

# TOSHIBA

AIR CONDITIONER (SPLIT TYPE)

## Owner's Manual

R32

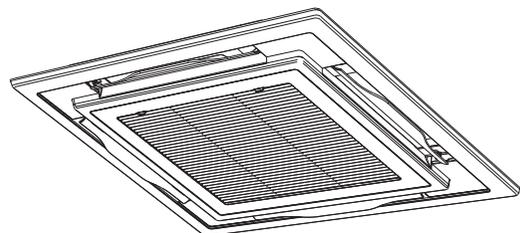
### Indoor Unit

Model name:

For commercial use

4-way Cassette Type

- RAV-HM561UTP-E**
- RAV-HM801UTP-E**
- RAV-HM901UTP-E**
- RAV-HM1101UTP-E**
- RAV-HM1401UTP-E**
- RAV-HM1601UTP-E**



## Original instruction

### ADOPTION OF R32 REFRIGERANT

This Air Conditioner has adopted a refrigerant HFC (R32) which does not destroy the ozone layer.

#### According to IEC 60335-1

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

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

#### According to EN 60335-1

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

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Thank you for purchasing this Toshiba air conditioner.

Please read carefully through these instructions that contain important information which complies with the Machinery Directive (Directive 2006/42/EC), and ensure that you understand them.

After reading these instructions, be sure to keep them in a safe place together with the Owner's Manual and Installation Manual supplied with your product.

### Generic Denomination: Air Conditioner

#### Definition of Qualified Installer or Qualified Service Person

The air conditioner must be installed, maintained, repaired and removed by a qualified installer or qualified service person. When any of these jobs is to be done, ask a qualified installer or qualified service person to do them for you.

A qualified installer or qualified service person is an agent who has the qualifications and knowledge described in the table below.

Agent	Qualifications and knowledge which the agent must have
Qualified installer	<ul style="list-style-type: none"> <li>The qualified installer is a person who installs, maintains, relocates and removes the air conditioners made by Toshiba Carrier Corporation. He or she has been trained to install, maintain, relocate and remove the air conditioners made by Toshiba Carrier Corporation or, alternatively, he or she has been instructed in such operations by an individual or individuals who have been trained and is thus thoroughly acquainted with the knowledge related to these operations.</li> <li>The qualified installer who is allowed to do the electrical work involved in installation, relocation and removal has the qualifications pertaining to this electrical work as stipulated by the local laws and regulations, and he or she is a person who has been trained in matters relating to electrical work on the air conditioners made by Toshiba Carrier Corporation or, alternatively, he or she has been instructed in such matters by an individual or individuals who have been trained and is thus thoroughly acquainted with the knowledge related to this work.</li> <li>The qualified installer who is allowed to do the refrigerant handling and piping work involved in installation, relocation and removal has the qualifications pertaining to this refrigerant handling and piping work as stipulated by the local laws and regulations, and he or she is a person who has been trained in matters relating to refrigerant handling and piping work on the air conditioners made by Toshiba Carrier Corporation or, alternatively, he or she has been instructed in such matters by an individual or individuals who have been trained and is thus thoroughly acquainted with the knowledge related to this work.</li> <li>The qualified installer who is allowed to work at heights has been trained in matters relating to working at heights with the air conditioners made by Toshiba Carrier Corporation or, alternatively, he or she has been instructed in such matters by an individual or individuals who have been trained and is thus thoroughly acquainted with the knowledge related to this work.</li> </ul>
Qualified service person	<ul style="list-style-type: none"> <li>The qualified service person is a person who installs, repairs, maintains, relocates and removes the air conditioners made by Toshiba Carrier Corporation. He or she has been trained to install, repair, maintain, relocate and remove the air conditioners made by Toshiba Carrier Corporation or, alternatively, he or she has been instructed in such operations by an individual or individuals who have been trained and is thus thoroughly acquainted with the knowledge related to these operations.</li> <li>The qualified service person who is allowed to do the electrical work involved in installation, repair, relocation and removal has the qualifications pertaining to this electrical work as stipulated by the local laws and regulations, and he or she is a person who has been trained in matters relating to electrical work on the air conditioners made by Toshiba Carrier Corporation or, alternatively, he or she has been instructed in such matters by an individual or individuals who have been trained and is thus thoroughly acquainted with the knowledge related to this work.</li> <li>The qualified service person who is allowed to do the refrigerant handling and piping work involved in installation, repair, relocation and removal has the qualifications pertaining to this refrigerant handling and piping work as stipulated by the local laws and regulations, and he or she is a person who has been trained in matters relating to refrigerant handling and piping work on the air conditioners made by Toshiba Carrier Corporation or, alternatively, he or she has been instructed in such matters by an individual or individuals who have been trained and is thus thoroughly acquainted with the knowledge related to this work.</li> <li>The qualified service person who is allowed to work at heights has been trained in matters relating to working at heights with the air conditioners made by Toshiba Carrier Corporation or, alternatively, he or she has been instructed in such matters by an individual or individuals who have been trained and is thus thoroughly acquainted with the knowledge related to this work.</li> </ul>

These safety cautions describe important matters concerning safety to prevent injury to users or other people and damages to property. Please read through this manual after understanding the contents below (meanings of indications), and be sure to follow the description.

Indication	Meaning of Indication
 <b>WARNING</b>	Text set off in this manner indicates that failure to adhere to the directions in the warning could result in serious bodily harm (*1) or loss of life if the product is handled improperly.
 <b>CAUTION</b>	Text set off in this manner indicates that failure to adhere to the directions in the caution could result in slight injury (*2) or damage (*3) to property if the product is handled improperly.

\*1: Serious bodily harm indicates loss of eyesight, injury, burns, electric shock, bone fracture, poisoning, and other injuries which leave aftereffect and require hospitalization or long-term treatment as an outpatient.

\*2: Slight injury indicates injury, burns, electric shock, and other injuries which do not require hospitalization or longterm treatment as an outpatient.

\*3: Damage to property indicates damage extending to buildings, household effects, domestic livestock, and pets.

#### MEANINGS OF SYMBOLS DISPLAYED ON THE UNIT

	<b>WARNING</b> (Risk of fire)	This mark is for R32 refrigerant only. In case that refrigerant type is R32, this unit uses a flammable refrigerant. If refrigerant leaks and comes in contact with fire or heating part, it will create harmful gas and there is risk of fire.
		Read the OWNER'S MANUAL carefully before operation.
		Service personnel are required to carefully read the OWNER'S MANUAL and INSTALLATION MANUAL before operation.
		Further information is available in the OWNER'S MANUAL, INSTALLATION MANUAL, and the like.

■ Warning indications on the air conditioner unit

Warning indication		Description
 <p><b>WARNING</b> <b>ELECTRICAL SHOCK HAZARD</b> Disconnect all remote electric power supplies before servicing.</p>	<p><b>WARNING</b> <b>ELECTRICAL SHOCK HAZARD</b> Disconnect all remote electric power supplies before servicing.</p>	
 <p><b>WARNING</b> Moving parts. Do not operate unit with grille removed. Stop the unit before the servicing.</p>	<p><b>WARNING</b> <b>Moving parts.</b> Do not operate unit with grille removed. Stop the unit before the servicing.</p>	
 <p><b>CAUTION</b> High temperature parts. You might get burned when removing this panel.</p>	<p><b>CAUTION</b> High temperature parts. You might get burned when removing this panel.</p>	
 <p><b>CAUTION</b> Do not touch the aluminum fins of the unit. Doing so may result in injury.</p>	<p><b>CAUTION</b> Do not touch the aluminium fins of the unit. Doing so may result in injury.</p>	
 <p><b>CAUTION</b> <b>BURST HAZARD</b> Open the service valves before the operation, otherwise there might be the burst.</p>	<p><b>CAUTION</b> <b>BURST HAZARD</b> Open the service valves before the operation, otherwise there might be the burst.</p>	

# 1 Precautions for safety

The manufacturer shall not assume any liability for the damage caused by not observing the description of this manual.

## WARNING

### General

- Carefully read Owner's Manual before starting the air conditioner. There are many important things to keep in mind for daily operation.
- Ask for installation to be performed by the dealer or a professional. Only a qualified installer(\*1) is able to install an air conditioner. If a non-qualified person installs an air conditioner, it may result in problems such as fire, electric shock, injury, water leakage, noise and vibration.
- Do not use any refrigerant different from the one specified for complement or replacement. Otherwise, abnormally high pressure may be generated in the refrigeration cycle, which may result in a failure or explosion of the product or an injury to your body.
- Places where the operation sound of the outdoor unit may cause a disturbance. (Especially at the boundary line with a neighbour, install the air conditioner while considering the noise.)
- This appliance is intended to be used by expert or trained users in shops, in light industry, or for commercial use by lay persons.

### Transportation and storage

- To transport the air conditioner, wear shoes with protective toe caps, protective gloves, and other protective clothing.
- To transport the air conditioner, do not take hold of the bands around the packing carton. You may injure yourself if the bands should break.

- Before stacking the packing cartons for storage or transportation, heed the precautions written on the packing cartons. Failure to heed the precautions may cause the stack to collapse.
- The air conditioner must be transported in stable condition. If any part of the product broken, contact your dealer.
- When the air conditioner must be transported by hand, carry it by two or more people.

### Installation

- Only a qualified installer(\*1) or qualified service person(\*1) is allowed to carry out the electrical work of the air conditioner. Under no circumstances must this work be done by an unqualified individual since failure to carry out the work properly may result in electric shocks and/or electrical leaks.
- After the installation work has been completed, have the installer explain about the circuit breaker positions. In the event that trouble has occurred in the air conditioner, set the circuit breaker to the OFF position, and contact a service person.
- If the unit is installed in a small room, take appropriate measures to prevent the refrigerant from exceeding the limit concentration even if it leaks. Consult the dealer from whom you purchased the air conditioner when you implement the measures. Accumulation of highly concentrated refrigerant may cause an oxygen deficiency accident.
- Do not install the air conditioner in a location that may be subject to a risk of exposure to a combustible gas. If a combustible gas leaks and becomes concentrated around the unit, a fire may occur.
- Use the company-specified products for the separately purchased parts. Use of non-specified products may result in fire, electric shock, water leakage or other trouble. Have the installation performed by a professional.
- Confirm that earthing is performed correctly.

### Operation

- Before opening the intake grille of the indoor unit or service panel of the outdoor unit, set the circuit breaker to the OFF position. Failure to set the circuit breaker to the OFF position may result in electric shocks through contact with the interior parts. Only a qualified installer(\*1) or qualified service person(\*1) is allowed to remove the intake grille of the indoor unit or service panel of the outdoor unit and do the work required.
- Inside the air conditioner are high-voltage areas and rotating parts. Due to the danger of electric shocks or of your fingers or physical objects becoming trapped in the rotating parts, do not remove service panel of the outdoor unit. When work involving the removal of these parts is required, contact a qualified installer or a qualified service person.
- Do not move or repair any unit by yourself. Since there is high voltage inside the unit, you may get electric shock when removing the cover and main unit.
- Use of a stand more than 50 cm high to clean the filter of the indoor unit or to carry out other such jobs constitutes working at heights. Due to the danger of falling off the stand and injuring yourself while working at heights, this kind of work should not be done by unqualified individuals. When this kind of work must be carried out, do not do it yourself but ask a qualified installer or a qualified service person to do it for you.
- Do not touch the aluminum fin of the outdoor unit. You may injure yourself if you do so. If the fin must be touched, do not touch it yourself but contact a qualified installer or a qualified service person.
- Do not climb onto or place objects on top of the outdoor unit. You may fall or the objects may fall off of the outdoor unit and result in injury
- Do not place any combustion appliance in a place where it is directly exposed to the wind of air conditioner, otherwise it may cause imperfect combustion.

- When the air conditioner is operated with a combustion appliance in the same place, ventilate the room sufficiently. Poor ventilation causes oxygen shortage.
- When the air conditioner is used in a closed room, sufficiently ventilate the room. Poor ventilation causes oxygen shortage.
- Do not expose your body to cool air directly for a long time and do not cool yourself excessively. Doing so may result in deteriorated physical condition and ill health.
- Do not insert your finger or a stick into the air intake or discharge. Doing so may result injury as the fan is rotating at high speed inside the unit.
- Consult the shop where you purchased the air conditioner if air conditioning (cooling and heating) is not performed properly as a refrigerant leakage may be the cause. Confirm the repair details with a qualified service person(\*1) when the repair includes additional charging of the refrigerant.
- Stop running the air conditioner and turn off the breaker before cleaning. Otherwise, injury may result as the fan is rotating at high speed inside the unit

### Repairs

- If there is any kind of trouble (such as when an error display has appeared, there is a smell of burning, abnormal sounds are heard, the air conditioner fails to cool or heat or water is leaking) has occurred in the air conditioner, do not touch the air conditioner yourself but set the circuit breaker to the OFF position, and contact a qualified service person. Take steps to ensure that the power will not be turned on (by marking "out of service" near the circuit breaker, for instance) until qualified service person arrives. Continuing to use the air conditioner in the trouble status may cause mechanical problems to escalate or result in electric shocks or other trouble.

- If the fan grille is damaged, do not approach the outdoor unit but set the circuit breaker to the OFF position, and contact a qualified service person to have the repairs done. Do not set the circuit breaker to the ON position until the repairs are completed.
- If there is a danger of the indoor unit's falling, do not approach the indoor unit but set the circuit breaker to the OFF position, and contact a qualified installer or a qualified service person to refit the unit. Do not set the circuit breaker to the ON position until the unit has been refitted.
- If there is a danger of the outdoor unit's toppling over, do not approach the outdoor unit but set the circuit breaker to the OFF position, and contact a qualified installer or a qualified service person to have the improvements or refitting done. Do not set the circuit breaker to the ON position until the improvements or refitting is completed.
- Do not customize the unit. Doing so may result in fire, electric shock or other trouble.

### Relocation

- When the air conditioner is to be relocated, do not relocate it yourself but contact a qualified installer or a qualified service person. Failure to relocate the air conditioner properly may result in electric shocks and/or a fire.

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## **⚠ CAUTION**

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### **To disconnect the appliance from the mains supply.**

- This appliance must be connected to the mains by means of a switch with a contact separation of at least **3 mm**.

### **The installation fuse (all types can be used) must be used for the power supply line of this air conditioner.**

### **Installation**

- Certainly lay the drain hose for perfect draining. Improper drainage may cause flooding in the house and getting furniture wet.
- Connect the air conditioner to an exclusive power supply of the rated voltage, otherwise the unit may break down or cause a fire.
- Confirm that the outdoor unit are fixed on the base. Otherwise, falling down of the units or other accidents may occur.

### **Operation**

- Do not use this air conditioner for special purpose such as preserving food, precision instruments, art objects, breeding animals, car, vessel.
- Do not touch any switches with wet finger, otherwise you may get an electric shock.
- If the air conditioner will not be used for a considerably long time, turn off the main switch or the circuit breaker, for safety.
- To make the air conditioner operate in its original performance, operate it within the range of the operating temperature specified in the instructions. Otherwise it may cause a malfunction, or water leak from the unit.
- Prevent any liquid from falling into the remote controller. Do not spill juice, water or any kind of liquid.
- Do not wash the air conditioner. Doing so may result in electric shock.
- Check whether the installation base and other equipment have become deteriorated after being used for a long time. Leaving them such condition may result in the unit's falling down and causing injury.

- Do not leave flammable sprays or other flammable materials near the air conditioner, and do not spray flammable aerosol directly to the air conditioner. They may catch fire.
- Stop running the air conditioner and turn off the breaker before cleaning.  
Otherwise, injury may result as the fan is rotating at high speed inside the unit.
- Ask for cleaning of the air conditioner to be performed by the dealer.  
Cleaning the air conditioner in an improper manner may cause damage to plastic parts, insulation failure of electric parts or other parts, and result in a malfunction. In the worst case, it may result in water leakage, electric shock, smoke emission or fire.
- Do not put a water container such as a vase on the unit. Water intrusion into the unit may occur and it may cause deterioration of electric insulation and result in electric shock.
- Do not wash air conditioners with pressure washers.  
Electric leaks may cause electric shocks or fires

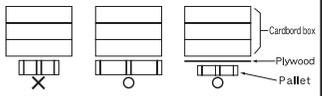
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(\*1) Refer to the "Definition of Qualified Installer or Qualified Service Person."

## Information on the transportation, handling and storage of the carton

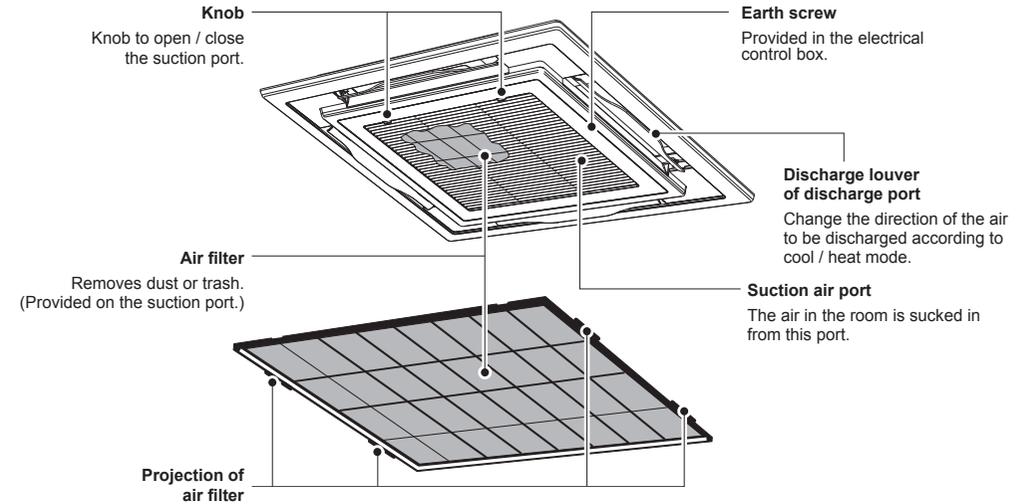
### Examples of indication on the carton

Symbol	Description	Symbol	Description
	Keep dry		Do not drop
	Fragile		Do not lay down
 11 cartons	Stacking height (12 cartons can be stacked in this case)		Do not walk on this carton
	This side up		Do not step
	Handle with care		

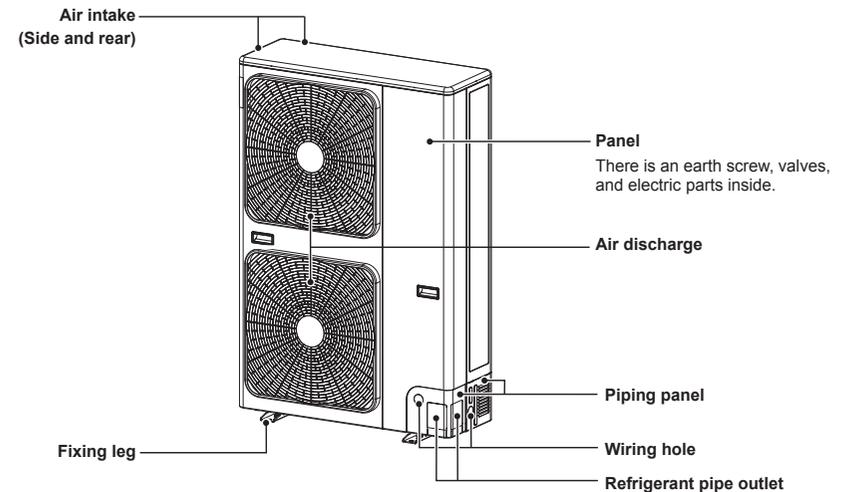
Other cautions	Description
 <p><b>Caution</b> Injury possibility. Don't handle with packing band, or may get injured in case of broken band.</p>	<p><b>CAUTION</b> Injury possibility. Don't handle with packing band, or may get injured in case of broken band.</p>
<p><b>Stacking notice.</b> In case that cardboard boxes protrude out of pallet when stacking, lay a 10mm thick plywood over the pallet.</p> 	<p><b>Stacking notice.</b> In case that cardboard boxes protrude out of pallet when stacking. Lay a 10 mm thick plywood over the pallet.</p>

## 2 Part names

### Indoor unit



### Outdoor unit (The design varies depending on the outdoor unit. The following illustration shows an example.)



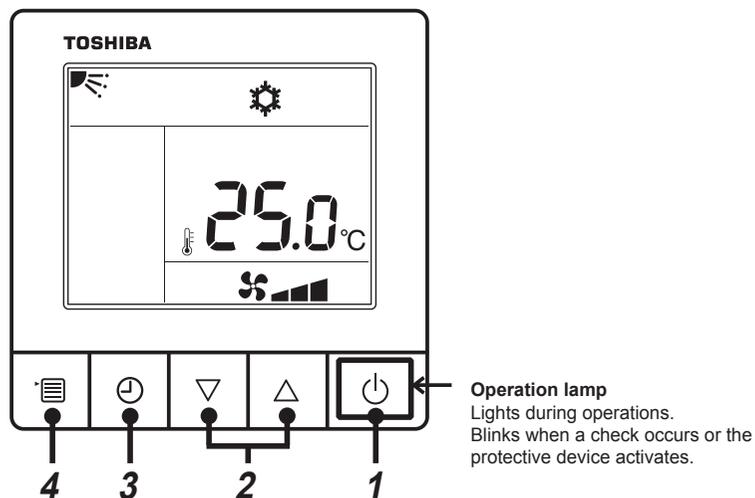
# 3 Wired remote controller

Remote controller model name: RBC-ASCU1\*

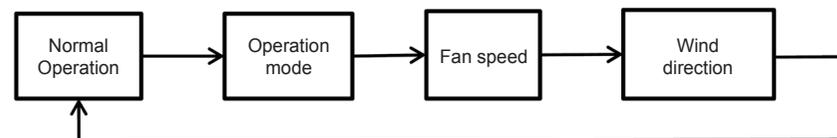
## 3.1 Component Names and Functions

When operating the button, the LCD backlight will be lightened for 15 seconds.

### ■ Button

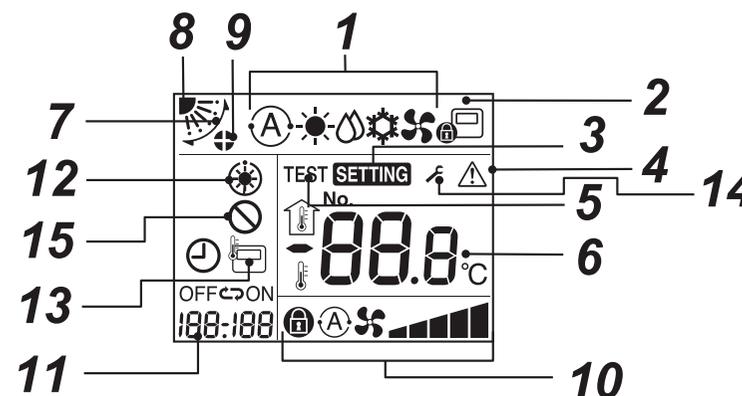


- 1 ON/OFF button**  
Press the button to turn on the air conditioner, and press the button again to turn off the air conditioner.
- 2 Setting button**  
It is used for temperature setting in general conditions. In running mode, fan speed mode and wind direction mode, it is used for the change of respective settings.
- 3 Timer off button**  
Set the timer off.
- 4 Menu button**  
It is used for the selection of the running mode, fan speed and wind direction.  
Press of the button each time, then it will switch in the following order.
  - In different modes of the indoor unit, the selection of fan speed or wind direction may be omitted.



### ■ Indication icon

All the icons shown on the display are for illustrative purposes only. Cooling only model do not show heating-related icons. When "SETTING" flickers, the operation will not be accepted.



- 1 Running mode indication icon**  
Indicate the selected running mode.
- 2 Central control indication icon**  
**It will be displayed when the air conditioner is centrally controlled and used by a central remote controller and other central control devices.** If the central control prohibits using the remote controller, will flash when pressing the ON/OFF, mode or temperature button on the remote controller, indicating that these buttons do not work. (The settings that can be configured on the remote controller will vary depending on the central control mode. For details, please read the Owner's Manual of the central remote controller.)
- 3 Setting indication icon**  
Indicate that the system is checking automatically after the circuit breaker has been disconnected or other conditions have occurred.
- 4 Repair indication icon**  
Display when performing an inspection or the protective device is running.
- 5 Test run indication icon**  
Display during the test run period.
- 6 Temperature setting indication icon**  
Display the selected setting temperature.
- 7 Wind direction indication icon**  
Display when the louver moves up and down.
- 8 Louver position indication icon**  
Indicate the louver position.
- 9 Louver locking indication icon**  
Display when there is a louver locking device. (4-Way cassette type only)

### 10 Fan speed indication icon

• Indicate the selected fan speed.



### 11 Timer off indication icon

When an error occurs, display the error code.  
In normal state, display the time of timer off

## 3.2 Operation

When you use the air conditioner for the first time or change the settings, please follow the steps below.  
From then on, press the On/Off button to run the air conditioner with the selected settings.

### ■ Standby

When "SETTING" flickers, the operation will not be accepted by system.

#### REQUIREMENT

- During use, keep the power switch in open state.
- When you use it again after a long time, please turn on the power switch at least 12 hours in advance.
- About 1 minute after the power is turned on, the remote controller can work. This is not a fault.

### 12 Pre-heat indicator

Displayed when the heating mode is energized or defrost cycle is initiated.

While this indication is displayed, the indoor fan stops or operate in fan mode.

### 13 Remote controller sensor indication icon

Display when using the remote controller sensor.

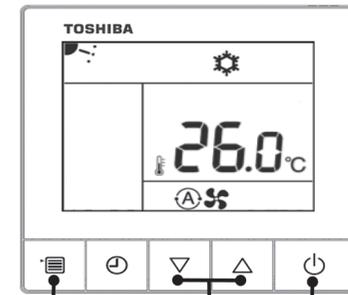
### 14 Notice display

Displayed while notice code occurs.  
For details, contact your dealer (distributor).

### 15 No function display

Displayed when the function requested is not available on that model.

## ■ Run operation



Menu button      Set button      ON/OFF button

### 1 ON/OFF button

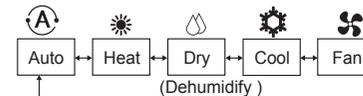
Press the button to light up the running indicator, and start running.

### 2 Select running mode

Switch to the running mode by pressing the menu button.

- The current running mode icon flickers.

Press the set button each time, then the running mode and its icons change in the following order :



- "Dehumidify" is not available for concealed duct high static press type.
- If the button is not operated within 30 seconds, the running mode selection will end.

### 3 Select the fan speed

Switch to the fan speed mode by pressing the menu button.

- The current fan speed icon flickers.

Press the set button each time, then the fan speed mode and its indication change in the following order :



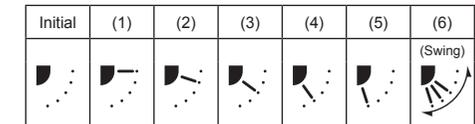
- The fan speed that can be set will vary depending on the connected indoor units.
- In the fan mode, "Auto" cannot be selected.
- These models that cannot set the fan speed will display "Auto".
- If the button is not operated within 30 seconds, the fan speed selection will end.

### 4 Set the louver direction and auto swing

1. Push the Menu button several times and select the wind direction mode to blink the wind direction.
2. Push the setting button several times to display the louver direction as shown in the figure below.
  - If you do not push any button for 30s, the wind direction mode finishes.

#### ▼ For heating

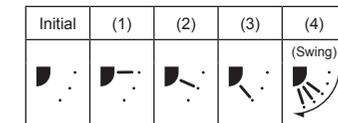
The louver can be adjusted to six steps.  
Point the louver downward. If not pointing downward, hot air may not reach the floor.



Operation mode	Available directions
HEAT, FAN	(1) ↔ (2) ↔ (3) ↔ (4) ↔ (5) ↔ (6)

#### ▼ For cooling

The louver can be adjusted to four steps.  
Point the louver horizontally. If pointing downward, dew may form on the surface of the air discharge port and may drop down.  
If a louver lock setup is carried out in the position of (1), fan speed will be restricted for prevention of ceiling contamination.



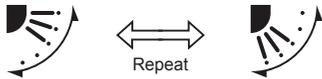
Operation mode	Available directions
COOL, DRY	(1) ↔ (2) ↔ (3) ↔ (4)

#### ▼ For fan

The louver can be adjusted to six steps.  
Select a wind direction.

#### ■ Auto swing

The SWING indicator is displayed and the louver begins swinging.



#### ■ 8°C operation (For object pre-heating)

The air conditioner can control the heating temperature to about 8°C in the heating mode.

The 8°C heating operation requires settings with the wired remote controller. Ask the installer or dealer for the settings according to the installation manual of the indoor unit.

##### Start

- 1 Set the displayed temperature to 18°C in the heating mode by pushing TEMP. ▾ button.
- 2 Set the displayed temperature to 8°C by pushing TEMP. ▾ button for at least four seconds.

##### Stop

- 1 Set the displayed temperature to 18°C by pushing TEMP. ▲ button.
  - The air conditioner returns to the normal Heat mode. Select a desired temperature and operation mode.

#### NOTE

- The discharged air temperature is lower than that in the normal heating operation.
- The room temperature may not be heated evenly depending on the remote controller installation location.
- The room temperature may not reach 8°C depending on the room size or the installation conditions.
- Setting for fan speed is available during the 8°C heating operation.
  - The 8°C heating operation is cancelled in the following cases.
    - When operation is stopped with ⏻ button
    - When another operation mode is selected with ■ button
    - When temperature setting or operation mode is changed or operation is started / stopped by the wireless remote controller or the central control remote controller.
- When this operation mode is used, observe proper operating hours and periodic maintenance by service staff is recommended.

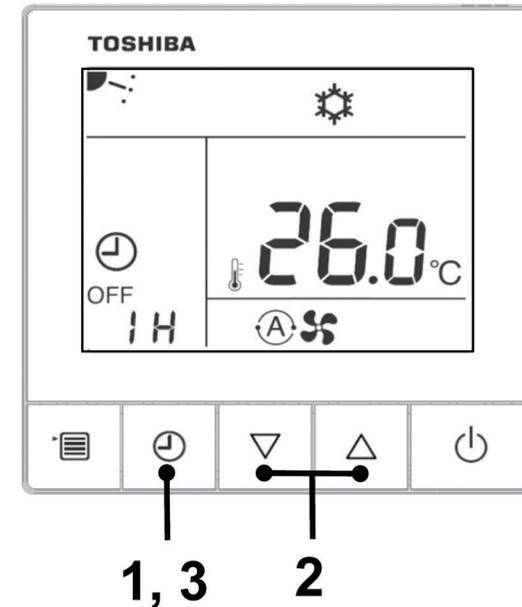
#### 5 Temperature selection

- Press the set button to adjust the temperature.
- Temperature setting range is from 18.0°C to 29.0°C
  - The sensitivity of temperature adjustment is 0.5°C.

## 4 Timer operation

### 4.1 Timer off Operation

Timer off: When reaching the setting time, the indoor unit stops running.



- 1 **Timer off button**  
Press the timer off button in process of air conditioner operation.
  - The ⌚ and OFF light, while SETTING and timing indication icon flicker.
- 2 **Select the timer off time**  
Press the set button to set the time.
  - Increase in accordance with the law of 0.5 hour(30 minutes), 1 hour, 2 hours ..., it can be up to 24 hours.
  - If you do not operate the button within 30 seconds, the timer off setting will be canceled.
- 3 **Press the timer off button**  
The SETTING disappears and the timer off indication icon changes from flickering to normally on, then the timer off function starts.  
When running the shutdown timer, the timing indication is displayed in the form of countdown.

#### ■ Cancel timing

- 1 **Press the timer off button.**  
The timing indication icon disappears.

#### NOTE

- When the shutdown timer is running, it will continue to run even if the air conditioner is turned on or off via the on/off button.

## 5 Self clean mode

This function is provided to dry the inside of the indoor unit by the FAN operation after running the cooling / dry / AUTO (cooling) mode to keep the indoor unit clean.

- The self clean time varies with the cooling / dry / Auto (cooling) operation time as follows.

Cooling / dry / Auto (cooling) operation time	self clean time
Less than 10 minutes	No self clean operation
10 minutes to less than 1 hour	1 hour
More than 1 hour	2 hours

- “” is displayed on the remote controller during self clean operation.

To stop self clean forcibly, push  button twice in succession.

### CAUTION

- The fan continues to run even after  button is pushed to stop operation in some modes. This is normal because the self clean mode is in progress.
- The louvers open slightly and are directed horizontally during self clean, and they close when the self clean is completed.
- The operation lamp (LED) does not light during the self clean mode (function).
- The self clean mode (function) cannot clean the room or remove the already existing mold and dust inside the indoor unit.
- To cancel the self clean function, consult the dealer.

## 6 Maintenance

### WARNING

Cleaning the air filter and other parts of the air filter involves dangerous work in high places, so be sure to have a qualified installer or qualified service person to do it.

Do not attempt it by yourself.

### CAUTION

Do not push buttons with wet hands.

Doing so may result in electric shock.

#### Cleaning the air filters

- When the filter indicator is displayed on the remote controller, clean the air filters. (Only for RBC-AMTU\*\*\* and RBC-AMSU\*\*\* remote controllers.)
- Clogged filters may lower the cooling and heating performance.

#### When the unit will not be used for a long time

1. Perform the fan operation for a couple of hours to dry inside.
2. Stop the air conditioner with the remote controller and turn off the circuit breaker.
3. Clean the air filters and reinstall them.

#### Before the cooling season

##### Clean the drain pan

- Contact the dealer where you purchased the product. (Drain does not work if the drain pan or vent is clogged. In some cases the drain may overflow and wet the wall or floor. Be sure to clean the drain pan before the cooling season.)

## Check periodically

- If the unit is used for a long time, parts may deteriorate and cause malfunction or bad drainage of dehumidified water depending on the heat, humidity, or dust.
- In addition to the usual maintenance, it is recommended that you have the unit checked and maintained by the dealer where you purchased it.

### NOTE

For environmental conservation, it is strongly recommended that the indoor and outdoor units of the air conditioner in use be cleaned and maintained regularly to ensure efficient operation of the air conditioner. When the air conditioner is operated for a long time, periodic maintenance (once a year) is recommended. Furthermore, regularly check the outdoor unit for rust and scratches, and remove them or apply rustproof treatment, if necessary. As a general rule, when an indoor unit is operated for 8 hours or more daily, clean the indoor unit and outdoor unit at least once every 3 months. Ask a professional for this cleaning / maintenance work. Such maintenance can extend the life of the product though it involves the owner's expense. Failure to clean the indoor and outdoor units regularly will result in poor performance, freezing, water leakage, and even compressor failure.

## Maintenance List

Part	Unit	Check (visual / auditory)	Maintenance
Heat exchanger	Indoor / outdoor	Dust / dirt clogging, scratches	Wash the heat exchanger when it is clogged.
Fan motor	Indoor / outdoor	Sound	Take appropriate measures when abnormal sound is generated.
Filter	Indoor	Dust / dirt, breakage	<ul style="list-style-type: none"> <li>• Wash the filter with water when it is contaminated.</li> <li>• Replace it when it is damaged.</li> </ul>
Fan	Indoor	<ul style="list-style-type: none"> <li>• Vibration, balance</li> <li>• Dust / dirt, appearance</li> </ul>	<ul style="list-style-type: none"> <li>• Replace the fan when vibration or balance is terrible.</li> <li>• Brush or wash the fan when it is contaminated.</li> </ul>
Air intake / discharge grilles	Indoor / outdoor	Dust / dirt, scratches	Fix or replace them when they are deformed or damaged.
Drain pan	Indoor	Dust / dirt clogging, drain contamination	Clean the drain pan and check the downward slope for smooth drainage.
Ornamental panel, louvers	Indoor	Dust / dirt, scratches	Wash them when they are contaminated or apply repair coating.
Exterior	Outdoor	<ul style="list-style-type: none"> <li>• Rust, peeling of insulator</li> <li>• Peeling / lift of coat</li> </ul>	Apply repair coating.

# 7 Troubleshooting

Check the points described below before requesting repair.

	Symptom	Cause
It is not a malfunction.	Outdoor unit <ul style="list-style-type: none"> <li>• White, misty, cold air or water comes out</li> <li>• Sometimes the noise of air leaking is heard.</li> <li>• A noise is heard when the power is turned on.</li> </ul>	<ul style="list-style-type: none"> <li>• The fan of the outdoor unit is automatically stopped and defrosting is performed.</li> <li>• The solenoid valve works when defrosting starts or stops.</li> <li>• The outdoor unit is preparing for running.</li> </ul>
	Indoor unit <ul style="list-style-type: none"> <li>• Sometimes a swishing is heard.</li> <li>• A clacking sound is heard.</li> <li>• Discharged air smells unusual.</li> <li>• The fan continues running even after the unit operation is stopped.</li> </ul>	<ul style="list-style-type: none"> <li>• When the unit starts running, during operation, or immediately after the unit stops running, a sound such as water flowing may be heard, or the operation sound may become louder for a couple of minutes immediately after the unit starts running. This is the sound of the refrigerant flowing or the dehumidifier draining.</li> <li>• This is a sound generated when the heat exchanger, etc. expands and contracts slightly due to temperature change.</li> <li>• Various smells from the walls, carpet, clothes, cigarette, cosmetics, etc. adhere to the air conditioner.</li> <li>• The fan keeps running to self clean operation the heat exchanger during drying.</li> </ul>
	<ul style="list-style-type: none"> <li>• The unit does not run</li> </ul>	<ul style="list-style-type: none"> <li>• Has a blackout occurred?</li> <li>• Has the circuit breaker blown?</li> <li>• Has the protective device been activated? (The operation indicator and  on the remote controller are blinking.)</li> </ul>
Check again.	The room does not cool down or warm up.	<ul style="list-style-type: none"> <li>• Is the air intake or discharge of the outdoor unit clogged?</li> <li>• Is a door or window open?</li> <li>• Is the air filter clogged with dust?</li> <li>• Is the air volume set to "Low"? Or is the operation mode set to "Fan"?</li> <li>• Is the setup temperature appropriate?</li> </ul>

If there is something unusual even after checking the above, stop running the unit, turn off the circuit breaker, and inform the dealer where you purchased the product of the product number and symptom. Do not attempt to repair the unit by yourself as doing so is dangerous. If the check indicator (E0, F0, H0, etc.) is displayed on the remote controller LCD, inform the dealer of its content as well.

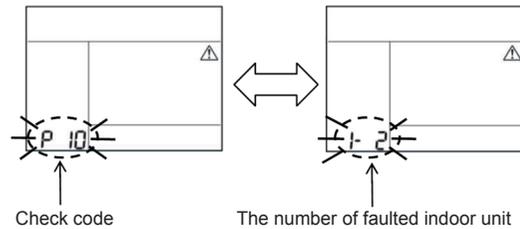
If any of the following occur, stop running the unit immediately, turn off the circuit breaker, and contact the dealer where you purchased the product.

- The switch does not work properly.
- The circuit breaker often blows out.
- You unintentionally put a foreign object or water inside.
- The unit cannot be run even after the cause of the protective device activation is removed.
- Other unusual conditions are found.

## Confirmation and check

If there is something unusual even after checking the above, stop running the unit, turn off the circuit breaker, and inform the dealer where you purchased the product of the product number and symptom. Do not attempt to repair the unit by yourself as doing so is dangerous. If the check indicator (EO, FO1, HO1, etc.) is displayed on the wired remote controller LCD, inform the dealer of its content as well.

If the air conditioner fails, the timer off indication will alternately display the check code and the number of faulted indoor unit.

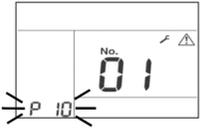
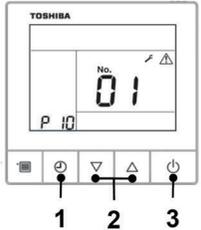


## Troubleshooting history and confirmation

If the air conditioner fails, you can view the troubleshooting history by following the steps below. (The troubleshooting history can record at most 4 records.)

The troubleshooting history can be viewed when the air conditioner is on or off.

- If you view the troubleshooting history in the timer off operation, the timer off will be cancelled.

Step	Operating Instructions
1	<p>Long press the timer off button for more than 10 seconds till an indication icon appears, indicating that you have entered the troubleshooting history mode.</p> <p>If [ Maintenance overhaul ] is displayed, it indicates that you have entered the troubleshooting history mode.</p> <ul style="list-style-type: none"> <li>The temperature indication displays [01: Troubleshooting History Order].</li> <li>The timer off indication will alternately display [Check Code] and the faulted [Indoor Unit Number].</li> </ul> 
2	<p>Press the set button each time, then the recorded troubleshooting history will be displayed in the order of [01] (newest) to [04] (oldest).</p> <p><b>Requirements</b></p> <p>In the troubleshooting history mode, do not press the menu button for more than 10 seconds. Otherwise, all troubleshooting history of the indoor unit will be deleted.</p> 
3	<p>After completing the check, press the ON/OFF button to return to normal mode.</p> <ul style="list-style-type: none"> <li>It will continue to run if in the running mode. Please press the On/ Off button again if in the stop mode.</li> </ul>

# 8 Operations and performance

### Check before running

- Check whether the earth wire is cut or disconnected.
- Check whether the air filter is installed.
- Turn on the circuit breaker 12 hours or more before starting operation.

### 3 minutes protection function

3-minutes protection function prevents the air conditioner from starting for initial 3 minutes after the main power switch / circuit breaker is turned on for re-starting the air conditioner.

### Power failure

Power failure during operation will stop the unit completely.

- To restart the operation, push the ON / OFF button on the remote controller.
- Lightning or a wireless car telephone operating nearby may cause the unit to malfunction. Turn off the main power switch or circuit breaker and then turn them on again. Push the ON / OFF button on the remote controller to restart.

### Defrosting operation

If the outdoor unit is frosted during the heating operation, defrosting starts automatically (for approximately 2 to 10 minutes) to maintain the heating capacity.

- The fans in both indoor and outdoor units will stop during the defrosting operation.
- During the defrosting operation, the defrosted water will be drained from the bottom plate of the outdoor unit.

### Heating capacity

In the heating operation, the heat is absorbed from the outside and brought into the room. This way of heating is called heat pump system. When the outside temperature is too low, it is recommended to use another heating apparatus in combination with the air conditioner.

### Air conditioner operating conditions

For proper performance, operate the air conditioner under the following temperature conditions:

Cooling operation	Outdoor temperature	: -15°C to 46°C (Dry bulb temp.)
	Room temperature	: 21°C to 32°C (Dry bulb temp.), 15°C to 24°C (Wet bulb temp.)
	<b>[CAUTION]</b>	Room relative humidity – less than 80 %. If the air conditioner operates in excess of this figure, the surface of the air conditioner may cause dewing.
Heating operation	Outdoor temperature	: -15°C to 15°C (Wet bulb temp.)
	Room temperature	: 15°C to 28°C (Dry bulb temp.)

If air conditioner is used outside of the above conditions, safety protection may work.

### Protective device

- Stops operation when the air-conditioner is overloaded.
- If the protective device is activated, the unit stops running, and the operation indicator and check indicator on the remote controller blink.

### If the protective device is activated

- Turn off the circuit breaker and perform a checkup. Continued running may cause a malfunction.
- Check whether the air filter is installed. If not, the heat exchanger may be clogged with dust and water leakage may occur.

### During cooling

- The air intake or discharge of the outdoor unit is clogged. Strong wind continuously blows against the discharge of the outdoor unit.

### During heating

- The air filter is clogged with a large amount of dust.
- The air intake or discharge of the indoor unit is clogged.

### Do not turn off the circuit breaker

During the air-conditioning season, leave the circuit breaker turned on, and use the ON / OFF key on the remote controller.

### Attention to snowfall and freeze on the outdoor unit

- In snowy areas, the air intake and air discharge of the outdoor unit are often covered with snow or frozen up. If snow or freeze on the outdoor unit is left as it is, it may cause machine failure or poor warming.
- In cold areas, pay attention to the drain hose so that it perfectly drains water without water remaining inside for freeze prevention. If water freezes in the drain hose or inside the outdoor unit, it may cause machine failure or poor warming.

## 9 Installation

### Do not install the air conditioner in the following places

- Do not install the air conditioner in any place within 1 m from a TV, stereo, or radio set. If the unit is installed in such place, noise transmitted from the air conditioner affects the operation of these appliances.
- Do not install the air conditioner near a high frequency appliance (sewing machine or massager for business use, etc.), otherwise the air conditioner may malfunction.
- Do not install the air conditioner in locations where iron or other metal dust is present. If iron or other metal dust adheres to or collects on the interior of the air conditioner, it may spontaneously combust and start a fire.
- Do not install the air conditioner in a humid or oily place, or in a place where steam, soot, or corrosive gas is generated.
- Do not install the air conditioner in a salty place such as seaside area.
- Do not install the air conditioner in a place where a great deal of machine oil is used.
- Do not install the air conditioner in a place where it is usually exposed to strong wind such as in seaside area.
- Do not install the air conditioner in a place where sulfurous gas generated such as in a spa.
- Do not install the air conditioner in a vessel or mobile crane.
- Do not install the air conditioner in an acidic or alkaline atmosphere (in a hot-spring area or near a chemicals factory, or in a place subject to combustion emissions). Corrosion may be generated on the aluminum fin and copper pipe of the heat exchanger.
- Do not install the air conditioner near an obstacle (air vent, lighting equipment, etc.) that disturbs discharge air. (Turbulent airflow may reduce the performance or disable devices.)
- Do not use the air conditioner for special purposes such as preserving food, precision instruments, or art objects, or where breeding animals or growing plants are kept.  
(This may degrade the quality of preserved materials.)
- Do not install the air conditioner over an object that must not get wet. (Condensation may drop from the indoor unit at a humidity of 80% or more or when the drain port is clogged.)
- Do not install the air conditioner in a place where an organic solvent is used.
- Do not install the air conditioner near a door or window subject to humid outside air.  
Condensation may form on the air conditioner.
- Do not install the air conditioner in a place where special spray is used frequently.

### Be careful with noise or vibrations

- Do not install the air conditioner in a place where noise by outdoor unit or hot air from its air discharge annoys your neighbors.
- Install the air conditioner on a solid and stable foundation so that it prevents transmission of resonating, operation noise and vibration.
- If one indoor unit is operating, some sound may be audible from other indoor units that are not operating.

## 10 Specifications

Model	Sound power level (dBA)		Weight (kg)
	Cooling	Heating	
RAV-HM561UTP-E	*	*	20
RAV-HM801UTP-E	*	*	20
RAV-HM901UTP-E	*	*	24
RAV-HM1101UTP-E	*	*	24
RAV-HM1401UTP-E	*	*	24
RAV-HM1601UTP-E	*	*	24

\* Under 70 dBA

**Product information of ecodesign requirements. (Regulation (EU) 2016/2281)**  
<http://ecodesign.toshiba-airconditioning.eu/en>

## Declaration of Conformity

Manufacturer: **Toshiba Carrier (Thailand) Co., Ltd.**  
144 / 9 Moo 5, Bangkadi Industrial Park, Tivanon Road, Tambol Bangkadi,  
Amphur Muang, Pathumthani 12000, Thailand

TCF holder: TOSHIBA CARRIER EUROPE S.A.S  
Route de Thil 01120 Montluel FRANCE

Hereby declares that the machinery described below:

Generic Denomination: Air Conditioner

Model / type: RAV-HM561UTP-E  
RAV-HM801UTP-E  
RAV-HM901UTP-E  
RAV-HM1101UTP-E  
RAV-HM1401UTP-E  
RAV-HM1601UTP-E

Commercial name: Digital Inverter Series / Super Digital Inverter Series Air Conditioner

Complies with the provisions of the Machinery Directive (Directive 2006/42/EC) and the regulations transposing into national law

### NOTE

This declaration becomes invalid if technical or operational modifications are introduced without the manufacturer's consent.

## Declaration of Conformity

Manufacturer: **Toshiba Carrier (Thailand) Co., Ltd.**  
144 / 9 Moo 5, Bangkadi Industrial Park, Tivanon Road, Tambol Bangkadi,  
Amphur Muang, Pathumthani 12000, Thailand

TCF holder: TOSHIBA CARRIER UK LTD.  
Porsham Close Belliver Industrial Estate Roborough Plymouth Devon  
PL6 7DB United Kingdom

Hereby declares that the machinery described below:

Generic Denomination: Air Conditioner

Model / type: RAV-HM561UTP-E  
RAV-HM801UTP-E  
RAV-HM901UTP-E  
RAV-HM1101UTP-E  
RAV-HM1401UTP-E  
RAV-HM1601UTP-E

Commercial name: Digital Inverter Series / Super Digital Inverter Series Air Conditioner

Complies with the provisions of the Supply of Machinery (Safety) Regulations 2008

### NOTE

This declaration becomes invalid if technical or operational modifications are introduced without the manufacturer's consent.

# **Toshiba Carrier (Thailand) Co., Ltd.**

144 / 9 Moo 5, Bangkadi Industrial Park, Tivanon Road, Tambol Bangkadi, Amphur Muang, Pathumthani 12000, Thailand

**1115350295**