



CUSTOMER USER GUIDE

Pioneer Blade Series
Wall Mounted System

HPR-09A2
HPR-12A2
HPR-18A2
HPR-24A2

Caution, risk of fire

Appliance filled with flammable gas M50.



Please read the customer user guide before use.

The Refrigerant

- Your Pioneer air conditioner and heat pump uses hydrocarbon M50 refrigerant. It's important to be aware that refrigerants are highly flammable, explosive and tasteless. M50 refrigerant must be contained in a sealed unit and concentration levels kept between 2.1% and 9.5% to prevent potential harm. Please contact a trusted professional...
- Compared to traditional alternatives, M50 hydrocarbon refrigerants are environmentally friendly, non-toxic and don't deplete the ozone layer. Plus, M50 is energy efficient, using at least 35% less energy than an equivalent system.

Contents

Operation	
Important safety instructions	1
Product overview	3
Operation Guide	
Operation guide	5
Remote control	6
Buttons on the remote controller	7
Maintenance	
Cleaning and maintenance	13
Malfunction	
Problem solving	15



Warning:

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 at all times to ensure that they do not play with the appliance.

To avoid serious damage, personal injury or death, it's essential that this Pioneer heat pump and air conditioner is professionally installed. Please contact a trusted professional when installing, moving or maintaining any part of this unit.

Please read the following instructions carefully before using this appliance:

Important safety instructions

- This appliance can be operated by children eight years and older. However, please ensure that children and people with reduced physical, sensory or mental capabilities or lack of experience and knowledge are instructed carefully, supervised at all times and made aware of the hazards involved.
- Be safe. Children should not play with this appliance.
- Cleaning and maintenance should be carried out by a trusted professional.
- Do not connect this air conditioner to a multi-purpose standard power outlet. This may cause a fire hazard.
- Disconnect the power supply when cleaning your air conditioner to avoid electric shock.
- Avoid electric shocks. Do not wash the air conditioner with water.
- Take care not to spray water on an indoor unit. As it may cause electric shocks or malfunction.
- After removing the filter, do not touch fins to avoid injury.
- Do not use an open flame heater or hair dryer to dry the filter. This is a fire hazard.
- Beware of personal injury or damage. All maintenance must be performed by qualified professionals.
- Always contact a trusted professional to repair your air conditioner. To avoid the danger of electric shocks and damage please do not attempt to repair it yourself.
- Do not put fingers or objects into the air inlet or air outlet, This may cause personal injury.
- Do not block the air outlet or air inlet. This may cause a malfunction.
- Take care not to spill water on the remote control.
- Warning: When any of the following occurs, please turn off your air conditioner and disconnect power immediately. Contact the dealer or a qualified professional for service options:
 1. Power cord is overheating or damaged
 2. There's abnormal sound during operation
 3. Circuit break trips off frequently
 4. Air conditioner gives off a burning smell
 5. Indoor unit is leaking

Safety Instructions

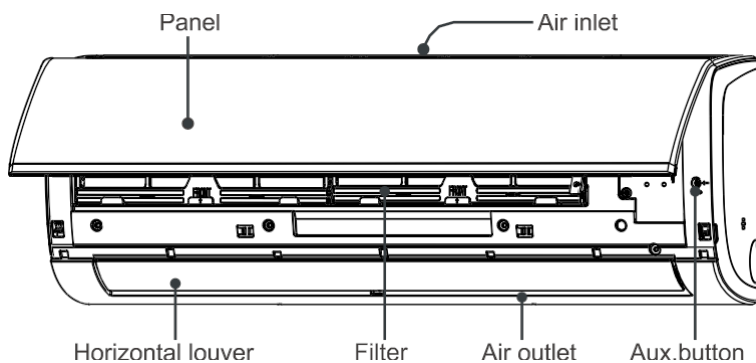


- Beware of electric shocks and fire hazards. If your air conditioner displays an error code, please check the error code list at the end of this document to identify a problem or contact a qualified professional.
- When using the isolation switch to turn the unit on or off, please press the switch with a non-metallic insulating object to avoid electric shock.
- Do not step on the top panel of the outdoor unit, or put heavy objects on top of it. This may cause damage or personal injury.

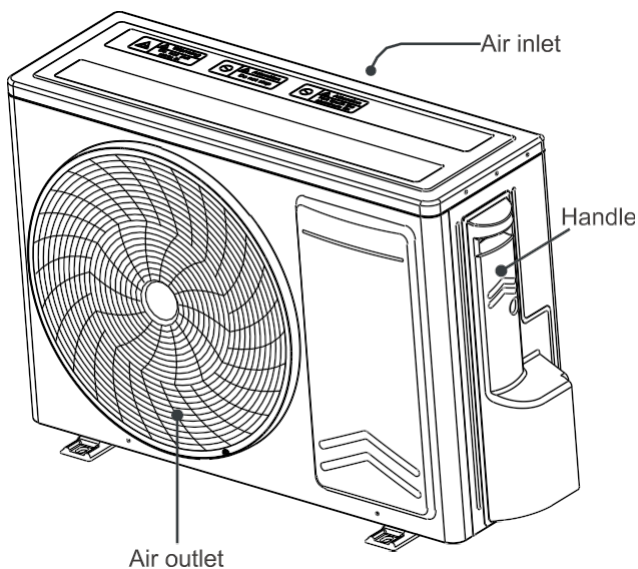
Safety Instructions



Indoor unit:



Outdoor unit:



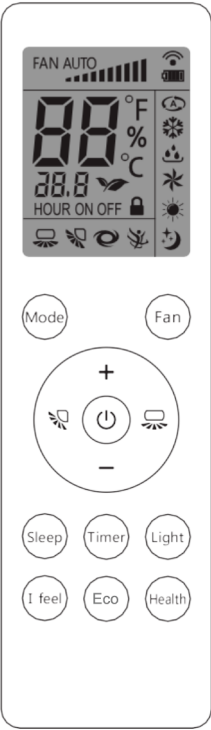
Note:

Actual product may look different to the image above. Please refer to actual products.

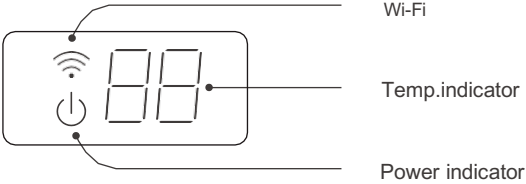
Safety Instructions



Remote control:



Display:



Installation batteries

1. Press down on the back of the remote control as shown in the image to the right. Push out the cover of the battery box in the direction of the arrow.
2. Install two AAA batteries.
3. Reinstall the cover of the battery box.

Battery lid switch

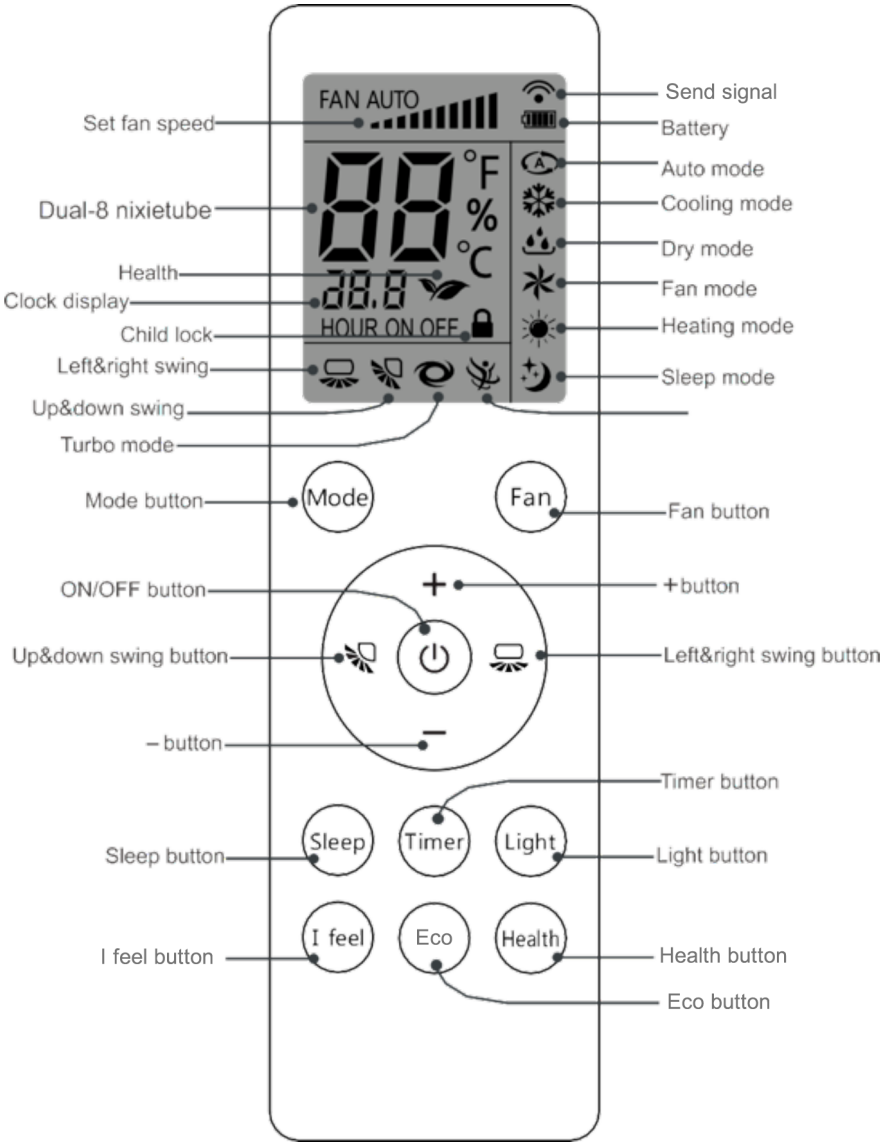
Operation guide

1. After connecting the power, press “” button on the remote controller to turn on the air conditioner.
2. Press “ Mode ” button to select your required mode: Auto, Cooling, Dry, Fan, Heating.
3. Press “ + ” or “ - ” button to set your required temperature. (Please note that the temperature can't be adjusted in auto mode).
4. Press “ Fan ” button to set your required fan speed: Auto, Fan1, Fan2, Fan3, Fan4, Fan5, Turbo, Stepless speed.
5. Press “  ” or “  ” button to select fan blowing angle.

Note:

- During operation, point the remote control at the signal receiver on the indoor unit.
- Keep the distance between the remote control and the receiving window to eight metres or less. There should be no obstacles in the way.
- Keep your remote control close to the unit during operation. Be aware that the signal may be affected by fluorescent lamps or wireless telephones.
- If you won't be using the remote control for a long time, please take out the batteries.
- If the display on the remote controller is fuzzy or there's no display, please replace batteries.

Safety Instructions



Buttons on Remote Control

Using your remote control:

After connecting the power, the air conditioner will make a welcome sound.

Your remote control display will show that the power indicator is 'ON'. You can now operate your air conditioner using the remote control. The display will also show the setting function options.

When the remote control is off, the light and clock icons will be displayed. (If you've also set the timer or light functions, these icons will appear too.)

On/Off button

Press this button to turn the air conditioner on or off.

Mode button

Press this button to select your required operation mode.



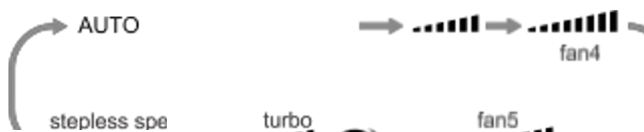
- When selecting auto mode, your air conditioner will operate automatically according to factory settings. The set temperature can't be adjusted and will not be displayed.
- Press "Fan" button to adjust fan speed. Press "🌀" or "🌀" button to adjust fan blowing angle.
- When selecting cool mode, air conditioner will operate under cooling mode. Press "+" or "-" button to adjust the temperature. Press "Fan" button to adjust fan speed. Press "🌀" or "🌀" button to adjust fan blowing angle.
- When selecting dry mode, the air conditioner will operate in fan1 - the lowest fan speed - and the fan speed can't be adjusted. Press "🌀" or "🌀" button to adjust fan blowing angle.
- When selecting fan mode, the air conditioner will only blow, without cooling or heating. Press "Fan" button to adjust fan speed. Press "🌀" or "🌀" button to adjust fan blowing angle.
- When selecting heat mode, the air conditioner will operate in heating mode. Press "+" or "-" button to adjust the temperature. Press "Fan" button to adjust fan speed. Press "🌀" or "🌀" button to adjust fan blowing angle. **Note:**
- To prevent blowing out cold air, the indoor unit will delay blowing any air on heating mode start up for one to five minutes. The auto-delay time is dependant on the indoor ambient temperature).

Buttons on Remote Control

- The set temperature range on the remote controller is: 16~31°C;
- The set fan speeds are: Auto, Fan1, Fan2, Fan3, Fan4, Fan5, Turbo.

Fan button

Press this button to set fan speed: auto(AUTO), fan1(), fan2(), Fan3(), fan4(), fan5(), turbo( + ), stepless speed.

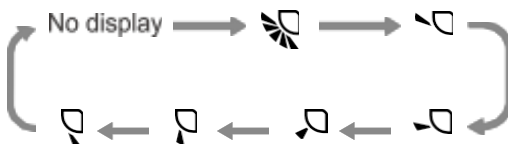


Note:

- In AUTO speed, air conditioner will select fan speed automatically according to the ambient room temperature.
- The fan speed under dry mode is always fan1.
- After entering the stepless speed mode, you can adjust the fan speed manually by choosing “ + ” to the button “ + ” or “ - ”.

button

Press this button to select the angle of the fan. See the image below:



Note:

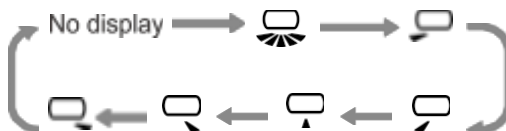
- To change the “ON display” into “  ” status, press this button for two seconds. The angle directly turns into “ON display”; When reaching your required angle, release the button.

- When selecting “” with remote controller, it's auto swing. Up&down swing louver of air conditioner will swing up&down automatically at the maximum angle.
- When selecting “, , , ,  ” with remote controller, the fixed position swing. Up&down swing louver of air conditioner will stop at the position as shown by the icon to swing.

Buttons on Remote Control

button

Press this button can select left&right swing angle. Fan blow angle can be selected circularly as below:



Note:

- When convert “NO display” into “” status, if press this button after 2s, swing status directly turns into “ON display”; if press this button within 2s, swing status changes according to the above order.
- When selecting “” with remote controller, it's auto swing. Left&right swing louver of air conditioner will swing left&right automatically at the maximum angle.
- When selecting “     ” with remote controller, is the fixed position swing. Left&right swing louver of air conditioner will stop at the position as shown by the icon to swing.

+ and - button

Temperature and timer

Press “+” or “-” button once to increase or decrease by 1°C of temperature. By holding the “+” or “-” button, the temperature on the remote controller will change quickly. Release the button after reaching the desired temperature and the indicator on the unit will change accordingly. (Remember: The temperature can't be adjusted under auto mode).

When setting TIMER ON, TIME OFF press “+” or “-” button to adjust time. (Refer to “Timer” buttons).

Buttons on Remote Control

Sleep button

Press this button to turn the sleep function on or off under cooling, dry, and heating mode.

Note:

- By default, this function is default switched off when you power on your unit.
- It will be cleared after changing the mode.
- The sleep button can't be used in "Fan" mode and "Auto" mode.

Timer button

This button sets the timer. After pressing this button, "HOUR ON (HOUR OFF)" the remote controller blinks. Press "+" or "-" button within 5s to set timer on (timer off) time. Each pressing of "+" or "-" button, the time will increase or decrease 0.5 hour. Hold "+" or "-" button, the time will change quickly until reaching your required time. Press "Timer" to confirm it. The word "HOUR ON (HOUR OFF)" will stop blinking. "HOUR ON (HOUR OFF)" and "8.0" on remote controller will be displayed.

Cancel Timer on (off)

If you start the timer in error, press "Timer" button to cancel it.

Note:

- Time set range:0.5-24 hours.
- When the timer is on, the controller display on the unit will be on too.

Light button

This turns the light on or off on the unit's display.

I feel button

Press this button to start i feel function and "  " will be displayed on the remote controller. After this function is set, the remote controller will send the detected ambient temperature to the indoor unit and the unit will automatically adjust the indoor

Buttons on Remote Control

temperature according to the detected temperature. Press this button again to close i feel function and “” will disappear.

Note:

Please keep the remote controller near the user and confirm the unit can receive the remote code when this function is set. Do not put the remote controller near an hot or cold objects. This will supply an inaccurate ambient temperature.

ECO button

In cool mode, press this button to operate under ECO mode.

Note:

- In ECO mode, the remote controller displays “”. Set temperature can't be adjusted.
- In ECO mode, air conditioner will operate at auto fan speed. The fan can't be adjusted.
- By choosing the “mode” button, you will exit ECO mode.

Health button

Press this button to turn on or turn off the cold plasma generator.

The cold plasma generator can effectively eliminate the bacteria and odour in the air.

1. The H₂O molecules are ionized.
2. Neutral reaction between the positive ions and negative ions can eliminate bacterial and odour molecules.

Note:

This function is not available for some models.

Other helpful buttons

1. Child lock function

Press “” or “” simultaneously for 3 seconds to turn the child lock function on or off. When child lock function is on, “” icon is displayed on remote controller. If you operate the remote controller, the “” icon will blink three times without sending signal to the unit

Buttons on Remote Control

2. Switch from Celsius to Fahrenheit

In the off mode, press “Mode ” and “ ” buttons simultaneously to switch temperature display between °C and °F .

3. Wi-Fi

Press "  " and "Mode" buttons for 3 seconds to activate the Wi-Fi setting.

Note:

This is an optional function. If Wi-Fi is not available on your unit, pressing these two buttons together will not work.

4. Low temperature heating function setting

- In heating mode, pressing “Mode” and “+” button at the same time to enter/exit the low temperature heating function.
- When the low temperature heating function is active, your remote control will display “LA”
- When switching from one mode to another, the low temperature heating function will be canceled.
- In low temperature heating mode, “Sleep” and “ Low temperature heating ” functions can’t operate at the same time. If you’ve activated low temperature heating mode and press the “Sleep” button, the air conditioner will exit low temperature heating mode and enter the sleep mode.

Note:

- In low temperature heating mode, the fan speed defaults to Auto and can’t be adjusted.
- In low temperature heating mode, “Turbo” and “Quiet ” settings can’t be activated. If you enter the low temperature heating mode, the turbo and quiet functions will be canceled. You will need to exit low temperature heating mode to turn these settings back on.
- When you exit low temperature heating mode, your unit will return to the speed and temperature set previously.

Buttons on Remote Control

WARNING

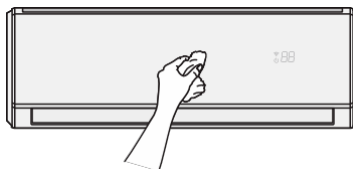
- Turn off the air conditioner and disconnect the power before cleaning the air conditioner to avoid electric shock.
- Beware of electric shocks. Do not wash the air conditioner with water.
- Do not use abrasive / volatile liquid to clean the air conditioner.

Clean surface of indoor unit

When the surface of your unit is dirty, we recommend cleaning it with a soft, dry or damp cloth.

Note:

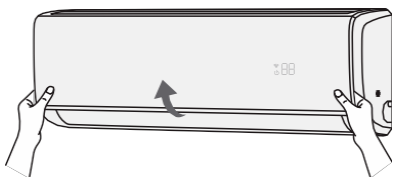
Do not remove the panel when cleaning.



Clean filter

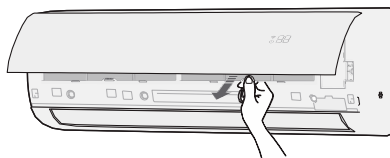
1. Open panel

Pull out the panel to a certain angle as shown in the image below.



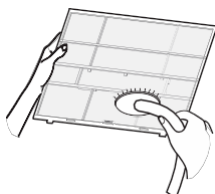
2. Remove filter

Remove the filter as shown below.



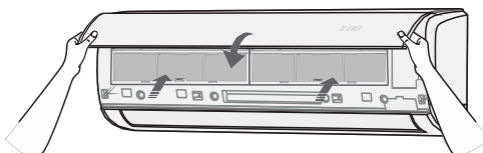
3. Clean filter

Use duster or water to clean the filter. When the filter is very dirty, use warm water (below 45 °C) to clean it, and then put it in a shady and cool place to dry.



4. Reinstall filter

Once dry, reinstall the filter and close the panel cover tightly.



Buttons on Remote Control

Note:

- Clean the filter at least every three months. Clean more frequently if the unit operates in a very dusty environment.
- After removing the filter, do not touch the fins as fins are sharp to avoid injury.
- Do not use an open flame or hair dryer to dry the filter. This is a fire hazard.

Pre-season cleaning checklist

1. Check if air inlets and outlets are blocked.
2. Check if air switch, plug and socket are in good condition.
3. Check whether filter is clean.
4. Check whether drainage pipe is damaged.

Post-season checklist

1. Disconnect power supply.
2. Clean filter and indoor unit's panel.

Buttons on Remote Control

Problem solving hints and tips

Please check the list below. If the problem can't be solved, please contact your local dealer or a qualified professional.

Problem	Possible cause	Possible solution
Your remote control isn't working or the unit can't receive its signal?	Your remote control may have been affected by static electricity or a surge in voltage.	Pull out the plug. Reinsert the plug after about three minutes and restart the unit.
	Is your remote control within the signal receiving range?	Signal receiving range is eight metres.
	Your remote control signal is blocked by obstacles.	Remove any obstacles and try again.
	Is your remote control pointing directly at the receiving window?	Point the remote control directly at the receiving window on your unit.
	Your remote control's sensitivity is low or the display is fuzzy or empty.	Check the batteries and replace if needed.
	No display when operating remote control?	Replace batteries. Or if remote control is damaged, you may need to replace it.
	Do you have a fluorescent lamp in the room?	Turn off the fluorescent lamp. Take the remote control closer to the unit and try again.
No air emits from indoor unit.	The air inlet or air outlet of the outdoor unit could be blocked.	Check for obstacles and remove.
	Has your unit reached a set temperature in heating mode?	After reaching a set temperature, the unit will stop blowing out air.
	You've just this minute turned air conditioner/heat pump on.	In order to prevent blowing out immediate cold air, there will be a delay of several minutes every time your unit starts up.
Air conditioner isn't operating at all	Power failure.	Wait unit power recovery.
	Is it plugged in properly?	Reinsert the plug.
	Circuit break trips off or a fuse is burnt out.	Seek professional help to replace circuit break or fuse.
	Wiring problems.	Seek professional help to replace it.
	Unit has restarted immediately after stopping operation?	Wait for three minutes and then turn the unit on again.
	The function setting on you- remote control may not be correct.	Reset the function.

Problem Solving

Problem	Possible cause	Possible solution
Mist emits from indoor unit's air outlet.	Indoor temperature and humidity is high?	When very humid indoor air is cooled rapidly, mist may appear. After running your unit for a while the indoor temperature and humidity will decrease and mist will disperse.
Set temperature can't be adjusted	Unit is operating under auto mode?	Temperature can't be adjusted under auto mode. Please switch the operation mode if you need to adjust temperature.
	Your required temperature exceeds the temperature range?	Set temperature range:16°C~31°C
Cooling (heating) effect isn't working properly	Voltage is too low?	Wait until the voltage resumes normal.
	The filter may be dirty.	Clean the filter. See page xx
	Is the temperature set within the proper range?	Adjust temperature to proper range: 16°C~31°C
	Doors and windows could be open.	Close doors and windows.
You can smell an odour	Check the room for other sources of the odour first.	Clean the filter. Eliminate the odour source.
Air conditioner operates normally suddenly	Whether there's interference, such as thunder, wireless device,etc.	Disconnect power, put back power, and then turn on the unit again.
You notice the outdoor unit has vapour coming out of it.	The heating mode may be turned on.	It is normal for the unit to emit vapour during defrosting in heating mode.
You hear a "Water flowing" noise.	Air conditioner has just been turned off or on?	It's normal to hear a noise like this at start up or when you turn the unit off. The noise is the sound of refrigerant circulating inside.
Cracking noise	When the air conditioner has just been turned on or off.	This is the sound of friction caused by expansion and/or contraction of panels or other parts due to the change in temperature.

Problem Solving

Error Codes

When there is a problem with your air conditioner, the temperature indicator on indoor unit will blink to display an error code. Please see a description of error codes below.



Note:
This diagram is only for reference. Please refer to your individual product to find the actual indicator and position on the display.

The list below is a summary of error codes. Professionals will need to refer to the complete error code list in their product service manual for more information.

Error code	Name
CL	Filter clean reminder
H0	High exhaust temperature protection
H1	Overcapacity protection
H2	Compressor overload protection
H3	Anti-frost protection
H4	System high pressure protection
H5	System low pressure protection
H6	Lack refrigerant / valve stop protection
C8	Auxiliary heat adhesion protection
C9	The communication between indoor unit and wired controller fault
E0	Indoor temperature sensor open / short circuit
CJ	Wired controller temperature sensor fault
FF	Defrost or heating oil return
C3	Indoor unit reporting outdoor unit fault
Cb	Water full protection

If there are other errors codes, please contact a qualified professional immediately.



Problem Solving

Contact us

When below phenomenon occurs, please turn off air conditioner and disconnect power immediately, and then contact the dealer or qualified professionals for service.

- Power cord is overheating or damaged.
- Air conditioner gives off burning smell.
- There's abnormal sound during operation.
- Circuit break trips off frequently.
- Indoor unit is leaking.

Do not repair or refit the conditioner by yourself. If the air conditioner operates under abnormal conditions, it may cause malfunction, electric shock or fire hazard.



Distributed exclusively in New Zealand by EES

0800 337 123 | ees.co.nz/pioneer