

Remote control AMK P – AMS P – AMC P

EN USER INSTRUCTIONS

RIELLO

Dear customer,

Thank you for choosing a **RIELLO** product, an innovative and high quality appliance that guarantees wellbeing for a long time. This manual contains information we deem necessary for correct and easy use.

Thanks again.

RIELLO

COMPLIANCE

RIELLO AMK P – AMS P – AMC P heat pumps **are compliant** with the following European Directives:

- Low Voltage Directive 2014/35/EU
- Electromagnetic Compatibility Directive 2014/30/EU
- RoHS Directive 2011/65/EU
- ErP Directive 2009/125/EC and Regulation 2012/206/EC
- WEEE Directive 2012/19/EU
- F-Gas Regulation 2014/517/EU



TABLE OF CONTENTS

| | | | | |
|----------|--|--------------|----------|--|
| 1 | GENERAL INFORMATION | <i>p. 4</i> | | |
| 1.1 | General Notices | <i>p. 4</i> | 2.9 | AMC P |
| 1.2 | Safety precautions | <i>p. 4</i> | | Troubleshooting |
| 1.3 | Energy saving tips | <i>p. 4</i> | | Alarms |
| 1.4 | AMK P | <i>p. 5</i> | | Faults requiring intervention of the Technical Support Service |
| 1.4.1 | Unit description | <i>p. 5</i> | | Normal noise during operation |
| 1.4.2 | Safety and adjustment devices | <i>p. 5</i> | | |
| 1.4.3 | Identification | <i>p. 5</i> | | |
| 1.4.4 | Layout | <i>p. 5</i> | 3 | DISPOSAL |
| | Unit display | <i>p. 6</i> | | |
| 1.5 | AMS P | <i>p. 6</i> | | |
| 1.5.1 | Unit description | <i>p. 6</i> | | |
| 1.5.2 | Safety and adjustment devices | <i>p. 6</i> | | |
| 1.5.3 | Identification | <i>p. 6</i> | | |
| 1.5.4 | Layout | <i>p. 7</i> | | |
| | Unit display | <i>p. 7</i> | | |
| 1.6 | AMC P | <i>p. 7</i> | | |
| 1.6.1 | Unit description | <i>p. 7</i> | | |
| 1.6.2 | Safety and adjustment devices | <i>p. 7</i> | | |
| 1.6.3 | Identification | <i>p. 8</i> | | |
| 1.6.4 | Layout | <i>p. 8</i> | | |
| | Unit display | <i>p. 8</i> | | |
| 1.7 | Remote control | <i>p. 9</i> | | |
| | Function keys | <i>p. 9</i> | | |
| | Remote control display | <i>p. 10</i> | | |
| 2 | USE | <i>p. 11</i> | | |
| 2.1 | Initial settings | <i>p. 11</i> | | |
| | Battery insertion | <i>p. 11</i> | | |
| | Time setting | <i>p. 11</i> | | |
| 2.2 | Start-up | <i>p. 11</i> | | |
| 2.3 | Use with closed flap | <i>p. 12</i> | | |
| | Cooling mode | <i>p. 12</i> | | |
| | Heating Mode | <i>p. 12</i> | | |
| | Dehumidification mode | <i>p. 12</i> | | |
| | Smart mode | <i>p. 13</i> | | |
| | Adjusting ventilation speed | <i>p. 13</i> | | |
| 2.4 | Use with open flap | <i>p. 13</i> | | |
| | Quiet function | <i>p. 13</i> | | |
| | Maximum power function | <i>p. 14</i> | | |
| | Vertical motorised deflector | <i>p. 14</i> | | |
| | Horizontal motorised deflector | <i>p. 14</i> | | |
| | Fresh function | <i>p. 15</i> | | |
| | Sleep function | <i>p. 15</i> | | |
| | Health air flow function | <i>p. 15</i> | | |
| | Hourly programming | <i>p. 15</i> | | |
| | Selecting the temperature measurement unit | <i>p. 16</i> | | |
| | Button locking | <i>p. 16</i> | | |
| 2.5 | Temporary shutdown | <i>p. 17</i> | | |
| 2.6 | Stop for an extended period of time | <i>p. 17</i> | | |
| 2.7 | Maintenance | <i>p. 17</i> | | |
| 2.8 | Cleaning | <i>p. 17</i> | | |
| | AMK P | <i>p. 17</i> | | |
| | AMS P | <i>p. 18</i> | | |

The following symbols are used in this publication:

 **WARNING** = actions requiring special care and appropriate training.

 **DO NOT** = actions that **MUST ON NO ACCOUNT** be carried out.

1 GENERAL INFORMATION

1.1 General Notices

-  When you get the product, check immediately that the contents are all present and undamaged. Contact the dealer **RIELLO** if you notice any problems.
-  The product's installation must be carried out by an authorised company that will issue a declaration of the installation's conformity to the product's owner once the work has been completed, indicating that the work has been carried out in accordance with the standards of good practice, current National and Local regulations, and the indications provided by **RIELLO** in the instruction booklet accompanying the device.
-  The product must be used for its intended purpose, as stated by **RIELLO** for which it has been expressly manufactured. **RIELLO** shall bear no responsibility, whether of a contractual or non-contractual nature, for any damage caused to people, animals, or property due to incorrect installation, adjustments, or maintenance, or improper use.
-  During storms, set the main switch to "Off".
-  Avoid leaving the room closed for a long time. Periodically open windows to ensure proper ventilation.
-  Too low a temperature is harmful for your health and is a waste of energy. Avoid direct contact with the air flow for a long time.
-  Keep nearby area clean and tidy and avoid obstructing air in and out flows.
-  Comply with the legislation in force on the country of deployment with regard to the use and disposal of packaging, of cleaning and maintenance products and for the management of the unit's decommissioning.
-  Any repair and maintenance interventions must be carried out by **RIELLO** Technical Support Service, in accordance with the provisions contained in this publication. Do not modify or tamper with the unit as dangerous situations may arise and the unit manufacturer will not be liable for any damage caused.
-  In the event of any functional anomalies or fluid leaks, set the system's main switch to its "off" position. Promptly contact your local **RIELLO** Technical Support Service, and do not perform any interventions upon the device on your own.
-  Any gas leaks indoors can generate toxic gases if they come into contact with naked flames or high temperature bodies, in case of leaks, please air the rooms thoroughly.
-  Do not place any inflammable object (spray cans) within a 1 metre radius from the air expulsion.
-  According to EU Regulation no. 517/2014 regarding certain fluorinated greenhouse gases, the total amount of refrigerant contained within the installed system must be indicated. This information can be found on the unit technical data plate.

 This unit contains fluorinated greenhouse gases covered by the Kyoto protocol. Maintenance and disposal activities must be carried out exclusively by skilled personnel.

 R32 refrigerant gas is slightly flammable and odourless.

 If the unit must be moved, contact the **RIELLO** Technical Support Service.

 This booklet is an integral part of the device, and must therefore be carefully preserved, and must ALWAYS accompany it, even in the event that it is sold to another Owner or User, or is transferred to another system. If it is damaged or lost, another copy can be requested to **RIELLO** Technical Support Service in your Area.

1.2 Safety precautions

It should be noted that the use of products that utilize electric energy requires certain essential safety regulations to be respected, including the following:

-  Do not allow children or unassisted disabled people to use the unit.
-  Do not touch the unit while barefoot and/or partially wet.
-  Do not spray or throw water directly on the unit.
-  It is forbidden to place weights on the device.
-  It is strictly forbidden to touch the coil fins, the moving parts, to place any body parts between them, or to insert pointy objects into the grilles.
-  It is forbidden to perform any technical interventions or cleaning operations before having disconnected the device from its electrical power supply, by setting the system's main switch to its "OFF" position.
-  It is forbidden to modify the safety or regulation devices without the authorisation of the manufacturer.
-  Do not pull, detach or twist the electrical wires coming out of the unit, even when the unit is disconnected from the power grid.
-  The packing material must not be disposed of in the surrounding environment and must be kept out of children reach, as it can be dangerous. It must be disposed of according to the regulations in force.

1.3 Energy saving tips

 Cover the windows with a shutter or a curtain to block the entrance of sunlight, increasing the cooling effect.

 Maintaining the temperature setting at a moderate level helps save energy.

Recommended temperature settings:

- for cooling: 26-28 °C
- for heating: 20-24 °C

⚠ Keep the air filter clean. Clogged air filters are a cause of inefficient operation and waste of energy.

1.4 AMK P

1.4.1 Unit description

RIELLO AMK P is an indoor unit for ceiling installation, suitable for use in commercial premises in combination with the outdoor unit. The multiple-speed fan DC motor improves performance and sound comfort.

1.4.2 Safety and adjustment devices

The device safety and setting are achieved thanks to:

- heat exchanger temperature sensor transmitting the detected value to the control panel, which is triggered in case of abnormal temperature with regard to the operating mode
- room air temperature sensor transmitting the detected value to the control panel in order to control the operation

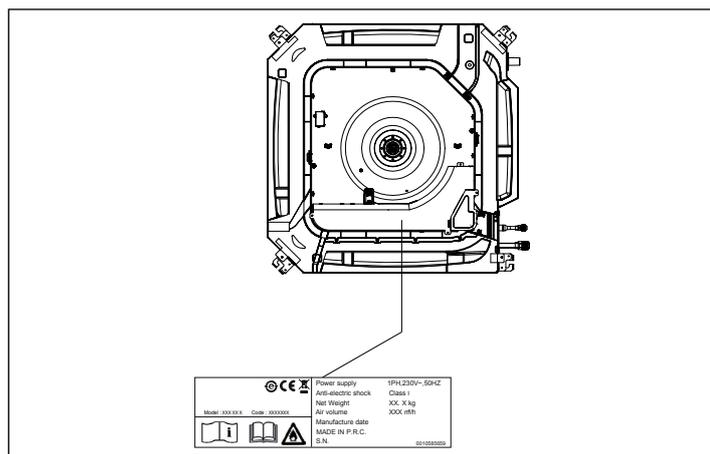
of the outdoor unit and regulate the room temperature

⚠ Safety device replacement must be carried out by **RIELLO** Technical Support Service, using only original components. Please refer to the spare parts catalogue.

⊖ IT IS FORBIDDEN to operate the device with faulty safety systems.

1.4.3 Identification

The unit can be identified through the technical data plate:

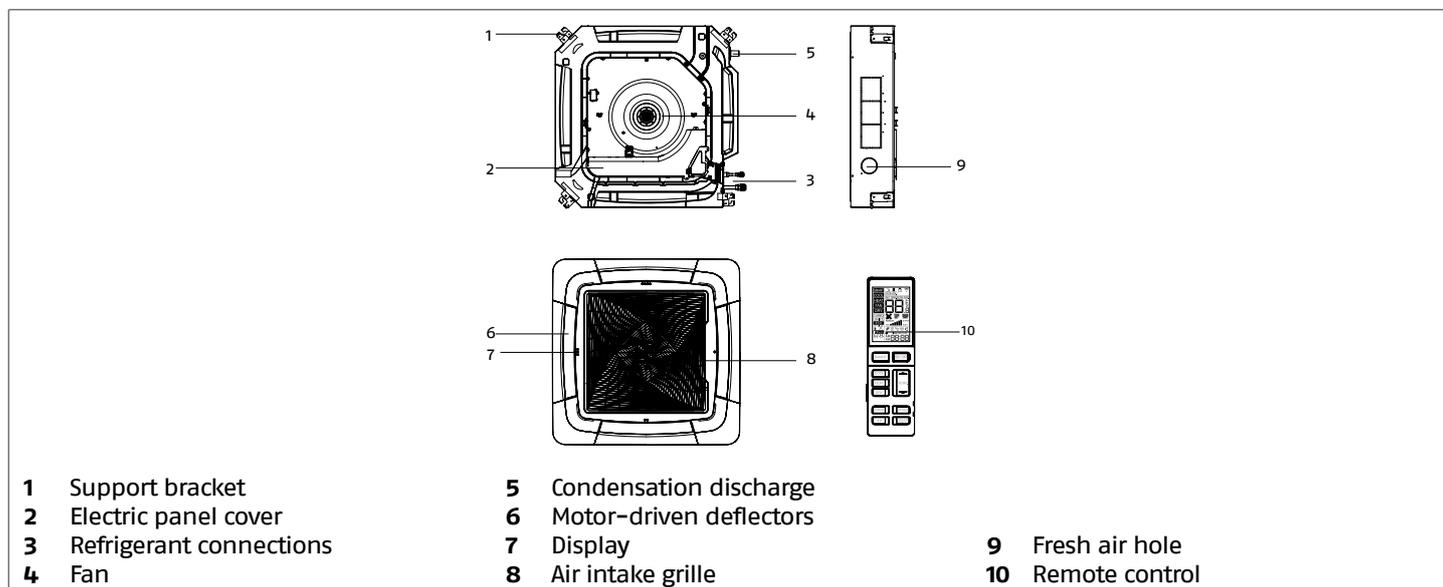


Technical data plate

Contains the device's technical and performance data.

⚠ The tampering, removal, or absence of the identification plates will not allow the product to be properly identified by its serial number.

1.4.4 Layout



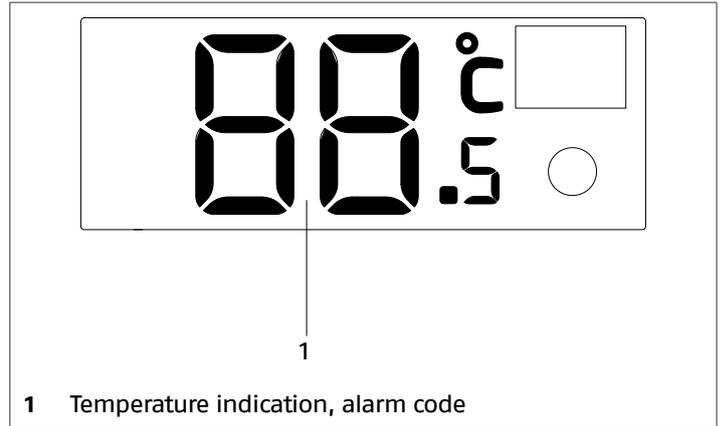
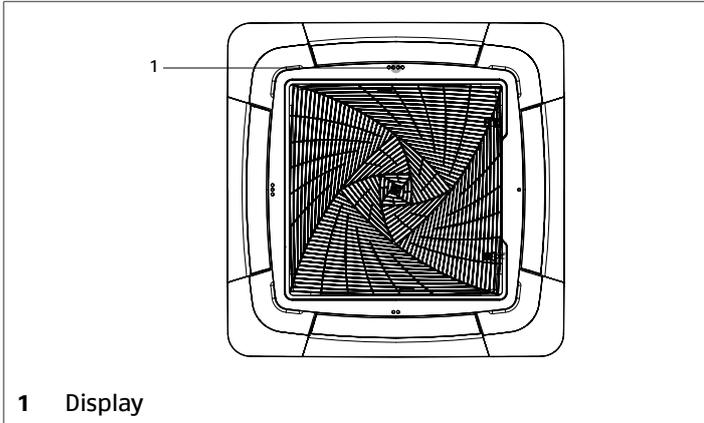
- 1 Support bracket
- 2 Electric panel cover
- 3 Refrigerant connections
- 4 Fan

- 5 Condensation discharge
- 6 Motor-driven deflectors
- 7 Display
- 8 Air intake grille

- 9 Fresh air hole
- 10 Remote control

Unit display

The unit display shows the active functioning mode, the temperature and the alarms, if any.



1.5 AMS P

1.5.1 Unit description

RIELLO AMS P is an indoor unit for ceiling or floor installation, suitable for use in residential and light commercial premises in

combination with the outdoor unit. The multiple-speed fan DC motor improves performance and sound comfort.

1.5.2 Safety and adjustment devices

The device safety and setting are achieved thanks to:

- heat exchanger temperature sensor transmitting the detected value to the control panel, which is triggered in case of abnormal temperature with regard to the operating mode
- room air temperature sensor transmitting the detected value to the control panel in order to control the operation

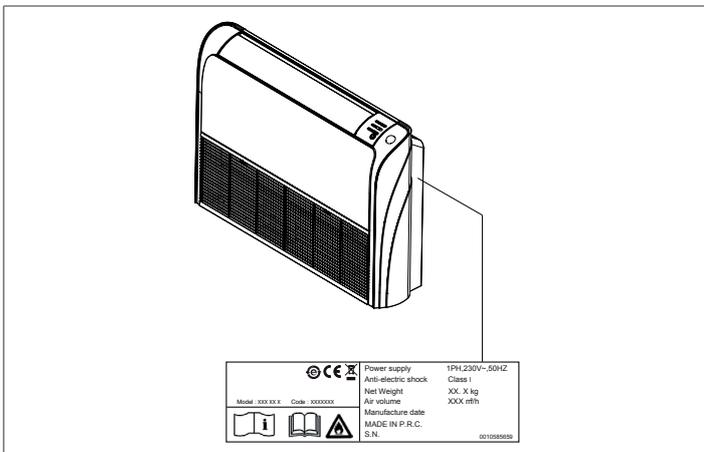
of the outdoor unit and regulate the room temperature

⚠ Safety device replacement must be carried out by **RIELLO** Technical Support Service, using only original components. Please refer to the spare parts catalogue.

⊘ IT IS FORBIDDEN to operate the device with faulty safety systems.

1.5.3 Identification

The unit can be identified through the technical data plate:

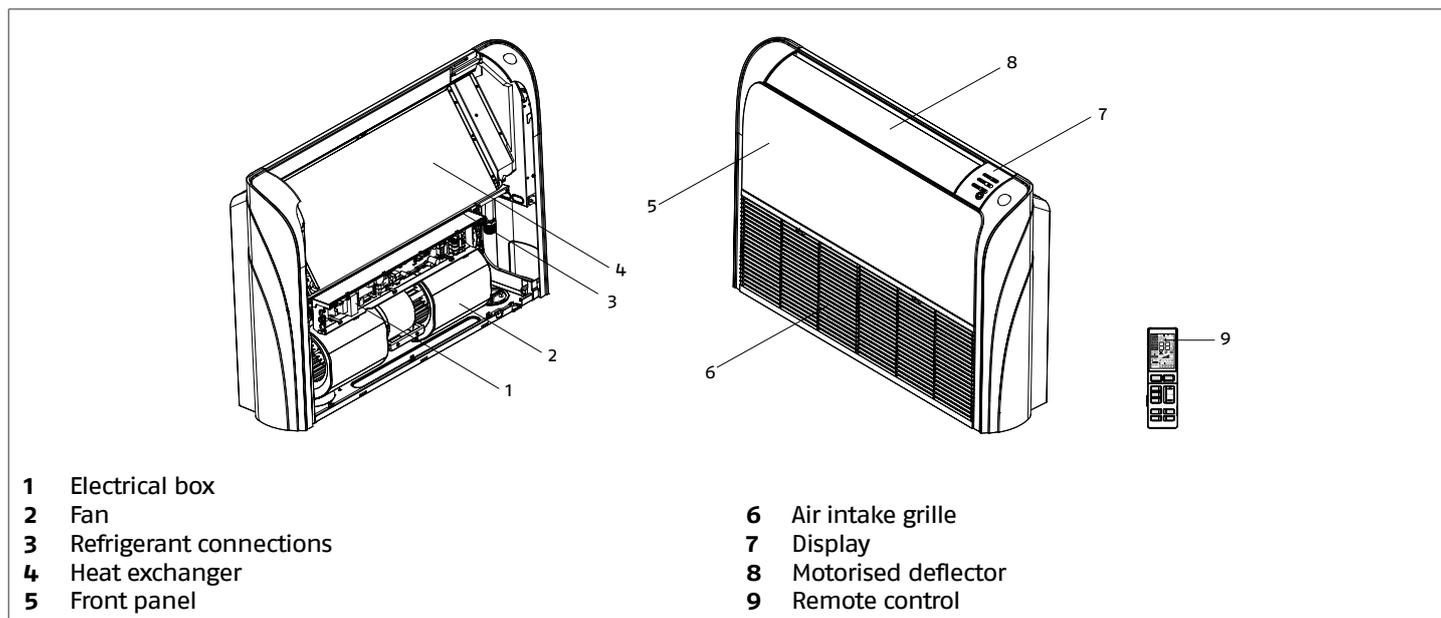


Technical data plate

Contains the device's technical and performance data.

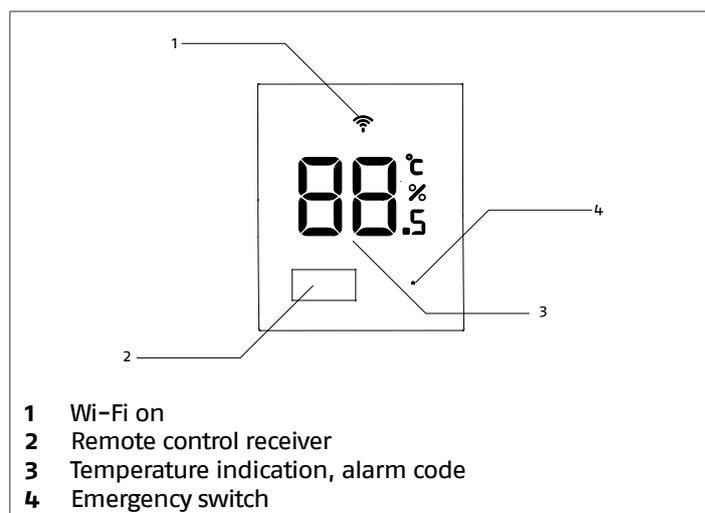
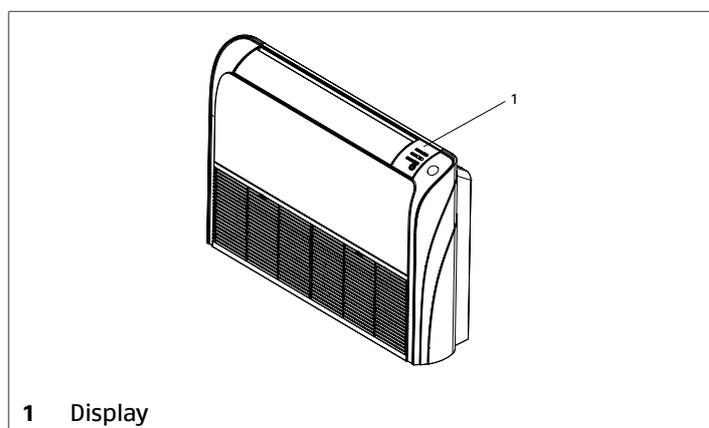
⚠ The tampering, removal, or absence of the identification plates will not allow the product to be properly identified by its serial number.

1.5.4 Layout



Unit display

The unit display shows the active functioning mode, the temperature and the alarms, if any.



1.6 AMC P

1.6.1 Unit description

RIELLO AMC P is an indoor unit for floor installation, suitable for use in residential and small business premises in combination

with the outdoor unit. The multiple-speed fan DC motor improves performance and sound comfort.

1.6.2 Safety and adjustment devices

The device safety and setting are achieved thanks to:

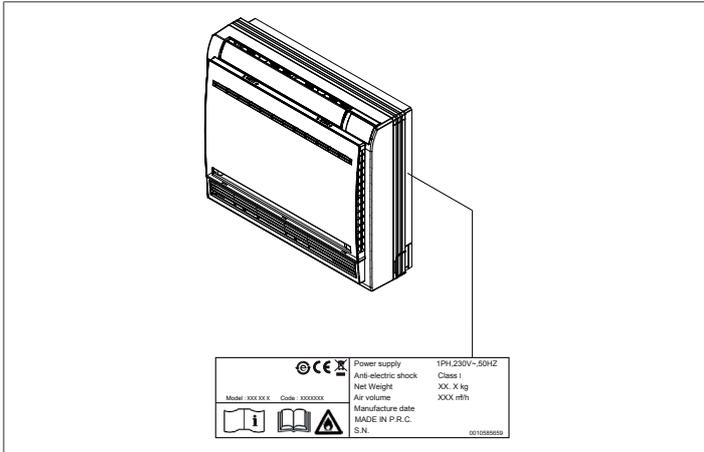
- heat exchanger temperature sensor transmitting the detected value to the control panel, which is triggered in case of abnormal temperature with regard to the operating mode
- room air temperature sensor transmitting the detected value to the control panel in order to control the operation of the outdoor unit and regulate the room temperature

⚠ Safety device replacement must be carried out by **RIELLO** Technical Support Service, using only original components. Please refer to the spare parts catalogue.

⊘ IT IS FORBIDDEN to operate the device with faulty safety systems.

1.6.3 Identification

The unit can be identified through the technical data plate:

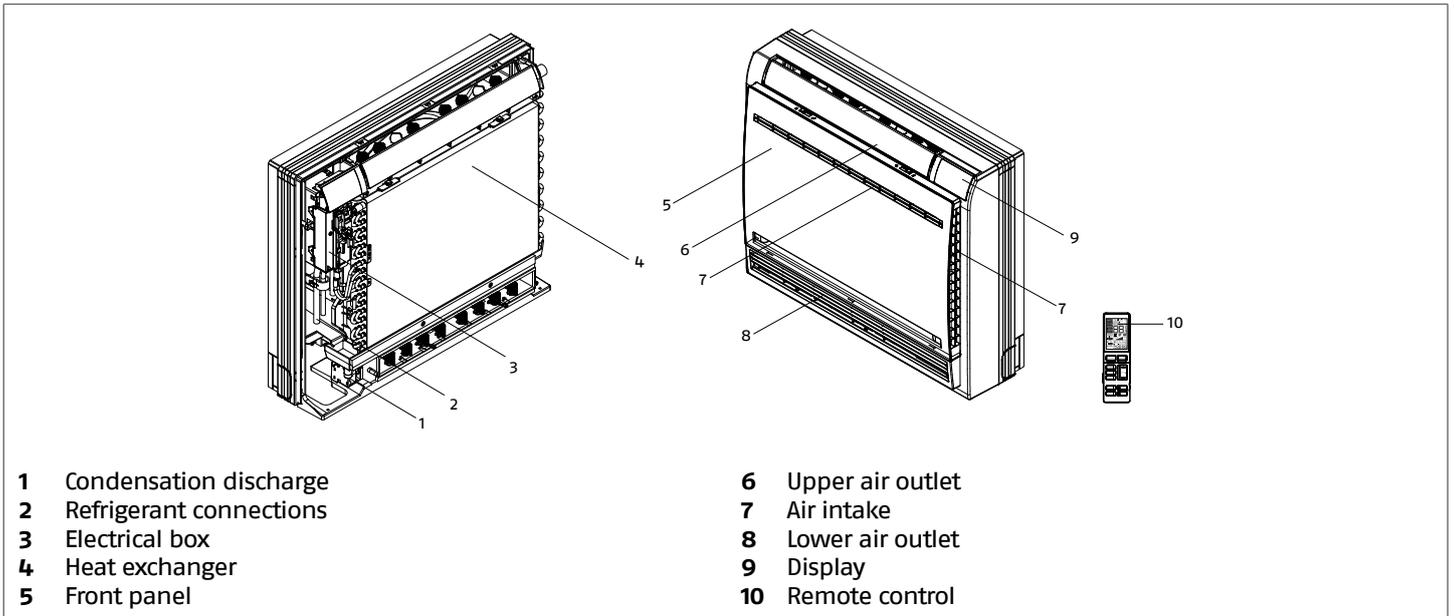


Technical data plate

Contains the device's technical and performance data.

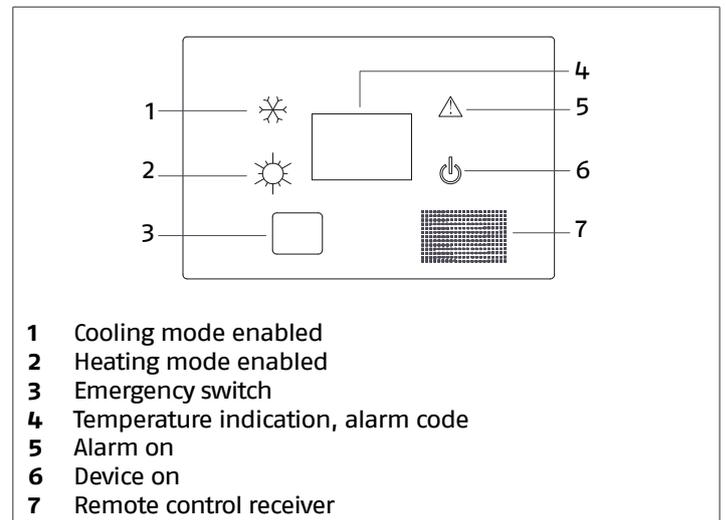
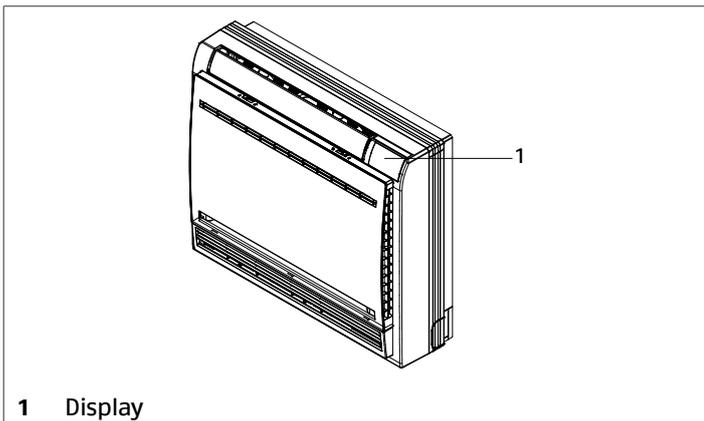
⚠ The tampering, removal, or absence of the identification plates will not allow the product to be properly identified by its serial number.

1.6.4 Layout



Unit display

The unit display shows the active functioning mode, the temperature and the alarms, if any.



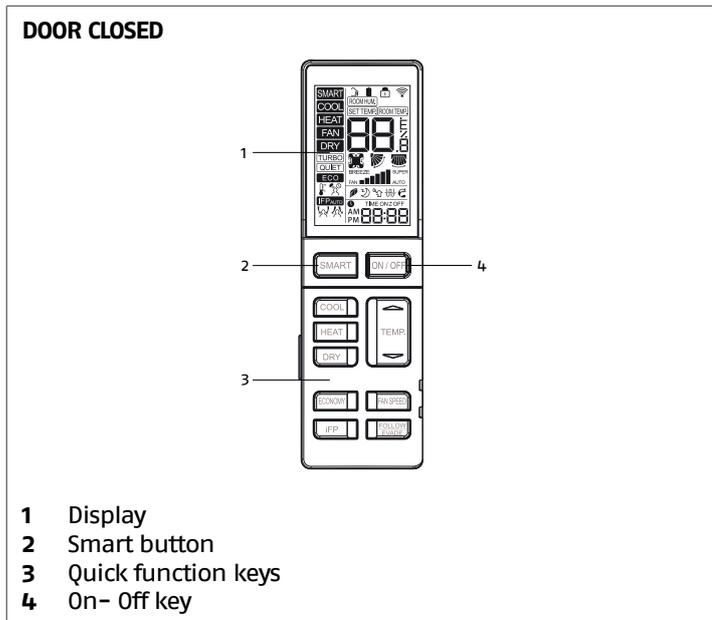
1.7 Remote control

Control, setting and programming operations are carried out with the IR remote control.

The electronics modulates the device operation according to the temperatures detected by the probes inside the indoor and outdoor units.

Function keys

The remote control features a small door in the key area:



When the door is closed, you can activate the quick functions, such as choosing the operating mode and setting the desired temperature.

⚠ Ensure that the door is fully closed. If this is not the case, the external keys will not work.

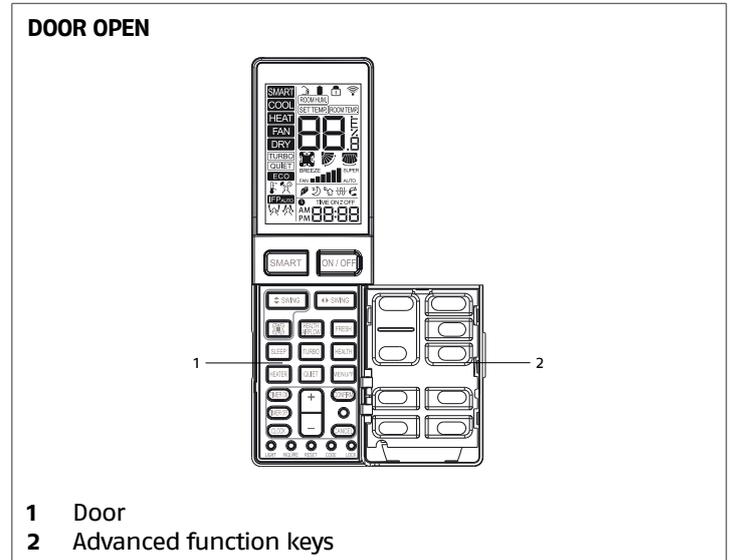
Function keys with door closed

- Enables Automatic mode
- It switches the device on and off
- It activates the Cooling mode
- It activates the Heating mode
- It activates the Dehumidification mode
- It increases or decreases the selected parameter value
- Enables ECO function
- Function not available
- Select required ventilation speed: minimum, medium, maximum or automatic



Function not available

DOOR OPEN



When the door is open, you can access the advanced functions, e.g. time scheduling and motor-driven deflector settings.

Function keys with door open

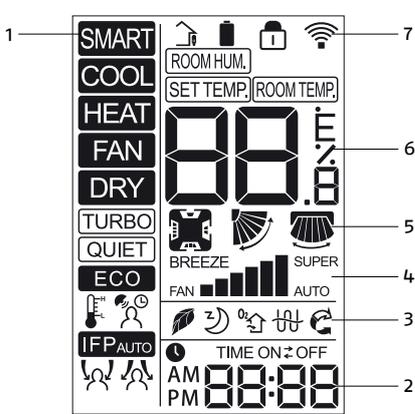
- It activates and deactivates the automatic movement of the horizontal deflector or stops it in a specific position
- It activates and deactivates the automatic movement of the vertical deflector or stops it in a specific position
Function not available for Cassette unit
- Select the desired deflector
- It enables the Health Air Flow function
- Enable Fresh function (low speed ventilation)
Not available for Console unit
- It activates the Sleep function
- Enable Turbo function (maximum speed ventilation)
- Function not available
- Function not available
- Enable Quiet function
- It switches the temperature scale from Celsius to Fahrenheit and vice versa
- Gives access to Timer ON settings
- Gives access to Timer OFF settings
- It gives access to current time change settings
- It increases or decreases the selected parameter value
- Confirm the settings

GENERAL INFORMATION

-  Delete the settings
-  Switch on or off the unit display
-  Indoor unit processing
-  Press to restart the air conditioner
-  Private function
-  Keys locking

Remote control display

The remote control display shows the settings as changed by the user and the detected weather conditions. The backlit display is divided in areas according to function type.



The diagram shows a remote control display with the following numbered areas:

- 1: Operating mode (SMART, COOL, HEAT, FAN, DRY, TURBO, QUIET, ECO, IFP_{AUTO})
- 2: Timer settings (TIME ON, OFF, AM, PM, 00:00)
- 3: Functions (Leaf, Moon, Fresh air, Health Airflow)
- 4: Fan settings (BREEZE, SUPER, FAN, AUTO)
- 5: Motor-driven deflector settings (Horizontal and Vertical deflector icons)
- 6: Climatic settings (ROOM HUM, SET TEMP, ROOM TEMP)
- 7: Remote control status (Signal, Battery, Lock, WiFi)

Operating mode

-  Smart mode enabled
-  Cooling mode enabled
-  Heating mode enabled
-  Ventilation mode enabled
-  Dehumidification mode enabled
-  Turbo function enabled
-  Quiet function enabled
-  Economy function enabled
-  Not available

Timer settings

 Timer setting value or current time display

- ON Switch on timer enabled
- OFF Switch off timer enabled

Functions

-  Not available
-  Sleep function enabled
-  Fresh function enabled
Not available for Console unit
-  Not available
-  Health Airflow function enabled

Fan settings

-  Fan speed set
- BREEZE Quiet speed enabled
- SUPER Turbo speed enabled
- AUTO Auto speed enabled

Motor-driven deflector settings

-  Deflectors enabled
Available for Cassette unit only
-  Horizontal deflector position
-  Vertical deflector position
Not available for Cassette unit

Climatic settings

-  1. Detected ambient humidity
-  2. Required temperature when using the button 
-  3. Detected ambient temperature

Remote control status

-  Signal transmission upon pressing the keys
-  Battery level
-  Remote control keys locked
-  WiFi connection enabled

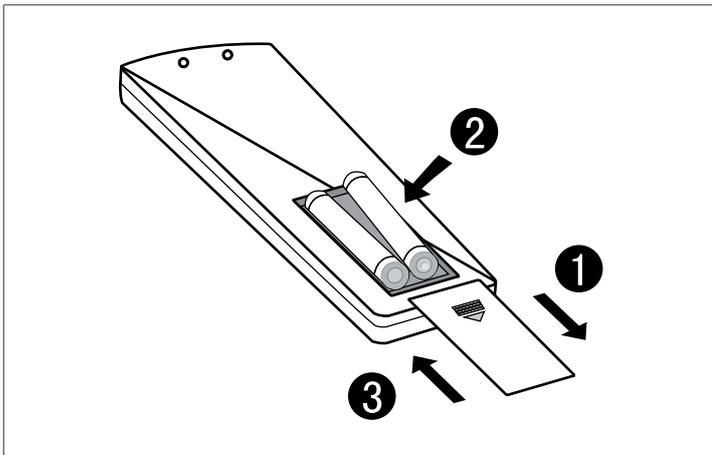
2 USE

2.1 Initial settings

The remote control was designed to ensure user-friendliness even with no special programming. To activate, just install batteries and set current time.

Battery insertion

The remote control is powered by two AAA batteries (1.5 V) housed at the back, under a cover. Should you notice a poorer reception or if display information fades out, the batteries must be changed. To fit or change batteries:

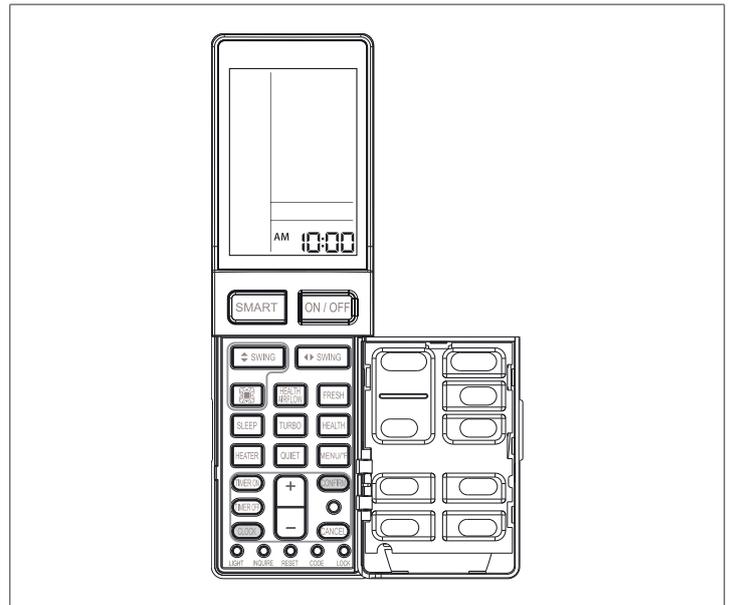


- remove the cover by pressing it down and lifting it up
- if present, remove old batteries
- fit new batteries according to proper polarity

- ⚠** Two 1.5V AAA batteries are supplied with the unit for its first set-up.
- ⚠** Never mix and match new and old batteries or different types of batteries.
- ⚠** When you remove the batteries, all settings in the remote control will be deleted. Fit the new batteries and reprogram.
- ⚠** Do not dispose of old batteries in the environment. Always take them to the suitable containers at points of sale.

Time setting

The current time must be set before using the remote control:



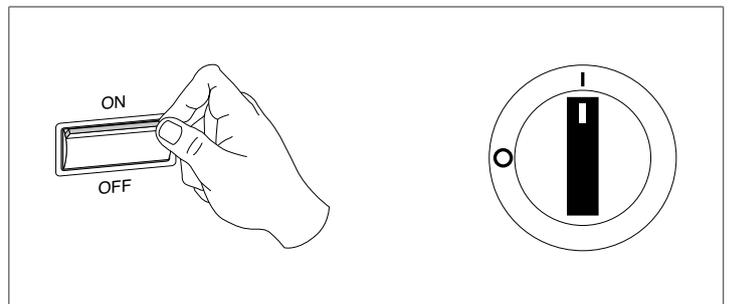
- open the door
- press 
- work on 
- select the current time

Each time the key is pressed, the values changes by 1. By keeping the key pressed down, the value changes faster.

- confirm with 

2.2 Start-up

To switch on:



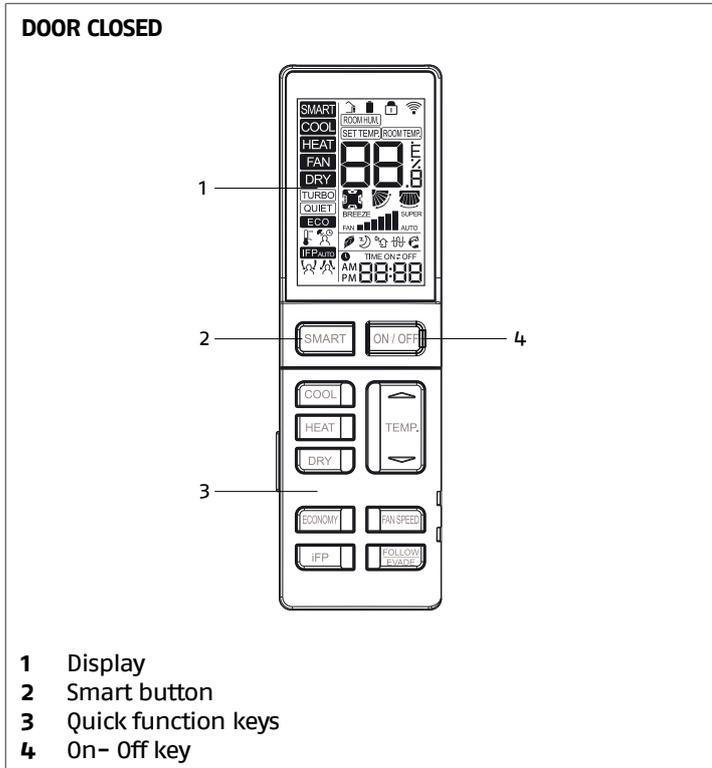
- position the system's main switch in the "ON" position.
- press 

The unit display turns on.

- ⚠** Use the remote control within a range of 7 meters, pointing it towards the receiver and making sure that there are no obstacles interposed.
- ⚠** The working range could be reduced if electronic starters or TV sets are nearby.
- ⚠** Do not leave the remote control exposed to direct sunlight, near sources of heat and protect it from water and dust.
- ⚠** The remote control is equipped with 1.5 V AAA batteries that must be removed when climate control system is left unused for over 3 months.

! The compressor activates 3 minutes after unit activation.

2.3 Use with closed flap



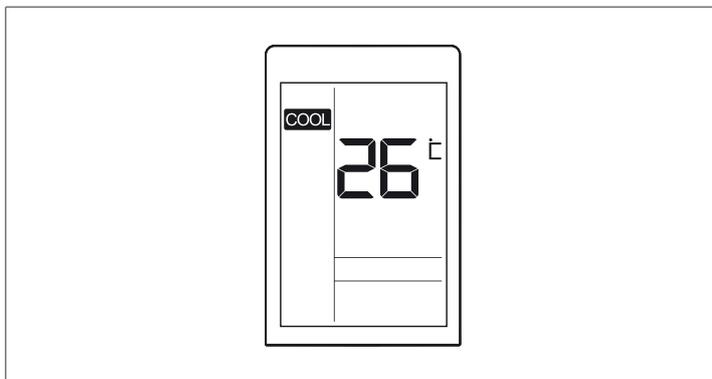
When the door is closed, you can activate the quick functions, such as choosing the operating mode and setting the desired temperature.

! Ensure that the door is fully closed. If this is not the case, the external keys will not work.

Cooling mode

The Cooling mode allows starting and use of the air conditioner as a producer of cold and dehumidified air. To activate this function an external temperature between +10 °C and 46 °C is recommended.

Required ambient temperature available range is between 16 °C and 30 °C.



- Activation

— press

COOL appears on the display of the remote control and the unit. Set required temperature as follows:

— work on

Value is stored with no need to press other buttons.

- Switch-off
 - select another operating mode

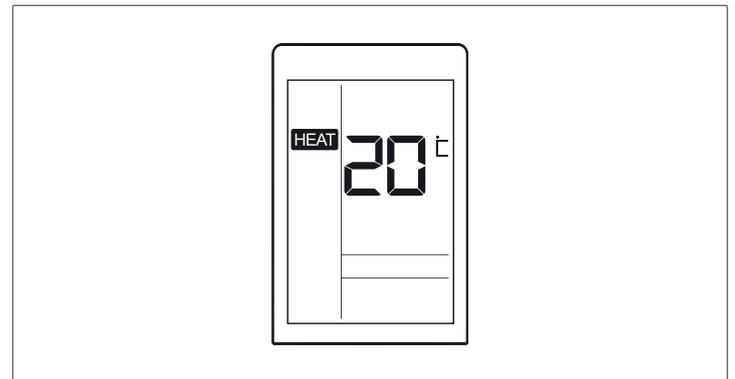
Alternatively:

— press to deactivate

Heating Mode

The Heating mode allows starting and use of the air conditioner as a hot air producer. To activate this function an external temperature between -25 °C and 16 °C.

Required ambient temperature available range is between 16 °C and 30 °C.



- Activation

— press

HEAT appears on the display of the remote control and the unit. Set required temperature as follows:

— work on

Value is stored with no need to press other buttons.

- Switch-off
 - select another operating mode

Alternatively:

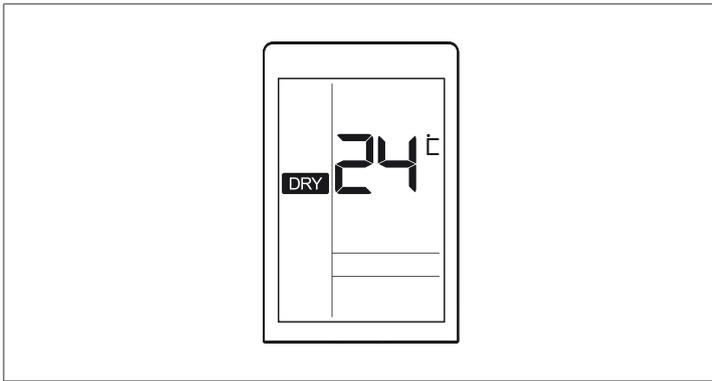
— press

Dehumidification mode

Dehumidification mode allows starting and using the system to reduce ambient humidity.

Required ambient temperature available range is between 16 °C and 30 °C.

The equipment will operate at displayed ventilation speed. When the delta between ambient temperature and set temperature is below two degrees, the equipment will operate intermittently at the minimum ventilation speed.



• Activation

— press

DRY appears on the display of the remote control and the unit. Set required temperature as follows:

— work on

Value is stored with no need to press other buttons.

• Switch-off

— select another operating mode

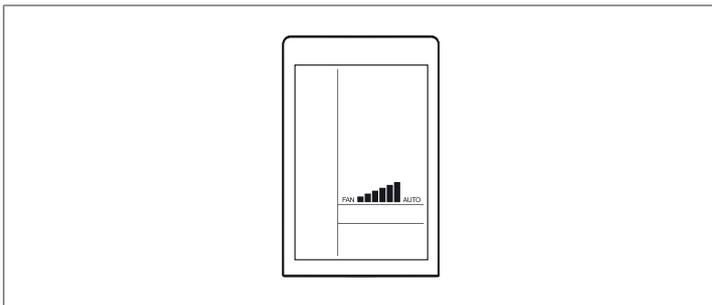
Alternatively:

— press to deactivate

Smart mode

In Automatic mode, equipment automatically changes operating mode, toggling between Cooling and Heating to keep a constant ambient temperature when outdoor conditions change.

Press the to display temperature setting. Temperature settings are preset.



• Activation

— press

Remote control display shows **SMART**.

• Switch-off

— select another operating mode

Alternatively:

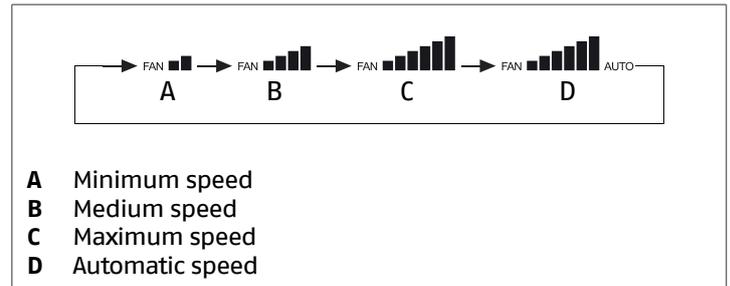
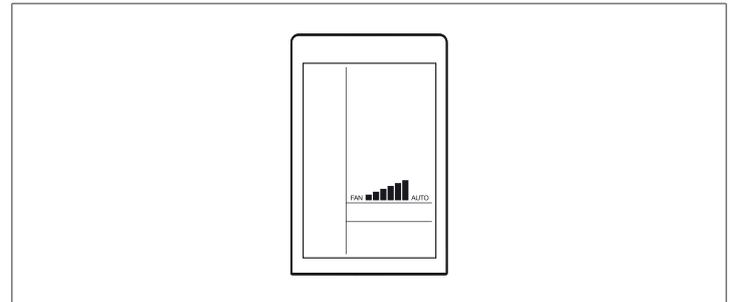
— press to deactivate

Adjusting ventilation speed

Ventilation speed can be adjusted in the following modes:

- Cooling
- Heating
- Dehumidification
- Ventilation

Set required ventilation speed as follows:



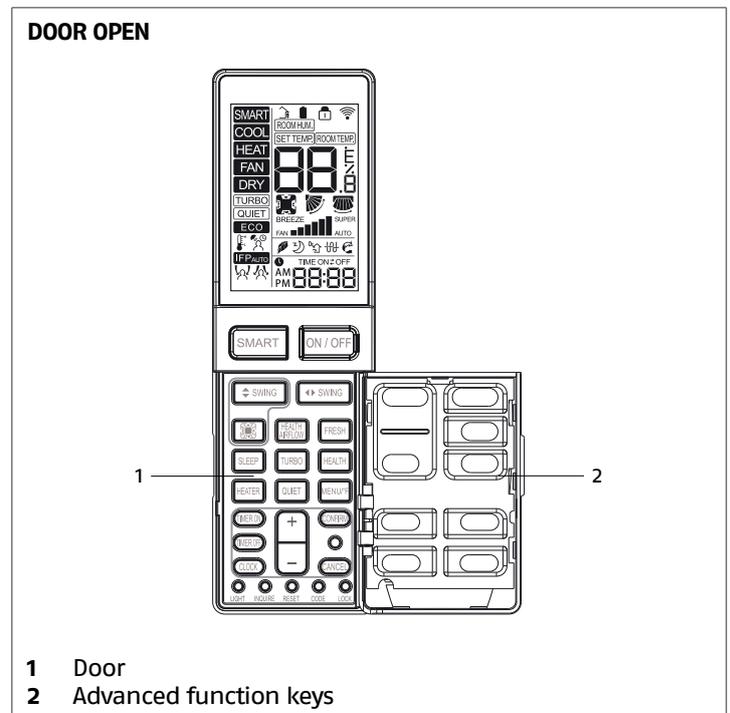
— work on

— Each press will select a different speed.

If selected **AUTO**, the speed changes automatically according to preset strategies.

2.4 Use with open flap

When the door is open, you can access the advanced functions, e.g. time scheduling and motor-driven deflector settings.

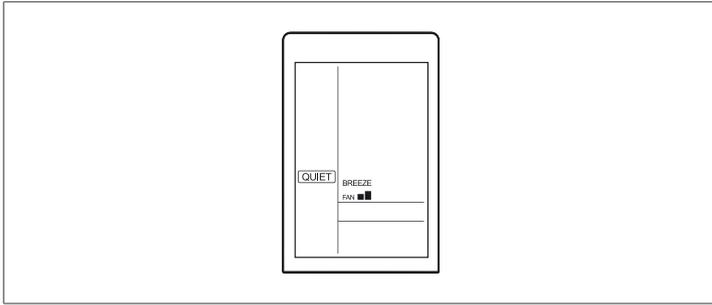


Quiet function

The equipment operation is forced to maintain the super-minimum ventilation speed to reduce noise and improve acoustic comfort.

The Quiet function can be turned on in the following modes:

- Heating
- Cooling



• Activation

- press

• Switch-off

- select another operating mode

Alternatively:

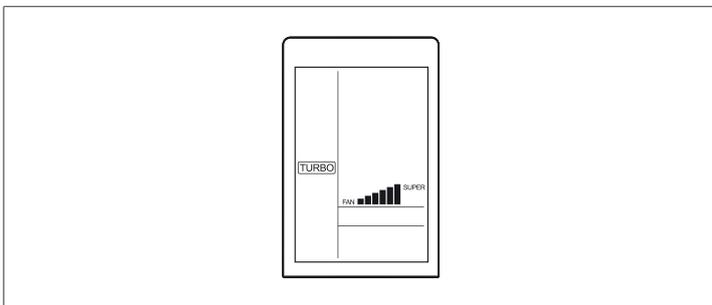
- press to deactivate

Maximum power function

Equipment operation is forced to maximum so as to quickly achieve ambient required conditions.

The Maximum power function can be turned on in the following modes:

- Heating
- Cooling



• Activation

- press

• Switch-off

- select another operating mode

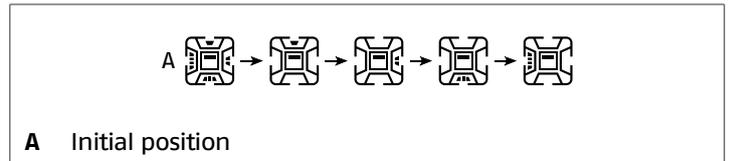
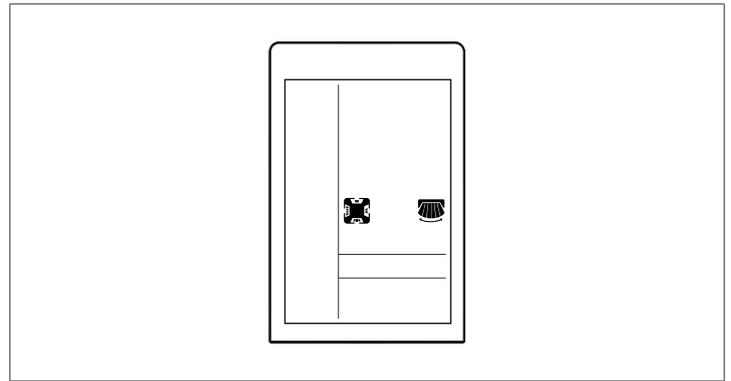
Alternatively:

- press to deactivate

Vertical motorised deflector

The vertical motorised deflector controls the horizontal air flow by setting a preferred outlet tilt or activating automatic operation (not available on AMW ST).

Set required deflector position as follows:



A Initial position

- work on
- select required position

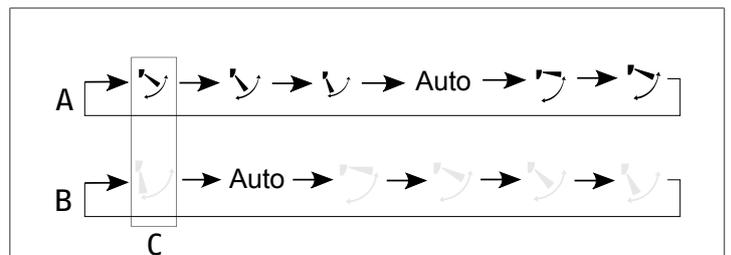
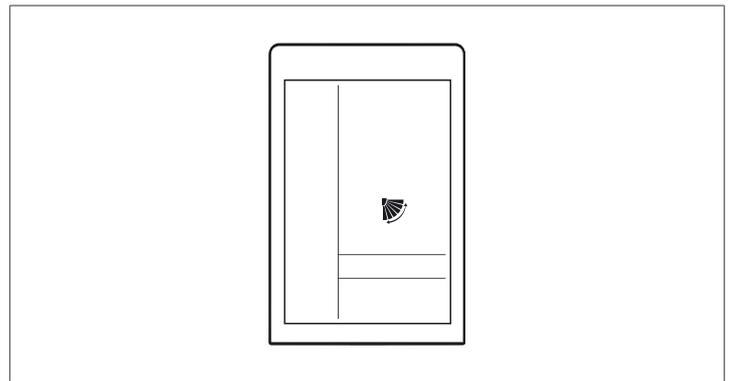
Each press will select a different position. Once the desired deflector is selected, adjust the air flow through the horizontal air deflector.

Do not manually move the deflector.

Horizontal motorised deflector

The horizontal motorised deflector controls the vertical air flow by setting a preferred outlet tilt or activating automatic operation.

Set required deflector position as follows:



A Cooling, Dehumidification and Smart mode
 B Heating Mode
 C Initial position

- work on

— select required position

Each press will select a different position.

! In environments with high humidity, condensation may form on the deflector during operation in Cooling and Dehumidification mode. In this situation, if the deflector is kept in vertical position  for a long time, condensation may fall on the objects below.

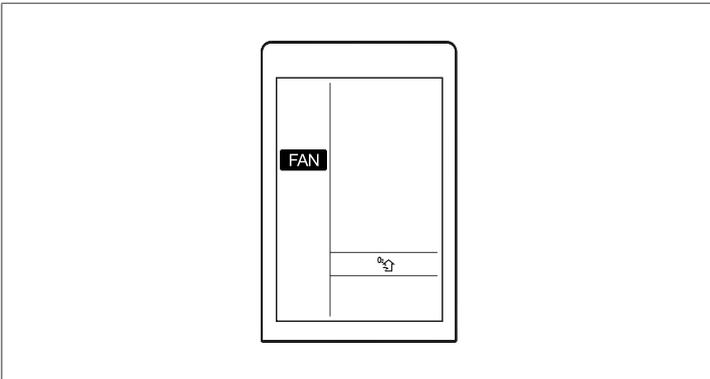
! Do not set under the equipment any objects susceptible to get damaged in contact with water.

! When climate control system is turned off, the horizontal deflector will close automatically.

⊖ Do not manually move the deflector.

Fresh function

The Fresh function allows the renewal of the air inside the home, taking it from the external environment.



• Activation
— press 

The display shows the ,  and the temperature value disappears.

! The equipment will operate at selected ventilation speed.

! During operation in Ventilation mode, automatic speed cannot be selected.

• Switch-off
— press  or  or 

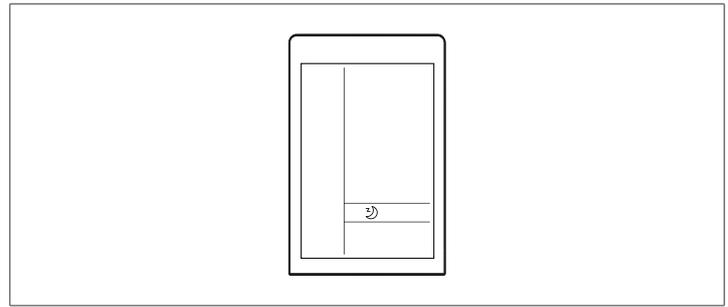
 disappears in the display of the remote control

Sleep function

Sleep function is setting on 8 hour and cannot be modified. Not actionable in FAN mode.

! In Smart mode: depending on the operating mode selected by the programme.

! In the Sleep function, fan will decrease its set speed by one.



• Activation
— press 

Remote control display shows .

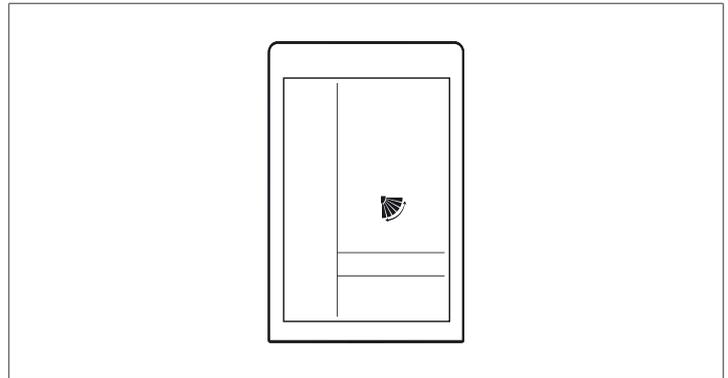
• Switch-off
— press 

 disappears in the display of the remote control

! If the Timer function for automatic stop is already programmed, the Sleep function cannot be turned on.

Health air flow function

The Health air flow function sets the horizontal motorised deflector so as to avoid aiming the air flow directly at persons.



• Activation
— press 

Remote control display shows  and AUTO.

! Each air deflector that swings on all four sides alternates air circulation until it is exhausted.

• Switch-off
— press 

the deflector goes back to the position it had prior to function activation.

! With Health air flow function on, horizontal deflector position cannot be changed.

! Do not set under the equipment any objects susceptible to get damaged in contact with water.

Hourly programming

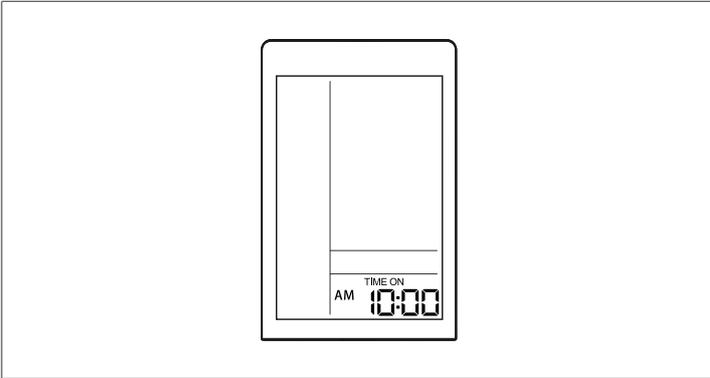
Hourly programming allows user to set equipment on and off times.

Switch-on occurs in the current operating mode.

Automatic switch-on

Automatic switch-on programming allows user to set equipment ON time.

⚠ Before activation, set current time.



- Activation
 - aim the remote control on the side opposite to unit receiver

— press

The remote control turns on.

— aim the remote control to unit receiver

— press

The display shows the ON intermittently and the time previously set.

Set required time as follows:

— work on

Each time the key is pressed, the values changes by 1. By keeping the key pressed down, the value changes faster.

— confirm with

The ON symbol ends intermittently.

- Switch-off

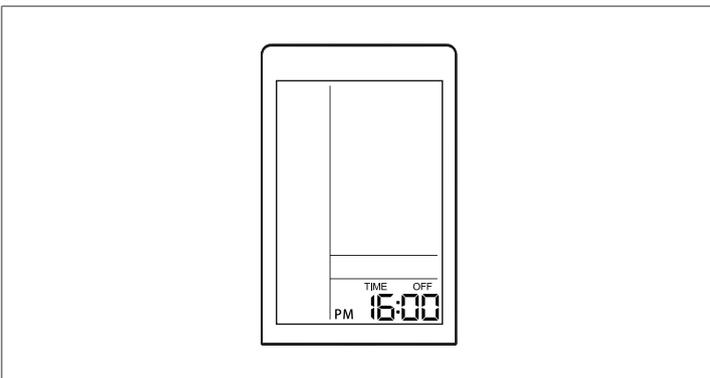
— press

⚠ Programming remains active even when remote control is off.

Automatic switch-off

Automatic switch-off programming allows user to set equipment OFF time.

⚠ Before activation, set current time.



- Activation

— press

The display shows the OFF and the time previously set. Set required time as follows:

— work on

— Each time the key is pressed, the values changes by 1. By keeping the key pressed down, the value changes faster.

— confirm with

The OFF symbol ends intermittently.

- Switch-off

— press

⚠ Programming remains active even when remote control is off.

⚠ Hourly programming has higher priority over the Night function. If Automatic switch-off is active, the unit turns off even though the Night function is still active.

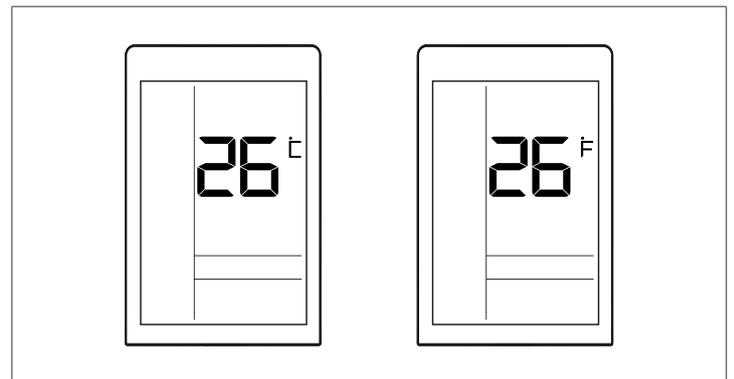
Selecting the temperature measurement unit

If required, it is possible to change the temperature measurement unit.

The available units are:

— Celsius °C

— Fahrenheit °F



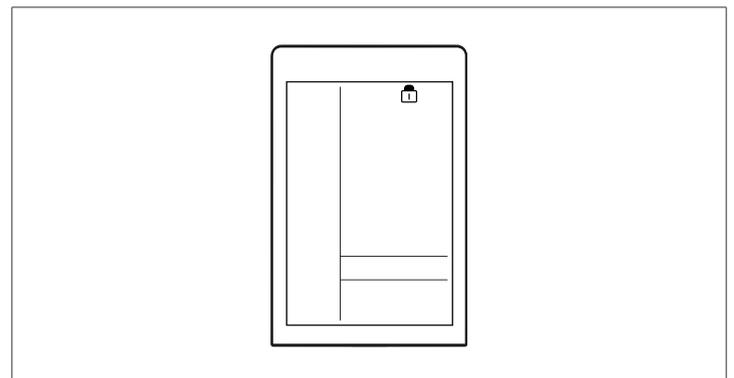
Select required unit as follows:

— work on

— Each press will select a different unit, toggling between °C and °F.

Button locking

Prevent any accidental control by locking remote control buttons.



- Button locking



Remote control display shows .

- Button unlocking



 disappears in the display of the remote control

2.5 Temporary shutdown

In order to shut down the unit for periods of brief absences:



press .

The unit display turns off.
The horizontal motorised deflector closes.

 The settings are memorized by the remote control and are activated each time  is pressed.

 Turn unit off exclusively through the remote control.

2.7 Maintenance

Routine maintenance is fundamental for keeping the equipment efficient, safe and reliable. It can be performed periodically by **RIELLO** Technical Support Service, whose staff is technically qualified and can use genuine spare parts, if necessary.

2.8 Cleaning

AMK P

Monthly operations

The following checks are part of the monthly maintenance plan:

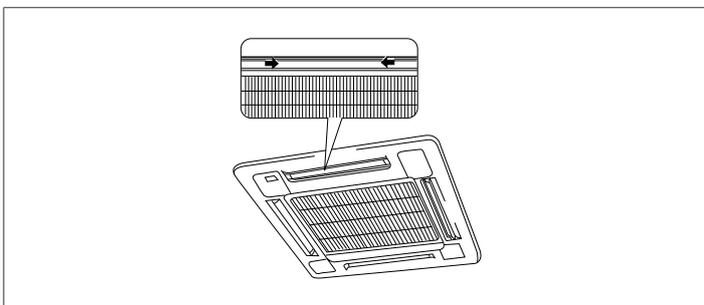
- cleaning the housing and front panel
- mesh filter cleaning

Cleaning 4 ways panel

- wet a sponge or soft cloth with water and soap to wash
- once cleaning is over dry surfaces with care

 Do not use water at a temperature that is higher than 40°C, powder or abrasive detergents, solvents and brushes.

Mesh filter cleaning

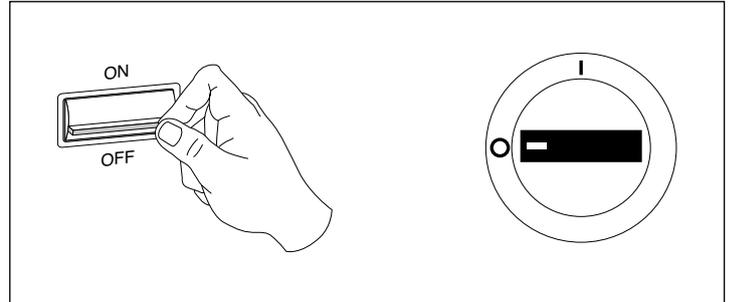


- open the air intake grill

2.6 Stop for an extended period of time

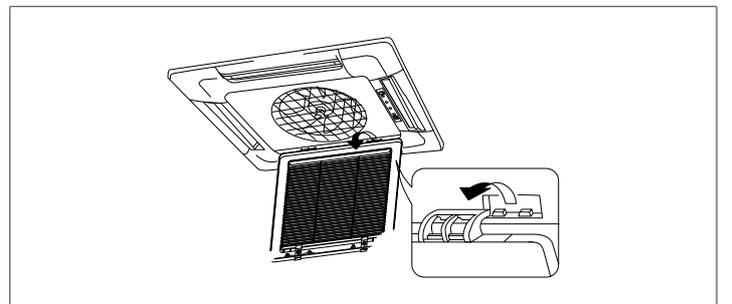
If the device has not been used for an extended period of time, carry out the following operations:

- start the device in ventilation mode
- select the maximum speed
- let the device run for 6 hours
- deactivate the unit with the remote control

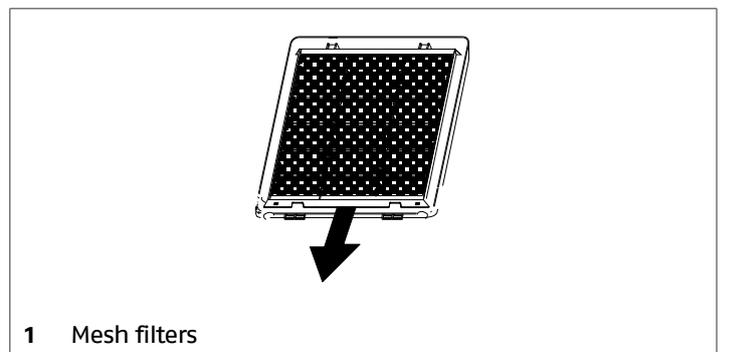


- position the system's main switch in the "OFF" position.

ically by **RIELLO** Technical Support Service, whose staff is technically qualified and can use genuine spare parts, if necessary.



- unfasten grill
- remove grill



1 Mesh filters

- take out the mesh filter by grabbing the relevant fins
- remove dust with a vacuum cleaner

⚠ Stubborn dirt can be removed by washing the filter in a luke warm (max. 40 °C) solution of water and neutral detergent. After washing, rinse the filters well and leave to dry in the shade.

⚠ Exposing the filters to the sun or washing them with water at a temperature that is higher than 40 °C can cause the filters to shrink.

⊖ It is forbidden to use the device without mesh filter.

AMS P

Monthly operations

The following checks are part of the monthly maintenance plan:

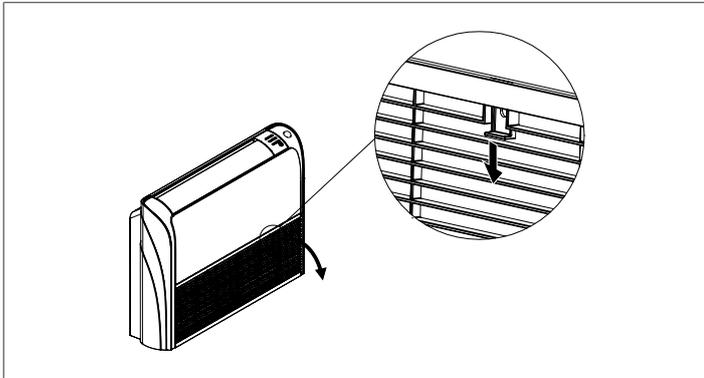
- Cleaning the cabinet
- mesh filter cleaning

Cleaning the cabinet

- wet a sponge or soft cloth with water and soap to wash
- once cleaning is over dry surfaces with care

⚠ Do not use water at a temperature that is higher than 40°C, powder or abrasive detergents, solvents and brushes.

Mesh filter cleaning



- open the fixing pin
- open the air intake grill
- take out the mesh filter by grabbing the relevant fins
- remove dust with an vacuum cleaner
- repeat for all elements

⚠ Stubborn dirt can be removed by washing the filter in a luke warm (max. 40 °C) solution of water and neutral detergent. After washing, rinse the filters well and leave to dry in the shade.

⚠ Exposing the filters to the sun or washing them with water at a temperature that is higher than 40 °C can cause the filters to shrink.

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AMC P

Monthly operations

The following checks are part of the monthly maintenance plan:

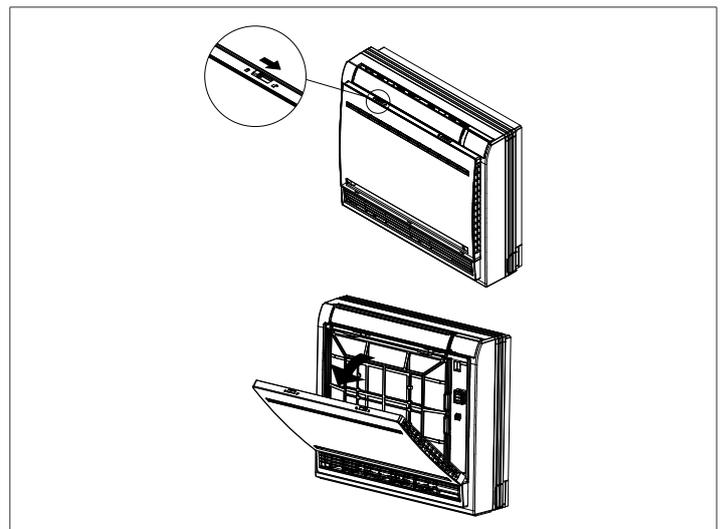
- Cleaning the cabinet
- mesh filter cleaning

Cleaning the cabinet

- wet a sponge or soft cloth with water and soap to wash
- once cleaning is over dry surfaces with care

⚠ Do not use water at a temperature that is higher than 40°C, powder or abrasive detergents, solvents and brushes.

Mesh filter cleaning



- open the fixing pin
- open the air intake grill
- take out the mesh filter by grabbing the relevant fins
- remove dust with an vacuum cleaner
- repeat for all elements

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⚠ Exposing the filters to the sun or washing them with water at a temperature that is higher than 40 °C can cause the filters to shrink.

⊖ It is forbidden to use the device without mesh filter.

2.9 Troubleshooting

Power failure

If after pressing  on the remote control unit display does not light up and the appliance does not switch on, check that:

- the power plug of the appliance, if present, is properly inserted
- the general system switch is positioned on "on"
- remote control batteries are well charged

⚠ If necessary, contact **RIELLO** Technical Support Service.

The climate control system does not sufficiently cool down or

warm up the air

Check that:

- the mesh filter is clean
- the purification filters, if installed, are clean
- doors or windows in communication with the outside are closed
- the airflow of the outdoor unit is free of obstacles
- set temperature is the one actually required

⚠ If necessary, contact **RIELLO** Technical Support Service.

Alarms

AMK P

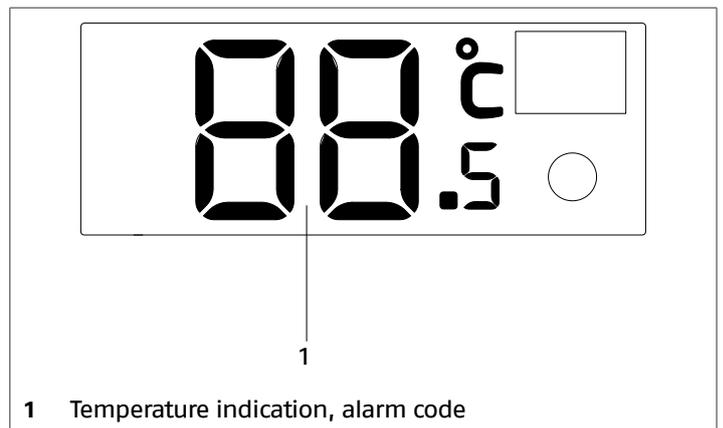
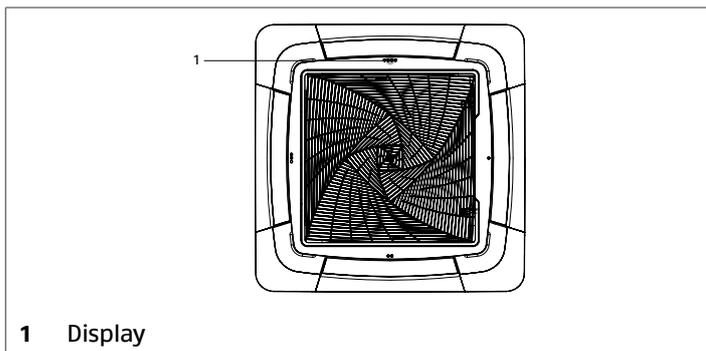
In the presence of operating abnormalities, the unit is secured and blocked.

⚠ Safety block can occur randomly.

⚠ Wait for at least 10 minutes before restarting the unit.

⚠ If the fault occurs again, an accurate check of the device components is required. Contact **RIELLO** Technical Support Service.

Faults are identified by a code on the control display and by LED 1 blinking on main board.



Indoor unit faults

| LED1 | Display | Description | Remarks |
|------|---------|--|--|
| 1 | 01 | Room probe fault | The unit resets after problem resolution |
| 2 | 02 | Exchanger probe fault | |
| 4 | 04 | Microprocessor malfunction | |
| 7 | 07 | Communication error between indoor unit and outdoor unit | |
| 8 | 08 | Communication error between unit and control panel | |
| 12 | 0C | Malfunction condensation drain system | |
| 13 | 0D | Zero cross signal detected wrong | |
| 14 | 0E | Fan motor malfunction | |

Outdoor unit faults

⚠ Refer to the matching outdoor unit instruction booklet for the installer.

⚠ If the fault occurs again, an accurate check of the device components is required. Contact **RIELLO** Technical Support Service.

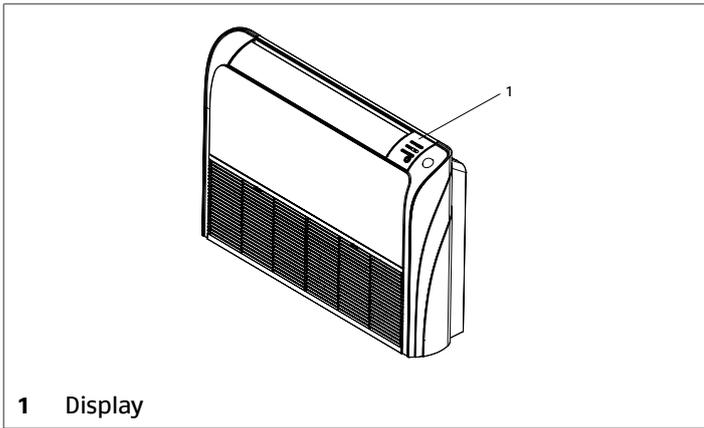
Faults are identified by a code on the control display and by LED 1 blinking on main board.

AMS P

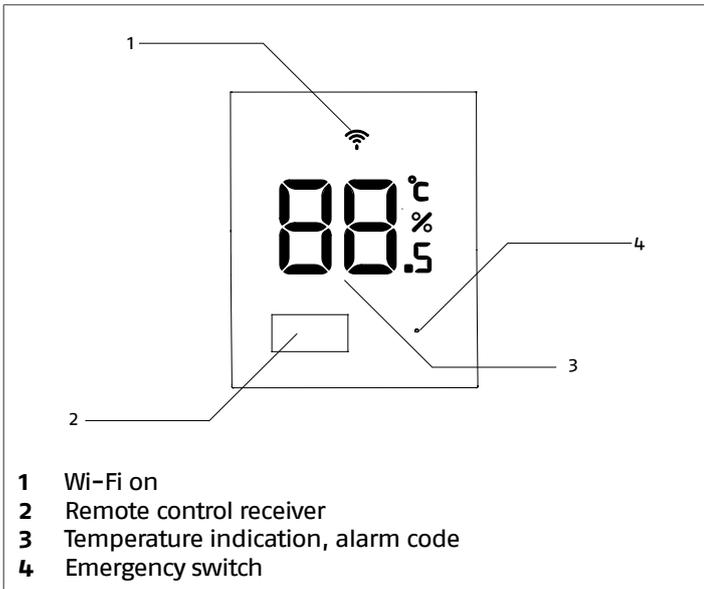
In the presence of operating abnormalities, the unit is secured and blocked.

⚠ Safety block can occur randomly.

⚠ Wait for at least 10 minutes before restarting the unit.



1 Display

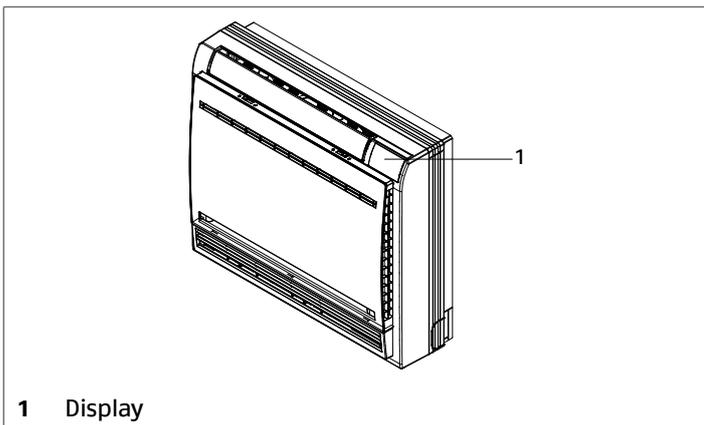


- 1 Wi-Fi on
- 2 Remote control receiver
- 3 Temperature indication, alarm code
- 4 Emergency switch

AMC P

In the presence of operating abnormalities, the unit is secured and blocked.

- ⚠ Safety block can occur randomly.
 - ⚠ Wait for at least 10 minutes before restarting the unit.
 - ⚠ If the fault occurs again, an accurate check of the device components is required. Contact **RIELLO** Technical Support Service.
- Faults are identified by a code on the control display and by LED 1 blinking on main board.



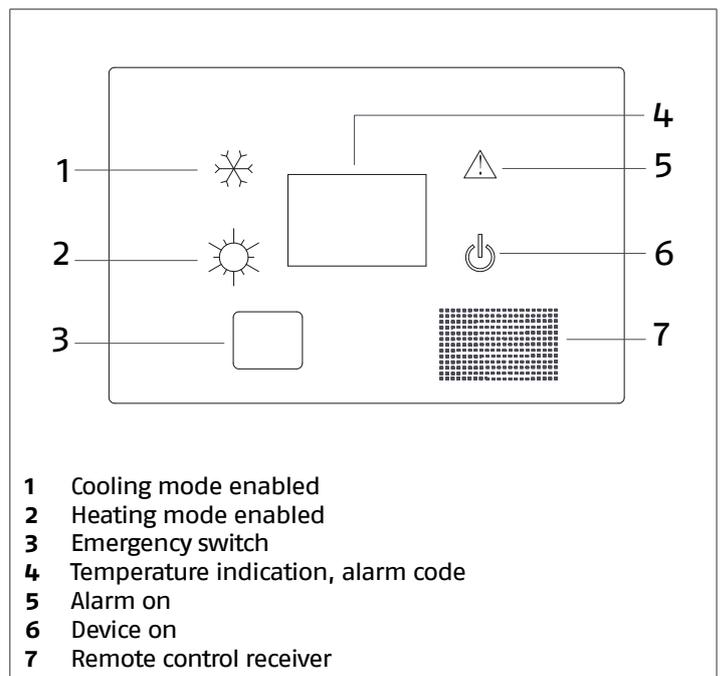
1 Display

Indoor unit faults

| LED1 | Display | Description | Remarks |
|------|---------|--|--|
| 1 | E1 | Room probe fault | The unit resets after problem resolution |
| 2 | E2 | Exchanger probe fault | |
| 4 | E4 | Microprocessor malfunction | |
| 7 | E7 | Communication error between indoor unit and outdoor unit | |
| 8 | E8 | Communication error between unit and control panel | |
| 12 | E10 | Malfunction condensation drain system | |
| 13 | C1 | Zero cross signal detected wrong | |
| 14 | E14 | Fan motor malfunction | |

Outdoor unit faults

⚠ Refer to the matching outdoor unit instruction booklet for the installer.



- 1 Cooling mode enabled
- 2 Heating mode enabled
- 3 Emergency switch
- 4 Temperature indication, alarm code
- 5 Alarm on
- 6 Device on
- 7 Remote control receiver

Indoor unit faults

| LED1 | Display | Description | Remarks |
|------|---------|--|--|
| 1 | E1 | Room probe fault | The unit resets after problem resolution |
| 2 | E2 | Exchanger probe fault | |
| 4 | E4 | Microprocessor malfunction | |
| 7 | E7 | Communication error between indoor unit and outdoor unit | |
| 8 | E8 | Communication error between unit and control panel | |
| 12 | E10 | Malfunction condensation drain system | |
| 13 | C1 | Zero cross signal detected wrong | |
| 14 | E14 | Fan motor malfunction | |

Outdoor unit faults

 Refer to the matching outdoor unit instruction booklet for the installer.

Faults requiring intervention of the Technical Support Service

If any of these faults occurs:

- the power cable is too hot or damaged
- a strange noise is heard during operation
- the circuit breaker, a fuse or the circuit breaker circuit breaker trips continuously
- a switch or a button is not operating properly

- user smells burnt
- water leaks from the indoor unit

An accurate inspection of equipment components is required.

- set the main switch to "Off"
- immediately contact **RIELLO** Technical Support Service.

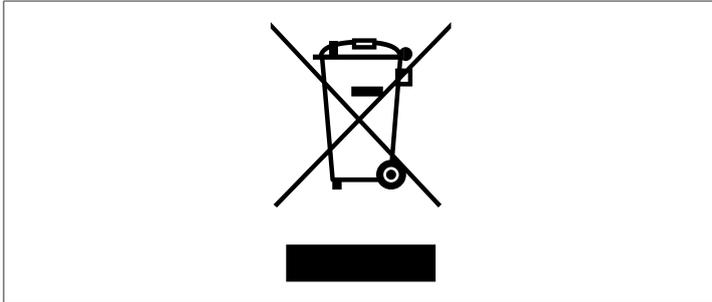
Normal noise during operation

During normal operation, the equipment may make particular noise linked to settling, expansion of the materials or refrigerant flow. This type of noise should not be considered a fault:

- ticking due to expansion or shrinking of materials upon temperature changes
- hiss due to refrigerant cycle inversion when changing operating mode and toggling between Cooling and Heating or during defrost
- swish similar to water flowing due to the refrigerant gas flowing in the unit

3 DISPOSAL

Packing materials must be disposed of separately, in order to be recovered and recycled. Equipment at end of life and flat batteries must be disposed of as required by prevailing law and regulations.



RIELLO

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As the manufacturer is constantly improving its products, the aesthetic or dimensional features, the technical data, the equipment and accessories indicated could be subject to variations.