



# CUSTOMER USER GUIDE

Pioneer Blade Series  
Wall Mounted System

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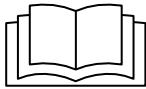
HPR-09A2  
HPR-12A2  
HPR-18A2  
HPR-24A2

*Thank you for choosing Pioneer International Air Conditioners. Please read this Customer User Guide carefully before operation and keep it handy for future reference.*



## 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.
- M50 and R290 are hydrocarbon refrigerants with a Global Warming Potential of 3. They are non-toxic, odourless, tasteless.

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## **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 user 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.
- If the power cord is damaged, it must be replaced by the manufacturer, a service agent or similarly qualified persons.
- Avoid electric shocks. Do not wash the air conditioner with water.
- Take care not to spray water on an indoor unit. It may cause electric shocks or malfunction.
- After removing the filter, do not touch fins to avoid injury.
- Do not use an open flame 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

# Precautions

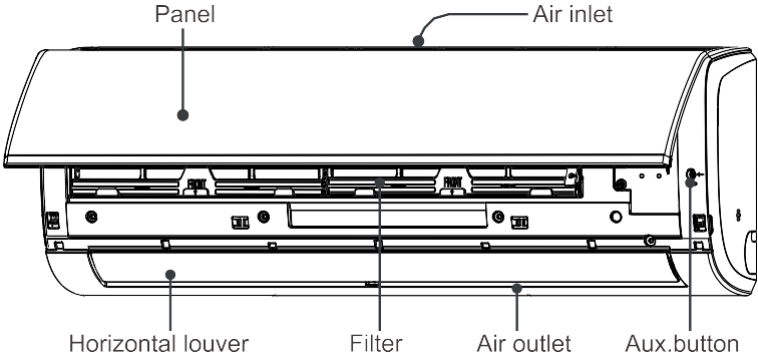


- Beware of electric shocks and fire hazards. If your air conditioner displays an error code, please check the error code list at the end of this document to identify a problem or contact a qualified professional.
- Do not step on the top panel of the outdoor unit, or put heavy objects on top of it. This may cause damage or personal injury.

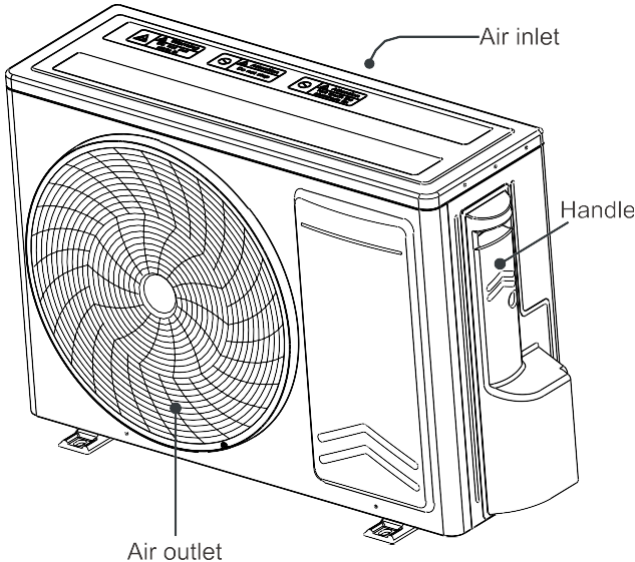
# Product overview

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## *Indoor unit:*



## *Outdoor unit:*



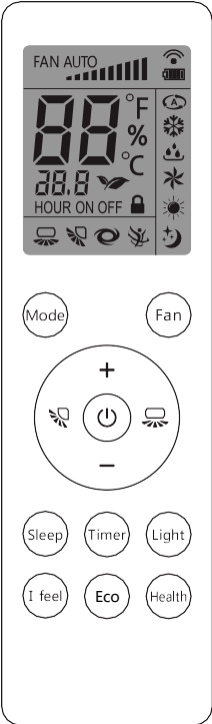
### *Note:*

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

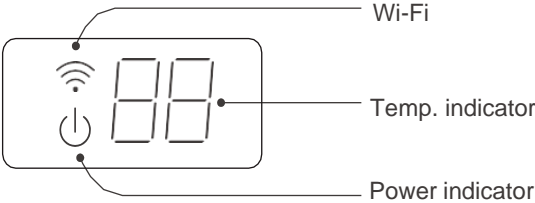
# Product overview

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## Remote control:



## Display:



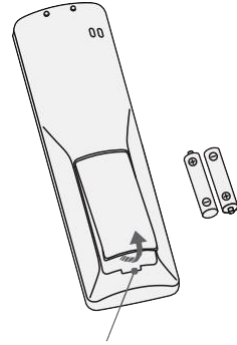


# Operation Guide

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## *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

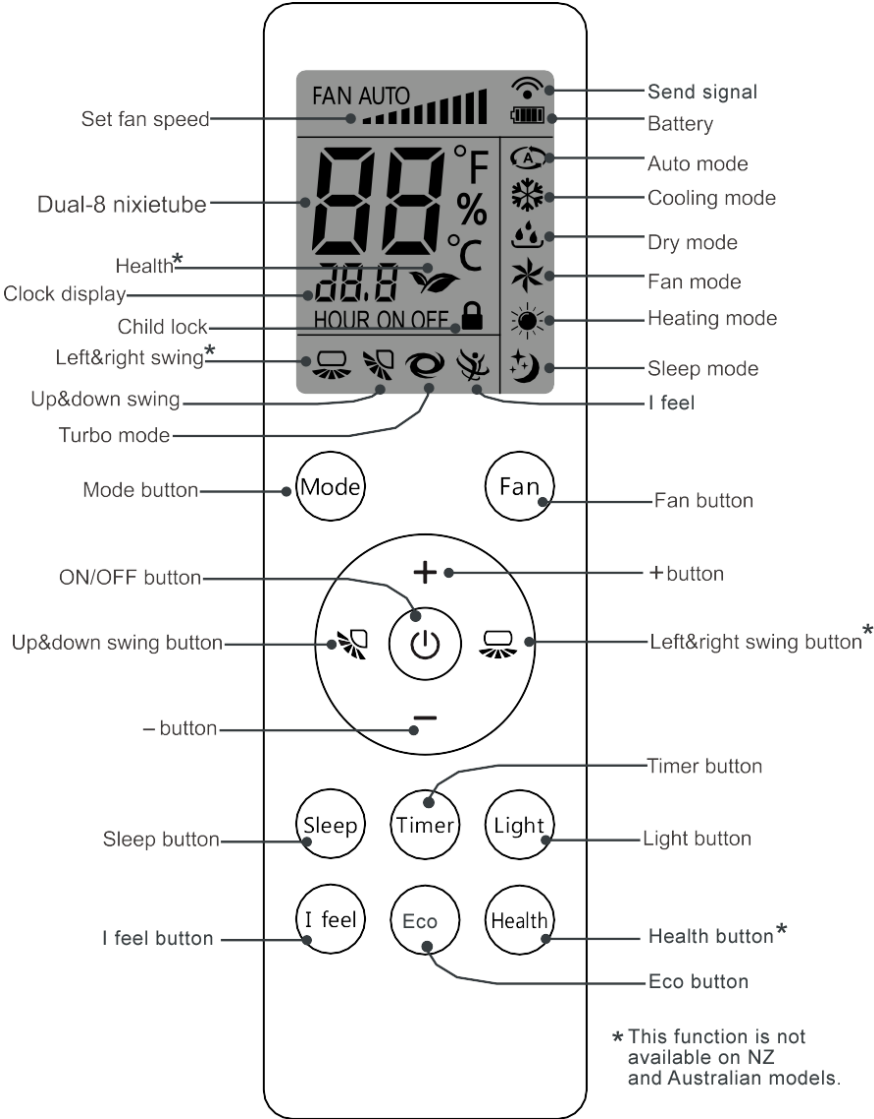
## *Operation guide*

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 under auto mode).
4. Press “Fan” button to set your required fan speed: Auto, Fan1, Fan2, Fan3, Fan4, Fan5, Turbo, Stepless speed.
5. Press “” button to select fan blowing angle.

### *Note:*

- During operation, point the remote control at the receiving window 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.

# Remote Control



# Buttons on Remote Control

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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 "  " 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 fanspeed. Press "  " 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 "  " 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 "  " 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 "  " button to adjust fan blowing angle. Note:**

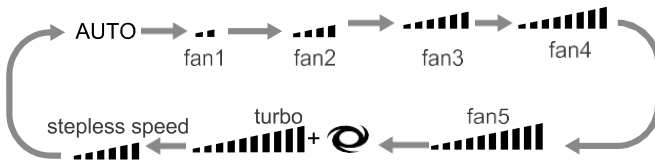
- To prevent blowing out cold air, the indoor unit will delay blowing any air on heating mode start up for one to five minutes . The auto-delay time is dependent on the indoor ambient temperature.
- The set temperature range on the remote controller is:16~31°C.

# Buttons on Remote Control

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## *Fan button*

- The set fan speeds are: Auto, Fan1, Fan2, Fan3, Fan4, Fan5, Turbo, Stepless speed.
- Press this button to set fan speed: auto(AUTO), fan1(—), fan2(—), fan3(—), fan4(—), fan5(—), turbo(— + ) , stepless speed.

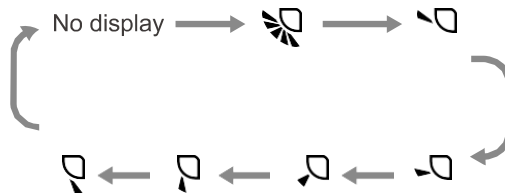


### *Note:*







- 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 “+” or “-”.

## *button*

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



### *Note:*

- To change the “NO display” into “” status, press this button for two seconds. The angle directly turns into “NO display”; if press this button within 2s, swing status changes according to the above order.
- 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, it is the fixed in that position. Up & down swing louver of air conditioner will stop at the position as shown by the icon to swing.

# Buttons on Remote Control

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## *button*

This button selects a left & right swing angle of the fan.

**Note: this function is not available on NZ or Australian models. Button and icon appear on remote control but the button does not operate. The left & right air vanes can be adjusted manually, ensure the unit is turned OFF before adjusting the air vanes.**

## **+** *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).

## *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.
- If this function is not available on this model, pressing this button will make a sound on the main unit but it will continue to run under the original setting.

## *Timer button*

This button sets the timer. After pressing this button, “**HOOR ON (HOOR 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 “**HOOR ON (HOOR OFF)**” will stop blinking. “**HOOR ON (HOOR OFF)**” and “**8.0**” on remote controller will be displayed.

# Buttons on Remote Control

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## **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 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 and keep the remote controller in the same room as the indoor unit. Do not put the remote controller near 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

# Buttons on Remote Control

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## *Health button*

This button turns on or off the cold plasma generator.

**Note: this function is not available on NZ or Australian models. Button and icon appear on remote control but the button does not operate.**

## *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 with the child lock function on, the “” icon will blink three times without sending signal to the unit.

### *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. If you turn the air conditioner on/off it will remain in low temperature mode.
- 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

# Buttons on Remote Control

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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.



**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 volatile liquid to clean the air conditioner**



# Cleaning and Maintenance

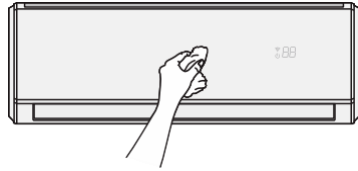
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## *Clean surface of indoor unit*

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

### *Note:*

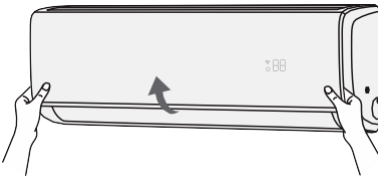
Do not remove the panel when cleaning.



## *Clean filter*

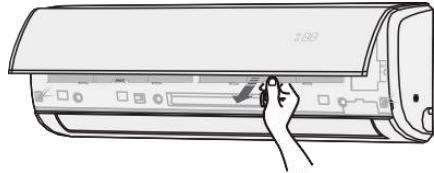
### 1. Open panel

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



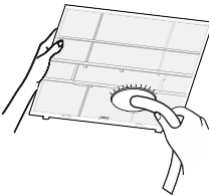
### 2. Remove filter

Remove the filter as shown below.



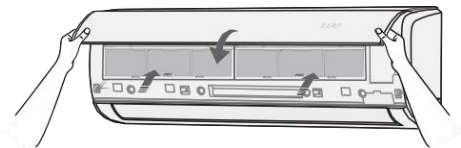
### 3. Clean filter

Use duster, cloth, vacuum 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.



# Cleaning and Maintenance

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*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 to avoid injury, as they are sharp.
- 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.

**Pioneer recommends an annual service by a service technician to keep your heat pump running efficiently.**

# Problem solving

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## *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.

<b>Problem</b>	<b>Possible cause</b>	<b>Possible solution</b>
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 your 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 13.
	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 turns on 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

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## *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.

<b>Error code</b>	<b>Name</b>
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

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## *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.

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