



Window Wall Air Conditioner

USER'S MANUAL

R32 Refrigerant Models

TWW16CFDG

TWW22CFWDG

TWW27CFWDG

TWW40CFWDG

TWW53CFWDG

TWW60CFWDG

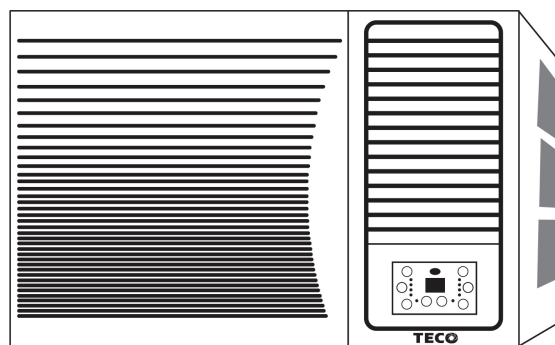
TWW22HFWDG

TWW27HFWDG

TWW40HFWDG

TWW53HFWDG

TWW61HFWEG



READ AND SAVE THESE INSTRUCTIONS



Thank you for selecting a TECO window wall 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.

FOREWORD

Congratulations on purchasing a TECO window wall air conditioner. To assist you in protecting your investment and maintaining the appliance's satisfactory operation, three simple steps are provided for you to follow:

1. Ensure that your air conditioner is installed according to the specifications detailed in this booklet.
2. Familiarise yourself with the correct operation of the air conditioner's controls and switches.
3. Service your air conditioner at regular intervals.

Thank you for taking the time to read this manual, and we trust you will enjoy the comfort provided by your TECO window wall air conditioner.

The information contained in this material is provided by TECO Australia Pty Ltd in good faith. The information supplied is, to our knowledge, correct; however, it is subject to change without notice. Therefore, before relying on the material in any important matter, users should carefully evaluate its accuracy, completeness, and relevance for their purpose.

It is not intended as a substitute for consulting the relevant legislation or for obtaining appropriate professional advice relevant to your particular circumstances.

TECO Australia Pty Ltd cannot accept responsibility or liability for any loss, damage, cost, or expense you might incur as a result of the use of, or reliance on, information provided. It is not intended to be, and should not be relied upon as, the ultimate and/or complete source of information.

Contents

1. Safety notices	4
2. Functions	8
3. Operating Conditions	9
4. Installation	10
5. Part Identification	16
6. Control Panel	18
7. Remote Control	20
8. Operation Tips	26
9. General Operation	27
10. Care & Maintenance	29
11. Troubleshooting	32
12. Repairs, Service & Warranty	33

1. Safety notices

1.1 EXPLANATION OF SYMBOLS



WARNING

WARNING ICON

This symbol indicates information concerning your personal safety.



CAUTION

CAUTION ICON

This symbol indicates information on how to avoid damaging the appliance.



R32

FLAMMABLE ICON

This symbol indicates appliance filled with flammable R32 refrigerant.



Read the user's manual carefully before using.



Read the user's manual carefully before installation.



Read the user's manual carefully before servicing.

1. SAFETY NOTICES

1.2 THE REFRIGERANT

- The refrigerant used in this appliance is the mildly flammable R32 (difluoromethane). It is contained within the sealed system and does not pose a risk during normal operation or when installed and maintained according to instructions.
- Compared to other commonly used refrigerants, R32 offers lower global warming potential and zero ozone depletion, while delivering high energy efficiency. Therefore, the units require less refrigerant than those using previous refrigerant types.
- In the event of a leak or damage to the refrigerant pipes, immediately remove any open flames or potential sparks from the area. Unplug the unit directly from the power point. Do not use control panel or the switch on the power point to turn it off. Open windows and doors to thoroughly ventilate the room before using any other electrical items. Contact the TECO Customer Service Centre for further advice.



WARNING



R32

1. SAFETY NOTICES

1.3 SAFETY PRECAUTIONS

This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or a lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.



- **Do not start or stop the appliance by inserting or removing the power plug.**
This may result in fire or electric shock.
- **Do not use any extension cords, power boards, or adapters to connect this appliance.**
These can overheat and pose a fire or shock risk.
- **Do not damage or modify the power cord or plug. Do not tamper with, tie, or twist the power cord. Do not place heavy items on the power cord or expose it to heat.**
Doing so may result in fire and/or electric shock.
- **If the supply cord is damaged, it must be replaced with a special cord or assembly available from the manufacturer or a TECO Service Centre.**
- **Do not insert fingers or any objects into the air outlet or inlet.**
- **Do not touch the swing louvres.**
The internal fan rotates at high speed, and such actions may result in injury or malfunction.
- **Do not attempt to repair, dismantle, or modify the appliance.**
This may result in fire and/or electric shock. Refer servicing to your dealer or a TECO Service Centre.
- **Do not place the appliance near heat-generating devices** (such as stoves, fan heaters, etc.).
The plastic parts may melt, or causing a fire.
- **Ensure the power plug is clean, free of dust before inserting it firmly into the power point.**
If the plug is not fully inserted into the socket, dust may accumulate on the connectors, which may cause fire and/or electric shock.
- **If a malfunction occurs (such as a burning smell), switch off the appliance and unplug it from the power point.**
Continuing to operate a malfunctioning appliance may result in fire, electric shock, or further damage. Contact your dealer or a TECO Service Centre for assistance.
- **Do not cover the air inlet or air outlet with clothes, curtains, or similar items.**
This may cause poor ventilation, overheating, and fire.

1. SAFETY NOTICES

- **Do not place flower vases or any other objects filled with water on the unit.**
Water may leak into the appliance, adversely affecting the electrical insulation and causing electric shock and/or fire due to short-circuiting.
- **Do not use the appliance for special purposes,** such as the preservation of food, artworks, etc. This may negatively affect the quality of the stored items.
- **If there is a possibility that the temperature around the drainage hose (field supplied) could drop to the freezing point.** Water inside the hose may freeze and prevent proper drainage. The resulting water leakage may damage surrounding objects.
- **Do not block the drainage outlet or the continuous drainage hose (field supplied).**
- **If using the appliance or fixed drainage for an extended period, ensure the internal and external drains are clear.**
When using the appliance after a long period of inactivity, or when draining water continuously without supervision, check the unit periodically for foreign objects or blockages that could cause overheating or water leakage.
- **Do not use the appliance in areas where oil or flammable gas leakage may occur.** Such leakage around the appliance could result in combustion and fire.
- **Do not wash the appliance with water.** This may cause an electric shock.
- **Do not use the appliance where it may come into contact with water.**
Exposure to water may result in fire or electric shock caused by electrical leakage.
- **All electrical work must be carried out by a suitably qualified and competent person, in strict accordance with current national and local safety regulations.**
For additional safety, it is advisable to install a suitable Residual Current Device (RCD). Contact a qualified electrician for advice.
- **Ensure power is not supplied to the appliance until installation is complete.**
- **The appliance is supplied with a mains cable and moulded plug, ready for connection to a single-phase power supply within a voltage range of 220–240V / 50Hz.**
- **Please ensure the electrical connection data plate information matches the household mains supply.**
- **Connect the unit via a switched socket that remains accessible after installation.**

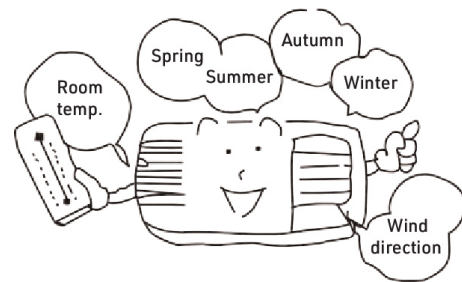


WARNING

2. Functions

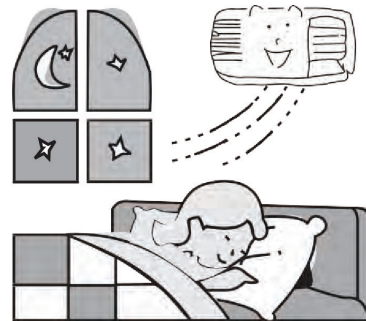
2.1 INTRODUCTION

TECO's window wall air conditioners are engineered to maintain a comfortable indoor temperature. Each unit is equipped with intuitive features and controls for easy operation and consistent comfort. Simple and intuitive controls allow you to achieve optimum comfort with ease.



2.2 COOL IN SUMMER

During hot weather, the air conditioner circulates and cools the indoor air to maintain a pleasant room temperature.



2.3 DRY DURING WET OR HUMID CONDITIONS (DEHUMIDIFYING)

In wet or humid conditions, the air conditioner can dehumidify the air by drawing moisture out, leaving the room dry and fresh without affecting the temperature.



2.4 WARM IN WINTER (HEAT PUMP UNITS ONLY)

In winter, reverse-cycle models draw in cool room air, heat it, and recirculate it to warm the space. Additional heating may be needed in colder climates or poorly insulated rooms.



2.5 EXHAUST AIR VENT

Opening the exhaust vent allows indoor air to be expelled, helping to bring in fresh outdoor air.



3. Operating Conditions

3.1 COOL & HEAT MODE OPERATION

Please operate the air conditioner under the following conditions:

The outdoor air temperature should be between 18°C and 43°C for cooling, and 1°C and 24°C for heating. Operation outside these temperature ranges may affect the performance of the air conditioner.

Room humidity should be below 90% to prevent condensation from forming on the unit's front panel.

3.2 DRY MODE OPERATION

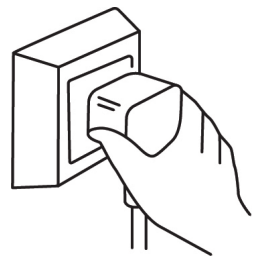
Please operate the air conditioner under the following conditions:

The outdoor air temperature should be in the range of 18°C to 43°C. Operation outside this temperature range may affect the performance of the air conditioner.

3.3 POWER REQUIREMENTS



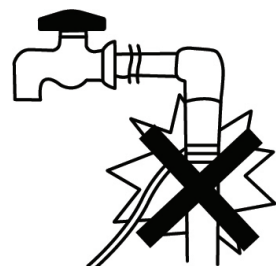
Rated voltage and voltage range: 220-240V.
High voltage may damage internal components.
If the voltage is too low, the compressor may vibrate excessively, potentially damaging the refrigerant system and causing the compressor and electrical components to malfunction.



All earth leads must be connected.
An approved power outlet must be used, and it must comply with the applicable wiring regulations.
All electrical wiring and connections must conform to current Australian Standards and Wiring Rules.



Earth Wire: To ensure reliable earthing, do not connect the earth wire to water pipes.



4. Installation

4.1 INSTALLATION NOTE

TECO Australia Pty Ltd will not warrant any unit installed in a way that does not comply with the Building Code of Australia or applicable local regulations. The customer or contractor is responsible for ensuring compliance with all relevant building codes and standards.



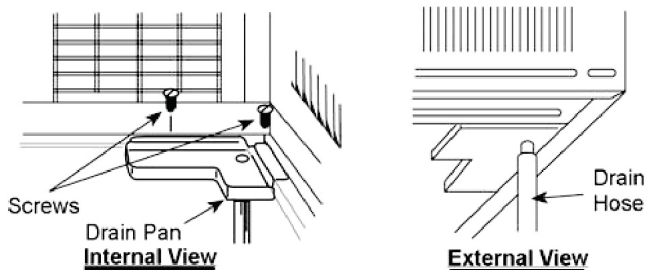
4.2 IMPORTANT NOTICE

Due to differences in wall and window construction, TECO Australia Pty Ltd recommends that window wall air conditioners be installed in compliance with the Building Code of Australia, local government requirements, or body corporate regulations. Please consult your local builder or air conditioning contractor.

All hardware required to install the air conditioner is field-supplied.

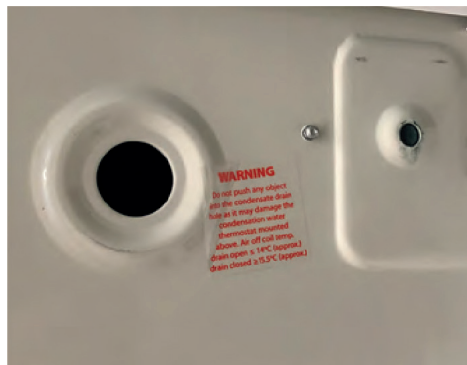
4.3 DRAINAGE

To achieve maximum cooling efficiency, the air conditioner is designed to splash condensate water onto the condenser coil during operation. If water is drained away from the base, cooling efficiency may be slightly reduced.



Drain Plug

Drain Holes



(For illustration purposes only)

4. INSTALLATION

The cooling and heating model has two drain holes:

- Thermostatically controlled drain mechanism: The drain will open at approximately $<14^{\circ}\text{C}$ to allow water to drain from the base and will close at approximately $>15^{\circ}\text{C}$.
- Drain hole with rubber plug fitted.

The cooling-only model has only one drain hole with a rubber plug fitted.

Please remove the rubber plug from the drain hole if:

- The noise of splashing water is bothersome.
- Water droplets splashing through the condenser coil drop to the ground and create a trip hazard.
- During winter, to release the defrosted water quickly from the base.

To install a drain line, follow these steps:

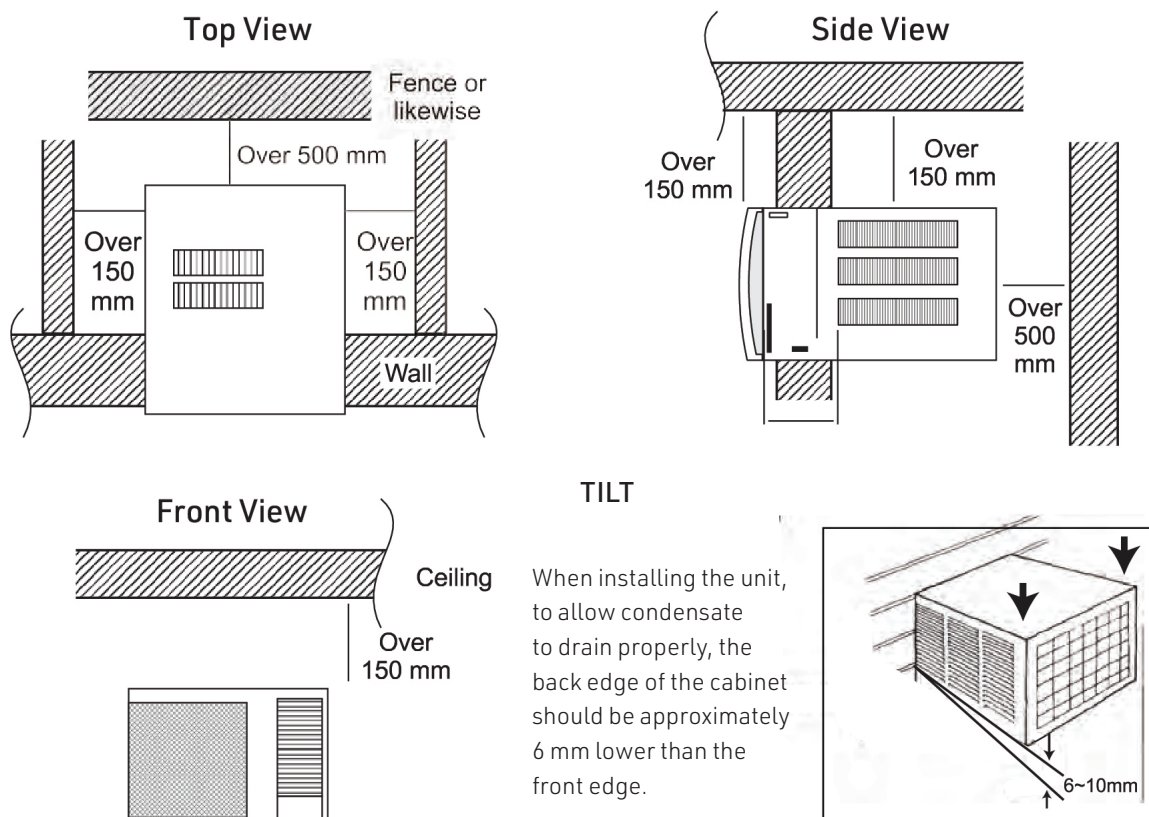
1. Slide out the chassis from the cabinet.
2. Remove the rubber plug from the body base plate.
3. Install the drain pan at the corner of the cabinet using 2 screws.
4. Slide the chassis back into its original position in the cabinet.
5. Connect the drain hose (field supplied) to the outlet on the bottom of the drain pan.

WARNING: Do not insert any object into the condensate drain hole, as this may damage the condensation water thermostat mounted above.

4. INSTALLATION

4.4 EXTERNAL CLEARANCES

A clear area around the exterior of the cabinet is necessary to allow adequate fresh airflow through the unit. The minimum clearances required are shown below.

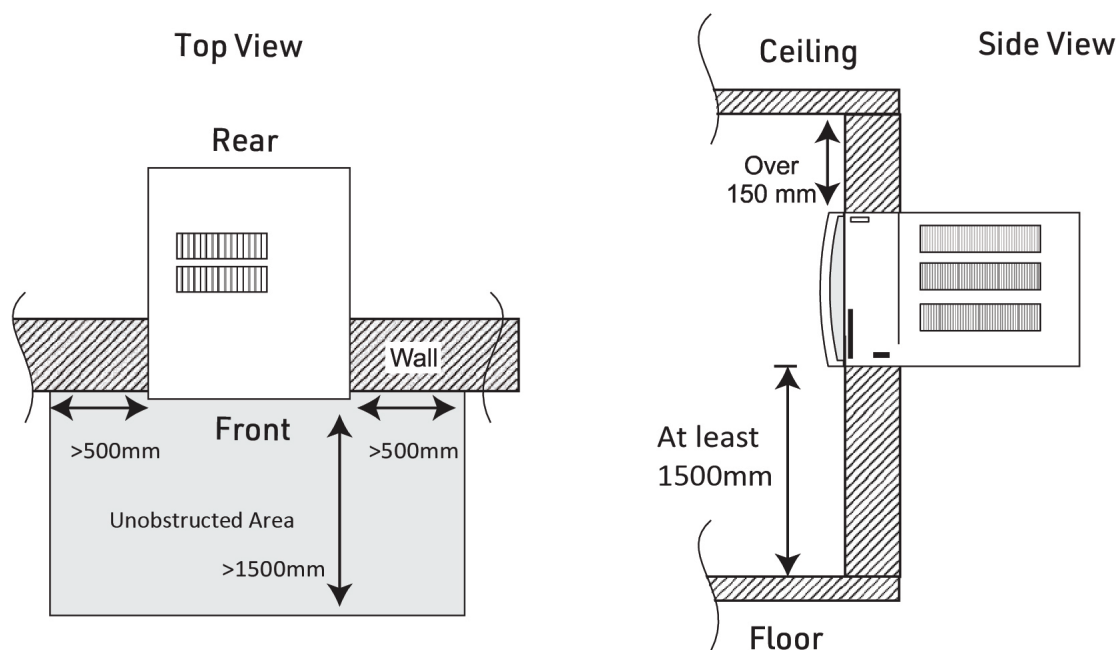


For safety and earthing purposes, all screws and washers removed during installation, maintenance, or repairs must be refitted.

4. INSTALLATION

4.5 INTERNAL CLEARANCES

A clear area around the interior of the cabinet is necessary to allow adequate airflow through the unit. The minimum clearances required are shown below.

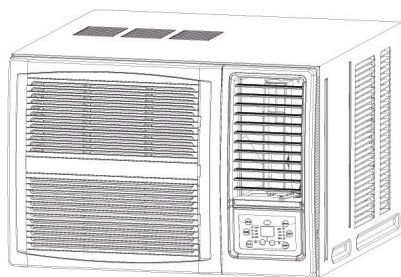


4. INSTALLATION

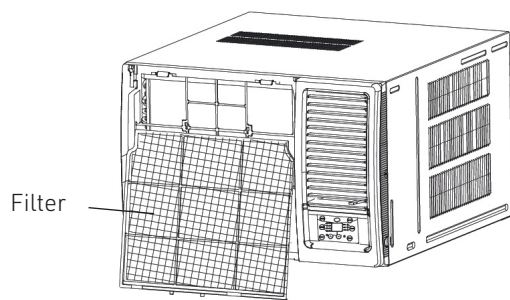
4.6 REMOVAL PROCEDURE

1. Remove Front Panel Assembly

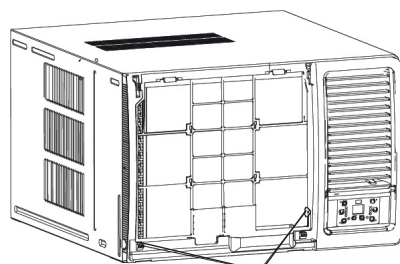
- a. Remove the air-inlet grille.
- b. Remove the filter.
- c. Remove the screws from either side and the middle of the front panel.
- d. Push the sides and top of the metal casing to release the clips, then remove the front panel.



Air-inlet panel



Filter

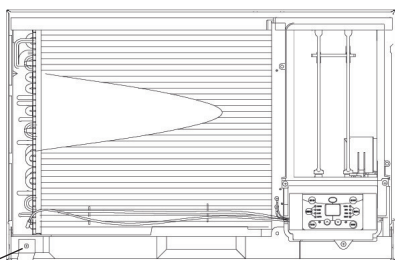


Screw

4. INSTALLATION

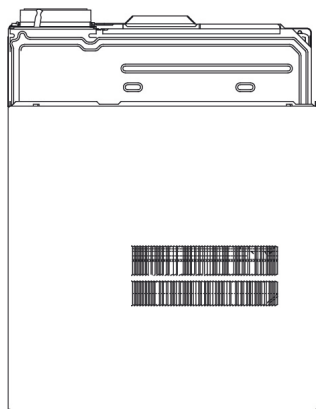
2. Remove Cabinet

- a. Remove the screws and clasps fitted to the chassis.



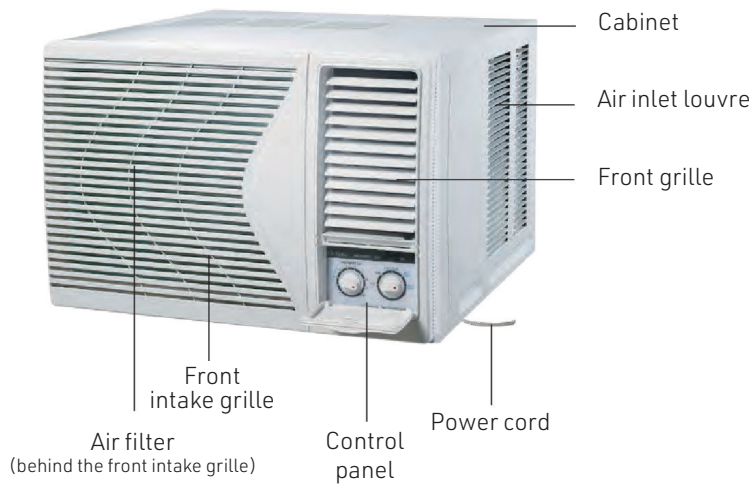
Clasp fitted to chassis

- b. Slide the air conditioner out of the casing.

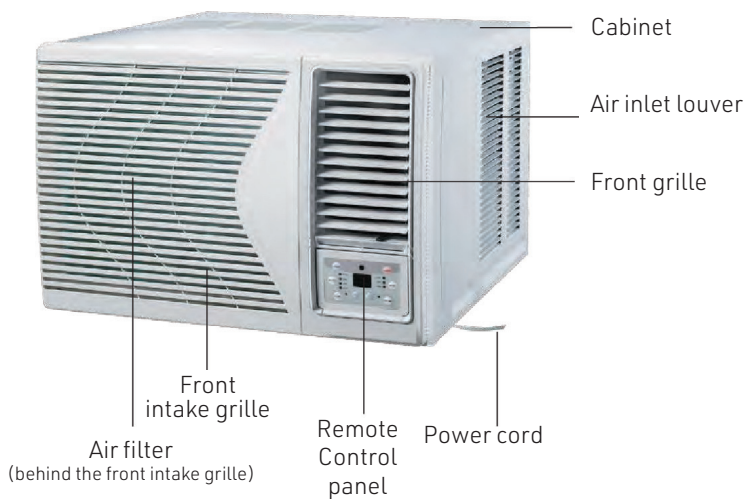


5. Part identification

For TWW16CFDG only



All models (Excludes TWW16CFDG)

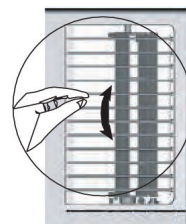


5.1 AIR DIRECTION ADJUSTMENT

Vertical Airflow Direction Vane

(The airflow direction can be adjusted up and down.)

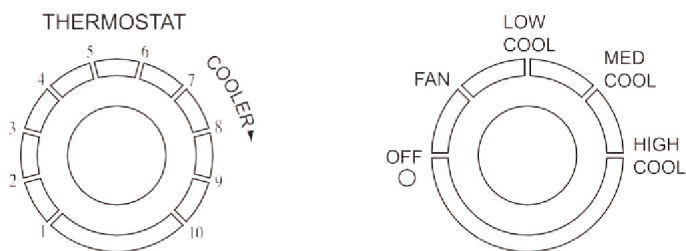
The vertical airflow direction vane can be positioned to discharge air upwards, downwards, or straight out, allowing you to control the airflow direction as needed.



5. Part identification

5.2 MAIN SWITCH OPERATION PROCEDURE

For TWW16CFDG Only



1. Main Control Knob

Use the main control knob to select Low Cool, Med Cool, High Cool, or Fan Only, as desired.

CAUTION: Wait at least 3 minutes before resetting to cooling operation if the unit has been turned off or set to Fan.

2. Thermostat Knob

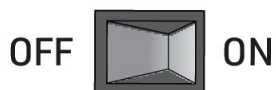
Set the thermostat knob to select your desired room temperature (a setting of 6–7 is usually recommended). Adjust the setting slightly if your desired temperature is not reached. The evaporator fins may freeze if the knob is set to 10. If this occurs, turn the knob counter-clockwise to resume normal operation.

3. Air Swing Switch

(Airflow direction adjustment: Side-to-Side)

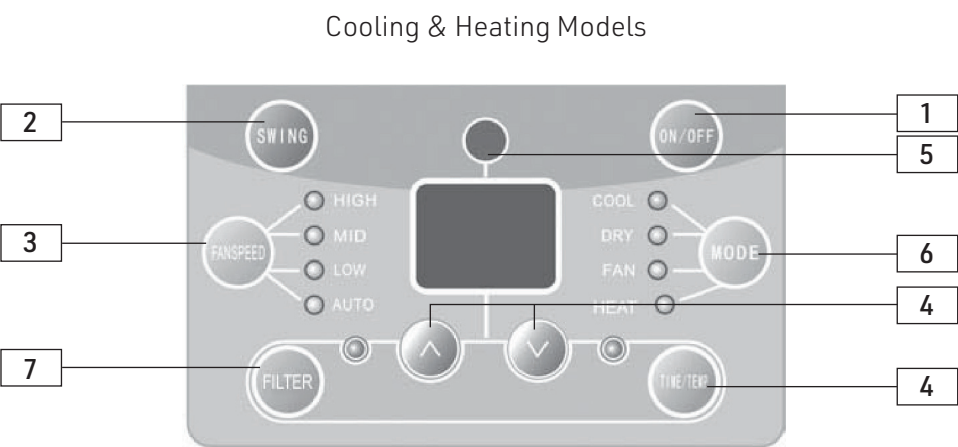
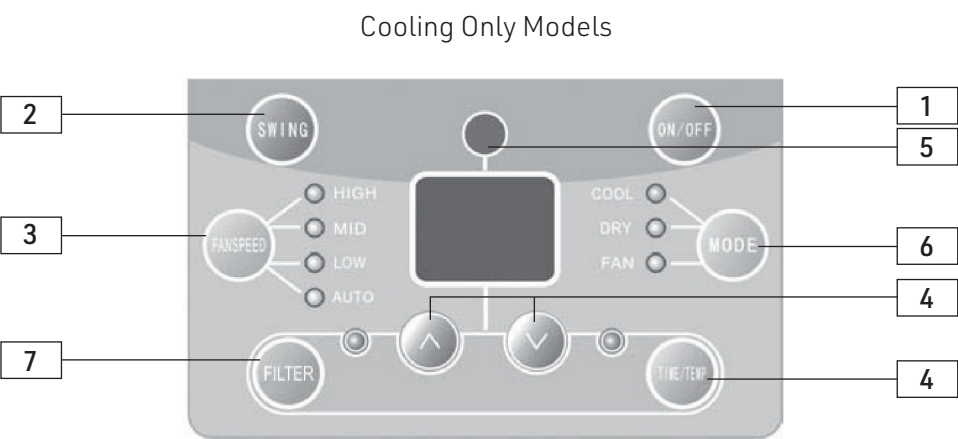
Set the air swing switch to "ON" for the vanes to swing side-to-side until the desired airflow direction is reached, then switch it to "OFF". For continuous side-to-side air circulation, keep the air swing switch set to "ON".

AIR SWING



6. Control Panel

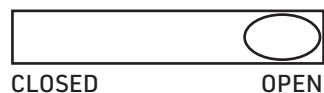
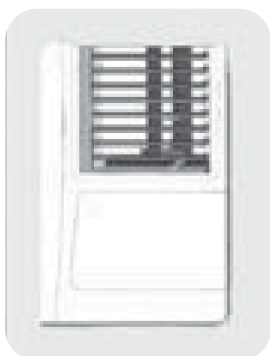
6.1 CONTROL PANEL OVERVIEW



6. Control Panel

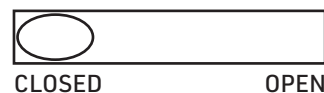
1	POWER Button	Press this button to start or stop the operation.
2	SWING Button	Activate the automatic air swing function.
3	FAN SPEED Button	Select the fan speed in sequence: HIGH → MID → LOW → AUTO.
4	TIME/TEMP Buttons	- Press the ⬆ button to increase the set (operating) temperature of the unit. - Press the ⬇ button to decrease the set temperature. - Temperature setting range: 16°C – 30°C. - These buttons also adjust the timer: Press ⬆ to increase the selected time in 1-hour increments. Press ⬇ to decrease the selected time in 1-hour decrements.
5	SIGNAL RECEIVER	
6	MODE Button	Use the MODE button to select the operation mode: Reverse cycle model: AUTO, HEAT, COOL, FAN, DRY Cooling-only model: AUTO, COOL, FAN, DRY
7	FILTER Button	This feature reminds you to clean the air filter (see Care & Maintenance). - The LED light will illuminate after 250 hours of operation. - After cleaning the filter, press the FILTER button to reset the timer and turn off the light. - If the filter requires cleaning before 250 hours of operation, remove, clean, and replace the filter. - To reset the timer in this case, press and hold the FILTER button for at least 3 seconds. This will cancel the accumulated operation time.

6.2 VENTILATION LEVER



1. Open Position

The ventilation door opens to allow air to be expelled from the room.



2. Closed Position

The ventilation door is closed, and the air will be circulated and conditioned inside the room.

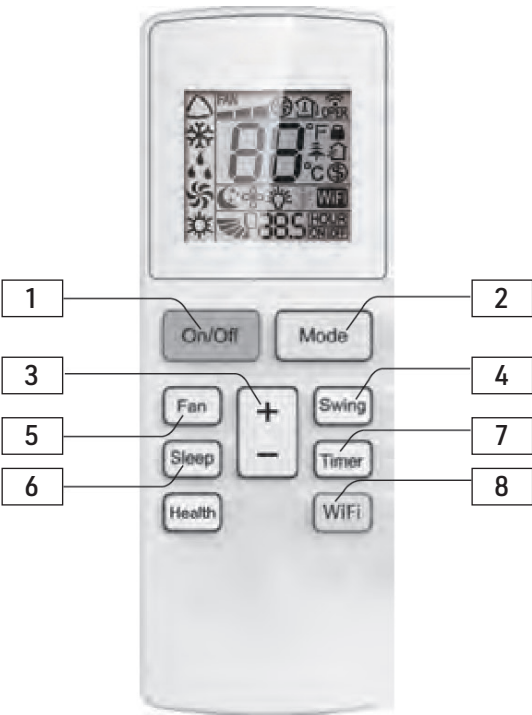
7. Remote Control

7.1 WIRELESS REMOTE CONTROL OVERVIEW

Not applicable to TWW16CFDG

NOTE:

- Ensure there are no obstructions between the receiver (air conditioner front panel) and the remote control.
- Do not drop or throw the remote control.
- Do not allow any liquid to enter the remote control.
- Do not place the remote control in direct sunlight or in any location with excessive heat.



1	On/Off Button
2	Mode Button
3	+ / - Buttons
4	Swing Button
5	Fan Button
6	Sleep Button
7	Timer Button
8	Wi-Fi Button

7. REMOTE CONTROL

7.1.1 On/Off Button

Press this button to turn the unit on. Press it again to turn the unit off.

7.1.2 Mode Button

Press this button to select your desired operation mode. The corresponding indicator will illuminate.



- **Auto Mode:** In this mode, the unit operates automatically according to the factory settings. The set temperature cannot be adjusted.
- **Cool Mode:** In this mode, the air conditioner operates in cooling mode. The cooling indicator will be on. You can also adjust the fan speed using the Fan Speed button.
- **Dry Mode:** In this mode, the fan speed cannot be adjusted. The unit operates at a low fan speed for dehumidification, and the dry mode indicator will be on.
- **Fan Only:** In this mode, the air conditioner will not cool or heat; it only circulates air. The fan indicator will be on. You can adjust the fan speed using the "Fan Speed" button.
- **Heat Mode:** In this mode, the air conditioner operates in heating mode. Press the Fan Speed button to adjust the fan speed. Cooling-only units will not receive a heating mode signal. If the heating mode is selected using the remote controller and the ON/OFF button is pressed, the unit will not start.

NOTE:

When in HEAT mode, the operation may stop intermittently to perform the defrost function. During defrost, H1 will be displayed (see page 26).

7.1.3 + / - Buttons

- Press the "+" or "-" button once to increase or decrease the set temperature by 1°C (°F). Hold the "+" or "-" button for 2 seconds to continuously change the temperature. Release the button when the desired temperature is reached.
- Under timer setting mode, pressing the "+" or "-" button once will increase or decrease the time by 0.5 hours. Hold the button for 2 seconds, and the time displayed on the digital display will change rapidly. Release the button when your desired time is reached.

7.1.4 Swing Button

Press this button to turn the air swing function ON or OFF.

7. REMOTE CONTROL

7.1.5 Fan Button

This button is used to set the fan speed in the following sequence:

AUTO →  →  →  → AUTO



 Speed 1  Speed 2  Speed 3

NOTE:

There are 3 fan speeds available for this model.

7.1.6 Sleep Button

Press this button to activate Sleep Mode. Press it again to cancel this function.

- Available in COOL and HEAT modes (HEAT only for models with heating function).
- Maintains the most comfortable temperature automatically.

7.1.7 Timer Button

- Under ON status: Press this button to set the timer OFF.
- Under OFF status: Press this button to set the timer ON.

Setting the Timer:

1. Press the Timer button once; the HOUR ON (OFF) characters will flash.
2. Press the "+" or "-" button to adjust the timer. Holding the button will change the time quickly.
3. Timer range: 0.5–24 hours.
4. Press the Timer button again to confirm the setting; the HOUR ON (OFF) characters will continue flashing.

NOTE:

- If the characters are flashing but you do not press the Timer button, the timer setting mode will exit automatically after 5 seconds.
- To cancel a confirmed timer, press the Timer button again.

7. REMOTE CONTROL

7.1.8 Wi-Fi Button

- When the Wi-Fi function is ON, the Wi-Fi icon will be displayed on the remote controller.
- When the Wi-Fi function is OFF, the icon will no longer be displayed.

To turn Wi-Fi ON:

- Press the Wi-Fi button once.

To turn Wi-Fi OFF:

- Hold the Wi-Fi button for 5 seconds.

To restore default settings:

- When the unit is OFF, press the MODE and Wi-Fi buttons simultaneously for 1 second. The Wi-Fi module will restore default settings.
- This function is not available for TWW16CFDG.
- Smartphone requirement.

iOS System Support: iOS 7.0 and above.

Android System Support: Android 4.4 and above.

The Ewpe Smart App is required and must be installed on your smartphone. Search for "Ewpe Smart" in the application store to download and install the app. For more information, please refer to the Ewpe Smart App Operation Manual.

7. REMOTE CONTROL

7.2 FUNCTION INTRODUCTION FOR COMBINATION OF BUTTONS

7.2.1 Temperature Display Switchover Function

When the unit is OFF, press the "-" and "Mode" buttons simultaneously to switch the temperature display between °C and °F.

7.2.2 Light Function

When the unit is ON or OFF, hold the "+" and "FAN" buttons simultaneously to turn the lamp ON or OFF and send the code. By default, the lamp is ON when the unit is powered.

7.2.3 Child Lock Function

Press the "+" and "-" buttons simultaneously to turn the Child Lock on or off. When the Child Lock is active, the LOCK indicator will be displayed on the remote, and no signals will be sent from the remote.

7.3 GENERAL OPERATION GUIDE

Not applicable to TWW16CFDG

NOTE:

- Timer setting range: 0.5-24 hours.
- The interval between two button presses must not exceed 5 seconds; otherwise, the remote controller will exit the setting mode.

7.3.1 Getting Started

1. Connect the air conditioner to the power supply. Press the ON/OFF button on the remote controller to turn on the unit.
2. Press the MODE button to select the desired operation mode: AUTO, COOL, DRY, FAN, or HEAT.
3. Press the "+" or "-" buttons to set the required temperature.

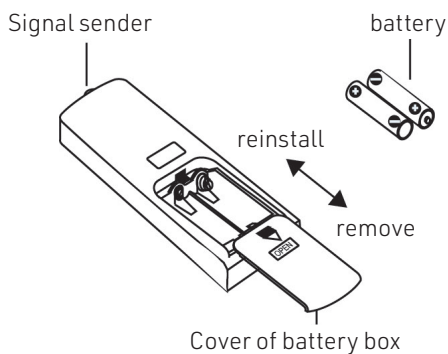
Note: The temperature cannot be set in AUTO mode.

4. Press the FAN button to select the fan speed: Auto, Low, Medium, or High.

8. Operation Tips

8.1 CHANGING THE REMOTE CONTROLLER BATTERIES

1. Press the back cover of the remote controller downward while sliding it in the direction of the arrow.
2. Remove the existing batteries.
3. Insert two new AAA 1.5V batteries, ensuring they are installed in the correct direction as shown in the image.
4. Replace the back cover once the batteries are securely in place.



NOTE:

- Do not mix new and old batteries, different brands, or battery types.
- If the remote will not be used for long periods, remove the batteries to prevent leakage and damage.
- The remote has a limited range, which decreases over time as the batteries lose charge.
- Keep the remote more than 1 meter away from other wireless appliances while in use.
- If the remote does not operate, remove the batteries, wait 30 seconds, and replace them. If problems persist, use new batteries.

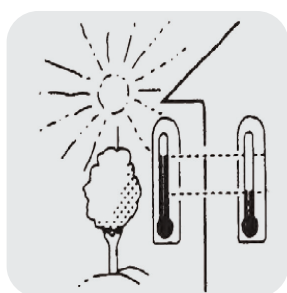


8.2 OPERATION IN HEATING MODE

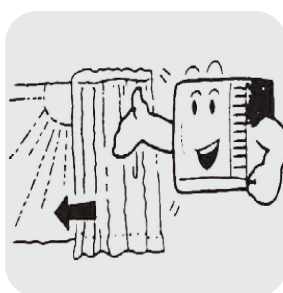
1. The amount of heating provided in HEAT mode will vary depending on the environmental conditions at the time of operation.
2. Performance depends on the amount of heat available in the outside air and the output heat capacity of the unit relative to the size of the space being heated.
3. Heat absorbed by the outside heat exchanger (coil) may be reduced by frost build-up, which depends on the amount of moisture in the outside air entering the unit.
4. Periodically, the microcomputer will stop heating to defrost the outside heat exchanger. During this process, some noises may be noticeable as the operation reverses.
5. During defrost, H1 will be displayed. Heating will resume shortly after. This function is normal and not a fault. Please do not turn off the unit during defrost.

9. General Operation

Do not set the cooling temperature too low, as this may affect your health and increase electricity consumption.



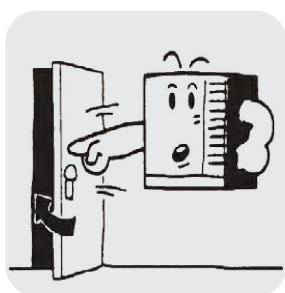
Keep blinds and curtains closed to prevent direct sunlight from entering the room while the air conditioner is operating.



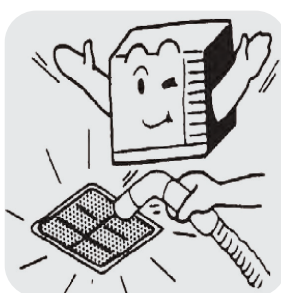
To evenly distribute air, adjust the vertical and horizontal louvers.



Ensure that all doors and windows are tightly closed. Minimise opening them to keep the conditioned air inside the room.



Clean the air filter regularly. Blockages in the filter reduce the dehumidifying and cooling efficiency. Clean the filter at least once every two weeks.



Ventilate the room occasionally. Since windows and doors remain closed during operation, it is recommended to open them every few hours to allow fresh air circulation.



CAUTION

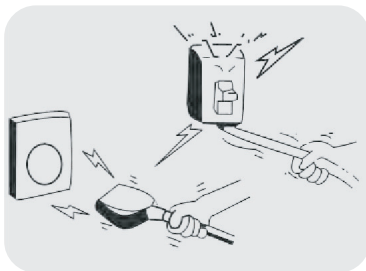
CAUTION!

Operation for Safety & Health

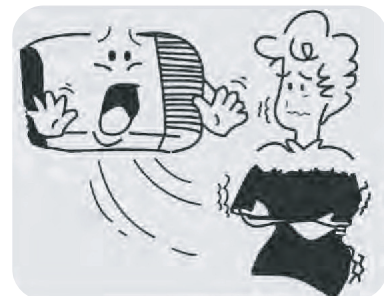
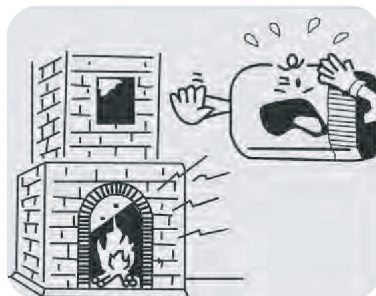
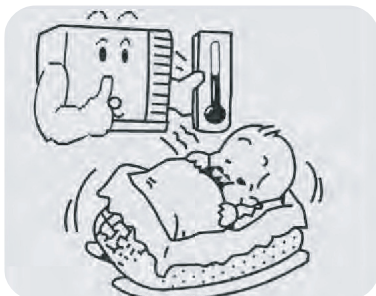
- The plug must remain accessible after the appliance is installed.
- Do not use this appliance in high-moisture areas, such as laundries.
- If the power cord is damaged, it must be replaced by the manufacturer or a qualified service agent. Never attempt to repair the power cord yourself. Do not operate the unit if the power cord is damaged.

9. GENERAL OPERATION

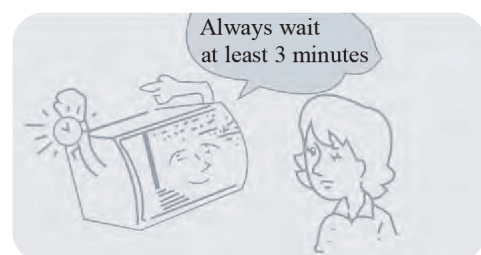
- Do not pull the power cord to disconnect the appliance.
- Damage to the cord may occur, which can cause electric shock.
- Use the air conditioner only for its intended purpose: cooling or heating the room.
- Do not use the appliance for purposes such as drying clothes or preserving food.
- Do not block the air intake or outlet vents. Blocking vents reduces appliance performance and may cause irregular operation.
- Do not insert any objects into the vents, as this is dangerous and may result in contact with electric components or the fan.



- Adjust the temperature to suit the conditions. Rooms occupied by infants, the elderly, or the sick should be kept at an appropriate and comfortable temperature.
- Do not use heating equipment near the air conditioner, as the plastic parts could distort if exposed to excessive heat.
- Avoid exposing your body directly to a continuous, unidirectional airflow for long periods, as this is not recommended for health reasons.



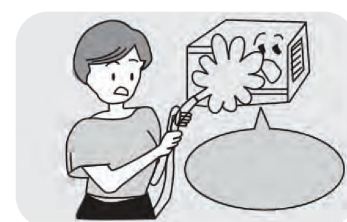
- Always wait at least 3 minutes before turning the air conditioner on again after it has been switched off during cooling or heating.



10. Care & Maintenance

To ensure safety, always turn off the air conditioner and the main power supply before performing any maintenance on the appliance.

1. Power Off before cleaning. Always turn off the air conditioner.
2. Once the unit has fully shut down, unplug it from the power outlet.
3. Use a soft cloth when cleaning the cabinet. If the cabinet is very dirty, dip the cloth into warm water (below 40°C). Wring the cloth thoroughly by hand before cleaning.
4. Do not use gas, benzene, solvents, cleansers, chemical solvents, or similar substances for cleaning.
5. Do not splash water directly onto the indoor unit, as it contains microcomputers and circuit boards that must not get wet. Do not wet the front panel; wipe it only with a cloth.

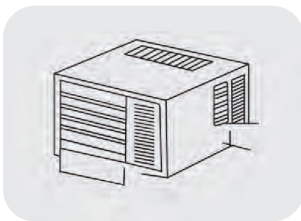


10. CARE & MAINTENANCE

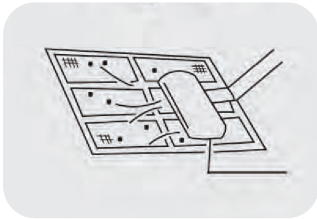
10.1 AIR FILTER CLEANING

The air filter, located behind the intake grille, should be cleaned at least once every two weeks or as needed.

1. To remove the air intake grille, grasp the tab on the filter and pull it out.



2. Vacuum the filter on the side containing dust.



3. Wash the filter under gentle flowing water, cleaner side up, to remove accumulated dust and lint.



4. If very dirty, use a mild household detergent in the water.



5. Allow the filter to dry completely before reinstalling it into the air conditioner.
If necessary, contact your local service centre for assistance.

10. CARE & MAINTENANCE

- **Check the earth wire.**
Is it damaged, broken, or loose?



- **Check that the air inlet and outlet of the outdoor unit are clear.**
Airlock can result in poor efficiency and reduced performance.



11. Troubleshooting

Please check the following items before requesting a repair or contacting service, as this may save you time and money. If problems persist, refer to your warranty information for contact details.

Fault	Solutions
The air conditioner does not operate at all.	• Power failure • Power plug disconnected • Check the fuse and main switch • Check the voltage
Air conditioner efficiency is poor.	• Check that the air inlet and outlet are not blocked. • Ensure there are no other cooling or heating sources in the room. • Check that the air filter is clean. • Verify that the indoor fan is not set to LOW. • Ensure the room temperature is within a suitable range when the air conditioner starts.
Odours or mist may appear during operation due to rapid temperature change.	• When in cooling mode, high room humidity that is rapidly cooled may cause fog to appear. • Smoke or fumes near the air intake can be drawn into and circulated through the air conditioner.
The air conditioner operates with excessive noise.	• The sound of flowing water is the refrigerant circulating inside the air conditioner. This is a normal function of the appliance. • The sound of falling water is caused by the dehumidifying unit processing collected water. This is also a normal function.
It appears that condensation is leaking from the air conditioner.	• Condensation occurs when the air from the air conditioner cools the warm room air.
The air conditioner will not operate for about 3 minutes when restarting.	• This delay is to protect the mechanism. • Wait approximately three minutes, and the air conditioner will begin operating.



CAUTION!

If any of the following occur, immediately turn off the air conditioner and unplug it from the wall. Contact your local service centre.

- The operation starts or stops abnormally.
- The power fuse or switch frequently trips.
- Fluids are splashed directly onto the air conditioner.
- The electrical cord is hot, or the cord insulation is damaged.
- Other unusual noises are emitted from the air conditioner.



WARNING

12. Repairs, Service & Warranty

Servicing, installation, removal, or repair of this appliance can be hazardous. Only **an Authorised Service Person** should perform these tasks.

IF SERVICE IS REQUIRED:

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

TECO Australia's Service on **1300 660 037**

8:30 am - 5:00 pm Monday - Thursday

8:30 am - 4:00 pm Friday

For warranty details please visit <https://appliances.teco.com.au/>

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

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



together, we empower the Future⁷

Window Wall Air Conditioner

USER'S MANUAL

R32 Refrigerant Models

TWW16CFDG

TWW22HFWDG

TWW22CFWDG

TWW27HFWDG

TWW27CFWDG

TWW40HFWDG

TWW40CFWDG

TWW53HFWDG

TWW53CFWDG

TWW61HFWDG

TWW60CFWDG

HEAD OFFICE AUSTRALIA

TECO Australia Pty Limited
335-337 Woodpark Road,
Smithfield NSW 2164

P: +61 2 9765 8118

F: +61 2 9765 8185

E: hadsales.central@teco.com.au

W: www.teco.com.au

TECO SERVICE

P: 1300 660 037

E: had.service@teco.com.au

VIC/SA/TAS

TECO Australia Pty Limited
16 Longstaff Road,
Bayswater VIC 3153

P: +61 3 9720 4411

E: hadsales.central@teco.com.au

WA

TECO Australia Pty Limited
18 Hazelhurst Street,
Kewdale WA 6105

P: +61 8 9479 4879

E: hadsales.wa@teco.com.au

QLD

TECO Australia Pty Limited
50 Murdoch Circuit,
Acacia Ridge QLD 4110

P: +61 7 3373 9600

E: hadsales.central@teco.com.au