

# CITY MULTI <sup><ORIGINAL></sup>

Air-Conditioners  
INDOOR UNIT

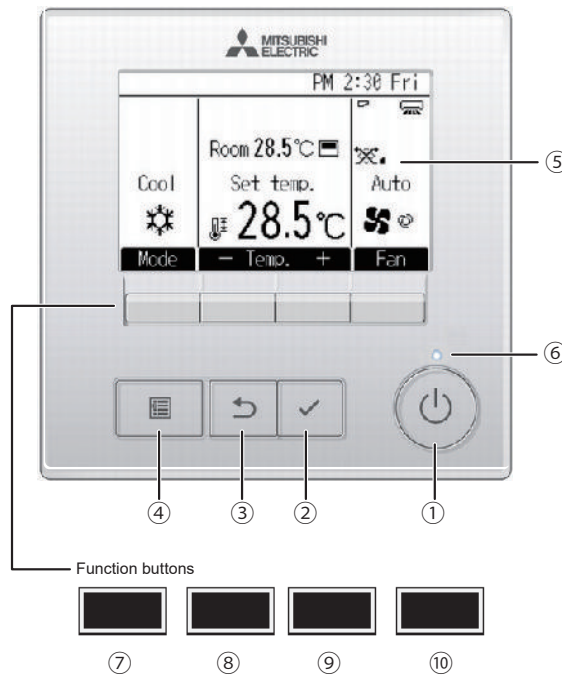
**PFFY-W-VCM-A**  
**PFFY-WL-VCM-A**  
**PFFY-WL-VEM-A**

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## OPERATION MANUAL

For safe and correct use, please read this operation manual thoroughly before operating the air-conditioner unit.

Controller interface



① [ON/OFF] button

Press to turn ON/OFF the indoor unit.

② [SELECT] button

Press to save the setting.

③ [RETURN] button

Press to return to the previous screen.

④ [MENU] button

Press to bring up the Main menu.

⑤ Backlit LCD

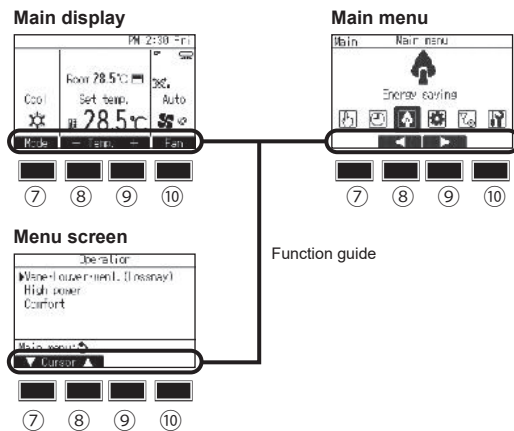
Operation settings will appear. When the backlight is off, pressing any button turns the backlight on and it will stay lit for a certain period of time depending on the screen.

When the backlight is off, pressing any button turns the backlight on and does not perform its function. (except for the [ON/OFF] button)

⑥ ON/OFF lamp

This lamp lights up in green while the unit is in operation. It blinks while the remote controller is starting up or when there is an error.

The functions of the function buttons change depending on the screen. Refer to the button function guide that appears at the bottom of the LCD for the functions they serve on a given screen. When the system is centrally controlled, the button function guide that corresponds to the locked button will not appear.



⑦ Function button [F1]

Main display: Press to change the operation mode.  
Menu screen: The button function varies with the screen.

⑧ Function button [F2]

Main display: Press to decrease temperature.  
Main menu: Press to move the cursor left.  
Menu screen: The button function varies with the screen.

⑨ Function button [F3]

Main display: Press to increase temperature.  
Main menu: Press to move the cursor right.  
Menu screen: The button function varies with the screen.

⑩ Function button [F4]

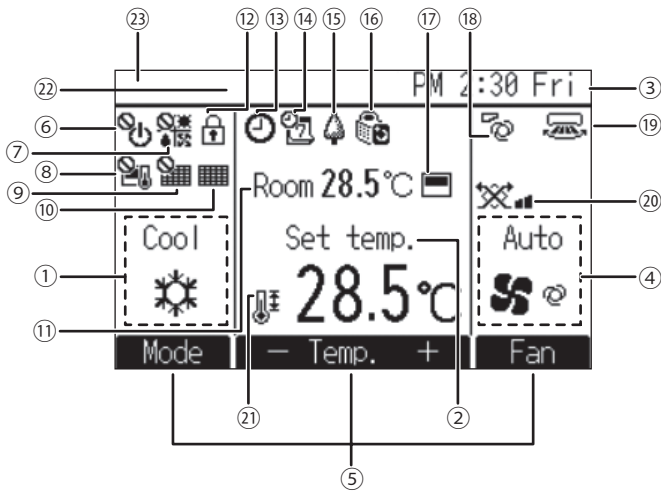
Main display: Press to change the fan speed.  
Menu screen: The button function varies with the screen.

## Display

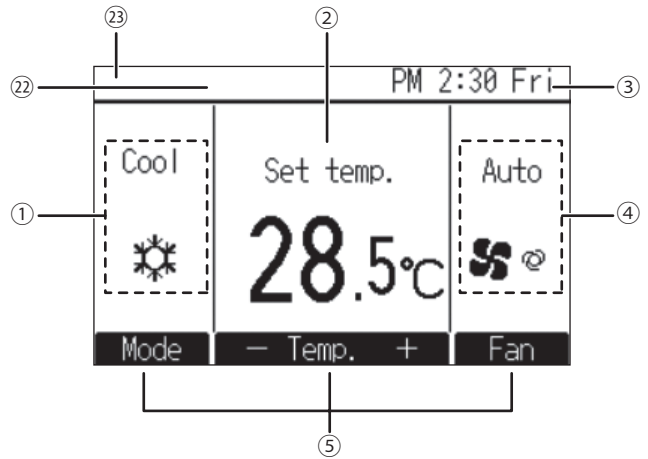
The main display can be displayed in two different modes: "Full" and "Basic."  
The factory setting is "Full." To switch to the "Basic" mode, change the setting on the Main display setting.

### Full mode

\* All icons are displayed for explanation.



### Basic mode



#### ① Operation mode

#### ② Preset temperature

#### ③ Clock

See the Installation Manual.

#### ④ Fan speed

#### ⑤ Button function guide

Functions of the corresponding buttons appear here.



Appears when the ON/OFF operation is centrally controlled.



Appears when the operation mode is centrally controlled.



Appears when the preset temperature is centrally controlled.



Appears when the filter reset function is centrally controlled.



Indicates when filter needs maintenance.

#### ⑪ Room temperature

See the Installation Manual.



Appears when the buttons are locked.



Appears when the On/Off timer, Night setback, or Auto-off timer function is enabled.

appears when the timer is disabled by the centralized control system.



Appears when the Weekly timer is enabled.



Appears while the units are operated in the energy-save mode. (Will not appear on some models of indoor units)



Appears while the outdoor units are operated in the silent mode.



Appears when the built-in thermistor on the remote controller is activated to monitor the room temperature ( ⑪ ).

appears when the thermistor on the indoor unit is activated to monitor the room temperature.



Indicates the vane setting.



Indicates the louver setting.



Indicates the ventilation setting.



Appears when the preset temperature range is restricted.

#### ⑫ Centrally controlled

Appears for a certain period of time when a centrally-controlled item is operated.

#### ⑬ Error display

An error code appears during the error.

\* When an error code is displayed on the main display, an error is occurring but the indoor unit can keep its operation. Check the error code, and consult your dealer.

Most settings (except ON/OFF, mode, fan speed, temperature) can be made from the Main menu.

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## Note



Fig. 1

**This symbol mark is for related countries only.**

**This symbol mark is according to the directive 2012/19/EU Article 14 Information for users and Annex IX, and/or to the directive 2006/66/EC Article 20 Information for end-users and Annex II.**

Your MITSUBISHI ELECTRIC product is designed and manufactured with high quality materials and components which can be recycled and/or reused. This symbol means that electrical and electronic equipment, batteries and accumulators, at their end-of-life, should be disposed of separately from your household waste. If a chemical symbol is printed beneath the symbol (Fig. 1), this chemical symbol means that the battery or accumulator contains a heavy metal at a certain concentration.

This will be indicated as follows: Hg: mercury (0.0005%), Cd: cadmium (0.002%), Pb: lead (0.004%)

In the European Union there are separate collection systems for used electrical and electronic products, batteries and accumulators.

Please, dispose of this equipment, batteries and accumulators correctly at your local community waste collection/recycling centre.

Please, help us to conserve the environment we live in!

## 1. Safety precautions

- ▶ Before operating the unit, make sure you read all the “Safety precautions”.
- ▶ “Safety precautions” lists important points about safety. Please be sure to follow them.

### Symbols used in the text

#### ⚠ Warning:

Describes precautions that should be observed to avoid the risk of injury or death to the user.

#### ⚠ Caution:

Describes precautions that should be observed to prevent damage to the unit.

### Symbols used in the illustrations

- ⊘ : Indicates an action that must be avoided.
- ⚠ : Indicates that important instructions must be followed.
- ⚡ : Indicates a part which must be grounded.
- ⚠ : Indicates that caution should be taken with rotating parts. (This symbol is displayed on the main unit label.) <Color: yellow>
- ⚠ : Beware of electric shock. (This symbol is displayed on the main unit label.) <Color: yellow>

#### ⚠ Warning:

Carefully read the labels affixed to the main unit.

### 1.1. Installation

- ▶ After you have read this manual, keep it and the Installation Manual in a safe place for easy reference whenever a question arises. If the unit is going to be operated by another person, make sure that this manual is given to him or her.

#### ⚠ Warning:

- The unit should not be installed by the user. Ask the dealer or an authorized company to install the unit. If the unit is installed improperly, water leakage, electric shock or fire may result.
- Use only accessories authorized by Mitsubishi Electric and ask your dealer or an authorized company to install them. If accessories are installed improperly, water leakage, electric shock or fire may result.
- The Installation Manual details the suggested installation method. Any structural alteration necessary for installation must comply with local building code requirements.
- Never repair the unit or transfer it to another site by yourself. If repair is performed improperly, water leakage, electric shock or fire may result. If you need to have the unit repaired or moved, consult your dealer.
- Keep the electric parts away from water (washing water) etc.
- It might result in electric shock, catching fire or smoke.

**Note 1:** When washing the Heat Exchanger and Drain Pan, ensure the Control Box, Motor, flow control valve, and pressure sensor remain dry, using a water proof covering.

**Note 2:** Never drain the washing water for the Drain Pan and the Heat Exchanger using the Drain Pump. Drain separately.

- This air conditioner is NOT intended for use by children or infirm persons without supervision.
- If the refrigeration gas blows out or leaks, stop the operation of the air conditioner, thoroughly ventilate the room, and contact your dealer.

- 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 to ensure that they do not play with the air conditioner.
- This appliance is intended to be used by expert or trained users in shops, in light industry and on farms, or for commercial use by lay persons.
- 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.
- When installing or relocating, or servicing the air conditioner, use only the specified refrigerant (R410A) to charge the refrigerant lines. Do not mix it with any other refrigerant and do not allow air to remain in the lines. If air is mixed with the refrigerant, then it can be the cause of abnormal high pressure in the refrigerant line, and may result in an explosion and other hazards. The use of any refrigerant other than that specified for the system will cause mechanical failure or system malfunction or unit breakdown. In the worst case, this could lead to a serious impediment to securing product safety.
- Do not use a leak detection additive.
- Do not use refrigerant other than the type indicated in the manuals provided with the unit and on the nameplate.
  - Doing so may cause the unit or pipes to burst, or result in explosion or fire during use, during repair, or at the time of disposal of the unit.
  - It may also be in violation of applicable laws.
  - MITSUBISHI ELECTRIC CORPORATION cannot be held responsible for malfunctions or accidents resulting from the use of the wrong type of refrigerant.
- Do not use the unit in an unusual environment.
  - If the unit is used in areas exposed to large amounts of oil, steam, organic solvents, or corrosive gases (such as ammonia, sulfuric compounds, or acids), or areas where acidic/alkaline solutions or special chemical sprays are used frequently, it may significantly reduce the performance and corrode the internal parts, resulting in refrigerant leakage, water leakage, injury, electric shock, malfunction, smoke, or fire.

### 1) Outdoor unit

#### ⚠ Warning:

- The outdoor unit must be installed on a stable, level surface, in a place where there is no accumulation of snow, leaves or rubbish.
- Do not stand on, or place any items on the unit. You may fall down or the item may fall, causing injury.

#### ⚠ Caution:

- The outdoor unit should be installed in a location where air and noise emitted by the unit will not disturb the neighbours.

## 2) Indoor unit

### ⚠ Warning:

- The indoor unit should be securely installed. If the unit is loosely mounted, it may fall, causing injury.

### ⚠ Caution:

- Direct the air away from the walls and windows to prevent condensation.
- Do not use the air conditioner for special purposes (e.g. keeping food, animals, plants, precision devices, or art objects in a room).
  - Such items could be damaged or deteriorated.

[PFFY-W-VCM-A, PFFY-WL-VCM-A, PFFY-WL-VEM-A series]

- Although the heat exchanger is coated with hydrophilic coating, sprays or detergents with volatile organic compounds (VOC) or water-repellant components may cause the heat exchanger fins to repel water. When the unit with such fins is operated in a high-temperature and high-humidity environment, condensation water on the fins may drip from the unit.

## 3) Remote controller

### ⚠ Warning:

- The remote controller should be installed in such a way that children cannot play with it.

## 4) Drain hose

### ⚠ Caution:

- Make sure that the drain hose is installed so that drainage can go ahead smoothly. Incorrect installation may result in water leakage, causing damage to furniture.

## 5) Power line, fuse or circuit breaker

### ⚠ Warning:

- Make sure that the unit is powered by a dedicated supply. Other appliances connected to the same supply could cause an overload.
- Make sure that there is a main power switch.
- Be sure to adhere to the unit's voltage and fuse or circuit breaker ratings. Never use a piece of wire or a fuse with a higher rating than the one specified.

## 6) Grounding

### ⚠ Caution:

- The unit must be properly grounded. Never connect the grounding wire to a gas pipe, water pipe, lightning conductor or telephone grounding wire. If the unit is not grounded properly, electric shock may result.
- Check frequently that the ground wire from the outdoor unit is properly connected to both the unit's ground terminal and the grounding electrode.

## 1.2. During operation

### ⚠ Warning:

- To reduce the risk of electric leakage, electric shock, wire shorting, malfunction, smoke, or fire, do not put any containers containing liquid on the unit.
- Do not splash water over the unit and do not touch the unit with wet hands. An electric shock may result.
- Do not spray combustible gas close to the unit. Fire may result.
- Do not place a gas heater or any other open-flame appliance where it will be exposed to the air discharged from the unit. Incomplete combustion may result.
- Do not remove the front panel or the fan guard from the outdoor unit when it is running. You could be injured if you touch rotating, hot or high-voltage parts.
- Never insert fingers, sticks etc. into the intakes or outlets, otherwise injury may result, since the fan inside the unit rotates at high speed. Exercise particular care when children are present.
- Do not touch the refrigerant pipes and refrigerant line components with bare hands during and immediately after operation.
  - The refrigerant in the pipes will be very hot or very cold, resulting in frostbite or burns.
- Do not touch the electrical parts with bare hands during and immediately after operation.
  - Doing so may result in burns or electric shock.
- If you detect odd smells, stop using the unit, turn off the power switch and consult your dealer. Otherwise, a breakdown, electric shock or fire may result.
- When you notice exceptionally abnormal noise or vibration, stop operation, turn off the power switch, and contact your dealer.
- Do not over-cool. The most suitable inside temperature is one that is within 5 °C of the outside temperature.
- Do not leave handicapped people or infants sitting or standing in the path of the airflow from the air-conditioner. This could cause health problems.

### ⚠ Caution:

- Do not use any sharp object to push the buttons, as this may damage the remote controller.

- Do not twist or tug on the remote controller cord as this may damage the remote controller and cause malfunction.
- Never remove the upper case of the remote controller. It is dangerous to remove the upper case of the remote controller and touch the printed circuit boards inside. Doing so can result in fire and failure.
- Never wipe the remote controller with benzene, thinner, chemical rags, etc. Doing so can result in discoloration and failure. To remove heavy stains, soak a cloth in neutral detergent mixed with water, wring it out thoroughly, wipe the stains off, and wipe again with a dry cloth.
- Never block or cover the indoor or outdoor unit's intakes or outlets. Tall items of furniture underneath the indoor unit, or bulky items such as large boxes placed close to the outdoor unit will reduce the unit's efficiency.
- Do not direct the airflow at plants or caged pets.
- Ventilate the room frequently. If the unit is operated continuously in a closed room for a long period of time, the air will become stale.
- To reduce the risk of injury, do not sit, stand, or place objects on the unit.
- Do not operate the unit with the panels and guards removed.
  - Rotating, hot, or high-voltage parts may cause injury, electric shock, or fire.
- Do not turn off the power immediately after stopping operation.
  - Wait for at least five minutes after the unit has stopped before turning off the power.
  - Failure to do so may cause failure of the unit or water leakage, allowing water to enter the room and damage the interior.
- Do not install the unit over things that are vulnerable to water damage from condensation dripping.
- Do not touch fans, heat exchanger fins, or the sharp edges of components with bare hands.
  - Doing so may result in injury.
- To reduce the risk of fire or electric shock due to dust entering the unit, do not use damaged filters or operate the unit without attaching filters.

## In case of failure

### ⚠ Warning:

- Never remodel the air conditioner. Consult your dealer for any repair or service. Improper repair work can result in water leakage, electric shock, fire, etc.
- If the remote controller displays an error indication, the air conditioner does not run, or there is any abnormality, stop operation and contact your dealer. Leaving the unit as it is under such conditions can result in fire or failure.
- If the power breaker is frequently activated, get in touch with your dealer. Leaving it as it is can result in fire or failure.

## When the air conditioner is not to be used for a long time

- If the air conditioner is not to be used for a long time due to a seasonal change, etc., run it for 4 - 5 hours with the air blowing until the inside is completely dry. Failing to do so can result in the growth of unhygienic, unhealthy mold in scattered areas throughout the room.
- When it is not to be used for an extended time, keep the power supply turned OFF. If the power supply is kept on, several watts or several tens of watts will be wasted. Also, the accumulation of dust, etc., can result in fire.
- Keep the power switched ON for more than 12 hours before starting operation. Do not turn the power supply OFF during seasons of heavy use. Doing so can result in failure.

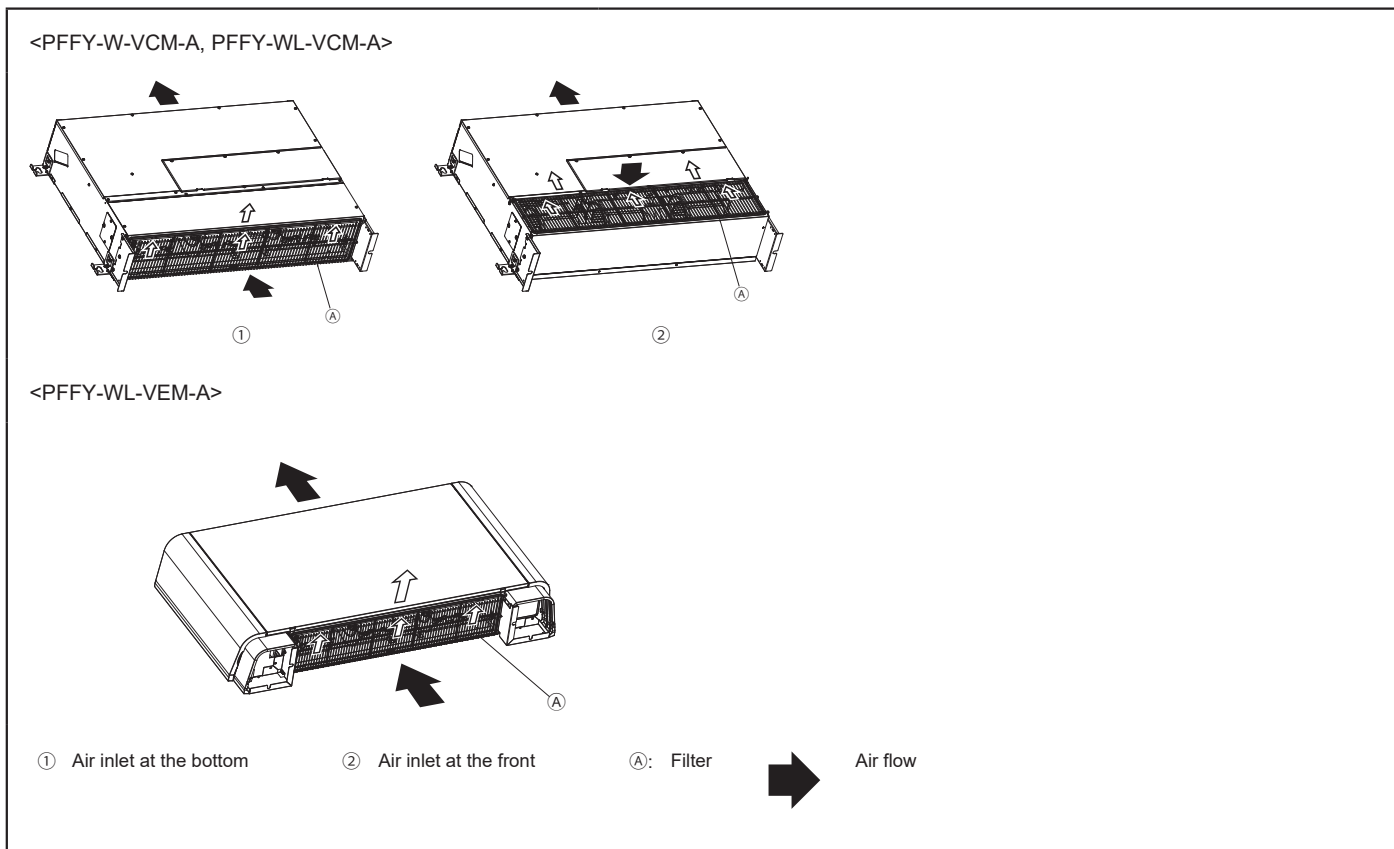
## 1.3. Disposing of the unit

### ⚠ Warning:

- When you need to dispose of the unit, consult your dealer. If pipes are removed incorrectly, refrigerant (fluorocarbon gas) may blow out and come into contact with your skin, causing injury. Releasing refrigerant into the atmosphere also damages the environment.

## 2. Names and functions of various parts

### Attachment and detachment of filter



#### ⚠ Caution:

- In removing the filter, precautions must be taken to protect your eyes from dust. Also, if you have to climb up on a stool to do the job, be careful not to fall.
- Turn off the power supply when the filter is changed.
- Make sure the filter is securely fixed in place. If it is loose, debris can enter, resulting in malfunction.

## 3. How to operate

### 3.1. Turning ON/OFF

#### ON



Press the [ON/OFF] button.  
The ON/OFF lamp will light up in green, and the operation will start.

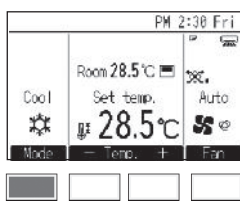
\* The unit will operate with the previously-set operation mode, set temperature, and fan speed.

#### OFF

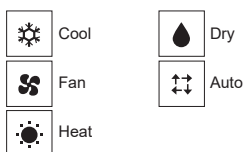


Press the [ON/OFF] button again.  
The ON/OFF lamp will come off, and the operation will stop.

### 3.2. Operation mode



Press the [F1] button to go through the operation modes in the order of "Cool, Dry, Fan, Auto, and Heat."  
Select the desired operation mode.



\* Operation modes that are not available for the connected indoor unit will not appear on the display.

\* Depending on the indoor unit model, either one or two set temperatures (single or dual set point(s)) can be set for Auto mode.

#### What the blinking mode icon means

The mode icon will blink when other indoor units in the same refrigerant system (connected to the same outdoor unit) are already operated in a different mode. In this case, the rest of the units in the same group can only be operated in the same mode.

#### Dry mode

- The indoor fan turns to the low-speed operation, disabling the change of fan speed.
- Dry operation cannot be carried out at room temperature of less than 18°C.
- The dry is a microcomputer-controlled dehumidifying operation which controls excessive air-cooling according to the room temperature of your choice. (Not usable for heating.)
  - Until reaching room temperature of your choice  
The compressor and indoor fan function is linked motion according to the change of the room temperature and automatically repeat ON/OFF.
  - When reaching room temperature of your choice  
Both the compressor and indoor fan stop.  
When stop continues for 10 minutes, the compressor and indoor fan are operated for 3 minutes to keep the humidity low.

#### Heat mode

##### "DEFROST" display

Displayed only during the defrosting operation.

##### "STAND BY" display

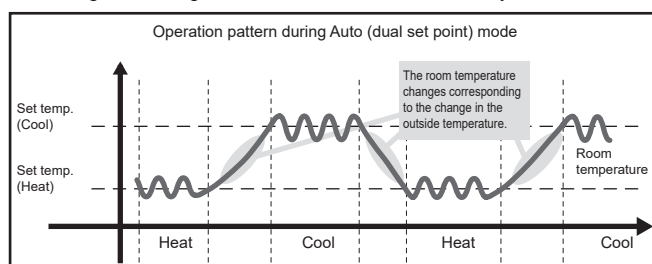
Displayed from the start of heating operation until the moment warm air blows out.

#### ⚠ Caution:

- Never expose your body directly to cool air for a long time. Excessive exposure to cool air is bad for your health, and should therefore be avoided.
- When the air-conditioner is used together with burners, thoroughly ventilate the area. Insufficient ventilation can result in accidents due to oxygen deficiency.
- Never place a burner at a place where it is exposed to the airflow from the air-conditioner. Doing so can result in imperfect combustion of the burner.
- The microcomputer functions in the following cases:
  - Air does not blow out when heating starts.
    - To prevent any cool air from escaping, the indoor fan is gradually switched in sequence from faint airflow/weak airflow/set airflow according to the temperature rise of the blown out air. Wait a moment until the airflow comes out naturally.
  - The fan is not moving at the set speed.
    - In some models, the system switches over to faint airflow when the temperature of the room reaches the set temperature. In other cases, it stops to prevent any cool air from escaping during the defrosting operation.
- Air flows out even if operation is stopped.
  - Approximately 1 minute after the stop of operation, the indoor fan sometimes rotates to eliminate extra heat generated by the electric heater, etc. The fan speed comes to low or high.

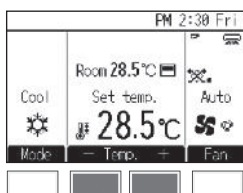
#### Auto (dual set point) mode

When the operation mode is set to the Auto (dual set point) mode, two set temperatures (one each for cooling and heating) can be set. Depending on the room temperature, indoor unit will automatically operate in either the cooling or heating mode and keep the room temperature within the preset range. The set temperatures that are specified for the Cool/Dry mode and the Heat mode will be used to automatically control the room temperature to stay within the set temperatures. This mode is especially effective during the in-between seasons, when the temperature difference between the highest and the lowest is large and both heating and cooling modes are used within the same day.



### 3.3. Set temperature

<Cool, Dry, Heat, and Auto (single set point)>



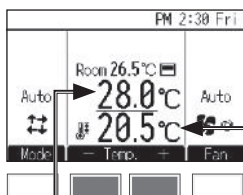
Press the [F2] button to decrease the set temperature, and press the [F3] button to increase.

\* Refer to the table below for the settable temperature range for different operation modes.

\* Set temperature cannot be set for the Fan mode.

\* Depending on the Temperature unit setting, temperatures will decrease or increase by 0.5°C, 1°C, 1°F, or 2°F increments.

<Auto (dual set point) mode>



The current set temperatures will appear. Press the [F2] or [F3] button to display the Settings screen.

Set temperature for cooling

Set temperature for heating

### Set temperature range

Operation mode	Set temperature range
Cool/Dry	19°C–30°C/67°F–87°F *1
Heat	17°C–28°C/63°F–83°F *1
Auto (single set point)	19°C–28°C/67°F–83°F *1*2
Auto (dual set points)	Cool: Same as the set temperature range for Cool mode Heat: Same as the set temperature range for Heat mode *2*3*4
Fan	Not settable

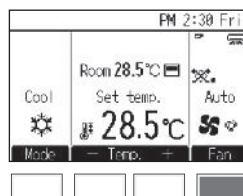
\*1 The settable temperature ranges vary, depending on the indoor unit model.

\*2 The set temperature for Auto mode (either single or dual set point(s)) will appear depending on the indoor unit model.

\*3 The same values are used for the set temperature for Cool/Dry mode and the cooling set temperature for Auto mode (dual set points). Likewise, the same values are used for the set temperature for Heat mode and the heating set temperature for Auto mode (dual set points).

\*4 The cooling and heating set temperatures can be set under the following conditions.  
- The cooling set temperature is greater than the heating set temperature.  
- The difference between the cooling and heating set temperatures is equal or greater than the minimum temperature difference that varies with the indoor unit model.

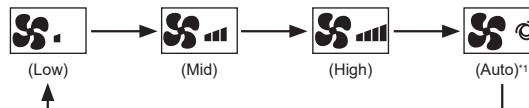
### 3.4. Fan speed



Press the [F4] button to go through the fan speeds in the following order.



\* The number of available fan speeds depends on the indoor unit model. [PFFY-W-VCM-A, PFFY-WL-VCM-A, PFFY-WL-VEM-A series]



\*1 This setting can be adjusted only with MA remote controller.

\* The actual fan speed will differ from the fan speed displayed on the LCD when one of the following conditions is met.

1. While "STAND BY" or "DEFROST" is displayed
2. When the room temperature is higher than the set temperature during the heating mode
3. Immediately after the heating operation (during stand by for switching the operation mode)
4. During the Dry mode

## 4. The smart way to use

Even minimal steps to care for your air conditioner can help make its use far more effective in terms of air-conditioning effect, electricity charges, etc.

### Set the right room temperature

- In cooling operation, a temperature difference of about 5°C between indoors and outdoors is optimum.
- If the room temperature is raised by 1°C during air-cooling operation, about 10% electric power can be saved.
- Excessive cooling is bad for health. It also results in the waste of electric power.

### Clean the filter thoroughly

- If the screen of the air filter becomes clogged, the airflow and air-conditioning effect can be significantly reduced. Further, if the condition is left unattended, failure can result. It is particularly important to clean the filter at the beginning of the cooling and heating seasons. (When profuse dust and dirt have accumulated, clean the filter thoroughly.)

## 5. Caring for the machine

Always have filter maintenance performed by a service person. Before care-taking, turn the power supply OFF.

### ⚠ Caution:

- **Wear protective gear when working on the unit.**
  - Some components carry voltage for several minutes after the main power is turned off, posing electric shock hazards.
- **Wear protective gear before touching any electrical components.**
  - High-voltage parts pose a risk of electric shock, and high-temperature parts pose a risk of burns.
- **Wear protective gloves when working on the unit.**
  - Failure to do so may result in injury.
- **To reduce the risk of injury from falling panels, ensure safety at the work space before installing, inspecting, or repairing the unit.**
- **Before you start cleaning, stop operation and turn OFF the power supply. Remember that the fan is rotating inside at high speed, posing a serious risk of injury.**
- **Indoor units are equipped with filters to remove the dust of sucked-in air. Clean the filters following the procedures below. (The standard filter should normally be cleaned once a week, and the long-life filter at the beginning of each season.)**
- **The life of the filter depends on where the unit is installed and how it is operated.**
- **After disinfecting the unit with chemicals, ventilate the room to disperse the chemical gas before operating the unit.**
  - Exposure to splashes of chemicals may cause injury.
  - Chemicals entering the unit may corrode or deform the unit, causing malfunction.

### Prevent intrusion of heat during air-cooling

- To prevent the intrusion of heat during cooling operation, provide a curtain or a blind on the window to block out direct sunlight. Also, do not open the entrance or exit except in cases of dire necessity.

### Carry out ventilation sometimes

- Since the air periodically gets dirty in a room that is kept closed for a long time, ventilation is sometimes necessary. When gas appliances are used together with the air conditioner, special precautions must be taken. If the "LOSSNAY" ventilation unit developed by our company is used, you can perform ventilation with less waste. For details on this unit, consult with your dealer.

### 5.1. Cleaning the indoor units and remote controllers

- Wipe with a dry soft cloth.
- Do not pull on or twist the remote controller cable.  
Do not remove the casing from the remote controller.
- To remove finger marks and oil, wipe with a cloth soaked in mild detergent, and wipe off the detergent.
- Do not use gasoline, benzene, thinner, polishing powder, or acid/alkaline solution to clean the indoor units and the controller, for they will damage the controller.

### 5.2. Cleaning the filter

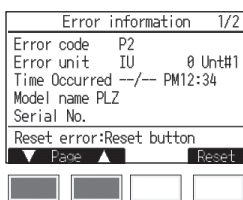
- Clear dust away lightly or clean it up with a vacuum cleaner. In the case of severe staining, wash the filter in lukewarm water mixed with dissolved neutral detergent or water, and then rinse off the detergent completely. After washing, dry it and fix it back into place.

### ⚠ Caution:

- **Do not dry the filter by exposing it to direct sunlight or warming it using fire, etc. Doing so can result in the deformation of the filter.**
- **Washing it in hot water (more than 50°C) can also result in deformation.**
- **Never pour water or flammable sprays onto the air conditioner. Cleaning using these methods can result in the failure of the air conditioner, electric shock, or fire.**

## 6. Troubleshooting

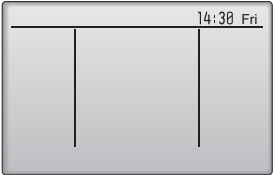
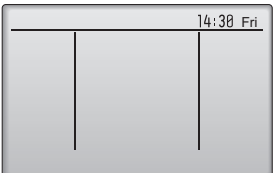
**When an error occurs, the following screen will appear and the operation LED will blink. Check the error status, stop the operation, and consult your dealer.**



Error code, error unit, refrigerant address, unit model name, and serial number will appear. The model name and serial number will appear only if the information have been registered.

Press the [F1] or [F2] button to go to the next page.

**Before you ask for repair service, check the following points:**

State of Machine	Remote Controller	Cause	Troubleshooting
It does not run.	Ruled line and clock are not displayed. No display appears even when the [ON/OFF] button is pressed.	Power failure	Press the [ON/OFF] button after power restoration.
		The power supply is turned OFF.	Turn the power supply ON.
		The fuse in the power supply is gone.	Replace fuse.
		The earth leakage breaker is gone.	Put in the earth leakage breaker.
Air flows out but it does not cool enough or heat enough.	The liquid crystal display shows that it is in the state of operation.	Improper temperature adjustment	After checking the set temperature and inlet temperature on the liquid crystal display, refer to section 3.3 "Set temperature", and operate the adjustment button.
		The filter is filled with dust and dirt.	Clean up the filter. (Refer to section 5 "Caring for the machine".)
		There are some obstacles at the air inlet and outlet of the indoor and outdoor units.	Remove.
		Windows and doors are open.	Close.
Cool air or warm air does not come out.	The liquid crystal display shows that it is in operation.	The restart-preventing circuit is in operation for 3 minutes.	Wait for a while. (To protect the compressor, a 3- minute restart-preventing circuit is built into the indoor unit. Therefore, there are occasions sometimes when the compressor does not start running immediately. There are cases when it does not run for as long as 3 minutes.)
		Indoor unit operation was restarted during the heating and defrosting operation.	Wait for a while. (Heating operation starts after ending defrosting operation.)
It runs briefly, but soon stops.	The "CHECK" and check code flash on the liquid crystal display.	There are some obstacles at the air inlet and outlet of the indoor and outdoor units.	Rerun after removal
		The filter is filled with dust and dirt.	Rerun after cleaning the filter. (Refer to section 5 "Caring for the machine".)
The sound of the exhaust and rotation of the motor can still be heard after stop of running.	All lights are out except the ruled line and clock. 	When other indoor units are engaged in cooling operation, the machine stops after running a drain-up mechanism for 3 minutes when air-cooling operation is stopped.	Wait for 3 minutes.
The sound of the exhaust and the rotation of the motor can be heard intermittently after stop of running.	All lights are out except the ruled line and clock. 	When other indoor units are engaged in cooling operation, drained water is brought in. If the drain water is collected, the drain-up mechanism initiates a draining operation.	It soon stops. (If the noise occurs more than 2-3 times in an hour, ask for repair service.)
Warm air comes out intermittently when the thermostat is OFF or during fan operation.	The liquid crystal display shows that it is in the state of operation.	When other indoor units are engaged in heating operation, the control valves are opened and closed from time to time to maintain the stability of the system.	It soon stops. (If the room temperature rises uncomfortably high in a small room, stop operation.)
There is some driving noise.	—	There is a driving sound at the following times, but it is not an abnormal sound. This is the sound of the valve moving. • Operation ON or Thermo ON. • Operation OFF or Thermo OFF. • Turn on electricity (Breaker ON).	

• If operation stops due to a power failure, the [restart-preventing circuit at power failure] operates and disables unit operation even after power restoration. In this case, press the [ON/OFF] button again and start operation.

If malfunctions persist after you have checked the above, turn the power supply OFF and contact your dealer with information about the product name, the nature of the malfunction, etc. If the display of error information flashes, tell the dealer contents of the display (error code). Never attempt to repair by yourself.

#### The following symptoms are not air conditioner failures:

- The air blown out from the air conditioner can sometimes give off odors. This is due to cigarette smoke contained in the air of the room, the smell of cosmetics, the walls, furniture, etc., absorbed in the air conditioner.
- A hissing noise can be heard immediately after the air conditioner is started or stopped. This is the sound of the refrigeration flowing inside the air conditioner. This is normal.

- The air conditioner sometimes snaps or clicks at the beginning or end of cooling/heating operation. This is the sound of friction on the front panel and other sections due to expansion and contraction caused by temperature change. This is normal.
- The fan speed changes in spite of not changing the setting. Not to blow out cold air at the beginning of heating operation, the air conditioner automatically adjusts the fan speed gradually from lower to the set speed. It also adjust its fan speed to protect the fan motor when return air temperature or fan speed excessively rises.

## 7. Installation, transferring works, and checking

### Regarding place for installation

Consult with your dealer for details on installation and transferring the installation.

#### ⚠ Caution:

- **Never install the air conditioner where there is a risk of leakage of flammable gas. If gas leaks and accumulates around the unit, fire can result.**
- **Never install the air conditioner at the following place:**
  - where there is a lot of machine oil
  - near the ocean and beach areas where there is salt air.
  - where humidity is high
  - where there are hot springs nearby
  - where there is sulphurous gas
  - where there is a high-frequency processing machinery (a high-frequency welder, etc.)
  - where acid solution is frequently used
  - where special sprays are frequently used.
- **Install the indoor unit horizontally. Otherwise, water leakage can result.**
- **Take sufficient measures against noise when installing the air conditioners at hospitals or communication-related businesses.**

If the air conditioner is used in any of the above-mentioned environments, frequent operational failure can be expected. It is advisable to avoid these types of installation sites.

For further details, consult with your dealer.

### Regarding electrical work

#### ⚠ Caution:

- **The electrical work must be undertaken by a person who is qualified as an electrical engineer according to the [technical standard respecting electrical installation], [internal wiring rules], and the installation instruction manual with the absolute use of exclusive circuits. The use of other products with the power source can result in burnt-out breakers and fuses.**
- **Never connect the grounding wire to a gas pipe, water pipe, arrester, or telephone grounding wire. For details, consult with your dealer.**
- **In some types of installation sites, the installation of an earth leakage breaker is mandatory. For details, consult with your dealer.**

### Regarding transfer of installation

- When removing and reinstalling the air conditioner when you enlarge your home, remodel, or move, consult with your dealer in advance to ascertain the cost of the professional engineering work required for transferring the installation.

#### ⚠ Caution:

- **When moving or reinstalling the air conditioner, consult with your dealer. Defective installation can result in electric shock, fire, etc.**

### Regarding noise

- In installing work, choose a place that can fully bear the weight of the air conditioner, and where noise and vibration can be reduced.
- Choose a place where cool or warm air and noise from the outdoor air outlet of the air conditioner does not inconvenience the neighbors.
- If any alien object is placed near the outdoor air outlet of the air conditioner, decreased performance and increased noise can result. Avoid placing any obstacles adjacent to the air outlet.
- If the air conditioner produces any abnormal sound, consult with your dealer.

### Maintenance and inspection

- If the air conditioner is used throughout several seasons, the insides can get dirty, reducing the performance. Depending upon the conditions of usage, foul odors can be generated and drainage can deteriorate due to dust and dirt, etc.

## 8. Specifications

### PFFY-W-VCM-A, PFFY-WL-VCM-A series

		W(L)20VCM-A	W(L)25VCM-A	W(L)32VCM-A	W(L)40VCM-A	W(L)50VCM-A	
Power source		~220-240 V 50/60 Hz					
Cooling capacity <sup>*1</sup> /Heating capacity <sup>*1</sup>	kW	2.2/2.5	2.8/3.2	3.6/4.0	4.5/5.0	5.6/6.3	
Dimension (Height/Width/Depth)	mm	615/700/200	615/700/200	615/700/200	615/900/200	615/900/200	
Net weight <sup>*3</sup>	kg	18.5 (18)	18.5 (18)	19 (18.5)	23 (22.5)	23 (22.5)	
Fan	Airflow rate (Low-Middle-High)	m <sup>3</sup> /min	5.0-6.0-7.0	5.5-7.0-8.5	6.5-7.5-9.0	8.0-9.5-11.0	10.5-12.5-14.5
	External static pressure <sup>*4</sup>	Pa	0/10/40/60	0/10/40/60	0/10/40/60	0/10/40/60	0/10/40/60
Sound pressure level <sup>*5</sup> (Low-Middle-High)	dB(A)	21-23-26	22-26-30	25-28-32	25-27-30	28-32-35	
Filter	Standard filter						

### PFFY-WL-VEM-A series

		WL20VEM-A	WL25VEM-A	WL32VEM-A	WL40VEM-A	WL50VEM-A
Power source		~220-240 V 50/60 Hz				
Cooling capacity <sup>*1</sup> /Heating capacity <sup>*1</sup>	kW	2.2/2.5	2.8/3.2	3.6/4.0	4.5/5.0	5.6/6.3
Dimension (Height/Width/Depth) <sup>*2</sup>	mm	669(726)/1142/217	669(726)/1142/217	669(726)/1142/217	669(726)/1342/217	669(726)/1342/217
Net weight	kg	29.5	29.5	30	35	35
Fan airflow rate (Low-Middle-High)	m <sup>3</sup> /min	5.0-6.0-7.0	5.5-7.0-8.5	6.5-7.5-9.0	8.0-9.5-11.0	10.5-12.5-14.5
Sound pressure level <sup>*5</sup> (Low-Middle-High)	dB(A)	23-27-31	25-31-36	29-33-37	29-33-36	35-40-43
Filter	Standard filter					

Notes: \* Operation temperature of indoor unit.  
Cooling mode: 15°C WB - 24°C WB  
Heating mode: 15°C DB - 27°C DB

\*1 Cooling/Heating capacity indicates the maximum value at operation under the following condition.

<Cooling> Indoor: 27°C DB/19°C WB Outdoor: 35°C DB

<Heating> Indoor: 20°C DB Outdoor: 7°C DB/6°C WB

\*2 Values in ( ) indicate the height of unit with leg.

\*3 Values in ( ) indicate the masses of the PFFY-WL-VCM-A series.

\*4 The external static pressure is set to 10 Pa at factory shipment.

\*5 The operating noise is the data that was obtained in an anechoic room.

**Product Information**

A Model	B Cooling Capacity (kW)		E Heating Capacity (kW)	F Total electric power input (kW) P <sub>elec</sub>	G Sound power level (per speed setting, if applicable) (dBA) L <sub>WA</sub>			
	C Sensible P <sub>rated,c</sub>	D Latent P <sub>rated,c</sub>	P <sub>rated,h</sub>					
PFFY-W20VCM-A	1.70	0.50	2.50	0.022	46	44	43	-
PFFY-W25VCM-A	2.00	0.80	3.20	0.028	50	47	44	-
PFFY-W32VCM-A	2.50	1.10	4.00	0.034	52	49	47	-
PFFY-W40VCM-A	3.20	1.30	5.00	0.038	50	48	47	-
PFFY-W50VCM-A	3.90	1.70	6.30	0.057	55	52	50	-
PFFY-WL20VCM-A	1.70	0.50	2.50	0.022	46	44	43	-
PFFY-WL25VCM-A	2.00	0.80	3.20	0.028	50	47	44	-
PFFY-WL32VCM-A	2.50	1.10	4.00	0.034	52	49	47	-
PFFY-WL40VCM-A	3.20	1.30	5.00	0.038	50	48	47	-
PFFY-WL50VCM-A	3.90	1.70	6.30	0.057	55	52	50	-
PFFY-WL20VEM-A	1.70	0.50	2.50	0.021	51	47	43	-
PFFY-WL25VEM-A	2.00	0.80	3.20	0.029	56	51	45	-
PFFY-WL32VEM-A	2.50	1.10	4.00	0.036	57	53	49	-
PFFY-WL40VEM-A	3.20	1.30	5.00	0.037	56	53	49	-
PFFY-WL50VEM-A	3.90	1.70	6.30	0.061	63	60	55	-

Note: \_\_\_\_\_  
 Rating condition  
 Cooling - Indoor: 27°C DB, 19°C WB  
 Outdoor: 35°C DB, 24°C WB  
 Heating - Indoor: 20°C DB, 15°C WB  
 Outdoor: 7°C DB, 6°C WB  
 \_\_\_\_\_

**Recycle**  
 Your MITSUBISHI ELECTRIC product is designed and manufactured with high quality materials and components which can be recycled and reused. Electrical and electronic equipment, at their end-of-life, should be disposed of separately from your household waste. Please, dispose of this equipment at your local community waste collection/ recycling center. In the European Union there are separate collection systems for used electrical and electronic product. Please, help us to conserve the environment we live in!

**mitsubishi electric consumer products (thailand) co., ltd.**  
700/406 MOO 7, TAMBON DON HUA ROH, AMPHUR MUANG, CHONBURI 20000, THAILAND  
**MADE IN THAILAND**

hereby declares under its sole responsibility that the air conditioners and heat pumps described below for use in residential, commercial and light-industrial environments:

**mitsubishi electric, PFFY-W20VCM-A\*, PFFY-W25VCM-A\*, PFFY-W32VCM-A\*, PFFY-W40VCM-A\*, PFFY-W50VCM-A\***  
**PFFY-WL20VCM-A\*, PFFY-WL25VCM-A\*, PFFY-WL32VCM-A\*, PFFY-WL40VCM-A\*, PFFY-WL50VCM-A\***  
**PFFY-WL20VEM-A\*, PFFY-WL25VEM-A\*, PFFY-WL32VEM-A\*, PFFY-WL40VEM-A\*, PFFY-WL50VEM-A\***  
**\* : , , 1, 2, 3, . . . , 9**

Note: Its serial number is on the nameplate of the product.

Directives

2014/35/EU: Low Voltage  
2006/42/EC: Machinery  
2014/30/EU: Electromagnetic Compatibility  
2011/65/EU: Restriction of Hazardous Substances  
2009/125/EC: Energy-related Products (with Regulation No. 206/2012)

<ENGLISH>

English is original. The other languages versions are translation of the original.

**⚠ CAUTION**

- Refrigerant leakage may cause suffocation. Provide ventilation in accordance with EN378-1.
- Be sure to wrap insulation around the piping. Direct contact with the bare piping may result in burns or frostbite.
- Never put batteries in your mouth for any reason to avoid accidental ingestion.
- Battery ingestion may cause choking and/or poisoning.
- Install the unit on a rigid structure to prevent excessive operation sound or vibration.
- Noise measurement is carried out in accordance with JIS C9612, JIS B8616, ISO 5151(T1), and ISO 13523(T1).

**UK DECLARATION OF CONFORMITY**

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**PFFY-WL20VCM-A\*, PFFY-WL25VCM-A\*, PFFY-WL32VCM-A\*, PFFY-WL40VCM-A\*, PFFY-WL50VCM-A\***  
**PFFY-WL20VEM-A\*, PFFY-WL25VEM-A\*, PFFY-WL32VEM-A\*, PFFY-WL40VEM-A\*, PFFY-WL50VEM-A\***  
\* : , , 1, 2, 3, . . . , 9

Note: Its serial number is on the nameplate of the product.

Legislation

**Electrical Equipment (Safety) Regulations 2016**  
**Supply of Machinery (Safety) Regulations 2008**  
**Electromagnetic Compatibility Regulations 2016**  
**The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012**  
**The Ecodesign for Energy-Related Products and Energy Information (Amendment) (EU Exit) Regulations 2020**

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This product is designed and intended for use in the residential,  
commercial and light-industrial environment.

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