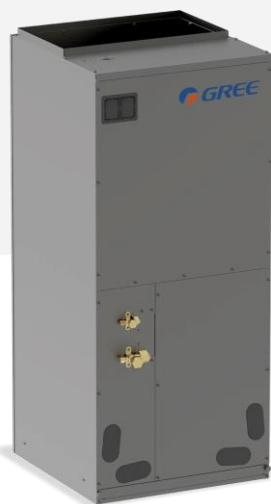




# FLEXX

## ECO



# OWNERS MANUAL

## Indoor Unit

### MODELS:

FLEXE24HP230V1AH  
FLEXE30HP230V1AH  
FLEXE36HP230V1AH  
FLEXE42HP230V1AH  
FLEXE48HP230V1AH  
FLEXE60HP230V1AH

Thank you for choosing our product. Please read this Owner's Manual carefully before operation and retain it for future reference.

If you would like a copy of this Manual, please contact your local distributor or visit [www.greecomfort.com/resources](http://www.greecomfort.com/resources) now to download and file the electronic version.

# INTRODUCTION

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## Thank you for choosing GREE!

GREE systems are among the most environmentally friendly and energy efficient in the market today. You can feel confident in your selection because the same pride in craftsmanship and engineering knowledge that goes into millions of other GREE installed products worldwide has gone into your unit.

### **COMFORT AND WELLNESS, IT'S WHAT WE DO**

In 1991, GREE set out to make the world a cooler place. To this end, we've become a global leader in air conditioners, developing some of the most advanced commercial and residential air conditioners in the world. Based in Zhuhai, China, we're now the world's largest specialized air conditioner company integrating R&D, manufacturing, sales and service. It's our mission to innovate and create new ways to help people live well and stay comfortable no matter where they live, work or play.

### **INNOVATION IS IN OUR DNA**

Part of our responsibility is being mindful of the world we live in, which means we're committed to using innovation to design more eco-friendly air conditioners. Every year we commit 3% of our budget to R&D. And, as a pioneer in the air conditioning industry, our R410A Refrigerant is eco-friendly.

### **LEADING THE WAY**

From our humble beginning in 1991, GREE has grown over 80,000 strong across the world. With 3 research institutes, 9 product development centers, over 300+ labs and 5000+ engineers, we've absolutely committed to finding newer and more efficient ways to keep our customers comfortable, healthy and productive.

### **A GLOBAL CITIZEN OF THE WORLD**

Today, we've developed some of the world's most energy-efficient and technically advanced air conditioners. From the 2008 Beijing Olympic Games Media Village to the main stadium of the 2010 Africa World Cup, GREE is trusted to help people stay comfortable in the most extreme environments. Residentially, we've created wonders of technology that are just as contemporary, beautiful and efficient. Every day, over 100 million customers stay cool with GREE air conditioners.

For more information on the GREE product line please visit our site at [www.greecomfort.com](http://www.greecomfort.com) or use the camera on your smart phone to scan the QR code below:






### **WARNING**

Please read this manual in its entirety and consult with your licensed HVAC installing contractor before operating and using this equipment.

Installation must be completed by a licensed HVAC contractor, and must comply with all applicable city, state, and national codes. Your licensed HVAC installing contractor must use factory-authorized kits or accessories when modifying this equipment. Improper installation, operation, adjustment, alteration, service, maintenance, or use can cause an explosion, fire, electrical shock, or other conditions which may cause death, personal injury, or property damage.

Recognize and be aware of all safety information and alert symbols. When you see the following symbols on the equipment and in the Installation Manuals, be alert to the potential for personal injury.

 <b>DANGER</b>	Indicates a hazardous situation that, if not avoided, will result in death or serious injury.
 <b>WARNING</b>	Indicates a hazardous situation that, if not avoided, could result in death or serious injury.
 <b>CAUTION</b>	Indicates a hazardous situation that, if not avoided, may result in minor or moderate injury.
<b>NOTICE</b>	Indicates important but non-hazard related information, used to indicate risk of property damage.

It is important to understand these signal words: **DANGER**, **WARNING**, **CAUTION**, and **NOTICE**, as these words are used with the safety-alert symbol.

# **ENERGY SAVINGS TIPS**

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## **1. CLEAN OR REPLACE INDOOR RETURN AIR FILTER**

A clean return air filter will allow for proper airflow and will ensure that your system is running at its optimum performance and efficiency. Check your air filter every 30 days during cooling and heating seasons, and clean or replace it if its dirty.

## **2. INSTALL A PROGRAMMABLE, WI-FI, SMART THERMOSTAT**

A programmable Wi-Fi smart thermostat will allow you to monitor and control your homes cooling and heating temperature settings from a smart phone, tablet, or computer whenever you are away. They are designed to provide comfort and energy savings by using algorithms and operating history to adjust the operating settings throughout the day.

## **3. ADJUST THERMOSTAT SETTINGS**

Programming an occupied & unoccupied schedule throughout the week will not only save energy, it will also reduce the wear and prolong the lifespan of your equipment by preventing the system from operating when it is not necessary.

## **4. ROOMS EXPOSED TO DIRECT SUNLIGHT**

In the cooling season it is recommended to block the radiant heat effect from the sun by closing all window coverings during the daytime.

In the heating season it is recommended to open all window covers to allow for the radiant heat from the sun to help warm the spaces being conditioned.

## **5. ROUTINE MAINTENANCE & SERVICE**

Keeping the area around the outdoor unit clear from any debris or leaves will allow for your system to run at its optimum performance and efficiency in both cooling and heating seasons.

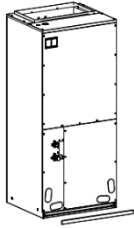
Scheduling a pre-season routine maintenance to be performed by a licensed HVAC contractor can improve the systems efficiency and the comfort you experience during both cooling and heating seasons.

Routine maintenance & care must be performed on this equipment to ensure that your system is running at its optimum performance and efficiency.

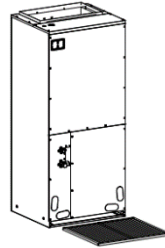
### AIR FILTER

Check your air filter every 30 days during cooling and heating seasons, and clean or replace it if its dirty. To access your air filter, remove the filter access door and pull the air filter out of the Indoor Unit, as shown in the steps below:

Step 1:

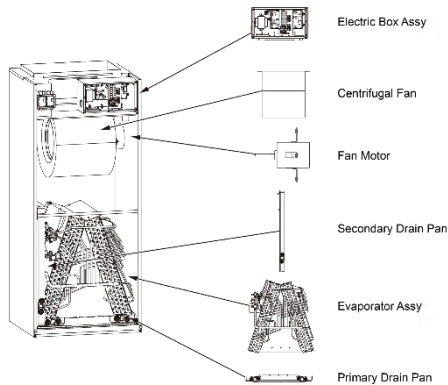


Step 2:



### INDOOR UNIT

Routine inspection and maintenance of the following must be completed regularly by a licensed HVAC contractor:



- Inspect and clean blower motor, blower wheel, and housing.
- Inspect all electrical components and tighten all wiring connections.
- Inspect and clean evaporator coil, condensate drain pan, and drain line.
- Test operation of equipment and perform any repairs necessary.

You can search for a licensed HVAC contractor near you by going to the following site:

[www.greecomfort.com/find-a-contractor/](http://www.greecomfort.com/find-a-contractor/)

## TROUBLESHOOTING

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Check the following before contacting your licensed HVAC installing contractor:

Problem	Possible Cause	Possible Remedy
Cooling, heating, or indoor fan does not operate.	Thermostat not set to cool, heat, or fan on.	Verify thermostat mode settings and adjust accordingly.
	Thermostat temperature setting.	Adjust thermostat temperature setpoint.
	No power.	Verify circuit breakers and service disconnects are in the on position
	Utility company override control.	If enrolled in an energy discount plan, contact utility company for further details.
Insufficient cooling or heating.	Dirty air filter.	Clean or replace indoor return air filter.
	Thermostat temperature setting.	Adjust thermostat temperature setpoint.
	Closed or blocked grilles.	Verify all return and supply grilles in each room are not closed or blocked.
	Opened doors or windows.	Keep all doors and windows closed while operating system in cooling or heating.
	Rooms exposed to excessive direct sunlight.	Close window covering to reduce heat load.
	Restricted airflow at outdoor unit.	Keep area around outdoor unit clear and remove any debris or leaves from unit.

If none of the possible remedies above were able to resolve the problem, then please contact your licensed HVAC installing contractor for service. You can also search for a licensed HVAC contractor near you by going to the following site:

[www.greecomfort.com/find-a-contractor/](http://www.greecomfort.com/find-a-contractor/)

This registration is for U.S.A products only. Warranty registration is not a requirement for the Standard Warranty, however it is recommended. The Extended Warranty Option (exclusive to GREE Select Dealers) does require warranty registration within 60 days of installation. Customers should keep a copy of their installation invoice on hand to provide to their servicing contractor who should contact Customer Care at 888.850.7928 if warranty parts or technical assistance is needed.

## COMPLETE ONLINE REGISTRATION AT:

[www.greecomfort.com/warranty-program#registration](http://www.greecomfort.com/warranty-program#registration)

## COMPLETE SECTIONS BELOW AND KEEP FOR FUTURE REFERENCE

### Product Information

Installation Date: \_\_\_\_\_

Indoor Model No: \_\_\_\_\_

Indoor Serial No: \_\_\_\_\_

Outdoor Model No: \_\_\_\_\_

Outdoor Serial No: \_\_\_\_\_

### Owner Information

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Installation Address: \_\_\_\_\_

### Installer Information

Contractor Company: \_\_\_\_\_

Contractor Name: \_\_\_\_\_

Contractor Email: \_\_\_\_\_

Contractor Phone: \_\_\_\_\_

GREE Select Dealer: \_\_\_\_\_

# WARRANTY

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## WARRANTY COVERAGE

GREE (hereinafter “Company”) warrants this product against failure due to defect in materials or workmanship under normal use and maintenance as follows. All warranty periods begin on the date of original installation. If the date cannot be verified, the warranty period begins one hundred twenty (12) days from the date of manufacture. If a part fails due to defect during the applicable warranty period, company will provide a new or re-manufactured part, at company’s option, to replace the failed defective part at no charge for the part. This limited warranty is subject to all provisions, conditions, limitations and exclusions listed below.

### SELECT DEALER WARRANTY

**Unit must be purchased and installed by a certified GREE Select Dealer.**

- A warranty period of **Ten (10) Years on all Parts and Ten (10) Years on the Compressor** is only offered when registering a complete new GREE system (indoor and outdoor unit) to the original registered end user/homeowner when installed by a GREE Select Dealer in a residential owner-occupied location.
- The standard **Five (5) Years on all Parts and Five (5) Years on the Compressor** applies to FLEXX unit installation of Indoor or Outdoor unit only; all corresponding new Indoor and Outdoor Unit model and serial numbers must be entered in order to complete the registration. When registering a new Indoor or Outdoor Unit ONLY to existing equipment, all model and serial numbers of existing equipment must be entered in order to complete the registration.

### STANDARD WARRANTY

- A warranty period of **Five (5) Years on all Parts and Five (5) Years on the Compressor** when installed in a residential and any non-owner occupied application. Registration of installation is strongly recommended.

### COMMERCIAL WARRANTY

- A warranty period of **One (1) Year on all Parts and Five (5) Years on the Compressor** when installed in a commercial application.

### CONTROLS WARRANTY

- A warranty period of **90 days on GREE branded controls** from purchase date.

This Limited Warranty Statement applies only to systems that are properly installed by a state certified or licensed HVAC contractor, under applicable local and state law in accordance with all applicable building codes and permits; GREE installation and operation instructions and good trade practices. Defective parts must be returned to the distributor through a registered servicing dealer for credit.

## LIMITED WARRANTY STATEMENT

**LIMITATIONS OF WARRANTIES:** ALL IMPLIED WARRANTIES AND/OR CONDITIONS (INCLUDING IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR PURPOSE) ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THE ABOVE MANY NOT APPLY TO YOU. THE EXPRESS WARRANTIES MADE IN THIS WARRANTY ARE EXCLUSIVE AND MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY AN DISTRIBUTORS, DEALER, OR OTHER PERSON, WHATSOEVER.



### THIS WARRANTY DOES NOT COVER

1. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts, replacement parts, or unit replacements.
2. Product cleaning required prior to warranty service and repair.
3. Normal maintenance as outlined in the Installation, Service, or Owner's Manual, including filter cleaning and/or replacement and lubrication.
4. Failure due to faulty installation or repairs, damage, misapplication, abuse, improper servicing, lack of or in-sufficient maintenance, unauthorized alteration or improper operation.
5. Failure to start due to voltage conditions, blown fuses, open circuit breakers, or damages due to the inadequacy or interruption of electrical service.
6. Failure or damage due to floods, winds, fires, lightning, accidents, corrosive environments (rust or residue etc.) or other conditions beyond the control of the company.
7. Failure or damage of coils, piping or other parts due to corrosion, when installed within one (1) mile of seacoast or corrosive body.
8. Parts not supplied or designated by company, or damages resulting from their use.
9. Products installed outside the 48 contiguous United States, except the District of Columbia and Hawaii.
10. Electricity or fuel costs or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
11. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
12. Shipping damage or damage as a result of transporting the unit.
13. Accessories such as condensate pumps, line sets and so forth are not covered.
14. Any special, indirect or consequential property or commercial damage of any nature whatsoever. Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.
15. Consumable components, such as air filters, are not covered under parts warranty.

**This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. In jurisdictions where warranty benefits conditioned on registration are prohibited by law, registration is not required, and the STANDARD warranty period shown above will apply.**



**U.S. CONTACT INFORMATION TRADEWINDS, LLC**

E-mail: [info@twclimate.com](mailto:info@twclimate.com)

Contractor Support: 888-850-7928 | Mon-Fri 8 AM - 5 PM EDT

**G R E E C O M F O R T . C O M**