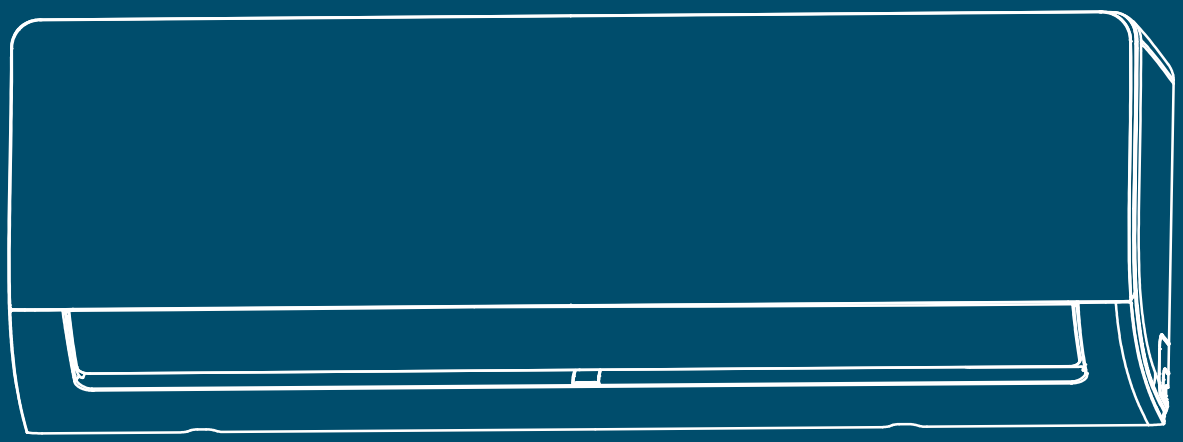
R32 WALL MOUNTED AIR CONDITIONER

Owner's Manual

KSI Series

KSI-2.0 | KSI-2.5 | KSI-3.5 | KSI-5.0
KSI-7.0 | KSI-7.6 | KSI-9.0



kaden°™
your perfect climate

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Important note

This appliance must be installed in accordance with:

Manufacturer's Installation Instructions

Current AS/NZS 3000, AS/NZS 5141

Local Regulations and Municipal Building Codes including local OH&S requirements

This appliance must be installed, maintained, and removed only by an Authorised Person.

For continued safety of this appliance, it must be installed and maintained in accordance with the manufacturer's Instructions.



Important note

Read this manual carefully before installing or operating your new air conditioning unit.
Make sure to save this manual for future reference.

1. Safety precautions

Read safety precautions before installation

Incorrect installation due to ignoring instructions can cause serious damage or injury.

The seriousness of potential damage or injuries is classified as either a WARNING or CAUTION.



This symbol indicates that ignoring instructions may cause death or serious injury.



This symbol indicates that ignoring instructions may cause moderate injury to your person, or damage to your unit or other property.

⚠ WARNING

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

INSTALLATION WARNINGS

- Ask an authorized professional to install this air conditioner. Inappropriate installation may cause water leakage, electric shock, or fire.
- All repairs, maintenance and relocation of this unit must be performed by a licensed service technician. Inappropriate repairs can lead to serious injury or product failure.

WARNINGS FOR PRODUCT USE

- If an abnormal situation arises (like a burning smell), immediately turn off the unit and pull the power plug. Call your dealer for instructions to avoid electric shock, fire or injury.
- **Do not** insert fingers, rods or other objects into the air inlet or outlet. This may cause injury, since the fan may be rotating at high speeds.
- **Do not** use flammable sprays such as hair spray, lacquer or paint near the unit. This may cause fire or combustion.
- **Do not** operate the air conditioner in places near or around combustible gases. Emitted gas may collect around the unit and cause explosion.
- **Do not** operate the air conditioner in a wet room (e.g., bathroom or laundry room). This can cause electrical shock and cause the product to deteriorate.
- **Do not** expose your body directly to cool air for a prolonged period of time.

⚠ REFRIGERANT

This appliance uses R32 (difluoromethane) refrigerant, which is a flammable gas class 2.2 according to AS 1677 and must be handled by a refrigeration mechanic with appropriate Australian refrigerant licence.

⚠ WARNING

Risk of fire / flammable material. If the refrigerant is leaked, together with an external ignition source, there is a possibility of ignition.

ELECTRICAL WARNINGS

- Only use the specified power cord. If the power cord is damaged, it must be replaced by the manufacturer, certified service agent or licensed electrical contractor.
- Keep power plug clean. Remove any dust or grime that accumulates on or around the plug. Dirty plugs can cause fire or electric shock.
- **Do not** pull power cord to unplug unit. Hold the plug firmly and pull it from the outlet. Pulling directly on the cord can damage it, which can lead to fire or electric shock.
- **Do not** use an extension cord, manually extend the power cord, or connect other appliances to the same outlet as the air conditioner. Poor electrical connections, poor insulation, and insufficient voltage can cause fire.

CLEANING AND MAINTENANCE WARNINGS

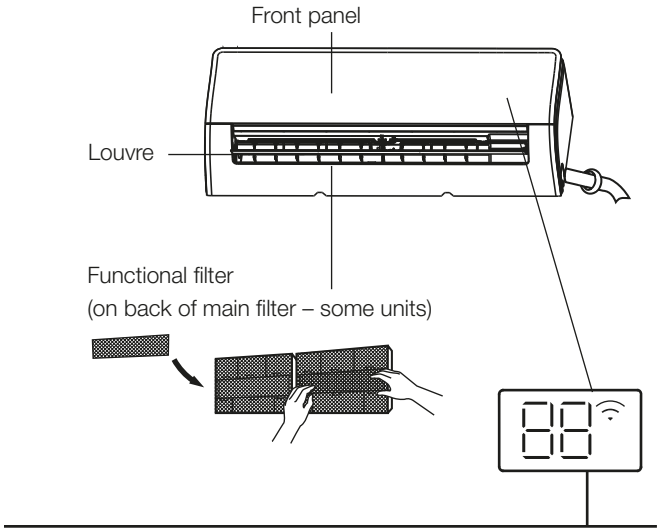
- Turn off the device and pull the plug before cleaning. Failure to do so can cause electrical shock.
- **Do not** clean the air conditioner with excessive amounts of water.
- **Do not** clean the air conditioner with combustible cleaning agents. Combustible cleaning agents can cause fire or deformation.

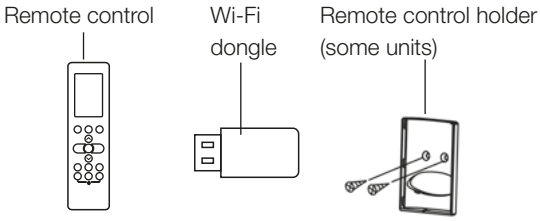
CAUTION

- If the air conditioner is used together with burners or other heating devices, thoroughly ventilate the room to avoid oxygen deficiency.
- If you are not going to use the air-conditioner for a long time, disconnect the power from the main isolator.
- During storms or bad weather turn off the unit and disconnect the power from the main isolator.
- Make sure that water condensation can drain unhindered from the unit.
- **Do not** operate the air conditioner with wet hands. This may cause electric shock.
- **Do not** use device for any other purpose than its intended use.
- **Do not** climb onto or place objects on top of the outdoor unit.
- **Do not** allow the air conditioner to operate for long periods of time with doors or windows open, or if the humidity is very high.

2. Unit specifications and features

Unit parts





when Wireless Control feature is activated (some units)

displays temperature, operation feature and error codes

Display code meanings

ON for 3 seconds when:

- TIMER ON is set (if the unit is OFF, ON remains on when TIMER ON is set)
- FRESH, SWING, TURBO, ECO or SILENCE feature is turned on

OF for 3 seconds when:

- TIMER OFF is set
- FRESH, SWING, TURBO, ECO or SILENCE feature is turned off

dF when defrosting

FP when 8ºC heating feature is turned on (some units)

CL " when Active Clean feature is turned on (for inverter split type)
when unit is self-cleaning (for fixed-speed type)

Achieving optimal performance

Optimal performance for the COOL, HEAT, and DRY modes can be achieved in the following temperature ranges. When your air conditioner is used outside of these ranges, certain safety protection features will activate and cause the unit to perform less than optimally.

Inverter split type

	COOL mode	HEAT mode	DRY mode
Room temperature	17°C – 32°C	0°C – 30°C	10°C – 32°C
Outdoor temperature	-15°C – 50°C	-15°C – 30°C	0°C – 50°C

To further optimize the performance of your unit, do the following:

- Keep doors and windows closed.
- Limit energy usage by using TIMER ON and TIMER OFF functions.
- **Do not** block air inlets or outlets.
- Regularly inspect and clean air filters.

For a detailed explanation of each function, refer to the Remote Control Manual.

Other features

1. **Auto-restart**
   If the unit loses power, it will automatically restart with the prior settings once power has been restored.
2. **Mute operation**
   Press the LED button on the remote control can turn off the indoor screen display, and also turn off the air conditioner buzzer, which creates a comfortable and quiet environment.
3. **Wireless control**
   Wireless control allows you to control your air conditioner using your mobile phone and a Wireless connection.

For the USB device access, replacement, maintenance operations must be carried out by a professional.

- **Louvre angle memory**
  When turning on your unit, the louvre will automatically resume its former angle.
- **Refrigerant leakage detection**
  The indoor unit will automatically display “EC” when it detects refrigerant leakage.

For a detailed explanation of your unit’s advanced functionality, refer to the Remote Control Manual.

3. Installation and service

Installation record – installer details

Company name _____

Company address _____

_____

Telephone _____

Mobile _____

Email _____

Certificate of compliance/certification number _____

Authorised persons license number _____

Installers name _____

Installers signature _____

Installation date _____

Installation record – system details

Model number _____

Serial number indoor unit _____

Serial number outdoor unit _____

Installation address _____

_____

_____

Customer care programme

Service and maintenance in accordance with the Service maintenance schedule on page 9 is essential in ensuring the prolonged useful life of your system, and help ensure it operates at maximum efficiency. More frequent routine maintenance may be necessary where the air conditioning system is installed in harsh environments, or in non-residential applications.

CAUTION

Service maintenance is not covered under warranty and is a chargeable service. All units must have safe and reasonable access and be installed in compliance with the installation instructions supplied with the unit. Some installations may require two service personnel to attend, in accordance with health and safety requirements.

Also note that all refrigerated air conditioning systems have air filters that require regular inspection and cleaning. Please refer to Cleaning your air filter on page 13.

Service maintenance schedule – non ducted air conditioning systems

Your Kaden air conditioning system should be maintained annually after the date of installation by a qualified licensed technician in accordance with the schedule below. Failure to do so during the product warranty period may void your warranty. This periodic service and maintenance will prolong the useful life of the unit, and help keep it running safely and at optimum efficiency.

Date of installation / / Installed by

Service year	1	2	3	4	5	6
Service date	/ /	/ /	/ /	/ /	/ /	/ /
Service company/technician						
Ambient temperature at CDU (ºC)						
Electrical						
Wiring, electrical connections						
Fan motors						
Capacitors (if applicable)						
Printed circuit boards						
Major components						
Outdoor unit clearances						
Outdoor unit condensate tray						
Outdoor unit condensate drain						
Outdoor unit fixing						
Indoor unit condensate tray						
Indoor unit condensate drain/pump						
Refrigerant charge						
Refrigerant connections						
Fan assemblies						
Return air grille and filters						
Controls						
Louvre operation						
Remote operation						
System operation						
Sequence of operation						
Return air temp – cooling/heating	ºC	ºC	ºC	ºC	ºC	ºC
Outlet air temp – cooling/heating	ºC	ºC	ºC	ºC	ºC	ºC
Outdoor unit – liquid line pressure	kPa	kPa	kPa	kPa	kPa	kPa
Outdoor unit – suction line pressure	kPa	kPa	kPa	kPa	kPa	kPa
General installation related and third party components (not Kaden products)*						
Airflow through system						
Refrigerant pipework						
Safety tray						
Wall mounting						
Consumables**						
Capacitors						
Filters						
Batteries (if applicable)						

*Installation and other field-supplied components are not covered by Kaden product warranty. These include, but are not limited to, control wiring, refrigerant gas and electrical connections to the appliance. These should be inspected as they can affect the performance, reliability and safety of the system. **Units contain consumable items that may require period replacement and are not covered by Kaden product warranty (e.g. filters, capacitors and batteries).

Action codes

Inspected – Working correctly – No action required	**Adjusted part**	**Cleaned part**	**Replaced part**	**Repaired part**	**Referred to installer**
✓	**A**	**C**	**R**	**RP**	**RI**

Setting angle of air flow

Setting vertical angle of air flow

While the unit is on, use the vertical **SWING** button to set the direction (vertical angle) of airflow.

- To make the louvre swing up and down continuously, press and hold the vertical **SWING** button for 3 seconds. Press it again to stop the automatic function.

Setting horizontal angle of air flow

While the unit is on, use the horizontal SWING button to set the direction (horizontal angle) of airflow.

- Press the horizontal **SWING** button once to activate the louvre.

Note on louvre angles

When using COOL or DRY mode, do not set louvre at too vertical an angle for long periods of time. This can cause water to condense on the louvre blade, which will drop on your floor or furnishings. (See **Fig. A**)

When using COOL or HEAT mode, setting the louvre at too vertical an angle can reduce the performance of the unit due to restricted air flow.

Do not move louvre by hand. This will cause the louvre to become out of sync. If this occurs, turn off the unit and unplug it for a few seconds, then restart the unit. This will reset the louvre.

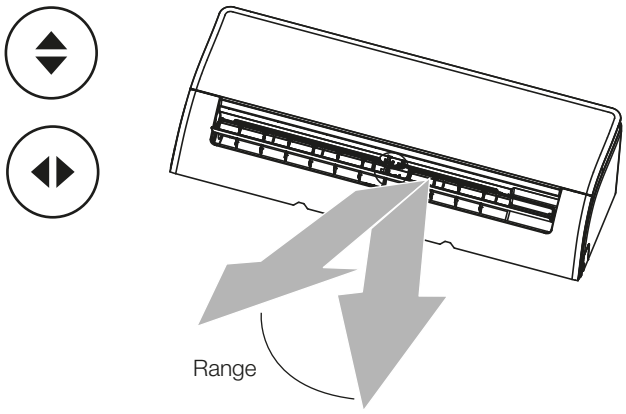


Fig. A

CAUTION

Do not keep louvre at too vertical an angle for long periods of time. This can cause water condensation to drip on your furnishings.

CAUTION

Do not put your fingers in or near the blower and suction side of the unit. The high-speed fan inside the unit may cause injury.

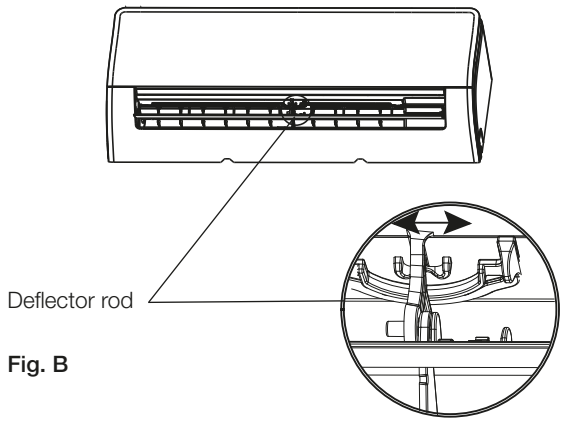


Fig. B

SLEEP operation

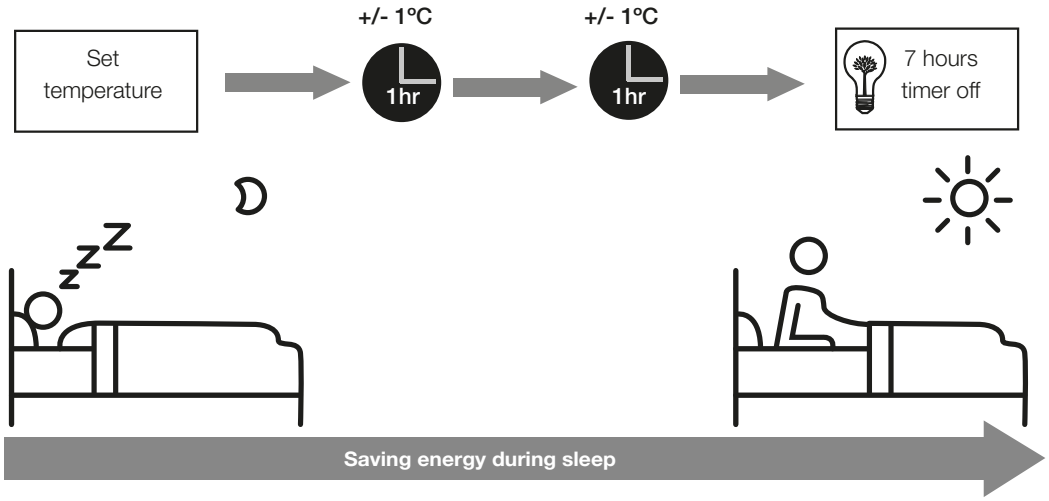
The SLEEP function is used to decrease energy use while you sleep (and don't need the same temperature settings to stay comfortable). This function can only be activated via remote control.

Press the **SLEEP** button when you are ready to go to sleep. When in COOL mode, the unit will increase the temperature by 1°C after 1 hour, and will increase an additional 1°C after another hour. When in HEAT mode, the unit will decrease the temperature by 1°C after 1 hour, and will decrease an additional 1°C after another hour.

It will hold the new temperature for 5 hours, then the unit will turn off automatically.

NOTE: The SLEEP function is not available in **FAN** or **DRY** mode.

SLEEP operation



FOLLOW ME function

The follow me function enables the remote control to measure the temperature at its current location and send this signal to the air conditioner every 3 minute interval. When using **AUTO**, **COOL**, or **HEAT** modes, measuring ambient temperature from the remote control (instead of from the indoor unit itself) will enable the air conditioner to optimise the temperature around you and ensure maximum comfort. Press SET button until the Follow ME "" sign come up on the display then press OK to confirm the mode. To turn off the FOLLOW ME function follow the same process above or press the OFF "" button.

4. Manual operation (without remote)

How to operate your unit without the remote control

In the event that your remote control fails to work, your unit can be operated manually with the **MANUAL CONTROL** button located on the indoor unit. Note that manual operation is not a long-term solution, and that operating the unit with your remote control is strongly recommended.

BEFORE MANUAL OPERATION

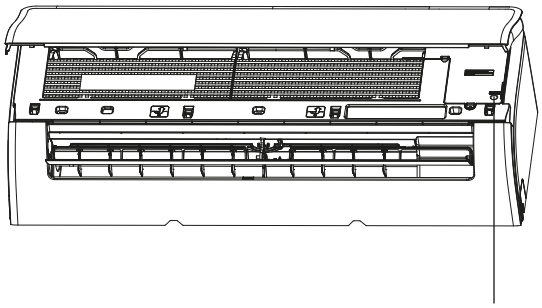
Unit must be turned off before manual operation.

To operate your unit manually:

1. Locate the **MANUAL CONTROL** button on the right-hand side panel of the unit.
2. Press the **MANUAL CONTROL** button one time to activate FORCED AUTO mode.
3. Press the **MANUAL CONTROL** button again to activate FORCED COOLING mode.
4. Press the **MANUAL CONTROL** button a third time to turn the unit off.

CAUTION

The manual button is intended for testing purposes and emergency operation only. Please **do not** use this function unless the remote is lost and it is absolutely necessary. To restore regular operation, use the remote control to activate the unit.



Manual control button

Wi-Fi operation setup

For instructions on setting up Wi-Fi connectivity for your Kaden air conditioner, please scan the QR code below, or visit kadenair.com.au

Wi-Fi setup video

For video instructions on setting up Wi-Fi connectivity for your Kaden air conditioner, please scan the QR code below, or visit kadenair.com.au

5. Care and maintenance

Cleaning your indoor unit

BEFORE CLEANING OR MAINTENANCE

Always turn off your air conditioner system and disconnect its power supply before cleaning or maintenance.

CAUTION

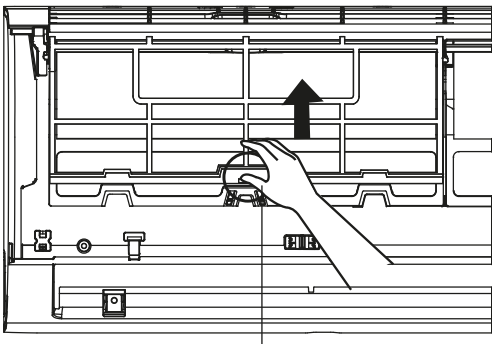
Only use a soft, dry cloth to wipe the unit clean. If the unit is especially dirty, you can use a cloth soaked in warm water to wipe it clean.

- **Do not** use chemicals or chemically treated cloths to clean the unit
- **Do not** use benzene, paint thinner, polishing powder or other solvents to clean the unit. They can cause the plastic surface to crack or deform.
- **Do not** use water hotter than 40°C (104°F) to clean the front panel. This can cause the panel to deform or become discoloured.

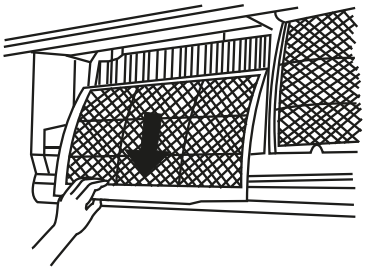
Cleaning your air filter

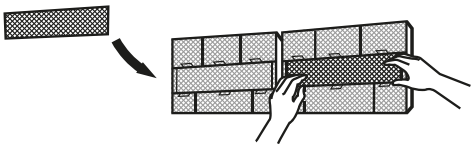
A clogged air conditioner can reduce the cooling efficiency of your unit, and can also be bad for your health. Make sure to clean the filter once every two weeks.

1. Lift the front panel of the indoor unit.
2. First press the tab on the end of filter to loosen the buckle, lift it up, then pull it towards yourself.
3. Now pull the filter out.
4. If your filter has a small air freshening filter, unclip it from the larger filter. Clean this air freshening filter with a hand-held vacuum.
5. Clean the large air filter with warm, soapy water. Be sure to use a mild detergent.
6. Rinse the filter with fresh water, then shake off excess water.
7. Dry it in a cool, dry place, and refrain from exposing it to direct sunlight.
8. When dry, re-clip the air freshening filter to the larger filter, then slide it back into the indoor unit.
9. Close the front panel of the indoor unit.

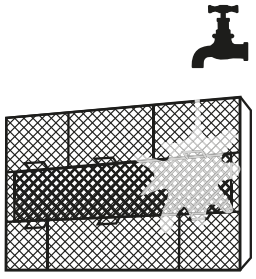


Filter tab





Remove air freshening filter from back of larger filter (some units)



CAUTION

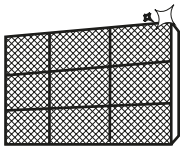
Do not touch air freshening (Plasma) filter for at least 10 minutes after turning off the unit.

CAUTION

- Before changing the filter or cleaning, turn off the unit and disconnect its power supply.
- When removing filter, **do not** touch metal parts in the unit. The sharp metal edges can cut you.
- **Do not** use water to clean the inside of the indoor unit. This can destroy insulation and cause electrical shock.
- **Do not** expose filter to direct sunlight when drying. This can shrink the filter.
- Any maintenance and cleaning of outdoor unit should be performed by an authorized dealer or a licensed service provider.
- Any unit repairs should be performed by an authorized dealer or a licensed service provider.

Maintenance – long periods of non-use

If you plan not to use your air conditioner for an extended period of time, do the following:



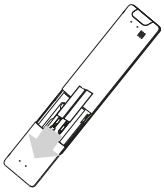
Clean all filters



Turn on FAN function until unit dries out completely



Turn off the unit and disconnect the power



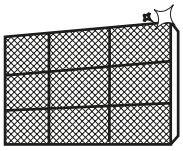
Remove batteries from remote control

Maintenance – pre-season inspection

After long periods of non-use, or before periods of frequent use, do the following:



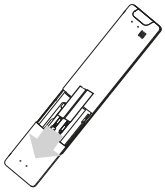
Check for damaged wires



Clean all filters



Check for leaks



Replace batteries





Make sure nothing is blocking all air inlets and outlets

6. Troubleshooting

SAFETY PRECAUTIONS

If ANY of the following conditions occurs, turn off your unit immediately!

- The power cord is damaged or abnormally warm
- You smell a burning odour
- The unit emits loud or abnormal sounds
- A power fuse blows or the circuit breaker frequently trips
- Water or other objects fall into or out of the unit

Do not attempt to fix these yourself! Contact an authorized service provider immediately!

Troubleshooting

The following problems are not a malfunction and in most situations will not require repairs.

Issue	Possible causes
Unit does not turn on when pressing ON/OFF button	The unit has a 3-minute protection feature that prevents the unit from overloading. The unit cannot be restarted within three minutes of being turned off.
The unit changes from COOL/HEAT mode to FAN mode	The unit may change its setting to prevent frost from forming on the unit. Once the temperature increases, the unit will start operating in the previously selected mode again.
	The set temperature has been reached, at which point the unit turns off the compressor. The unit will continue operating when the temperature fluctuates again.
The indoor unit emits white mist	In humid regions, a large temperature difference between the room's air and the conditioned air can cause white mist.
Both the indoor and outdoor units emit white mist	When the unit restarts in HEAT mode after defrosting, white mist may be emitted due to moisture generated from the defrosting process.
The indoor unit makes noises	A rushing air sound may occur when the louver resets its position.
	A squeaking sound may occur after running the unit in HEAT mode due to expansion and contraction of the unit's plastic parts.

Issue	Possible causes
Both the indoor unit and outdoor unit make noises	Low hissing sound during operation: This is normal and is caused by refrigerant flowing through both indoor and outdoor units.
	Low hissing sound when the system starts, has just stopped running, or is defrosting: This noise is normal and is caused by the refrigerant stopping or changing direction.
	Squeaking sound: Normal expansion and contraction of plastic and metal parts caused by temperature changes during operation can cause squeaking noises.
The outdoor unit makes noises	The unit will make different sounds based on its current operating mode.
Dust is emitted from either the indoor or outdoor unit	The unit may accumulate dust during extended periods of non-use, which will be emitted when the unit is turned on. This can be mitigated by covering the unit during long periods of inactivity.
The unit emits a bad odor	The unit may absorb odors from the environment (such as furniture, cooking, cigarettes, etc.) which will be emitted during operations.
	The unit's filters have become moldy and should be cleaned.
The fan of the outdoor unit does not operate	During operation, the fan speed is controlled to optimize product operation.
Operation is erratic, unpredictable, or unit is unresponsive	Interference from cell phone towers and remote boosters may cause the unit to malfunction. In this case, try the following: • Disconnect the power, then reconnect. • Press ON/OFF button on remote control to restart operation.

NOTE: If problem persists, contact a local dealer or your nearest customer service centre. Provide them with a detailed description of the unit malfunction as well as your model number.

Troubleshooting

When troubles occur, please check the following points before contacting a service technician.

Issue	Possible causes	Possible causes
Poor cooling performance	Temperature setting may be higher than ambient room temperature	Lower the temperature setting
	The heat exchanger on the indoor or outdoor unit is dirty	Contact a qualified service technician
	The air filter is dirty	Remove the filter and clean it according to instructions
	The air inlet or outlet of either unit is blocked	Turn the unit off, remove the obstruction and turn it back on
	Doors and windows are open	Make sure that all doors and windows are closed while operating the unit
	Excessive heat is generated by sunlight	Close windows and curtains during periods of high heat or bright sunshine
	Too many sources of heat in the room (people, computers, electronics, etc.)	Reduce amount of heat sources
	Low refrigerant due to leak	Contact a qualified service technician
	SILENT function is activated	SILENT function can lower product performance by reducing operating frequency. Turn off SILENT function.

Issue	Possible causes	Possible causes
The unit is not working	Power failure	Wait for the power to be restored
	The power is turned off	Turn on the power
	The fuse is burned out	Contact a qualified service technician
	Remote control batteries are dead	Replace batteries
	The unit's 3-minute protection has been activated	Wait three minutes after restarting the unit
	Timer is activated	Turn timer off
The unit starts and stops frequently	There's too much or too little refrigerant in the system	Contact a qualified service technician
	Incompressible gas or moisture has entered the system.	Contact a qualified service technician
	The compressor is broken	Contact a qualified service technician
	The voltage is too high or too low	Contact a qualified service technician
Poor heating performance	The outdoor temperature is extremely low	Use other heating device
	Cold air is entering through doors and windows	Make sure that all doors and windows are closed during use
	Low refrigerant due to leak	Contact a qualified service technician
Indicator lamps continue flashing Error code appears in the window display of indoor unit: • E(x), P(x), F(x) • EH(xx), EL(xx), EC(xx) • PH(xx), PL(xx), PC(xx)	The unit may stop operation or continue to run safely. If the indicator lamps continue to flash or error codes appear, wait for about 10 minutes. The problem may resolve itself. If not, disconnect the power, then connect it again. Turn the unit on. If the problem persists, disconnect the power and contact a qualified service technician.	

NOTE: If your problem persists after performing the checks and diagnostics above, turn off your unit immediately and contact Customer Care 1800 080 055.

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