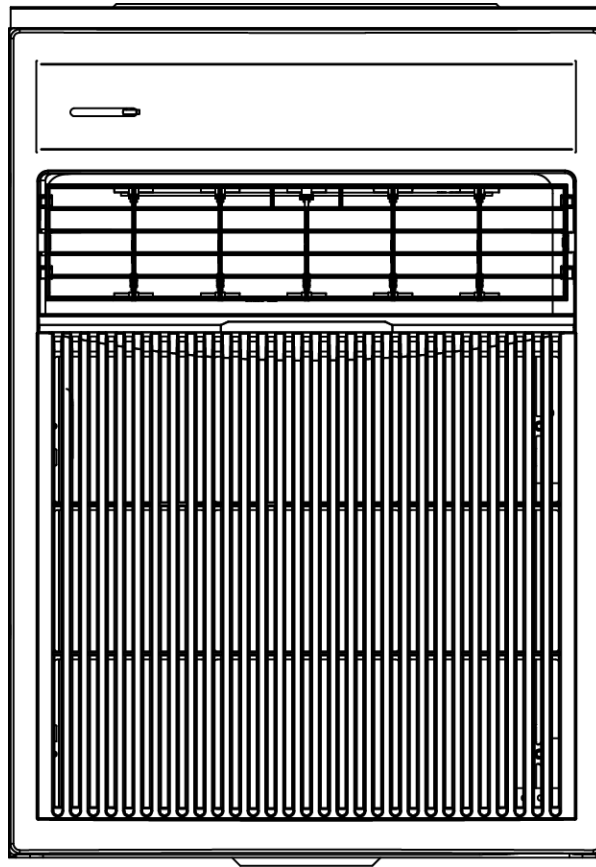




# Casement Window Air Conditioner



# CAC10000W

## Owner's Manual

For more information on other great EdgeStar and Koldront products on the web, go to <https://www.edgestar.com>  
To use the EdgeStar self-diagnostic tool, go to <https://support.edgestar.com>

# Important Safety Information



**Warning:** The water produced by the window AC is not potable or suitable for drinking.  
**Do not** drink the water drained from the unit as it contains contaminants and could make you sick.

Improper handling can cause serious damage to the appliance and/or to the user. Please read the following safety information.



## Electrical Safety

- Make sure your hands are dry and not wet before operating the unit.
- Make sure the unit is properly grounded.
- Do not wet the front housing or control panel.
- Do not directly spray water on this Air Conditioner.
- Do not pull the unit by the cord.
- Always turn the unit off and unplug it from the socket when cleaning.
- Unplug the unit if it is not going to be used for a long period of time.
- Do not operate the unit with a damaged or loose plug and/or socket.
- Use only the correct power supply with appropriate amperage.
- If the power cord is damaged, it must be replaced by the manufacturer, a service agent, or qualified technician.
- Do not turn the unit off or on by inserting or pulling the power plug.
- Do not modify the power cord length or share the outlet with another appliance.
- Do not use this unit with an extension cord and/or adapter plug.
- Do not use this unit near flammable gases/combustibles or in close proximity to heating appliances.
- During operation do not remove any part of the outside casing.



## Electrical Requirements

- A 115 volt (103.5 minimum, 126.5 maximum), 60 Hertz, AC only, 15 Ampere fused electrical supply is required. A time delay fuse or time delay circuit breaker is also required. A separate circuit, serving only this appliance, MUST be provided.



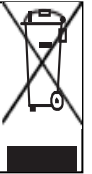
## General Safety

- Do not let people or pets sit or set an object directly in front of air flow.
- If a strange sound, smell, or smoke comes from the unit, turn it off and review the troubleshooting page of this manual.
- Stop operation and unplug unit in the event of a severe storm.
- To ensure proper air flow and intake, make sure the air vents are not obstructed.
- See instructions for cleaning air filters and how often cleaning should occur.
- Do not use strong detergents when cleaning.
- Children should be supervised when operating this unit.
- Do not allow children to play with the controls or drop any objects into the air outlets or vents.
- Do not place objects or let any person sit on top of the unit.
- Route the power cord carefully to avoid a tripping hazard.
- This unit is intended for domestic home use only. Do not use the window air conditioner for commercial or industrial use. Any other use may invalidate the warranty.
- Use caution when unpacking and installing the unit as there may be some sharp edges.

# Operation of Safety Plug



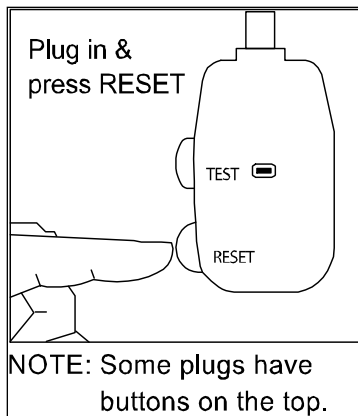
Note: Electrical products should not be disposed of with household waste. Please contact your local recycling center for more information on how to recycle electronic waste.



Your window air conditioner is supplied with a Leakage-Current Detection and Interruption (LCDI) safety plug. This device provides protection to reduce the risk of fire due to arcing faults in the power supply cord. Before using your window air conditioner, follow the instructions below to ensure that the LCDI plug is working properly:

1. Plug the power cord into a grounded outlet.
2. Press the TEST button on the LCDI plug. This should trip the plug and cut the power to the air conditioner. If the plug does not trip and you are able to turn on the unit, please contact EdgeStar support.

**DO NOT USE YOUR WINDOW AIR CONDITIONER IF THE TEST FAILS.**



3. Press the RESET button to start using your air conditioner.



## Notes:

- Always make sure the “Reset” button is pushed in for proper operation.
- The power supply cord with LCDI plug must be replaced if it fails to reset.
- Do not use the TEST and RESET buttons as an ON/OFF switch.

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# Introduction

Thank you for purchasing this Koldfront by EdgeStar casement window air conditioner. We hope that this purchase will be the beginning of a lasting and rewarding relationship between you and EdgeStar. We will provide the customer support and exemplary products necessary to nurture that relationship.

This manual contains important information regarding the proper installation, use and maintenance of your window air conditioner. Following this manual will ensure that your product will work at its peak performance, efficiency, and safety.

**Please save the original product packaging in case you need to safely transport your window air conditioner.**

## For Your Records:

Please write down the model number and serial number below for future reference. Both numbers are located on the ratings label on the back of your unit and are needed to obtain warranty service. You may also want to staple your receipt to this manual as it is the proof of your purchase, and is also needed for service under your warranty.

Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

For a more efficient experience, please do the following before contacting customer service:

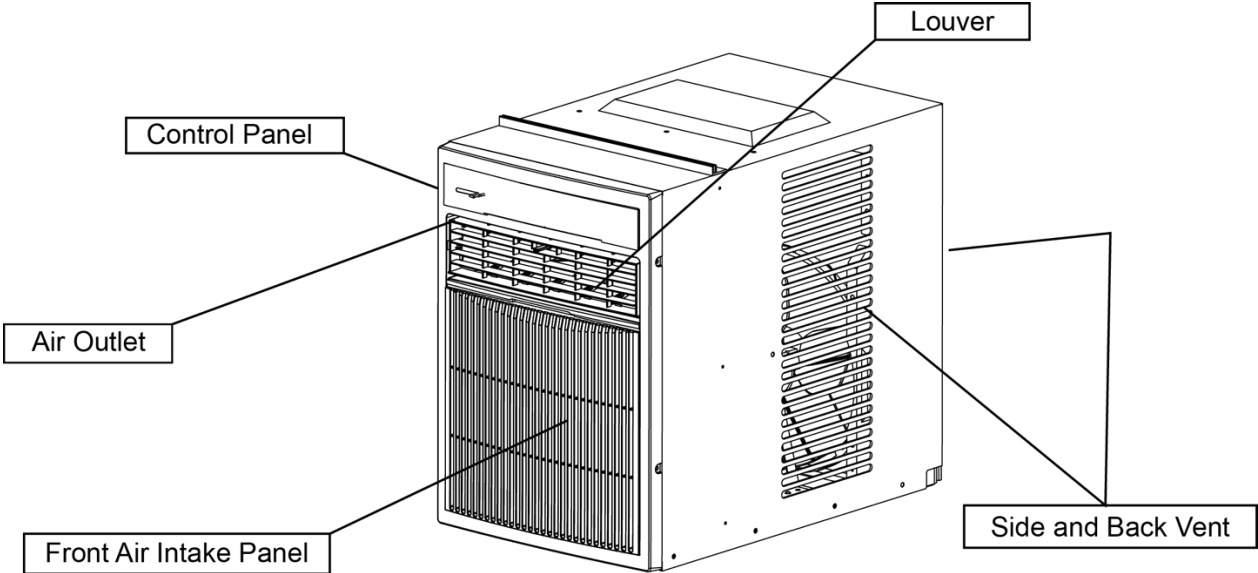
- If you received a damaged product, immediately contact the dealer that sold you the product.
- Read and follow this instruction manual carefully to help you install, use and maintain your window air conditioner.
- Read the troubleshooting section of this manual as it will help you diagnose and solve common issues.
- Visit us on the web at <https://www.edgestar.com> for product guides, additional troubleshooting resources and up-to-date information. You can also find an interactive self-diagnostic tool at <https://support.edgestar.com>. If you need service, our friendly customer service representatives are available via email at **service@edgestar.com**.

# Parts Identification

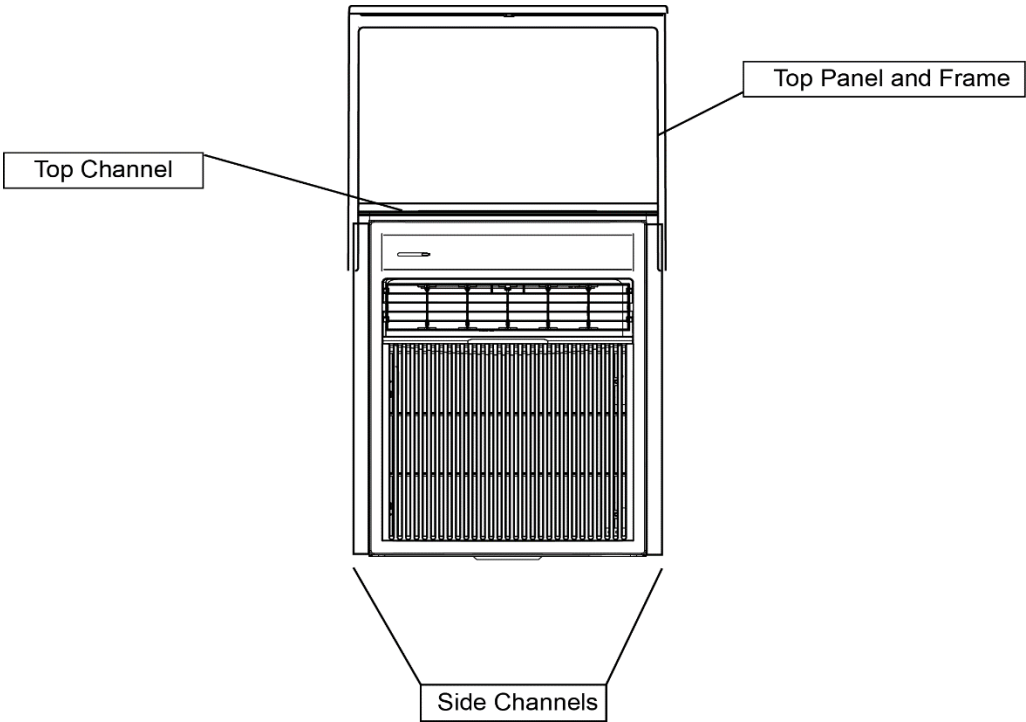


**CAUTION:** Make sure the drain plug is firmly installed before using the unit to prevent leaking.

## Side View



## Front View



# Preparations for Installation



**NOTE:** You may need to contact your electrician if your room's circuit is not able to power your unit.



**NOTE:** To avoid risk of injury and/or product/property damage, please take the following precautions:

- Two or more people are needed to properly handle and install.
- Use proper lifting and carrying techniques.
- Before installation, make sure to inspect the window and sill to ensure they are able to handle the weight and size of this unit.
- Wearing protective gloves will help to avoid injury from sharp edges.

Before you begin, make sure you have all the parts necessary for installation.

If you have multiple windows, choose one that is near an electrical outlet that will be able to provide sufficient power to your unit. See the power requirements listed on the product label printed on the side or the back of your window air conditioner.

The following measurements are required to properly install the air conditioner.

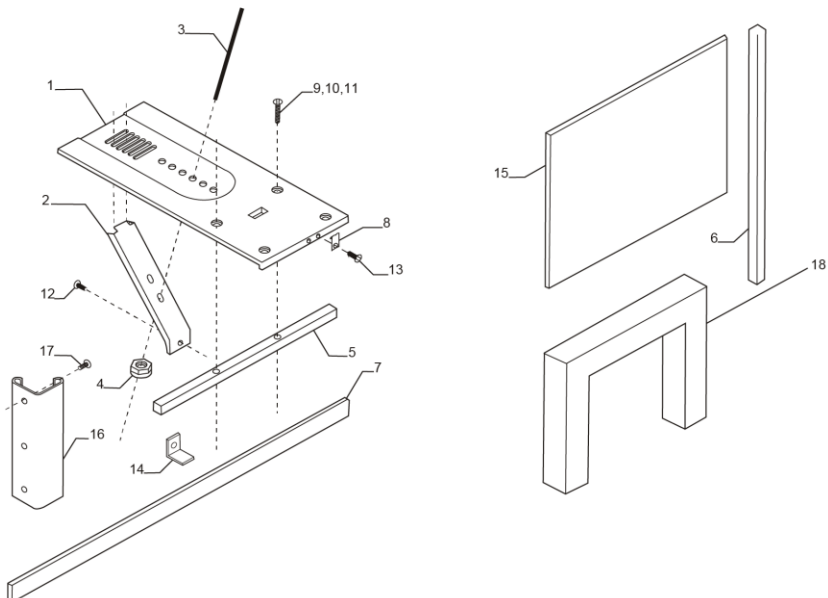
- 15-1/2 inches minimum width
- 16-1/4 inches maximum width (for casement windows)
- 21-1/4 inches minimum height (with window panel frame)
- 20-5/16 inches minimum height (without window panel frame)
- 39-7/16 inches maximum height

## **Tools Needed:**

- Flat Screwdriver • Phillips Screwdriver • Tape Measure • Level • Scissors • Pencil • Electric Drill
- Fine Tooth Saw

## **Parts Supplied:**

1. Window platform (1)
2. Platform support brace (1)
3. Adjustment bolt (1)
4. Hex flange nut - 1/4" (1)
5. Window sliding track sealing strip (1)
6. Side channel sealing strip (1)
7. Sliding window sash sealing strip
8. Safety bracket (1)
- 9-11. Screw - #10x2-1/2" flat-head (2), OR  
Screw - #10x1-3/4" pan-head (2), OR  
Screw - #10x1" pan-head (2)
12. Screw - #8x3/4" pan head (6)
13. Screw - #8-32x3/4" self-threading (7)
14. Window locking bracket (1)
15. Plastic window panel (1)
16. Side channel (2)
17. Screw - #8x3/8 truss head (6)
18. Window panel frame (1)



# Window Installation Instructions



## NOTE:

- These instructions are for installation in a standard slider or casement window only.
- If installing the unit into a casement window, open the window to the maximum amount to allow for clearance of the cabinet.
- If the window cannot open more than 15 ½" for the cabinet to clear the window, the entire window can be removed. If this is necessary, contact a professional to ensure proper installation.

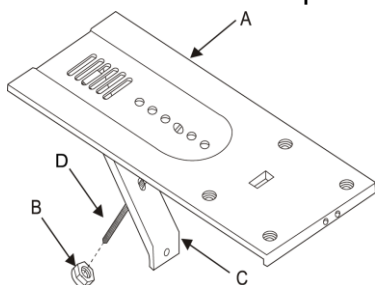


NOTE: When choosing your window, make sure power supply cord is within 6 feet of a grounded 3-prong outlet. Do not use an extension cord.

## ***Preparing the Unit for Installation***

### **Attach the Window Platform to the Window**

1. Using the adjustment bolt and the hex flange nut, secure the platform support brace to the window platform. Choose a slot for the adjustment bolt on both the platform and the support brace that will create a 45° angle between the two pieces.
  - Place the window platform assembly in the installation window to determine if the platform sits properly and will provide the proper slope (3/16" (~3°) lower on the outside).
  - If the platform does not provide the proper slope, then move the adjustment bolt to a different slot in the platform and support brace and test again.

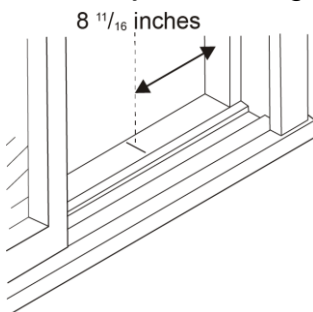


A. Window platform  
B. Hex flange nut  
C. Platform support brace  
D. Adjustable bolt



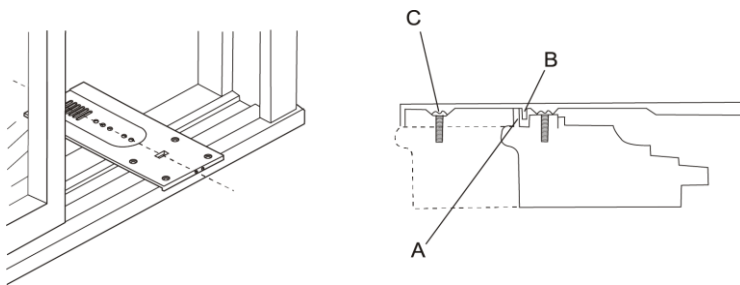
Note: If you are planning to use a siding protection board (step 5) on the outside of the house, hold down the window platform flat while testing.

2. Measure 8 11/16" from the window jamb and lightly draw a line in pencil.





- Center the window platform on the newly drawn line with the inner (second) tab on the bottom of the platform pressed against the inside edge of the window track. Mark two holes on the window track or sill using the two holes on the window platform on either side of the platform tab. Remove the window platform and then drill two 9/64" holes in either the window track or sill in the two marked spots.

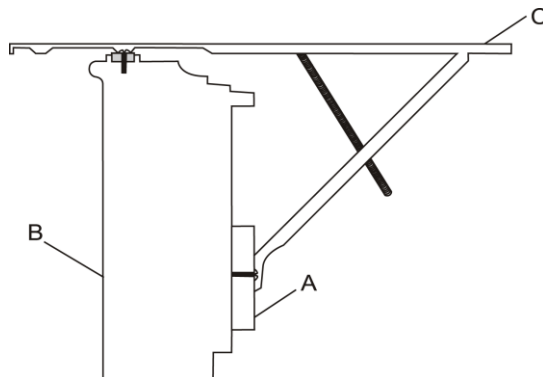


A. Window track  
B. Window platform (tab).  
C. Alternate drilling location (depending on window sill depth)

- Apply the adhesive window sliding track sealing strip by first removing the protective backing and then placing it to the room side of the window track. The center of the sealing strip should coincide with the line draw in step 2. The two screw holes drilled in step 3 should be directly above the sealing strip on the inner track.
- Securely attach a siding-protection board to the side of the house.

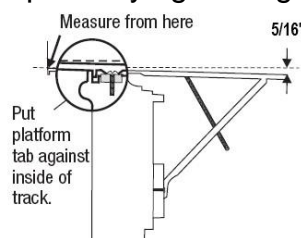


**Note:** This step is optional. If you have no intention of using a siding-protection board please proceed with step 6.



A. Siding-protection board  
B. Inside Wall  
C. Window platform

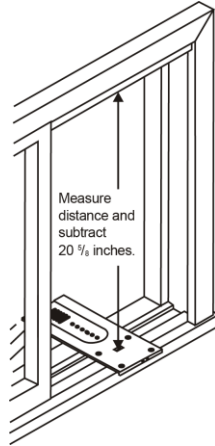
- Place the window platform with the platform tab against the inside of the window track. Fasten the window platform (allowing for some adjustment space) to the window track or sill using the previously drilled holes and the appropriate length screws (items 9 through 11 in Parts Supplied).
- Confirm that, when secured, the outside edge of the window platform is 5/16" (~4°) lower than the inside. If this is not the case, adjust the window platform until it is in the correct position and then secure it in place by tightening the screws.



8. Use a level to make sure that the platform is flat. Adjust the screws and use leveling shims if necessary.

## Attach Window Panel Frame and Side Panels

1. Measure the height of the window opening from the top of the window platform. Subtract 20 5/8" from this measurement and take note of the length for step 2.

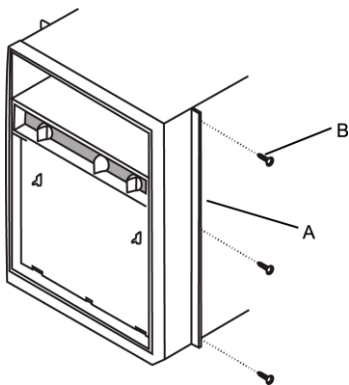


2. Cut the plastic window panel along the longer side to the length measured in step 1 using a fine tooth saw. Remove any burrs with a file.



**Caution:** Take proper precautions when using the fine tooth saw. To avoid injury make sure that the plastic window panel is secure before cutting.

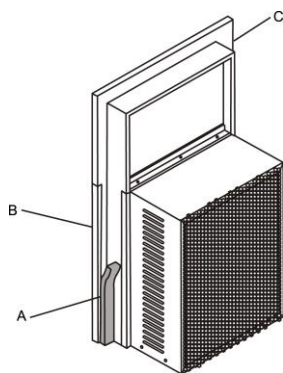
3. Fasten the side channels to the sides of the air conditioner using three #8x3/8 screws (item 17 in the parts supplies list) per channel. When fastening the screws start with the top screw and make sure that the curved ends on the long end of the channel face back towards the air conditioner.



A. Side Channel  
B. #8x3/8 screw

4. Slide the plastic window panel into the window panel frame with the smooth side facing the flat edges of the panel frame. Once the plastic window panel is in place, slide the panel frame assembly down into the side channels until the bottom of the plastic panel rests inside the groove on top of the air conditioner.

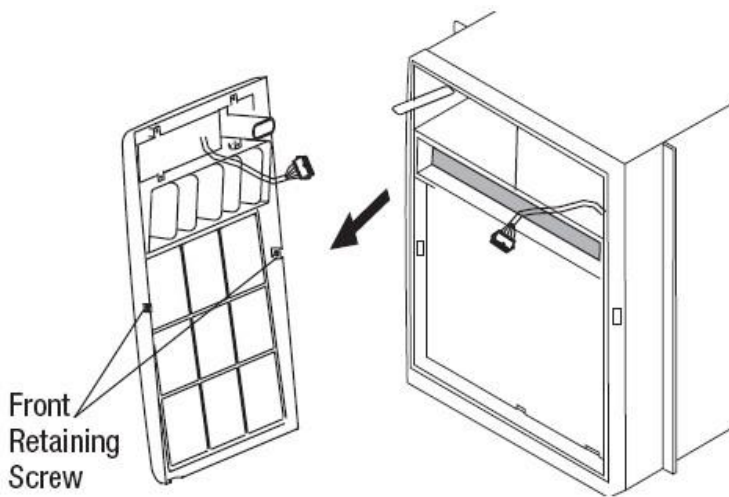
5. Cut the side channel sealing strip into two equal lengths. Remove the protective backing and apply it to the back of the side channel starting just below the window panel frame. Remove any excess length so that the seal is even with the bottom of the side channel.



A. Side channel  
sealing strip  
B. Side channel  
C. Window panel  
frame

### Remove the Front Panel

1. Remove the two (2) front retaining screws from the front frame.
2. Gently pull the front out and lift up to release it from the case.
3. Release the control board plug.



**NOTE:** Be careful not to push or pull the louvers when removing the front panel.

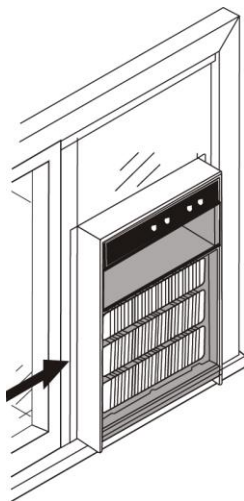
## Installing Air Conditioner Into a Slider Window



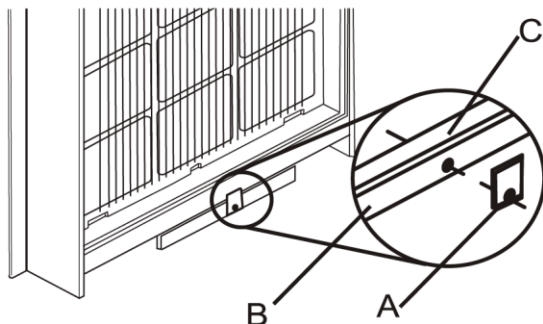
**NOTE:** When choosing your window make sure the power supply cord is within 6 feet of a grounded 3-prong outlet.

Follow the steps listed below to install the air conditioner into the window:

1. Using two (2) or more persons, safely lift the air conditioner into the windowsill on top of the previously installed window platform:
  - The air conditioner should sit so that the window panel frame and side channels are against the top and side window jambs.

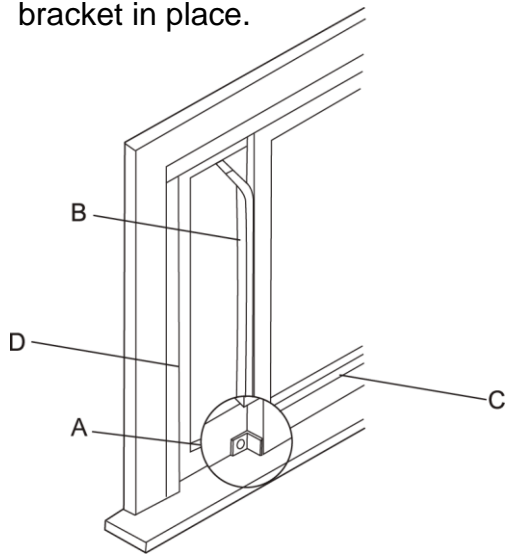


2. Slide the window firmly against the side of the cabinet, making sure not to peel the sealing strips from the window track and side channels.
  - If the window does not fit snugly against the window panel frame it can be secured with screws.
  - Using the partially plugged holes in the window panel frame, drill 1/8" pilot holes for the screws.
  - Secure the window panel frame to the slider window with #8x3/4" or #8-32x3/4" screws.
3. Install the window Safety Bracket to prevent movement of the air conditioner (in or out):
  - Place the window safety bracket over the base of the air conditioner and the front of the window platform.
  - Secure the window safety bracket to the window platform using a #8-32x3/4" self-threading screw.



A. Window safety bracket  
B. Window platform  
C. Air conditioner

4. Place the sliding window sash sealing strip between the far vertical edge of the inner window and the glass of the outer window.
5. Install the window locking bracket to lock the inner window to the base of the outer window.
  - Use one #8x3/4" screw or #8-32x3/4" self-threading screw to fasten the window locking bracket in place.



A. Window locking bracket  
B. Window sash sealing strip  
C. Inner window  
D. Outer window

6. Replace the front panel by reversing the steps in the "Remove the Front Panel" section. Make sure the exhaust control level passes through the front in the proper location.

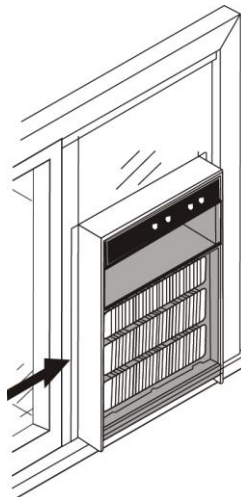
### ***Installing Air Conditioner Into a Casement Window***



**NOTE:** When choosing your window make sure the power supply cord is within 6 feet of a grounded 3-prong outlet.

Follow the steps listed below to install the air conditioner into the window:

1. Using two (2) or more persons, safely lift the air conditioner into the windowsill on top of the previously installed window platform:
  - The air conditioner should sit so that the window panel frame and side channels are against the top and side window jambs. The side channels should overlap the side window jambs equally.



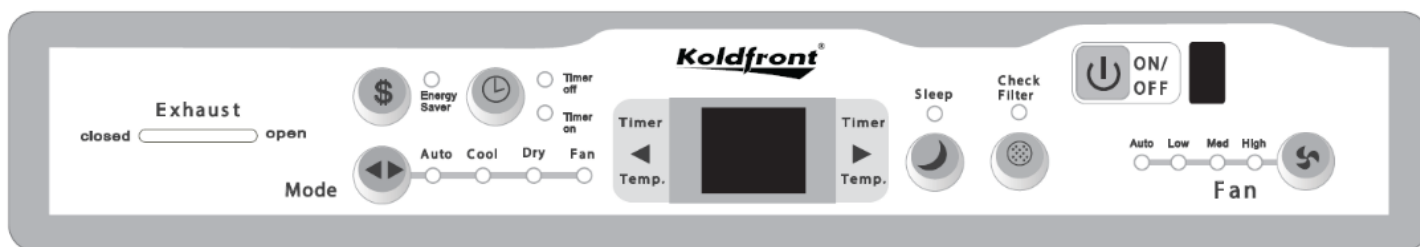
2. Secure the window panel frame to the top window jamb:
  - Drill two 9/64" diameter pilot holes in the top window jamb that are in line with the partially plugged holes in the window panel frame.
  - Secure the window panel frame with two #8-32x3/4" self-threading screws.
  - If additional support is needed, two screws may be used on the sides of the panel frame as well.
3. Secure the side panels to the side window jambs:
  - Drill two screw holes in the side channels near the bottom of the channels.
  - Drill two 9/64" diameter pilot holes in the side window jambs.
  - Secure the side channels using two #8-32x3/4" self-threading screws.



**NOTE:** Be careful not to twist the side channels seals when fastening the screws.

4. Replace the front panel by reversing the steps in the "Remove the Front Panel" section.

## Control Panel Operations



### Using the Control Panel

#### Digital Display:

- Displays the set temperature in degrees Celsius or Fahrenheit while in most modes. However, while in Fan Only mode, it shows the ambient room temperature.
- To change the display from °F to °C press both the Left and Right button simultaneously for 3 seconds.

#### To Turn the Unit On:

Press the On/Off button.



**NOTE:** The Energy Saver feature will automatically turn on in "Cool," "Dry," and "Auto" modes.

### **To Change Temperature:**

Press or hold either the Left (Decrease) or Right (Increase) button until desired temperature is seen on the digital display. This temperature will be automatically maintained anywhere between 62°F (17°C) and 86°F (30°C).

### **To Adjust Fan Speeds:**

To select the speed of the fan, press the Fan Speed button which cycles through four (4) steps: Auto, Low, Medium, and High. Each time the button is pressed the fan speed mode is shifted to the next speed option.



**NOTE:** While in “Dry” mode, the fan speed is automatically set to Low and cannot be adjusted.

### **To Select Operating Mode:**

To choose the operating mode, press the Mode button. Each time you press the button, a mode is selected in a sequence that cycles from Auto -> Cool -> Dry -> Fan. The indicator light beside the mode button will be illuminated and remain on once the mode is selected. The unit will automatically initiate the Energy Saver function in Auto, Cool and Dry modes.

### **To Operate in Auto Mode:**

- When you set the unit to “Auto” mode the unit will automatically select cooling or fan depending on the temperature selected and the current room temperature. The air conditioner will automatically maintain room temperature around the selected temperature.
- In this mode the fan speed cannot be adjusted. It starts automatically at the appropriate speed to reach and maintain the selected temperature most efficiently.



#### **Note:**

- The unit does not constantly take temperature readings. The unit will take a temperature reading periodically while operating in AUTO mode, or immediately upon adjustment of the desired set temperature.
- When operating in AUTO MODE the unit may not switch between Cooling and Fan Mode at the exact moment when a temperature change has occurred.
- Room temperature may be different than the temperature sensed in front of the air conditioner.

### **To Operate in Cool Mode:**

- When the unit is set to “Cool” mode it will cool the room to maintain the desired set temperature.
- When the desired temperature has been reached, the unit will automatically maintain the temperature.
- Press the Right and Left buttons to adjust the desired temperature and press the Fan button to adjust the fan speed.

### **To Operate in Dry Mode:**

- In this mode, the air conditioner will operate as a dehumidifier. Because the conditioned space is closed or sealed, some degree of cooling will continue to occur.
- In Dry mode the fan runs at Low speed, which cannot be adjusted.

### **To Operate in Fan Mode:**

- Use this function only when cooling is not desired, such as for room circulation or to exhaust air (remember to open the vent). You can choose any fan speed you prefer.
- In Fan mode, the display will show the actual room temperature.
- In Fan mode, you cannot adjust the set temperature.

### ***Energy Saver Feature***

- Press the Energy Saver button to initiate this feature. This feature is available in Auto, Cool or Dry modes.
- In this mode, the fan will continue to run for three (3) minutes after the compressor shuts off. The fan then cycles on for two (2) minutes, at ten (10) minute intervals, until the room temperature is above the set temperature at which time the compressor turns back on and cooling resumes.
- The Fan Speed can be adjusted when using this feature.

### ***Timer (Auto Start/Stop) Feature***

- To initiate the Auto Start program, press the Timer button when the unit is **off**.
- To initiate the Auto Stop program, press the Timer button when the unit is **on**.
- Press or hold the Left (Decrease) or Right (Increase) button to change the Auto Time by ½ hour increments up to 10 hours, and then one (1) hour increments up to 24 hours.
- The selected time will register in five (5) seconds and the system will automatically revert back to display the previous temperature setting or room temperature when the unit is on.
- Turning the unit on or off at any time or adjusting the timer setting to 0.0 will cancel the Auto Start/Stop program.



Note: When the unit is powered off, there is no display.

### ***Sleep Feature***

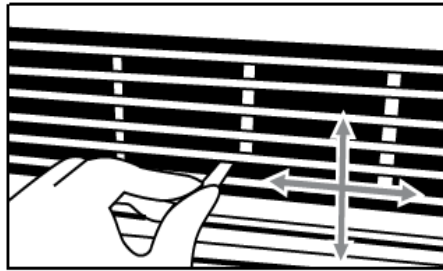
- Press the Sleep button to initiate this feature.
- In this mode, the selected temperature will increase by 2°F (1°C) 30 minutes after the feature is selected. The temperature will then increase by another 2°F (1°C) after an additional 30 minutes.
- This new temperature will be maintained for six (6) hours before it automatically returns to the originally selected temperature. This ends the Sleep feature and the unit will continue to operate as initially programmed.
- The Sleep feature can be canceled at any time by pressing the Sleep button again.
- The Sleep feature is only available in Auto or Cool modes.

### ***Filter Check Feature***

This feature is a reminder to clean the Air Filter for more efficient operation. The LED light will illuminate after 250 hours of operation. To reset after cleaning the filter, press the Filter Check button and the indicator light will turn off.

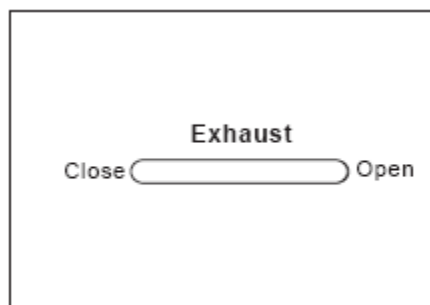


## ***Air Directional Louvers***



The 4-way air directional louvers allow you to direct the air flow Up, Down, Left, and Right throughout the room as needed. To adjust the air directional louvers side to side use the center handles as you move side to side.


## ***Exhaust Control***



The Exhaust Control allows the air conditioner to either circulate inside air (Closed) or exhaust air to the outside (Open.) The Closed position is used when maximum cooling is desired. The Open position removes stale air from the room and exhausts it to the outside.










# Remote Control Operations

The included remote is a universal remote control. Some functions may be found on the remote that this model of air conditioner does not have. If an unavailable function is selected the unit will continue operating under its current running status. Use the remote control to change modes, fan speed, timer, and temperature settings as well as to set sleep mode.



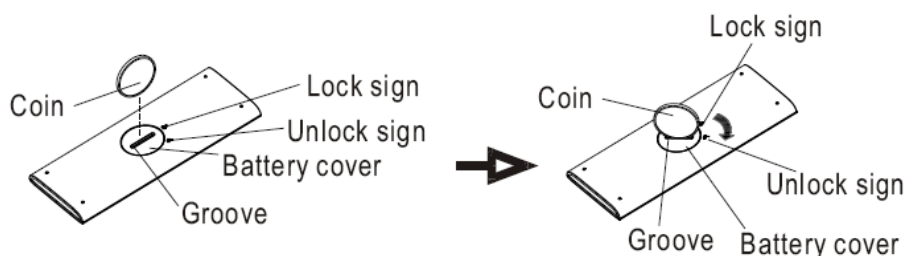
**Note:** Be careful not to drop the remote control. Do not place the remote control in a location exposed to direct sunlight.

## Using the Remote Control

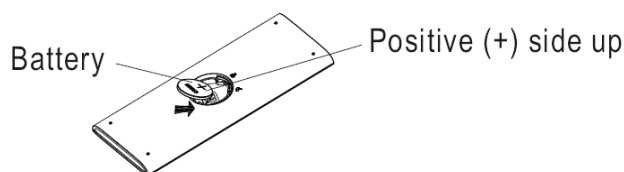
	Button	Function
	 MODE	This button powers the unit on or off.
	—	This button allows you to cycle through the following modes: Auto, Cool, Dry, and Fan.
	+	This button decreases the set temperature, or the time when the Timer is enabled.
	TIMER	This button increases the set temperature, or the time when the Timer is enabled.
	SPEED	This button is used to enable the timer. Press it twice to cancel the programmed Auto Start/Start time. See “Timer Feature” for operating details.
	ENERGY SAVER	This button allows you to cycle through the following fan speeds: Auto, Low, Medium or High.
	ONE TOUCH	This button activates the Energy Saver feature. Press it again to shut off the feature. See “Energy Saver Feature” section for operating details.
	SLEEP	When this button is pressed the system will shift to Cool mode and Auto fan speed. The set temperature will automatically adjust to 80°F (26°C.) Pressing will cancel timer settings.
		This button is used to enable the Sleep feature. This feature is available in Auto and Cool modes. Press the button again to turn off the Sleep feature. See “Sleep Feature” section of this manual for operating details.

## Installing the Batteries

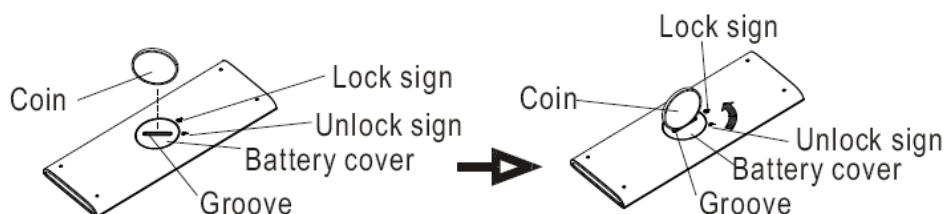
1. Insert a coin into the groove on the battery cover and turn it clockwise until the groove is aligned with the “unlock” symbol and remove the battery cover.



2. Insert the battery into the remote control with the Positive (+) side facing up.



3. Install the battery cover back on the remote control using a coin and turning it counter clockwise until the groove aligns with the “lock” symbol.



**Caution:** Use only a CR2025 3V battery. Remove the battery if the remote control will not be used for one month or longer. Do not attempt to recharge batteries that are not designed to be recharged. Do not dispose of batteries in a fire as they may explode.



**Note:**

- In order for the remote to function properly, the distance between the remote and the air conditioner should not exceed 16ft (5m).
- Electronics may interfere with the signal from the remote. This can be resolved by moving closer to the air conditioner when using the remote.

# Maintenance

Clean the air conditioner and filters regularly to maximize performance and efficiency, and prolong the unit's life. Be sure to always unplug the air conditioner from the power outlet before cleaning.

## ***Air Filter Cleaning***

The air filter should be checked at least once a month to see if cleaning is necessary. Trapped particles in the filter can build up and potentially cause an accumulation of frost on the cooling coils.

1. Push the vent handle to the "vent closed" position.
2. Grasp the filter, pull up and out.
3. Wash the filter using liquid dishwashing detergent and warm water. Rinse the filter thoroughly.
4. Gently shake excess water from the filter. Be sure the filter is thoroughly dry before replacing it.
5. You also have the option of cleaning the filter with a vacuum.



**Warning:** Never use hot water over 104°F (40°C) to clean the air filter. Never attempt to operate the unit without the air filter.



**NOTE:** Winter Storage- If you plan to store the air conditioner during the winter, remove it carefully from the window according to the installation instructions. Make sure to clean the unit thoroughly and cover it with plastic or return it to the original carton. Always store the unit upright in a cool, dry location.

## ***Cabinet Cleaning***

- Be sure to unplug the air conditioner to prevent shock or fire hazard. The cabinet and front may be dusted with an oil-free cloth or washed with a cloth dampened in a solution of warm water and mild dishwashing detergent. Rinse thoroughly 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.

## Normal Sounds

- High Pitched Chatter-High efficiency compressors may have a high pitched chatter during the cooling cycle.
- Sound of Rushing Air-At the front of the unit, you may hear the sound of rushing air being moved by the fan.
- Gurgle/Hiss-Gurgling or Hissing noise may be heard due to refrigerant passing through the evaporator during normal operation.
- Vibration-The unit may vibrate and make noise because of poor wall or window construction or incorrect installation.
- Pinging or Switching-Droplets of water hitting the condenser during normal operation may cause these sounds.

## Error Codes

If any of the codes found below should appear on the display of the air conditioner please turn the unit off and back on to see if the code clears. If the error code continues to display please visit.

<https://support.edgestar.com> for service.

AS - Room temperature sensor error

- - Evaporator temperature sensor error



**NOTE:** If an error code occurs in Fan mode, the unit will display “LO” (open/loose connection) or “HI” (short circuit.)

## Energy Saving Guide

Read and follow the guide below to get the best performance and efficiency from your window air conditioner:

- Do not cover the air outlet (exhaust) while in use.
- Use the timer to operate the unit before it is needed. For example, set the timer to turn on the unit in cooling mode for three (3) or more hours to cool the room before you arrive. You may want to operate the unit all day if you live in a warmer climate.
- Minimize the heat sources (direct sunlight, computers, servers, people, etc.) in the room.
- Close all windows and doors.
- Use the unit in a contained room. For example, a room with four walls and a ceiling, instead of a partitioned studio, or warehouse.
- Make sure the unit is secure with no gaps where air can escape.
- Minimize the amount of humidity in the room. For example, run the unit as a dehumidifier.
- To prolong the compressor's life, please wait at least 3 minutes before turning the unit back on after shutting it off.
- Inspect and keep the air filters clean by cleaning regularly.
- Perform routine maintenance.

# Troubleshooting

Follow the troubleshooting guide below to resolve common issues.

Problem	Possible Cause	Solution
Air conditioner does not function at all.	Wall plug is disconnected.	Insert plug firmly into proper wall outlet.
	House fuse blown or circuit breaker tripped.	Replace fuse with time delay type or reset circuit breaker.
	Power cord is tripped.	Press the RESET button on the power cord.
	Unit is turned OFF.	Turn unit ON and set to desired setting.
	Ribbon cable to control panel is disconnected.	Remove front grill and reconnect cable.
	Loose or disconnected wiring on main PCB.	Remove front grill and outer shell. Check all connections to the PCB and reconnect any loose or disconnected leads.
Air from unit does not feel cold enough.	Room temperature is below 62°F (17°C).	Cooling will not occur until room temperature rises above 62°F (17°C).
	Temperature sensor behind the front grill and air filter is touching the cold evaporator.	Realign sensor so it does not touch the evaporator coil. It should only be sensing the air temperature leaving the evaporator.
	Set temperature is too high.	Set to a Lower temperature.
	Compressor is shut-off by changing modes.	Wait approximately 3 minutes and listen for compressor to restart when set in COOL mode.
Air conditioner cooling, but room is too warm - ice forming on cooling coil behind front grill.	Outdoor temperature below 62°F (17°C).	To defrost the coil, set to FAN ONLY mode.
	Air filter may be dirty.	Clean filter. Refer to Installation and Cleaning section. To defrost, set to FAN ONLY mode.
	Thermostat set too cold for night-time cooling.	To defrost the coil, set to FAN ONLY mode. Then set temperature to a Higher setting.

Problem	Possible Cause	Solution
Air conditioner cooling, but room is too warm - <b>NO</b> ice forming on cooling coil behind front grill.	Dirty air filter- air restricted.	Clean air filter. Refer to Installation and Cleaning section.
	Temperature is set too High.	Set to a Lower temperature.
	The directional louvers on the front are positioned improperly.	Position louvers for better air distribution.
	Front of unit is blocked by drapes, blinds, furniture, etc. and is restricting air distribution.	Clear blockage in front of unit.
	Doors, windows, registers, etc. are open and cold air is escaping.	Close doors, windows, registers.
	Unit recently turned on in hot room.	Allow additional time for unit to remove stored heat from walls, ceiling, floor and furniture.
Air conditioner turns on and off frequently.	Dirty air filter- air restricted.	Clean air filter.
	Outside temperature is extremely hot.	Set FAN speed to a Higher setting to push more air through the coils.
Noise when unit is cooling.	Air movement sound.	This is normal. If too loud, set to a slower FAN setting.
	Window vibration - poor installation.	Refer to installation instructions or check with installer.
Water dripping INSIDE when unit is cooling.	Improper installation.	Tilt air conditioner slightly downward toward the outside to allow water drainage. Refer to installation instructions - check with installer.
Water dripping OUTSIDE when unit is cooling.	Unit removing large quantity of moisture from humid room.	This is normal during very humid days.
Room too cold	Set temperature is too low.	Increase the set temperature.
Set temperature cannot be adjusted	The unit is in Auto mode	Press the Mode button on the control panel or remote to take the unit out of Auto mode

# Specifications

Description of product	Casement Window Air Conditioner
Model	CAC10000W
Voltage/Frequency	115V / 60Hz
Cooling Capacity (BTUs)	10000
Current	8.5A
Color	White
Refrigerant	R410A: 17.64 oz.
Timer	24 Hour
Dimensions W x D x H	14 1/2" x 23 1/2" x 20 7/8"
Weight	76.9 lbs.



# Edgestar Limited Warranty

## Full Two-Year Parts and Labor

This product is warrantied by EdgeStar and is subject to any conditions set forth as follows:

### WHAT IS COVERED:

For a period of TWO (2) YEARS from the date of original retail purchase, EdgeStar will repair or replace any part free of charge, including labor, that fails due to a defect in materials or workmanship. Labor will be performed free of charge at an authorized EdgeStar repair facility and EdgeStar will supply new, rebuilt, or refurbished parts free of charge. EdgeStar may request a defective part be returned in exchange for the replacement part. All replacement parts or products will be new, remanufactured, or refurbished. All products and parts replaced by EdgeStar under warranty service become the property of EdgeStar. After the 24 month period, EdgeStar will no longer be responsible for labor charges incurred or replacement parts. All defective products and parts covered by this warranty will be repaired or replaced on a mail-in basis to an EdgeStar authorized repair facility. This warranty applies to the original purchaser only, and only covers defects in workmanship experienced during operation of the product under normal service, maintenance, and usage conditions. This warranty applies to the purchase and use of this product in residential settings within the contiguous United States of America.

### Exceptions: Commercial or Rental Use Warranty

90 days labor and parts from date of original purchase. No other warranty applies.

### WHAT IS NOT COVERED - The following limitations apply to the coverage of this warranty. This warranty does not cover:

- Labor charges for installation, setup, or training to use the product.
- Shipping damage, and any damage caused by improper packaging for shipment to an authorized service center, and any damaged caused by improper voltage or any other misuse, including abnormal service, handling, or usage.
- Cosmetic damage such as scratches and dents.
- Normal wear and tear on parts or replacement of parts designed to be replaced, e.g. filters, cartridges, batteries.
- Service trips to deliver, pick-up, or repair; install the product; or to instruct in proper usage of the product.
- Damages or operating problems resulting from misuse, abuse, operation outside environmental specifications, uses contrary to instructions provided in the owner's manual, accidents, acts of God, vermin, fire, flood, improper installation, unauthorized service, maintenance negligence, unauthorized installation or modification, or commercial use.
- Labor, service, transportation, and shipping charges for the removal and replacement of defective parts, beyond the initial 24 month period.
- Products that have been modified to perform outside of specifications without the prior written permission of EdgeStar.
- Products lost in shipment, or theft.
- Products sold AS IS or from an unauthorized reseller.
- Products with serial numbers that have been removed, defaced, or invalidated.
- Damage from other than normal use.
- Replacement or repair of household fuses, circuit breakers, wiring, or plumbing.
- Damage to personal property from use of product.
- Damage from service other than from an authorized EdgeStar repair facility.
- Hoses, knobs, lint trays and all attachments, accessories, and disposable parts.
- Any service charges not specifically identified as normal such as normal service area or hours.
- Any special or consequential damages arising out of the use of the product.

**OBTAINING WARRANTY SERVICE:** If you believe your product is defective, contact EdgeStar Customer Support for troubleshooting assistance and warranty service at [www.edgestar.com](http://www.edgestar.com) or call 1-866-319-5473. Before contacting Customer Support you are required to have your model number, serial number, and proof of purchase available upon request. Once an EdgeStar authorized representative has confirmed that your product is defective and eligible for warranty service, the product must be returned to an EdgeStar authorized repair facility. EdgeStar is not responsible for damage resulting from shipper mishandling or improper packaging. Do not return a defective product to the place of purchase. Products received without a return authorization number will be refused.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT ANY IMPLIED WARRANTY IS REQUIRED BY LAW, IT IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD ABOVE. NEITHER THE MANUFACTURER NOR ITS DISTRIBUTORS SHALL BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY NATURE, INCLUDING WITHOUT LIMITATION, LOST REVENUES OR PROFITS, OR ANY OTHER DAMAGE WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. IN NO EVENT AND UNDER NO CIRCUMSTANCE OF ANY TYPE OR KIND SHALL THE SELLER, MANUFACTURER, AND/OR DISTRIBUTOR BE LIABLE FOR ANY REASON, UNDER ANY THEORY, FOR MORE THAN THE BASIC COST OF THE PRODUCT TO THE PURCHASER OR END USER. SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.