

Owner's Manual



Window Air Conditioner

G17-5MVCWAC1
G16-5MVCWAC

Write the model and serial numbers below for your records:

Model # _____

Serial # _____

Date Purchased _____

Please read the entire manual carefully to ensure proper operation of the product.

To find an electronic version of this manual, please visit www.greeproducts.com
Phone: 1-866-658-0466
Email: customerservice@greeproducts.com



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NOTICE:

Pictures within this manual are for reference only. Please refer to the actual product for the appearance.



SYMBOL INDICATES A HAZARDOUS SITUATION WHICH IF NOT AVOIDED COULD RESULT IN SERIOUS INJURY OR DEATH.

Please read and understand this entire manual before attempting to assemble, operate or install your window air conditioner unit. Use this air conditioner only as instructed in this manual. While this manual covers a wide variety of troubleshooting, the instructions are not meant to cover every situation that may occur. Caution and common sense are to be practiced when installing, operating or maintaining your air conditioner.

We recommend 2 people to unpack and install.



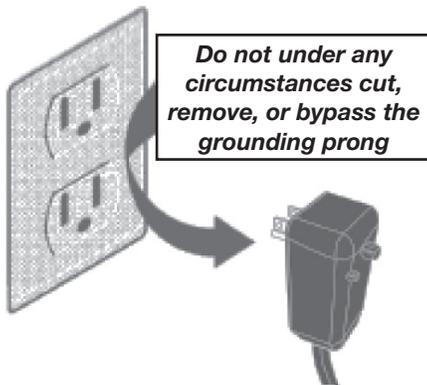
WARNING

- Use caution when unpacking and installing. Fins may be sharp and could harm you.
- Do not stop the unit by pulling out the power plug. This may cause electric shock or fire.
- Replace immediately any part that has become frayed or damaged. Do not use a cord that shows damage or cracks along the length or at the connector. A damaged power cord should be replaced with a new cord obtained from the manufacturer. Please contact Customer Service for replacement options.
- Do not modify power cord length or share an outlet with another appliance. This may cause electric shock or fire.
- Always use a dedicated power circuit. The voltage on the outlet should match the voltage rating on the rating plate.
- The power cord is equipped with a 3-prong grounding plug which can only be used with a standard 3-prong wall outlet to minimize the possibility of electric shock hazard. Where a 2-prong outlet is encountered, it is your responsibility to have it replaced with a properly grounded 3-prong wall outlet.
- Do not use the outlet if it is loose or damaged. It may cause electric shock.
- Do not open the unit during operation. It may cause electric shock.
- Keep away from heating appliances, flammable gas, or combustibles such as gasoline, benzene, thinner, etc.
- Ventilate room before operating air conditioner if there is a gas leak from another appliance.
- Never use an extension cord, surge protector, or multi-outlet adapter with this unit.
- Plug in power cord properly. Always unplug your air conditioner by pulling on the power plug. Grip plug firmly and unplug to remove.
- Do not disassemble or modify the unit.
- Do not operate with wet hands.
- Do not clean with water that may run inside the units electrical parts. This may cause failure of the machine or electric shock.
- Do not place obstacles around air-inlets or inside of air-outlet.
- Switch off the unit and unplug the unit before cleaning.
- To prevent injury, when the air filter needs to be removed, do not touch the metal parts of the unit.
- Only clean outside of the unit, use only a mild detergent.
- The filter(s) should be checked once a month, or every 250 hours, to see if cleaning is necessary. Always insert the filters securely.
- Do not place heavy objects on the power cord. Ensure that the power cord is not compressed.
- Turn off the main power switch when not using the unit for a long period of time.
- All air conditioners contain refrigerants which, under federal law, must be removed prior to disposal. If you are getting rid of an old product with refrigerants, check with the company handling disposal about what to do.
- These R410A air conditioning systems require contractors and technicians to use tools, equipment and safety standards approved for use with this refrigerant.

Electrical Information



The power cord with this air conditioner contains a current detection device designed to reduce the risk of fire. Please refer to the section “operation of current device” for details. In the event that the power cord is damaged, it cannot be repaired. It must be replaced with a power cord from the product manufacturer.



Power Cord with 3-Prong Grounding Plug and Current Detection Device.

- The power cord is equipped with a 3-Prong Grounding Plug which can only be used with a standard 3-prong wall outlet to minimize the possibility of electric shock hazard. Where a 2-prong outlet is encountered, it is your responsibility to have it replaced with a properly grounded 3-prong wall outlet.
- Do not use a power cord that shows damage or cracks along the length or at the connector. A damaged power cord should be replaced with a new cord obtained from the manufacturer. Please contact Customer Service for replacement options.
- Do not modify power cord length or share an outlet with another appliance. This may cause electric shock or fire.
- Always use a dedicated power circuit. The voltage on the outlet should match the voltage rating on the rating plate.
- Do not use the outlet if it is loose or damaged. It may cause electric shock.
- Never use an extension cord, surge protector, or multi-outlet adapter with this unit.

Operation of Current Device

The power cord contains a current device that senses damage to the power cord. To test your power cord, do the following:

1. Plug in the Air Conditioner.
2. The power cord has TWO buttons on the 3-Prong Grounding Plug. Press the TEST button. You will notice a click as the RESET button pops out.
3. Press the RESET button, and you will hear a click as the button engages.
4. The power cord is now supplying electricity to the unit. *(On some products this is also indicated by a light on the 3-Prong Grounding Plug).*

NOTE:

- Do not use the power cord to turn the unit on or off.
- Always make sure the RESET button is pushed in for correct operation.
- The power cord must be replaced if it fails to reset when either the TEST button is pushed, or it cannot be reset. Please contact Customer Service.
- If the power cord is damaged, then it cannot be repaired. It **MUST** be replaced with a new power cord. Please contact Customer Service.

NOTE:

If you turn off the air conditioner, wait at least three MINUTES before turning it back on. This prevents the unit from blowing a fuse or tripping a circuit breaker.

Before You Begin

CAUTION

When handling the unit be careful to avoid cuts from any sharp metal edges and the aluminum fins on the front / rear coils.

IMPORTANT: Save these instructions for future reference.
Product failure due to any improper installation is not covered under the One Year Limited Warranty.

IMPORTANT: You **MUST** use the parts provided for installation as well as proper installation procedures as described in this manual when installing this unit.

WARNING

- Observe all electrical governing codes and ordinances.
- Do not use damaged or non-standard power cords.
- Use caution during installation and maintenance.
- Use proper operation to prevent electric shock, casualty and other accidents.
- Proper installation is the responsibility of the installer. If not installed properly the warranty is void.
- All parts described must be used with no substitutions.

Selection of Installation Location

Installing the unit in the following places can be dangerous and may cause malfunction:

1. Areas with strong heat sources, vapors, flammable or explosive gas, sulfated gas or volatile objects spread in the air.
2. Near high-frequency devices such as welding machines, medical equipment, etc.



Requirements for Electric Connection

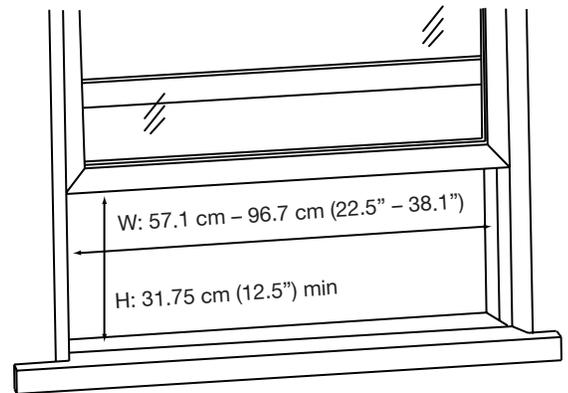
- Follow the Electric Safety Information when installing the unit.
- According to your local safety regulations, use a qualified power circuit.
- Do not plug into an outlet if it is loose or damaged. It may cause electric shock.
- Please make sure the power supply complies with the requirement of air conditioner. Unstable power supply or wrong wiring may lead to electric shock, hazard or malfunction. Note: Electricity requirements are 115V (60 Hz).
- Do not connect to the power outlet before finishing installation.
- Please make sure the outlet is always grounded effectively, otherwise it may cause electric shock. The grounding resistance should comply with national electric safety regulations.

Where to Install the Unit

- Ensure there is no obstruction near the air-inlet or air-outlet.
- Select a window where the condensation water can be dispersed easily out the back of the unit and won't affect others.
- The window should be able to withstand the weight of the unit.
- Select a window where noise and outflow air emitted by unit will not affect others.
- Select a window out of reach of children and animals.

⚠ NOTE:

- The description for installation is for the standard vertical double hung window.
- If you need to install the air conditioner in a narrow window, you may not need to use the **Flexible Screen** sub-assembly. Please refer to requirement of window size for details.
- All parts must be secured to firm wood, masonry, or metal.
- The electrical outlet must be within reach of the power cord.



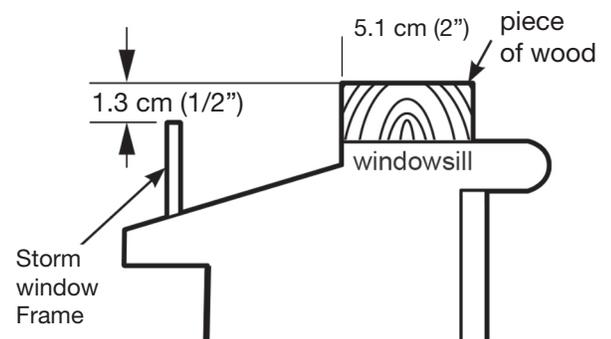
STORM WINDOW

A storm window frame will not allow the air conditioner to tilt toward the outside, and it will prevent the unit from properly draining. To adjust for this, attach a piece of wood (not included) to the window sill.

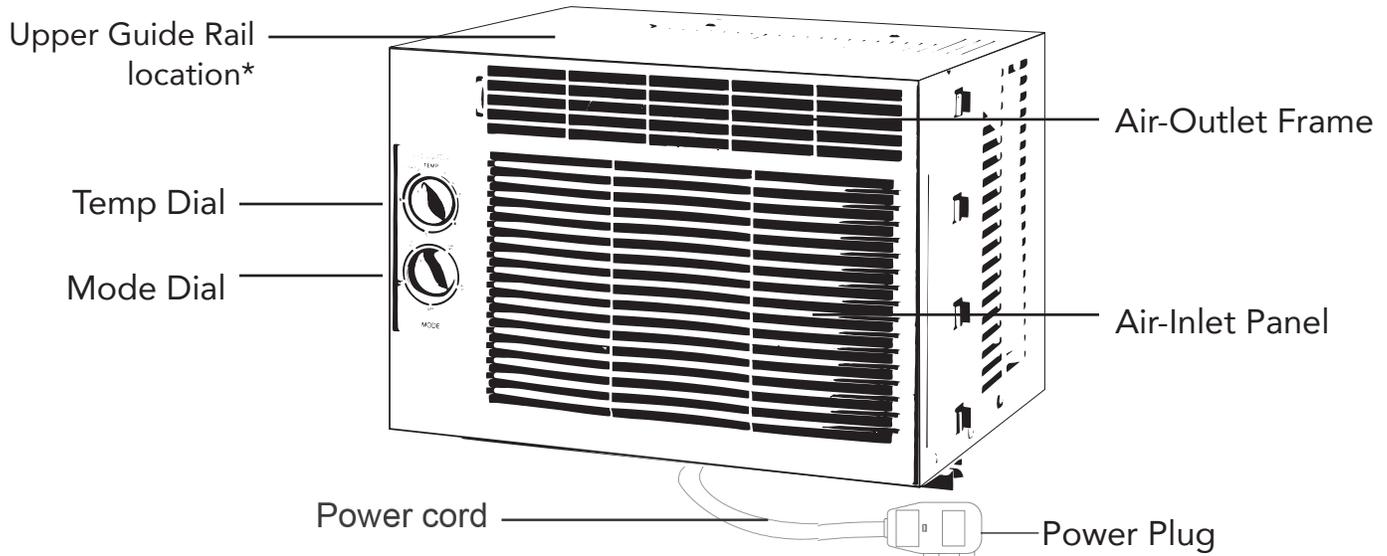
Wood Piece: Width: 5.1 cm (2")

Length: Long enough to fit inside the window frame

Thickness: To determine the thickness, place a piece of wood on the window sill to make it 1.3 cm (1/2") higher than the top of the storm window frame or vinyl frame. Attach securely with nails or screws (not included).



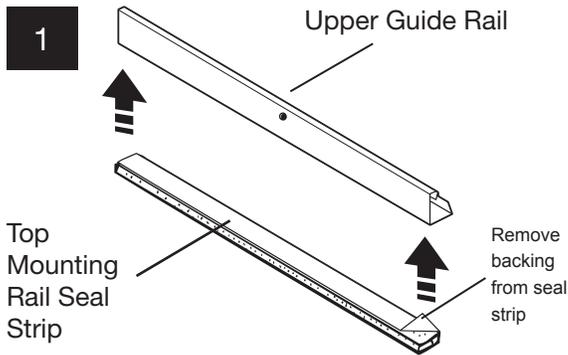
Parts and Tools Needed



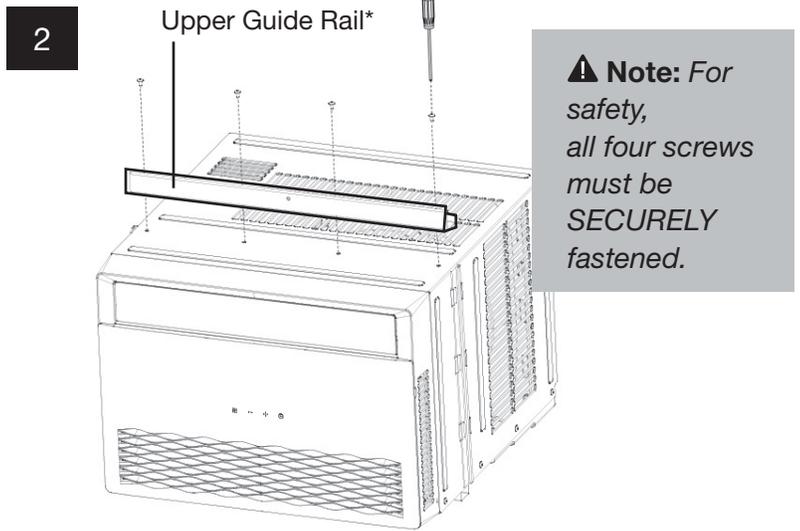
*Upper guide rail may be attached on some units

Tools		Parts List		
<p>Phillips screwdriver</p>		<p>Window Unit</p>	<p>Flexible Screen (2)</p>	
<p>Level bar</p>	<p>Scissors</p>	<p>Upper Guide Rail</p>	<p>Top Mounting Rail Seal Strip</p>	
<p>Flathead screwdriver</p>		<p>Foam Top Gasket (Without Adhesive)</p>	<p>Window Sash Seal (With Adhesive)</p>	
<p>Pencil</p>	<p>Measuring tape</p>	<p>Type A Screws (4)</p>	<p>Type B Screws (6)</p>	<p>Fixed Bracket for Window (1)</p>

INSTALLATION INSTRUCTIONS

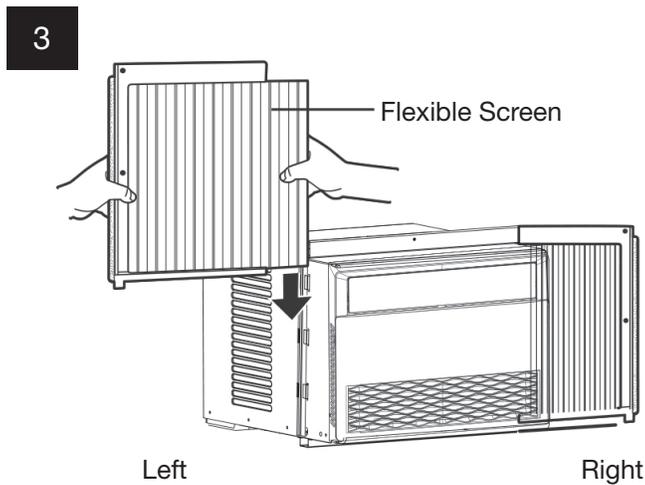


To install the **Upper Guide Rail**, peel off the back side of the **Top Mounting Rail Seal Strip** and align it on the bottom edge of the upper guide rail. Press the **Top Mounting Rail Seal Strip** onto the **Guide Rail** to fully seal.

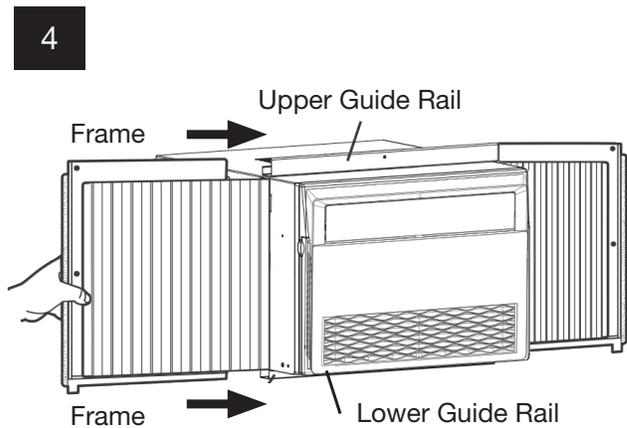


Use **4 Type A Screws** to attach the **Upper Guide Rail** onto the outer case of the air conditioner unit.

*Upper guide rail may be attached on some units



Hold Frame with one hand while extending **Flexible Screen** with other hand. Slide edge of Flexible Screen into track on side of unit.

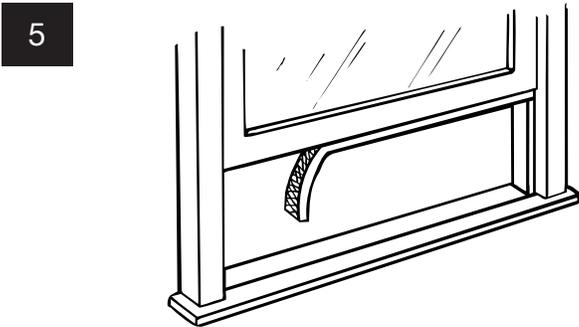


Slide the upper and lower ends of the **Flexible Screen** Frame into the **Upper** and **Lower Guide Rails**.

NOTICE:

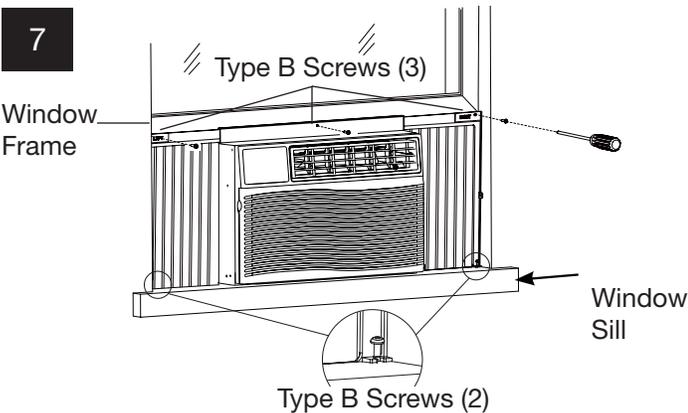
This picture is for reference only. Please refer to the actual product for the appearance.

NOTE: Top Rail and sliding panels at each side are offset to provide the proper pitch to the rear of .8 cm (5/16"). This is necessary for proper condensed water utilization and drainage. If you are not using the side panels for any reason, this pitch to the rear must be maintained.



To install the **Window Sash Seal**, cut the seal to fit the length of the window. Peel off the backing, and attach to window sash and window sill.

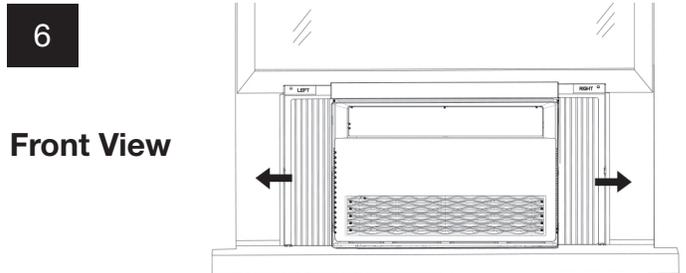
⚠ Note: To install the air conditioner onto the window sill, it is recommended to use 2 PEOPLE.



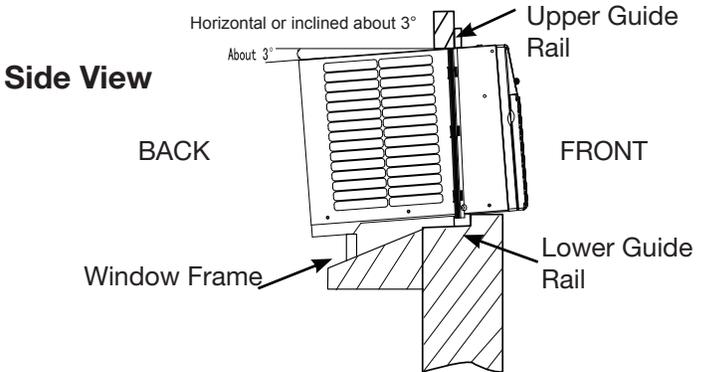
⚠ Note: In order to prevent the window sill from splitting drive the pilot holes before inserting the screws.

Extend the left and right **Flexible Screens** to the window sashes. Install **2 Type B Screws** in holes in the upper **Flexible Screen** Frame and **1 Type B Screw** into middle of Upper Guide Rail. Attach bottom of the **Flexible Screen** Frame to the window sill, with **2 Type B Screws**.

NOTICE: This picture is for reference only. Please refer to the actual product for the appearance.

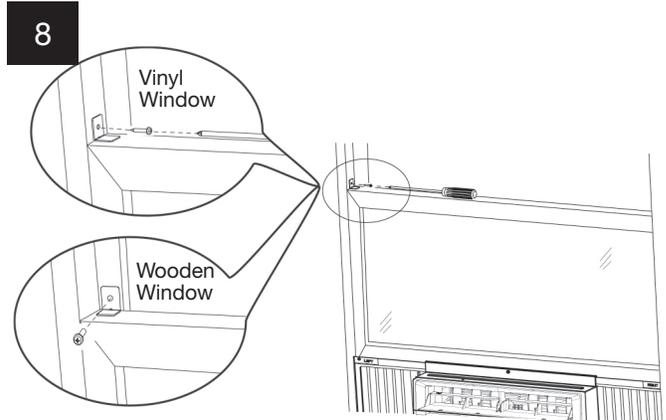


Front View



Side View

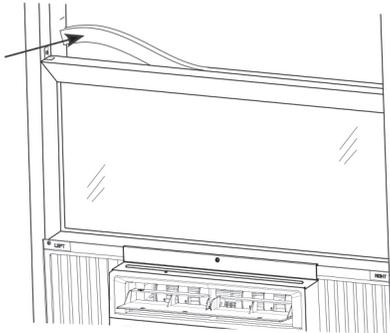
Place the air conditioner on the sill with the **Lower Guide Rail** against the back edge. Center the unit, and close the window securely behind the **Upper Guide Rail**. The unit should be slightly tilted to the outside. Use a level: about 1/3 bubble will show correct slant.



To install the fixed bracket, attach the bracket to the window side sash with **1 Type B Screw**. This prevents broken glass or damage to the windows.

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Foam Top Gasket (Without Adhesive)

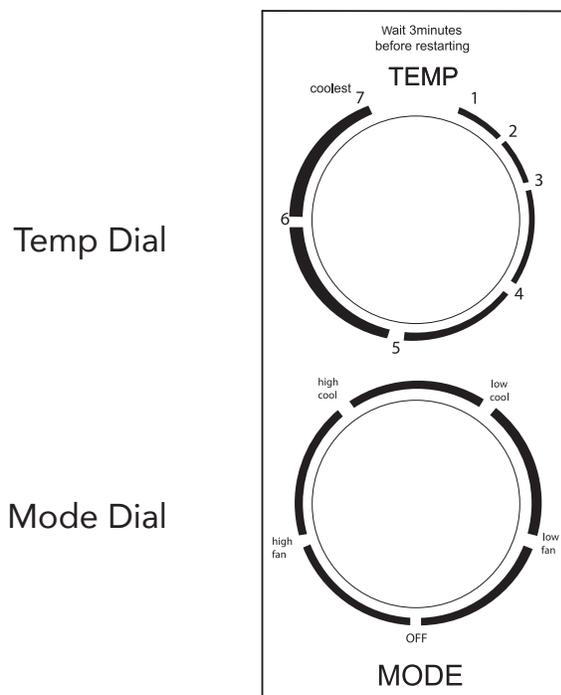


Insert the **Foam Top Gasket** between the glass and the window to prevent air from getting into the room. If the strip does not properly fit to your window, obtain appropriate material at a local store to provide a proper seal.

NOTICE:

This picture is for reference only. Please refer to the actual product for the appearance.

Dial Operation



Cool Mode

- Rotate **Mode Dial** to Low Cool or High Cool.
- To set desired room temperature, rotate **Temp Dial** to the desired setting. Range of cooling is 1 to 7, with 7 being coolest temperature. Rotate dial clockwise for cooler settings.

Fan Mode

- Rotate **Mode Dial** to Low Fan or High Fan.
- When selecting Fan Mode, compressor will not run.

NOTICE:

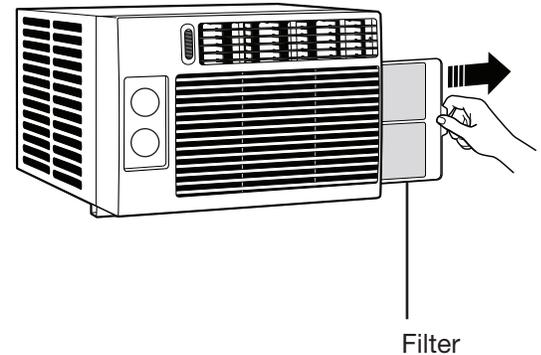
This picture is for reference only. Please refer to the actual product for the appearance.

⚠ WARNING

- Turn off the air conditioner and disconnect the power cord from outlet before cleaning the air conditioner to avoid electric shock.
- Do NOT wash the air conditioner with water to avoid electric shock.
- Do NOT use harsh cleansers to clean the air conditioner.
- To prevent injury, when the air filter needs to be removed, do not touch the metal parts of the unit.

Cleaning the Filter

- Remove filter by sliding out from right side of unit.
- If the filter is dirty, use warm water with mild soap, rinse filter thoroughly. Lay to dry. Do not use hairdryer or other any other drying device.
- Once filter is completely dry, re-install the filter.
- Do not operate the air conditioner when the filter is not installed.



Maintenance

- Check the filter once every month or approximately 250hrs of use, to see if cleaning is necessary. If there is a lot of dust in the operation environment, then clean more frequently.
- Do not touch the metal fins in the air conditioner when removing the filter.
- To clean panel surface, wipe with a soft dry cloth.
- Check the coils on the outdoor side of unit periodically to ensure they are not clogged with dirt or debris.

NOTICE:

This picture is for reference only. Please refer to the actual product for the appearance.

WARNING

If the below errors occur, please turn off the air conditioner and disconnect the power cord from the outlet immediately.

Please contact Customer Service at once.

- Power cord is overheating or damaged.
- Abnormal sound during operation.
- Burning smell.
- Power cord test or reset button often bounces automatically.
- Water leakage at front of unit.

Do not attempt to repair or refit the air conditioner.

Operating the air conditioner under these conditions can cause further malfunctioning, electric shock, or a fire hazard.

NORMAL SOUNDS

The below describe normal sounds, you may hear while operating your air conditioner. These are not malfunctions of the unit. Contact Customer Service with any malfunction questions.

High Pitched Sounds:

The high efficiency compressor may make a high pitched noise during the cooling mode.

Vibrating Sounds:

If the unit isn't installed properly or if the wall or window construction is poor, the unit may vibrate and make noise.

Gurgling or Hissing Sounds:

You may hear these sounds when the refrigerant is passing through the evaporator.

Pinging or Droplet Sounds:

When droplets of water hit the condenser during normal operation it may cause pinging or droplet sounds.

PROBLEM	SOLUTION
Air conditioner will not operate	<p>Wall plug is not properly connected. Push plug firmly into the wall socket.</p> <p>Plug current device is tripped. Press RESET button (located on the power cord plug).</p> <p>House fuse is blown and/or tripped. Check circuit breaker/replace fuse.</p>
Air from unit does not feel cold enough	<p>Room temperature is below 60 °F (16 °C). Cooling may not occur if room temperature is below 60 °F (16 °C).</p> <p>Make sure nothing is obstructing the unit; furniture, curtains, blinds.</p> <p>Check for open furnace registers or cool air returns.</p> <p>Make sure filter is clean. (see Maintenance section)</p> <p>RESET unit. Adjust temperature to lower setting.</p> <p>Compressor shut off due to changing modes. Wait 5 minutes, compressor will turn back on when unit is set on COOL mode.</p>
Room is not cooling- ice forming on back of unit	<p>Set the unit at High FAN mode or High COOL mode and adjust the thermostat to a higher temperature.</p>
Room is not cooling- no ice on back of unit	<p>Air restricted due to dirty air filter. Remove filter(s) and clean.</p> <p>Temperature is set too high. Turn temperature setting down.</p> <p>Air louvers are not adjusted properly. Check and adjust louvers to direct air flow.</p> <p>Air ventilation is blocked/ hindered. Remove any object blocking air flow/ (drapes, blinds, furniture etc.).</p> <p>Other doors and/or windows open allowing cool air to escape room.</p>
Air conditioner rapidly turns on and off	<p>Air restricted due to dirty air filter. Remove filter and clean.</p>
Unusual noise when unit is cooling	<p>See "Normal Sounds" Sections</p> <p>Window vibrations: improper installation. Refer to Installation Instructions.</p>
Water dripping inside when unit is cooling	<p>Improper installation. Refer to installation instructions.</p>
Water dripping outside when unit is cooling	<p>Unit is removing a large quantity of moisture from the room. This occurrence is normal in excessively humid, hot weather.</p>

IF THESE SOLUTIONS FAIL, PLEASE CALL 1-866-658-0466 FOR GREE CUSTOMER SERVICE

One Year Limited Warranty

In order to make your Warranty Claim:

Please call 1-866-658-0466 or email us at customerservice@greeproducts.com

This product is warranted for a period of 1 year after date of purchase.

Customer must possess this Warranty Statement along with a copy of the original receipt of purchase, serial number and date of purchase.

Warranty only covers new products purchased from authorized dealers or retailers. It does not include used, salvaged, refurbished products or unauthorized Internet sales.

THIS WARRANTY DOES NOT COVER:

Commercial use.

Damage done to the unit while in possession of the consumer; not caused by a defect.

Damage caused by improper installation, delivery, maintenance and failing to follow the proper instructions provided by the manual.

Damage caused by modifications to the product or unreasonable use.

Damage caused by replacement of house fuses or resetting circuit breakers.

Damage caused by repairs or alterations.

Damage caused after delivery.

Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts, or replacement parts, or new units.

Exclusion of Implied Warranties:

GREE is not responsible for any consequential or incidental damages. GREE's liability will not exceed the retail value of the Air Conditioner unit.

This warranty does not cover, and is not intended to exclude any liability on the part of GREE, whether under this warranty or implied by law for any indirect or consequential damages for breach of warranty. Some states may not allow the exclusion or limitation so this limitation may not apply to you.

For your own records, please attach a copy of your sales receipt to this manual. Also, please fill in the below:

Retailer: _____

Model #: _____

Purchase Location: _____

Purchase Date: _____

Serial Number: _____

Register your product at: www.greeproducts.com

Gree Customer Service

Hours: 9am–5pm CST Monday–Friday

Phone: 1-866-658-0466

Email: customerservice@greeproducts.com

Website: www.greeproducts.com