



Operating Instructions

Air Conditioner



Model No. Indoor Unit

CS-XZ9AKUAW
CS-XZ12AKUAW
CS-XZ15AKUAW
CS-XZ18AKUAW
CS-XZ24AKUAW
CS-MXZ5AKUA
CS-MXZ7AKUA

Outdoor Unit Single Split

CU-XZ9AKUAC
CU-XZ12AKUAC
CU-XZ15AKUAC
CU-XZ18AKUAC
CU-XZ24AKUAC

* Outdoor Unit Multi Split

CU-2Z18ABUC
CU-3Z22ABUC
CU-4Z24BBUC
CU-5Z36BBUC

Operating Instructions Air Conditioner

2-14

Before operating the unit, please read these operating instructions together with Safety Instructions (separate booklet) thoroughly and keep them for future reference.

Before installation, the installer must:
Read the Installation Instructions, then request the customer keep them for future reference.

Remove the remote control packed with the indoor unit.

* Kindly consult authorised dealer for connectivity validity.

English

Use as directed in accordance with the enclosed instruction manual. Observe all safety warnings and responsibilities presented in the manual.

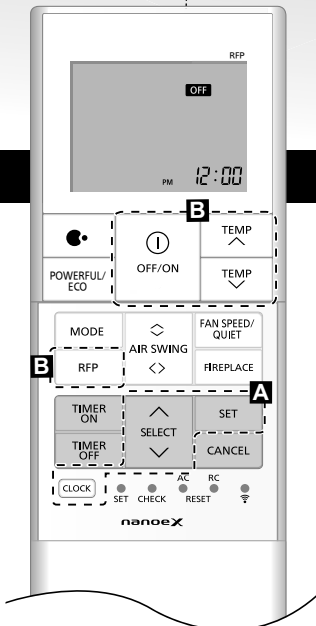


ACXF55-35103

A new built-in Network Adaptor that allows you to control your heatpump from anywhere.

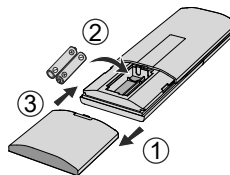
Flexibility to connect Single Split System or Multi Split System Air Conditioner to suit your needs.
For complete product features, please refer to catalogue.

Use the remote control within 8 m from the remote control receiver on the indoor unit.



Quick Guide

Inserting the batteries

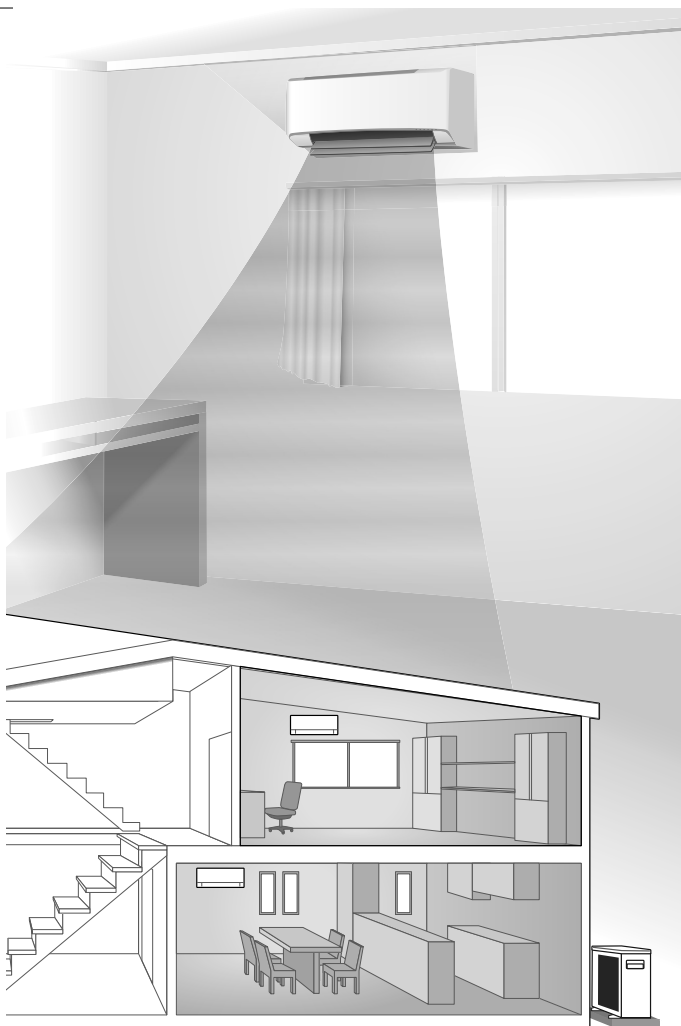


- ① Pull out the back cover of remote control.
- ② Insert AAA or R03 batteries.
- ③ Close the cover.

A Clock setting



- ① Press **CLOCK**, then press **SELECT** to set the time.
 - Press **CLOCK** for approximately 5 seconds to show the time as 12-hour (am/pm) or 24-hour.
- ② Press **SET** to confirm.



Thank you for purchasing
Panasonic Air Conditioner.

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Accessories

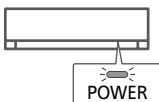
- Remote control
- AAA or R03 batteries × 2
- Remote control holder
- Screws for remote control holder × 2

The illustrations in this manual are for explanation purposes only and may differ from the actual unit. They are subject to change without notice.

English

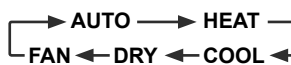
Basic operation

- ① Press  to
start/stop the
operation.

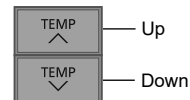


- When the unit is ON,
OFF disappears
from the remote
control display.


- ② Press  to select
the desired mode.



- ③ Press **TEMP UP**, **TEMP DOWN** to select the
desired temperature.

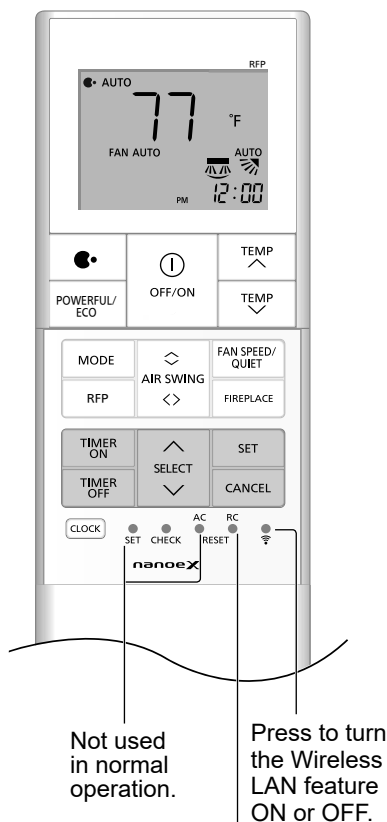
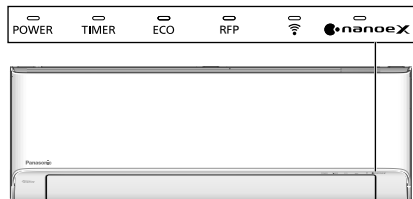


Selection range:
60 °F ~ 86 °F /
16.0 °C ~ 30.0 °C.

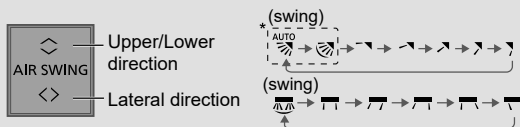
- Press  for approximately
10 seconds to show the
temperature as °F or °C.

How to Use

Indicators



To adjust airflow direction



- Do not adjust the flap by hand.
- * For details operation, refer "To Learn More..."

To adjust FAN SPEED and QUIET condition



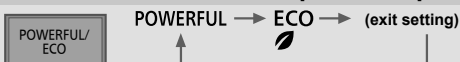
FAN SPEED:

- When FAN AUTO is selected, the fan speed is adjusted automatically according to the operation mode.
- Select the lowest fan speed (■) to have a low noise operation.

QUIET:

- This operation reduces airflow noise.
- Multi** • Quiet mode only activates when Quiet mode button is pressed for all indoor units which are in switched ON condition.

To reach the desired temperature quickly



- This operation continues until it is cancelled by pressing again **POWERFUL/ECO** button or turn OFF the unit to stop this operation.

ECO:

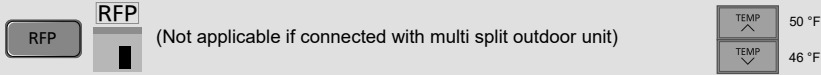
- To reduce power consumption for better energy saving without sacrificing comfort.
- This operation cannot be operate in FAN mode.

To connect to a network



- For Wireless LAN Module operation setup, please refer the User's Manual from Comfort Cloud App.
 1. Sign-in "Panasonic Comfort Cloud" app.
 2. Under **Menu**, select "User's Manual".
- If the Wireless LAN LED blinks continuously and you do not want to use the app, press the Wireless LAN button to turn it off.

To select Room Freeze Protection



- When the RFP is selected, the unit will operate in Heat mode and high fan speed for proper room temperature monitoring. When the sensor detects the room temperature drops below set temperature, the compressor operation begins. And when the temperature reached above set temperature, the compressor stops. This cycle will repeat continuously.
This operation overwrites the operation mode and could be cancelled by pressing **MODE**.

- Multi** • When connected to Multi Split outdoor, the unit will run heating operation with target room temperature set at 60°F.

To enjoy fresher and cleaner environment



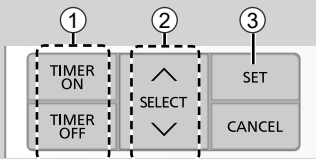
EPA Est. # 93165-MYS-1

- This operation provides cleaner air, moisturises your skin and hair, and deodorises odours in the room.
- nanoe™X automatically starts when the unit is turned on.
- Press to activate this operation, either when the unit is ON or OFF. During nanoe™X individual operation, the fan speed will follow the remote control setting.
- If nanoe™X is activated before the unit is turned off, the nanoe™X operation will resume when the unit is turned on. This includes when TIMER ON is set.
- Press the button again to cancel.

- Multi** • When the unit is turn off, nanoe™X individual operation cannot be performed or will be stopped if other indoor unit is activating HEAT mode.

To set the timer

You can set the timer to turn on and off the unit at 2 different preset time.



① Select TIMER ON or TIMER OFF.

- Each time pressed:

→ ① → ② → (exit setting)

Example:
OFF at 22:00



② Set the time.



③ Confirm the setting.



- To cancel the timer, press **TIMER ON** or **TIMER OFF** to select the respective setting ① or ②, then press **CANCEL**.

- If the timer has been cancelled manually or due to power failure, you can restore the timer again. Press **TIMER ON** or **TIMER OFF** to select the respective setting ① or ②, then press **SET**.

- The nearest timer setting is displayed and will activate in sequence.

- The timer operation follows the clock setting on the remote control and will repeat daily when timer has been set. For clock setting, refer to Quick Guide.

Note



- Can be selected at the same time.



- POWERFUL, FAN SPEED and QUIET cannot be selected at the same time.

How to Use

To equally distribute the hot air from an external heat source

FIREPLACE

HEAT & FAN (Not applicable if connected with multi split outdoor unit)

- This operation function supports equal heat distribution from external heat source throughout in the room by continuously blowing air from indoor unit even when compressor is off condition.
- Press FIREPLACE to activate this operation during Heat mode operation condition only.
- The fan speed is adjusted according to difference between set temperature and room temperature. When the difference between these temperature is bigger, the fan speed will be higher.
- This operation can be change by pressing the **MODE** or **FIREPLACE** buttons to respective mode operation.
- This operation is memorized after unit off and on back.
- Press the button again to cancel.

To Learn More...

Single

Single split system

Multi

Multi split system

Operation mode

AUTO : The POWER indicator blinks at the initial stage.

Single

- The unit will select an operation mode every 10 minutes depending on the setting and room temperature.

Multi

- The unit will select an operation mode every 3 hours depending on the setting, room and outdoor temperature.

HEAT : The POWER indicator blinks at the initial stage. The unit will take some time to warm up.

COOL : Provides efficient comfort cooling to suit your needs.

DRY : Operates at low fan speed for a gentle cooling operation.

When FAN AUTO is selected, DRY mode will operate with humidity control.

FAN : To circulate air in the room.

Multi

- It is possible to operate the indoor units individually or simultaneously. The priority of operation is placed on the first unit that turned on.
- During operation, HEAT and COOL/DRY/FAN modes cannot activate at the same time for different indoor units. The different indoor unit stops and the POWER indicator blinks at standby condition.

Energy saving temperature setting

You may save energy when operating the unit within the recommended temperature range.

HEAT : 68 °F ~ 75 °F / 20.0 °C ~ 24.0 °C.

COOL : 79 °F ~ 82 °F / 26.0 °C ~ 28.0 °C.

Air flow direction

AUTO In COOL/DRY mode:



The horizontal flap swings up/down automatically.

Once the temperature is achieved, the horizontal flap is fixed at upper position.

In HEAT mode:

The horizontal flap fixed at the predetermined position.

The vertical flap swings left/right when the temperature rises.



In COOL/DRY mode:

The horizontal flap swings up/down automatically.

In HEAT mode:

The horizontal flap is fixed to upper position when discharge air temperature is cold.

The horizontal flap swings up-down automatically when discharge air temperature is warm.

Auto restart control

When power is resumed after a power failure, the operation will restart automatically with the last operation mode and airflow direction.

- This control is not applicable when TIMER is set.

Room Freeze Protection Function (RFP)

Room Freeze Protection function (RFP) is used in spaces that are unoccupied during the winter, for the purpose of protecting any equipment or appliances which may be destroyed as a result of freezing temperature.

ROOM FREEZE PROTECTION FUNCTION (RFP) OPERATION

When the RFP is selected, the unit will operate in Heat mode and high fan speed for proper room temperature monitoring. When the sensor detects the room temperature drops below set temperature, the compressor operation begins. And when the temperature reached above set temperature, the compressor stops. This cycle will repeat continuously.

<Disclaimer>

This function may not be performed if the unit is not energized, or under a certain condition that unit is unable to operate such as in protection mode. Please consult with the HVAC installers or professional for details.


The Room Freeze Protection function (RFP) cannot be used unless the unit is energized and set into the RFP mode. In the advent of a power failure this mode will not function. During the RFP mode, POWERFUL OPERATION, QUIET OPERATION and FAN SPEED selection are all disabled. Please consult with you HVAC installer or professional for more details.

To Learn More...

Inside Cleaning

This function is to enhance the inside cleaning of the air conditioner indoor unit.

Depending on the unit's accumulated operation time, the inside cleaning operation may be activated only once a day after the unit is turned off in standby mode. During inside cleaning operation, nanoe™X will turn on and horizontal flap open with low fan speed operation for a maximum of 2.5 hours before the unit is turned off. The inside cleaning operation is completed when the fan stops, and the flap is close. Do not turn off the power supply during this operation. When power is resume after failure, this operation will not resume.

To activate inside cleaning manually, turn off the unit and press  button for more than 3 seconds from remote control.

Single - After unit is switched off from Cool & Heat Mode

Multi - After unit is switched off from Cool Mode only

Operating conditions

Use this air conditioner in the temperature range indicated in the table.

Temperature (°F/°C)		Indoor		Single split outdoor unit *1		Multi split outdoor unit *2	
		DBT	WBT	DBT	WBT	*DBT	*WBT
COOL	Max.	89.6/32	73.4/23	114.8/46	78.8/26	114.8/46	78.8/26
	Min.	60.8/16	51.8/11	0/-17.8	-/-	14.0/-10	-/-
HEAT	Max.	86.0/30	-/-	75.2/24	64.4/18	75.2/24	64.4/18
	Min.	60.8/16	-/-	-15/-26	-/-	-15/-26	-/-

DBT: Dry bulb temperature, WBT: Wet bulb temperature

*1 CU-XZ9AKUAC, CU-XZ12AKUAC, CU-XZ15AKUAC, CU-XZ18AKUAC, CU-XZ24AKUAC

*2 CU-2Z18ABUC, CU-3Z22ABUC, CU-4Z24BBUC, CU-5Z36BBUC

Power Supply

Models Number		Time Delay Circuit Breaker	Rated Volts
CS-XZ9AKUAW / CU-XZ9AKUAC		15 Amps	208/230V
CS-XZ12AKUAW / CU-XZ12AKUAC		20 Amps	
CS-XZ15AKUAW / CU-XZ15AKUAC		20 Amps	
CS-XZ18AKUAW / CU-XZ18AKUAC		20 Amps	
CS-XZ24AKUAW / CU-XZ24AKUAC		30 Amps	
CS-MXZ5AKUA, CS-MXZ7AKUA, CS-XZ9AKUAW, CS-XZ12AKUAW, CS-XZ15AKUAW, CS-XZ18AKUAW	CU-2Z18ABUC CU-3Z22ABUC	30 Amps	
CS-MXZ5AKUA, CS-MXZ7AKUA, CS-XZ9AKUAW, CS-XZ12AKUAW, CS-XZ15AKUAW, CS-XZ18AKUAW, CS-XZ24AKUAW	CU-4Z24BBUC CU-5Z36BBUC	45 Amps	

Cleaning the Air Conditioner

Cleaning has to be carried out at regular intervals to ensure the unit is at optimal performance. A dirty unit may cause malfunction and you may retrieve "H 99" error code. Consult an authorised dealer.

- Switch off the power at the circuit breaker before cleaning.
- Do not touch the aluminium fin as the sharp parts may cause injury.
- Do not use benzine, thinner or scouring powder.
- Use soap (\approx pH 7) or neutral household detergent only.
- Do not use water hotter than 104 °F / 40 °C.

Indoor unit

Do handle the unit surface with care to avoid scratches by sharp or rough items (e.g. fingernails, tools, rings, etc). Wipe the unit gently with a soft damp cloth.

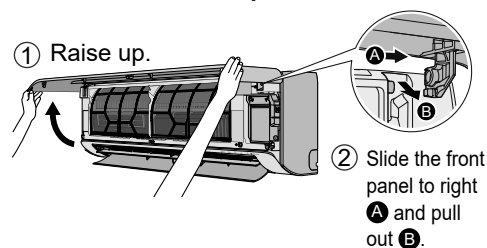
The coils and fans should be cleaned periodically by an authorised dealer.



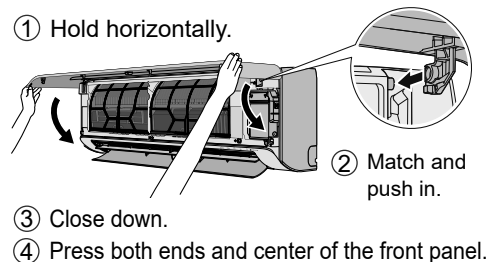
Front panel

Wash gently and dry.

How to remove front panel

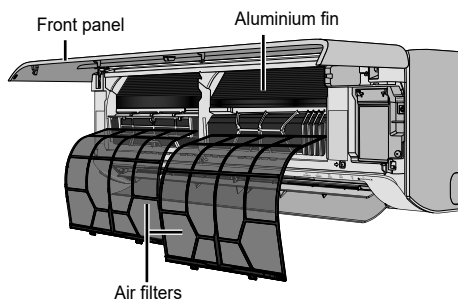


Close it securely



Indoor unit

(Structure of the unit may vary depending on the model)



Outdoor unit

Clean the debris that surround the unit.

Clear any blockage from the drain pipe.



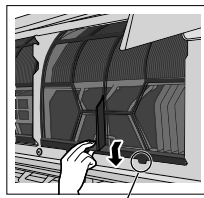
Air filters

Once every 2 weeks



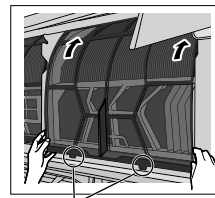
- Wash/rinse the filters gently with water to avoid damaging the surface.
- Dry the filters thoroughly under a shade, away from fire or direct sunlight.
- Replace any damaged filters.

Remove air filter



Remove from the unit

Attach air filter



Insert into the unit

To Learn More... / Cleaning the Air Conditioner

English

Troubleshooting

The following symptoms do not indicate malfunction.

Symptom	Cause
POWER indicator blinks before the unit is switched on.	<ul style="list-style-type: none"> This is the preliminary step to prepare for the TIMER operation after it has been set. When Timer is set ON, the unit may start earlier (up to 35 minutes) before the actual set time to achieve the desired temperature on time.
POWER indicator blinks during HEAT mode with no warm air supply (and flap is closed).	<ul style="list-style-type: none"> The unit is in defrost mode (and AIR SWING has been set to AUTO).
TIMER indicator is always ON.	<ul style="list-style-type: none"> When Timer has been set, the Timer setting repeats daily.
Operation is delayed a few minutes after restarting.	<ul style="list-style-type: none"> The delay is a protection to the unit's compressor.
Cooling/heating capacity is reduced during lowest fan speed setting.	<ul style="list-style-type: none"> The lowest fan speed is to have a low noise operation, so cooling/heating capacity may be reduced depending on the condition. Increase the fan speed to increase the capacity.
In COOL mode, when the room temperature reaches near the set temperature, the compressor stops, then the indoor unit fan speed reduced.	<ul style="list-style-type: none"> To prevent the room humidity rising. The indoor fan will resume running according to the set fan speed when room temperature increase.
Indoor fan stops occasionally during heating operation.	<ul style="list-style-type: none"> To avoid unintended cooling effect.
Indoor fan stops occasionally during automatic fan speed setting.	<ul style="list-style-type: none"> This is to help remove the surrounding odour.
Airflow continues even after operation has stopped.	<ul style="list-style-type: none"> To extract the remaining heat from the indoor unit (maximum 30 seconds).
During deice operation, flap is closed.	<ul style="list-style-type: none"> The AIR SWING is set to AUTO.
The room has a peculiar odour.	<ul style="list-style-type: none"> This may be due to damp smell emitted by the wall, carpet, furniture or clothing.
Cracking sound during operation.	<ul style="list-style-type: none"> Changes in temperature caused the unit to expand and contract.
Water flowing sound during operation.	<ul style="list-style-type: none"> Refrigerant flow inside the unit.
Mist emerges from indoor unit.	<ul style="list-style-type: none"> During cooling operation, the discharged cold air may condense to water vapour.
Outdoor unit emits water or steam.	<ul style="list-style-type: none"> During cooling operation, condensation occurs on cold pipes and the condensed water may drip from the outdoor unit. During heating operation, frost formed on the outdoor unit during deice cycle melts and is discharged as water or steam.
Discoloration of some plastic parts.	<ul style="list-style-type: none"> Discoloration is subjected to the types of materials used in plastic parts. It is accelerated when exposed to heat, sun light, UV light or environmental factors.
Soft buzzing sound from indoor unit during nanoe™X operation.	<ul style="list-style-type: none"> It is normal when the nanoe™X generator is working. If you are concerned about the sound, cancel the nanoe™X operation.
Wireless LAN indicator is ON when the unit is OFF.	<ul style="list-style-type: none"> The unit's wireless LAN connection with the router has been activated.

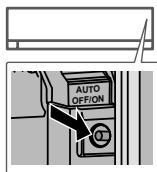
Check the following before calling for servicing.

Symptom	Check
Operation in HEAT/COOL mode is not working efficiently.	<ul style="list-style-type: none"> • Set the temperature correctly. • Close all doors and windows. • Clean or replace the filters. • Clear any obstruction at the air inlet and air outlet vents.
Noisy during operation.	<ul style="list-style-type: none"> • Check if the unit has been installed at an incline. • Close the front panel properly.
Remote control does not work. (Display is dim or transmission signal is weak.)	<ul style="list-style-type: none"> • Insert the batteries correctly. • Replace weak batteries.
The unit does not work.	<ul style="list-style-type: none"> • Check if the circuit breaker is tripped. • Check if timers have been set.
The unit does not receive the signal from the remote control.	<ul style="list-style-type: none"> • Make sure the receiver is not obstructed. • Certain fluorescent lights may interfere with the signal transmitter. Consult an authorised dealer.
The nanoe™X indicator at the indoor unit is not ON when nanoe™X is activated.	<ul style="list-style-type: none"> • Use the remote control to retrieve the error code and consult an authorised dealer.

Troubleshooting

When...


■ The remote control is missing or a malfunction has occurred



(Structure of the unit may vary depending on the model)

1. Raise the front panel.
2. Press the button once to use in AUTO mode.
3. Press and hold the button until you hear 1 beep, then release to use in forced COOL mode.
4. Repeat step 3. Press and hold the button until you hear 2 beeps, then release to use in normal COOL mode.
5. Repeat step 4. Press and hold the button until you hear 3 beeps, then release to use in forced HEAT mode.
6. Press the button again to turn off.

■ The indicators are too bright

- To dim or restore the indicators' brightness on the unit, press  on the remote for 5 seconds.

■ Conducting a seasonal inspection after extended period of non-use

- Check the batteries in the remote control.
- Check that there is no obstruction around the air inlets and outlet vents.
- Use AUTO OFF/ON on the unit to select COOL or HEAT mode. For details, refer "The remote control is missing or a malfunction has occurred" above. After 15 minutes of operation, it is normal to have the following temperature difference between the air inlet and outlet vents:

COOL: $\geq 14.4^{\circ}\text{F} / 8^{\circ}\text{C}$

HEAT: $\geq 25.2^{\circ}\text{F} / 14^{\circ}\text{C}$

■ The units will be not used for an extended period

- Activate HEAT mode for 2~3 hours to remove any moisture left in the internal parts thoroughly. This is to prevent mould growth.
- Turn off the power supply and unplug the unit.
- Remove the batteries from the remote control.

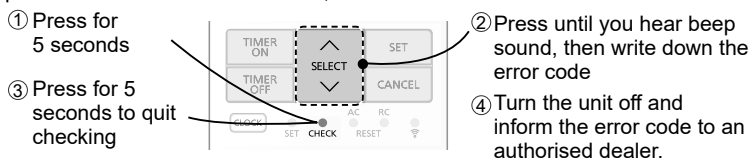
NON SERVICEABLE CRITERIAS

SWITCH OFF POWER AT THE CIRCUIT BREAKER then please consult an authorised dealer when in following conditions:

- Abnormal noise during operation.
- Water/foreign particles have entered the remote control.
- Water leaks from Indoor unit.
- Circuit breaker switches off frequently.
- Power cord becomes unnaturally warm.
- Switches or buttons are not functioning properly.

How to retrieve error codes

If the unit stops and the TIMER indicator blinks, use the remote control to retrieve the error code.




• For certain errors, you may restart the unit for limited operation if there are 4 beeps when operation starts.

Diagnostic display	Abnormality/Protection control
H 00	No memory of failure
H 11	Indoor/outdoor abnormal communication
H 12	Indoor unit capacity unmatched
H 14	Indoor intake air temperature sensor abnormality
H 15	Outdoor compressor temperature sensor abnormality
H 16	Outdoor current transformer (CT) abnormality
H 17	Outdoor suction temperature sensor abnormality
H 19	Indoor fan motor mechanism lock
H 21	Indoor float switch operation abnormality
H 23	Indoor heat exchanger temperature sensor 1 abnormality
H 24	Indoor heat exchanger temperature sensor 2 abnormality
H 25	Indoor ion device abnormality
H 26	Minus ION abnormality
H 27	Outdoor air temperature sensor abnormality
H 28	Outdoor heat exchanger temperature sensor 1 abnormality
H 30	Outdoor discharge pipe temperature sensor abnormality
H 31	Indoor humidity sensor abnormality
H 32	Outdoor heat exchanger temperature sensor 2 abnormality
H 33	Indoor/outdoor misconnection abnormality
H 34	Outdoor heat sink temperature sensor abnormality
H 35	Indoor/outdoor water adverse current abnormality
H 36	Outdoor gas pipe temperature sensor abnormality
H 37	Outdoor liquid pipe temperature sensor abnormality
H 38	Indoor/outdoor mismatch (brand code)
H 39	Abnormal indoor operating unit or standby units

Diagnostic display	Abnormality/Protection control
H 41	Abnormal wiring or piping connection
H 50	Ventilation motor abnormality
H 51	Nozzle lock abnormality
H 52	Left-right limit switch fixing abnormality
H 58	Indoor gas sensor abnormality
H 59	Eco sensor abnormality
H 64	Outdoor high pressure sensor abnormality
H 67	nanoe abnormality
H 70	Light sensor abnormality
H 71	DC cooling fan inside control board abnormality
H 72	Abnormality tank temperature sensor
H 79	Wireless LAN module write error
H 81	Outdoor electronic component self-check abnormality.
H 85	Abnormal communication between indoor & wireless LAN module
H 97	Outdoor fan motor mechanism lock
H 98	Indoor high pressure protection
H 99	Indoor operating unit freeze protection
F 11	4-way valve switching abnormality
F 16	Total running current protection
F 17	Indoor standby units freezing abnormality
F 18	Dry circuit blocked abnormality
F 87	Control box overheat protection
F 90	Power factor correction (PFC) circuit protection
F 91	Refrigeration cycle abnormality
F 93	Outdoor compressor abnormal revolution
F 94	Compressor discharge pressure overshoot protection
F 95	Outdoor cooling high pressure protection
F 96	Power transistor module overheating protection
F 97	Compressor overheating protection
F 98	Total running current protection
F 99	Outdoor direct current (DC) peak detection

* Some error code may not be applicable to your model. Consult an authorised dealer for clarification.

Information

Models Number	CU-XZ9AKUAC / CU-XZ12AKUAC / CU-XZ15AKUAC / CU-XZ18AKUAC / CU-XZ24AKUAC / CU-2Z18ABUC / CU-3Z22ABUC / CU-4Z24BBUC / CU-5Z36BBUC
	The above listed models have been designed and manufactured to meet ENERGY STAR® criteria for energy efficiency when matched with appropriate coil components. However, proper refrigerant charge and proper air flow are critical to achieve rated capacity and efficiency. Installation of this product should follow the manufacturer's refrigerant charging and airflow instructions. Failure to confirm proper charge and airflow may reduce energy efficiency and shorten equipment life.

Federal Communications Commission Interference Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and a human body.

FCC Caution: To assure continued compliance, follow the attached installation instructions. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Industry Canada Notice

CAN ICES-3(B)/NMB-3(B)

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