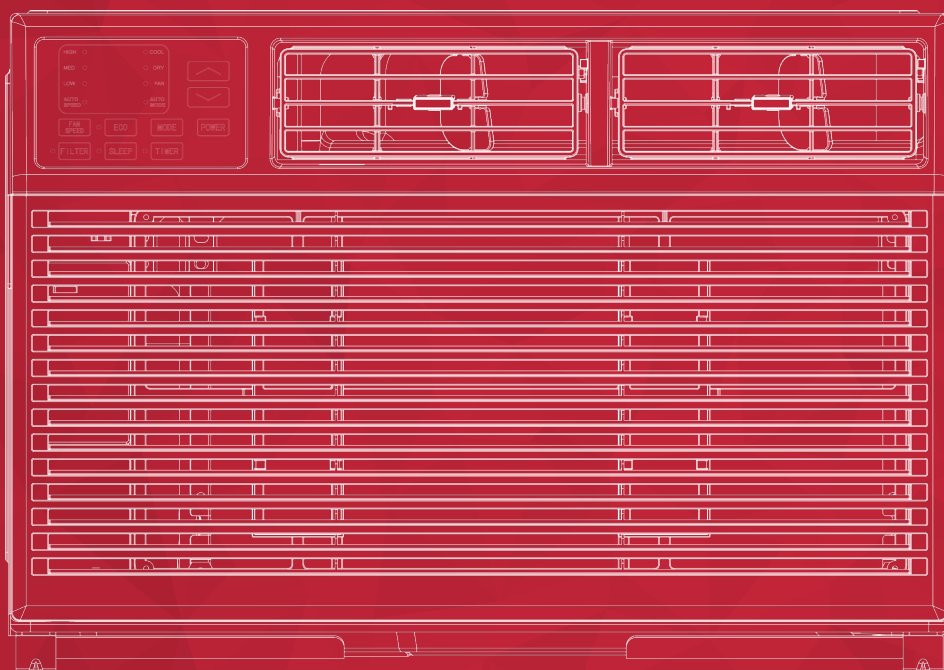


Hi! Let's Get Started.



TTW Window AC
English

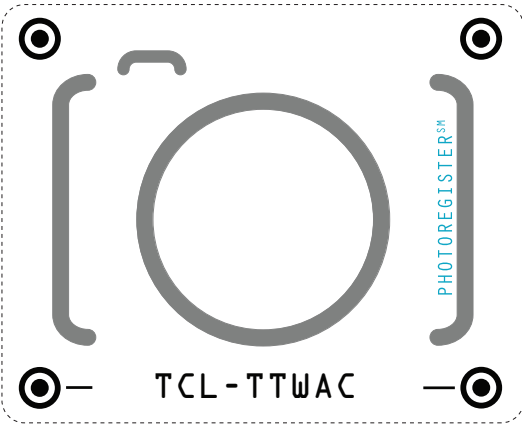
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Register and protect your purchase



Text to Register

Text a photo of the camera icon to **71403**

Or register online at register.tcl.com

Need help? Visit photoregister.com/help or text HELP to 71403

Enjoy exclusive benefits with registration:



Expedited support and service



Insider tips on your appliance



Exclusive offers and promotions



Verification of ownership

Add a **TCL Protection Plan** when you register your product and be covered from life's mishaps

Thank you for choosing TCL. We want your ownership experience to bring you as much joy as the appliance you purchased does, so we're offering you a special price on TCL Protection Plans when you purchase during registration. Add a TCL Protection Plan within your first 30 days of ownership to receive the best value at the best price.

IMPORTANT SAFETY INSTRUCTIONS

Before installing and using your air conditioner, please read this owner's manual carefully. Store this manual in a safe place for future reference. Your safety and the safety of others is very important to us. Please pay attention to all safety messages outlined in this owner's manual.

WARNING: To reduce the risk of fire, electrical shock or injury when using your air conditioner, follow the following basic precautions:

ELECTRICAL REQUIREMENTS

The electrical ratings for your air conditioner are listed on the model and serial number label located on the front right side of the unit (when facing the front).

REGISTER YOUR APPLIANCE

You can register your appliance online by going to register.tcl.com

Be sure to retain your original sales receipt. A valid proof of purchase is required for all warranty claims.




BATTERY WARNING STATEMENT

Do not mix old and new batteries and do not mix alkaline, standard (carbon-zinc) or rechargeable (ni-cad, ni-mh, etc.) batteries

Document your model and serial numbers here:

Model # _____ Serial # _____

You can locate your 20 digit serial number underneath the bar code (right hand side of the AC).

WARNING			
Specific electrical requirements are shown in the diagram below. Follow the requirements below for the type of plug on the power supply cord.			
Electrical Shock Hazard	Wiring Requirements	Power Supply Cord	
	<ul style="list-style-type: none">• (15K) 115 Volts (103 min - 127 max) (18K - 24K) 230 Volts (187 min - 253 max)• (15K) 0-11 amps (18K) 7.1 amps (24K) 11.0 amps• (15K) 3.15 amp time-delay fuse or circuit breaker (18K-24K) 3.15 amp time-delay fuse or circuit breaker• Use on single outlet circuit only on all sizes	<div><p>15K BTU 115 Volt 18K - 24K BTU 208/230 Volt</p></div>	
Plug into a grounded 3 prong outlet. Do not remove the ground prong. Do not use an adapter Do not use an extension cord. Failure to follow these instructions can result in death, fire, or electrical shock			Power Requirements
			<ul style="list-style-type: none">• W8T9E1-A, W10T9E1-A, W12T9E1-A: 115V grounded wall outlet• W10T9EX1-A, W12T9EX1-A, W14T9X1-A: 230V grounded wall outlet <div></div>

RECOMMENDED GROUND METHOD

For your personal safety, this air conditioner must be grounded. This air conditioner is equipped with a 3 prong power supply cord with a grounded plug. To minimize the possibility of electrical shock, the cord must be plugged into a 3-prong outlet and grounded in accordance with all local codes and ordinances. If a 3-prong outlet is available, it is the customer's responsibility to have a properly grounded 3 prong outlet installed by a qualified electrician

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.

DO NOT RETURN TO STORE

**WE ARE
READY TO
HELP** contact us first
with any questions



TCL SUPPORT:
support.tcl.com
1-800-825-6747











**BE CAREFUL WHEN REMOVING
THE AIR CONDITIONING UNIT**

BEFORE YOU BEGIN

- Read the instructions completely and carefully
- Save these instructions for local inspector's use
- Observe all governing codes and ordinances
- Note to installer - be sure to leave these instructions with the consumer
- Note to consumer - keep these instructions for future reference
- We recommend 2 people install this product
- Proper installation is the responsibility of the installer
- Product failure due to improper installation is not covered under warranty

What's in the box

NO.	APPEARANCE	PART NAME	QUANTITY
2		Through-The-Wall Air Conditioner	1
3		Remote Control	1
4		Trim Frame 1 (Left & Right legs)	2
5		Trim Frame 2 (Top & Bottom legs)	2
6		Aluminum Grill	1
7		Rear Plastic Grill	1
8		1/2" Long Hex-Head Screw	4
9		Grounding Wire with Tooth Washer	1

DIMENSION	PART NAME	QUANTITY
1"x3/4"x14"	Seal sponge	2
1"x3/8"x14"	Seal sponge	2
1"x3/8"x25"	Seal sponge	3
1"x1 1/2"x25"	Seal sponge	3
1"x1 1/2"x14"	Seal sponge	2
1"x1 1/2"x84"	Seal sponge	1
3 3/4"x1 1/2"x4"	Seal cotton	4
3/4"x1 1/2"x17"	Seal cotton	2

Tools needed: Drill and drill bits, Phillips head screwdriver, Flat headed screwdriver, tape measure, level, scissors or knife, pencil.

Let's get started!

Step 1: Testing

Before you install the AC, let's test it to make sure it made it safely to your home and your outlet has the proper power outlet to run your AC. Place it on a flat surface, plug it directly into a wall outlet (never use a power strip or other device), and turn it on. Next, use the Mode button on your control panel to change the AC into Cool Mode and press the down arrow to set the temperature to the lowest setting. After 3 minutes, the AC should be blowing cool air. If so, please continue to the next step. If not, see detailed troubleshooting tips at tclusa.com/support.

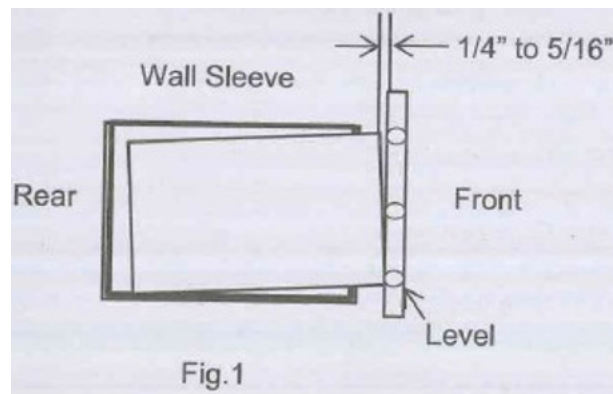
Step 2: Installation

UNIVERSAL WALL-SLEEVE DIMENSIONS

1. Identify which brand your wall-sleeve is and ensure its dimensions match those in the chart below.

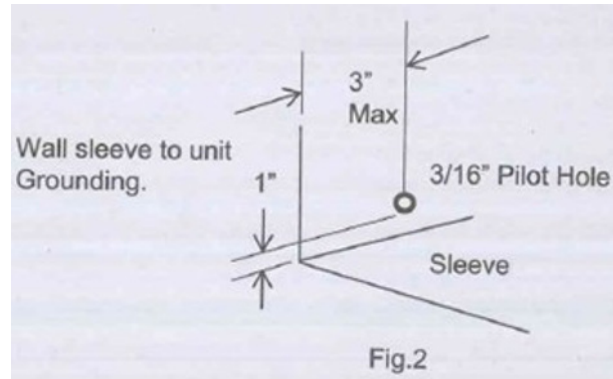
Type	Wall-sleeve Dimension		
	Height	Width	Depth
Standard Dimension	15 3/4"	26"	20"

2. The wall sleeve used to mount the air conditioner must be in sound structural condition and have a rear grill that is securely attached to the sleeve, or rear flange that serves as a stop for the air conditioner.
3. Remove the old air conditioner from the wall sleeve.
4. Clean the interior of the wall sleeve, do not disturb the seals.
5. Make sure the sleeve is securely installed and in sound structural condition.
6. Measure the size of the sleeve to ensure the air conditioner will fit.
7. Slope – ensure your unit has a rearward slope to drain any accumulated condensation.



8. Repair/repaint the sleeve surface if needed.
9. For best performance, replace the existing rear louver grill with the plastic mesh unit supplied in the package. Measure and cut the plastic grill to fit and place inside the wall sleeve against the rear flange.

10. The ground wire hole does not exist. In a clear area about 3 inches (max) from the front edge, drill a 3/16" pilot hole for the grounding screw through the left-hand side of the sleeve as shown below. Pull the loose end of the ground wire out of the front of the sleeve and bend it away from the opening. This will be attached to the air conditioner once installed.



11. Install the new unit into the wall sleeve.
12. To attach the ground wire to the new unit, remove the screw from the left side on the front.
13. Assemble and install the trim frame.

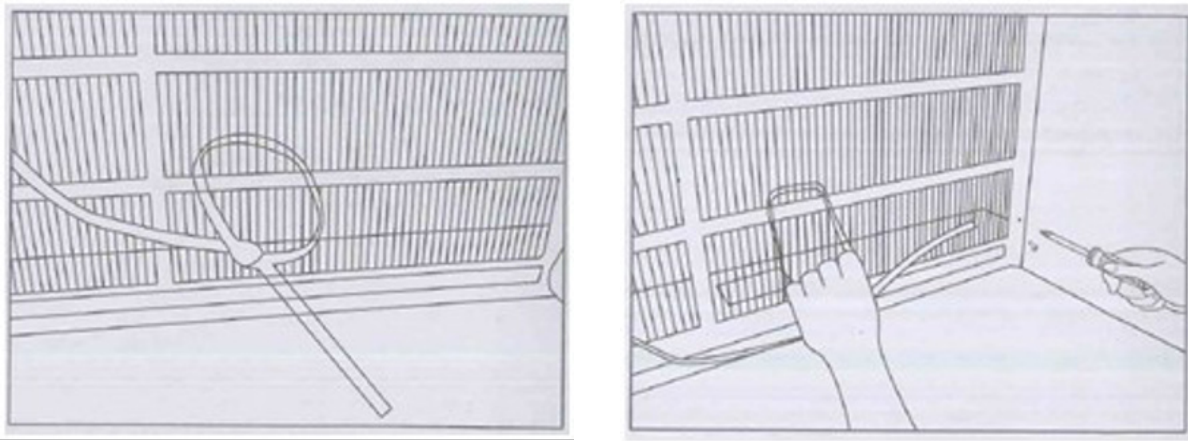
Existing Frigidaire sleeves may have older single sided intake grills, as pictured below.



1. These grills should be replaced with the dual intake grill type, as pictured below.

- Remove the existing single intake grill and save the mounting screws.

Warning: When removing the grill, protect it from falling by securing with a leash. This can be fastened with a cord or strap looped through the grill and secured with a knot. Holding the grill by the leash with one hand, remove the retaining screws so that the grill can be removed through the front of the sleeve.

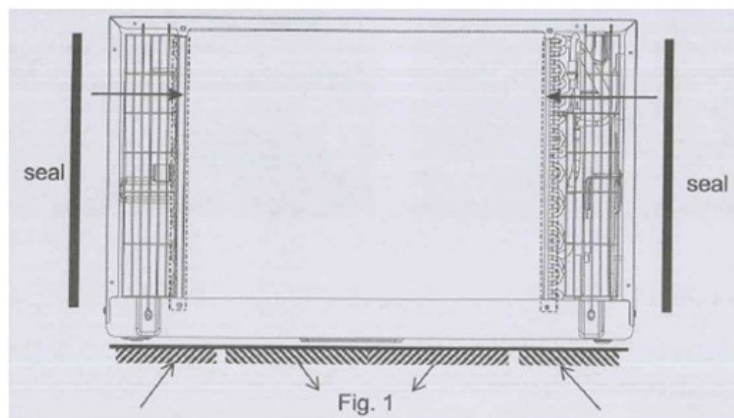


- Place the grill included with your new air conditioner towards the inside rear of the sleeve.
- Attach the new grill by aligning the four mounting holes.
- Re-insert the self-tapping screws into the nylon retainers.

Direct Unit Mounting

In the event that the dual intake grill cannot be mounted directly to the sleeve, it is recommended to attach the grill to the back of the through-the-wall unit with the hole pre-drilled in the unit.

1. Attach the 2 seals(1"x3/8"x14"), as Fig. 1.



2. Position the grill over the rear of the unit making sure that:

- The double set of screw holes are at the bottom.
- The intake fins on either side are pointed away from the unit.

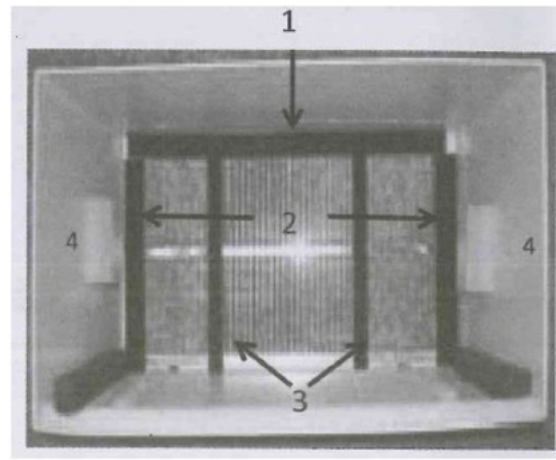
3. Align the top of the grill with the top of the unit. Make sure the overhang on each side is equal.

4. Install 4-#8 self-tapping screws to affix the grill to the unit.

5. Insert the unit into the sleeve.

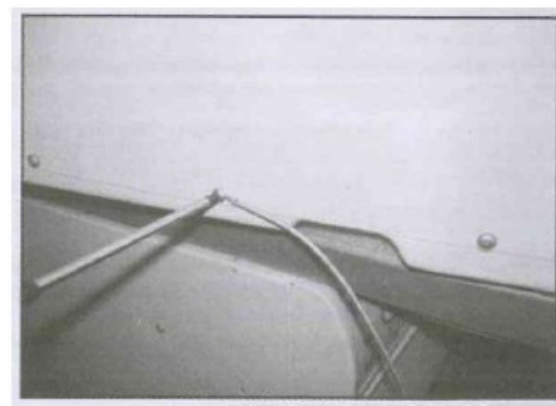
Seal Installation

1. Use 1"x3/8"x25" long seal in the center at the top of the sleeve. Remove the back paper and press into position.
2. Use 1"x3/8"x14" seal both to the left and right sides of the sleeve.
3. Cut the 1"x3/8"x25" long seals to 14" length each and attach to the vertical sections of the grill as shown.
4. Take the 1/2"x3 1/2"x1 1/2" centering blocks (one on each side wall). Place in the center of side wall with the tapered end facing the opening.



Ground Wire Installation

1. Install screw end of the ground wire into the inside of the sleeve according to preparation instruction.
2. Before sliding the unit all the way back, remove the second screw from left side of unit.
3. Remove plastic washer from screw.
4. Screw the other end of the ground wire into the unit as shown. Make sure the toothed washer is against the cabinet

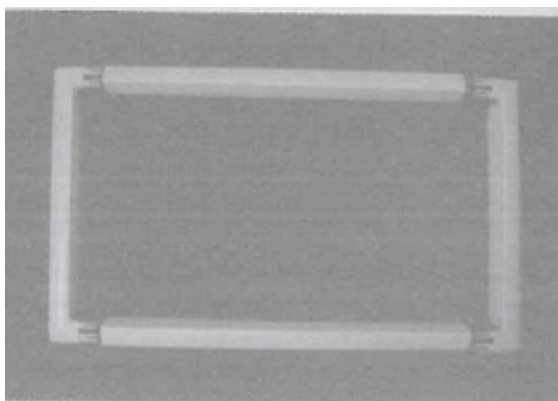


Trim Kit Installation Instructions

1. Install the 1"x1"x84" long stuffer seal between the wall sleeve and the unit. A flat-bladed screwdriver or putty knife is needed.



2. Assemble the trim frame by inserting the top and bottom pieces into the side pieces and snapping them into place.



3. Pull the cord through the trim frame and slide the trim over the unit until flush with the wall.



How to Control Your AC

All the basics you need to know to stay cool!

1. **Digital Display:** When the timer is not in use, the operation mode and the set temperature will be displayed. Time will be displayed under the timer setting.

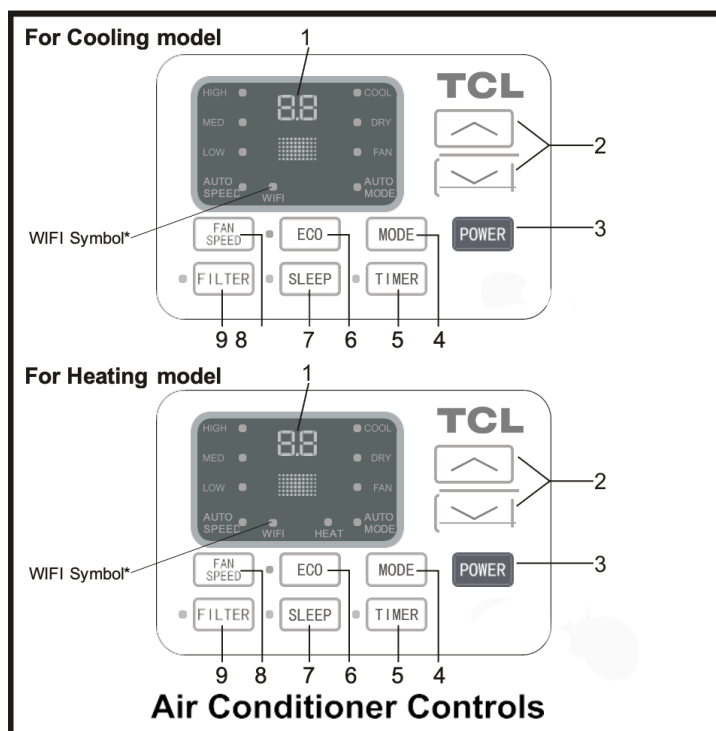
Time will be displayed under timer setting.

2. **^ and v Buttons** - use these buttons on the control panel or remote control to increase or decrease the desired temperature, or time using the Timer. The temperature range is: 61°-88° Fahrenheit, or 16°-31° Celsius

3. **Power Button:** Turn the air conditioner on and off.

4. **Modes** - Press the Mode button on the control panel to cycle and select a Mode, or select a Mode by pressing the desired button the remote.

- **Cool Mode** - The cooling function allows the air conditioner to cool the room and reduce air humidity at the same time. Adjust the fan speed and temperature to your desired comfort level. In this mode, if Eco is not enabled, the fan may continue to run after reaching the desired temperature.
 - **Dry Mode** - This function reduces the humidity of the air to make the room more comfortable. Press the Mode button to set to Dry mode. An automatic function of alternating cooling cycles and air fan is activated.
 - **Fan Mode:** Fan Mode helps to circulate air in your home, but only works when the air conditioner is vented
 - **Auto Mode:** In Auto mode the unit automatically chooses the fan speed and the mode of operation (Cool, Dry or Fan). In this mode the temperature is set automatically according to the room temperature (tested by the temperature sensor which is incorporated in the indoor unit.).
 - **Heat Mode:** The heating function allows the air conditioner to heat the room. Press the Mode button to activate the heating function. To optimize the function of the air conditioner, adjust the temperature and the speed by pressing the button indicated.
5. **Timer Button** - press the Timer button on the panel or the Timer button on the remote to set the timer.
 - **Set Timer On:** With the AC off, press the Timer button and then use the ^ and v buttons to set the desired temperature. Press the Timer button again and use the ^ and v buttons to set the desired amount of time before the AC turns on. Press the timer button again to start the countdown.
 - **Set Timer Off:** With the AC on, press the Timer button and then use the ^ and v buttons to set the length of time before the AC will turn off. Press the timer button again to start the countdown.



Note: It can be set to automatically turn off or on in 0.5-24 hours. Each press of the

buttons will increase or decrease the timer. The Timer can be set in 0.5 hours increment below 10 hours and 1 hour increment for 10 hours or above. The Set light will turn on while setting. To cancel the Set function, press the TIMER button again.

the humidity is high. This design feature helps remove moisture and increase efficiency. You may hear the thermostat click when the compressor cycles on and off. Water will collect in the base pan on rainy days, or high humidity days. The water may overflow and drip from the unit on the outside. The fan may run, even when the compressor is not on.

- 6. Eco Mode** – In Eco mode, the unit will turn off once the room is cooled to the user-set temperature. The unit will turn back on when the room temperature rises above the user-set temperature. While in Eco mode, the fan will occasionally turn on for a few seconds in order to take an accurate temperature reading.

The unit will turn back on when the room temperature rises above the user set temperature. Before the compressor starts, the fan motor will run for a while, then it will stop for a while. The process will continue to repeat to save energy while creating a comfortable environment.

- 7. Sleep Button** – In Sleep mode, all of the display lights will turn off after a while, but the Sleep light stays on. In Sleep mode, the air conditioner will automatically adjust the temperature and fan speed to make the room more comfortable during the night. The set temperature will automatically raise every 30-60 minutes, and at most change six times until the set temperature is 81 or 82 degrees.
- 8. Fan Speed** – Press the Fan Speed button to choose the fan speed options. You can choose Hi, Med, Lo or auto speed in cool mode and choose Hi, Med, Lo in fan mode.
- 9. Filter Button** – After the fan motor has run for 500 total hours, the Filter Check light will turn on to remind the user to clean the filter. After you clean the filter, you can turn off the light by pressing the Filter button.
- 10. Directional Louvers:** To direct the airflow horizontal wheel to control the horizontal direction, air deflector to control the vertical direction.,

Operating Your Air Conditioner

Remote Control

- 1. POWER:** Turn the air conditioner on and off.
- 2. COOL:** Press the COOL button to COOL mode.
- 3. Up and Down:** Use these buttons to increase or decrease the temperature. The Set light will turn on after selecting the desired temperature. Decrease the Set Temperature or Timer. Temperature range: 61° ~88° Fahrenheit or 16° ~31° Celsius.
- 4. SLEEP:** Press the Sleep button, all of the display lights will turn off after a while, but the sleep light is always on. In the mode, the air conditioner will automatically adjust the temperature and fan speed to make the room more comfortable during the night. The set temperature will automatically change every 30-60 minutes and at most change six times until the set temperature is 81° or 82° Fahrenheit for cooling and 75° or 76° Fahrenheit for heating.
- 5. TIMER:** Use these buttons on the control panel and remote to set



the Timer.

- **Timer Off:** The timed stop is programmed by pressing Timer button. Set the rest time by pressing the button Up or Down until the rest time displayed is to your demand then press Timer button again.
- **Timer On:** When the unit is off, press Timer button at the first time, set the temperature with pressing the button Up or Down. Press Timer button at the second time, set the rest time with pressing the button Up or Down. Press Timer button at the third time, confirm the setting, then the rest time to next automatically switching-on could be read on the display of the machine.

Note: It can be set to automatically turn off or on in 0.5-24 hours. Each press of the buttons will increase or decrease the timer. The Timer can be set in 0.5 hours increment below 10 hours and 1 hour increment for 10 hours or above. The Set light will turn on while setting.

To cancel the Set function, press the TIMER button again.

- 6. Auto Mode:** In AUTO mode the unit automatically chooses the mode of operation(COOL, DRY or FAN). In this mode the temperature will be set automatically according to the room temperature (tested by the temperature sensor which is incorporated in the indoor unit.).
- 7. Fan Speed:** Press the Fan Speed button to choose the fan speed options. You can choose Hi, Med, Lo or auto speed in Cool or Heat mode and choose Hi, Med, Lo in Fan mode.
- 8. Display:** To press the Display button, it can switch off/on all lights or LED display.
- 9. Eco:** When the unit is in ECO mode, the light will turn on. In Eco mode, the unit will turn-off once the room is cooled to the user set temperature. The unit will turn back on when the room temperature rises above the user set temperature. Before the compressor starts, the fan motor will keep running for a while and stop for a while-and again, to provide much more comfortable feeling, and save the energy.
- 10. Fan Only:** Press the Fan Only button to Fan Only mode.

Battery Size: AAA - NOTE: Do not mix old and new batteries or different types of AAA batteries.

Care And Cleaning

Clean your air conditioner to keep it looking new and to minimize dust build up.

AIR FILTER CLEANING

The air filter should be checked at least once every month to see if it needs cleaning. Trapped particles and dust can build up in the filter and may decrease airflow as well as cause the cooling coils to accumulate frost. To clean the air filter:

1. Remove the filter by pulling down on the in dents of the filter door on the front of the unit. (See FIG.21)
2. Wash the filter using liquid dish soap and warm water. Rinse the filter thoroughly. Gently shake the filter to remove excess water.
3. Let the filter dry completely before placing it into the air conditioner.
4. If you do not wish to wash the filter, you may vacuum the filter to remove the dust and other particles.



FIG. 2.1

WEAR AND TEAR

To minimize wear and tear on the air conditioner, always wait at least 3 minutes before changing modes. This will help prevent the compressor from overheating and the circuit breaker from tripping.

CABINET CLEANING

To clean the air conditioner cabinet:

- Unplug the air conditioner to prevent shock or a fire hazard. The cabinet and front panel of the air conditioner may be dusted with an oil free cloth or washed with a cloth dampened in a solution of warm water and mild liquid soap. Rinse thoroughly with a damp cloth and wipe dry.
- Never use harsh cleaners, wax or polish on the cabinet front.
- Be sure to wring excess water from the cloth before wiping around the controls. Excess water in or around the controls may cause damage to the air conditioner.

WINTER STORAGE

To store the air conditioner when it is not in use for an extended period of time, remove it carefully from the window according to the installation instructions and cover it with plastic or place it in the original box.

Troubleshooting

Having trouble completing installation? Don't worry, it's usually an easy fix.

PROBLEM	POSSIBLE CAUSES	SOLUTIONS
Air Conditioner will not start	The air conditioner is unplugged	<ul style="list-style-type: none"> • Make sure the air conditioner is plug is pushed completely into the outlet
	The fuse is blown/circuit breaker is tripped	<ul style="list-style-type: none"> • Check the house fuse/circuit breaker box and replace the fuse or reset the breaker
	Power Failure	<ul style="list-style-type: none"> • The unit will automatically re-start when power is restored • There is a protective time delay (approx. 3 minutes) to prevent damage to the compressor. For this reason, the unit may not start normal cooling for 3 minutes after it is turned back on.
	The current interrupter device is tripped	<ul style="list-style-type: none"> • Press the RESET button located on the power cord plug • If the RESET button will not stay engaged, discontinue use of the air conditioner and contact a qualified service technician
Air Conditioner does not cool as it should	Airflow is restricted	<ul style="list-style-type: none"> • Make sure there are no curtains, blinds, or furniture blocking the front of the air conditioner
	The temperature control may not be set correctly	<ul style="list-style-type: none"> • Lower the set thermostat temperature
	The air filter is dirty	<ul style="list-style-type: none"> • Clean the filter. See the Cleaning and Care Section of the manual
	The room may be too warm	<ul style="list-style-type: none"> • Please allow time for the room to cool down after turning on the air conditioner
	Cold air is escaping	<ul style="list-style-type: none"> • Check for open furnace registers and cold air returns
	The Cooling Coils are frozen	<ul style="list-style-type: none"> • See "Air Conditioner Freezing Up" below
Air Conditioner is freezing up	Ice blocks the air flow and stops the air conditioner from cooling the room	<ul style="list-style-type: none"> • Set the MODE to HIGH FAN or HIGH COOL and set the thermostat to a higher temperature
Remote Control is not working	The batteries are inserted incorrectly	<ul style="list-style-type: none"> • Check the position of the batteries
	The batteries may be dead	<ul style="list-style-type: none"> • Replace the batteries
Water is dripping outside	Hot and humid weather	<ul style="list-style-type: none"> • This is normal
Water is dripping inside the room	The air conditioner is not correctly tilted outside	<ul style="list-style-type: none"> • For proper water drainage, make sure the air conditioner is slightly tilted downward from the front of the unit to the rear
Water collects in the base pan	Moisture removed from the air is draining into the base pan.	<ul style="list-style-type: none"> • This is normal for a short period in areas with low humidity and normal for a longer period in areas with high humidity
Digital Display reads "E1", "E2"	A sensor has failed	<ul style="list-style-type: none"> • Contact customer service

Wi-Fi App Installation and Instruction Manual (for wifi models only)

Step 1: Download and Install the TCL Home Comfort App

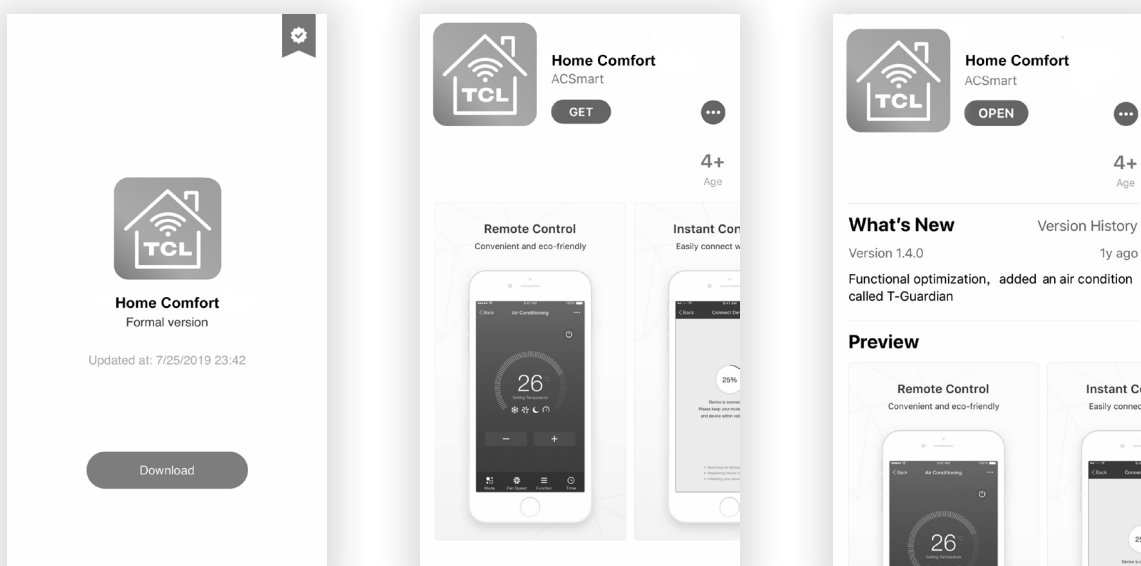
1. Using your camera function on your smartphone, please scan the QR code below to be directed to download the latest App for your TCL branded air conditioner. If your phone does not currently have a QR scanner installed you can download and install one from your App store.



tcl.link/homeconnectapp

Note: The TCL Home Comfort App is supported on 2.4 GHZ Wi-Fi Channels only. Please be sure your connection is using a Wireless channel broadcasting in 2.4GHZ

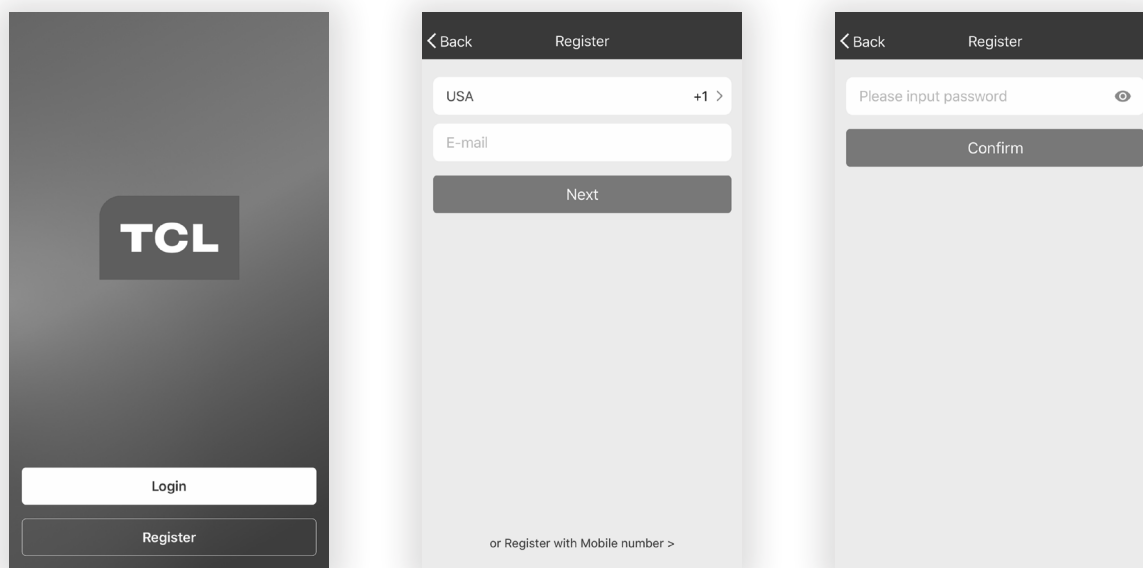
2. After navigating to the TCL Home Comfort App select DOWNLOAD, INSTALL, and then OPEN.



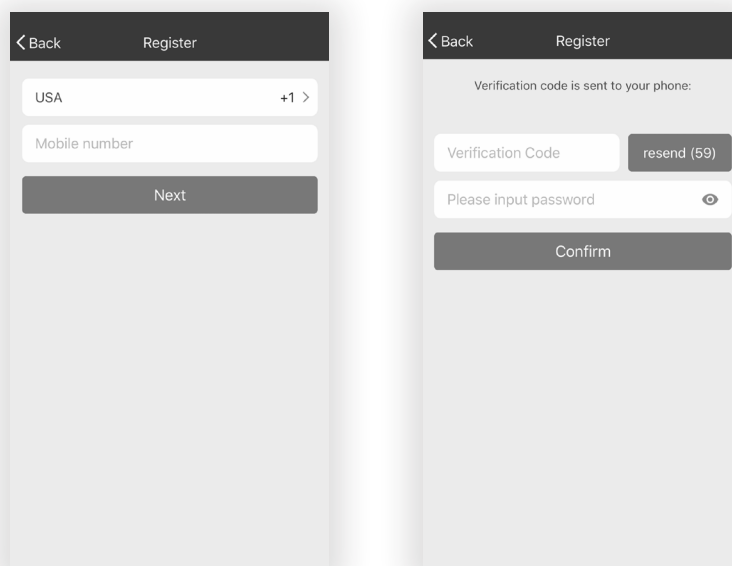
Step 2: Register Your Account

1. Once you download the App, you will need to create an account. Click the “Register” button to begin the registration process. You can register with your email address OR with a mobile phone number.

Register with an email address:



Register with a mobile phone number: Select “or Register with Mobile number” on the bottom of the screen. You will be sent a verification code via text to complete the registration process.



Step 3: Login to Your User Account

1. Once you have registered and created an account, click the “Login” button. You will be able to login with either the email account or mobile phone number you registered with.
2. For phone number login: You will be requested each time to validate login with a login code sent via text. Press the “Sign In with SMS” button to enter the login screen. Type in your phone number and press “Get” to receive a verification code. Once the verification code is received, type it into the login screen and press “Login”.

The image displays two mobile application screens for user login.

Left Screen (Main Login): The header shows a back arrow and the title "Login". It features three input fields: "Region" (with a dropdown menu showing "United States of A..."), "Mobile number/E-mail", and "Password" (with a toggle for visibility). Below these fields is a large "Login" button. At the bottom, there are two links: "Sign in with SMS" and "Forgot password".

Right Screen (SMS Verification): The header shows a "Cancel" button and the title "SMS verify and sign in". It features three input fields: "Region" (with a dropdown menu showing "United States of A..."), "Phone Number", and "Verification Code". To the right of the "Verification Code" field is a "Get" button. Below these fields is a large "Login" button.

Forgot Password?

If you forget your password, you can retrieve it by following these instructions:

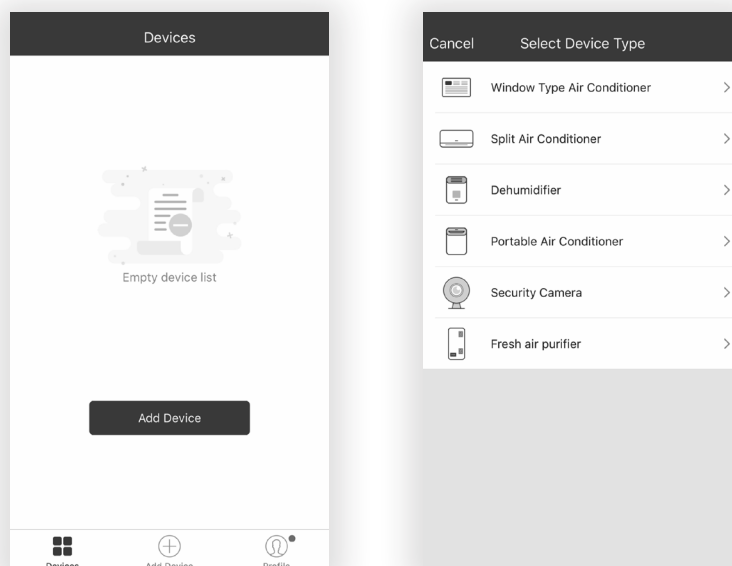
1. Press the “Forgot password” button to enter the next page.
2. Type in the registered phone number or email address and press the “Next” button to continue.
3. You will receive a verification code to continue. Type in the code received and set a new password. Press the “Confirm” button to finish.

The image displays two mobile application screens side-by-side, illustrating the 'Forgot Password' workflow. The left screen, titled 'Login', features a dark header with a back arrow and the title. Below the header, there are three input fields: 'Region' (with a dropdown menu showing 'United States of A...'), 'Mobile number/E-mail', and 'Password' (with a toggle for visibility). A dark 'Login' button is positioned below these fields. At the bottom, there are two links: 'Sign in with SMS' and 'Forgot password'. The right screen, titled 'Request password', also has a dark header with a back arrow. It contains two input fields: 'United States of America' (with a dropdown showing '+1') and 'Mobile number/E-mail'. A dark 'Next' button is located below the inputs. Both screens have a light gray background and a dark gray header.

Step 4: Add Your AC Unit

After installing the TCL Home Comfort App on your mobile device, you must then add your AC unit to be controlled by your installed app. Follow the directions below:

1. Press the “Add Device” and click the type of product you are connecting to.



Step 5: Connect Your AC Unit to the Wireless Network

There are two setup Modes/Methods to connect the AC unit to the wireless network.

Reminder: The TCL Home Comfort App only works on 2.4 GHZ networks.

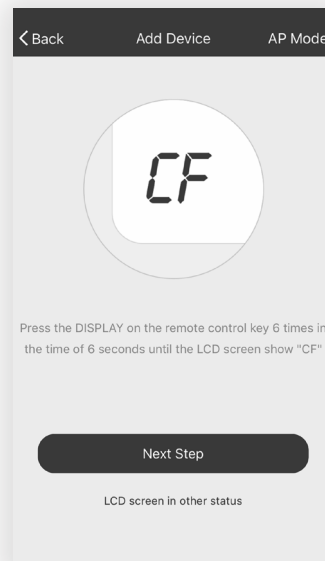
Note: The default set-up mode will be CF mode when first starting the AC unit.

CF Mode - When setting up your AC unit using a Wi-Fi connection using the CF mode, the AC unit being connected for Wi-Fi operation will automatically search for an available wireless network and connects automatically when the setup directions are followed. The unit and device will be synced together afterwards.

AP Mode - If your AC unit does not connect to the mobile device through the wireless network using the setup instruction in CF mode, you can connect the mobile device to the AC unit using the air conditioner's Wi-Fi adapter or "Device hotspot". The AC unit will show as a wireless network under the mobile devices Wi-Fi connections as "Home Comfort -xxxx". You can then connect the mobile device from the AC unit's hotspot. After the AC unit is turned off/on the next time you use it, the AC unit will connect to the wireless network the phone is connected to.

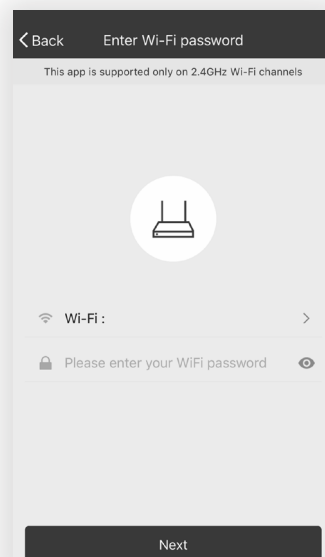
Add the AC Unit to the Wireless Network using “CF Mode”

1. The App and AC unit automatically defaults to CF mode upon start up. Follow the prompts on the screen and then press “Next Step” to continue.



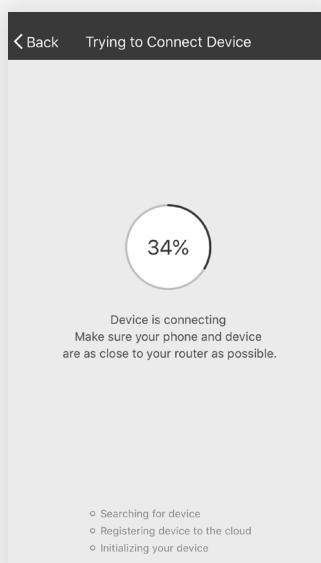
Note: If the AC unit is not in CF mode, press Display on the remote 6 times. After 8 to 10 seconds you will hear two beeps and the AC will display CF.

2. Select the network you wish to connect to, enter the router password and press “Next” to continue.

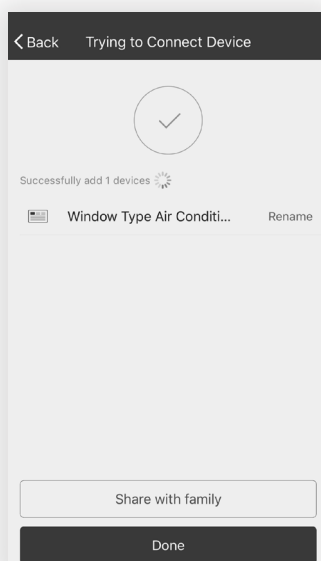


Note: If having difficulties finding or joining your wireless network you may need to give the TCL Home Comfort App permission to enable Location. This setting can typically be found by going to Settings > Apps > TCL Home Comfort and then select to enable Location. The exact location and method to enable this setting varies by phone OS and version.

3. After connecting to the wireless network, The TCL Home Comfort App software will automatically try to pair with the AC unit. The AC unit's LED screen may display "PP" or "SA", indicating it is searching for the network signal. This may take 10-15 seconds to connect the AC to the network.



4. After successfully pairing the AC unit to the network, the page will display as below. You can "Rename" the AC unit as you like, share with family, or press "Done" to start to controlling the device.

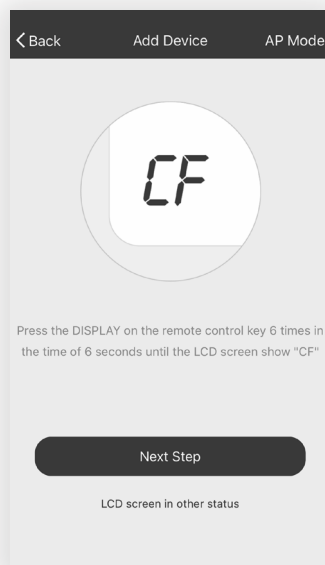


Note: If at any time you need to start over, pressing "Display" on the remote control 6 times will reset the wireless setup configuration on the AC unit back to CF mode. Pressing the "Display" button an additional 6 times after CF mode appears will switch the unit to AP mode. Please allow the unit 10-15 seconds to switch modes if toggling from CF to AP modes.

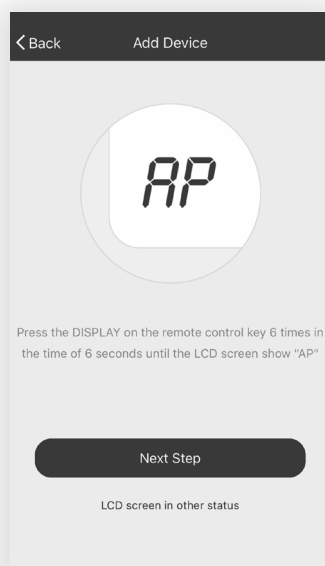
Add the AC Unit to the Wireless Network using “AP Mode”

If connections to the wireless network fail using the “CF mode”, you can connect using the “AP mode” (using the AC unit as a mobile hotspot).

1. On the App page indicating CF mode, click “AP mode” in the top, right-hand corner as illustrated.

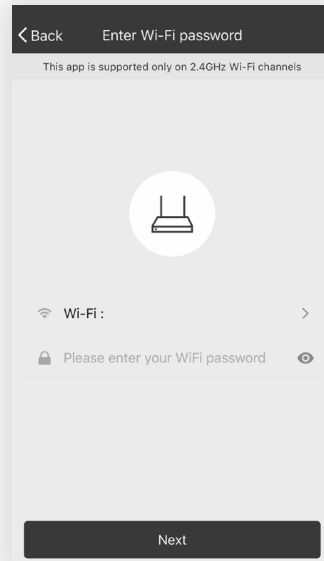


2. AP should show on the page as illustrated below. Press “Next Step” to continue.

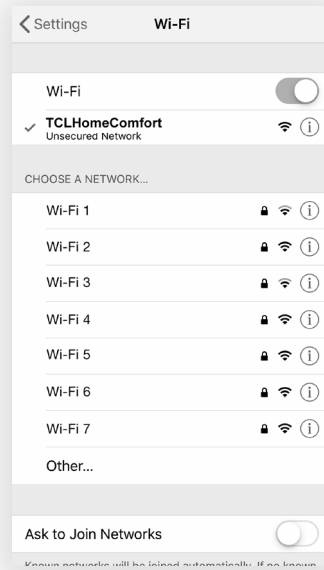


3. To the switch the AC unit over to AP mode - Press “Display” on the remote control 6 times within 6 seconds so the AC unit switches from “CF mode” to “AP mode”. Allow the unit 10-15 seconds to switch modes and AP will flash on the AC unit display screen when complete.

4. Select the Wi-Fi network you are trying to connect to, type in the password, and press “Next” to continue.



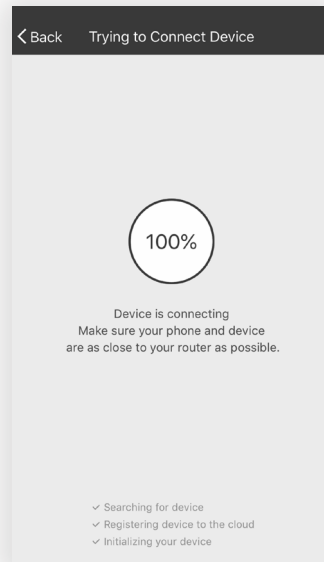
5. Open your mobile device settings to get to Wi-Fi connections.
6. “TCLHOMECOMFORT-XXXX” should show as an available network connection option. Connect to the TCLHOMECOMFORT-XXXX network.



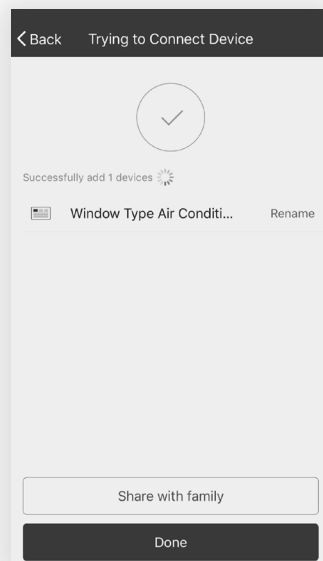
7. After connecting to “TCLHOMECOMFORT -XXXX” network using the AC unit’s Wi-Fi adapter, return to the TCL Home Comfort App to resume setup.

Note: You may need to manually navigate back to the TCL Home Comfort App.

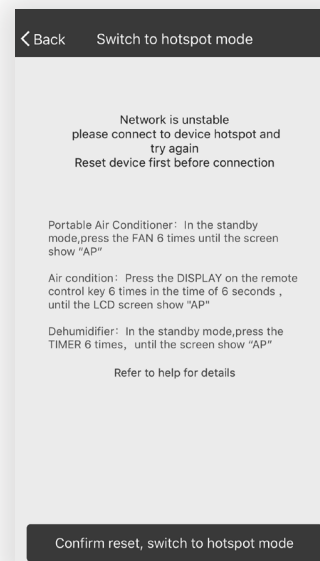
8. The AC unit will automatically begin installing/syncing on the mobile device.



9. The AC unit's LED screen may display "PP" or "SA", indicating it is searching for the network signal. This may take 10-15 seconds to connect the AC to the network.
10. When the connection is complete, the TCL Home Comfort App on your mobile device will show the unit as connected with a check mark as illustrated. If the setup connection fails, the App will display a warning. Press "Retry" to try the connection again or "View help".



Connection Successful



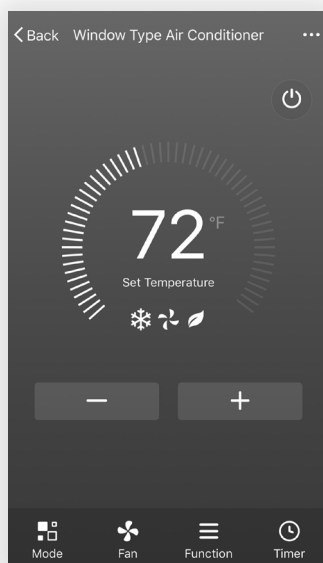
Connection Failed

11. Once connected, you are ready to begin controlling your AC unit from your mobile device. Once your unit cycles on and off after using the AC unit's Wi-Fi adapter to connect, the AC unit will automatically pair with the network your phone is connected to.

Note: If at any time you need to start over, pressing "Display" on the remote control 6 times will reset the wireless setup configuration on the AC unit back to CF mode. Pressing the "Display" button an additional 6 times after CF mode appears will switch the unit to AP mode. Please allow the unit 10-15 seconds to switch modes if toggling from CF to AP modes.

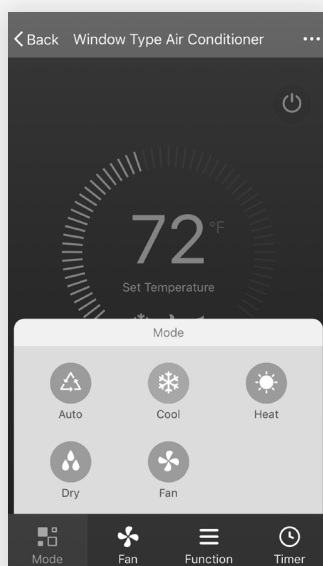
Step 6: Controlling Your AC Unit

1. Click the air conditioner name to enter the App control panel. Click the ON/OFF button to adjust the settings.

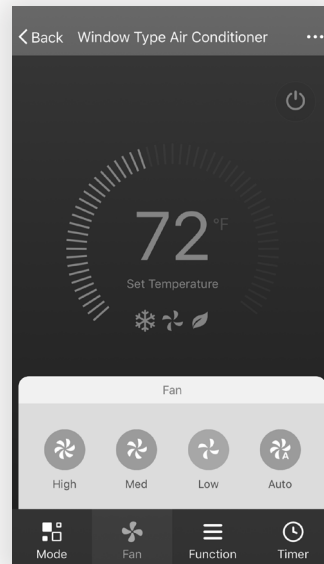


2. You can adjust the settings for the operating mode you want to use: Cool, Heat, Dry, Fan, Auto. Click the "Mode" button and choose the mode you would like to change.

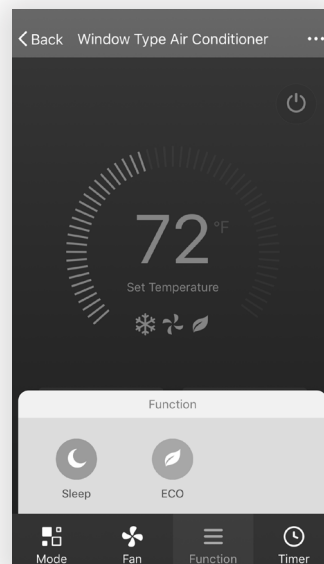
Note: Some units also have a heat function. The Heat mode on the App will not be functional or change any settings on AC units that are cool only.



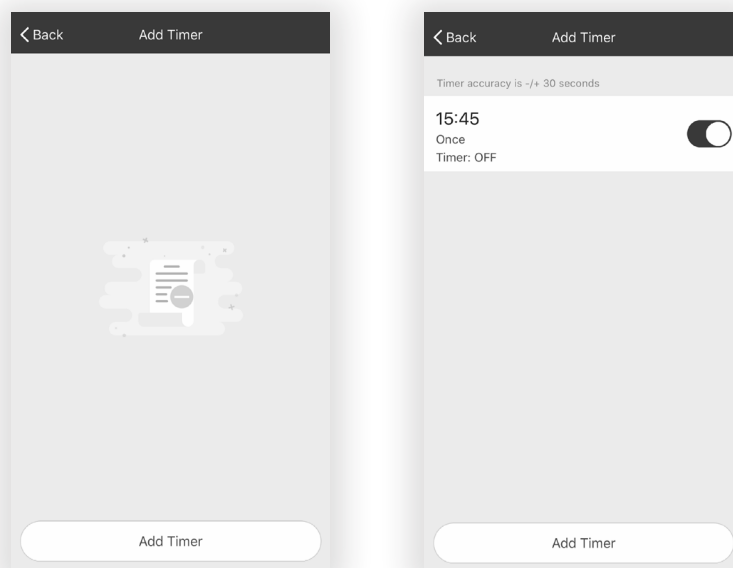
3. For Fan mode, click the "Fan" button and choose the speed you want: Low, Med, High, Auto.



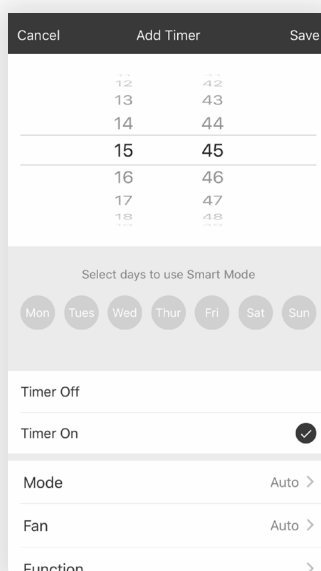
4. Other unit controls can be changed by selecting the "Function" button. By selecting the Function control, you can select the Sleep or Eco modes. In Sleep mode, the fan speed will be set to low only.



5. To set the Timer function: Click the "Timer" button. The App will enter the timer setting screen. It will display times that were previously scheduled. You can press to edit the timer or create a new timer by clicking the "Add Timer" button.



6. Click "ON" or "OFF" button to set Timer ON or Timer OFF. You can set the: Hour, Minute, Operate Mode, Operate Fan Speed, Operate Temperature. You can also set a weekly timer. After you're finished setting the timer, click the button to Cancel or Confirm.



Notes:

Dry Mode - temperature is preset at and cannot be changed up or down.

Heat Mode - does not apply to all units. If your AC unit does not have a heat function, the heat mode on the App will not change anything on the AC unit for cooling only models.

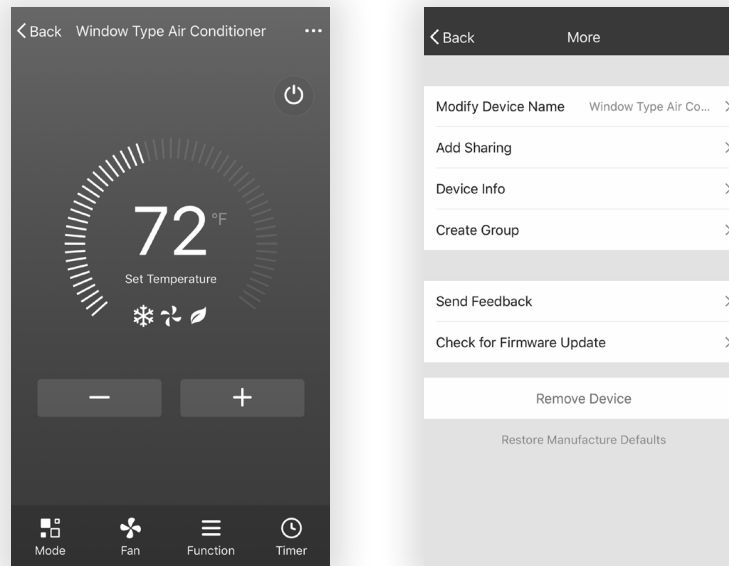
If your unit has a heater function, you will be able to adjust the temperature up or down.

Fan Mode - temperature is preset and cannot be adjusted up or down.

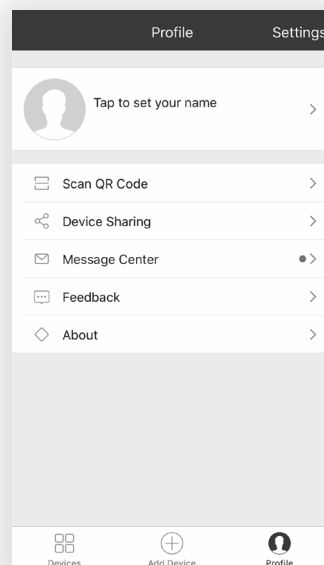
Auto Mode - temperature is preset and cannot be adjusted up or down.

Cool mode - temperature settings can be adjusted to the desired temperature.

- 7.** More Options- From the upper, right-hand corner, you can view or change the following options: Modify Device Name, Device Sharing, Device Info, Feedback, Check for Updates, Remove the Device or Restore Defaults.

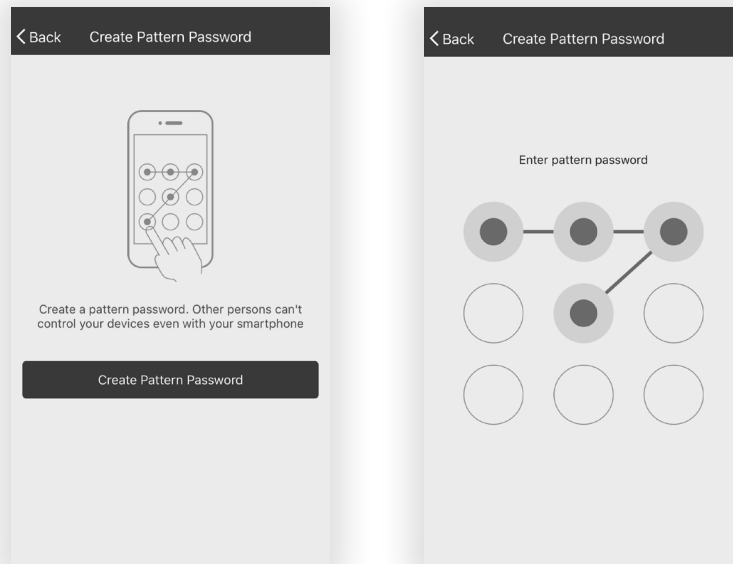


- 8.** Manage the information in your profile. It includes:
- a.** Account information.
 - b.** Scan QR code: Opens a QR code reader within the App
 - c.** Share Device: Display user's device sharing information
 - d.** Message Center: Displays all messages that the system sent to the user
 - e.** Feedback: Where users could submit feedback online
 - f.** About: Displays the current App version information



Note: The first registered mobile device is the main control and other devices can only be shared through the primary device. Shared accounts need to be setup for the same country.

9. Tap "Pattern unlock" under the Profile section where you set your name. You can then set up your App unlock pattern. After it is enabled, you need to draw the pattern to unlock the App.



Troubleshooting

Having trouble completing installation? Don't worry, it's usually an easy fix.

PROBLEM	POSSIBLE CAUSES	SOLUTIONS
TCL Home Comfort App loses connectivity to AC during setup	Wireless router may be too far from AC	• Relocate wireless router closer to AC.
	Network error	• Restart wireless router, AC, and restart mobile device with TCL Home Comfort App installed.
TCL Home Comfort App cannot find AC	Network error	• Restart wireless router, AC, and restart mobile device with TCL Home Comfort App installed.
	App & AC are not on the same 2.4GHz channel	• Confirm your device is connected to the 2.4GHz channel.
	Router blocking TCL Home Comfort App	• Verify App is not being blocked by router firewall.
Failed to connect using CF mode	Unknown connectivity or network error	• Follow the instructions to Add the AC unit to the wireless network using "AP MODE".
Unable to find or connect to Wireless Network	App may need permission to location	• Give TCL Home Comfort App permission to Location in phone settings.

Need more help?

www.TCLUSA.com/support

1-800-825-6747

TCL

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For the full QSG in all three languages (English, Spanish, and French)
please follow the instructions below.

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QR code below to be directed to the full QSG. If your phone does not have
a QR scanner, download one from the app store or manually type in
the URL below in your smartphone's web browser.

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