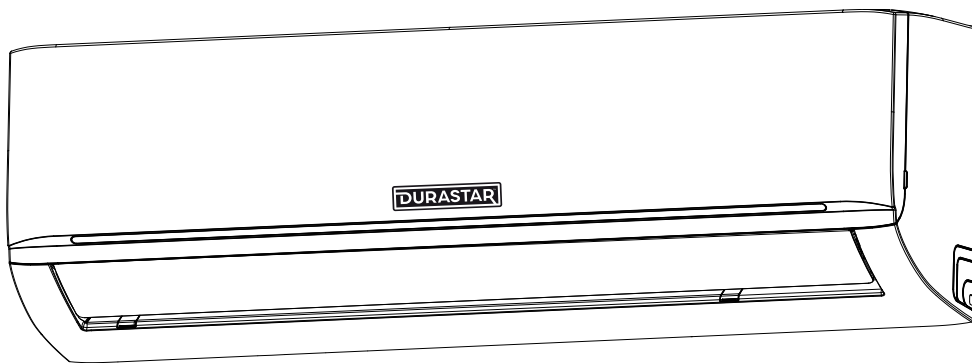


**OWNER'S MANUAL**

**WALL MOUNTED INDOOR UNIT  
SPLIT-STYLE AIR CONDITIONER**

DRAW06F2A, DRAW09F2A, DRAW12F2A,  
DRAW18F2A, DRAW24F2A, DRAW33F2A

**R-454B 208/230V 1ph 60 HZ**



Model Number:

Serial Number:

Purchase Date:

Installing Contractor Company Name:



**TIP**

Capture relevant information about your Durastar mini-split equipment before it is installed and write it above for future reference.

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## INTRODUCTION

To better serve you, please do the following before contacting customer service:

- If you received a damaged product, immediately contact the retailer or dealer that sold you the product.
- Read and follow this owner's manual carefully to help you use and maintain your air conditioner.
- Read the troubleshooting section of this manual as it will help you diagnose and solve common issues.
- Visit us on the web at **WWW.DURASTAR.COM** to download product guides and up-to-date information.
- If you need warranty service, our friendly customer service representatives are available via email at **QUESTIONS@DURASTAR.COM** or by telephone at **1-888-320-0706**.

## SYMBOLS USED IN THIS MANUAL



**WARNING:** The warning symbol indicates personal injury or loss of life is possible. Extra care and precautions should be taken to ensure the user's safety.



**CAUTION:** The caution symbol indicates property damage or other serious consequences could occur.



**NOTE:** The pencil indicates any manufacturer notes relating to surrounding content. These may include further clarifications or call-outs.



**TIP:** A light bulb symbol indicates suggested manufacturer tips for the user to get the most out of the Durastar equipment and to accommodate the best user experience.



R-454B  
A2L

Refrigerant  
Safety Group  
A2L

### **WARNING:**

RISK OF FIRE DUE TO FLAMMABLE MATERIALS  
Follow handling instructions carefully in compliance with national regulations.

### Explanation of symbols displayed on the unit

	<b>CAUTION</b>	This symbol shows that the operation manual should be read carefully.
	<b>CAUTION</b>	This symbol shows that a service personnel should be handling this equipment with reference to the installation manual.
	<b>CAUTION</b>	This symbol shows that information is available such as the operating manual or installation manual.

**WARNING**

Turn off the air conditioner and disconnect the power before installing, cleaning, or repairing the air conditioner. Failure to do so can cause electric shock.

## IMPORTANT SAFETY PRECAUTIONS

Improper handling can cause serious damage or injury. Please read the following safety information in its entirety.



### **Operation, Cleaning, and Maintenance Safety Precautions**

- Children and people with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, should only use, clean, or maintain this air conditioner if they are given supervision or instructions concerning use of the air conditioner in a safe way and understand the hazards involved. Children should not play with the air conditioner.
- Maintenance or repair must be performed by qualified professionals. Otherwise, you may experience personal injury or damage to the air conditioner and surrounding property.
- Disconnect the power supply by turning it off at the circuit breaker when cleaning, maintaining, or repairing the air conditioner. Otherwise, you could risk electric shock.
- When turning the unit on or off via the emergency operation switch, press the switch with an insulated object other than metal.
- If the below problems occur, please turn off the air conditioner and disconnect power at the circuit breaker immediately. Then contact your dealer or a qualified professional for service.
  - The power cord is overheating or damaged.
  - There is an abnormal sound during operation.
  - The circuit breaker trips frequently.
  - The air conditioner gives off a burning smell.
  - The indoor unit is leaking.
- Do not block the air outlet or air inlet. This could cause a malfunction.
- Never stick fingers or any other body parts into the air conditioner openings. The internal fan may be rotating at high speeds, and may result in injury.
- Do not spill water on the remote control as this can permanently damage the remote.
- Do not spray water on the indoor unit. This could cause electric shock or a unit malfunction.
- Do not clean the air conditioner with excessive amounts of water.
- Do not clean the air conditioner with combustible cleaning agents; they can cause fire or deformation.
- After removing the filter, do not touch the fins in order to avoid injury.
- Do not use fire or a hair dryer to dry the filter. This could cause a deformation or fire hazard.
- Do not step on the top panel of the unit, or put heavy objects on the top panel. This could cause damage or personal injury.
- Do not use flammable materials such as hair spray, lacquer, or paint near the air conditioner as they may catch fire.
- Do not operate the air conditioner in places near combustible gases. Emitted gases may collect around the air conditioner and cause an explosion.
- Do not operate your air conditioner in a wet room such as a bathroom or laundry room. Too much exposure to water can cause electrical components to short circuit.
- If the air conditioner is used together with burners or other heating devices, thoroughly ventilate the room to avoid oxygen deficiency.



### **Electrical Safety**

- Do not modify the length of the power supply cord or use an extension cord to power the unit.
- If the supply cord is damaged, it must be replaced by the manufacturer, a service agent, or a similarly qualified person in order to avoid a safety hazard.
- Keep power plug clean. Remove any dust or grime that accumulates on or around the plug. Dirty plugs can cause fire or electric shock.
- Do not pull power cord to unplug unit. Hold the plug firmly and pull it from the outlet. Pulling directly on the cord can damage it, which can lead to fire or electric shock.
- Do not share the electrical outlet with other appliances. Improper or insufficient power supply can cause fire or electrical shock.
- The product must be properly grounded at the time of installation, or electrical shock may occur.
- For all electrical work, follow all local and national wiring standards and regulations. Connect cables tightly, and clamp them securely to prevent external forces from damaging the terminal. Improper electrical connections can overheat and cause fire, and may also cause shock. All electrical connections must be made according to the Electrical Connection Diagram located on the panels of the indoor and outdoor units.
- All wiring must be properly arranged to ensure that the control board cover can close properly. If the control board cover is not closed properly, it can lead to corrosion and cause the connection points on the terminal to heat up, catch fire, or cause electrical shock.
- If connecting power to fixed wiring, an all-pole disconnection device which has at least 3mm clearances in all poles, and have a leakage current that may exceed 10mA, the residual current device(RCD) having a rated residual operating current not exceeding 30mA, and disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.
- The air conditioner's circuit board (PCB) is designed with a fuse to provide over-current protection. The specifications of the fuse are printed on the circuit board.



### **Installation Safety**

- Installation must be performed by an authorized dealer or specialist. Improper installation can cause water leakage, electrical shock, or fire. (In North America, installation must be performed in accordance with NEC and CEC requirements by authorized personnel only.)
- Installation must be performed according to the installation instructions. Improper installation can cause water leakage, electrical shock, or fire.
- This air conditioner shall be installed in accordance with national and local wiring regulations.
- Contact an authorized service technician for repair or maintenance of this unit.
- Only use the included accessories, parts, and specified parts for installation. Using non-standard parts can cause water leakage, electrical shock, fire, and can cause the unit to fail.
- Install the unit in a firm location that can support the unit's weight. If the chosen location cannot support the unit's weight, or the installation is not done properly, the unit may fall and cause serious injury and damage.
- Install drainage piping according to the instructions in the installation manual. Improper drainage may cause water damage to your home and property.
- For units that have an auxiliary electric heater, do not install the unit within 3 feet (1 meter) of any combustible materials.
- Do not install the unit in a location that may be exposed to combustible gas leaks. If combustible gas accumulates around the unit, it may cause a fire.

- Do not turn on the power until all work has been completed.
- When moving or relocating the air conditioner, consult experienced service technicians for disconnection and re-installation of the unit.

**WARNING: REFRIGERANT SAFETY (A2L)**

- Do not use means to accelerate the defrosting process or to clean the unit, other than those recommended by the manufacturer.
- The appliance shall be stored in a room without continuously operating ignition sources (for example: open flames, an operating gas appliance or an operating electric heater).
- Do not pierce or burn.
- Be aware that flammable refrigerants may not contain an odor.
- Compliance with national refrigerant regulations shall be observed.

**A2L REFRIGERANT SAFETY PRECAUTIONS****1. Installation (Where Refrigerant Pipes Are Allowed)**

- Any person who is involved with working on or breaking into a refrigerant circuit should hold a current valid certificate from an industry-accredited assessment authority, which authorizes their competence to handle refrigerants safely in accordance with an industry recognized assessment specification.
- Maintenance and repair requiring the assistance of other skilled personnel shall be carried out under the supervision of the person competent in the use of flammable refrigerants.
- That the installation of pipe-work shall be kept to a minimum.
- That pipe-work shall be protected from physical damage.
- Where refrigerant pipes shall be compliance with national gas regulations.
- That mechanical connections shall be accessible for maintenance purposes.
- Be more careful that foreign matter(oil, water,etc) does not enter the piping. Also, when storing the piping, securely seal the opening by pinching, taping, etc.
- All working procedure that affects safety means shall only be carried by competent persons.
- Appliance shall be stored in a well ventilated area where the room size corresponds to the room area as specific for operation.
- Joints shall be tested with detection equipment with a capability of 0.18 oz (5 g) per year of refrigerant or better, with the equipment in standstill and under operation or under a pressure of at least these standstill or operation conditions after installation. Detachable joints shall NOT be used in the indoor side of the unit (brazed, welded joint could be used).
- In cases that require mechanical ventilation, ventilation openings shall be kept clear of obstruction.

**LEAK DETECTION SYSTEM installed.** Unit must be powered except for service. For the unit with refrigerant sensor, when the refrigerant sensor detects refrigerant leakage, the indoor unit will display a error code and emit a buzzing sound, the compressor of outdoor unit will immediately stop, and the indoor fan will start running. The service life of the refrigerant sensor is 15 years. When the refrigerant sensor malfunctions, the indoor unit will display the error code "FHCC". The refrigerant sensor can not be repaired and can only be replaced by the manufacturer. It shall only be replaced with the sensor specified by the manufacturer.

**2. Because a FLAMMABLE REFRIGERANT is used**, the requirements for installation space of appliance and/or ventilation requirements are determined according to:

- the mass charge amount(M) used in the appliance,
- the installation location,
- the type of ventilation of the location or of the appliance.
- piping material, pipe routing, and installation shall include protection from physical damage in operation and service, and be in compliance with national and local codes and standards, such as ASHRAE 15, IAPMO Uniform Mechanical Code, ICC International Mechanical Code, or CSA B52. All field joints shall be accessible for inspection prior to being covered or enclosed.
- that protection devices, piping, and fittings shall be protected as far as possible against adverse environmental effects, for example, the danger of water collecting and freezing in relief pipes or the accumulation of dirt and debris;
- that piping in refrigeration systems shall be so designed and installed to minimize the likelihood of hydraulic shock damaging the system;
- that steel pipes and components shall be protected against corrosion with a rustproof coating before applying any insulation;
- that precautions shall be taken to avoid excessive vibration or pulsation;
- the minimum floor area of the room shall be mentioned in the form of a table or a single figure without reference to a formula;
- After completion of field piping for split systems, the field pipework shall be pressure tested with OXYGEN-FREE NITROGEN (OFN) and then vacuum tested prior to refrigerant charging, according to the following requirements:
  1. Pressure test the refrigerant piping to 500 PSI.
  2. The test pressure after removal of pressure source shall be maintained for at least 1 hour with no decrease of pressure indicated by the test gauge, with test gauge resolution not exceeding 5% of the test pressure.
  3. During the evacuation test, after achieving a vacuum level specified in the manual or less, the refrigeration system shall be isolated from the vacuum pump and the pressure shall not rise above 1500 microns within 10 min. The vacuum pressure level shall be specified in the manual, and shall be the lessor of 500 microns or the value required for compliance with national and local codes and standards, which may vary between residential, commercial, and industrial buildings.
- Field-made refrigerant joints indoors shall be tightness tested according to the following requirements: The test method shall have a sensitivity of 0.18 oz (5 g) per year of refrigerant or better under a pressure of at least 125% of the maximum allowable pressure. No leak shall be detected.

### **3 . Qualifications Of Workers**

Any maintenance, service and repair operations must be performed by qualified personnel. Any working procedure that impacts safety must be performed only by qualified individuals who have completed the necessary training and obtained certification to demonstrate their competence. The training of these procedures is carried out by national training organizations or manufacturers that are accredited to teach the relevant national competency standards that may be set in legislation. All training shall follow the ANNEX HH requirements of UL 60335-2-40 4th Edition.

Examples for such working procedures are:

- breaking into the refrigerating circuit;
- opening of sealed components;
- opening of ventilated enclosures.

#### 4. Ventilated Area

Ensure that the area is in the open or that it is adequately ventilated before breaking into the system or conducting any work that could produce ignition. Keep ventilation openings clear of obstruction. Ventilation continue during the period that the work is carried out. Proper ventilation should safely disperse any released refrigerant and preferably expel it externally into the atmosphere.

#### 5. Cabling

Check that wiring will not be subject to wear, corrosion, excessive pressure, vibration, sharp edges or any other adverse environmental effects. The check shall also take into account the effects of aging or continual vibration from sources such as compressors or fans.

#### 6. Detection Of Flammable Refrigerants

Under no circumstances shall potential sources of ignition be used in the searching for or detection of refrigerant leaks. A halide torch (or any other detector using a naked flame) shall not be used.

The following leak detection methods are deemed acceptable for refrigerant systems:

- Electronic leak detectors may be used to detect refrigerant leaks but, in the case of FLAMMABLE REFRIGERANTS, the sensitivity may not be adequate, or may need re-calibration to a sensitivity of 0.18 oz (5 g) per year. (Detection equipment shall be calibrated in a refrigerant free area.) Ensure that the detector is not a potential source of ignition and is suitable for the refrigerant used. Leak detection equipment shall be set at a percentage of the LFL of the refrigerant and shall be calibrated to the refrigerant employed, and the appropriate percentage of gas (25 % maximum) is confirmed.
- Leak detection fluids are also suitable for use with most refrigerants but the use of detergents containing chlorine shall be avoided as the chlorine may react with the refrigerant and corrode the copper pipe-work.

**Note**

Examples of leak detection fluids are bubble method and fluorescent method agents.

If a leak is suspected, all naked flames shall be removed/extinguished.

If a leakage of refrigerant is found which requires brazing, all of the refrigerant shall be recovered from the system, or isolated (by means of shut o valves) in a part of the system remote from the leak. See the following instructions for removal of refrigerant.

#### 7. Evacuation

When breaking into the refrigerant circuit to make repairs – or for any other purpose conventional procedures shall be used. However, for flammable refrigerants it is important that best practice be followed, since flammability is a consideration.

The following procedure shall be adhered to:

- safely remove refrigerant following local and national regulations; evacuate;
- purge the circuit with NITROGEN
- evacuate (requirement);
- continuously flush or purge with NITROGEN when using flame to open circuit; and
- open the circuit

The refrigerant charge shall be recovered into the correct recovery cylinders if venting is not allowed by local and national codes. For appliances containing flammable refrigerants, the



system shall be purged with OXYGEN-FREE NITROGEN (OFN) to render the appliance safe for flammable refrigerants. This process might need to be repeated several times. Compressed air or oxygen **shall not be used** for purging refrigerant systems.

For appliances containing flammable refrigerants, refrigerant purging shall be achieved by breaking the vacuum in the system with OXYGEN-FREE NITROGEN (OFN) and continuing to fill until the working pressure is achieved, then venting to atmosphere, and finally pulling down to a vacuum (requirement). This process shall be repeated until no refrigerant is within the system (requirement). When the final oxygen-free nitrogen charge is used, the system shall be vented down to atmospheric pressure to enable work to take place.

The outlet for the vacuum pump shall not be close to any potential ignition sources, and ventilation shall be available.

## 8. Recovery

When removing refrigerant from a system, either for servicing or decommissioning, it is recommended good practice that all refrigerants are removed safely.

When transferring refrigerant into cylinders, ensure that only appropriate refrigerant recovery cylinders are employed. Ensure that the correct number of cylinders for holding the total system charge is available. All cylinders to be used are designated.

## 9. Charging Procedures

In addition to conventional charging procedures, the following requirements shall be followed:

- Works shall be undertaken with appropriate tools only (In case of uncertainty, please consult the manufacturer of the tools for use with flammable refrigerants).
- Ensure that contamination of different refrigerants does not occur when using charging equipment.
- Hoses or lines shall be as short as possible to minimize the amount of refrigerant contained in them.
- Cylinders shall be kept upright.
- Ensure that the refrigeration system is grounded prior to charging the system with refrigerant.
- Label the system when charging is complete (if not already).
- Extreme care shall be taken not to overfill the refrigeration system.
- Prior to recharging the system it shall be pressure tested with OXYGEN FREE NITROGEN (OFN). The system shall be leak tested on completion of charging but prior to commissioning.
- A follow up leak test shall be carried out prior to leaving the site.



### **Additional Precautions**

- Turn off the air conditioner and disconnect the power if you are not going to use it for a long time.
- Turn off the unit during electrical storms to avoid damaging the unit.
- Make sure that water condensation can drain unhindered from the unit.
- Do not operate the air conditioner with wet hands. This may cause electric shock.
- Do not use this device for any other purpose than its intended use.
- Do not climb onto or place objects on top of the outdoor unit.
- Do not allow the air conditioner to operate for long periods of time with doors or windows open, or if the humidity is very high.

## FCC COMPLIANCE STATEMENT

The remote provided with this unit complies with part 15 of the FCC Rules for Class B digital devices per the declaration of conformity below. These guidelines are meant to prevent against harmful interference in residential applications. This equipment generates a radio frequency that can interfere with radio communications if the unit is not installed in accordance with the installation manual provided and used in accordance with the owners manual provided. As mentioned in the installation manual, do not run the equipment's power and communication cables in parallel with antenna cables. If interference does occur, you are encouraged to try relocating the antenna or receiver and increasing the distance between the antenna and the equipment.

### **Supplier's Declaration of Conformity Per FCC Part 2 Section 2.1077**

**Unique Identifier:** RG10R(M2S)/BGEFU1

#### **Responsible Party – U.S. Contact Information**

**Company name:** Ferguson Enterprises LLC

**Street Address:** 751 Lakefront Commons

**City, State:** Newport News, VA

**Postal Code:** 23606

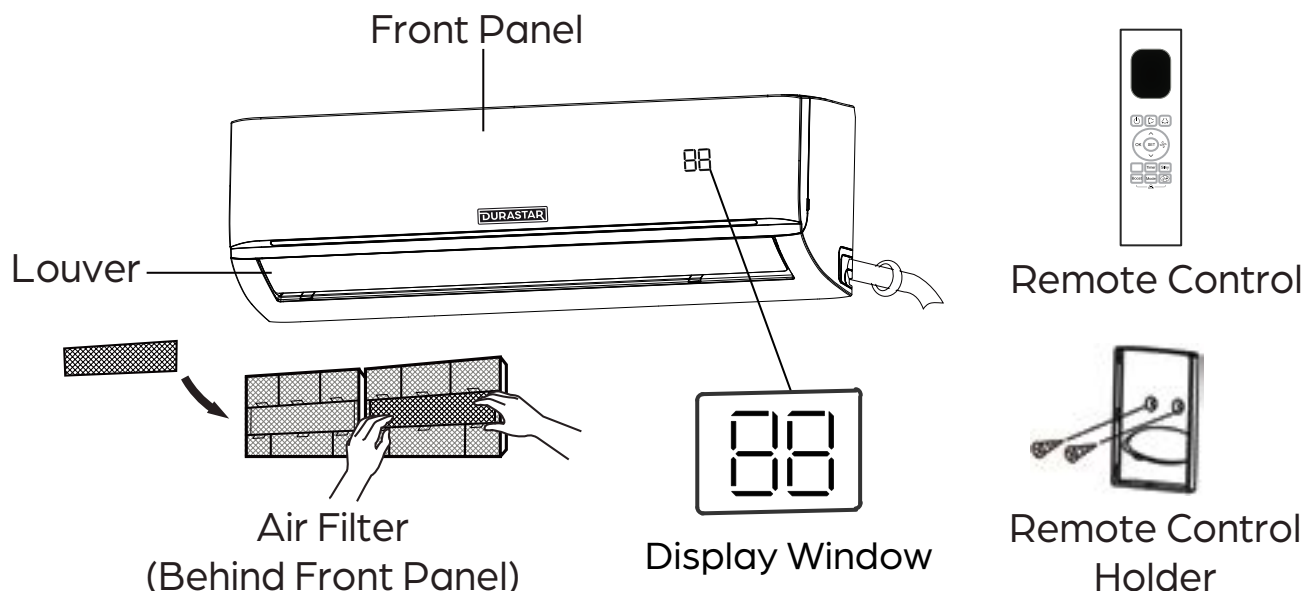
**Telephone number or internet contact information:** Durastar.com

FCC Compliance Statement

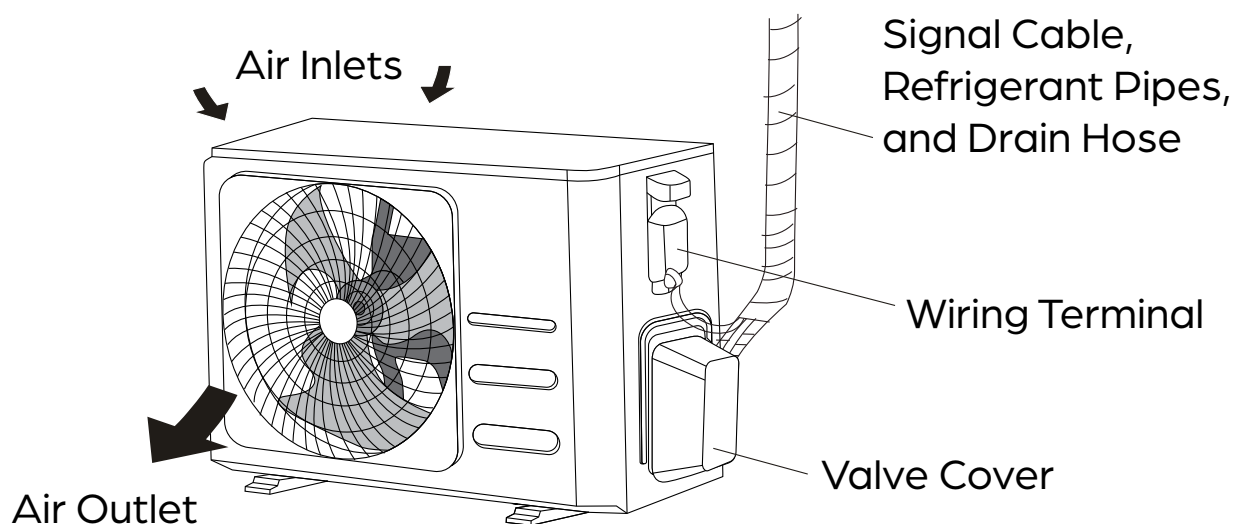
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

# PARTS IDENTIFICATION

## INDOOR UNIT



## OUTDOOR UNIT





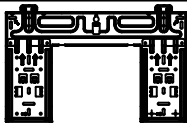
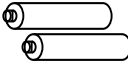





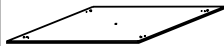



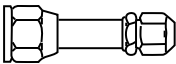
### NOTE

Outdoor units will vary in appearance.

## ACCESSORIES

### INCLUDED INSTALLATION ACCESSORIES

The air conditioning system comes with the following accessories.

Accessory	Quantity	Image	Accessory	Quantity	Image
Manual	1-2		Remote Control	1	
Mounting Plate	1		Battery	2	
Wall Anchor	5-8 (depending on model)		Remote Control Holder	1	
Mounting Plate Screw	5-8 (depending on model)		Remote Control Holder Mounting Screw	2	
Copper Nut	2		Installation Template	1	
Drain Joint	1		Carbon Filter	2	
Drain Joint Seal	1		Refrigerant Pipe Adapter (included with DRAW33F1B)	1	

## OPERATING TEMPERATURES

Your air conditioner is designed to operate in the following indoor and outdoor temperatures. When your air conditioner is used outside of the following temperature ranges, certain safety features may activate and turn off the unit to protect it from damage.

### TEMPERATURE RANGES

	COOL Mode	HEAT Mode	DRY Mode
<b>Indoor Air Temperature</b>	60°F – 90°F (16°C – 32°C)	32°F – 86°F (0°C – 30°C)	50°F – 90°F (10°C – 32°C)
<b>Outdoor Air Temperature</b>	-13°F / -22°F* – 122°F (-25°C / -30°C* – 50°C)	-13°F / -22°F* – 75°F (-25°C / -30°C* – 24°C)	32°F – 122°F (0°C – 50°C)

\* The minimum outdoor air operating temperature depends on the outdoor unit. Low ambient Sirius Heat™ models have a minimum outdoor air operating temperature of -22°F (-30°C).

To further optimize the performance of your unit, do the following:

- Keep doors and windows closed.
- Limit energy usage by using TIMER ON and TIMER OFF features.
- Do not block air inlets or outlets.
- Regularly inspect and clean air filters.

#### NOTE



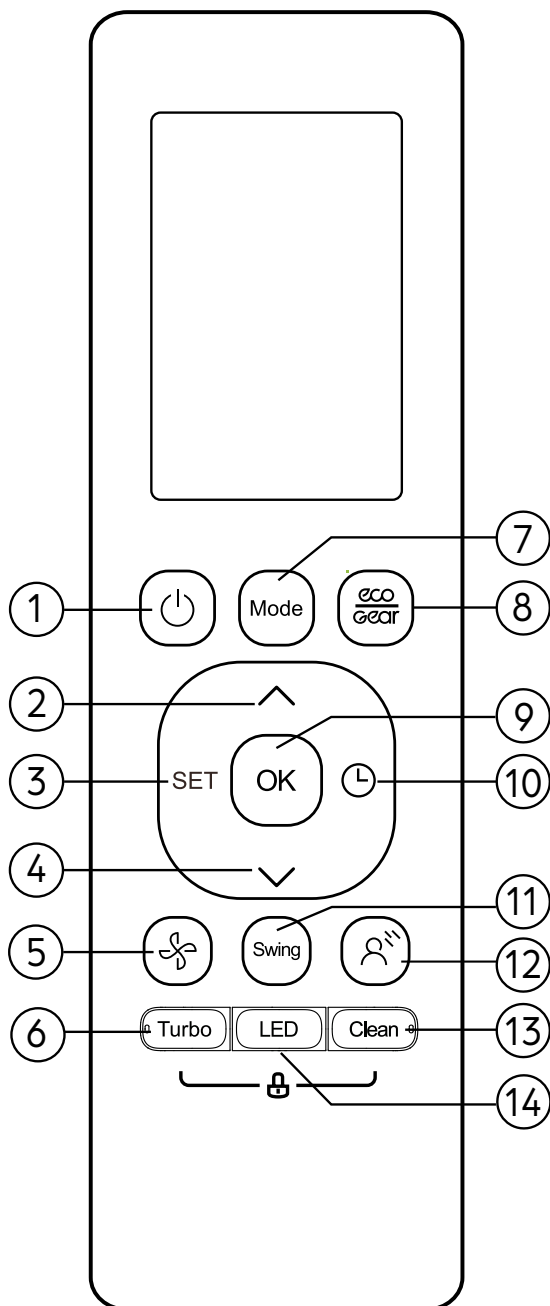
Your Durastar heat pump's outdoor unit is equipped with a base pan heater, allowing it to continue to operate at freezing temperatures as low as -22°F (-30°C). When outdoor air temperatures are at or below 32°F (0°C), we strongly recommend keeping the unit plugged in at all times to ensure smooth, ongoing performance.

#### NOTE



Keep the room's relative humidity below 80%. If the air conditioner operates in excess of this, the surface of the air conditioner may attract condensation. To help prevent condensation from forming and dripping, set the vertical airflow louver to its maximum angle (vertically to the floor) and set the fan to HIGH.

## REMOTE CONTROL



### 1. ON/OFF Button

Turns the air conditioner ON and OFF.

### 2. UP Button (▲)

Press to increase the set temperature in 1°F / 1°C increments.

### 3. SET Button

Press to access the SET features menu. See "Advanced Buttons and Features" section.

### 4. DOWN Button (▼)

Press to decrease the set temperature in 1°F / 1°C increments. Press (▲) and (▼) at the same time for 3 seconds to switch between °F and °C.

### 5. FAN Button: Press to select FAN speed.

### 6. TURBO Button

Press to turn on and off the TURBO feature. See "Advanced Buttons and Features" section.

### 7. MODE Button

Press to adjust the air conditioner MODE in the following sequence: → AUTO → COOL → DRY → HEAT → FAN →

### 8. ECO/GEAR Button

Press to enter one of three energy efficiency modes.

→ ECO → GEAR (75%) → GEAR (50%) → PREVIOUS SETTING →

See "Advanced Buttons and Features" section.

### 9. OK Button: Press to confirm selected functions.

### 10. TIMER Button

Press to initiate the TIMER feature. See "Advanced Buttons and Features" section.

### 11. SWING Button

Press to start and stop the automatic horizontal louver movement or set a fixed louver angle.

### 12. GENTLE Button

Press to stop the air flow from blowing directly on you if it becomes uncomfortable. See "Advanced Buttons and Features" section.

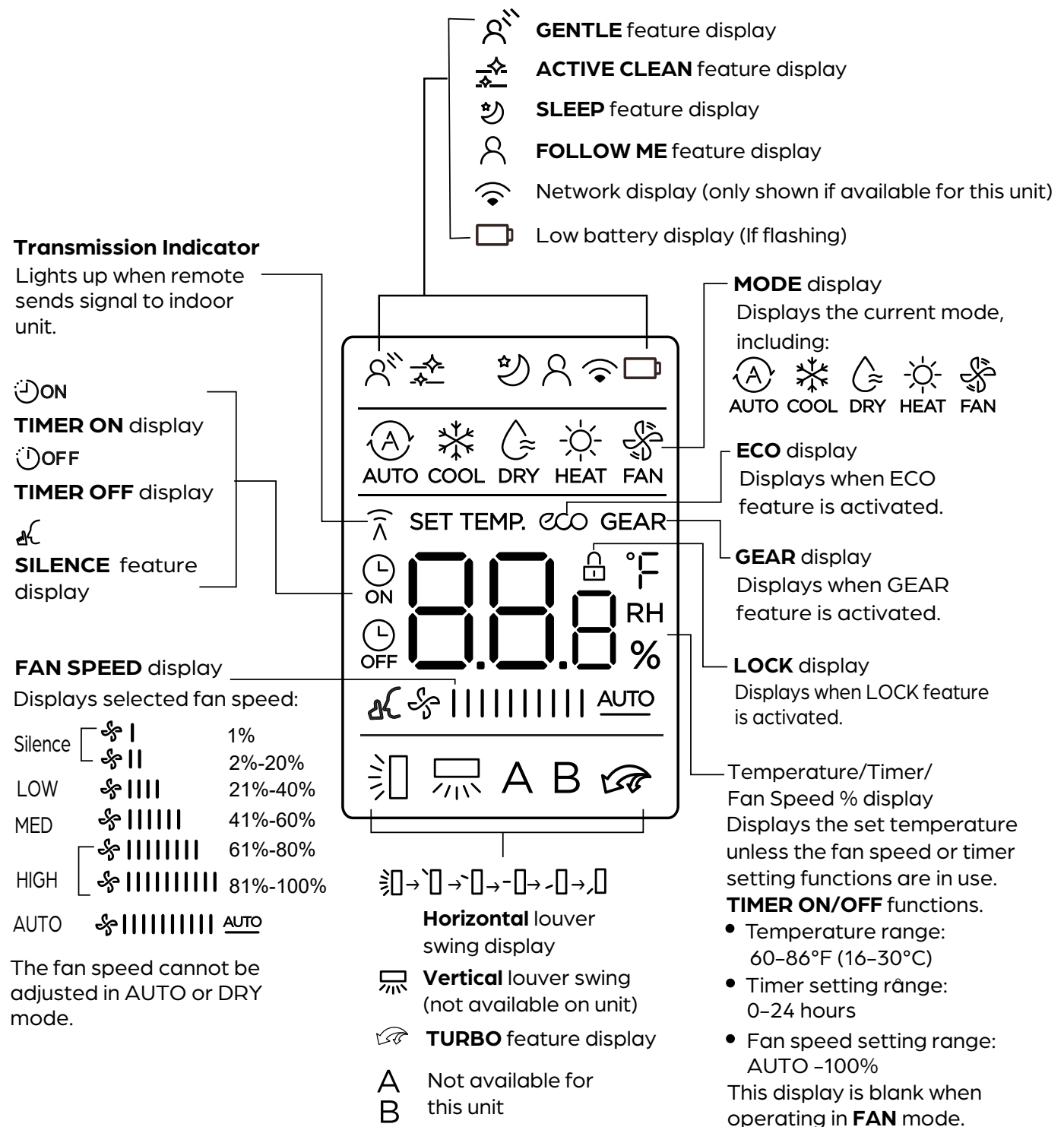
### 13. ACTIVE CLEAN Button

Turns on and off the ACTIVE CLEAN feature. See "Advanced Buttons and Features" section.

### 14. LED Button

Press to turn on and off the indoor unit's display screen.

# REMOTE CONTROL SCREEN INDICATORS





## NOTE

All indicators shown in the above figure are for purposes of clear representation. During actual operation, only the relative indicators are illuminated in the display window.

## OPERATING MODES ( )

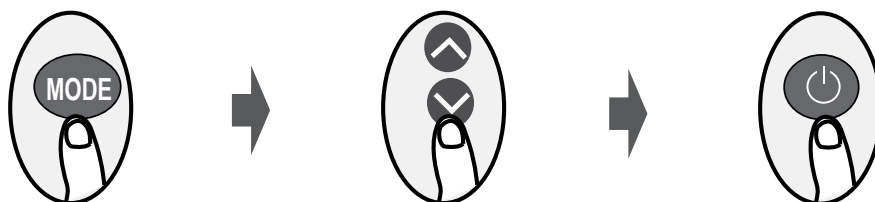
### SETTING TEMPERATURE

This unit can be set at any temperature within its operating range in AUTO, COOL, HEAT, and DRY modes (see "Temperature Ranges" section). You can increase or decrease the set temperature in 1°F (1°C) increments by pressing the UP (  ) or DOWN (  ) button.

### AUTO ( )

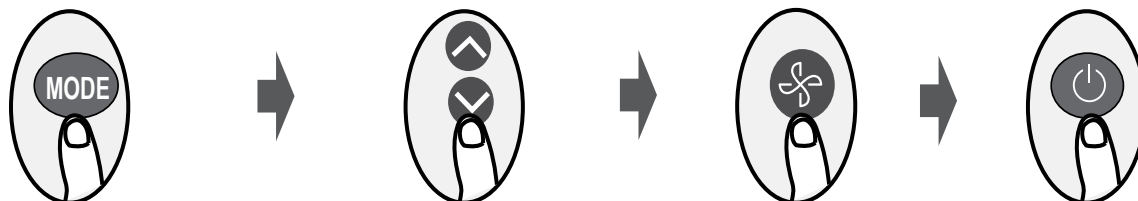
In AUTO mode, the unit will automatically select the COOL, FAN, HEAT, or DRY modes to maintain the set temperature. In AUTO mode, the fan speed cannot be set.

1. Select AUTO mode
2. Set desired temperature
3. Turn on air conditioner



### COOL or HEAT ( or )

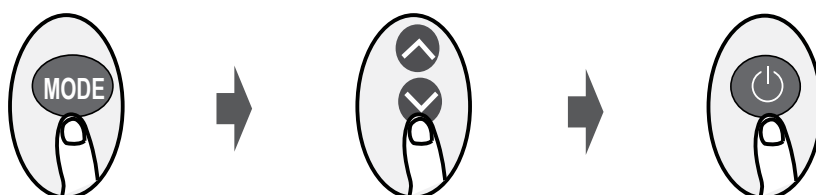
1. Select COOL or HEAT mode
2. Set desired temperature
3. Set fan speed
4. Turn on air conditioner



### DRY/DEHUMIDIFY ( )

In DRY mode, the fan runs continuously on low speed. The unit will operate continuously until it reaches 50°F (10°C), at which time it will turn off. DRY mode operation will then resume once the room temperature reaches 54°F (12°C).

1. Select DRY mode
2. Set any temperature
3. Turn on air conditioner



#### NOTE

\*For this series of mini-splits, changing the temperature in DRY mode does not deviate performance from the above mode description.



#### NOTE

The FAN speed cannot be adjusted in AUTO or DRY Mode.



#### NOTE

Press and hold the UP and DOWN buttons simultaneously for 3 seconds to switch between °F and °C.



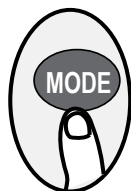
## FAN ( )

In FAN mode, the temperature cannot be set and no temperature will be displayed on the remote screen.

1. Select FAN mode

2. Set fan speed

3. Turn on air conditioner



### NOTE

You cannot adjust the temperature in FAN mode. As a result, your remote control's LCD display will not display a temperature.



### NOTE

As outdoor temperature drops, the performance of your unit's HEAT function may be affected.



### NOTE

Two or more indoor units can be operated by one outdoor unit. However, two or more indoor units cannot operate simultaneously when different operating modes have been selected. If COOL/DRY/FAN is selected with one or more indoor units and HEAT with another, the unit(s) in HEAT has priority.

## ADVANCED BUTTONS AND FEATURES

### ECO/GEAR ( )

The ECO/GEAR feature provides three levels of energy saving options. ECO/GEAR is only available in COOL mode. Some of these options may result in insufficient cooling in circumstances of high ambient heat. The ECO/GEAR feature is not available in multiple zone configurations.

#### ECO ( )

While the unit is in COOL mode, press the ECO/GEAR button once. If the set temperature is above 75°F (24°C) the FAN speed will be set to AUTO. If the set temperature is below 75°F (24°C) it will automatically be adjusted to 75°F (24°C) and the FAN speed will be set to AUTO. When functioning in this mode, the unit can reduce its energy consumption up to 10%. Press the ECO/GEAR button to turn off this feature.

#### GEAR ( )

GEAR has two levels – 75% and 50% energy usage. While the unit is in COOL mode, press the ECO/GEAR button twice (x2) within two (2) seconds to select 75% or three times (x3) to select 50%. If the set temperature is above 75°F (24°C) the FAN speed will be set to AUTO. If the set temperature is below 75°F (24°C) it will automatically be adjusted to 75°F (24°C) and the FAN speed will be set to AUTO. When functioning in these modes, the unit can reduce its energy usage by up to 25% or 50% based on the selection. Press the ECO/GEAR button to turn off this feature.

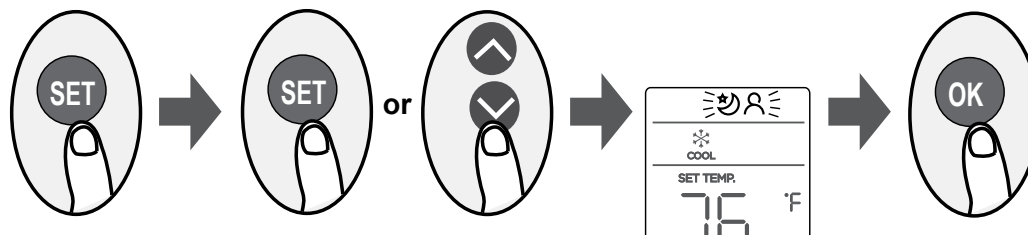


### NOTE

The overall energy consumption of the unit is affected by many factors and this feature's energy reduction level setting will not result in directly proportional money savings on your energy bill.

## SET BUTTON FEATURES ( SET )

Press the SET button to open the feature menu at the top of the display. Next, press SET or UP (▲) and DOWN (▼) to highlight the desired feature's icon. Finally, press OK to activate it.

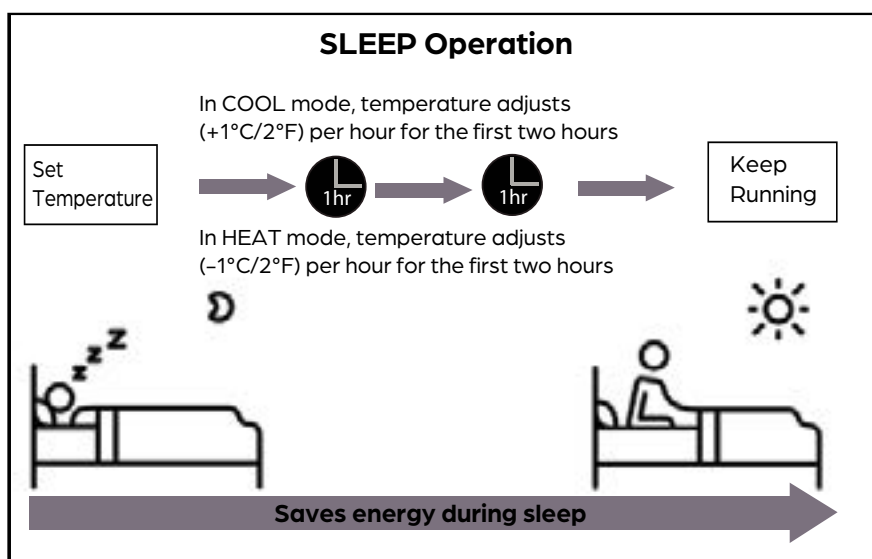


## SLEEP ( 🌙 )

The SLEEP feature is designed to decrease energy use while you sleep. The SLEEP feature is not available in FAN or DRY mode.

When you are ready to go to sleep, press the SET button, select the SLEEP icon and press OK. When in COOL mode, the unit will increase the temperature by 2°F (1°C) after one hour, and will increase an additional 2°F (1°C) after another hour. When in HEAT mode, the unit will decrease the temperature by 2°F (1°C) after one hour, and will decrease an additional 2°F (1°C) after another hour.

The SLEEP feature will turn off after eight hours and the system will return to normal functioning.



## FOLLOW ME ( 👤 )

This feature uses the temperature at the remote's location, instead of the indoor unit's location, to optimize the temperature around you and ensure maximum comfort. To activate the FOLLOW ME feature, press the SET button, select the FOLLOW ME icon and press OK. To deactivate FOLLOW ME press ON/OFF or change the MODE.

To lock the FOLLOW ME feature, press and hold the TURBO button for seven (7) seconds. The remote will display "ON" for three (3) seconds and the temperature at its location. When using AUTO, COOL, and HEAT modes the air conditioner will continue running until the temperature at the remote's location is satisfied. Power failures, pressing ON/OFF or changing MODES will no longer cancel the feature. Press and hold the TURBO button again for seven (7) seconds to unlock and turn off this feature. The remote will display "OF" for three (3) seconds.

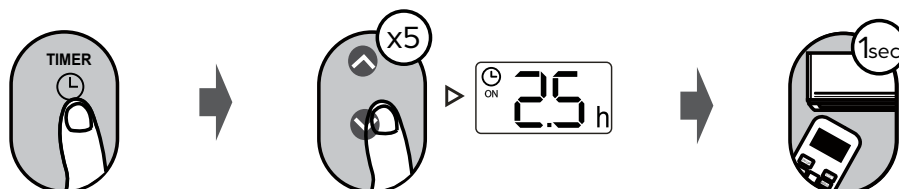
## NETWORK SETUP ( 📶 )

This feature is only shown if available on this unit.

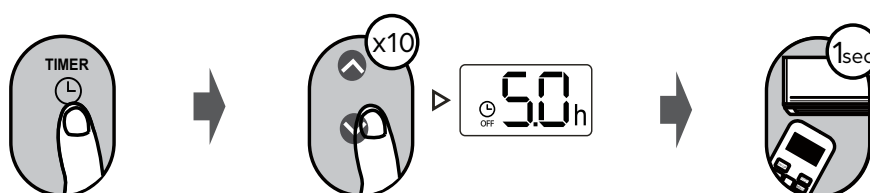
## TIMER (🕒)

The TIMER feature establishes the amount of time that will elapse before the unit will automatically turn on/off.

1. Press TIMER button to initiate the time ON sequence.
2. Press UP or DOWN button the required number of times to set the desired time to turn on the unit.
3. Point remote at unit for 1 second. The TIMER ON will be activated.



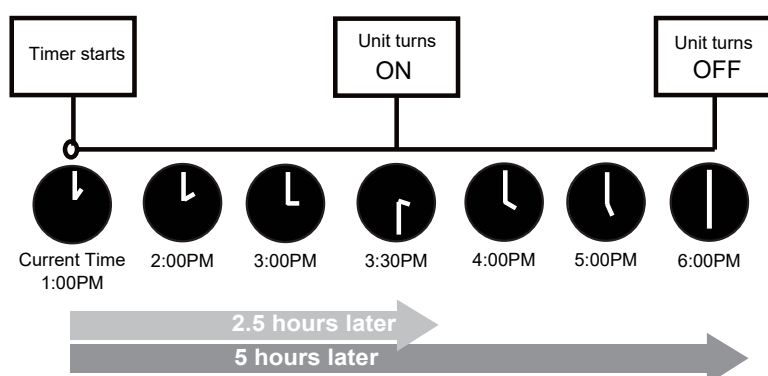
1. Press TIMER button to initiate the time OFF sequence.
2. Press UP or DOWN button the required number of times to set the desired time to turn on the unit.
3. Point remote at unit for 1 second. The TIMER OFF will be activated.



## TIMER ON and OFF setting example.

Keep in mind that the time periods you set for both the on and off feature refers to hours after the current time.

If the current time is 1:00 PM and the TIMER ON setting is adjusted to 2.5 hours, the auto-on time sequence will turn the air conditioner on 2.5 hours later at 3:30 PM. Setting the TIMER OFF auto-off sequence to 5.0 hours will turn off the air conditioner 5 hours later at 6:00 PM.



## GENTLE (🌀)

If the air flow from the unit becomes uncomfortable because it is too intense or blowing directly on you, simply press the GENTLE button to slow the unit and divert the air flow away from you. Press the GENTLE button again to turn this feature off. This feature is only available under COOL, DRY, and FAN modes. This feature is not available in multiple zone configurations.

## TURBO ( )

Press the TURBO button to turn this feature on and off. The TURBO feature enables the unit to reach the set temperature in the shortest time by setting the fan speed to the highest setting. This feature is only available in COOL and HEAT modes.

Hold the TURBO button for 5 seconds when in HEAT mode to initiate the SUPER HEAT function. This function improves the heating speed at low temperatures. The louver will open to its maximum angle to enable the unit to reach the preset temperature in the shortest possible time. Hold the TURBO button for 3 seconds to stop this feature. When the SUPER HEAT function is activated ON displays for 3 seconds on the unit's display and when it is deactivated OF displays for 3 seconds.

## LED ( )

Press the LED button to turn on and off the display of the indoor unit.

## ACTIVE CLEAN ( )

By pressing the CLEAN button, your unit will clean itself automatically. This function washes away dust, mold, and grease that may cause odors by freezing then rapidly thawing condensation on the indoor unit coil. The display window on the unit will show CL when the function is on. After 20–45 minutes, the unit will turn off automatically. Pressing the CLEAN button mid-cycle will cancel the operation and turn off the unit. You can use CLEAN as often as you like. You can only activate the CLEAN function in COOL or DRY modes. This feature is not available in multi-zone configurations.


## SILENCE ( )

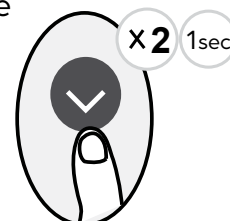
Press the FAN button for two (2) seconds to turn on and off the SILENCE feature. When the SILENCE feature is activated, the compressor will slow and the indoor unit will turn the fan to low. This will reduce the noise of the indoor unit to the lowest level. Due to the slow operation of the compressor, it may result in insufficient cooling and heating capacity. This feature is not available in multiple zone configurations.



## FREEZE PROTECTION (FP)

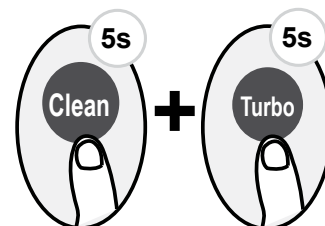
The FREEZE PROTECTION feature sets the indoor temperature to 46°F (8°C). The unit will maintain this temperature and prevent indoor pipes and household items from freezing when the house is unoccupied for long periods of time in the winter. The display will show "FP" when this feature is on.

To activate, first turn the unit to HEAT mode and set the temperature to 60°F (16°C). Then, press the DOWN (  ) button twice (x2) in one (1) second to start the FREEZE PROTECTION feature. Press the ON/OFF button to turn off the feature. This feature is only available in HEAT mode.



## LOCK ( )

The LOCK feature disables the remote's buttons so your settings cannot be changed. To activate the remote LOCK feature, simultaneously press the CLEAN and TURBO buttons for five (5) seconds. To turn off the LOCK feature, simultaneously press CLEAN and TURBO again for five (5) seconds.



## AUTO-RESTART

The AUTO-RESTART feature is enabled when power is interrupted to the unit. After power is restored, the unit will automatically return to its prior settings before power was lost. No buttons need to be pressed to set this feature – it is automatic.

## REFRIGERANT LEAK DETECTION (EC)

The indoor unit will automatically display one of the error codes below if it detects a refrigerant leak. In this case, do not be alarmed, the unit will automatically go into TURBO mode to mitigate refrigerant collection. When "EHC1" or "EHC2" error occurs, the unit will continue to beep for 5 to 6 minutes before stopping. You can also press any button on the remote controller to stop the beeping. If a leak is detected, do not try and service the unit yourself. Contact your dealer or certified technician for service as soon as possible.

CODE DISPLAYED	OPERATION OR ERROR DESCRIPTION
EC C1	Other IDU refrigerant sensor detects leakage (Multi-zone)
EH C1	Refrigerant sensor detects leakage
EH C2	Refrigerant sensor is out of range and leakage is detected
EH C3	Refrigerant sensor is out of range
EL 0C	System lacks refrigerant
FH CC	Refrigerant sensor error

## LOUVERED AIR FLOW

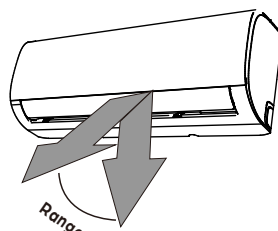
### CAUTION



When using COOL or DRY mode, do not set louver at too vertical an angle for long periods of time. This can cause water to condense on the louver blade, which will drop on your floor or furnishings. When using COOL or HEAT mode, setting the louver at too small an angle can reduce the performance of the unit due to restricted air flow.

## SETTING VERTICAL ANGLE ( )

While the unit is on, press the SWING button on the remote control to set the vertical direction of airflow.



## AUTOMATIC SWING ( )

Press the SWING button once to start the automatic vertical (up and down) movement of the louver. Press again to make it stop.

## FIXED LOUVER ANGLE ( 30° → 45° → 60° → 75° → 90° )

Quickly press the SWING button 2-6 times to adjust the fixed angle of the louver. Each press will adjust the louver by 6°. Press the button until the desired angle is reached. The remote will display the selected angle. The unit automatically remembers the louver angle next time it is turned on.

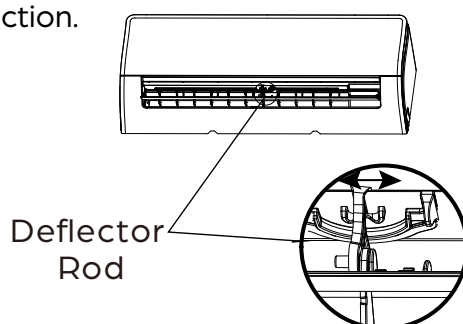
### CAUTION



Do not move louver by hand. This will cause the louver to become out of sync or could damage the unit. If this occurs, turn off the unit and shut off the breaker for 30 seconds, then restart the unit. This will reset the louver.

## SETTING HORIZONTAL ANGLE

The horizontal angle of the airflow must be set manually. Grip the deflector rod and manually adjust it to your preferred direction.



### WARNING



Do not put your fingers in or near the blower and suction side of the unit. The high-speed fan inside the unit may cause injury.

## LED DISPLAY INDICATORS

The following is a list of possible indicators that may appear on the indoor unit's display. Not all the display indicators may be available on the unit purchased.

Feature	Indicator	Notes
TIMER ON, SWING, TURBO, SILENCE	ON	Displays for 3 seconds when the TIMER ON feature is set or the SWING, TURBO, or SILENCE feature is turned on. If the unit is off, ON will continue to be shown if the TIMER ON feature is set.
TIMER OFF, SWING, TURBO, SILENCE	OF	Displays for 3 seconds when the TIMER OFF feature is set or the SWING, TURBO, or SILENCE feature is turned off.
ACTIVE CLEAN	CL	Displays when the ACTIVE CLEAN feature is on.
FREEZE PROTECTION	FP	Displays when the FREEZE PROTECTION feature is on.
ANTI-COLD AIR FLOW	cF	The unit is designed not to blow cold air in HEAT mode. When HEAT mode is selected the unit will display "cF" until the set temperature is reached and the unit can blow warm air.
FORCED COOLING	FC	Displays when the FORCED COOLING mode is selected with the manual control button. See Manual Operation section.
DEFROST	dF	Displays when unit is defrosting. This may last 5-10 minutes depending on the outdoor temperature and the amount of frost buildup on the outside unit.
REFRIGERANT LEAK	FHCC, EHC1, EHC2, etc.	Displays if a refrigerant leak is detected. Contact your dealer or certified technician for service.

## MANUAL OPERATION (USE WITHOUT REMOTE)

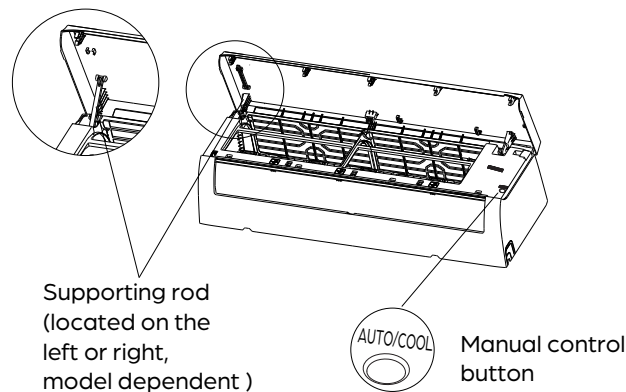
The manual override button is intended for testing purposes and emergency operation. Please do not use this button unless the remote control is lost and it is absolutely necessary. The unit must be turned off before manual operation.

To operate your unit manually:

1. Open the front panel of the indoor unit.

**Note:** For some units, there is a supporting rod located on the left or right side to prop up the panel.

2. Locate the MANUAL CONTROL button on the right-hand side of the unit.
3. Press the MANUAL CONTROL button one time to activate FORCED AUTO mode.
4. Press the MANUAL CONTROL button again to activate FORCED COOLING mode.
5. Press the MANUAL CONTROL button a third time to turn the unit off.
6. Release the supporting rod (some units), then close the front panel.



## CARE AND MAINTENANCE



### WARNING

- Always turn off the unit and disconnect power before cleaning or maintenance.
- Only use a soft, dry cloth to wipe the unit clean. If the unit is especially dirty, you can use a cloth soaked in warm water to wipe it clean.

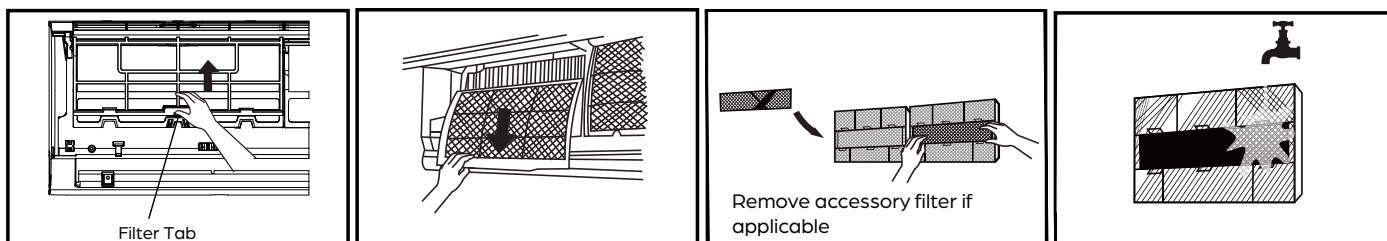
### CLEANING INDOOR UNIT

- Do not use chemicals or chemically treated cloths to clean the unit.
- Do not use benzene, paint thinner, polishing powder or other solvents to clean the unit. They can cause the plastic surface to crack or deform.
- Do not use water hotter than 104°F (40°C) to clean the front panel. This can cause the panel to deform or become discolored.

## CLEANING THE AIR FILTER

A dirty air filter can reduce the cooling efficiency of your unit, and can also be bad for your health. Make sure to clean the filter once every two weeks.

1. Lift the front panel of the indoor unit.
2. First press the tab on the end of filter to loosen the buckle, lift it up, then pull it towards yourself
3. Now pull the filter out.
4. If your filter has a small air freshening filter, unclip it from the larger filter. Clean this air freshening filter with a hand-held vacuum.
5. Clean the large air filter with warm, soapy water. Be sure to use a mild detergent.
6. Rinse the filter with fresh water, then shake off excess water.
7. Dry filter in a cool, dry place, and refrain from exposing it to direct sunlight.
8. When dry, re-clip the air freshening filter to the larger filter, then slide it back into the indoor unit.
9. Close the front panel of the indoor unit.



### WARNING



- When removing the filter, do not touch the metal parts in the unit. The sharp metal edges can cut you.
- Do not use water to clean the inside of the indoor unit. This can destroy insulation and cause electrical shock.
- Do not expose filter to direct sunlight when drying. This can shrink the filter.

## MAINTENANCE: LONG PERIODS OF NON-USE

If you do not plan to use your air conditioner for an extended period of time, do the following:

- Clean all filters.
- Turn on the FAN until the unit dries out completely.
- Turn off the unit and disconnect the power.
- Remove batteries from remote control.

## MAINTENANCE: PRE-SEASON INSPECTION

After long periods of non-use, or before periods of frequent use, do the following:

- Inspect for damaged wires.
- Clean all filters.
- Check for leaks.
- Replace batteries.
- Make sure nothing is blocking any air inlets or outlets.



# TROUBLESHOOTING

## SAFETY PRECAUTIONS

If ANY of the following conditions occur, turn off your unit immediately!

- The power cord is damaged or abnormally warm
- You smell a burning odor
- The unit emits loud or abnormal sounds
- A power fuse blows or the circuit breaker frequently trips
- Water or other objects fall into or out of the unit

**DO NOT ATTEMPT TO FIX THESE YOURSELF! CONTACT AN AUTHORIZED SERVICE PROVIDER IMMEDIATELY!**

## COMMON ISSUES

The following problems are not malfunctions and in most situations do not require repairs.

ISSUE	POSSIBLE CAUSES
<b>Unit does not turn on when pressing ON/OFF button</b>	The unit has a 3-minute protection feature that prevents the unit from overloading. The unit cannot be restarted within three minutes of being turned off.
<b>The unit changes from COOL/HEAT mode to FAN mode</b>	The unit may change its setting to prevent frost from forming on the unit. Once the temperature increases, the unit will start operating in the previously selected mode again.
	The set temperature has been reached, at which point the unit turns off the compressor. The unit will continue operating when the temperature fluctuates again.
<b>The indoor unit emits white mist</b>	In humid regions, a large temperature difference between the room's air and the conditioned air can cause white mist.
<b>Both the indoor and outdoor units emit white mist</b>	When the unit restarts in HEAT mode after defrosting, white mist may be emitted due to moisture generated during the defrosting process.
<b>The indoor unit makes noises</b>	A rushing air sound may occur when the louver resets its position.
	A squeaking sound may occur after running the unit in HEAT mode due to expansion and contraction of the unit's plastic parts.

ISSUE	POSSIBLE CAUSES
<b>Both the indoor unit and outdoor unit make noises</b>	Low hissing sound during operation: This is normal and is caused by refrigerant gas flowing through both indoor and outdoor units.
	Low hissing sound when the system starts, has just stopped running, or is defrosting: This noise is normal and is caused by the refrigerant gas stopping or changing direction.
	Squeaking sound: Normal expansion and contraction of plastic and metal parts caused by temperature changes during operation can cause squeaking noises.
<b>The outdoor unit makes noises</b>	The unit will make different sounds based on its current operating mode.
<b>Dust is emitted from either the indoor or outdoor unit</b>	The unit may accumulate dust during extended periods of non-use, which will be emitted when the unit is turned on. This can be mitigated by covering the unit during long periods of inactivity.
<b>The unit emits a bad odor</b>	The unit may absorb odors from the environment (such as furniture, cooking, cigarettes, etc.) which will be emitted during operations.
	The unit's filters have become moldy and should be cleaned.
<b>The fan of the outdoor unit does not operate</b>	During operation, the fan speed is controlled to optimize product operation.
<b>Operation is erratic, unpredictable, or unit is unresponsive</b>	Interference from cell phone towers and remote boosters may cause the unit to malfunction. In this case, try the following: <ul style="list-style-type: none"> <li>• Disconnect the power, then reconnect.</li> <li>• Press ON/OFF button on remote control to restart operation.</li> </ul>

#### NOTE



If problem persists, contact a local dealer or your nearest customer service center. Provide them with a detailed description of the unit malfunction as well as your model number.

## TROUBLESHOOTING

If trouble occurs, please check the following points before contacting a repair company.

PROBLEM	POSSIBLE CAUSES	SOLUTION
<b>Poor cooling performance</b>	Temperature setting may be higher than ambient room temperature.	Lower the temperature setting.
	The heat exchanger on the indoor or outdoor unit is dirty.	Clean the affected heat exchanger.
	The air filter is dirty.	Remove the filter and clean it according to instructions.
	The air inlet or outlet of either unit is blocked.	Turn the unit off, remove the obstruction and turn it back on.
	Doors and windows are open.	Make sure that all doors and windows are closed while operating the unit.
	Excessive heat is generated by sunlight.	Close windows and curtains during periods of high heat or bright sunshine.
	Low refrigerant due to leak or long-term use.	Check for leaks, re-seal if necessary and top off refrigerant.
	Too many sources of heat in the room (people, computers, electronics, etc.).	Reduce amount of heat sources.
	SILENCE function is activated	SILENCE function can lower product performance by reducing operating frequency. Turn off SILENCE function.
<b>Poor heating performance</b>	The outdoor temperature is extremely low.	Use auxiliary heating device.
	Cold air is entering through doors and windows.	Make sure that all doors and windows are closed during use.
	Low refrigerant due to leak or long-term use.	Check for leaks, re-seal if necessary and top off refrigerant.
<b>The unit starts and stops frequently</b>	There's too much or too little refrigerant in the system.	Check for leaks and recharge the system with refrigerant.
	Incompressible gas or moisture has entered the system.	Evacuate and recharge the system with refrigerant.
	The compressor is broken.	Replace the compressor.
	The voltage is too high or too low.	Install a manostat to regulate the voltage.
<b>Indicator lamps continue flashing or error code appears</b>	<p>The unit may stop operation or continue to run safely. If the indicator lamps continue to flash or error codes appear, wait for about 10 minutes. The problem may resolve itself.</p> <p>If not, turn the power off, wait a few minutes. Then, turn the unit on.</p> <p>If the problem persists, contact your nearest certified service technician.</p>	

PROBLEM	POSSIBLE CAUSES	SOLUTION
<b>The unit is not working</b>	Power failure	Wait for the power to be restored
	The power is turned off	Turn on the power
	The fuse is burned out	Replace the fuse
	Remote control batteries are dead	Replace the batteries
	The unit's 3-minute protection has been activated	Wait three minutes after restarting the unit
	Timer is activated	Turn timer off



#### NOTE

If your problem persists after performing the checks and diagnostics above, or an error code remains, turn off your unit immediately and contact an authorized service center.

## LIMITED WARRANTY – PARTS

This Limited Warranty applies to Covered Equipment manufactured on or after November 1<sup>st</sup>, 2024.

COVERED EQUIPMENT is defined by the following model number categories:

DRA1\_S2A, DRA3\_M2A, DRA4\_M2A, DRA5\_M2A, DRA6\_M2A, DRU1\_S2A,  
DRAC\_F2A, DRAD\_F2A, DRAF\_F2A, DRAL\_F2A, DRAM\_F2A, DRAS\_F2A, DRAW\_F2A, DRUM\_S2A.

Durastar accessories installed with Covered Equipment carry the balance of the Covered Equipment warranty.

### BASE RESIDENTIAL WARRANTY: SEVEN (7) YEARS PARTS

Subject to the terms of this Limited Warranty, Manufacturer will repair or replace, at its option, any part of the Covered Equipment that is found to be defective in material or workmanship.

Covered Equipment Parts are warranted to be free from defects in material and workmanship for a period of seven (7) years from the date of installation, under normal use and service. Durastar will, at its option, repair or replace any part determined by Durastar to be defective. Replacement parts carry the balance of the original parts warranty. If an exact replacement part is not available, an equivalent part or credit will be provided.

To qualify:

- The Covered Equipment must be installed in a residential single-family home.\*
- The Covered Equipment must be properly installed by a licensed HVAC professional pursuant to all local and state laws.
- Any part to be replaced must be made available to Durastar in exchange for the replacement.

\*Single-family home is defined as any single-family dwelling, which includes apartments, condominiums, duplexes, and homes.

### BASE COMMERCIAL WARRANTY: TWO (2) YEAR PARTS

Subject to the terms of this Limited Warranty, Covered Equipment installed in commercial applications are warranted against defects in material and workmanship for a period of TWO (2) YEARS.

### REGISTERED WARRANTY

Parts for Covered Equipment that is registered by the purchaser online within ninety (90) days of the original installation date shall be warranted for an extended period subject to the terms in this Limited Warranty. Any Covered Equipment not properly registered within the ninety (90) day registration window will be subject to the base warranty terms outlined herein. To register your Covered Equipment online, go to: [\*\*www.durastar.com/warranty-registration\*\*](http://www.durastar.com/warranty-registration)

Registered Residential Warranty: TEN (10) years

Registered Commercial Warranty: FIVE (5) years

FLORIDA, TEXAS, AND CALIFORNIA RESIDENTS ONLY: Failure to register Covered Equipment does not diminish or decrease your limited warranty length. Covered Equipment will receive the full REGISTERED WARRANTY terms.

### EFFECTIVE DATE OF WARRANTY

The Effective Date of warranty coverage is determined as follows: (a) If the original installation date can be verified by the installer's invoice then the Effective Date of warranty coverage is the original installation date as shown on the installer's invoice. For residential new construction installations, the final occupancy permit, or proof of purchase from the builder can be substituted for the installer's invoice. (b) if the original installation date cannot be verified by the installer's invoice, or proof of purchase from the builder in residential new construction applications, then the Effective Date of warranty coverage is the Covered Equipment's manufacture date (as verified by the product's serial number) plus ninety (90) days.

### LIMITATIONS

There is NO LABOR component provided with this warranty. This Limited Warranty does NOT cover any labor costs or expenses for service, NOR for removing or reinstalling parts.

This Limited Warranty does NOT cover shipping costs for warranty replacement parts from our factory to the Manufacturer's distributor or from the distributor to the location of your Covered Equipment. You also are responsible for the cost of shipping allegedly defective parts to the distributor and for incidental costs incurred locally, including handling charges. (If in Alaska, Hawaii or Canada, you also must pay the shipping costs of returning the failed part to the port of entry into the continental United States.)

Manufacturer's Liability hereunder is limited to the repair or replacement of Covered Equipment Parts, and in no event shall exceed the value of the original Covered Equipment Purchase Price. Liability for incidental, consequential or special damages are specifically excluded.

#### EXCLUSIONS

In addition to the other exclusions identified in this Limited Warranty, this Limited Warranty excludes:

- Damages, malfunctions, or failures resulting from failure to properly install, operate, or maintain Covered Equipment in accordance with the Manufacturer's instructions.
- Damages, malfunctions, or failures resulting from misuse, accident, contaminated, or corrosive atmosphere, vandalism, freight damage, fire, flood, freeze, lightning, acts of war, acts of God and the like.
- Non-original parts installed with Covered Equipment or used in connection with normal maintenance, such as cleaning or replacing air filters, refrigerant, thermostats, tubing, or concrete pads.
- Covered Equipment that is not installed in the United States.
- Covered Equipment that is not installed by a qualified, trained or licensed HVAC professional in accordance with applicable codes, ordinances, and good trade practices.
- Damages, malfunctions, or failures resulting from the use of any attachment, accessory, or component not authorized by the Manufacturer or resulting from alteration or modification of the unit.
- Covered Equipment moved from the original installation location.
- Covered Equipment when operated with system components (indoor unit, outdoor unit, coil, and refrigerant control devices) or accessories which do not match or meet the specifications recommended by the Manufacturer.
- Any Covered Equipment manufactured that has been sold to the consumer via the Internet or auction website, and has not been installed by a trained, qualified HVAC professional.
- Covered Equipment that is not part of a properly matched system as specified by the Air Conditioning, Heating & Refrigeration Institute (AHRI).

#### OBTAINING WARRANTY SERVICE

If you believe your Covered Equipment is defective, contact the licensed contractor who installed your mini-split system. Alternatively, contact a licensed contractor, dealer, or distributor.

Durastar Customer Support is available for troubleshooting assistance. Before contacting Customer Support, please locate your model number, serial number, and proof of purchase. These items will be required to complete any warranty service. A Durastar authorized representative will verify warranty eligibility and determine appropriate service options. Service will be provided during normal business hours.

The warranty claim must be submitted at [www.durastar.com/warranty-claim](http://www.durastar.com/warranty-claim) by the servicing contractor within 90 DAYS after the date of service in order for the warranty to be approved. The service invoice and/or return of parts may be requested to verify eligibility.

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