ComfortStar®

Air Conditioning & Heating Products

STAR PRO™ SERIES

Service Manual

Indoor Unit: CWM32-18-15 CWM32-24-15 CWM32-30-15 CWM32-36-15

⚠ RECOGNIZE THIS SYMBOL AS A SAFETY PRECAUTION

ATTENTION INSTALLING PERSONNEL

Prior to installation, thoroughly familiarize yourself with this Installation Manual. Observe all safety warnings. During installation or repair, caution is to be observed

It is your responsibility to install the product safely and to educate the customer on its safe use

Eair LLC

12201 N.W. 107th Avenue, Medley, FL 33178

www.comfortstarusa.com

Part 1

General Information

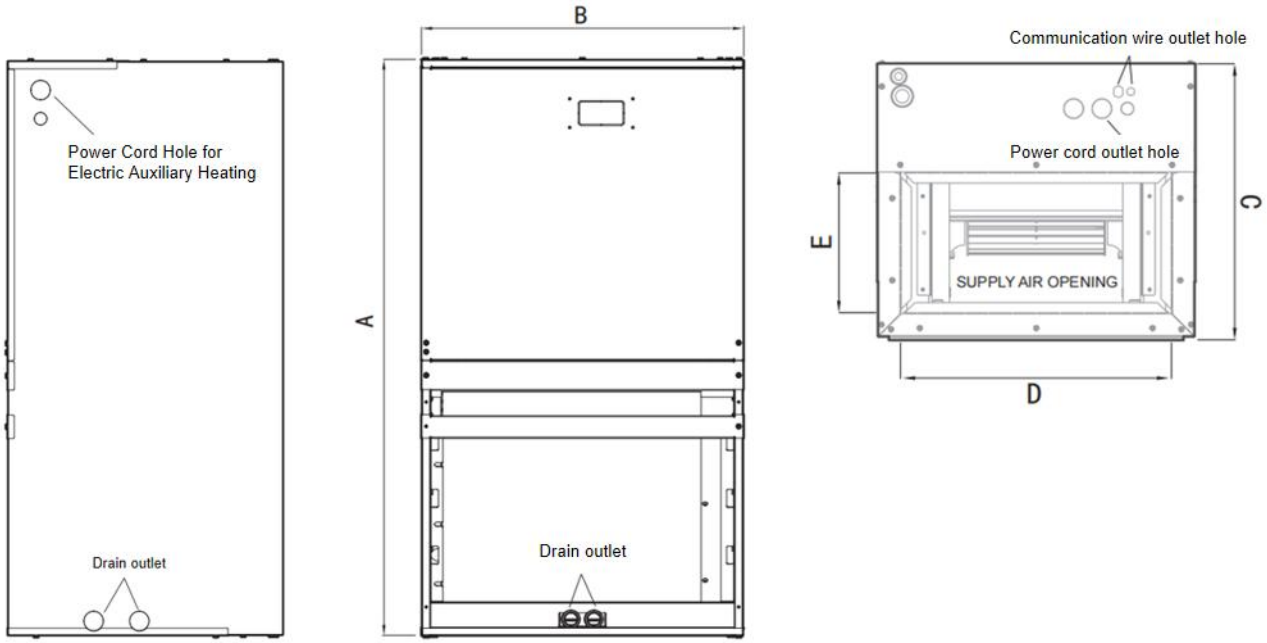
1 Product lineup

Model	Cooling Capacity (Btu/h)	Heating Capacity (Btu/h)	Appearance
CWM32-18-15	18000	19000	
CWM32-24-15	23000	26000	
CWM32-30-15	30000	31000	
CWM32-36-15	34200	36000	

2 Specifications

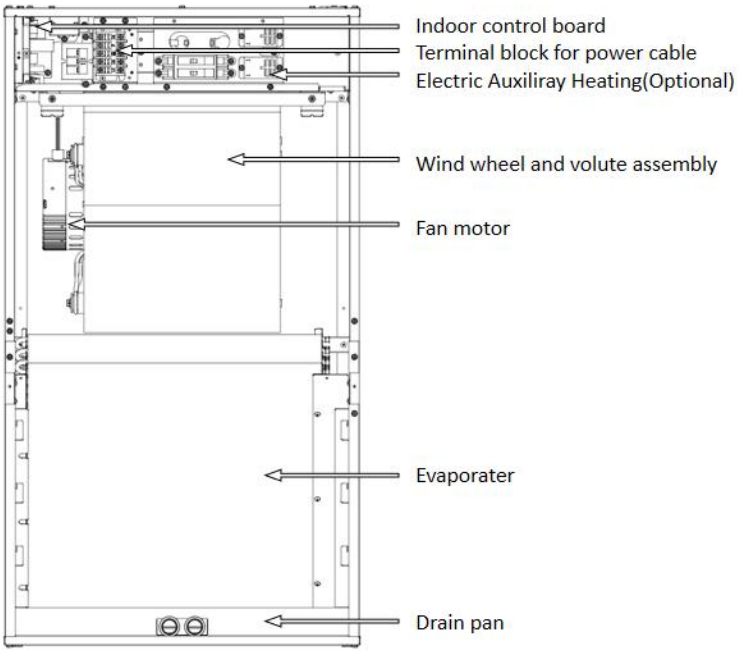
Indoor Unit			CWM32-18-15	CWM32-24-15	CWM32-30-15	CWM32-36-15
Power Supply	Rated Voltage	V, Ph, Hz	208/230V, 1Ph, 60Hz			
Cooling	Capacity	Btu/h	18000	23000	30000	34200
Heating	Capacity	Btu/h	19000	26000	31000	36000
Indoor MIN. CIRCUIT AMPACITY		A	1.5	1.5	2.8	2.8
Indoor MAX. FUSE		A	3.0	3.0	3.0	3.0
Indoor air flow (H/L)		CFM	605/512	796/660	965/766	1160/930
Indoor Noise level (H/L)		dB(A)	49	52	49	52
N.A. Design pressure		PSI	174/609	174/609	174/609	174/609
Dimensions (W×D×H)	Unpacking	inch	20-15/32×14-61/64×36-1/32		22-3/64×19-3/32×39-9/16	
	Packing	inch	23-15/64×17-23/32×39-11/64		24-21/64×21-9/64×42-53/64	
Weight	Net/Gross	lbs	88/95	88/95	108/121	108/121
Refrigerant piping	Liquid/Gas side	inch	(3/8) / (3/4)	(3/8) / (3/4)	(3/8) / (3/4)	(3/8) / (3/4)
Connecting Wiring		AWG	Shielded, 24V:	Shielded, 24V:	Shielded, 24V:	Shielded, 24V:
Comunication Type			24V / 485	24V / 485	24V / 485	24V / 485
Throttle type			Piston	Piston	Piston	Piston
Setting Temp. Range		℉	62~90	62~90	62~90	62~90

3 Dimensional drawings



Dimensions / Model		18/24K		24/36K	
		inch	mm	inch	mm
A	Model Height	36-1/32	915	39-9/16	1005
B	Model width	20-15/32	520	22-3/64	560
C	Model depth	14-61/64	380	19-3/32	485
D	Supply Air Opening width	17-33/64	445	18-57/64	480
E	Supply Air Opening depth	9-29/64	240	9-27/32	250

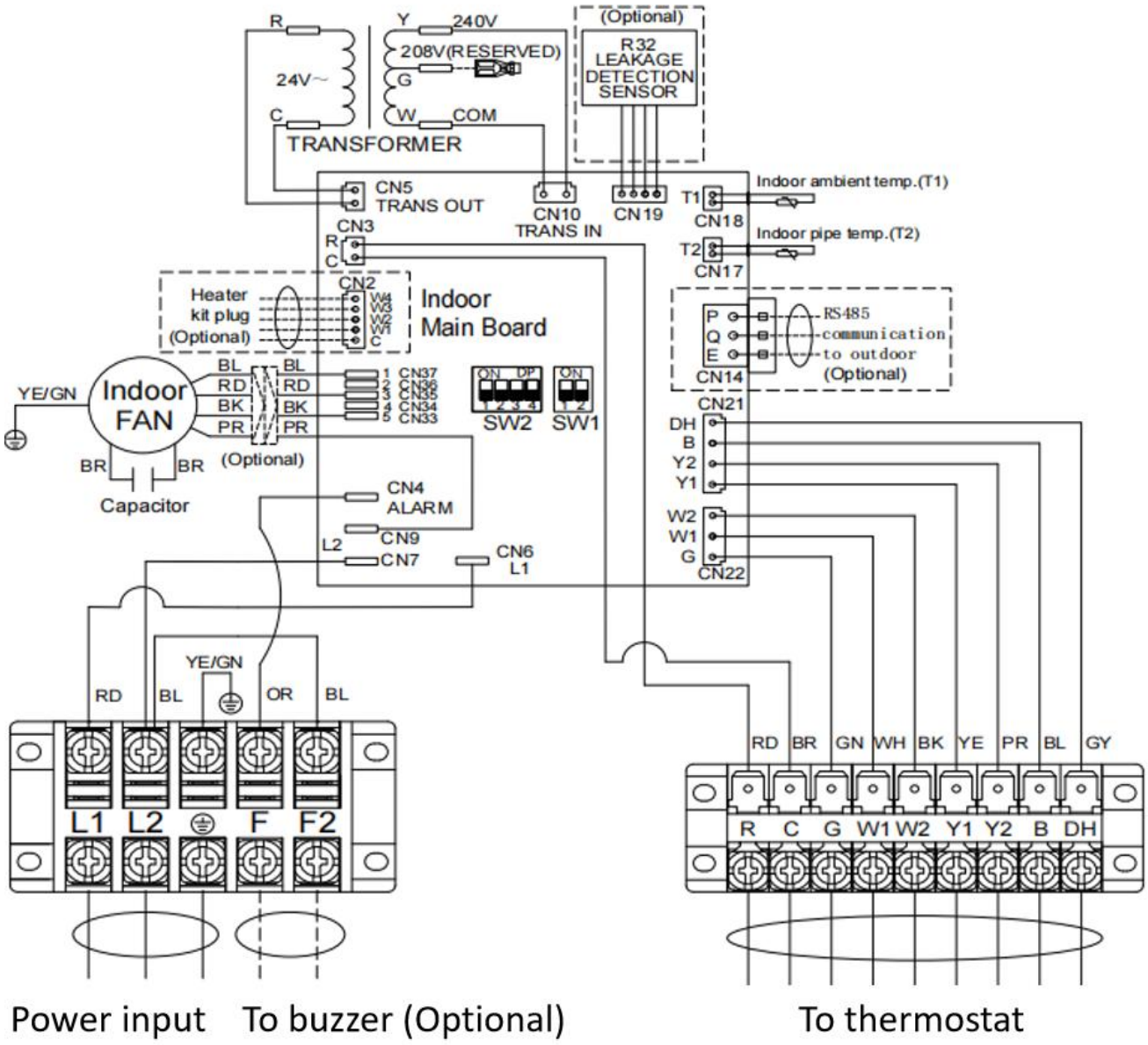
4 Layout Functional Components



Part 2

Wiring Diagram

1 Electric wiring diagram



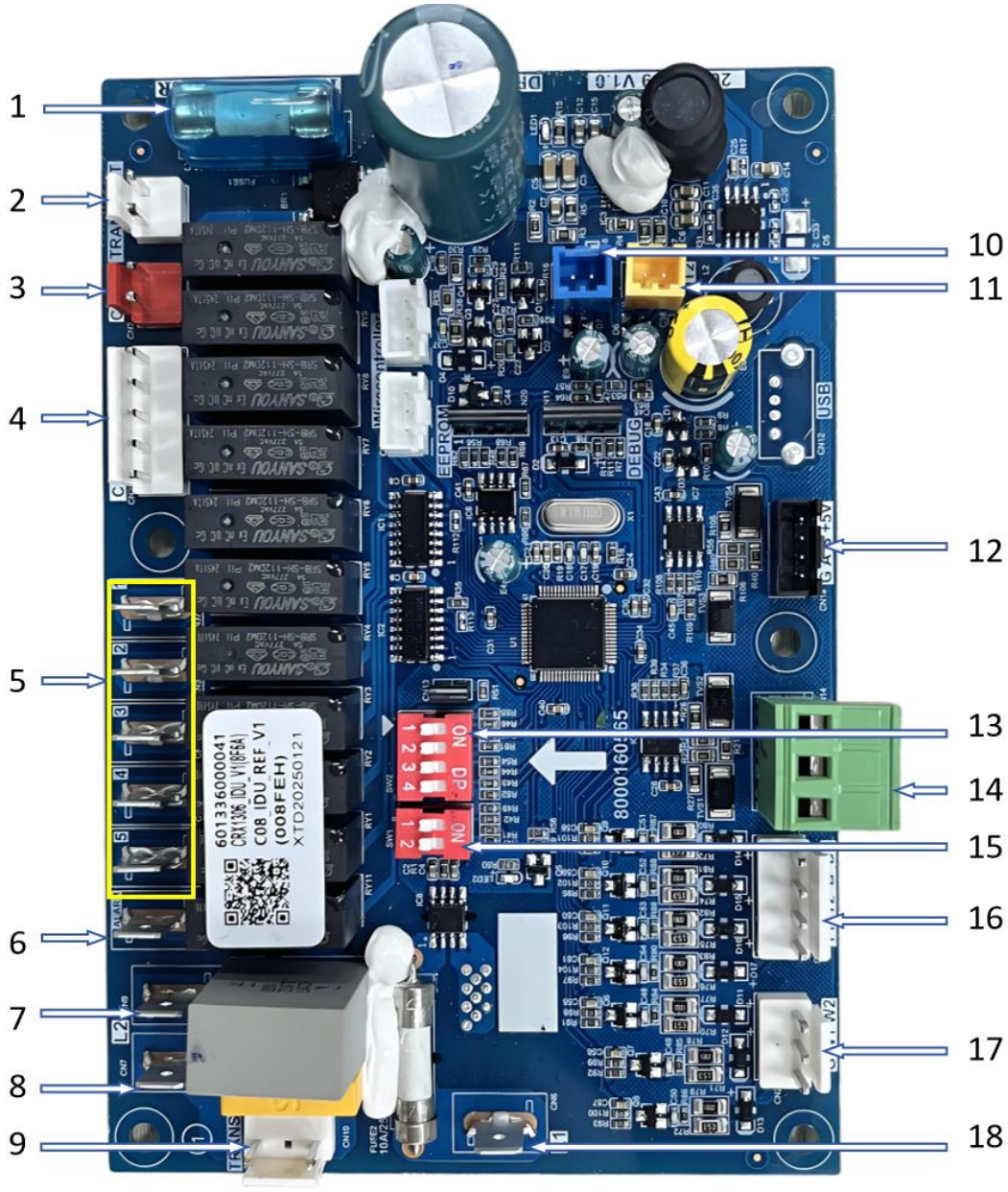
DIP switch status Indicate	
ON OFF 1	This Indicate OFF (The DIP switch is dialed to the digital side)
ON OFF 1	This Indicate ON (The DIP switch is dialed to the non-digital side)

SW1 DIP switch selection (Indoor FAN speed)			
SW1.1	SW1.2	High speed (Y1+Y2 OR W)	Low speed (Y1 OR G)
OFF	OFF	2	1
OFF	ON	3	1
ON	OFF	4	1
ON	ON	5(Default)	1(Default)

SW2 DIP switch selection		
SW2.1	OFF	24V Control
	ON	RS485 Comm. Mode
SW2.2	OFF	Anti-Cold Air Delay
	ON	Disable Anti-Cold Air Delay
SW2.3	OFF	T1 from main board
	ON	T1 from thermostat
SW2.4	OFF	Indoor AC FAN
	ON	Indoor ECM FAN

Wire Color Code			
RD	RED	OR	ORANGE
BL	BLUE	GN	GREEN
BR	BROWN	GY	GRAY
BK	BLACK	YE	YELLOW
WH	WHITE	PR	PURPLE

2 PCB

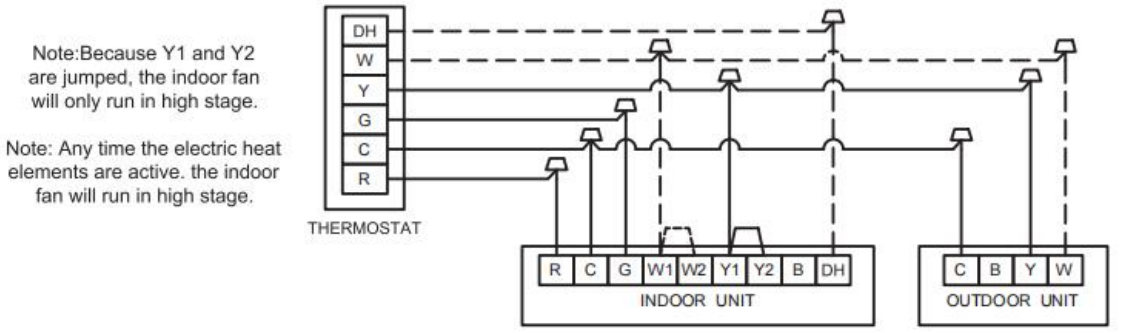


No.	Port Names and Definitions	No.	Port Names and Definitions
1	Fuse	10	Port for room temperature sensor T1
2	24V trans in from transformer	11	Port for indoor coil temperature sensor T2
3	Port to 24V thermostat(R/C)	12	Port for refrigerant concentration monitor
4	Port for electrical heater(reserved)	13	DIP Switch-SW2
5	Port for indoor fan motor	14	RS-485 communication port
6	Connect to “F” terminal of the terminal block	15	DIP Switch-SW1
7	Connect to indoor fan motor(optional)	16	Port to 24V thermostat(DH/B/Y2/Y1)
8	Connect to power supply-L2	17	Port to 24V thermostat(W2/W1/G)
9	220V trans out to transformer	18	Connect to power supply-L1

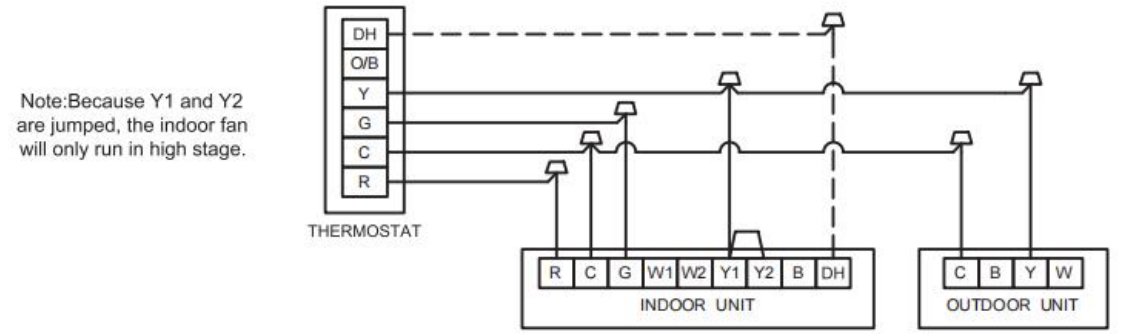
3 Low voltage wiring diagram

The following wiring diagram are suitable for the Indoor Unit and Outdoor Unit with 24V thermostat.

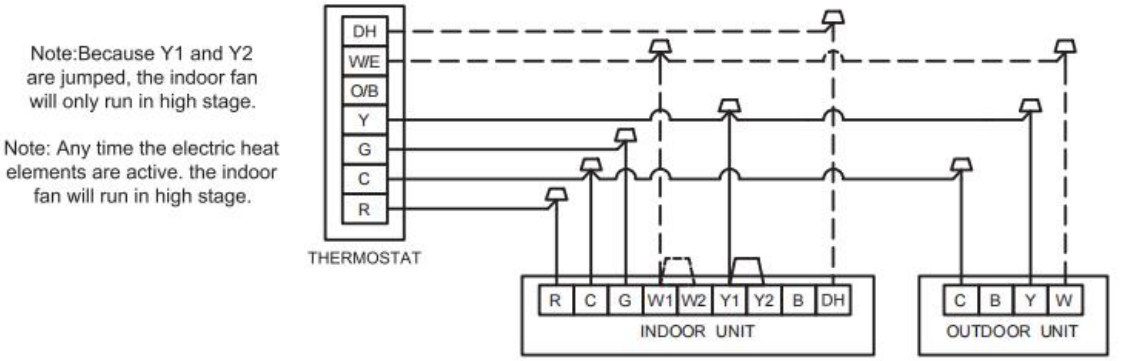
Wiring for 1H and 1C thermostat (no heat pump system model)



Wiring for 1H and 1C thermostat (no heat pump system model)

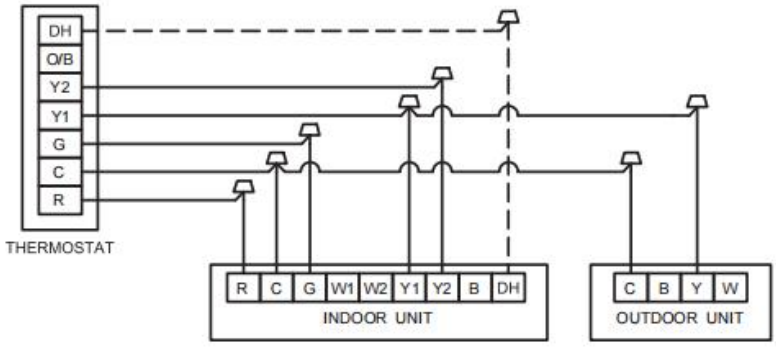


Wiring for 2H and 1C thermostat (no heat pump system model)



Wiring for 2H and 2C thermostat (no heat pump system model)

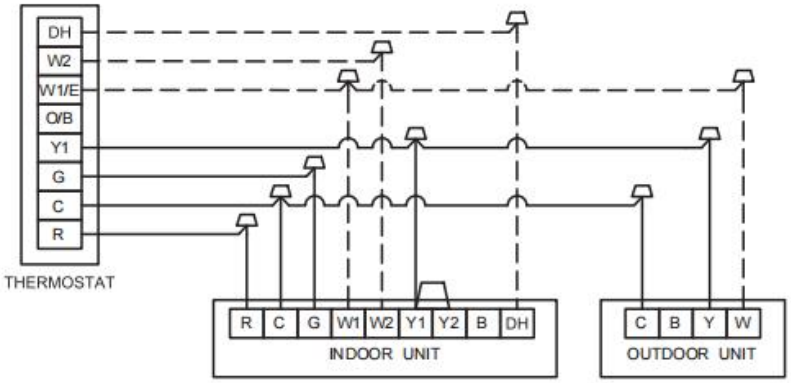
Note:Y1 and Y2 here represents 2 stages of fan cooling only, the compressor modulates separately from the fan.



Wiring for 3H and 1C thermostat (no heat pump system model)

Note:Because Y1 and Y2 are jumped, the indoor fan will only run in high stage.

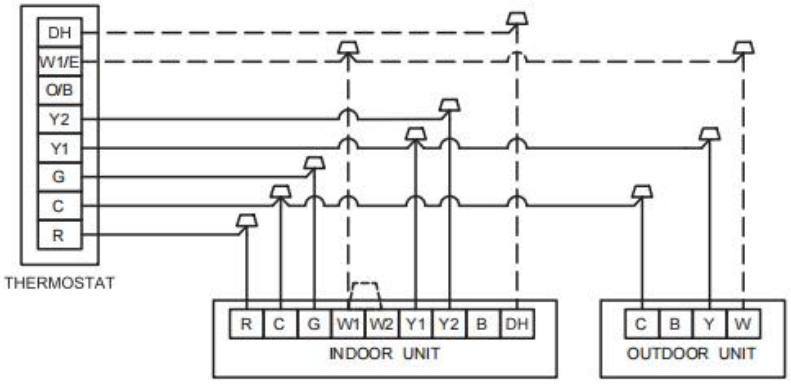
Note: Any time the electric heat elements are active. the indoor fan will run in high stage.



Wiring for 3H and 2C thermostat (no heat pump system model)

Note:Y1 and Y2 here represents 2 stages of fan cooling only, the compressor modulates separately from the fan.

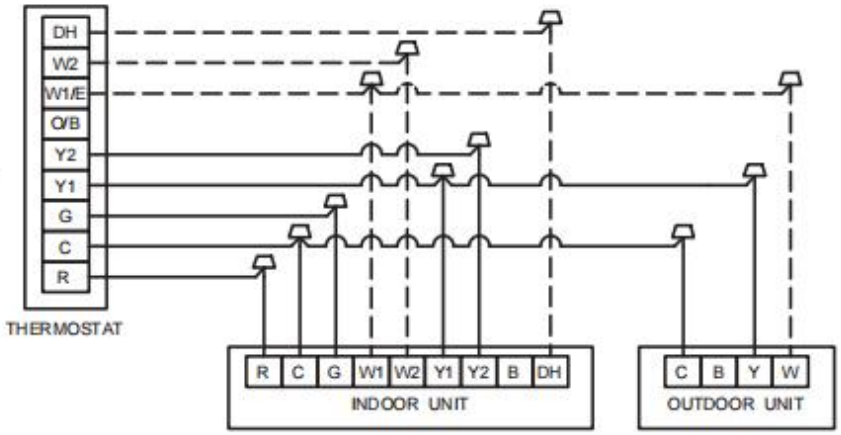
Note: Any time the electric heat elements are active. the indoor fan will run in high stage.



Wiring for 4H and 2C thermostat (no heat pump system model)

Note:Y1 and Y2 here represents 2 stages of fan cooling only, the compressor modulates separately from the fan.

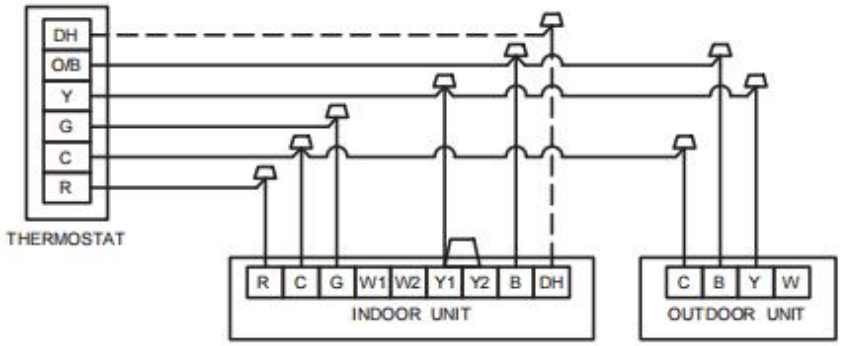
Note: Any time the electric heat elements are active. the indoor fan will run in high stage.



Heat Pump System Model

Wiring for 1H and 1C thermostat (heat pump system model)

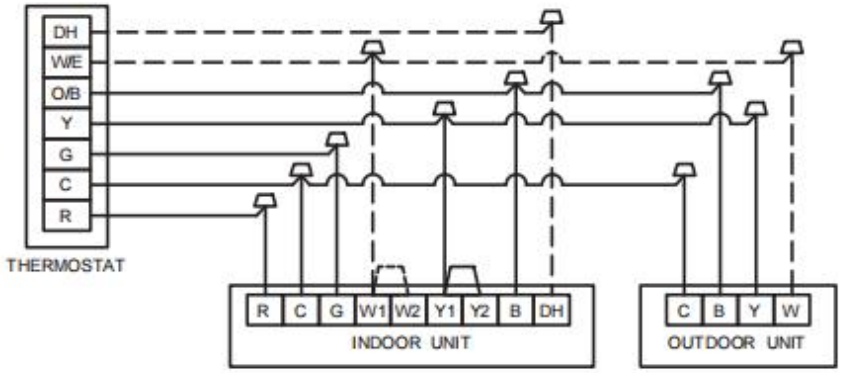
Note:Because Y1 and Y2 are jumped, the indoor fan will only run in high stage.



Wiring for 2H and 1C thermostat (heat pump system model)

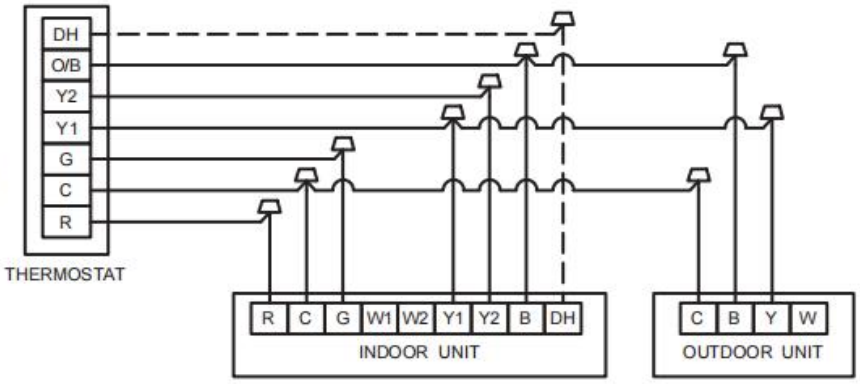
Note:Because Y1 and Y2 are jumped, the indoor fan will only run in high stage.

Note: Any time the electric heat elements are active. the indoor fan will run in high stage.



Wiring for 2H and 2C thermostat (heat pump system model)

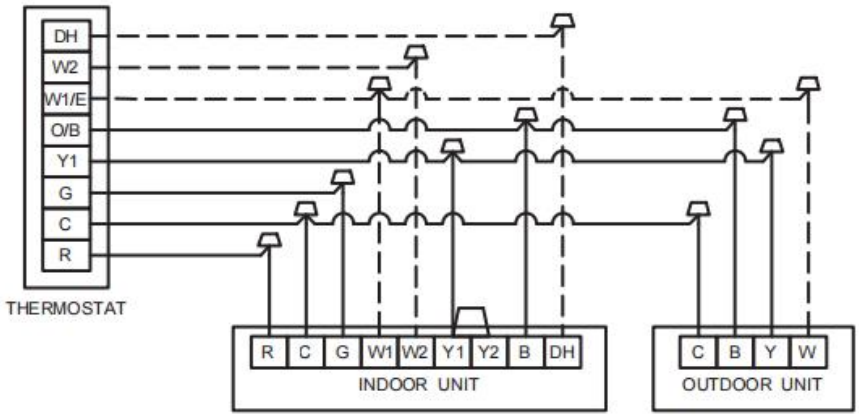
Note:Y1 and Y2 here represents 2 stages of fan cooling only, the compressor modulates separately from the fan.



Wiring for 3H and 1C thermostat (heat pump system model)

Note:Because Y1 and Y2 are jumped, the indoor fan will only run in high stage.

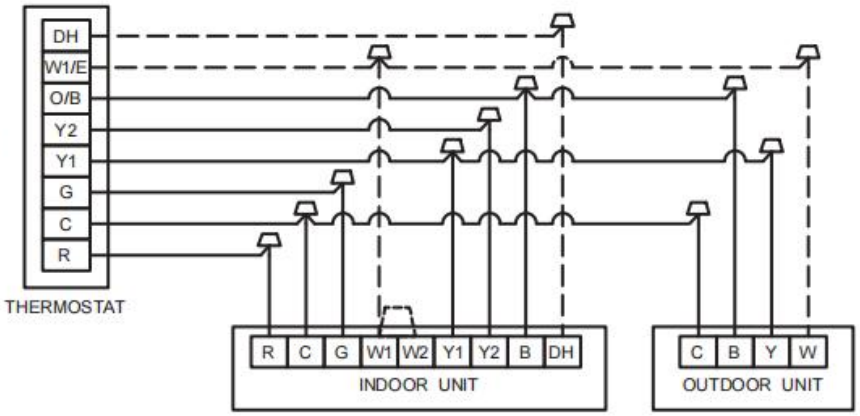
Note: Any time the electric heat elements are active. the indoor fan will run in high stage.



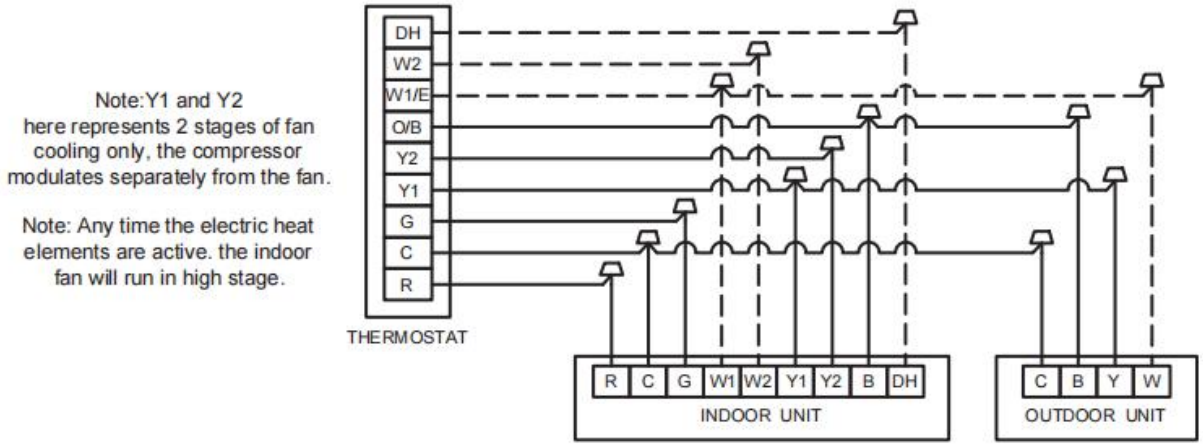
Wiring for 3H and 2C thermostat (heat pump system model)

Note:Y1 and Y2 here represents 2 stages of fan cooling only, the compressor modulates separately from the fan.

Note: Any time the electric heat elements are active. the indoor fan will run in high stage.



Wiring for 4H and 2C thermostat (heat pump system model)



Control Logic：

Indoot unit connector

Connector	Purpose
R	24V Power Connection
C	Common
G	Fan Control
Y1	Low Cooling
Y2	High Cooling
B	Heating Reversing Valve
W1	Stage1 Electrical Heating
W2	Stage2 Electrical Heating
DH	Dehumidification

Outdoot unit connector

Connector	Purpose
C	Common
Y	Cooling
B	Heating Reversing Valve
W	Defrost Control

Note：

1) DH wiring is optional and requires a thermostat with a humidistat. DH functions as Passive Dehumidification and will downstage the indoor fan to first stage. System will operate according to normal sequence of operations if DH wiring is absent.

2) Dashed lines in the above thermostat wiring diagrams refer to optional wiring (wiring for Passive Dehumidification Function and/OR Electric Heat). For thermostat wiring please refer to the Owner's Manual of the thermostat.

3) B wire must be used with heat pump system only, the reversing valve energizes in heating.

4 Electrical parameters

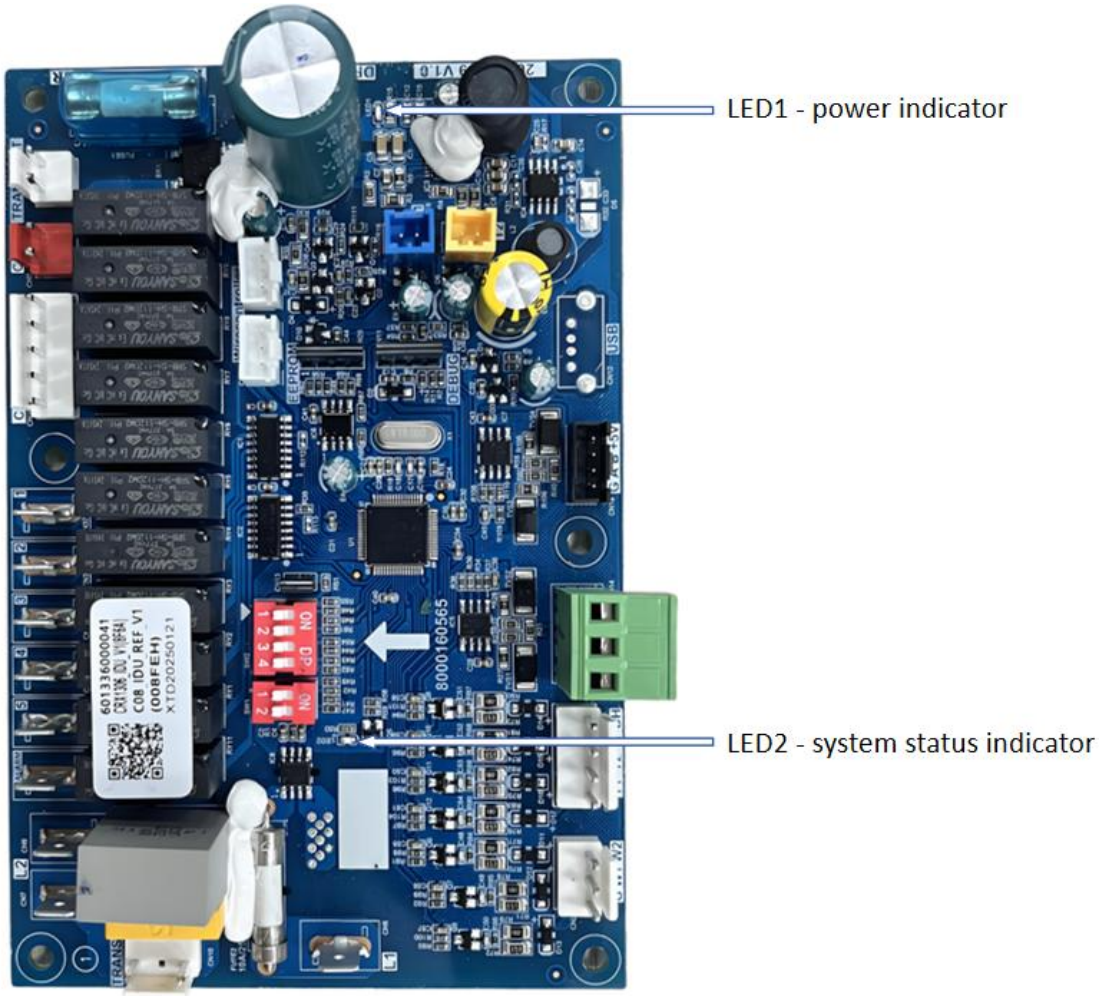
Capacity(Btu/h)		18K	24K	30K	36K	48K	60K
Power (indoor)	Phase	1	1	1	1	1	1
	Frequency and Volt	208/230, 60Hz					
Power (outdoor)	Phase	1	1	1	1	1	1
	Frequency and Volt	208/230, 60Hz					
Max.Fuse	Indoor unit(A)	3	3	3	3	6	10
	Outdoor unit(A)						
Indoor unit Powerline	Line quantity	3	3	3	3	3	3
	Line diameter(AWG)	16/1.5mm^2	16/1.5mm^2	16/1.5mm^2	16/1.5mm^2	16/1.5mm^2	16/1.5mm^2
Outdoor unit Powerline	Line quantity	3	3	3	3	3	3
	Line diameter(AWG)						
Outdoor unit Signal line	Line quantity	3	3	3	3	3	3
	Line diameter(AWG)	20/0.5mm^2	20/0.5mm^2	20/0.5mm^2	20/0.5mm^2	20/0.5mm^2	20/0.5mm^2
Thermostat Signal line	Line quantity	/	/	/	/	/	/
	Line diameter(AWG)	18/1.0mm^2	18/1.0mm^2	18/1.0mm^2	18/1.0mm^2	18/1.0mm^2	18/1.0mm^2

Part 3

Diagnosis and Troubleshooting

1 Error code table

Error code	Error definition
Flash for 2 times every 8 seconds	T1 temperature sensor fault
Flash for 3 times every 8 seconds	T2 temperature sensor fault
Flash for 4 times every 8 seconds	R32 refrigerant concentration sensor fault
Flash for 5 times every 8 seconds	R32 refrigerant leakage protection
Flash for 6 times every 8 seconds	Anti-freeze protection
Flash for 7 times every 8 seconds	Indoor unit EEPROM fault
Flash for 8 times every 8 seconds	Indoor fan motor fault
Flash for 9 times every 8 seconds	Communication error between outdoor and indoor unit
Flash for 10 times every 8 seconds	Wired controller communication error



Note: In normal operation, LED1 and LED2 are steady on; when the system is standby, LED1 will be steady on, LED2 will flash slowly.

2 Troubleshooting

2.1 Safety Precautions

The following precautions here are quite important, so be sure to follow them carefully. Read these instructions carefully before installation. Keep this manual in a handy for future preference.

Failure to adhere to all precautionary measures listed in this section may result in personal injury, damage to the unit or to property, or in extreme cases, death.

WARNING

- Indicates a potentially hazardous situation which if not avoided, could result in death or serious injury.

CAUTION

- Indicates a potentially hazardous situation which if not avoided, may result in minor or moderate injury.
- It is also used to alert against unsafe practices.

2.1.1 In case of Accidents or Emergency

WARNING

- If a gas leak is suspected, immediately turn off the gas and ventilate the area if a gas leak is suspected before turning the unit on.
- If strange sounds or smoke is detected from the unit, turn the breaker off and disconnect the power supply cable.
- If the unit comes into contact with liquid, contact an authorized service center.
- If liquid from the batteries makes contact with skin or clothing, immediately rinse or wash the area well with clean water.
- Do not insert hands or other objects into the air inlet or outlet while the unit is plugged in.
- Do not operate the unit with wet hands.

CAUTION

- Clean and ventilate the unit at regular intervals when operating it near a stove or near similar devices.
- Do not use the unit during severe weather conditions. If possible, remove the product from the window before such occurrences.

2.1.2 Information servicing(For flammable materials)

WARNING

- Use this unit only on a dedicated circuit.
- Damage to the installation area could cause the unit
- to fall, potentially resulting in personal injury, property damage, or product failure.
- Only qualified personnel should disassemble, install, remove, or repair the unit.
- Only a qualified electrician should perform electrical work. For more information, contact your dealer, seller, or an authorized service center.

CAUTION

- While unpacking be careful of sharp edges around the unit as well as the edges of the fins on the condenser and evaporator.

2.1.3 Operation and Maintenance

WARNING

- Do not use defective or under-rated circuit breakers.
- Ensure the unit is properly grounded and that a dedicated circuit and breaker are installed.
- Do not modify or extend the power cable. Ensure the power cable is secure and not damaged during operation.
- Do not unplug the power supply plug during operation.
- Do not store or use flammable materials near the unit.
- Do not open the inlet grill of the unit during operation.
- Do not touch the electrostatic filter if the unit is equipped with one.
- Do not block the inlet or outlet of air flow to the unit.
- Do not use harsh detergents, solvents, or similar items to clean the unit. Use a soft cloth for cleaning.
- Do not touch the metal parts of the unit when removing the air filter as they are very sharp.
- Do not step on or place anything on the unit or outdoor units.
- Do not drink water drained from the unit.
- Avoid direct skin contact with water drained from the unit.

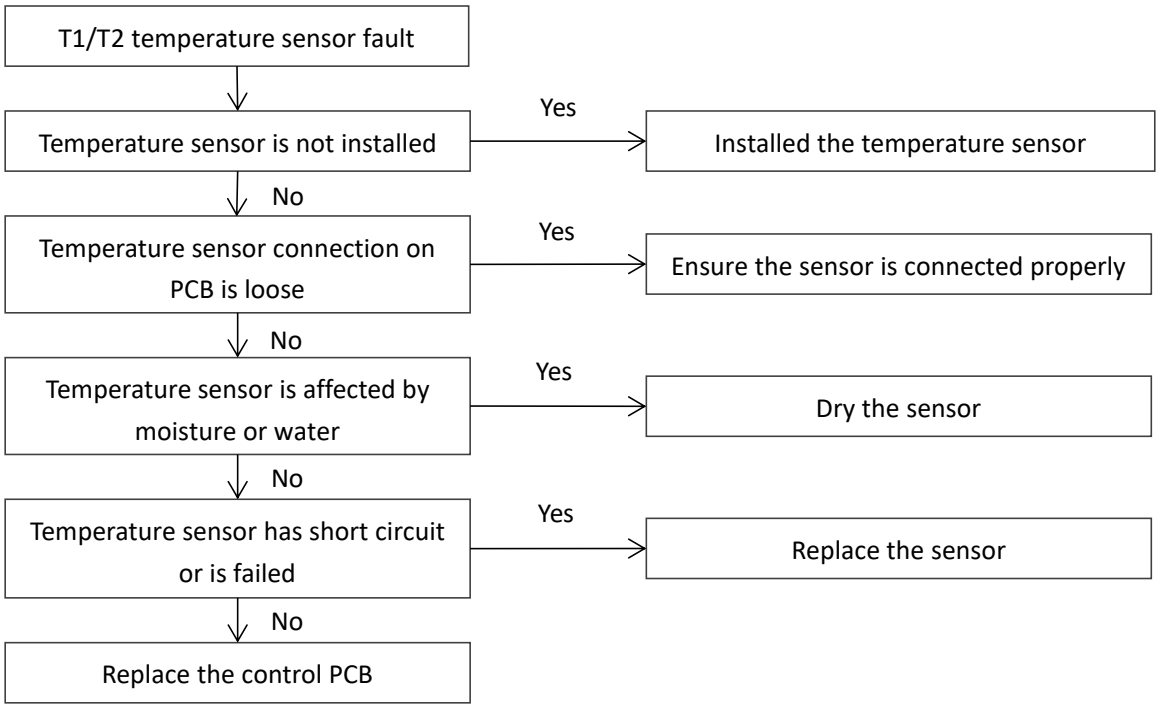
- Use a firm stool or step ladder according to manufacturer procedures when cleaning or maintaining the unit.

CAUTION

- Do not install or operate the unit for an extended period of time in areas of high humidity or in an environment directly exposing it to sea wind or salt spray.
- Do not install the unit on a defective or damaged installation stand, or in an unsecured location.
- Ensure the unit is installed at a level position
- Do not install the unit where noise or air discharge
- Created by the outdoor unit will negatively impact the environment or nearby residences.
- Do not expose skin directly to the air discharged by the unit for prolonged periods of time.
- Ensure the unit operates in areas water0r other liquids.
- Ensure the drain hose is installed correctly to ensure proper water drainage.
- When lifting or transporting the unit, it is recommended that two or more people are used for this task.
- When the unit is not to be used for an extended time, disconnect the power supply or turn off the breaker.

2.2 T1/T2 temperature sensor fault troubleshooting

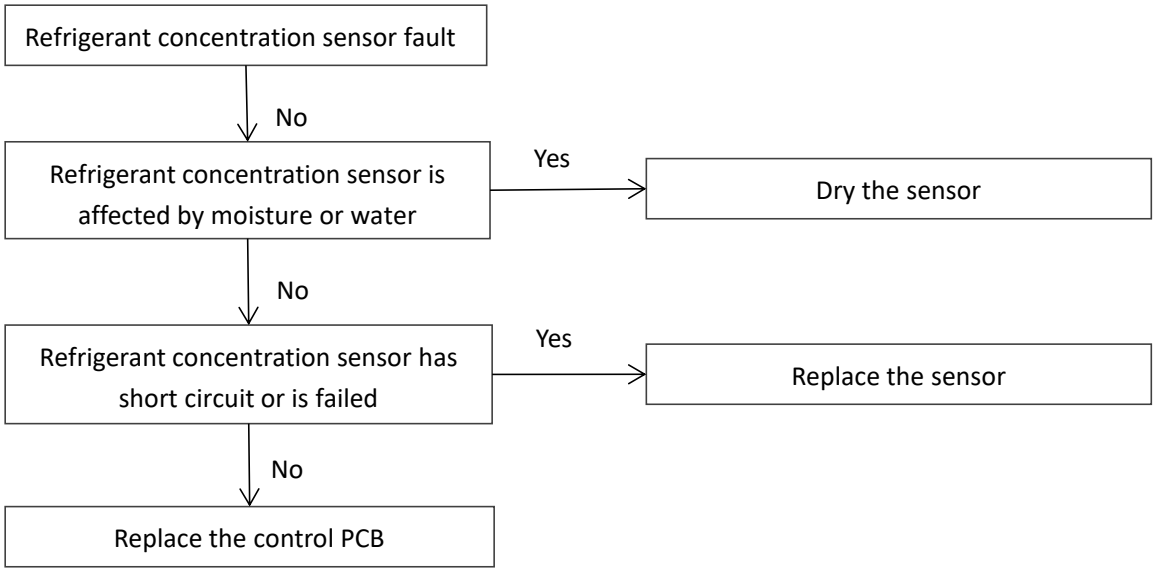
- LER2 flashes for 2 times every 8 seconds indicates indoor unit T1 temperature sensor fault
- LED2 flashes for 3 times every 8 seconds indicates indoor unit T2 temperature sensor fault
- The unit stops running and LED2 flashes 2 or 3 times in each round.



Note: Measure sensor resistance. If the resistance is too low, the sensor has short-circuited. If the resistance is not consistent with the sensor's resistance characteristics table, the sensor has failed.

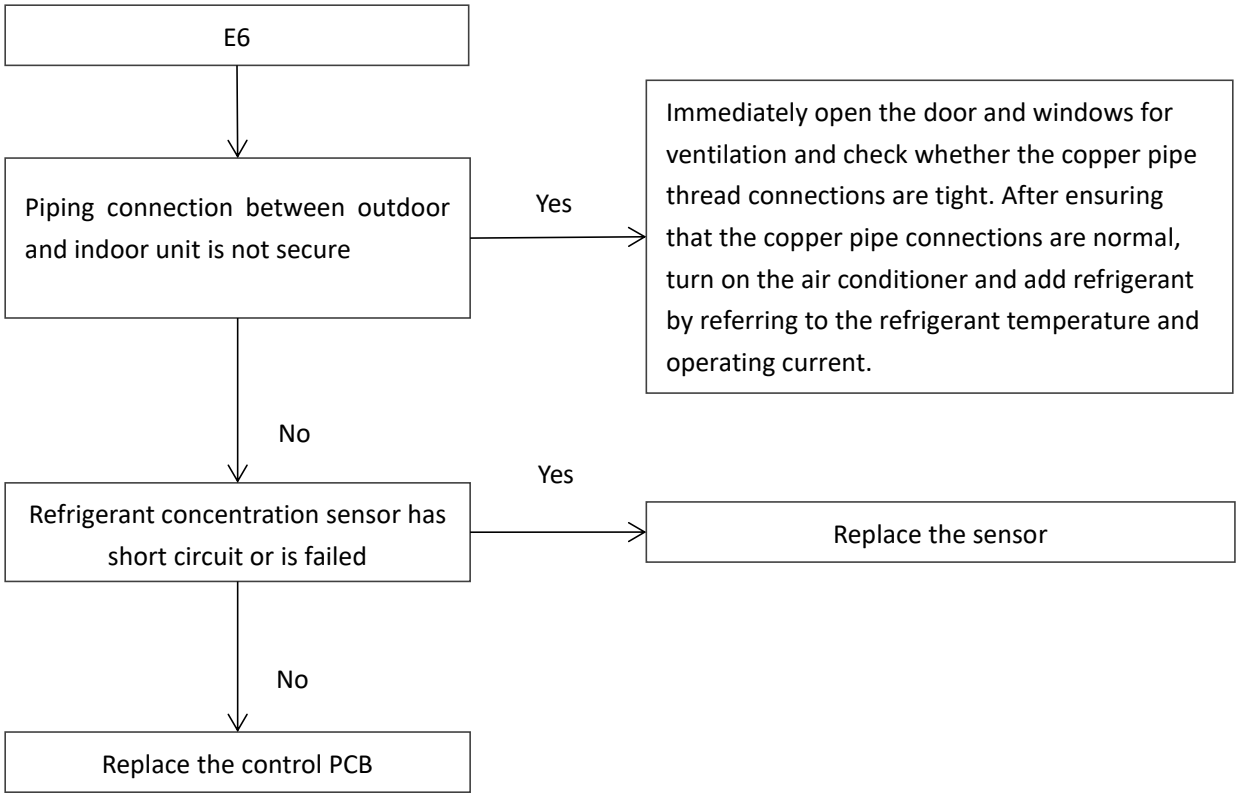
2.3 Refrigerant concentration sensor fault troubleshooting

- LED2 flash for 4 times every 8 seconds indicates refrigerant concentration sensor fault (Only valid when connected to a refrigerant concentration sensor.)
- The unit stops running and LED2 flashes 4 times in each round.



2.4 Refrigerant leakage protection troubleshooting

- LED2 flashes for 5 times every 8 seconds indicates refrigerant leakage protection (Only valid when connected to a refrigerant concentration sensor.)
- The unit stops running and error code is displayed on LED2 flashes 5 times in each round.



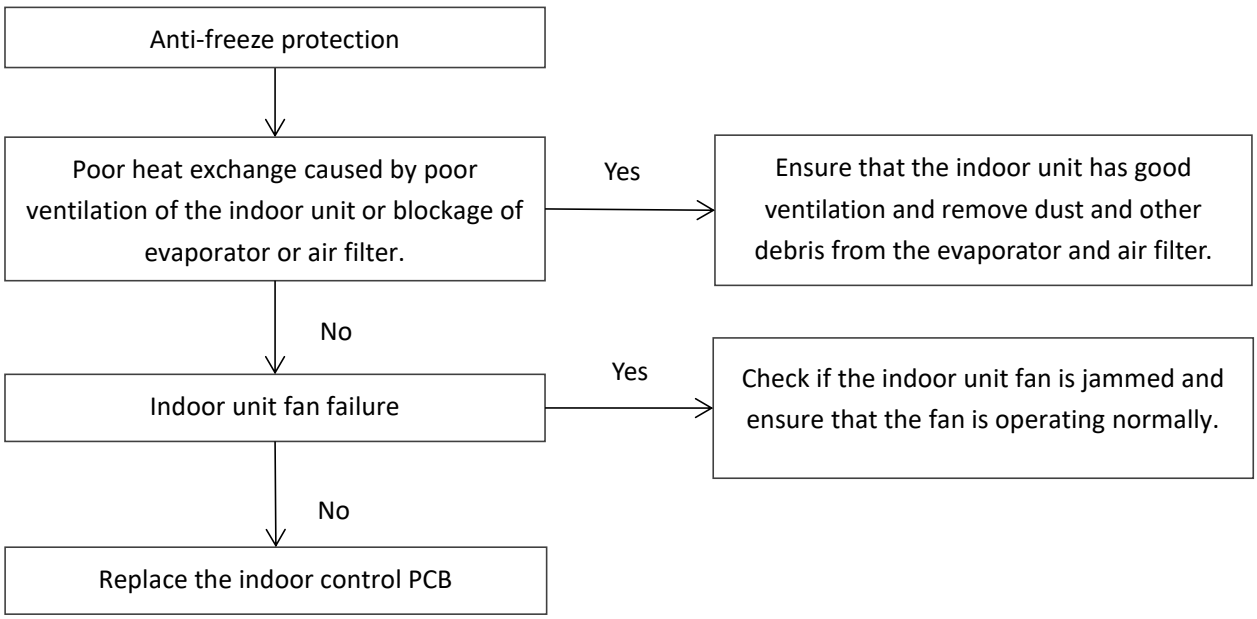
Note:

1) Measure sensor resistance. If the resistance is too low, the sensor has short-circuited. If the resistance is not consistent with the sensor's resistance characteristics table, the sensor has failed.

2) E2/E3 is applicable only when communication is established between the ComfortStar outdoor unit and the ComfortStar indoor unit via RS-485.

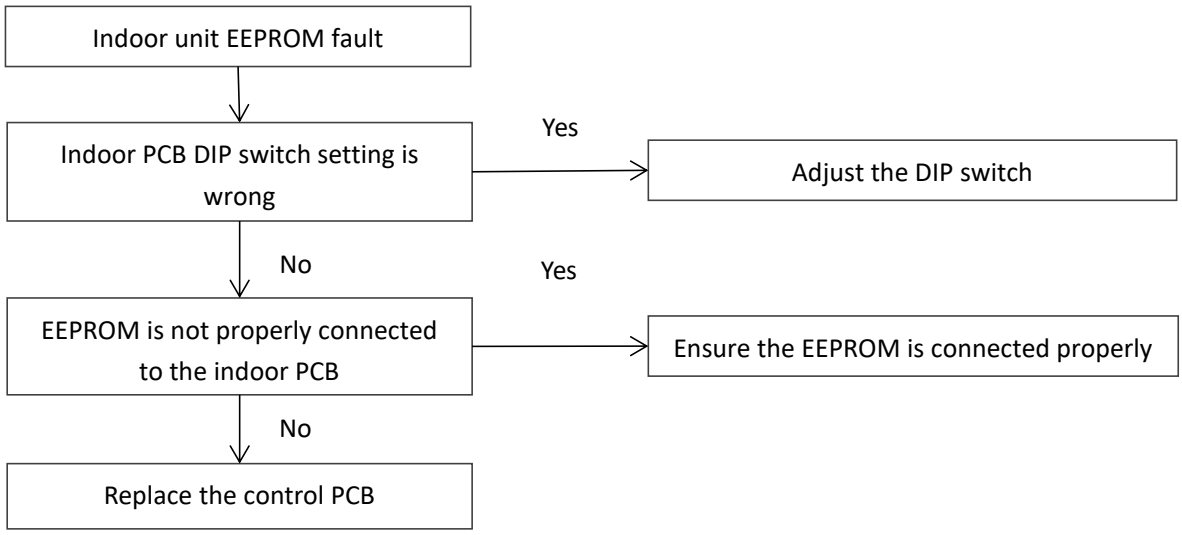
2.5 Anti-freeze protection troubleshooting

- LED2 flashes 6 times every 8 seconds indicates anti-freeze protection.
- The unit stops running and LED2 flashes 6 times in each round.



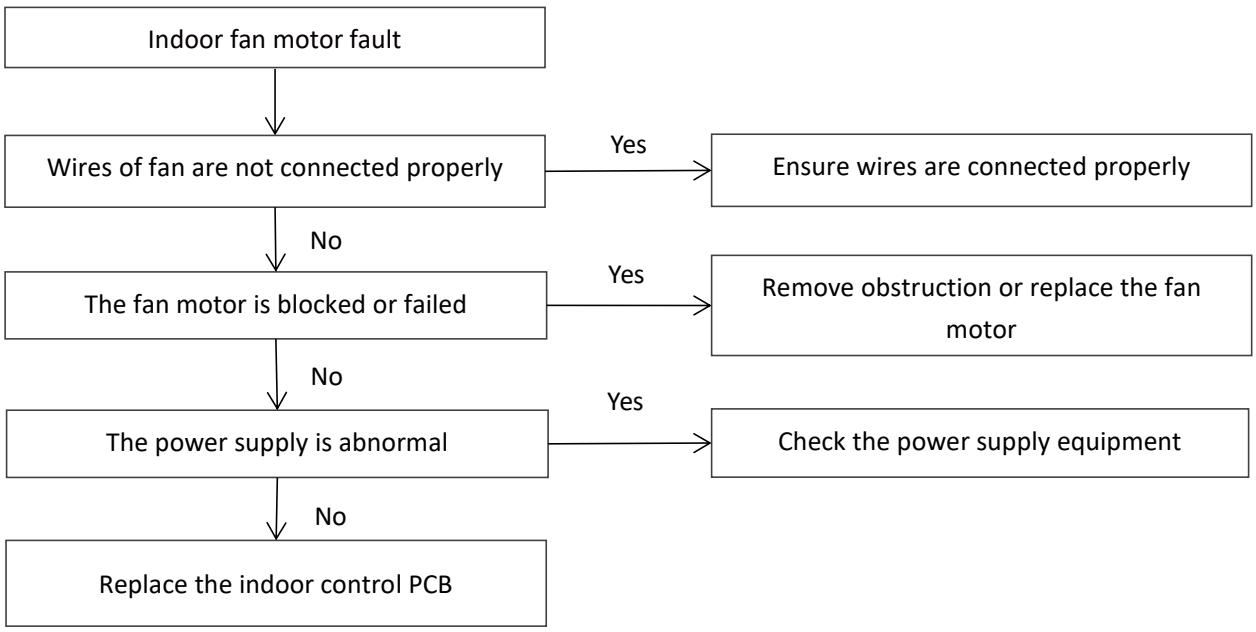
2.6 Indoor unit EEPROM fault troubleshooting

- LED2 flashes for 7 times every 8 seconds indicates Indoor unit EEPROM fault.
- The unit stops running and LED2 flashes 7 times in each round.



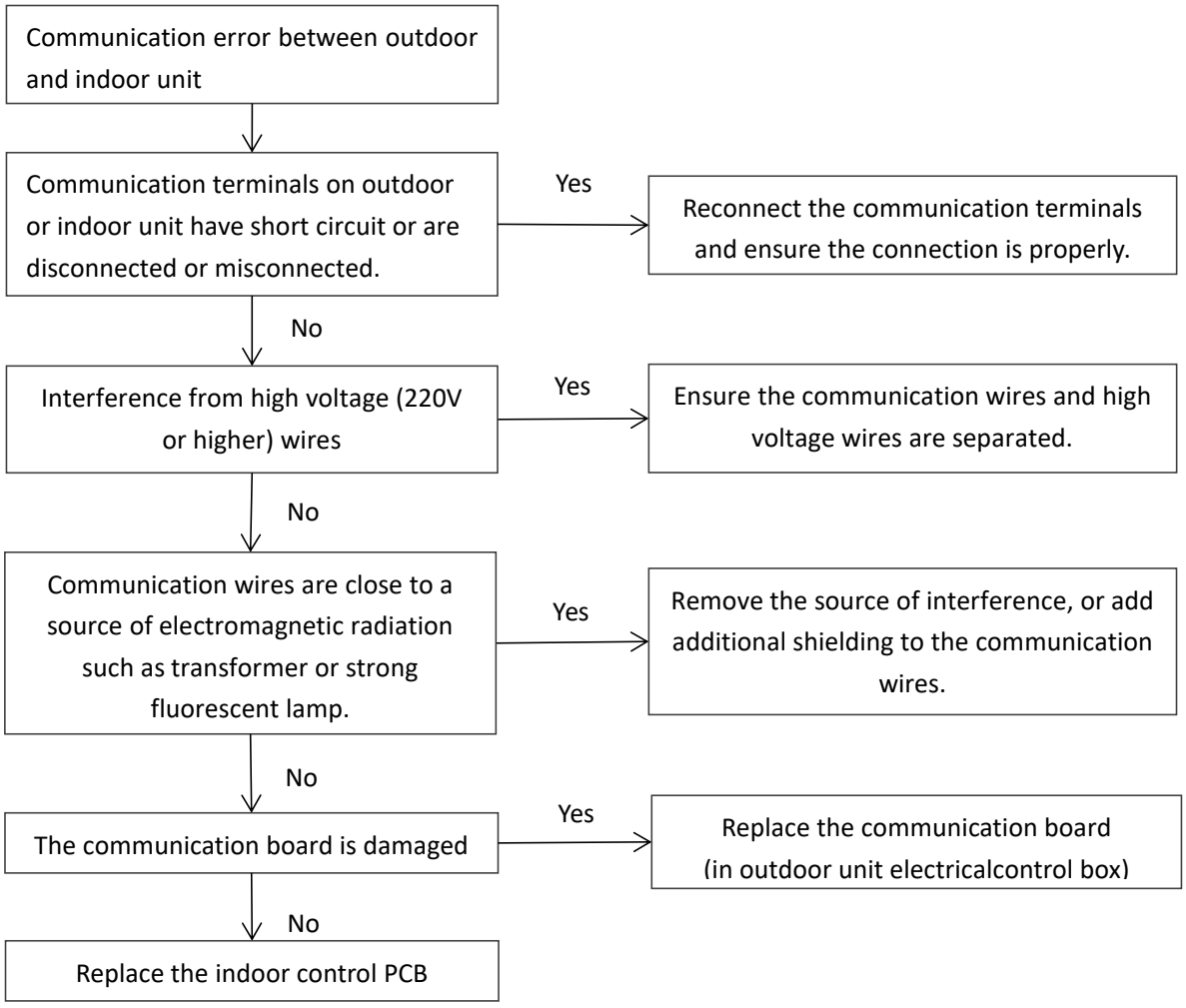
2.7 Indoor fan motor fault troubleshooting

- LED2 flashes 8 times every 8 seconds indicates indoor fan motor fault.
- The unit stops running and LED2 flashes 8 times in each round.



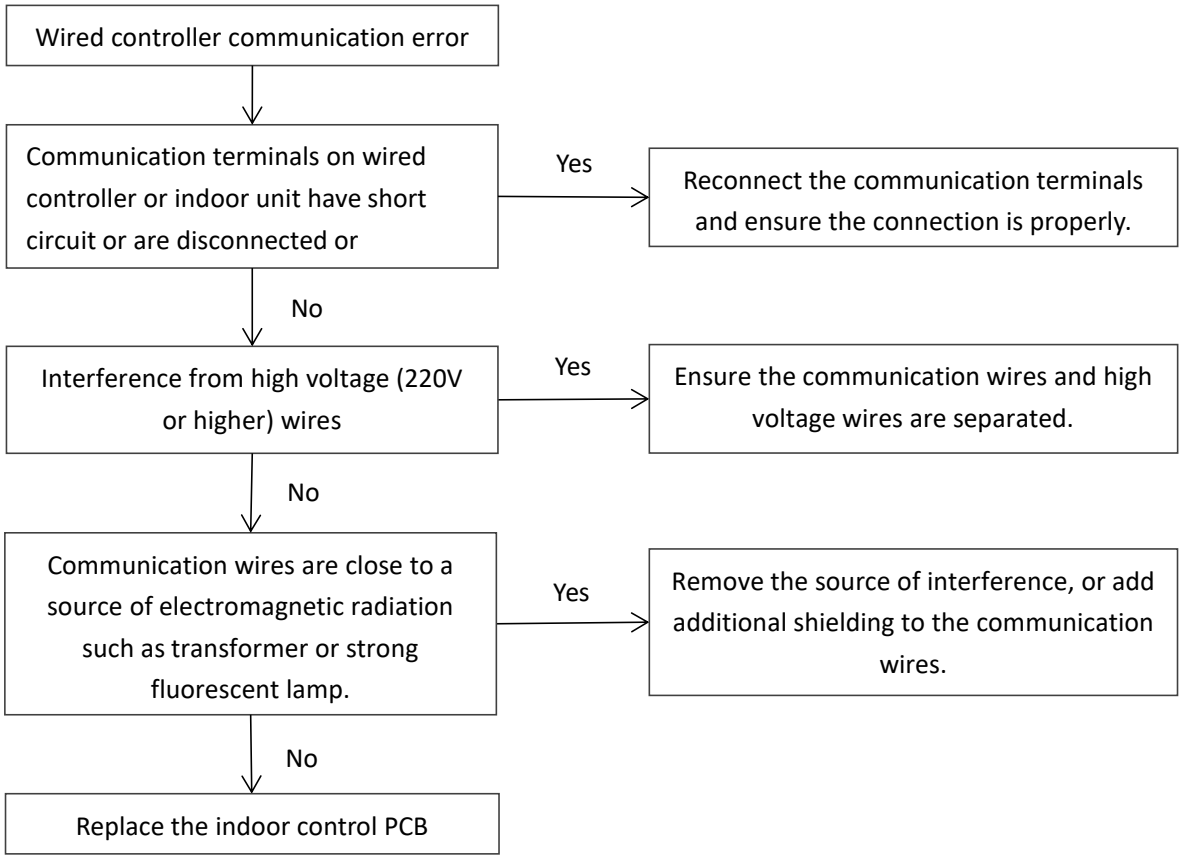
2.8 Communication error between outdoor and indoor unit troubleshooting

- LED2 flashes 9 times every 8 seconds indicates communication error between outdoor and indoor unit.
- The unit stops running and LED2 flashes 9 times in each round.



2.9 Wired controller communication error troubleshooting

- LED2 flashes 10 times every 8 seconds indicates wired controller communication error.
- The unit stops running and LED2 flashes 10 times in each round.



3. Temperature Sensor Resistance Characteristics

Room temperature sensor(T1), condenser coil temperature sensor(T2), condenser coil temperature sensor(T3) and outdoor ambient temperature sensor(T4) resistance characteristics.

Temperature	R_{max}	R_{nor}	R_{min}
℃	kΩ	kΩ	kΩ
-25	49.51	47.92	46.38
-24	46.94	45.46	44.02
-23	44.51	43.13	41.79
-22	42.23	40.94	39.69
-21	40.08	38.88	37.71
-20	38.05	36.93	35.84
-19	36.14	35.09	34.07
-18	34.34	33.36	32.40
-17	32.63	31.72	30.83
-16	31.03	30.17	29.34
-15	29.51	28.71	27.93
-14	28.07	27.33	26.60
-13	26.72	26.02	25.34
-12	25.44	24.78	24.15
-11	24.22	23.61	23.02
-10	23.08	22.51	21.95
-9	21.99	21.46	20.93
-8	20.96	20.46	19.97
-7	19.99	19.52	19.06
-6	19.06	18.63	18.20
-5	18.19	17.78	17.38
-4	17.36	16.98	16.61
-3	16.57	16.22	15.87
-2	15.83	15.49	15.17
-1	15.12	14.81	14.50
0	14.45	14.16	13.87
1	13.81	13.54	13.27
2	13.20	12.95	12.70
3	12.63	12.39	12.15
4	12.08	11.85	11.64
5	11.56	11.35	11.14
6	11.06	10.87	10.67
7	10.59	10.41	10.23
8	10.14	9.97	9.80
9	9.71	9.56	9.40
10	9.31	9.16	9.01
11	8.92	8.78	8.65
12	8.55	8.42	8.30
13	8.20	8.08	7.96
14	7.86	7.75	7.64
15	7.55	7.44	7.34

Temperature	R_{max}	R_{nor}	R_{min}
℃	kΩ	kΩ	kΩ
16	7.24	7.14	7.05
17	6.95	6.86	6.77
18	6.67	6.59	6.50
19	6.41	6.33	6.25
20	6.15	6.08	6.01
21	5.91	5.85	5.78
22	5.68	5.62	5.56
23	5.46	5.40	5.35
24	5.25	5.20	5.14
25	5.05	5.00	4.95
26	4.86	4.81	4.76
27	4.68	4.63	4.58
28	4.51	4.46	4.41
29	4.34	4.29	4.24
30	4.18	4.13	4.08
31	4.03	3.98	3.93
32	3.89	3.84	3.79
33	3.75	3.70	3.65
34	3.61	3.56	3.52
35	3.48	3.44	3.39
36	3.36	3.31	3.27
37	3.24	3.20	3.15
38	3.13	3.08	3.04
39	3.02	2.97	2.93
40	2.91	2.87	2.83
42	2.72	2.67	2.63
43	2.63	2.58	2.54
44	2.54	2.49	2.45
45	2.45	2.41	2.37
46	2.37	2.33	2.29
47	2.29	2.25	2.21
48	2.21	2.17	2.13
49	2.14	2.10	2.06
50	2.07	2.03	1.99
51	2.00	1.97	1.93
52	1.94	1.90	1.86
53	1.88	1.84	1.80
54	1.82	1.78	1.74
55	1.76	1.72	1.69
56	1.70	1.67	1.63
57	1.65	1.61	1.58

Temperature	R_{max}	R_{nor}	R_{min}
℃	(kΩ)	(kΩ)	(kΩ)
58	1.60	1.56	1.53
59	1.55	1.51	1.48
60	1.50	1.46	1.43
61	1.45	1.42	1.39
62	1.41	1.37	1.34
63	1.36	1.33	1.30
64	1.32	1.29	1.26
65	1.28	1.25	1.22
66	1.24	1.21	1.18
67	1.21	1.18	1.15
68	1.17	1.14	1.11
69	1.13	1.11	1.08
70	1.10	1.07	1.05
71	1.07	1.04	1.02
72	1.04	1.01	0.98
73	1.01	0.98	0.96
74	0.98	0.95	0.93
75	0.95	0.92	0.90
76	0.92	0.90	0.87
77	0.90	0.87	0.85
78	0.87	0.85	0.82
79	0.85	0.82	0.80
80	0.82	0.80	0.78
81	0.80	0.78	0.75
82	0.78	0.75	0.73
83	0.75	0.73	0.71
84	0.73	0.71	0.69
85	0.71	0.69	0.67
86	0.69	0.67	0.65
87	0.68	0.66	0.64
88	0.66	0.64	0.62
89	0.64	0.62	0.60
90	0.62	0.60	0.58
91	0.61	0.59	0.57
92	0.59	0.57	0.55
93	0.57	0.56	0.54
94	0.56	0.54	0.52
95	0.54	0.53	0.51
96	0.53	0.51	0.50
97	0.52	0.50	0.48
98	0.50	0.49	0.47
99	0.49	0.47	0.46
100	0.48	0.46	0.45

ComfortStar®

Air Conditioning & Heating Products

The design and specifications are subject to change without prior notice for product improvement.Consult with the sales agency or manufacturer for details.