the unit's operating weight and vibration.

- **Application and operation precautions**

  The inlet chilled water temperature of the fan coil unit should not be lower than 5 ℃ , otherwise condensation may occur. The inlet hot water temperature should not be higher than 80℃ (60℃ is commonly used), otherwise corrosion of the copper tubes in the unit's heat exchanger may occur.

  The fan coil unit is for comfort air conditioning only. Do not use it in special occasions or install it in areas with corrosive gases.

  Do not stop the fan coil unit while continuously supplying cold water (except for the fan coil unit equipped with electric valve), as this may cause condensation on the fan coil unit and nearby surfaces. If the fan coil unit has been stopped for more than 8 hours, close the inlet and outlet valves to stop the water supply. If the water supply cannot be stopped, adjust the fan coil unit to a low speed setting.

  When the ambient humidity of the fan coil unit is greater than 80%, the unit should be insulated to prevent water from dripping from it.

  Please install the fan coil unit away from areas where doors are frequently opened and closed, ventilation windows are open, and steam is generated.

- ## Installation

  Please refer to the outline dimension drawing and installation drawing for the installation of the fan coil unit. The fan coil unit has mounting holes on the top and can be suspended from the floor slab using hangers. Please complete the following steps during installation:

  The installation contractor installs the booms or other suspension devices;

  Screw in the upper nut and washer to prevent the fan coil unit from bouncing during operation.

  Insert the boom into the fan coil unit's mounting hole;

  Screw in the lower nut and washer to secure the fan coil unit. Rotate the lower nut to adjust the fan coil unit's level and ensure condensate drains out. Then tighten the upper nut.

- **Start running**

  The operation of the fan coil unit can be controlled by a motor speed switch or a thermostat. A thermostat includes a motor speed selection switch, an ON/OFF switch, and a temperature control element. The temperature control element controls the on/off state of the chilled water valve and is often equipped with a temperature setting dial. The speed switch, marked "Off/High/Medium/Low," controls the motor speed, thereby adjusting the airflow.

  Before starting the fan coil unit, please remove any debris from the condensate pan, the fan casing, and the area around the fan coil unit.

  Before starting the fan coil unit, manually rotate the fan to ensure that it does not rub or collide with the volute. Then, test the power to confirm that the fan rotation direction matches the motor nameplate markings.

  Before initial operation, the inlet and outlet water valves of the unit should be closed, the piping system should be cleaned, and then the inlet and outlet water valves should be reopened.

- **Exhaust air**

  When the system is first filled with water, some residual air may remain in the coil piping system, which will accumulate at the top of the coil. The coil outlet is equipped with a manual air vent valve. An abnormal noise will be emitted when air remains in the coil. Turn the air vent valve knob to release the air. If the knob is too tight, use pliers to turn it counterclockwise until a steady flow of water comes out of the air vent valve, then tighten the knob.

Duct connection

Supply air duct connection: The air supply duct (provided by the installation contractor) conforming to the relevant requirements is connected to the flange at the fan coil unit's air outlet via a flexible connector. Please refer to the dimensions shown in the outline drawing, insert the soft joints into the flange, and secure it with screws.

Return air duct connection: The fan coil unit is fixed to the return air box that meets the relevant requirements (provided by the installation contractor or provided by the unit) with screws. Please refer to the dimensions shown in the outline drawing. The return air box is then connected to the return air duct and return air outlet through the soft joints.

Pipeline connection

- **How to properly connect pipes**

  When connecting the inlet and outlet water pipes, to avoid pipeline vibration caused by the fan coil unit operation, it is recommended to use soft joints and seal them with Teflon tape. When connecting the pipes, the wrench should be close to the fan coil unit's inlet and outlet, and tightened slowly and evenly. The torque should not exceed 70 N·m i.e.,7.1kgf·m. When using tools with long lever arms, special care should be taken to avoid excessive torque that could cause the copper pipes to deform, crack, or leak.

- **Chilled water pipe connection**

  Connect the chilled water pipe to the coil using a 3/4" external thread connector. Soft joints are recommended, and the connection should be sealed with PTFE tape. The fan coil unit's inlet should be at the bottom, and the outlet at the top. Use a double wrench when connecting the pipes to avoid excessive force that could deform, crack, or cause leaks. See the outline drawing for the coil connection dimensions.

  If the fan coil unit is installed in a high temperature and high humidity environment, an electric valve linked to the speed switch or temperature controller must be installed at the fan coil unit's water inlet to prevent condensation.

  Water filters should be installed at the inlet of the chilled water pump and on the inlet pipe of the fan coil unit to prevent clogging.

- **Condensate pipe connection**

  Condensate drain pipes can be made of PVC or steel. They should be flexibly connected, with a hose length not exceeding 300mm. Transparent tubing is recommended, and the hoses should be securely fastened with clamps to prevent leaks. The recommended slope for the drain pipes is at least 1:50.

- **Notice:**

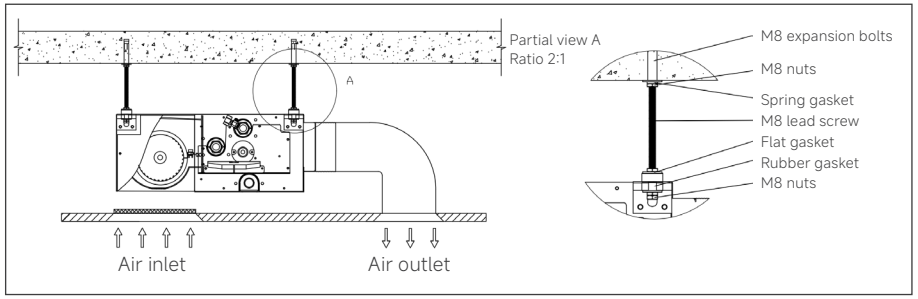
  Chilled water pipes and condensate pipes must be insulated, and special attention should be paid to the treatment of the ends of the insulation material to prevent condensation during refrigeration operation.

Operating and maintenance space

Install the fan coil unit in a location that is easy to operate and maintain, as shown in the figure below.

Choose a suitable location and orientation for installing the the fan coil unit, and measure its location. Carefully consider conduit routing, wiring, and maintenance before selecting a suitable location and orientation.

Drill holes in the ceiling to install the fan coil unit, and install the suspension bolts as shown in the figure below.



- **Notice:**

  The distance between the air outlet of the duct and the air outlet of the fan coil unit depends on the actual length of the installed duct and the static pressure terminals used.

  As shown in the installation diagram of long and short air ducts, when short air ducts are connected, a low static pressure unit of 12Pa should be used, and the distance between the air outlet of the air duct and the air outlet of the unit should not exceed 1m; when long air ducts are connected, a high static pressure unit of 30Pa should be used, and the distance between the air outlet of the air duct and the air outlet of the unit can be within 3m; when long air ducts are connected, a high static pressure unit of 50Pa should be used, and the distance between the air outlet of the air duct and the air outlet of the unit can be within 5m.

- **Wiring Precautions**

  Before performing electrical wiring or periodic inspections, the main power supply to the fan coil unit must be turned off, and it must be confirmed that the power supply is completely disconnected. It is strictly forbidden to connect wires while the power is on.

  Electrical work must be carried out by qualified professionals holding electrician's licenses, and must strictly follow national electrical codes and the requirements of this manual.

  The fan coil unit must use an independent dedicated power supply circuit and must not share a circuit with other high-power equipment to avoid voltage fluctuations affecting operation.

  Protect electrical wires, drain pipes, and other components from damage by rats and other small animals. Without protection, rats may chew through these parts, potentially causing a fire.

  Avoid contact between electrical wires, sheet metal edges, and electrical components inside the machine. Otherwise, the wires may be damaged or even cause a fire.

  The fan coil unit must be connected to a dedicated protective grounding wire. It is strictly forbidden to connect the grounding wire to a gas pipe, water pipe, lightning rod, or telephone grounding wire.

  The system cannot be started until all the checkpoints have been thoroughly checked.

  For detailed information, please refer to the "Electrical Wiring Diagram" affixed to the surface of the electrical box.

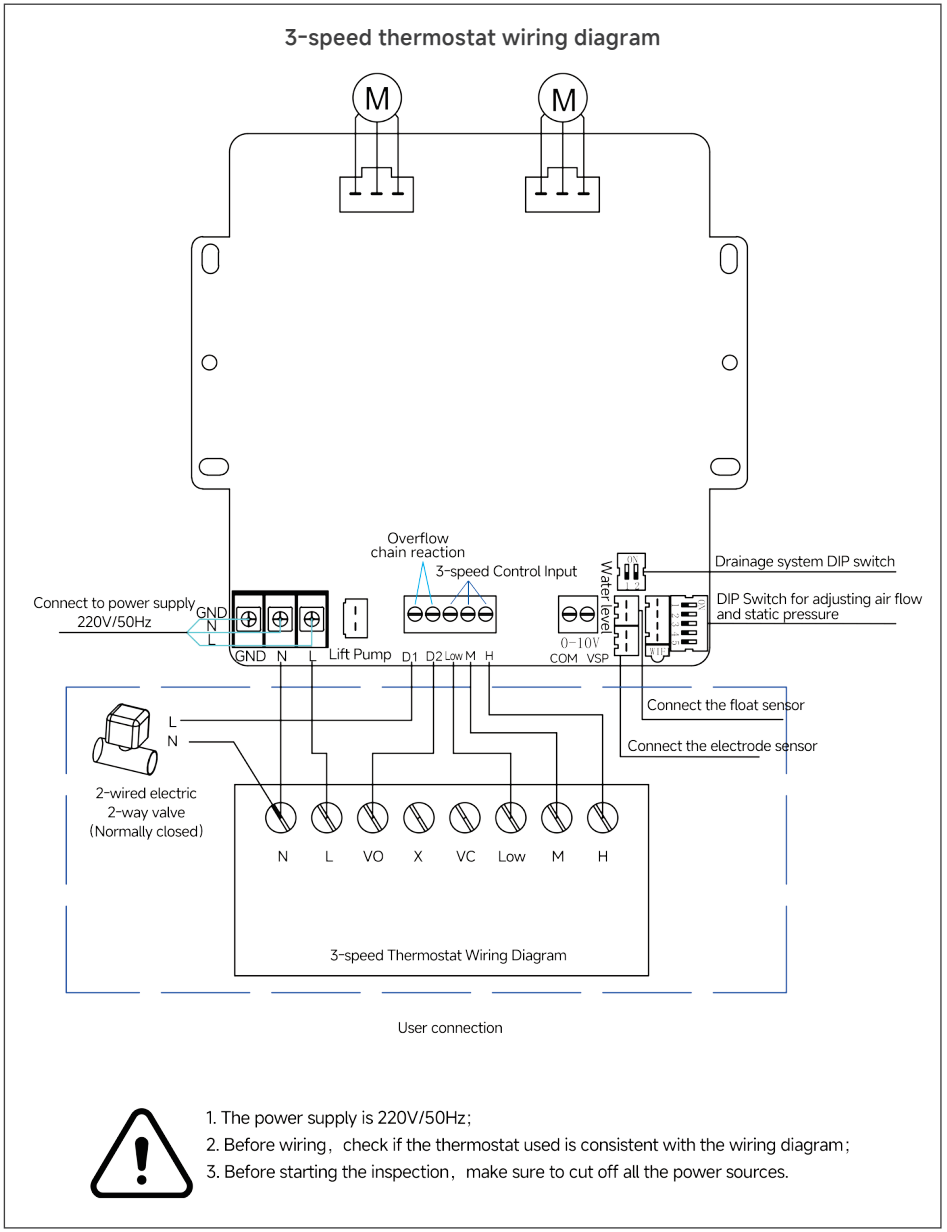
- **Pre-wiring inspection**

  Confirm that the power supply voltage and frequency are consistent with the parameters on the fan coil unit's nameplate e.g.,AC220V/50Hz.

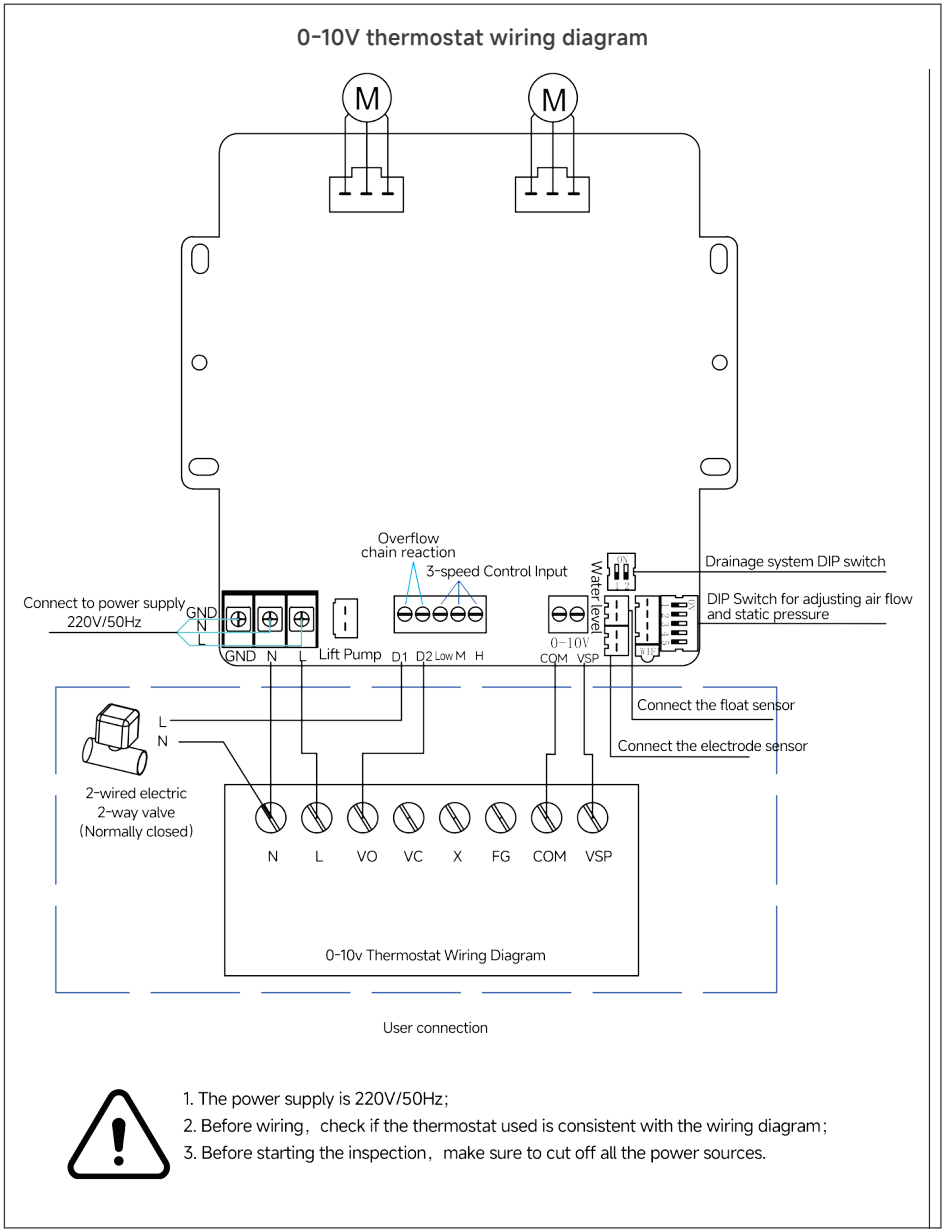
  Check whether the specifications of the power cord, control cord, and grounding wire meet the fan coil unit's current requirements. Insufficient wire diameter can lead to overheating or even fire.

  Check that the wiring terminals inside the electrical control box are intact and not loose, and that the insulation components are not damaged.

Wiring diagram

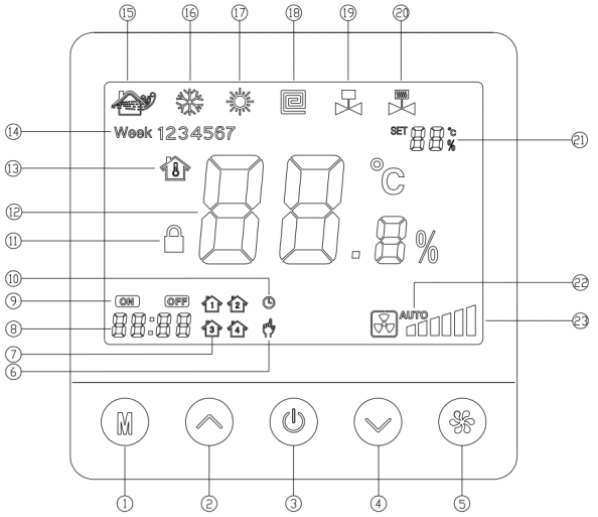


Electrical wiring



1. The power supply is 220V/50Hz;
2. Before wiring, check if the thermostat used is consistent with the wiring diagram;
3. Before starting the inspection, make sure to cut off all the power sources.

Product Operating Instructions



NO.	Description
1	M key (Mode)
2	Up
3	Power
4	Down
5	Fan speed
6	Manual mode icon
7	4 time period display icon
8	Time display zone
9	Timed power on/off icon
10	Timer function icon
11	Lock

NO.	Description
12	Temperature display zone
13	Room temperature icon
14	Week display zone
15	Fan mode icon
16	Cold mode icon
17	Heat mode icon
18	Underfloor heating icon
19	Air conditioner valve icon
20	Underfloor heating valve icon
21	Set temperature display zone
22	Auto fan speed mode icon
23	Fan speed display zone

- **Button instructions:**
- **Power button:** Short press to turn the instrument on/off while powered on; short press to exit current settings during setup.
- **Mode button:** Single air conditioning mode: Short press the M key while the unit is on to cycle through cooling, heating, and ventilation modes.
- **Down button:** Short press to decrease the set temperature while the unit is on.
- **Up button:** Short press to increase the set temperature while the unit is on.
- **Fan speed button:** Short press to adjust the fan speed and enables automatic fan speed control. Long press to activate lock; long press again to deactivate lock.
- **Restore Factory Settings:** Simultaneously press and hold the power button + fan speed button to restore factory settings. A successful reset will display in full screen.
- **WiFi Configuration:** For new devices, after powering on, the WiFi icon will flash rapidly (about 2-3 times per second), allowing for direct configuration. If it flashes slowly (once per second), press and hold the power button and the up button simultaneously while the device is powered on to reset the WiFi status. Each reset requires waiting 20 seconds before configuring.

  Once configuration is successful, the WiFi icon will remain lit.
- **Anti-cold/hot air logic:**

  1. Without connecting to the pipe temperature sensor, the anti-cold/hot air function will not activate.

  2. If the anti-cold/hot air temperature is set to 0, the anti-cold/hot air function will not activate regardless of whether the pipe temperature sensor is connected.

  When the anti-cold air temperature is not set to 0 and the coil temperature sensor is connected, the fan will start when the anti-cold air temperature is greater than or equal to the set temperature, and the heating icon will not flash. The fan will stop when the temperature is 3 degrees below the set temperature (default temperature does not have a decimal point), and the heating icon will flash.

  When the anti-hot air temperature is not set to 0 and the coil temperature sensor is connected, the fan will start when the anti-hot air temperature is less than or equal to the set temperature (default temperature does not have a decimal point), and the cooling

icon will not flash. The fan will stop when the temperature is 3 degrees above the set temperature, and the cooling icon will flash.

After the set temperature is reached and the valve is closed and the fan is turned off, when the fan is restarted and the valve is opened again, the anti-hot and anti-cold air functions will only activate after 5 minutes.

- **Check the coil temperature:** Press and hold the up button while the fan coil unit is powered on
- **For models with a time display:**

  Setting Time: With the device powered on, press and hold the "M" key until the time flashes. Use the up and down keys to adjust the time. Press the "M" key again briefly to switch to minute adjustment, and press it again to switch to day of the week adjustment. Press the "M" key again briefly to exit, or exit automatically without operation, or press the power button briefly to exit the setting. All three exit methods save the settings.

  Setting Timer On/Off: With the device powered on, press and hold the "M" key to enter the time and day of the week setting. After setting the day of the week, press the "M" key again briefly. The display will show "- - :- -" and "ON/OFF" icons, indicating whether the timer function is on or off. "- - :- -" indicates the timer function is off. Press the up and down keys to adjust the time display to enable the timer function. Press the "M" key again briefly to set the timer to turn off in hours, press it again to set the timer to turn off in minutes, press it again to set the timer to turn on in hours, press it again to set the timer to turn on in minutes, and press the "M" key again briefly to exit. Alternatively, press the power button briefly to exit, or exit automatically without operation. All methods save the data.
- **Note:** If the timer function is not enabled, the system will automatically exit when you reach the timer selection screen and will not enter the timer setting screen. You can only set the timer time after selecting "Enable Timer".

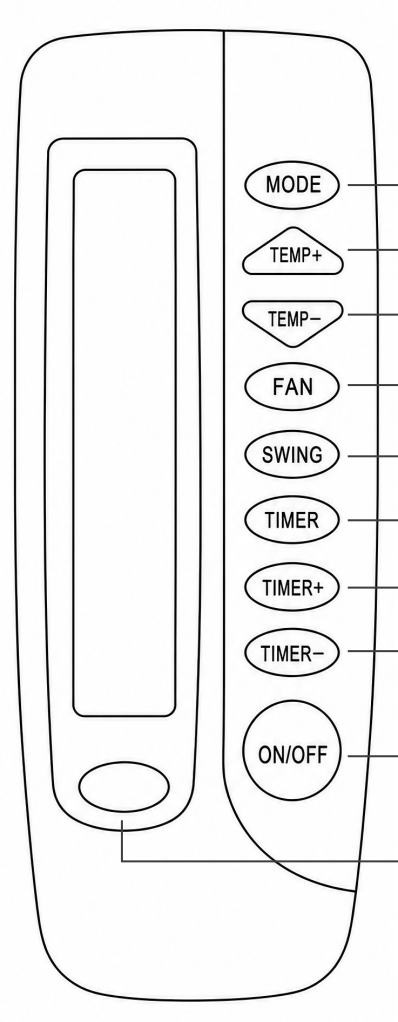
  Parameter Setting Item: Press and hold the "M" key while the device is off to start.

NO.	Function	Data	Function	Default	Note
F1	485 communication address	0-99		1	
F2	Temperature sensor location selection	0-1		0 Built-in 1 External	
F3	Set max temperature	Minimum value -55		35	
F4	Set min temperature	0-max value		15	
F5	Temperature correction	+-9 degree	+for up -for down	0	
F6	Temperature control differential	1.0-5.0		1.0	
F7	anti-cold wind temperature	0-50		30	
F8	Anti-freeze	0-1	0 close 1 open	0	After turning on anti-freeze, when the unit turned off, the Temp. ≤ 4 °C it starts and stops when the Temp. ≥ 7°C
F9	Anti-heat air temperature	0-25		15	

Advanced options: After powering off, press and hold the power button + up button to start.

NO.	Function	Data	Function	Default	Note
P1	Show EE reminder				
P2	Time function selection	0-2	0 No time function 1 Timed on/off 2 Timed period function	1	
P3	Fan off selection	0-2	0 - Fan off when set temperature is reached 1 - Fan on when cooling temperature is reached, fan off when heating temperature is reached 2 - Fan on when set temperature is reached	0	
P4	Powered on, on/off selection	0-2	0. Remembers the power-on/off state before power failure 1. Power on 2. Power off	0	

Remote Controller Operating Instructions



Mode: Cold, Heat

Temperature increase

Temperature decrease

Fan speed: Low, Medium, High

Not available

Enable/Disable timer on/off function

Timer time adjustment

On/Off button

Not available

Common Faults and Solutions

Symptom	Possible Cause	Solution
Abnormal noise or vibration from unit	Motor bearing damaged	Replace motor
	Fan motor fixing screw loose	Tighten screw
	Volute or fan damaged	Replace volute or fan
	Foreign object in air duct or outlet	Remove foreign object
	Air filter is clogged	Clean the filter
Poor air output or reduced airflow	Air inlet or air outlet of the unit is blocked by an obstruction	Remove the obstruction
	Air filter is clogged	Clean the filter
Insufficient cooling/ heating	Unit electric valve not opened	Start unit electric valve
	Circulating pump not running, water not flowing	Start circulating pump
	Heat exchanger fins blocked or bent	Clean and straighten fins
	Unit chilled water set temperature too high / hot water set temperature too low	Adjust set temperature on outdoor unit/chiller/boiler
	Inappropriate mode or temperature setting on the thermostat	Readjust the mode or temperature setting on the thermostat
	Air filter is clogged	Clean the filter
Water leakage	Drain pan outlet blocked	Clear blockage
	Insulation on pipes/fittings insufficient	Insulate properly
	Unit not level	Level the unit
	Unit stopped while chilled water flowing	Turn off unit's electric valve or set unit to low speed
	High ambient humidity	Reduce humidity and prevent high humidity air entering room
	Air vent valve loose	Tighten valve
	Unit piping leaking	Repair or contact the dealer

Regular maintenance and care can effectively extend the unit's service life and ensure air quality.

- **Safety Requirements**

1.Before performing maintenance or care, disconnect the unit's power supply and close the water circuit valves. Do not work on the unit while it is powered or pressurized.

2.Use a neutral detergent for cleaning. Do not use strong acids, strong alkalis, or corrosive solvents to avoid damaging the fins, plastic parts, and electrical components.

3.During cleaning, protect the motor and electrical control box from water ingress. Do not allow water to enter these components to prevent short circuits, electric shock, and equipment damage.

4.After completing maintenance, first check that there are no leaks, debris, or loose parts, then restore power and water supply for a trial run. Only put the unit into normal operation after confirming it is functioning properly.

- **Maintenance and Care Methods**

1.Air Filter Cleaning: It is recommended to clean the return air filter every 2–3 months of use. Excessive dust accumulation will seriously affect airflow and heat exchange performance. Clean the filter with clean water. After cleaning, leave it to dry in a cool, shaded place. Do not expose it to direct sunlight or dry it with an open flame.

2.Coil Fin Cleaning: It is recommended every 1–2 years to evenly spray a neutral coil cleaner onto the fins, allow it to sit to dissolve dirt, then rinse with low-pressure clean water or compressed air in the direction of the fins. Do not use high-pressure water or rinse in the reverse direction, as this may cause fin collapse or damage to the copper tubes.

3.Condensate Drain Pan Cleaning: Periodically check the drain pan for sludge or debris. Keep the drain clear to prevent bacterial growth and water overflow. Rinse with clean water. If necessary, use a diluted disinfectant solution to remove bacteria and odors.

4.Fan Maintenance: It is recommended every 1–2 years to use a soft brush and vacuum cleaner to remove dust and debris from the impeller and the inside of the scroll casing. Check the impeller for deformation. If abnormal noise or reduced airflow occurs, inspect and resolve the cause promptly.

5.Seasonal Maintenance:

Summer shutdown period: It is recommended to keep the coil filled with water to reduce internal corrosion of the pipes.

Winter shutdown period (especially in cold northern regions): All water inside the coil and piping must be completely drained and purged with compressed air, or reliable freeze protection measures must be taken. Do not allow water to freeze inside the unit, as this may crack the copper tubes.

Warranty Instructions

Warranty Service Details

Dear User

1.When requesting warranty service, please present the warranty card and the purchase invoice with all relevant information fully completed. The company provides a 36-month warranty from the date of product purchase. During the warranty period, for quality issues arising under normal use, the company will provide free repair or replacement services. For damage caused by human factors or for service beyond the warranty period, the company will charge a reasonable fee for repair or replacement services.

2.Damage caused by human factors includes, but is not limited to: damage resulting from improper use or operation; abnormal wear and tear, dropping, crushing, deformation, ingress of foreign objects, or exposure to moisture; alteration or tearing of the product's security seals; or any other visible damage caused by human factors.

Other excluded conditions include:
- Damage caused by unauthorized disassembly, modification, improper handling, incorrect operation, or water ingress by the user.
- Damage caused by force majeure, such as earthquake, flood, fire, typhoon, or war.
- Cases where the purchase invoice does not match the product model number, or where the warranty period has expired.

Disclaimer

The following cases are not covered under warranty. In these cases, the company will provide paid repair and maintenance services.

- Products not sold by the company or its authorized distributors.
- Damage caused by poor user power supply, or by improper use, storage, transportation, or maintenance by the user.
- Products beyond the warranty period, or where the warranty certificate model does not match the product being repaired, or the certificate has been altered.
- Damage caused by installation or repair performed by service providers not authorized by the company.
- Damage caused by disassembling or repairing the product without authorization.
- Counterfeit products or non-genuine products.
- Losses caused by force majeure.
- Warranty services not specifically promised by the company.
- For water-related products: when the ambient temperature is below freezing, ensure the unit remains powered on. If the unit will not be used for an extended period, completely drain all water from the water system to prevent freezing and damage to the unit.

The company shall not be held responsible for any damage to the company's equipment or to other customer equipment resulting from failure to comply with the above requirements.