

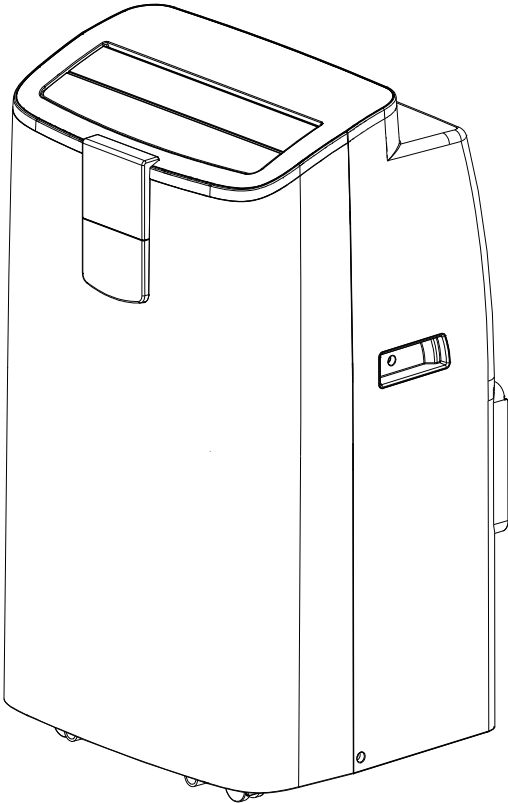
PAC011

Portable Air Conditioner

User Manual

SKU: PAC011-12KWH-USZX
PAC011-14KWH-USZX

MODEL: PAC011-12K
PAC011-14K



A2L



support@homyd.com



1-833-632-0897

Thank You for Choosing Us

Thank you for choosing our product.

We sincerely appreciate your trust and support. Your satisfaction is our top priority, and we are committed to delivering high-quality products and attentive service.

If you have any questions or suggestions during use, please DO NOT hesitate to contact us. We are always here to assist you.

Contact Information

Email: support@homyd.com (Replies within 24 hours on business days)

Toll-Free: 1-833-632-0897 (Monday to Friday, 9:00 AM – 6:00 PM ET)

We hope this product brings ease and enjoyment to your daily life.

Warranty Statement

This product is covered by a limited warranty that protects against defects in materials and workmanship under normal household use.

If your product develops a fault after the return period of your purchase platform has ended, please contact us directly. We will do our best to assist you based on the warranty terms.

For warranty-related inquiries, please reach out using the contact details listed above.

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IMPORTANT SAFETY INSTRUCTIONS

 Read and review instructions to understand the operation and use of the product.

 Indicates the presence of a hazard that can cause personal injury, death, or substantial property damage if the warning included with this symbol is ignored.

Warnings

Failure to follow these instructions could result in electric shock, fire, or burn hazards, which could cause property damage, personal injury, or death. When using electrical appliances, basic safety precautions should always be followed, including the following:

Child Safety

1. This appliance may be used by children aged 8 and above or by persons with reduced physical, sensory, or mental capabilities only under supervision or proper instruction.
2. Children must not play with the appliance, and cleaning or maintenance should not be performed by children without supervision.

Electrical Safety

3. Always operate the unit from a power source with the same voltage, frequency, and rating indicated on the rating label.
4. The power outlet must be properly grounded.
5. **DO NOT** operate or touch the unit with wet hands.
6. **DO NOT** pull the power cord to unplug the unit.
7. **DO NOT** use an extension cord or adapter plug.
8. If the power cord is damaged, it must be replaced by the manufacturer, a service agent, or a qualified technician to avoid hazards.
9. The appliance must be disconnected from power before any service or maintenance.

Installation and Placement

10. Place the appliance on a flat, stable surface and keep it away from walls or obstacles to ensure proper ventilation.
11. **DO NOT** tilt, overturn, or place heavy objects on top of the unit.
12. **DO NOT** sit or stand on the appliance.
13. Ensure the unit is kept away from fire, flammable materials, and explosive objects.
14. The appliance shall be installed in accordance with national wiring and safety regulations.
15. **DO NOT** install or operate the unit in a room smaller than 4 m² (43 sq ft).
16. Keep ventilation openings clear of obstruction.
17. Protect all piping from physical damage and ensure it is properly secured.

Operation Safety

18. **DO NOT** operate the appliance if it has been dropped, damaged, or shows signs of malfunction.
19. **DO NOT** insert fingers or objects into the air outlet.
20. **DO NOT** touch the air inlet or aluminum fins.
21. **DO NOT** immerse the appliance or expose it to rain, moisture, or any other liquid.
22. **DO NOT** leave the appliance running unattended.
23. Never unplug the appliance while it is operating.

Refrigerant Safety

24. This unit uses R32 as the refrigerant.
25. **DO NOT** discharge refrigerant into the atmosphere.
26. The refrigerant circuit is sealed—**DO NOT** attempt to open or service the system yourself.
27. R32 gas has no odor. The absence of smell does not mean there is no leak.
28. If R32 gas leaks, do not allow untrained personnel to attempt to identify the cause.

29. If you suspect a refrigerant leak: Immediately turn off the appliance. Evacuate all people from the area and ventilate the room. Contact your local fire department and a qualified technician.
30. **DO NOT** permit anyone to re-enter the room until a qualified service technician has arrived and confirmed that it is safe to do so.
31. **DO NOT** use open flames, cigarettes, or any ignition sources near the appliance.
32. **DO NOT** pierce or burn the appliance, even after use.
33. Store the appliance in a well-ventilated area away from continuous heat sources (such as open flames, gas appliances, or heaters).

Maintenance and Service

34. **DO NOT** clean the appliance with chemical solvents or abrasive cleaners.
35. **DO NOT** use any method to accelerate the defrosting process or clean the unit, other than those recommended by the manufacturer.
36. Store the unit in a manner that prevents mechanical damage.
37. Ensure compliance with national gas regulations, where applicable.
38. **DO NOT** attempt to disassemble, modify, or repair the unit yourself.
39. Maintenance and repair must be performed only by qualified technicians following the manufacturer's service guidelines.
40. Always disconnect the appliance from power before cleaning or servicing.
41. Use only parts and accessories recommended by the manufacturer.
42. Any person working on or servicing a refrigerant circuit must hold a valid certificate from an accredited authority.

Risk of Fire or Explosion—Flammable Refrigerant Used

Dispose of the appliance following federal or local regulations. Follow all handling instructions to ensure safe disposal.

- **DO NOT** puncture refrigerant tubing.
- Servicing must be performed by trained personnel only.
- Clean and maintain the appliance regularly according to this manual's Cleaning & Maintenance section.

Warnings & Precautions



Model:

ID: 2ANDL-WBR3

FCC Caution

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.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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

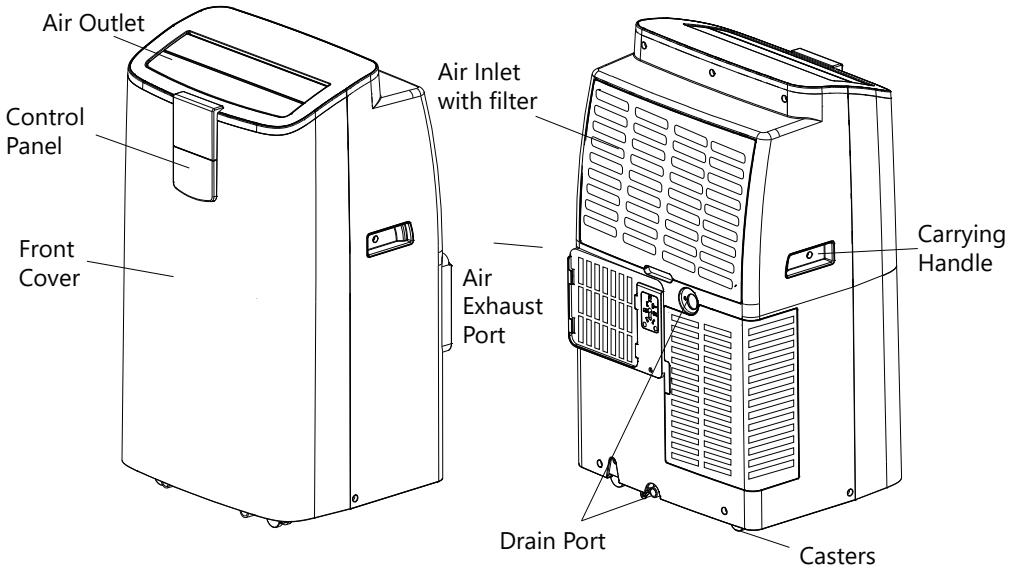
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

IC Warning

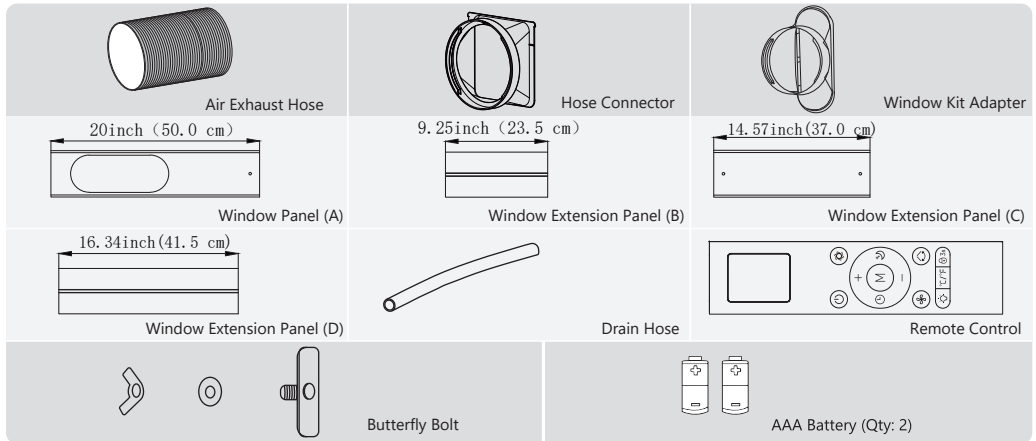
This device complies with industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

KEY COMPONENTS AND STRUCTURE



Accessories



ASSEMBLING YOUR AIR CONDITIONER

24h

Please keep the air conditioner upright for at least 24 hours before using the unit for the first time.

1. Preparing the Window Panel

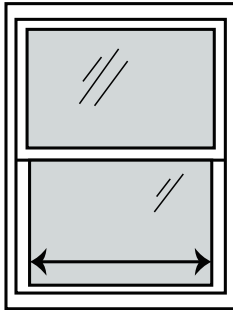
Before installation, measure your window opening to ensure the window kit fits properly.

Standard Window Opening Range:

Maximum: **53 inches (135.0 cm)**

Minimum: **20 inches (50.0 cm)**

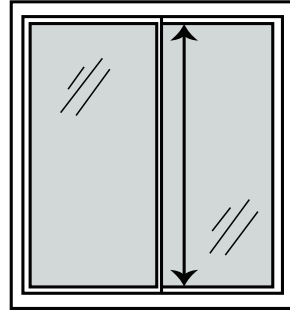
For Hung Windows



Measure the width between the inner frames of the opened window.

Compatible window width: **20 inches (50.0 cm) - 53 inches (135.0 cm)**

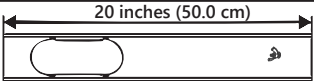
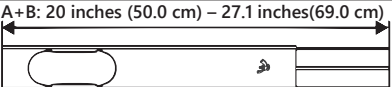
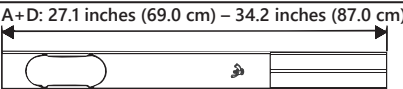
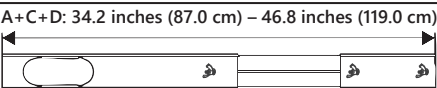
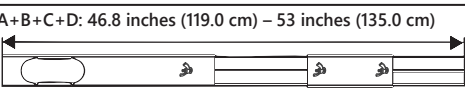
For Sliding Windows



Measure the height between the inner frames of the opened window.

Compatible window height: **20 inches (50.0 cm) - 53 inches (135.0 cm)**

Select and assemble the corresponding window panels according to your window opening size:

Window Opening Size	Panels to Use			
	Extension Panel A	Extension Panel B	Extension Panel C	Extension Panel D
 <p>20 inches (50.0 cm)</p>	✓			
 <p>A+B: 20 inches (50.0 cm) – 27.1 inches (69.0 cm)</p>	✓	✓		
 <p>A+D: 27.1 inches (69.0 cm) – 34.2 inches (87.0 cm)</p>	✓			✓
 <p>A+C+D: 34.2 inches (87.0 cm) – 46.8 inches (119.0 cm)</p>	✓		✓	✓
 <p>A+B+C+D: 46.8 inches (119.0 cm) – 53 inches (135.0 cm)</p>	✓	✓	✓	✓

Note:

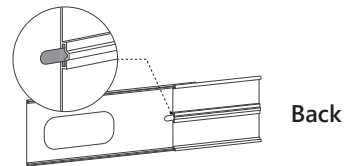
For window openings smaller than 20 inches (50.0 cm), measure and trim Panel A to fit the opening.

For window openings larger than 53 inches (135.0 cm), please contact Customer Support for assistance.

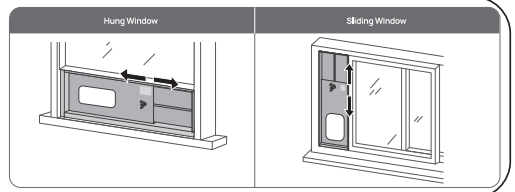
Extension Panel Assembly

Align the slot on the back side with the butterfly bolt on the panel.

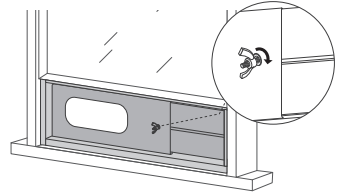
Note: The butterfly bolt must be inserted into the back slot before installing the panel onto the window.



Place the panel on the window and adjust the extension according to the opening length.



Secure the panels by tightening the butterfly bolt.



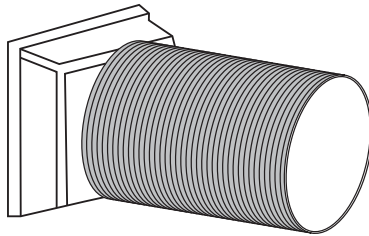
2. Installing the Window Panel and Air Conditioner

Step 1: Measure and Install the Window Panel

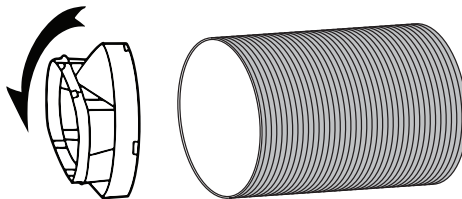
- Measure the window opening to determine the required length of the window panel.
- Select and connect the appropriate panel sections. Ensure the side with the wing nuts faces indoors.
- Once positioned properly in the window frame, tighten the wing nuts to secure the panel firmly in place.

Step 2: Air Exhaust Duct Assembly

A: Insert one end of the air exhaust hose into the hose connector and rotate it until it locks securely.



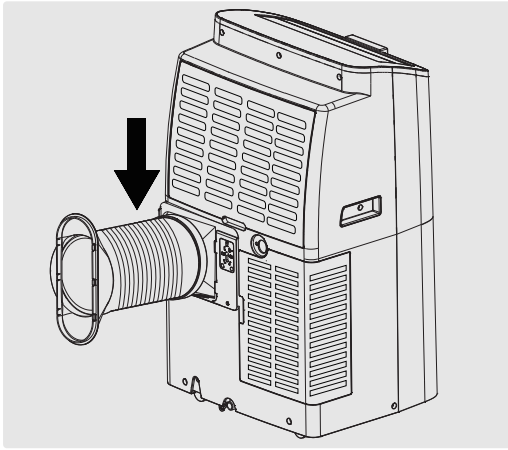
B: Connect the other end of the air exhaust hose to the window kit adapter and rotate to ensure a tight fit.



Note: Ensure all connections are properly locked and sealed to prevent air leakage and maintain optimal cooling performance.

Step 3: Connect the Air Exhaust Hose to the Appliance

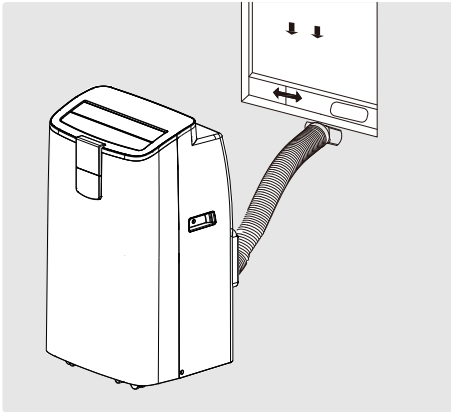
Attach the hose connector (the square end of the exhaust hose) to the exhaust outlet on the back of the unit. Slide it down until it clicks into place, as shown in the illustration.



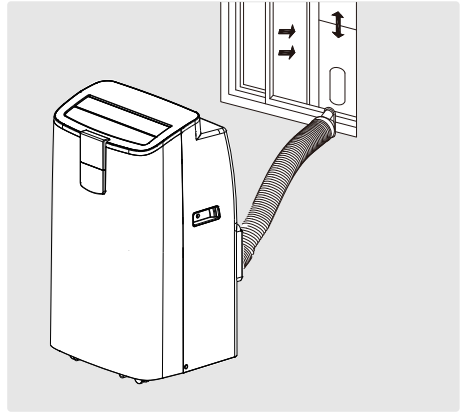
Step 4: Connect the Air Exhaust Hose to the Window Plate

Attach the exhaust hose to the window kit. Close the window firmly to secure the window kit in place.

For Hung Windows

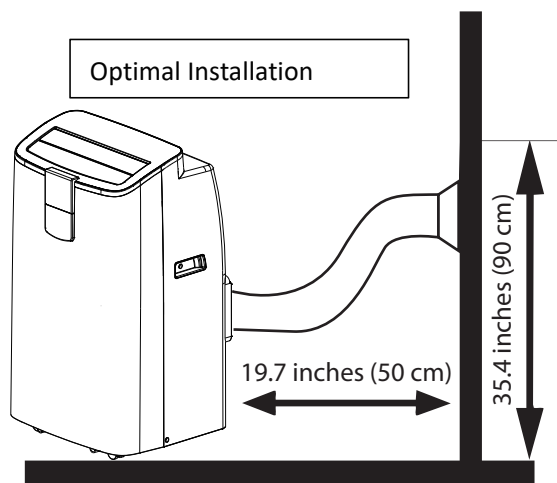


For Sliding Windows



Step 5: Completing the Installation

- Adjust the exhaust hose so the unit is at least 19.7 inches (50 cm) from the window and the hose outlet is at least 35.4 inches (90 cm) above the floor.
- Place the appliance near a grounded electrical outlet and switch on the unit.

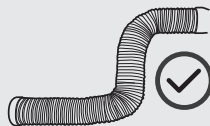


3. Installation Precautions

- If the unit has been tilted more than 45°, keep it upright for at least 24 hours before powering it on.
- Place the appliance on a firm, level surface, ensuring that there is a minimum clearance of 19.7 inches (50 cm) around the unit for proper air circulation.
- **DO NOT** install the air conditioner near walls, curtains, or other objects that may block the air inlet or outlet.
- Always keep ventilation openings clear and unobstructed.
- **DO NOT** install the unit near heat sources (such as radiators, heat registers, or stoves), in direct sunlight, in areas with mechanical vibrations or shocks, in dusty environments, in poorly ventilated spaces (such as inside cabinets or bookcases), or on uneven surfaces.

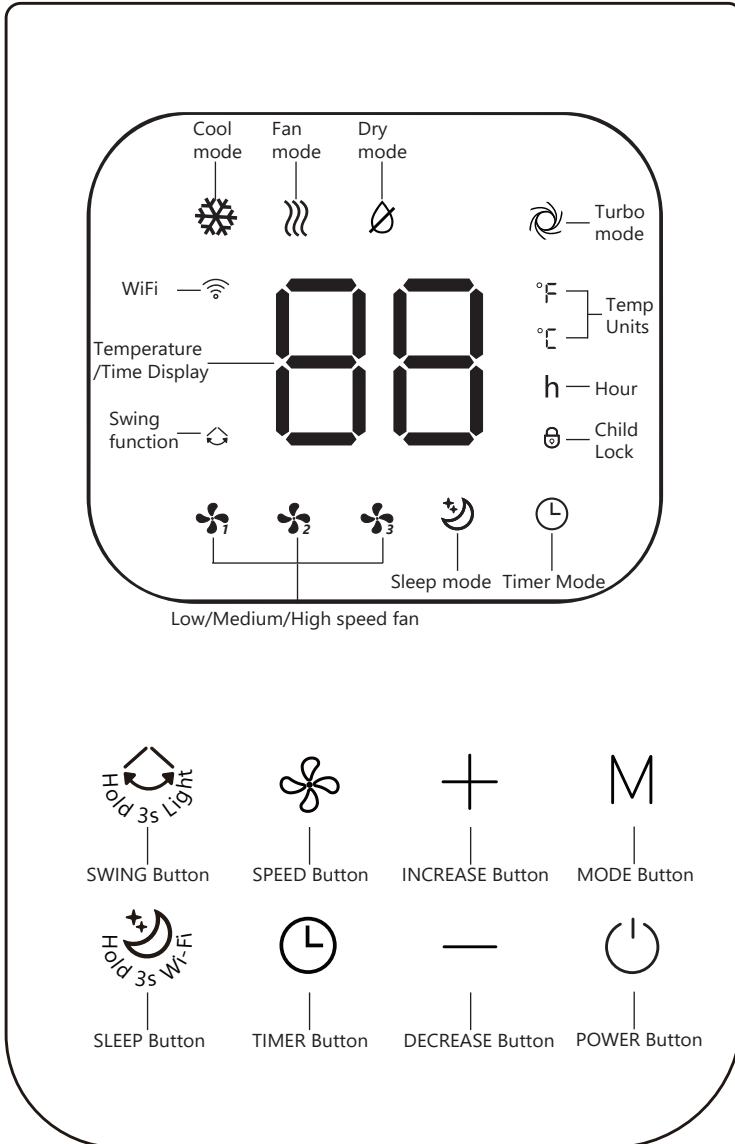
WARNING: Install the unit only in rooms larger than 4 m² (43 sq ft). **DO NOT** install the appliance in areas where flammable gas may leak.

To ensure optimum performance, **DO NOT** overextend or bend the hose.



KNOWING YOUR AIR CONDITIONER

Control Panel





POWER Button

- Press to turn the unit on or off.



MODE Button

- Switch between Cool, Fan Only and Dry (dehumidify) modes.
- Press and hold to switch between Celsius and Fahrenheit.



Buttons (Temperature & Timer Adjustment)

- Select to increase or decrease the temperature in Cool mode. The adjustable range is 61°F–90°F (16°C–32°C).
- Select to increase or decrease timer when you choose to adjust auto off or on.



SPEED Button

- Select to adjust the airflow to high, medium, or low speed.



TIMER Button

- Select to set the auto-off or auto-on timer.



SWING Button

- Press the button to adjust the airflow direction.
- Press and hold the button for 3 seconds to turn on or off the display.



SLEEP Button

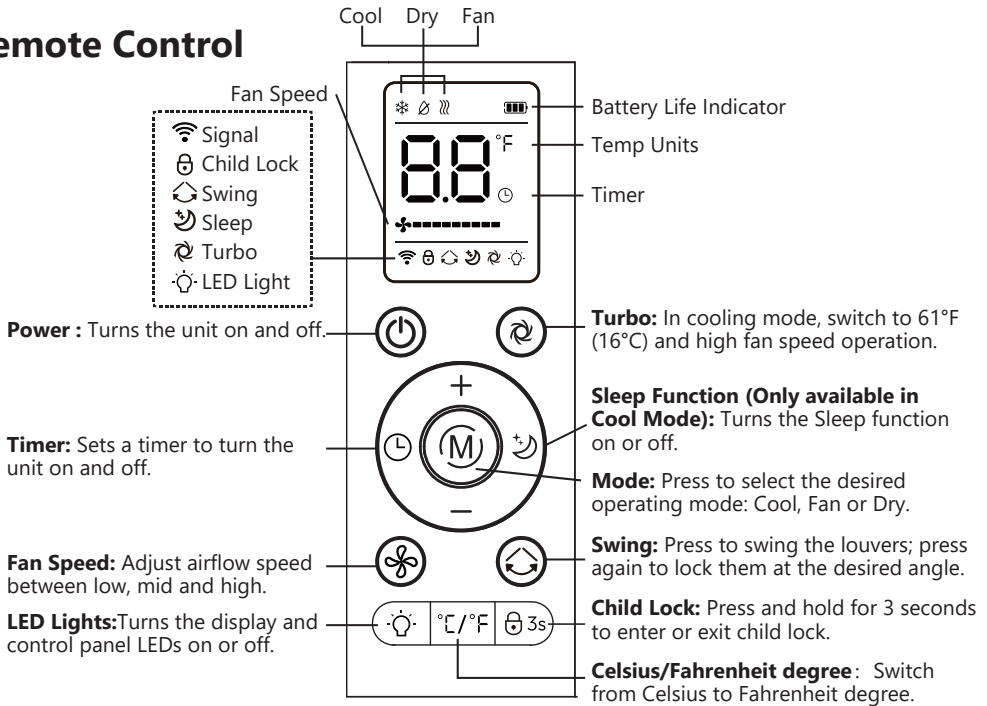
- Press the Sleep button to activate the Sleep function.
- Long press the Sleep button until the Wi-Fi indicator flashes to enter the network configuration mode.

Temperature and Timer Display

- The display window shows the current temperature setting and timer value. It will also display the icon corresponding to the selected mode.

USING YOUR AIR CONDITIONER & FUNCTIONAL DESCRIPTION

Remote Control



Working Modes



Cool Mode (16°C to 32°C /61°F to 90°F)

- Provides rapid cooling with adjustable temperature and fan speed.
- Press **+** or **-** to set the desired room temperature.
- Press the **fan** button to select the desired airflow (high, medium, or low).
- Press the **swing** button to adjust the airflow direction.
- The **❄** indicator on both the unit and the remote will light up.

Note: The air conditioner will stop if the room temperature drops below the selected temperature.





Fan Mode

- Circulates air in the room without cooling.
- Press the **fan** button to select the desired airflow (high, medium, or low).
- Temperature adjustment is not available in this mode.
- The **🌀** indicator on both the unit and the remote will light up.
- In Fan Mode, the display screen on the unit will show " **FAN** ", and the remote control screen will display " **--** ".








Dry Mode

- **Before Starting:** Don't forget to remove the protective cap from the drain and attach the drain hose. Push one end firmly into the unit's drain outlet and run the other end to a floor drain or place it in a bucket.
- **How It Works:** Once you select this mode, the "Dry" light on the unit and the remote control will glow. The unit operates at a low, fixed fan speed, and the temperature cannot be adjusted in this mode.
- In Dry Mode, the display screen on the unit will show "  ", and the remote control screen will display "  ".



Timer Mode (1 – 24 Hours)

- In Standby Mode, press TIMER to set an ON timer (Cool/Fan/Dry).
- In Operating Mode, press TIMER to set an Auto Off.
- Press  or  to adjust the duration (1–24 hours).
- To cancel the timer, press either  the or  button.
- When enabled, the device display will show "h", and the  indicator on the remote will light up.





Sleep Button

- The Sleep Function can be activated in Cool Mode and will automatically maintain a quiet operation.
- In Sleep mode, This mode uses a fixed Low fan speed.
- You can set your desired temperature when starting Sleep Mode.
- The temperature will automatically adjust for comfort throughout the night:
 - After 1 hours, it increases by 1°C (2°F).
 - After 1 more hours, it increases by another 1°C (2°F).
 - After that, The temperature will remain unchanged.



Turbo Button

- Press  button to enter turbo mode. The  indicator on both the unit and the remote will light up.
- This function switches the unit directly to Cool Mode with a fixed temperature of 61°F (16°C) and High fan speed for rapid cooling.
- The function can be activated using the remote control.



Swing Button

- Press this button to activate the swing function, which moves the louvers up and down.
- Press again to stop the swing and lock the louvers at the desired angle.

Additional Features



Temperature Switch Button

Press to toggle the temperature display between °C and °F.




LED Lights Button

Press the button to turn the LED indicators on or off on the display.



Child Lock Button

- Press and hold for 3 seconds to activate or deactivate the child lock. The  indicator on both the unit and the remote will light up.
- In child lock mode, other buttons are disabled. Press and hold for 3 seconds to unlock and use other functions.

Water Full Indicator (Ft Alarm)

When the condensate water reaches the maximum level, the unit will stop operating and the display will show Ft.

To resolve this issue: 1. Turn off the unit. 2. Remove the drain plug to empty the water. 3. Reinstall the drain plug securely before restarting the unit.

Automatic Defrost

At low ambient temperatures, frost may accumulate on the evaporator during operation. The unit will automatically enter Defrost Mode and the POWER indicator will flash. The control sequence is as follows:

A. When operating in Cool or Dry Mode, if the ambient temperature sensor detects that the evaporator coil temperature has dropped below $-1\text{ }^{\circ}\text{C}$ ($30\text{ }^{\circ}\text{F}$), the compressor will stop for 10 minutes, or until the coil temperature rises to $7\text{ }^{\circ}\text{C}$ ($44\text{ }^{\circ}\text{F}$). The unit will then resume cooling operation.

B. When operating in Dry Mode, if the evaporator temperature falls below $40\text{ }^{\circ}\text{C}$ ($104\text{ }^{\circ}\text{F}$) and the temperature difference between the evaporator and the room is less than $19\text{ }^{\circ}\text{C}$ ($66\text{ }^{\circ}\text{F}$), the compressor will run for approximately 20 minutes, then enter a 5-minute defrost cycle. During this period, the POWER indicator will continue to flash.

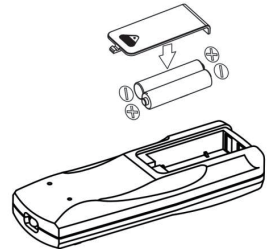
Overload Protection

In the event of a power interruption, the unit will delay restart for 3 minutes to protect the compressor.

Battery Replacement

Before using the remote control, please install the batteries correctly. Follow these steps:

1. Slide open the battery cover on the back of the remote.
2. Insert 2 new AAA (DC 1.5V) batteries, ensuring the correct polarity.
3. Secure the batteries in place and replace the battery cover.



Remote Control Usage

Use the remote control within 16 ft (5 m) of the unit, ideally at an angle of less than 45° for optimal performance.

Warning:

1. Only use AAA DC 1.5V batteries. **DO NOT** use rechargeable or other types of batteries.
2. Always replace both batteries at the same time. **DO NOT** mix old and new batteries.
3. Remove the batteries if the remote control will not be used for an extended period.

Caution:

1. Never use leaking or damaged batteries.
2. Battery chemicals may pose health hazards, including burns.
3. If battery liquid or residue comes into contact with skin or clothing, rinse the affected area immediately with clean water.
4. If batteries or battery liquid are swallowed, rinse your mouth thoroughly with clean water and seek medical attention immediately.



APP CONNECTION

1. Download and Install the App



Scan the QR code or search for “Smart Life” in the App Store or Google Play to download and install the app.

2. Create an Account / Sign In

Open the app and follow the on-screen instructions to create an account or sign in.

TIP:

- You can connect your smart air conditioner to Amazon Alexa or Google Home using the Smart Life app.
 - Go to the “Me” page → “Service Center” → select “Google Assistant” or “Alexa”, and follow the instructions to complete the setup.
- Note: A Smart Life account is required to enable voice assistant functions.

3. Connecting the Appliance to the App

This appliance can be controlled through your home Wi-Fi network using the Smart Life app.

A stable Wi-Fi connection is required.

Step 1: Prepare for Connection

- Install the Smart Life app and log in.
- Enable the Wi-Fi function on the appliance.
- Place the appliance within approximately 5 meters (16 ft) of your router.

Step 2: Enter Wi-Fi Configuration Mode

- Press and hold the Sleep button until the Wi-Fi indicator begins flashing.
- This indicates the appliance is ready for pairing.
- If the appliance is not connected within 3 minutes, the setup will be canceled and the indicator will turn off.
- To retry, press and hold the Sleep button again until the Wi-Fi indicator flashes.

4. Connection Methods

You may connect the appliance to the app using Bluetooth Auto-Connect or Manual Wi-Fi Setup.

Method 1: Bluetooth Auto-Connect (Recommended)

- Turn on Bluetooth on your mobile device.
- When the Wi-Fi indicator is flashing, open the Smart Life app. The appliance will automatically connect via Bluetooth.

Method 2: Manual Wi-Fi Setup

- When the Wi-Fi indicator is flashing, open the Smart Life app.
- Select: Add Device → Large Home Appliances → Portable Air Conditioner
- Follow the in-app instructions to complete the setup.

5. After Connection

- When the appliance is successfully connected, the Wi-Fi indicator will remain lit.
- You can now monitor and control the appliance through the Smart Life app.
- To reset the Wi-Fi connection, press and hold the Sleep button for about 3 seconds. The Wi-Fi indicator will blink.

CLEANING AND MAINTENANCE

Warning

Always turn off the appliance and unplug it before cleaning or maintenance to prevent electric shock.

Exterior Cleaning

1. Always unplug the unit before cleaning.
2. Wipe the exterior surface with a soft, slightly damp cloth.



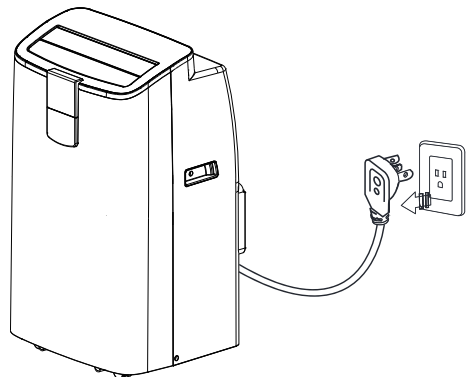
Note:

To protect the finish, **DO NOT** use chemical agents such as benzene, alcohol, or gasoline. Never allow water to enter the appliance interior.

Water Drainage

1. Manual Drainage

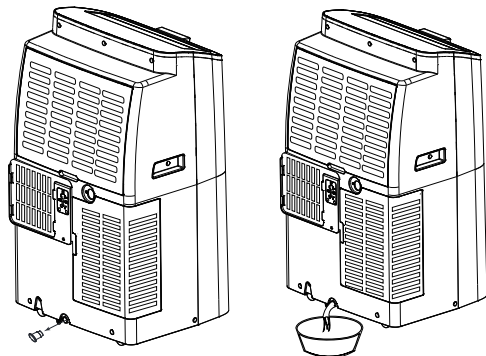
- A. Unplug the power cord. Move the appliance carefully to avoid spilling water from the internal water tray.
- B. Place a suitable container under the bottom drain outlet on the back of the unit.
- C. Remove the drain plug and allow the water to flow into the container automatically.



Notes:

- Keep the drain plug properly stored.
- The unit may be slightly tilted backward during drainage.
- If the container is not large enough, reinstall the drain plug before the container is full to prevent overflow.

D. After drainage is complete, securely reinstall the drain plug.



Note: DO NOT restart the unit until the drain plug and cover are properly installed; otherwise condensate water may leak onto the floor or carpet.

2. Continuous Water Removal (Recommended for Dehumidifying Mode)

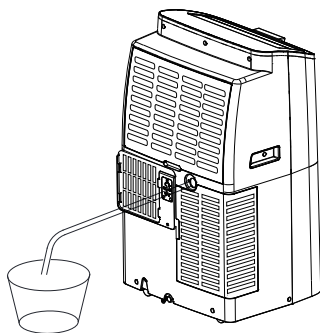
This portable air conditioner uses a self-evaporating system to enhance cooling performance. In Cool Mode, draining is usually unnecessary. In Dry Mode or high humidity conditions, water may need to be continuously removed.

For long-term or unattended operation, connect the provided drain hose so that condensate water can flow by gravity into a bucket or drain.

Steps:

- Remove the drain plug located at the center of the back of the unit.
- Connect the drain hose securely, ensuring it is straight and unobstructed.
- Place the end of the hose above a drain or container and ensure water can flow freely.

Note: DO NOT submerge the end of the hose in water to avoid creating an air lock.



To prevent water leakage:

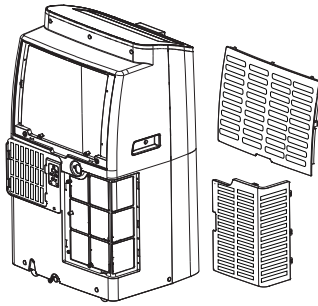
- Keep the drain hose sloped downward with a minimum tilt of 20°.
- Ensure the hose remains straight to prevent water traps.

Air Filter Cleaning (Every Two Weeks)

Dust may accumulate on the air filter and restrict airflow, reducing system efficiency. A blocked filter can also cause damage to the unit. The air filter must be cleaned regularly. It is removable for easy maintenance. **DO NOT** operate the appliance without the air filter installed, as this may contaminate the evaporator.

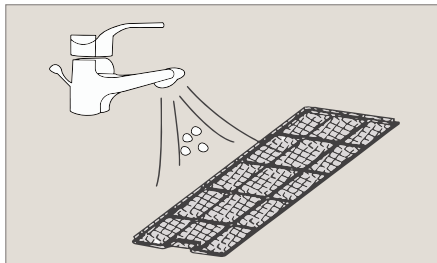
Cleaning Steps:

1. Press the POWER button to turn off the unit and unplug it from the power outlet.
2. Remove the air filter from the appliance.



3. Use a vacuum cleaner to remove dust from the filter. Turn the filter over and rinse it under running water. Let the water flow in the opposite direction of the air circulation.
4. Allow the filter to dry completely before reinstalling it.

WARNING: DO NOT touch the evaporator surface with bare hands, as it may cause injury.



STORAGE

If the unit will not be used for an extended period (more than a few weeks), it should be thoroughly cleaned and completely dried before storage. Follow these steps:

1. Unplug the unit and remove the exhaust hose and window kit.
2. Drain any remaining water from the unit.
3. Clean the air filter and let it dry completely in a shaded area.
4. Reinstall the filter in its original position.
5. Store the unit in an upright position.
6. Keep the unit indoors in a ventilated, dry, and non-corrosive environment.

ATTENTION: The evaporator must be fully dried before packing to prevent component damage. You can either leave the unit unplugged in a dry, open area for several days or run the unit in low-speed fan mode until the drainage pipe is dry. This ensures the interior remains dry and prevents mold.

Before Reuse

When preparing the appliance for use again:

1. Ensure the water plug and filter are installed properly.
2. Check that the power cord is undamaged.
3. Reinsert the remote-control batteries.
4. Reassemble all parts following the operating instructions.

CORRECT DISPOSAL OF THIS PRODUCT



When the unit is taken out of service, its disposal and the handling of its materials must comply with national regulations. Releasing refrigerant into the atmosphere is strictly prohibited!

ERROR CODES

Error Code	Error Type	Solution
<i>E0</i>	Communication fault between the main PCB and the display PCB	Check the display PCB wire harness for damage
<i>E1</i>	Ambient temperature sensor failure	Check the connection or replace the sensor. The sensor can be cleaned or replaced
<i>E2</i>	Coil temperature sensor failure	Check the connection or replace the sensor. The sensor can be cleaned or replaced
<i>Ft</i>	Condensate water high-level alarm	Empty the drain pan by removing the rubber plug

TROUBLESHOOTING

Problem	Possible Cause	Solution
The unit is not operating	Check whether the power cord is firmly connected.	Insert the power cord securely into the wall outlet
	Check whether the water level indicator is illuminated.	Remove the drain plug to empty the drain pan
	Check the room temperature.	Ensure the room temperature is within the operating range of 5 –35 °C (41 –95 °F)
The unit operates with reduced cooling capacity	Check the air filter for dirt buildup.	Clean the air filter if necessary.
	Check whether the exhaust duct is blocked.	Remove any blockage.
	Check whether any doors or windows are open.	Keep doors and windows closed.
	Check whether the correct mode and temperature are set.	Set the appropriate mode and temperature according to the manual.
	Check whether the exhaust hose is detached.	Ensure the exhaust hose is securely connected.
Water leakage	Water overflow during unit movement.	Empty the water tank before relocating the unit.
	Check whether the drain hose is kinked or bent.	Straighten the drain hose to avoid traps or blockages.
Excessive noise	Check whether the unit is positioned securely.	Place the unit on a flat and stable surface.
	Check for loose or vibrating parts.	Secure and tighten any loose parts.
	Noise sounds like flowing water.	Sound of refrigerant flow is normal.

Note:

During transportation, liquid refrigerant may remain inside the compressor due to shaking or tilting. If the appliance is operated immediately after unpacking, the compressor may suffer damage from a phenomenon known as liquid slugging, which can shorten its service life.

It is recommended to let the unit stand upright for at least 24 hours before use to allow the refrigerant to settle properly.

SPECS

PAC011-12K Portable Air Conditioner

SKU	PAC011-12KWH-USZX
MODEL	PAC011-12K
COOLING CAPACITY	12000 BTU
VOLTAGE	115V/60HZ
PRODUCT DIMENSIONS	16.7*13.7*28.4 in
NET WEIGHT	61.8 lbs

PAC011-14K Portable Air Conditioner

SKU	PAC011-14KWH-USZX
MODEL	PAC011-14K
COOLING CAPACITY	14000 BTU
VOLTAGE	115V/60HZ
PRODUCT DIMENSIONS	16.7*13.7*28.4 in
NET WEIGHT	64.6 lbs

WARRANTY POLICY

1-Year Limited Warranty

Toll-Free Call: 1-833-632-0897 Mon to Fri, 9AM - 6PM (ET)

Email: support@homyd.com

Thank you for choosing our products. We provide a 1-Year Limited Warranty for items purchased through our official channels. Please kindly note that this warranty is for the original purchaser and is non-transferable. If you purchase from an unauthorized seller, please get in touch with them directly.

We are committed to ensuring that our products are free from defects in materials and workmanship for one year from the date of purchase, as long as they are used under normal household conditions and maintained according to the User Manual. **Please note that certain conditions and exclusions apply:**

Should you find any defects in the original product or its non-wearable parts, we will be happy to repair or replace the item within one year of purchase. If a replacement is necessary, the warranty period will continue from the original purchase date. Please be aware that normal wear and tear or damage due to mishandling, accidents, or failure to follow instructions are not covered. However, replacement parts are available for purchase. Feel free to contact us for more information.

Please also note that this warranty does not cover damage caused by exposure to liquids or foreign materials, unauthorized repairs or modifications, or use in commercial or non-household environments (unless specified for commercial use).

If you encounter any issues with your product, we are here to help. You can reach us by phone at **1-833-632-0897(US)** or email us at **support@homyd.com**. For certain product categories, we also offer the option to upgrade your warranty to our VIP service.

Our friendly phone support team is available from **Monday to Friday, 9 AM - 6 PM (ET)**. To assist you more efficiently, please have your product with you when you call. We aim to respond to emails within 24 business hours. If you don't receive a reply after sending us an email within this time frame, kindly check your spam folder to ensure you don't miss our response.

In addition to the one-year warranty, we also offer lifetime technical support. After the warranty period, service is still available at an additional cost. Please don't hesitate to contact us with any questions or concerns.

Looking for help?

Contact us to get expert support.



support@homyd.com
(Replies within 24 hours on business days)



1-833-632-0897
(Monday to Friday, 9:00 AM – 6:00 PM ET)