TECO

together, we empower the Future

Split System Air Conditioner

Platinum 3D Inverter Series

USER'S MANUAL

Heat Pump Models:

TWS-TSO26H3DVKT

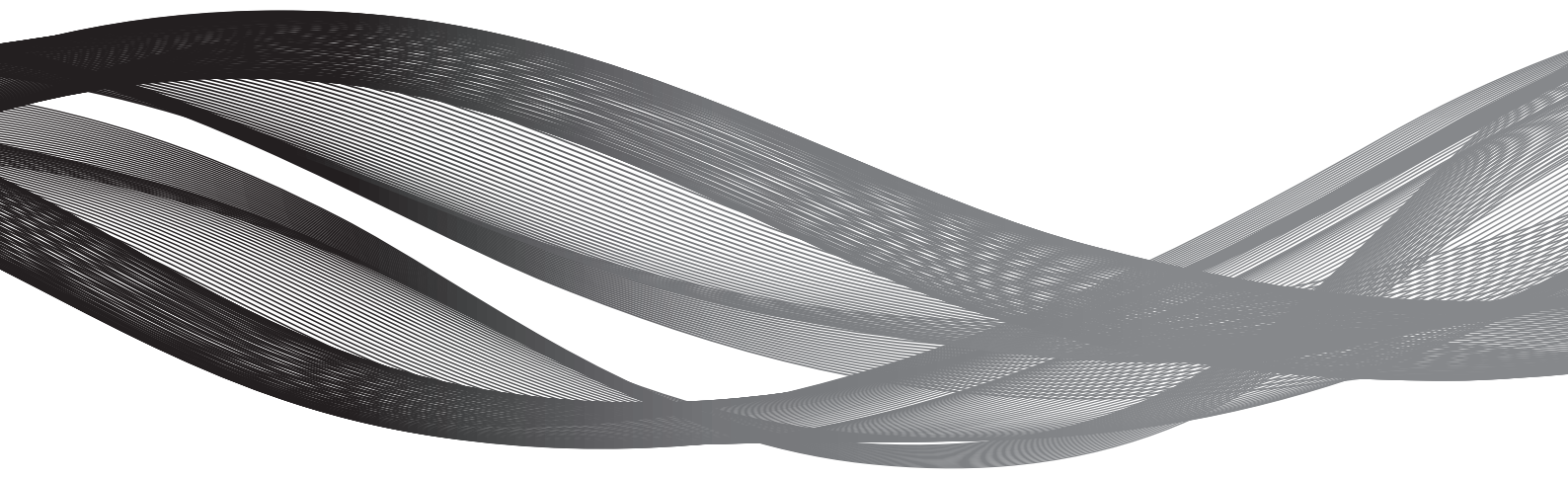
TWS-TSO35H3DVKT

TWS-TSO52H3DVKT

TWS-TSO70H3DVKT

TWS-TSO88H3DVKT

READ AND SAVE THESE INSTRUCTIONS



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1. Before you start

Thank you for selecting a TECO Split System Air Conditioner. To ensure optimal performance and longevity, please read this manual carefully before use and keep it in a safe place for future reference.

1.1 SYMBOLS USED IN THIS MANUAL

The following symbols are used throughout this manual to highlight important information.

Read the user manual carefully before operation.

Further information is available in the User Manual and Service Manual.

Authorised service personnel must read the User Manual and Service Manual carefully before operation.

2. Safety Notice

YOUR SAFETY IS OUR HIGHEST PRIORITY.

Please read this section carefully before operating the appliance.

OPERATIONAL PRECAUTIONS

WARNING! To reduce the risk of fire, electric shock, or personal injuries, the following basic precautions should be followed.

Explanation of the symbols:

WARNING
Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

FLAMMABLE
This symbol indicates an appliance filled with mildly flammable R32 refrigerant.

CAUTION
Indicates a potentially hazardous situation which, if not avoided, may result in minor injury or damage to property.

NOTE
Indicates important information that helps you operate the appliance correctly.

- Do not use flammable sprays such as hair spray, lacquer, or paint near the unit, as this may cause fire or explosion.
- Do not operate the air conditioner near combustible gases. Accumulated gas around the unit may lead to fire or explosion.
- Do not use the air conditioner in wet areas such as bathrooms or laundries. Excess moisture can cause electrical components to short-circuit.
- Do not operate the air conditioner with wet hands, as this may result in electric shock.
- If using the air conditioner alongside gas burners or other heating devices, ensure the room is well-ventilated to prevent oxygen deficiency.

- Do not insert fingers, rods, or other objects into the air inlet or outlet. The fan may be rotating at high speed and may cause injury.
- Avoid prolonged exposure to direct airflow.
- In specialised environments such as kitchens or server rooms, use air conditioning units designed for those applications.
- Ensure that condensate water can drain freely from the unit.
- Do not use the device for any purpose other than its intended function.
- Do not climb on or place objects on top of the outdoor unit.
- If the air conditioner will not be used for an extended period, turn it off and disconnect the power supply.
- Turn off the unit during storms to prevent potential damage.
- The appliance is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.

WARNING:
If an abnormal situation occurs (such as a burning smell), immediately turn off the unit and disconnect the power supply. Contact your dealer for further instructions.

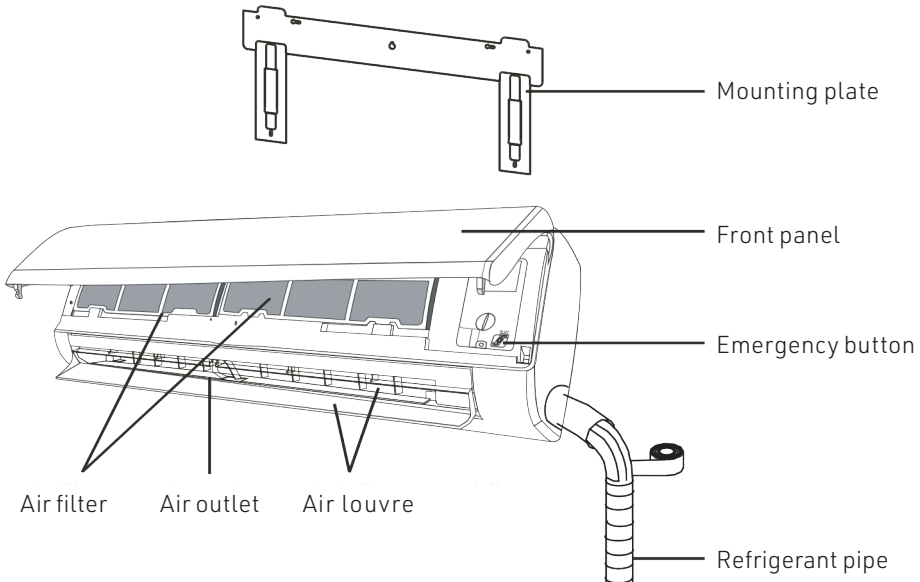
Disposal and Recycling

This symbol indicates that electrical and electronic equipment must not be disposed of with household waste. Please contact your local council for the correct disposal methods.

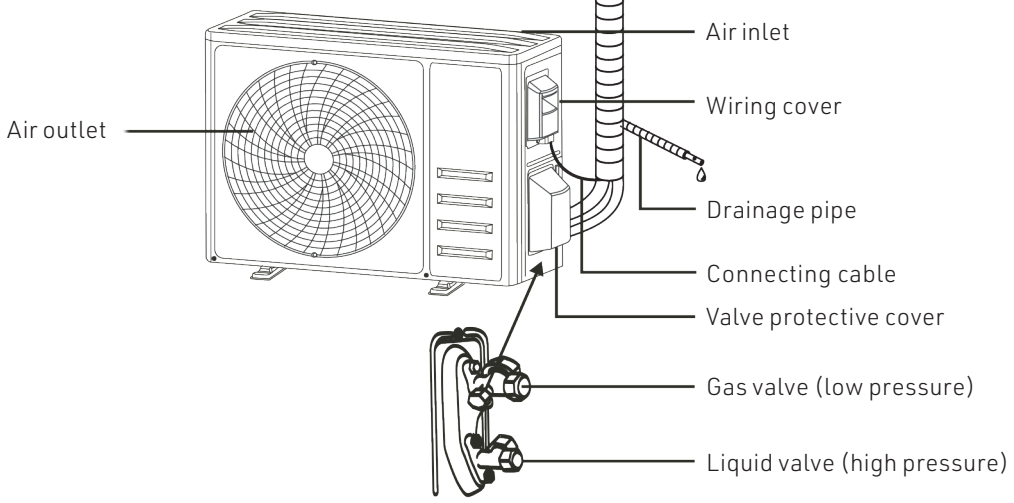
- Young children should be supervised to ensure that they do not play with the appliance and packaging.
- Packaging materials (such as plastic wraps and polystyrene) can be dangerous for children.
- Contact your local council for correct disposal method. Dispose of all packaging in a responsible manner in accordance with local regulations.

3. Product overview

INDOOR UNIT

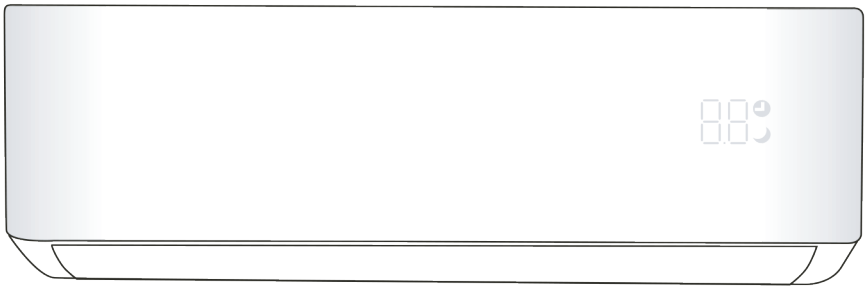


OUTDOOR UNIT



(Shown with protective cover removed)

INDOOR DISPLAY INDICATORS



No.	LED	Function
1		Displays timer, set temperature or error codes.
2		Lights up when the timer function is active.
3		Lights up when Sleep mode is active.

NOTE: Illustrations are for reference only. The actual product may vary slightly.

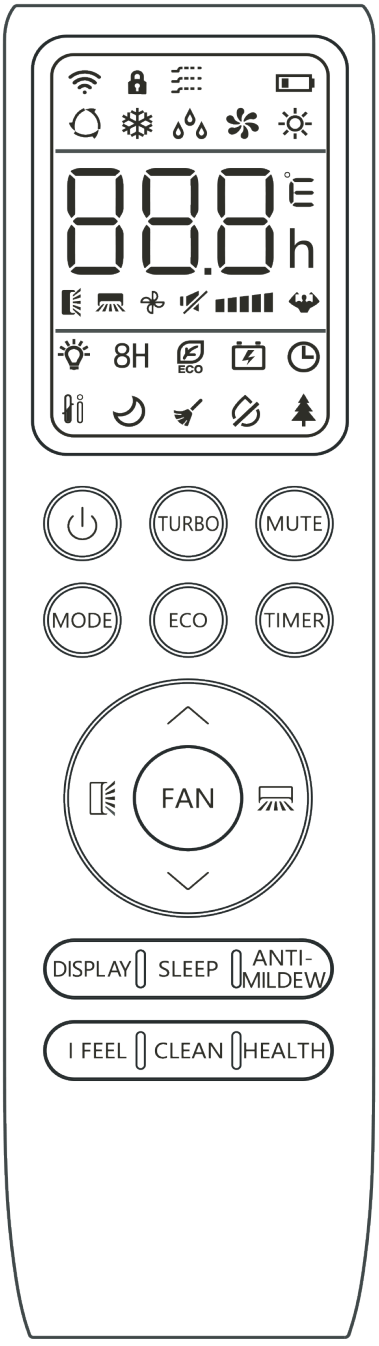
4. Operation

4.1 REMOTE CONTROL & FUNCTIONS

Display and Indicators

No.	Symbols	Meaning
1		Battery indicator
2		Auto mode
3		Cooling mode
4		Dry mode
5		Fan only mode
6		Heating mode
7		ECO mode
8		Timer
9		Temperature indicator
10		Fan speed
11		Mute function
12		TURBO function
13		Vertical auto swing
14		Horizontal auto swing
15		SLEEP function
16		Health function
17		I FEEL function
18		8°C heating function
19		Wi-Fi Signal indicator
20		Gentle wind
21		Child-lock
22		Display ON/OFF
23		GEN function
24		Self-clean function
25		Anti-mildew

Display



NOTE: Illustrations are for reference only. The actual product may vary slightly.

4.2 REMOTE CONTROL BUTTONS AND FUNCTIONS

No.	Button	Function
1		Turn the air conditioner on or off.
2		Increase the set temperature or timer setting.
3		Decrease the set temperature or timer setting.
4	MODE	Select the mode of operation (AUTO, COOL, DRY, FAN, HEAT).
5	ECO	Press to activate or deactivate Eco mode.
6	TURBO	To activate/deactivate the TURBO function.
7	FAN	To select the fan speed of auto/ mute/ low/ low-mid/ mid/ mid-high/ high/ turbo.
8	TIMER	To set the time for timer on/off.
9	SLEEP	Activate or deactivate Sleep mode.
10	DISPLAY	To switch-on/off the LED display.
11		Control vertical louvre swing (up/down)
12		Control horizontal louvre swing (left/right).
13	I FEEL	To switch-on/off the I FEEL function.
14	MUTE	To switch-on/off the MUTE function. Press and hold to activate or deactivate the GEN function (available on selected models only).
15	MODE + TIMER	To activate/deactivate the Child Lock function.
16	CLEAN	To activate/deactivate the SELF-CLEAN function (depending on models).
17	FAN + MUTE OR GENTLE WIND	To activate/deactivate the GENTLE WIND function (depending on models).
18	HEALTH	To activate/deactivate the HEALTH function (depending on models).
19	ANTI-MILDEW	To activate/deactivate the ANTI-MILDEW function.

NOTE:

- The display and some functions of the remote control may vary according to the model.
- The shape and position of buttons and indicators may vary according to the model, but their function is the same.
- The unit confirms receipt of each command with a beep.

4.3 OPERATING MODES AND FAN CONTROL

Cooling Mode

COOL Cooling mode lowers the room temperature and reduces humidity.

To activate the COOL function, press the MODE button until the symbol appears on the display. Use the ∨ or ∧ button to set the temperature to the desired level.

Fan Mode (Not FAN button)

FAN This mode provides air circulation without cooling or heating.

To set the FAN mode, press MODE until appears on the display.

Dry Mode

DRY This function lowers air humidity to make the room more comfortable.

To set the DRY mode, press MODE until appears on the display.

Auto Mode

AUTO Automatic mode.

To select AUTO mode, press MODE until appears on the display. In AUTO mode, the operating mode is automatically adjusted based on the room temperature.

Heating Mode

HEAT The heating function enables the air conditioner to warm the room.

1. To activate the HEAT function, press the MODE until the appears on the display.
2. Use the ∨ or ∧ buttons to set the temperature to the desired level.

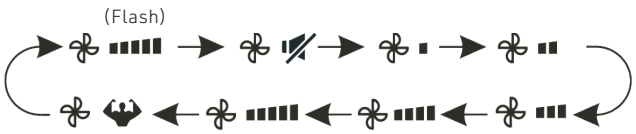
HEATING OPERATION – DEFROST FUNCTION

During heating operation, the unit may automatically enter a defrost cycle to remove frost from the outdoor unit. This procedure usually takes 2-10 minutes.
During defrosting, the indoor unit fan will stop operating. Normal heating will resume automatically once the cycle is complete.

Fan Speed (FAN button)

FAN Select the desired operating fan speed.

Press the FAN button to select the fan speed. Available settings include Auto, Mute, Low, Medium, High and Turbo.



Child-lock function

1. Press and hold the MODE and TIMER buttons simultaneously to activate Child Lock. Repeat the same action to deactivate it.
2. When this function is enabled, individual buttons will not respond.

4.4 TIMER, SWING AND TURBO FUNCTIONS

Timer function - TIMER ON

TIMER To automatically switch on the appliance.

When the unit is switched off, you can set the TIMER ON.
To set the time of automatic switch-on, as below:

1. Press the TIMER button first time to set the switch on and [60h] will appear on the remote display and flashes.

2. Press ∨ or ∧ button to set the desired time.
   Each time you press the button, the time increases/ decreases by half an hour between 0 and 10 hours and by one between 10 and 24 hours.

3. Press the TIMER button again to confirm.

4. Select the required operating mode (Cool/ Heat/ Auto/ Fan/ Dry), by pressing the MODE button. And set the desired fan speed, by pressing FAN button. And press ∨ or ∧ to set the desired operating temperature.

CANCEL it by pressing TIMER button.

Timer function-TIMER OFF

TIMER To automatically switch off the appliance.

When the unit is switched on, you can set the TIMER OFF.

To set the time of automatic switch-off, as below:

1. Confirm the appliance is ON.

2. Press the TIMER button at first time to set the switch off.
   Press ∨ or ∧ to set the needed timer.

3.Press the TIMER button the second time to confirm.

CANCEL it by pressing TIMER button.

Note:
All timer settings must be completed within 5 seconds, otherwise the setting will be cancelled.

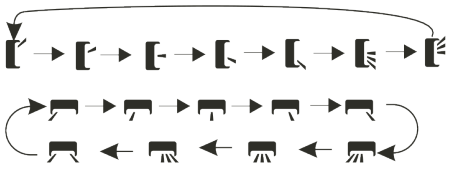
Swing function

1. Press the SWING button to activate the louvre.

   - Press to activate the horizontal flaps to swing from up to down, the will appear on the remote display.
   - Press to activate the vertical deflectors to swing from left to right, the will appear on the remote display.
   - Repeat to stop the swing movement at the current angle.

2. If the vertical deflectors, located beneath the flaps, are positioned manually, they allow the airflow to be directed to the left or right.

3. Press and hold or button for more than 3 seconds to select additional airflow angles.



Do not adjust the louvres manually, as this may damage the mechanism.

Do not insert fingers or objects into the air inlet or outlet.

Turbo function

TURBO

To activate the Turbo function, press the TURBO button and will appear on the display. Press the button again to cancel the function.
In COOL or HEAT mode, selecting the TURBO feature will switch the appliance to quick COOL or quick HEAT.
Turbo mode operates the unit at maximum fan speed for rapid cooling or heating.

4.5 COMFORT AND DISPLAY FUNCTIONS

Mute function

MUTE

1. Press the MUTE button to activate this function, and will appear on the remote display. Repeat to deactivate this function.

2. When the MUTE function is activated, the remote control will display the auto fan speed, and the indoor unit will operate at the lowest fan speed to ensure quiet operation.

3. Mute mode is deactivated when the FAN, TURBO or SLEEP button is pressed. The MUTE function cannot be activated in DRY mode.

Sleep function

SLEEP Presetting the automatic operation program.

1. Press the SLEEP button to activate the SLEEP function, and appears on the display. Repeat to cancel this function.

2. After 10 hours of operation in Sleep mode, the unit will automatically return to the previous settings.

Indoor Display

DISPLAY Use this function to switch the panel's LED display on or off.

Press the DISPLAY button to turn the indoor LED display off. Press it again to turn the display back on.

Eco function

ECO Eco mode automatically adjusts operation to reduce energy consumption.

Press the ECO button, the appears on the display, and the appliance will run in ECO mode. Press the button again to cancel.

Note:
Eco mode is available in Cooling and Heating modes.

I feel function

I FEEL

1. Press the I FEEL button to activate this function. The will appear on the remote display. Repeat to deactivate this function.

2. This function allows the remote control to measure the temperature at its current location and send the information to the air conditioner. This helps maintain a more comfortable temperature around the user. The function will automatically turn off after 2 hours.

4.6 SELF-CLEAN AND ANTI-MILDEW FUNCTIONS

Self-clean function

To activate self-clean function, first turn off the indoor unit. Press the CLEAN button. You will hear a beep, and the [AC] will appear on both the indoor unit's LED display and will appear on the remote control display.

1. This function helps remove accumulated dirt, bacteria, and other impurities from the indoor evaporator.

2. This function runs for approximately 30 minutes, after which the system will return to the previously set mode. You can press the ⏻ to cancel the function at any time during the process. Two beeps will sound when the function is completed or cancelled.

Some noise during this process is normal, as plastic components expand and contract with temperature changes. We recommend using this function under the following ambient conditions to avoid triggering safety protection mechanisms.

Indoor unit:	Temp < 30°C
Outdoor unit:	5°C < Temp < 30°C

NOTE: It is recommended to use this function every 3 months.

Anti-mildew function

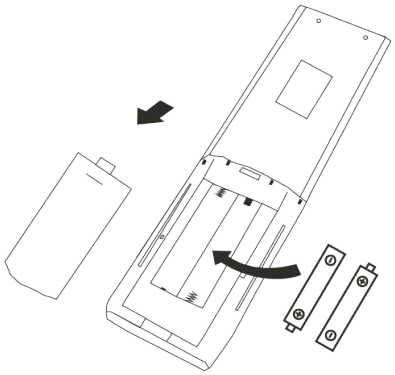
ANTI-MILDEW

1. Press the ANTI-MILDEW button to activate the function; will appear on the display. Press the button again to deactivate it.

2. After operating in Cooling or Dry mode for more than 30 minutes, Anti-Mildew mode can be activated. The unit will continue running the fan for approximately 15 minutes to dry internal components and help prevent mould growth.

NOTE: This function is only available in DRY and COOL modes.

4.7 BATTERY REPLACEMENT AND REMOTE CONTROL USE



Remove the battery cover on the rear of the remote control by sliding it in the direction of the arrow. Install the batteries according to the direction (+ and -) shown on the remote control. Reinstall the battery cover by sliding it into place.

⚠ Insert two LR03 AAA (1.5V) batteries. Do not use rechargeable batteries. When the display becomes difficult to read, replace the old batteries with new ones of the same type. Do not dispose of batteries with household waste. Batteries must be collected separately for proper disposal.

⚠ For certain models, when installing batteries in the remote control for the first time, you can choose between cooling only or heat pump control modes. Immediately after inserting the batteries, turn off the remote control and follow these steps:

1. To set cooling only mode: press and hold the MODE button until the ❄ icon starts flashing.

2. To set heat pump mode: press and hold the MODE button until the ☼ icon starts flashing.

NOTE: If the remote is set to Cooling only mode, the heating function will not be available, even if the unit supports heating. To change the setting, remove the batteries and reinstall them to reset the remote.

1. Press and hold the TURBO button for more than 5 seconds to enter the temperature unit setting mode.

2. Continue holding the TURBO button until the display toggles between °C and °F.

3. Release the button and wait for 5 seconds—the selected unit will be saved automatically.

- Point the remote control toward the air conditioner.
- Ensure there are no obstacles between the remote and the indoor unit's signal receiver.
- Avoid exposing the remote control to direct sunlight.
- Keep the remote at least 1 metre away from televisions or other electronic devices.

4.8 OPERATING INSTRUCTIONS AND EMERGENCY OPERATION

Operating the air conditioner outside the specified temperature range may activate protection mechanisms and prevent normal operation. To ensure proper performance, use the air conditioner within the following temperature limits.

Inverter air conditioner

Temperature / Mode	Heating	Cooling / Dry
Room Temperature	0°C-27°C	17°C-32°C
Outdoor temperature	-15°C-24°C	15°C-50°C

After the unit is restarted or the operating mode is changed, the compressor will resume operation after a 3-minute delay.

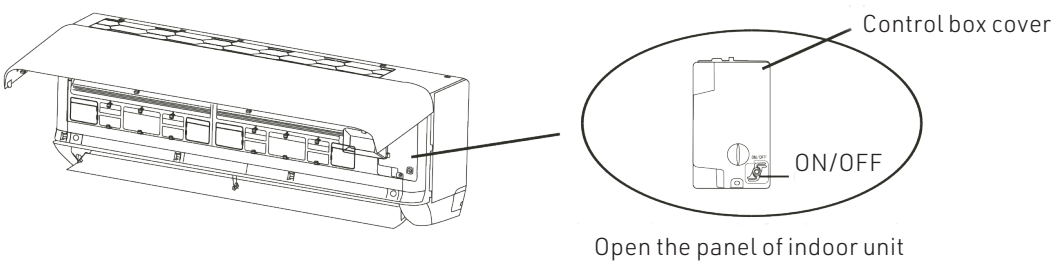
Heating Operation Features

Preheating: When Heating mode is activated, the indoor unit may delay airflow for 2 to 5 minutes to prevent cold air from blowing.

Defrosting: If frost forms on the outdoor unit during heating, the air conditioner will automatically enter defrost mode to maintain optimal performance. During this process, both the indoor and outdoor fans will stop. Heating will resume automatically once defrosting is complete.

Emergency Button: If the remote control is not functioning, open the panel to access the emergency button located on the electronic control box. Always press this button using insulated material.

Current status	Operation	Response	Enter mode
Standby	Press the emergency button once	A short beep sounds once	Cooling mode
Standby (only for heat pump)	Press the emergency button twice within 3 seconds	A short beep sounds once	Heating mode
Running	Press the emergency button once	A beep sounds continuously for a short period	Off mode



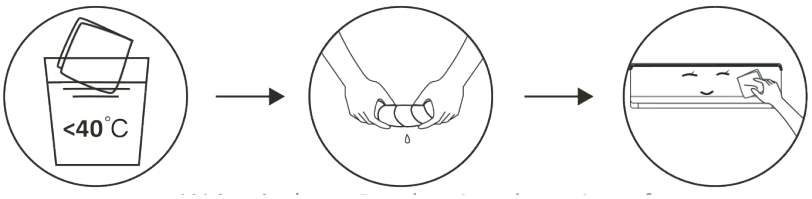
Open the panel of indoor unit

5. Cleaning & Maintenance

Warning

- Before cleaning, always turn off the air conditioner and disconnect it from the power supply for at least 5 minutes.
- Do not clean the unit by spraying it with water.
- Avoid using volatile substances such as thinner or petrol, as they can damage the air conditioner. Instead, use a soft, dry cloth or a cloth dampened with mild detergent.
- Make sure to clean the filter regularly, as dust can reduce its effectiveness. In dusty environments, increase the cleaning frequency as needed.
- When removing the filter, avoid touching the indoor unit's fins to prevent injury or damage.

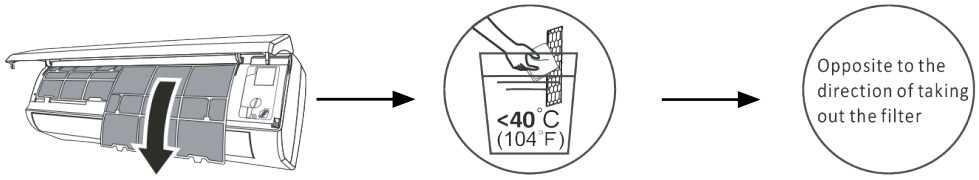
Cleaning the unit



Rinse with clean water below 40 °C | Wring it dry | Gently wipe the surface of the unit

Tip: Regular wiping helps maintain the air conditioner's cleanliness and appearance.

Cleaning the filter



Remove the filter from the unit | Clean the filter with soapy water and let it air dry | Place the filter back into the unit

Tip: If you notice dust buildup on the filter, clean it promptly to maintain the air conditioner's cleanliness, efficiency, and healthy operation.

5. CLEANING & MAINTENANCE

Maintenance during periods of inactivity

When the air conditioner will not be used for an extended period of time:

- Remove the batteries from the remote control.
- Disconnect the plug from the power supply.

Before using the air conditioner after a long period of inactivity:

1. Clean the unit and the air filter.
2. Ensure there are no obstructions at the air inlets and outlets of both the indoor and outdoor units.
3. Check that the drain pipe is clear and not blocked.
4. Reinstall the batteries in the remote control and ensure the power is connected.

6.Troubleshooting

Malfunction	Possible causes
The appliance does not operate	• Power failure or plug disconnected. • Damaged indoor or outdoor unit fan motor. • Faulty compressor thermo-magnetic circuit breaker. • Faulty protective device or blown fuse. • Loose connections or unplugged power cable. • Unit temporarily stops to protect itself. • Voltage is outside the acceptable range (too high or too low). • TIMER-ON function is active. • Damaged electronic control board.
Strange odour	Dirty air filter.
Sound of running water	Normal refrigerant flow within the system.
A fine mist comes from the air outlet	This can occur when the room air becomes very cold, such as during COOLING or DRY modes.
A strange noise can be heard	This noise is caused by the expansion or contraction of the front panel due to temperature changes and is not a sign of a malfunction.
Insufficient airflow (hot or cold)	• Temperature setting is not appropriate for the room conditions. • Air conditioner intakes or outlets are blocked. • Air filter is dirty and restricting airflow. • Fan speed is set to the lowest setting. • Other heat sources are present in the room. • No refrigerant or refrigerant level is too low.
The appliance does not respond to remote control	• The remote control is too far from the indoor unit. • The remote control batteries are depleted and need replacement. • There are obstacles blocking the signal between the remote control and the indoor unit's receiver.
The display is off	• DISPLAY function is deactivated (intentionally turns off the display). • Power failure or no electrical supply to the unit.
Immediately switch off the air conditioner and disconnect the plug If any of the following occur:	• Unusual noises, strong odours, or water spray during operation. • Overheating of cables, plugs, or electrical components. • Faulty fuses, switches, or the electronic control board. • Foreign objects or liquids entering the appliance.

7. Repairs, Service & Warranty

WARNING

All installation, removal, alteration, repair, servicing, or testing of this appliance must be carried out by an authorised service personnel only. Unauthorised attempts may result in injury or damage to the appliance.

SERVICE AND WARRANTY SUPPORT

For assistance with your product, contact TECO Australia Service Centre:

TECO Australia Service on **1300 660 037** (9am to 4pm AEST Mon to Fri)

For warranty details please visit: **appliances.teco.com.au**

Service Email: **had.service@teco.com.au**

Spare parts: **had.parts@teco.com.au**

Complete and retain the following information:

Name of retailer :	
Date of purchase :	
Model No. :	
Serial No. :	
MFG code	

Please retain purchase proof for warranty claims

Split System Air Conditioner
Platinum 3D Inverter Series

USER'S MANUAL

Heat Pump Models:

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