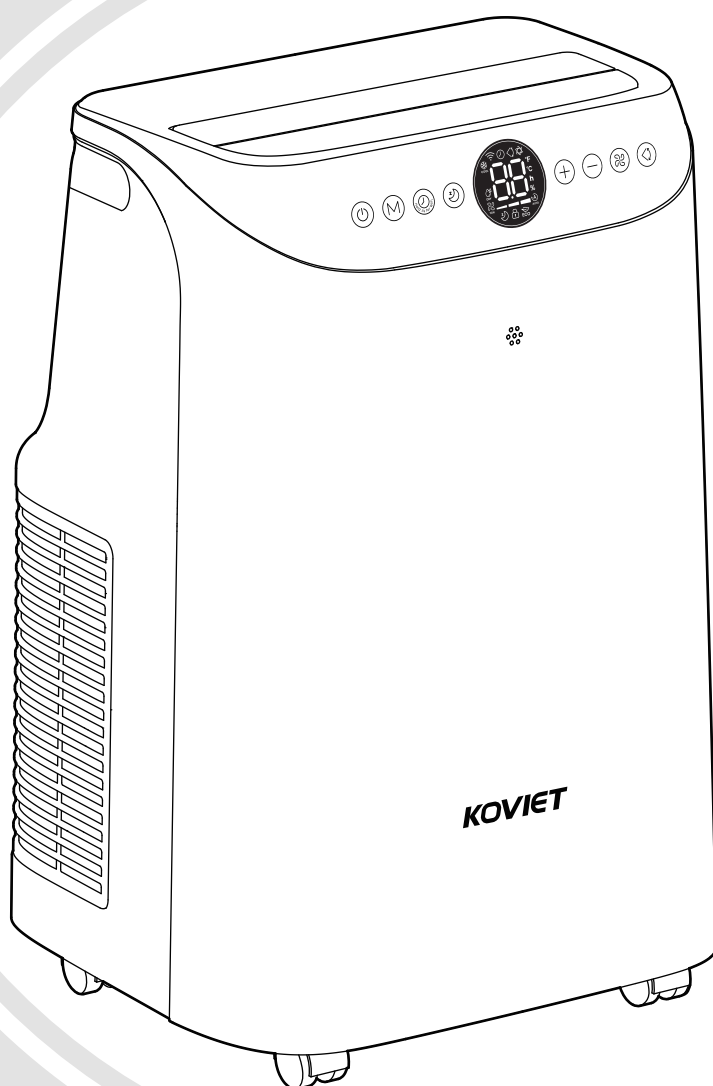


KOVIET

User Manual

Portable Air Conditioner

Model No.: A1



Model
A1



The user manual contains important safety information.
Please read and keep it for future reference.

Welcome to
KOVIET
Family!

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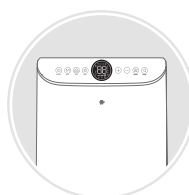
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IMPORTANT SAFEGUARDS



DANGER—This symbol indicates immediate hazards which **WILL** result in severe personal injury or death



WARNING—This symbol indicates hazards or unsafe practices which **COULD** result in severe personal injury or death



CAUTION—This symbol indicates hazards or unsafe practices which **COULD** result in minor personal injury



WARNING

When using electrical appliances, basic safety precautions should be followed, including the following

General Safety

1. To reduce risk of injury, read this guide before using the appliance.
2. This appliance is not intended for use by persons (including children) with reduced physical sensory or mental capabilities or lack of experience & knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
3. Children should be supervised to ensure that they do not play with the appliance.
4. Always unplug the air conditioner before servicing or moving the unit.

Electrical Safety

1. Air conditioner must be connected to proper electrical outlet with the correct electrical outlet with the correct electrical supply.
2. Proper grounding must be ensured to reduce the risk of shock and fire. **DO NOT CUT OR REMOVE THE GROUNDING PRONG.** If you do not have a three-prong electric receptacle outlet in the wall, have a certified electrician install the proper receptacle. The wall receptacle **MUST** be properly grounded.
3. **DO NOT USE AN ADAPTER OR AN EXTENSION CORD.**
4. Do not place any object on the top of the unit.
5. If the **SUPPLY CORD** is damaged, it must be replaced by the manufacturer, a service agent or similarly qualified persons in order to avoid a hazard.
6. The air conditioner shall be installed in accordance with national wiring regulations.

Operation Safety

1. Do not use the air conditioner near a bathtub, shower or wash basin.
2. Never operate the air conditioner without filters in place.
3. Do not operate air conditioner if power cord is frayed or otherwise damaged. Avoid using it if there are any cracks or abrasion damage along the length, plug connector or if the unit malfunctions or is damaged in any manner. Contact an authorized service technician for examination, repairs or adjustments.
4. Do not block airflow around the air conditioner. The exhaust hose should be free of any obstructions.
5. Do not install or use the air conditioner in any area where the atmosphere contains combustible gases or where the atmosphere is oily or sulphurous. Avoid any chemical coming in contact with your air conditioner.

Handling Alkaline Batteries



WARNING—When handling alkaline batteries, basic safety precautions should be followed, including the following

1. Should fluid from the battery accidentally get into your eyes, there is a threat of loss of eyesight, do not rub them. Immediately rinse your eyes with clean tap water and then consult a physician immediately.
2. Do not put the battery in a fire, expose it to heat, dismantle or modify it. If the insulation or safety valve is damaged, the battery may leak fluid, overheat or explode.
3. Do not insert the battery with the poles reversed. Doing so may cause some abnormality or a short and the battery may leak fluid, overheat or explode.
4. Keep the battery out of the reach of children. If the battery is swallowed, contact a physician immediately.
5. If the alkali fluid gets in your mouth, rinse your mouth with water and contact a physician immediately.
6. If the alkali fluid gets on your skin or clothes, it may burn your skin, thoroughly rinse the affected area with tap water.
7. Do not mix new and old batteries or other makes of batteries. The different attributes may cause the battery to leak fluid, overheat or explode.
8. This battery was not made to be recharged. Recharging this battery may damage the insulation or internal structure and may cause the battery to leak fluid, overheat or explode.
9. Do not damage or remove the label on the exterior of the battery. Doing so may cause the battery to short, leak fluid, overheat or explode.
10. Do not drop, throw or expose the battery to extreme impact. Doing so may cause the battery to leak fluid, overheat or explode.
11. Do not alter the shape of the battery. If the insulation of safety valve is damaged, the battery may leak fluid, overheat or explode.
12. Immediately remove batteries when they have lost all power. Leaving the batteries in the unit for a long time may cause the batteries to leak fluid, overheat or explode due to gas that is generated by the batteries.
13. Remove the batteries from the unit when not using the unit for an extended period of time. The batteries may leak fluid, overheat or explode due to gas that is generated by the batteries.
14. Do not apply solder directly to the batteries. The heat may cause the batteries to leak fluid, overheat or explode.
15. Do not get the batteries wet. Doing so may cause the batteries to overheat.
16. Store batteries someplace out of direct sunlight where the temperature and humidity are not high. Not doing so may cause the batteries to leak fluid, overheat or explode. Also, it may cause the life and performance of the batteries to decline.
17. Follow the regulations of the local government when disposing of these batteries.
18. NEVER mix alkaline, standard (carbon–zinc), rechargeable (nickel–cadmium) batteries with this product.

Grounding Instructions

ELECTRICAL REQUIREMENTS

In the event of malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. The appliance must be connected to a cord having an equipment–grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

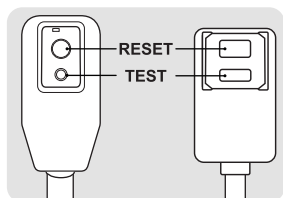


DANGER—Improper connection of the equipment grounding conductor can result in a risk of electric shock. The conductor with insulation having an outer surface that is green with or without yellow stripes is the equipment grounding conductor. If repair or replacement of the cord or plug is necessary, do not connect the equipment–grounding conductor to a live terminal. Check with a qualified electrician or service person if the grounding instructions are not completely understood, or if in doubt as to whether the appliance is properly grounded. Do not modify the plug connected to the appliance—if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

FOR GROUNDED, CORD-CONNECTED APPLIANCE RATED LESS THAN 15A AND INTENDED FOR USE ON A NOMINAL 120V SUPPLY CIRCUIT

- The appliance is for use on a nominal 120V circuit and should be connected to a grounding outlet that looks like the one illustrated below.
- The use of a temporary adapter is not recommended.

LCDI POWER CORD AND PLUG



This air conditioner is equipped with an LCDI (Leakage Current Detection and Interruption) power cord that is required by UL. This power supply cord contains state-of-the-art electronics that sense leakage current. If the cord is damaged and leakage occurs, power will be disconnected from the unit. The test and reset buttons on the LCDI Plug are used to check if the plug is functioning properly.

WARNING—TEST LCDI before each use.

To test the plug:

1. Plug power cord into a grounded 3-prong outlet.
2. Press RESET (on some units a green light will turn on).
3. Press the TEST button, the circuit should trip and cut all power to the air conditioner (on some units green light may turn off).
4. Press the RESET button for use. You will hear a click and the A/C is ready for use.
5. The power supply cord must be replaced if it fails to trip when the TEST button is pressed and the unit fails to reset.

NOTE:

- Do not use this device to turn the unit on or off.
- Always make sure the reset button is pushed in for correct operation.

WARNING

- The power supply cord must be replaced if it fails to reset when either the test button is pushed, or it cannot be reset.
- If power supply cord is damaged, it cannot be repaired.
- It must be replaced by one obtained from the product manufacturer.

WARNING—RISK OF FIRE

- It is important the plug fits tightly into the wall outlet.
- If the plug does not fit securely and appears loose, it should not be used.
- Have a licensed electrician replace the receptacle.

SAFETY GUIDELINES



WARNING—To prevent injury to the user or other people and property damage, the following instructions must be followed. Incorrect operation due to ignoring of instructions may cause harm or damage.

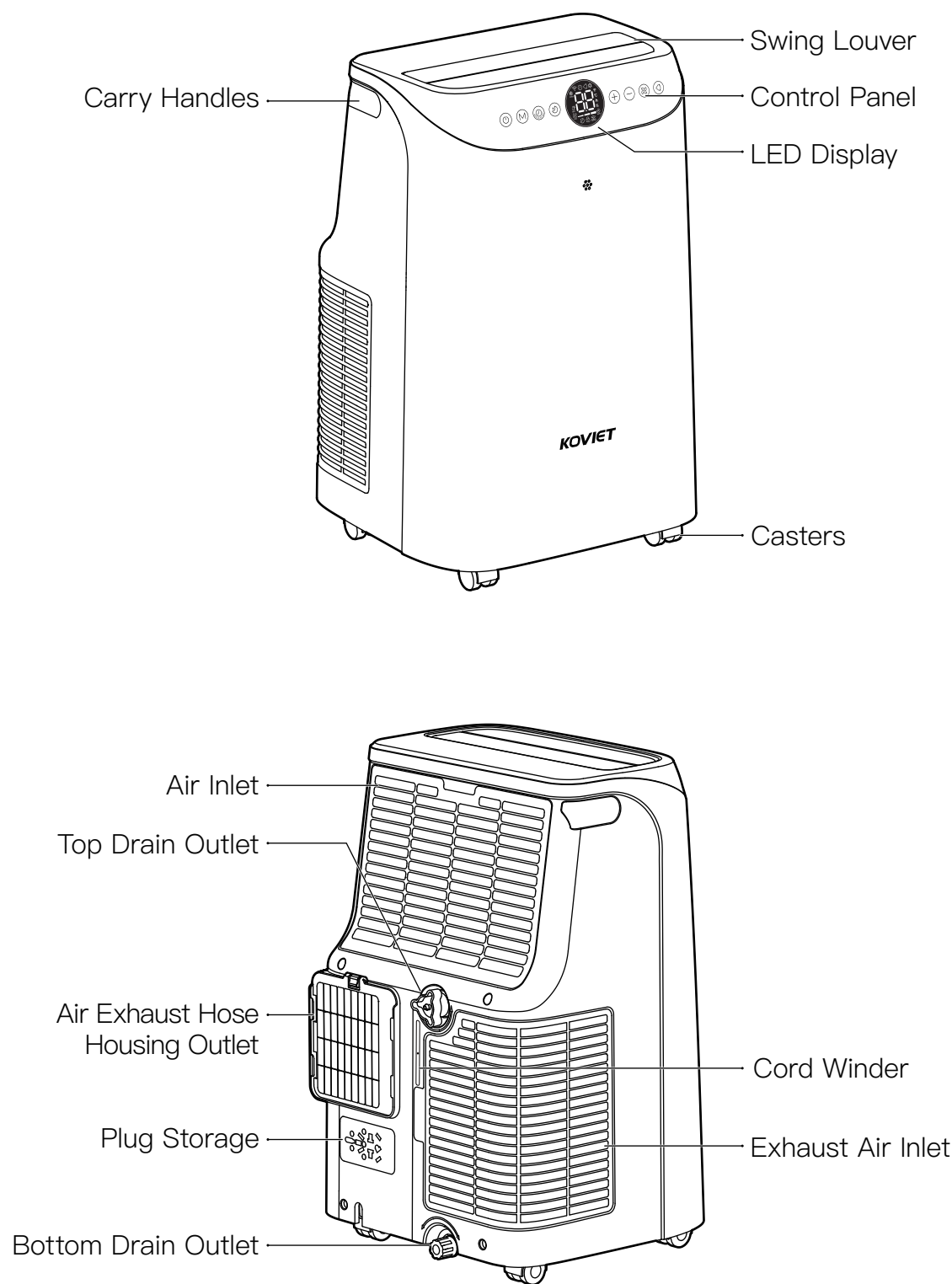
- Your air conditioner should be used in such a way that it is protected from moisture. E.g. condensation, splashed water, etc. Do not place or store your air conditioner where it can fall or be pulled into water or any other liquid. Unplug immediately.
- Always transport your air conditioner in a vertical position and stand on a stable, level surface during use.
- Turn off the product when not in use.

- Always use the switch on the control to start or shut off the unit.
- Always contact a qualified person to carry out repairs. If the supply cord is damaged it must be repaired by a qualified technician.
- Keep an air path of at least 12 inches all around the unit from walls, furniture and curtains.
- If the air conditioner is knocked over during use, turn off the unit and unplug from the power supply immediately.
- Do not operate your air conditioner in a wet room such as a bathroom or laundry room.
- Do not touch the unit with wet or damp hands or when barefoot.
- Do not press the buttons on the control panel with anything other than your fingers.
- Do not remove any fixed covers. Never use this appliance if it is not working properly, or if it has been dropped or damaged.
- Never use the plug to start and stop the unit.
- Always use the switch on the control panel to start or shut off the unit.
- Do not cover or obstruct the inlet or outlet grilles.
- Do not use hazardous chemicals to clean or come into contact with the unit. Do not use the unit in the presence of inflammable substances or vapor such as alcohol, petrol, etc.
- Do not allow children to operate the unit unsupervised.
- Do not use this product for functions other than those described in this instruction manual.
- Locate the unit where furniture cannot obstruct the air flow.
- Keep blinds/curtains drawn.
- Keep the filters clean.
- Keep doors and windows closed to keep cool air in and warm air out.

Specifications

Model No.	A1
Power Supply	115V~/60Hz
Cooling Capacity (SACC)	8,000 BTU/h
Cooling Capacity (ASHRAE 128)	12,000 BTU/h
Total Input Current	9.5A
Refrigerant/Charge	R32/0.29 kg (10.23 oz)
Maximum Allowable Pressure	6.5 MPa
Compressor RLA/LRA	9.20A/45.0A
Condenser Motor FLA/HP	1.1A/0.06HP
Evaporator Motor FLA/HP	0.45A/0.02HP

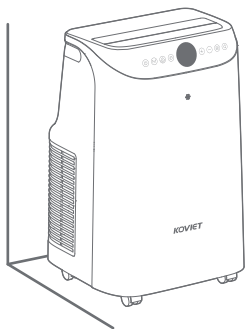
Unpacking Overview



INSTALLATION GUIDE



Scan the QR code to find
Support and Help



! Please keep the air conditioner
upright for at least 6 hours before
using the unit for the first time.

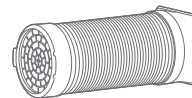
Parts List



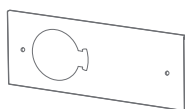
Portable
Air Conditioner **x1**



Remote Control **x1**



Air Exhaust
Hose **x1**



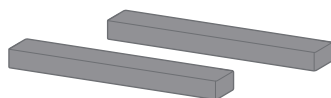
Window Panel
with Hole (A) **x1**



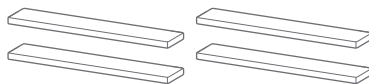
Window Extension
Panel (B) **x1**



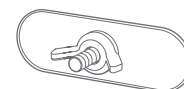
Window Extension
Panel (C) **x1**



40-inch Non-Adhesive
Long Foam Seal **x2**



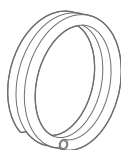
40-inch Adhesive
Long Foam Seal **x4**



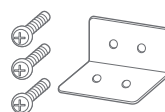
Butterfly Bolt **x2**



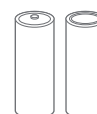
Clip **x1**



Drainage
Hose **x1**



Locking Plate
and Screw **x1**



Remote Control
Battery (AAA 1.5V) **x2**

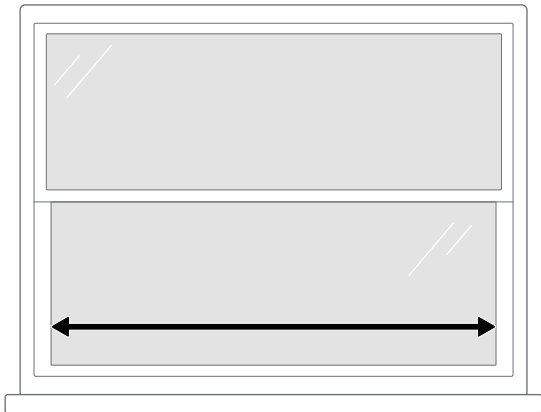
Step 1: Prepare the Window Panel

Standard Window Size: 20"—57" (50.8–144.78cm).

Hung Windows: Measure the width when opened.

Sliding Windows: Measure the height when opened.

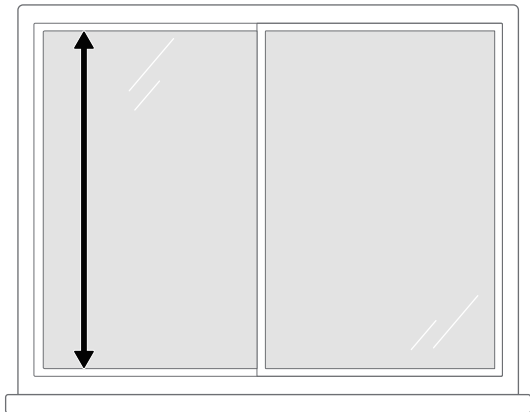
Hung Window



Measure the width between the window frames when opened.

Suitable Range: 20"—57"

Sliding Window



Measure the height between the window frames when opened.

Suitable Range: 20"—57"

Choose the correct panels to fit your window opening.

Window Opening Size	Panels to Use		
	Window Panel (A)	Window Extension Panel (B)	Window Extension Panel (C)
20"	✓		
20"-32"	✓	✓	
32"-57"	✓	✓	✓

NOTE:

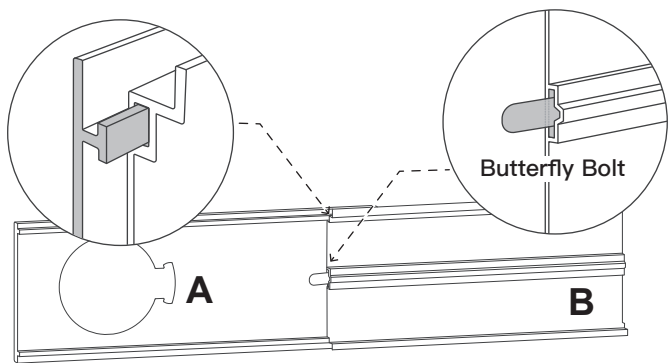
- For openings smaller than 20", proceed to measure and cut Panel A to fit.
- For openings larger than 57", contact Koviet Customer Support.

How to Assemble the Extension Panel

- Attach the **Butterfly Bolt** to **Panel A**.
- Align the back slot of **Panel B** with the **Butterfly Bolt** and slide **Panel B** into **Panel A**.

NOTE:

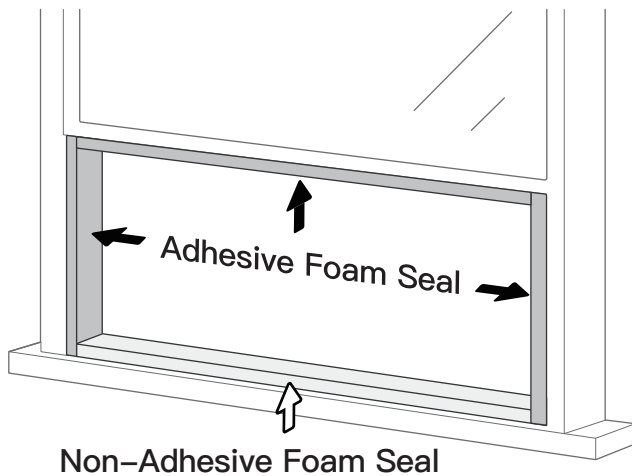
The butterfly bolt must be inserted in the backside slot before installing the panel on the window.



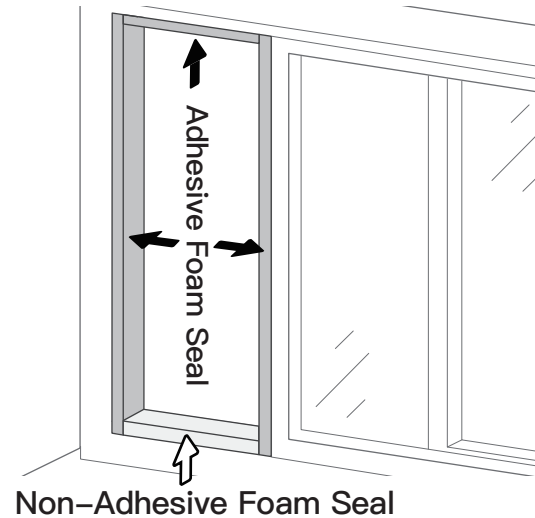
Step 2: Install the Long Foam Seals

Cut the **Adhesive Foam Seals** to proper lengths, and stick them to the window frame and sash. Use **Non-Adhesive Foam Seal** for the bottom window frame to allow flexibility.

Hung Window



Sliding Window



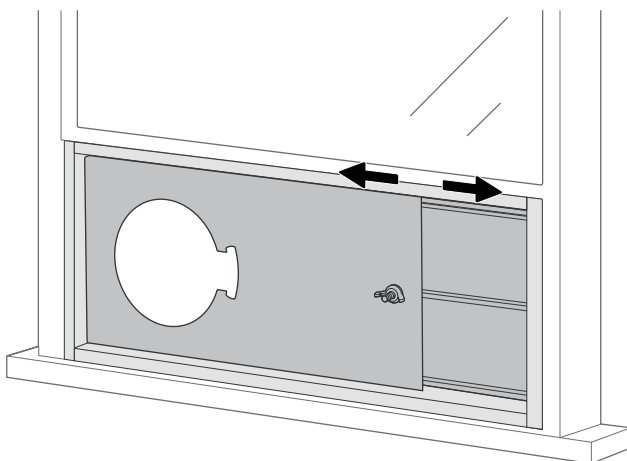
Step 3: Mount the Window Panel

Place the **Panel** onto the window frame, adjust to fit, and tighten the **Butterfly Bolt**.

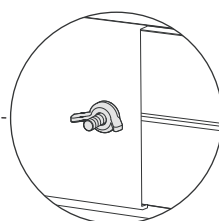
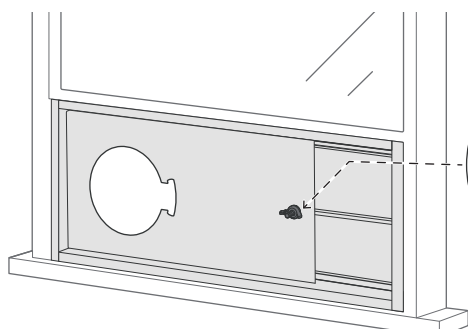
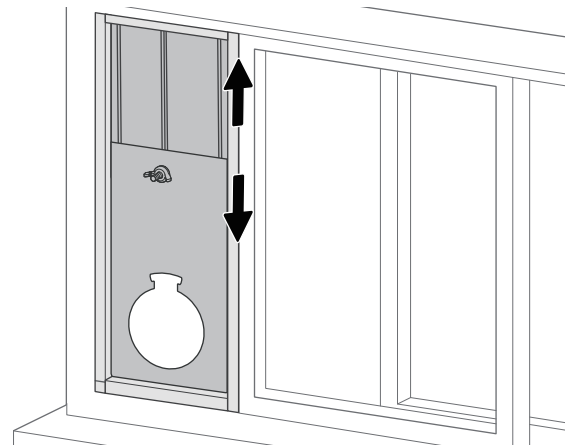
NOTE:

If the window opening is smaller than the panel kit's minimum length, trim only the **end without the round hole**. Do not cut the hole portion.

Hung Window



Sliding Window

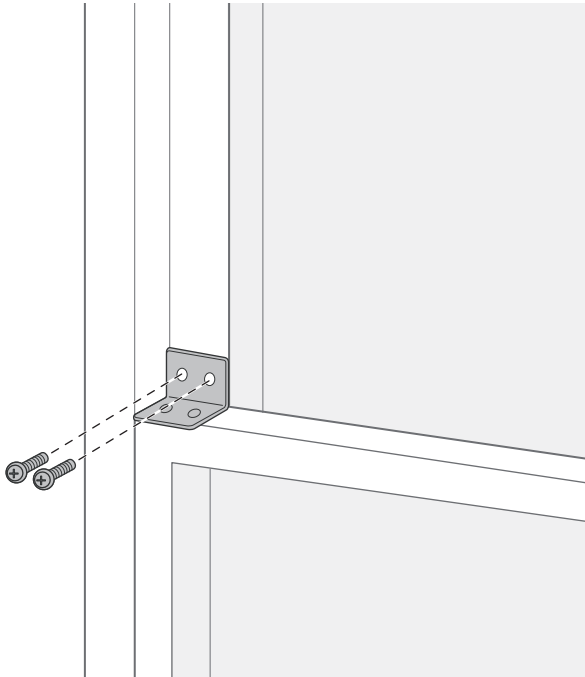


Tighten the Butterfly Bolt

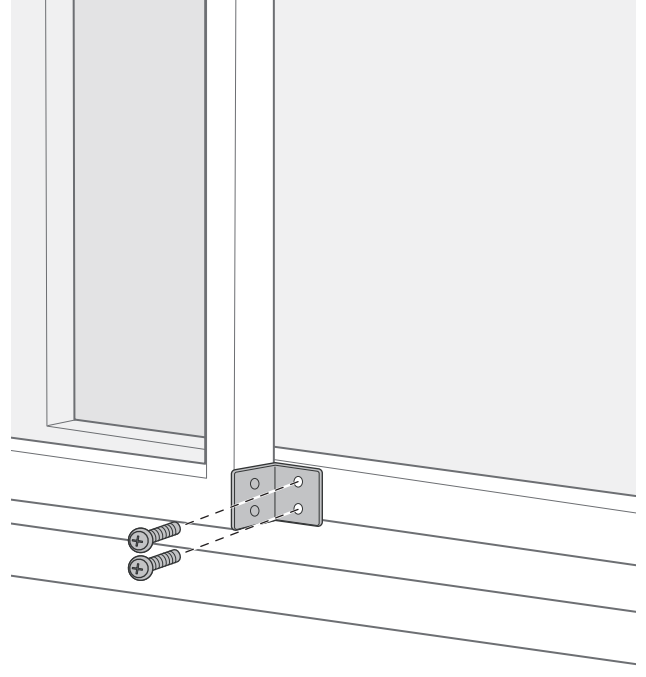
Step 4: Secure the Locking Plate (Optional)

Close the window onto the panel and attach the **Locking Plate and Screw** for extra stability.

Hung Window



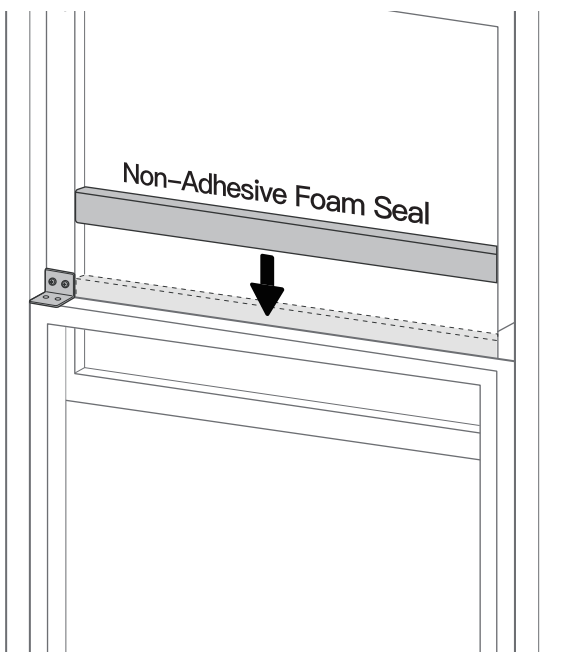
Sliding Window



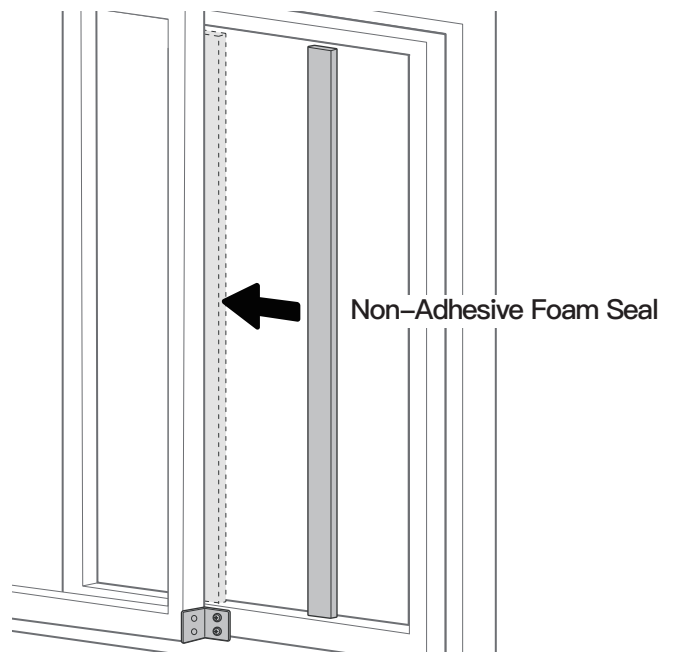
Step 5: Add Non-Adhesive Foam Seal

Cut the **Non-Adhesive Foam Seal** to proper size and fill any gaps to prevent air leaks or insect entry.

Hung Window

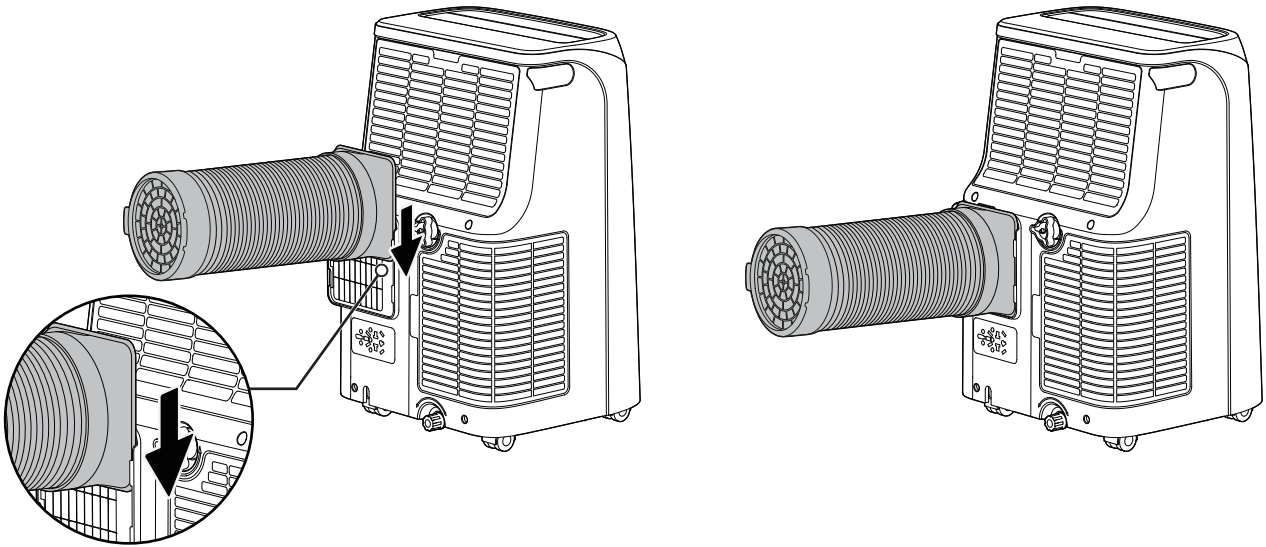


Sliding Window



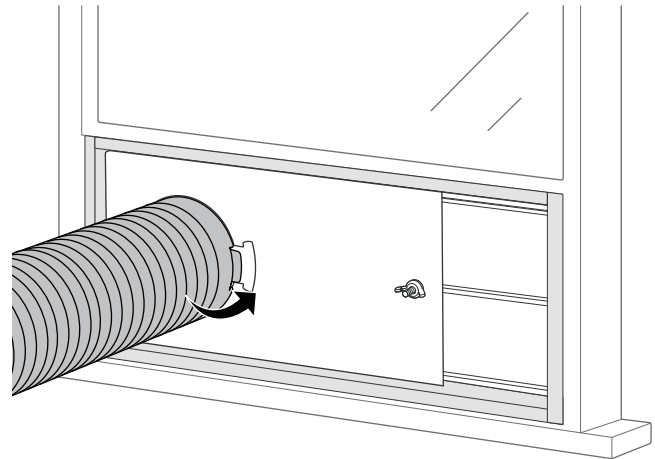
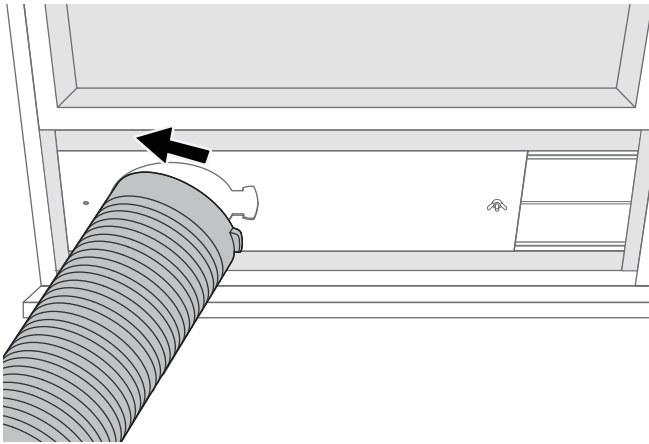
Step 6: Attach the Hose

Connect the **Air Exhaust Hose with the Square Fitting End** to the **Air Exhaust Hose Housing Outlet**.

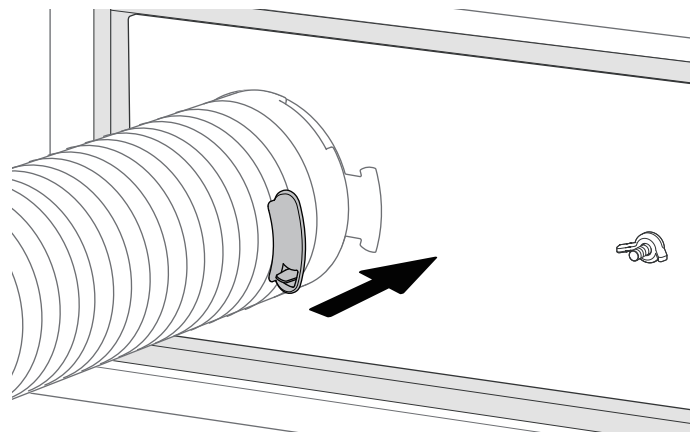
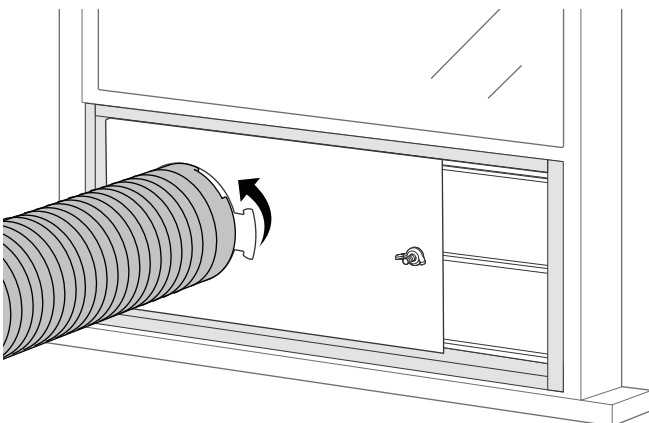


Attach the **Air Exhaust Hose with the Round Fitting End** to the cutout on the **Window Panel**.

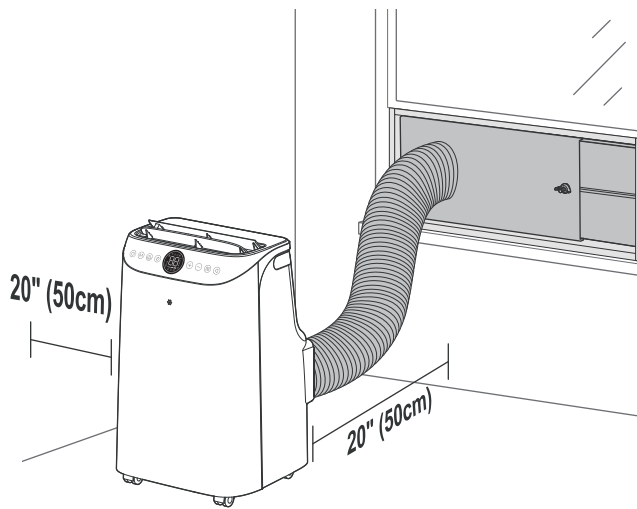
- 1 Insert the **left slot** into the back of the **round hole**.
- 2 Align the **right slot** with the **right-side catch** of the round hole.



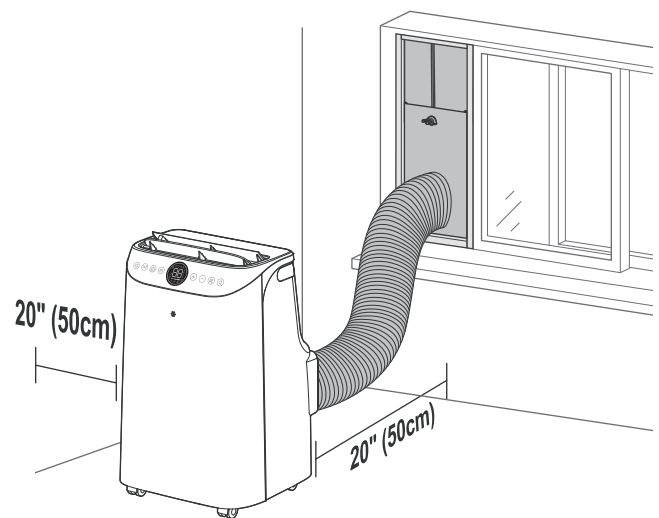
- 3 Rotate the **round fitting** counterclockwise by half a turn to secure it.
- 4 Use the **Clip** to fasten the Air Exhaust Hose to the Window Panel.



Hung Window



Sliding Window

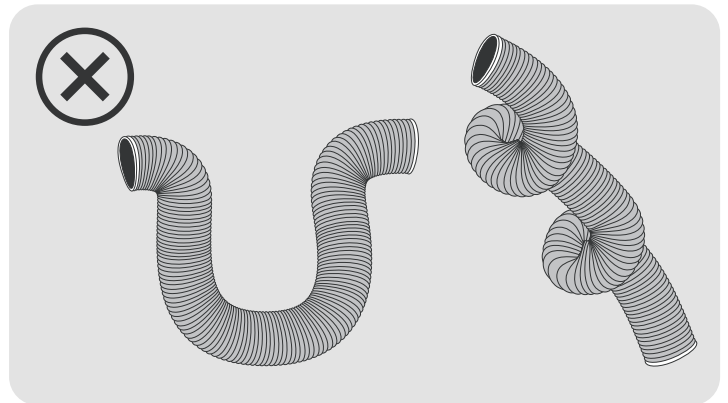
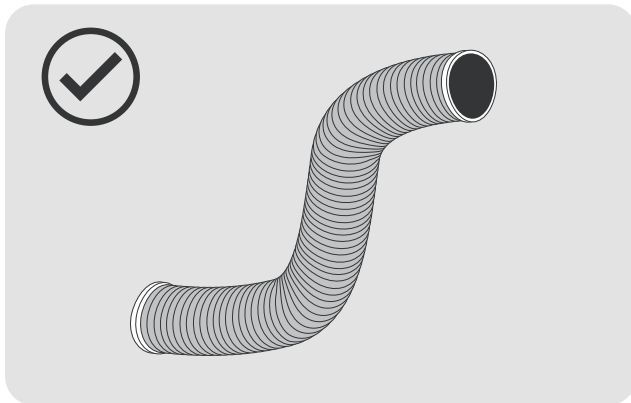


NOTE:

- Ensure the exhaust hose is properly connected to the window kit.
- Maintain at least 20" (50cm) of space between the unit and the wall.

Tips for Better Cooling:

- DO NOT overextend or bend the hose.
- DO NOT block or cover the air conditioner.



SETTING UP YOUR AIR CONDITIONER



Scan the QR code to find Support and Help



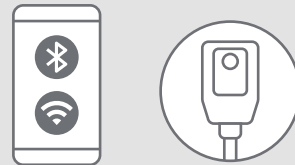
Scan the QR code or search for “KIVIET” in your App store to download and install the App.

Pair Your Air Conditioner

- 1 Open the KIVIET App and sign in or create an account.



- 2 Enable Bluetooth on your phone and power on the unit (ensure a 2.4GHz network and strong Wi-Fi signal).



- 3 Hold the Timer button for 5 seconds to start Wi-Fi setup.

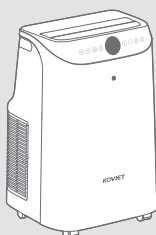


(Tip: The Wi-Fi icon on the control panel LED will blink during pairing.)

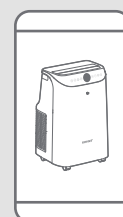
- 4 In the App, tap the scanned A1 device or manually select A1.



- 5 Follow the on-screen instructions to complete Wi-Fi setup.



- 6 Once paired, the Wi-Fi icon stays on, and you can control the air conditioner via the App.



KNOWING YOUR AIR CONDITIONER

Control Panel



ON/OFF

- Turn the air conditioner on or switch to standby.



Mode

- Switch between Cool, Dry, and Fan modes.
- Press and hold for 3 seconds to enable ECO Mode (Cool Mode only).



Timer

- Set a timer (0–24 hours) while the air conditioner is on.
- Use the +/– buttons to adjust the time.
- Press and hold for 5 seconds to initiate Wi-Fi setup and pair the device.



Sleep (Cool Mode Only)

- Beeps and the display are muted (touch any button to wake the screen).
- Can be customized through the KOVIET App.



+ / –

- Adjust temperature (°F/°C), humidity, or timer settings.
- Press and hold the +/– buttons simultaneously for 3 seconds to switch between °F and °C.



Fan Speed

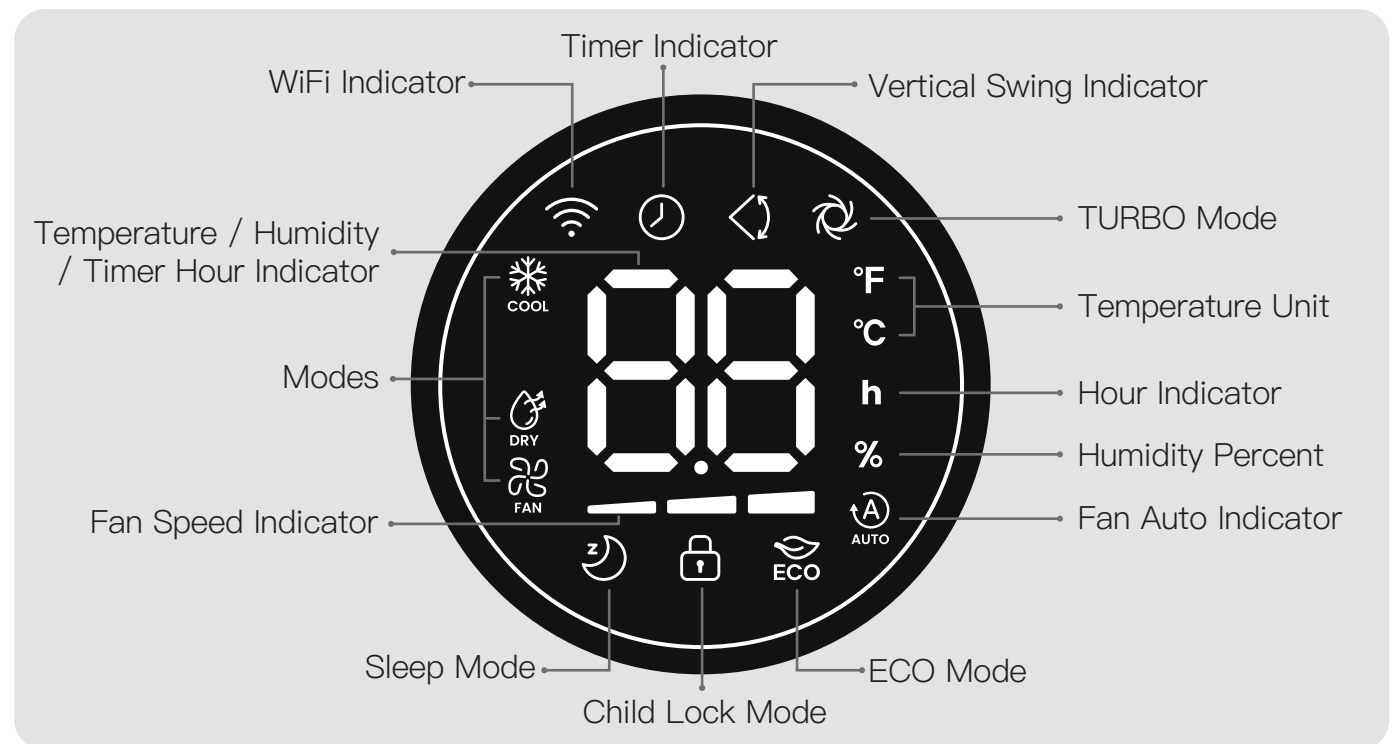
- Adjust fan speed: Low, Medium, High, or Auto.
- The speed indicator light shows the current setting.



Swing

- Move the louvers up and down (do not manually adjust them).
- Press and hold for 3 seconds to activate or deactivate Child Lock (🔒 appears when activated).

LED Display



Working Modes



Cool Mode (61–86°F / 16–30°C)

- Quickly cool the room with adjustable temperature and fan speed.
- Press TURBO on the remote or use the KOVIET App to enable maximum fan speed and lowest temperature.



Dry Mode (RH 30%–70%)

- Set target humidity between 30%–70%.
- In Dry Mode, remove the top drain cap and connect the hose to the outlet. Place a container of at least 2.5 Gal at the other end for drainage, and empty it promptly to prevent overflow.



Fan Mode

- Circulate air without cooling.
- Temperature cannot be adjusted in this mode.



ECO Mode

- Press and hold the Mode button for 3 seconds or use the KOVIET App to enable ECO Mode.
- Available only in Cool Mode.



Sleep Mode

- Customize the temperature for each stage via the KOVIET App.
- Available only in Cool Mode.
- Adjust the target room temperature by using the +/- buttons.

Additional Features



Timer

- Set a timer (0–24 hours) to automatically turn the air conditioner on or off.
- To cancel the timer, set it to 0 hours.



Temperature Unit Switch

- Press and hold the +/- buttons on the control panel simultaneously for 3 seconds.
- Press and hold the TURBO button on the remote for 3 seconds.
- You can also use the KOVIET App to switch between °F and °C.



Memory

- The air conditioner will resume previous settings (except for the timer) when powered back on.



Child Lock

- Long press  for 3 seconds to activate/deactivate the lock.
- When activated, all buttons except ON/OFF are locked, and the display shows .

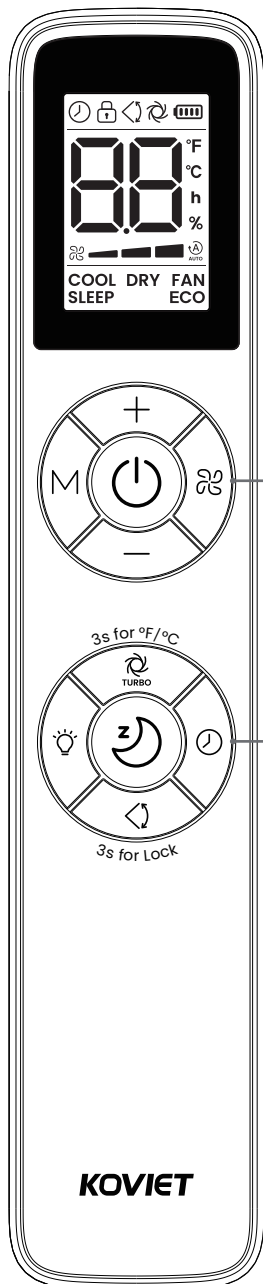


Firmware Update

- Update via KOVIET App to ensure optimal performance.
- During the update, the display shows “UP”.
Do not operate until the update is complete.

USING THE REMOTE CONTROL

Control Panel



ON/OFF

Turn the air conditioner on or off.



Mode

Switch between Cool, Dry, and Fan modes.

Press and hold for 3 seconds to enable ECO Mode (Cool Mode only).



Fan Speed

Adjust airflow speed between low, mid, high and auto.



+ / -

Adjust temperature (°F/°C), humidity, or timer settings.



Sleep Function (Cool Mode only)

Turn the Sleep Mode on and off.



TURBO (Cool Mode only)

Turn the TURBO Mode on and off.

Press and hold TURBO for 3 seconds to switch between °F and °C.



LED Lights

Turn off the control panel LED. The screen wakes up when any button is pressed and turns off automatically after a few seconds.



Timer

Set a timer (0–24h) to automatically turn the unit on or off.

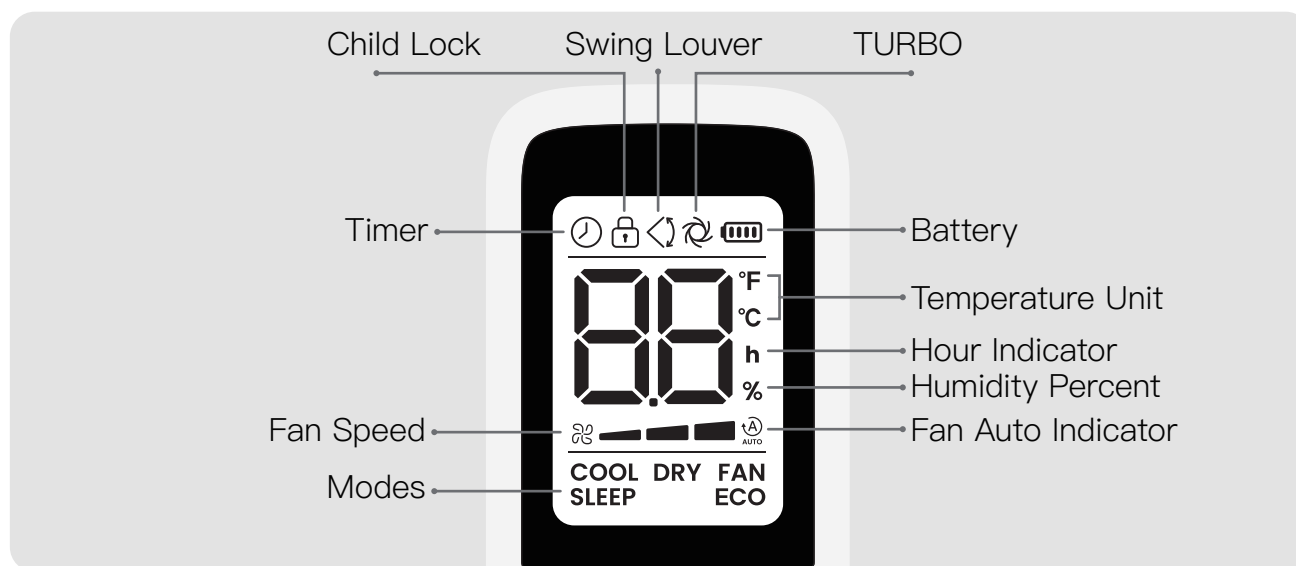


Swing Louver

Move the louvers up and down.

Press and hold for 3 seconds to activate or deactivate Child Lock (🔒 appears when activated).

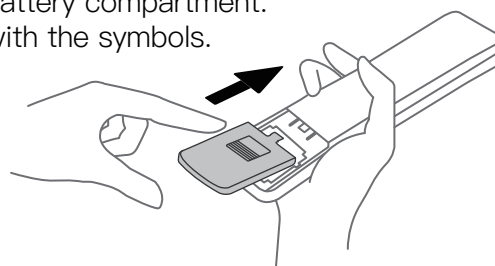
LED Display



Battery Replacement

Your air conditioner may come with two batteries. To install:

1. Slide the back of the remote control down to open the battery compartment.
2. Insert the batteries, ensuring the (+) and (–) ends align with the symbols.
3. Slide the battery cover back into place.



WARNING

- a) Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. DO NOT dispose of batteries in household trash or incinerate.
- b) Even used batteries may cause severe injury or death.
- c) Call a local poison control center for treatment information.
- d) Compatible battery type: AAA.
- e) Battery nominal voltage: 3.0 Vdc
- f) Non-rechargeable batteries are not to be recharged.
- g) Do not force discharge, recharge, disassemble, heat above (rated temperature: 140°F) or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns.
- h) Ensure the batteries are installed correctly according to polarity (+ and –).
- i) Do not mix old and new batteries, different brands or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries.
- j) Remove and immediately recycle or dispose of batteries from equipment not used for an extended period of time according to local regulations.
- k) Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep them away from children.

MAINTENANCE AND CLEANING



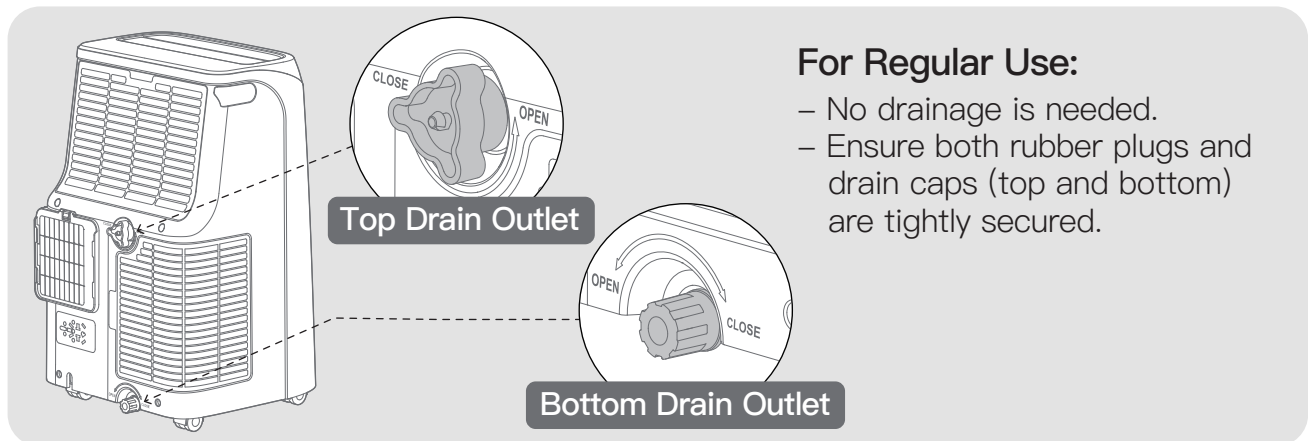
Scan the QR code to find Support and Help



WARNING

- Always turn off and unplug the unit before cleaning or servicing.
- DO NOT use flammable liquids or chemicals to clean the unit.
- DO NOT wash the unit under running water to avoid electrical hazards.
- DO NOT operate the unit if the power supply is damaged during cleaning.
- Replace a damaged power cord with a new one from the manufacturer.

Draining Water

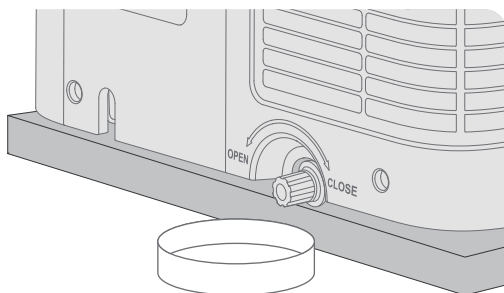


For Regular Use:

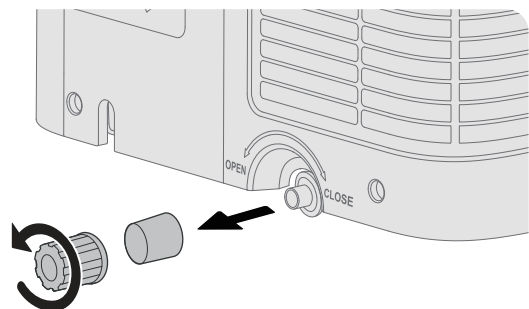
- No drainage is needed.
- Ensure both rubber plugs and drain caps (top and bottom) are tightly secured.

A. F1 Drainage (When F1 appears on the control panel)

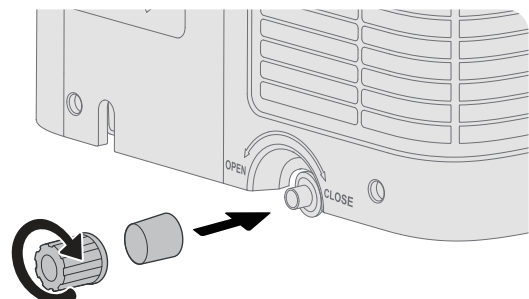
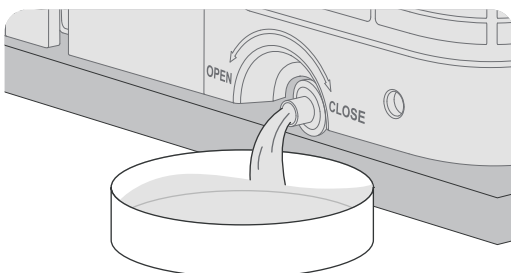
- 1** Unplug the unit and move it to a drain area or place it over a drip tray (not included).



- 2** Remove the bottom drain cap to empty the water.

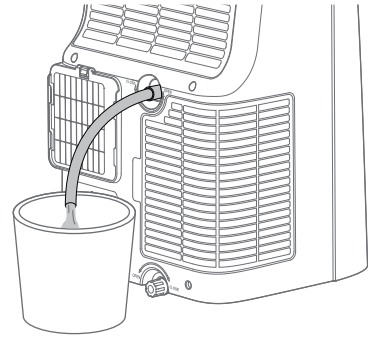
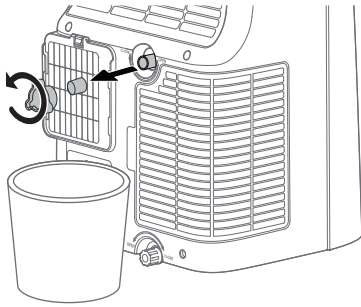


- 3** Reinsert the rubber plug securely to prevent leaks. Tighten the drain cap and restart the unit.

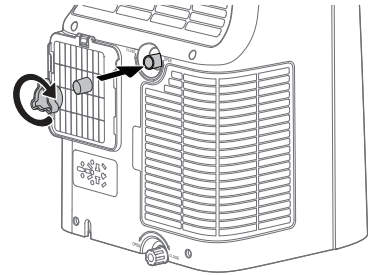


B. Continuous Drainage (Dry Mode or RH > 85%)

- 1 Unplug the unit and prepare a container of at least **2.5 Gal** (not included). Unscrew the top drain cap.
- 2 Attach the drainage hose to the outlet and allow the water to drain.



- 3 Reinsert the rubber plug securely to prevent leaks. Tighten the drain cap and restart the unit.



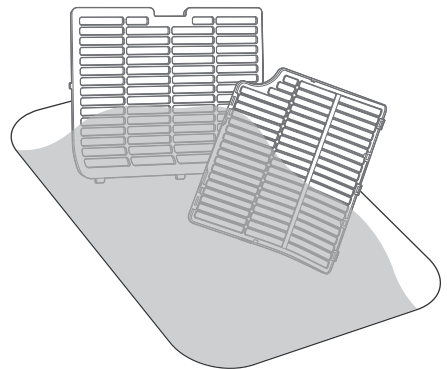
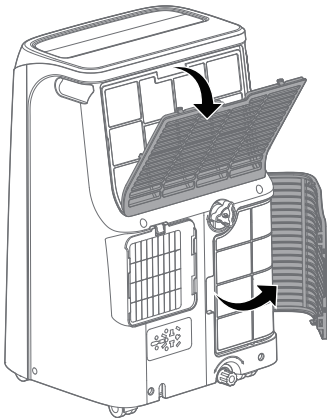
NOTE:

- Ensure the hose and outlet are properly aligned.
- The hose should not be higher than the top drain outlet for proper drainage.
- Empty the container promptly to prevent overflow.

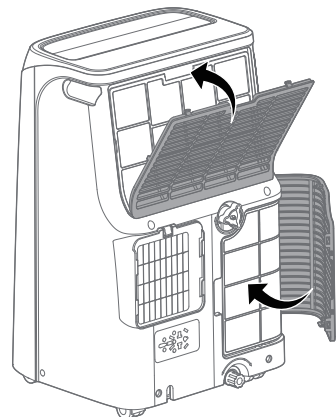
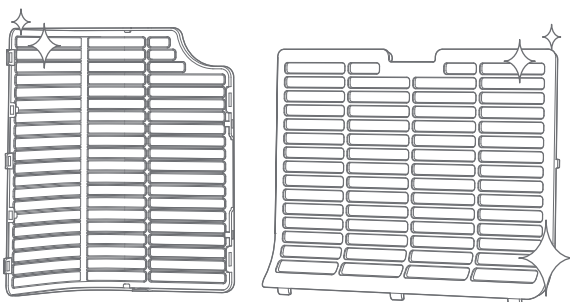
Filter Maintenance

For best performance, clean the filters every month:

- 1 Remove both filters from the back.
- 2 Soak the filters in lukewarm water and rinse.



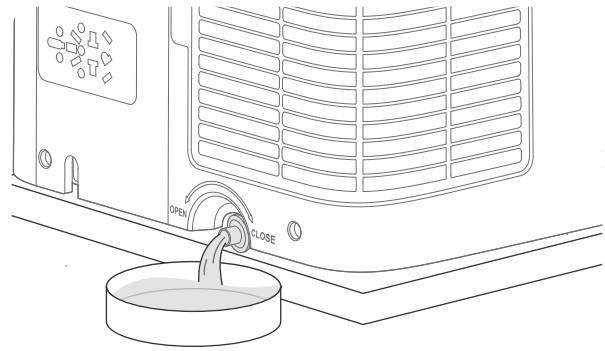
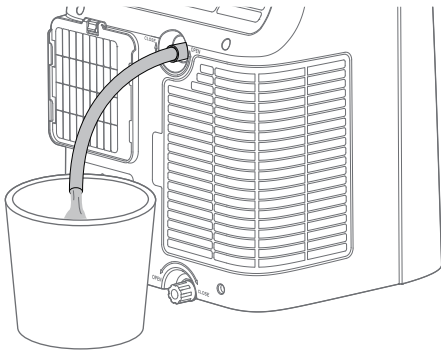
- 3 Allow the filters to dry completely before reinstalling.



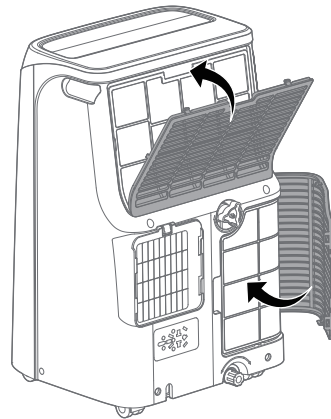
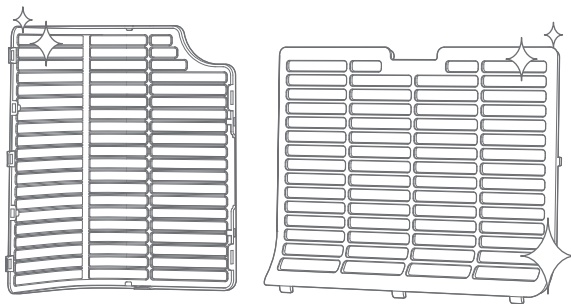
Proper Storage

If you won't be using the air conditioner for a while:

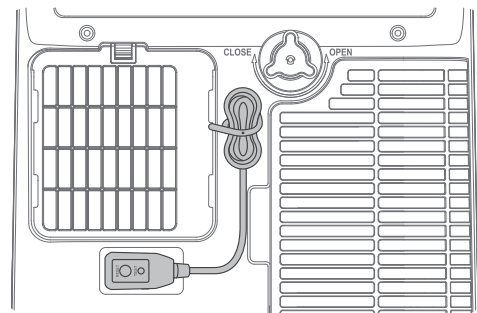
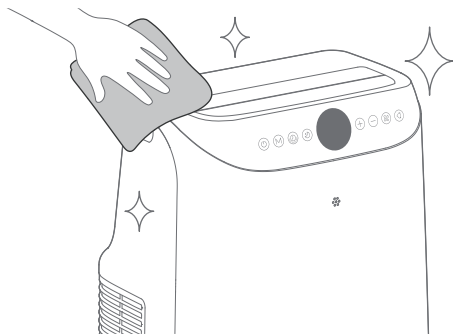
- 1 Drain any remaining water by opening both drain outlets. Close them once the tank is empty.



- 2 Wash and dry the filters thoroughly, then reinstall.



- 3 Clean the louvers, wrap the power cord with a strap, and plug it into the storage outlet.



- 4 Cover the unit to prevent dust buildup.



TROUBLESHOOTING

Problem	Possible Cause	Solution
My air conditioner is not working.	Compressor delay after restart.	Wait 3 minutes for the compressor to start (this is normal).
	The unit is not plugged in properly.	Ensure the unit is properly plugged into the outlet.
	Plug Current Device has tripped.	Press the RESET button.
	Room temperature is already lower than the target temperature (Cool Mode).	Lower the temperature setting.
	F1 Protection Code.	The water collection tray is full. Drain the water by following the section "F1 Drainage".
	E0/E1/E2 Error Codes.	Device malfunction, contact KOVIET customer service.  +1 (855) 358-5888 Model No.: A1 (Monday-Friday 9:00 am-5:00 pm PST)
Unit is not cooling well.	The temperature is set too high, and the unit has reached ambient temperature and stopped cooling.	Lower the temperature setting.
	Air inlet filter or exhaust air inlet filter is clogged with dust or pet hair.	Clean the filter by following the section "Filter Maintenance", and ensure the unit has at least 20" of clearance from walls or curtains for proper airflow.
	Exhaust hose is disconnected, blocked, bent, or twisted.	Turn off the unit, disconnect the hose, check for blockages or kinks, and reconnect it properly.
	Windows or doors are open.	Close all windows and doors.
	Low refrigerant levels.	Contact KOVIET customer service for refrigerant check.  +1 (855) 358-5888 Model No.: A1 (Monday-Friday 9:00 am-5:00 pm PST)
Unit is noisy and vibrates too much.	The unit is not on a level surface.	Place the unit on a flat, level surface.
	Air inlet filter or exhaust air inlet filter is clogged with dust or pet hair.	Clean the filter by following the section "Filter Maintenance".
	Normal compressor noise and vibration.	Slight noise and vibration are normal during cooling operation.
Compressor keeps turning on/off, making loud noise.	This is normal; the compressor stops working once the set temperature is reached.	Lower the temperature setting if needed.

Problem	Possible Cause	Solution
Unit is leaking water.	Drain caps or rubber plugs are not securely tightened after draining.	Tighten both rubber plugs and drain caps at the top and bottom drain outlets.
	The water container is too small or not emptied in time.	Use a container larger than 2.5 Gal and empty it promptly.
	The unit was tilted during movement.	Residual condensation may remain inside the unit after use. Avoid tilting the unit when moving it.
	If the issue persists, contact KOVIET customer service.  +1 (855) 358-5888 Model No.: A1 (Monday-Friday 9:00 am-5:00 pm PST)	
Unit makes a gurgling sound.	Flow of refrigerant inside the unit.	This sound is normal.
Circuit breaker trips.	Too many electrical devices are using power at once.	Reduce the use of other devices on the same circuit.
	Loose plug or poor outlet connection.	Check if the plug is securely connected.
	Old or low capacity wiring.	Inspect or replace old wiring or socket if necessary.
Unit has a strange odor.	Dirty air inlet filter or exhaust air inlet filter.	Clean the filter by following the section "Filter Maintenance".
	Stagnant water due to long-term non-use.	Drain the water by following the section "F1 Drainage" if the unit has been unused for a while.
	The air outlet on top of the unit may need cleaning.	Clean the air outlet with a soft cloth and run the unit in Fan Mode to dry it out.
Cooling stops before reaching the set temperature.	The unit only detects temperature near it, not throughout the room. Cooling stops once the surrounding temperature reaches the set level.	Lower the set temperature to achieve the desired cooling.
Ice forms on the cooling coil behind the air outlet.	Outdoor temperature is below 60°F (16°C).	Switch to Fan Mode to allow ice to melt.
	Dirty air inlet filter or exhaust air inlet filter.	Clean the air filter, then switch to Fan Mode. Once the issue is resolved, return to Cool Mode.

KOVIET CUSTOMER CARE

Thanks for choosing Kovie Portable Air Conditioner.

This product is covered with Kovie product and labor warranty for 12 months from the date of its original purchase.

30-Day Limited Warranty

To provide customers with quality shopping and user experience, we guarantee to replace or issue a full refund within the 30-day period from the date of purchase.

30-Day to 1-Year Limited Warranty

After the 30-day warranty has expired, Kovie activates a 1-year warranty from the date of purchase that covers product replacement.

30-Day to 1-Year Warranty Limitations

The warranty does not apply where damage is caused by other factors, including without limitation:

- (a) Normal wear and tear;
- (b) Misuse, dismantling, accident, or failure to follow operating instructions;
- (c) Exposure to liquid or infiltration of foreign particles;
- (d) Servicing or modifications of the product other than by Kovie;
- (e) Commercial or non-household use.

We can only provide after-sales service for products that are sold by Kovie or Kovie authorized retailers and distributors.

※ Please have your order ID ready before contacting Customer Support.

Extend Your Warranty

Register your appliance on our website for a free one-year warranty extension <https://ikovie.com/pages/warranty>.



Scan the QR code to find
Support and Help

NEED HELP ? CONTACT US !

CUSTOMER SUPPORT

 support@ikoviet.com

 +1 (855) 358-5888

 ikoviet.com

V1.1