ComfortStar®

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 usage.

Eair LLC

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www.comfortstarusa.com

Part 1

General Information

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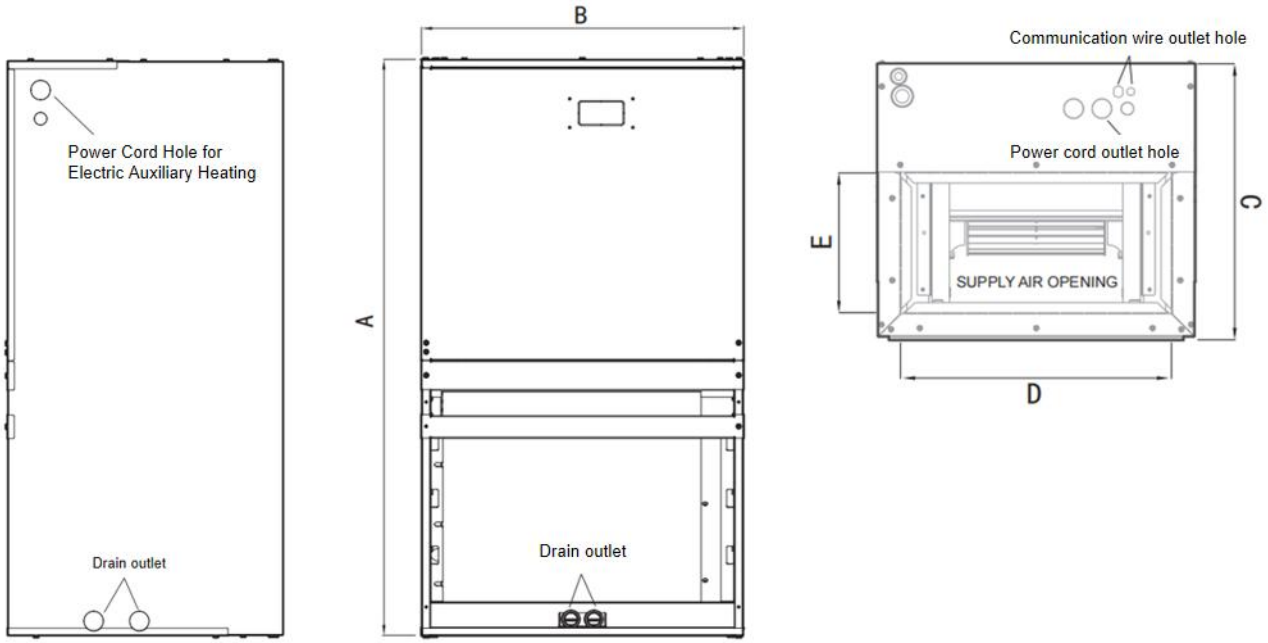
1 Product lineup

Model	Cooling Capacity (Btu/h)	Heating Capacity (Btu/h)	Appearance
CWM32-18-15	18000	19000	
CWM32-24-15	23000	26000	
CWM32-30-15	29000	31000	
CWM32-36-15	34200	36000	

2 Specifications

Model			CWM32-18-15	CWM32-24-15	CWM32-30-15	CWM32-36-15
Power Supply	Rated Voltage	V, Ph, Hz	208/230V, 1Ph, 60Hz			
Indoor Motor	Type		AC Motor	AC Motor	AC Motor	AC Motor
	Output		100	100	200	200
	RLA	A	1.2	1.2	1.54	1.54
Indoor coil	Tube material		Copper	Copper	Copper	Copper
	Tube Size	inch	9/32	9/32	9/32	9/32
Indoor air flow (H/L)		CFM	650/560	650/560	1030/830	1030/830
Indoor Noise level		dB(A)	49	52	49	52
Indoor unit	Unpacking (W×D×H)	mm	520×380×915	520×380×915	560×485×1005	560×485×1005
		inch	20-15/32×14-61/64×36-1/32	20-15/32×14-61/64×36-1/32	22-3/64×19-3/32×39-9/16	22-3/64×19-3/32×39-9/16
	Packing (W×D×H)	mm	590×460×1000	590×460×1000	630×550×1080	630×550×1080
		inch	23-15/64×18-7/64×39-3/8	23-15/64×18-7/64×39-3/8	24-51/64×21-21/32×42-33/64	24-51/64×21-21/32×42-33/64
	Net/Gross Weight	kg	50.5/53.5	51.5/54.5	63.5/67	63.5/67
		lb	111/118	114/120	140/148	140/148
Refrigerant pipe	Liquid side	inch	3/8	3/8	3/8	3/8
	Gas side	inch	3/4	3/4	3/4	3/4
Indoor Loading quantity 40'HQ		set	243	243	152	152

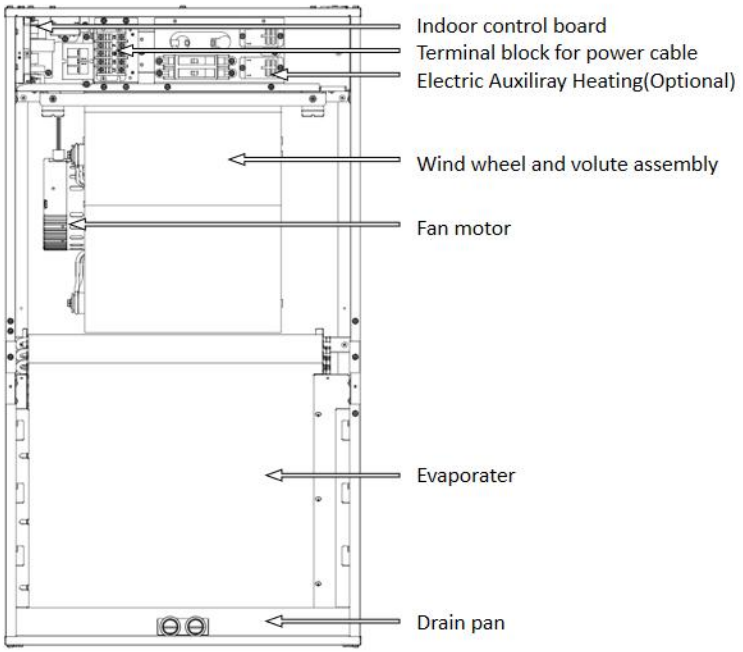
3 Dimensional drawings



Dimensions / Model		18/24K		30/36K	
		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	Supply Air Opening width	14-61/64	380	19-3/32	485
D	Return Air Opening Width	17-33/64	445	18-57/64	480
E	Model Depth	9-29/64	240	9-27/32	250

4 Layout Functional Components





Part 2

Wiring Diagram

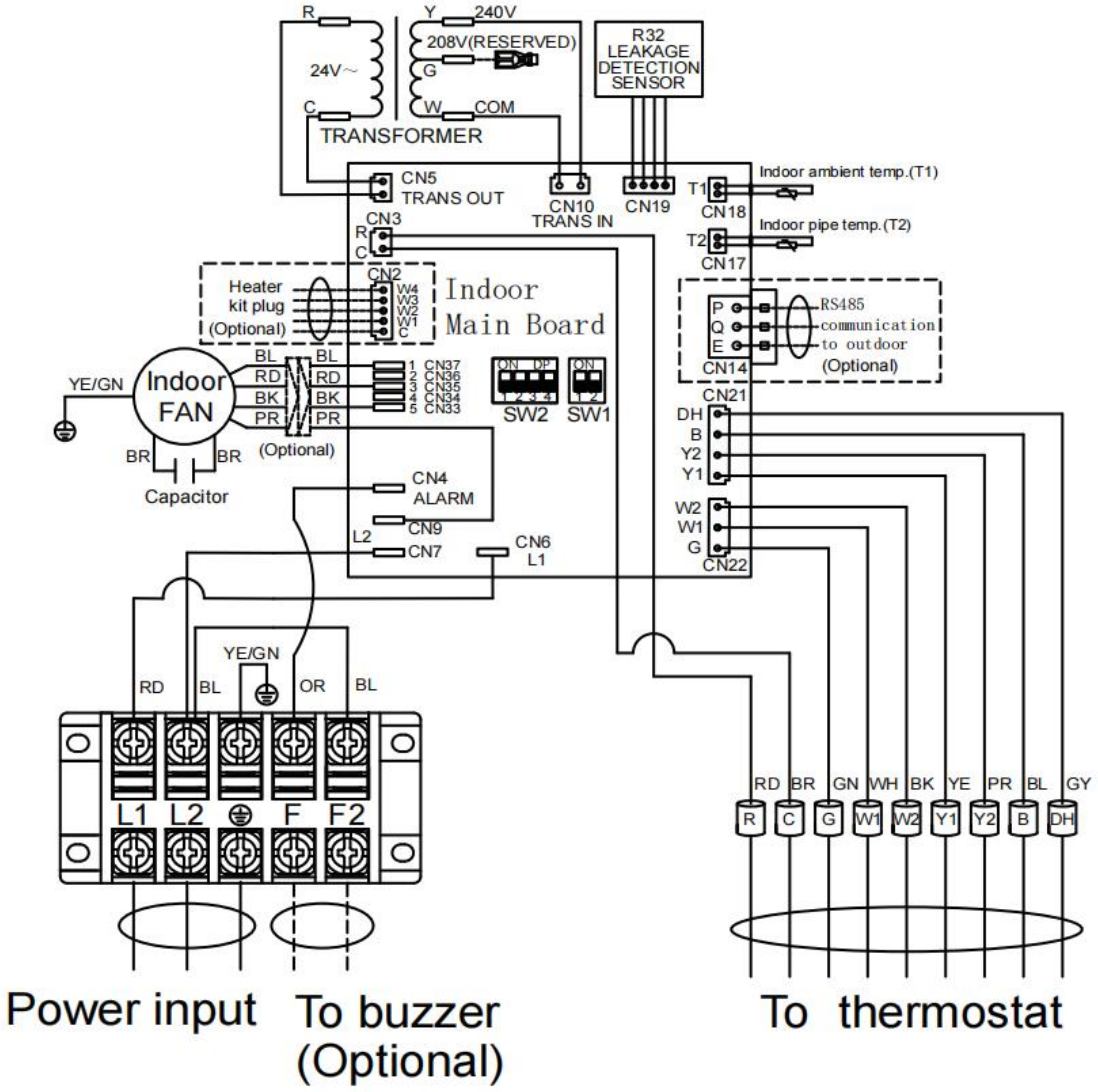
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1 Electric wiring diagram



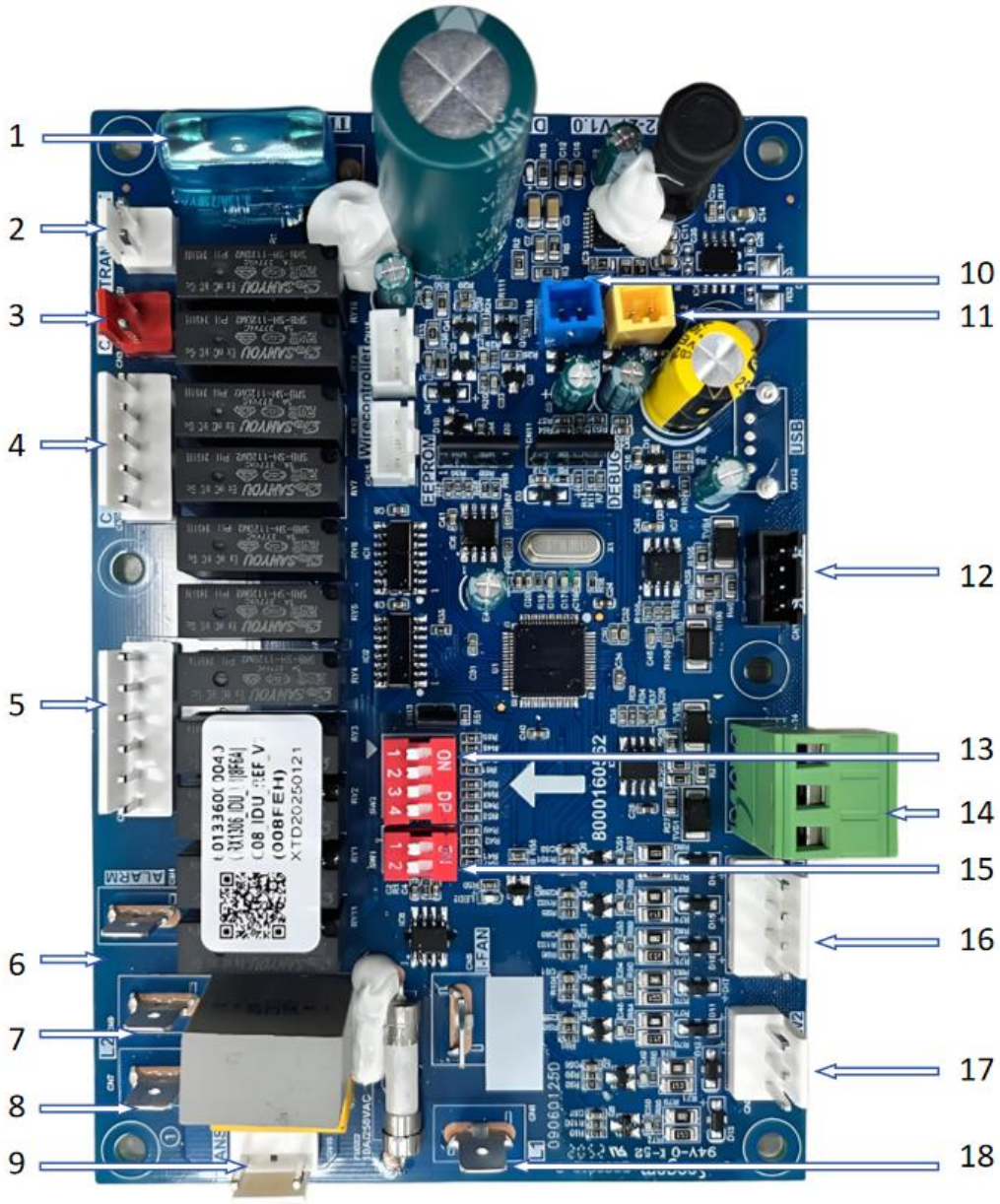
DIP switch status Indicate	
	This Indicate OFF (The DIP switch is dialed to the digital side)
	This Indicate ON (The DIP switch is dialed to the non-digital side)

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	1

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

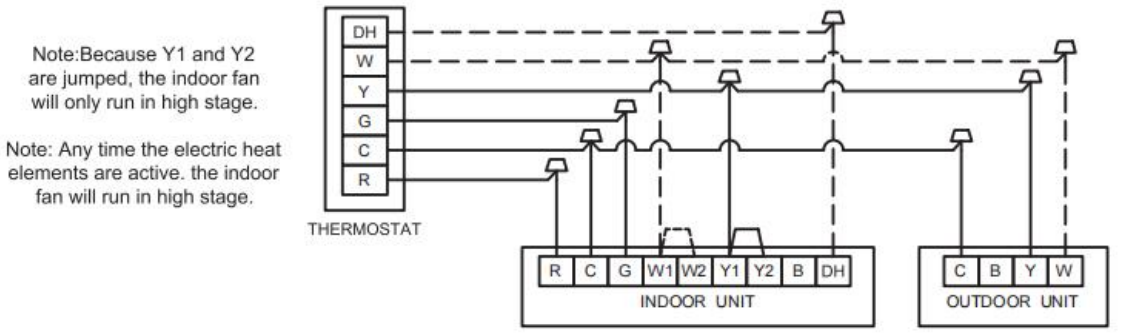


No.	Port Names and Definitions	No.	Port Names and Definitions
1	Fuse	10	Port for room temperature sensor T1
2	24V trans in from transformer	11	Port for indoor coil temperature sensor T2
3	Port to 24V thermostat(R/C)	12	Port for refrigerant concentration monitor
4	Port for electrical heater(reserved)	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

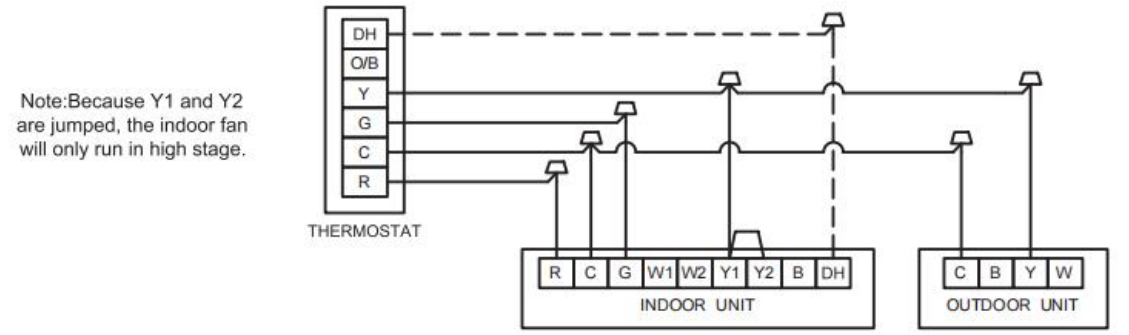
3 Low voltage wiring diagram

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

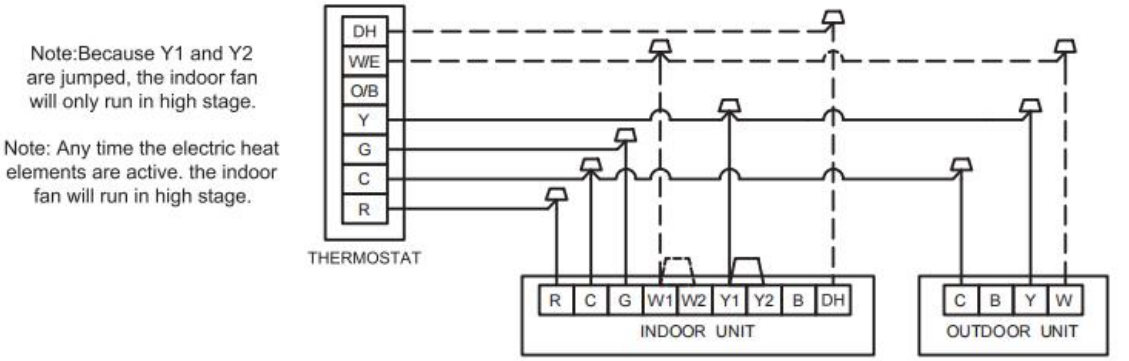
Wiring for 1H and 1C thermostat (no heat pump system model)



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

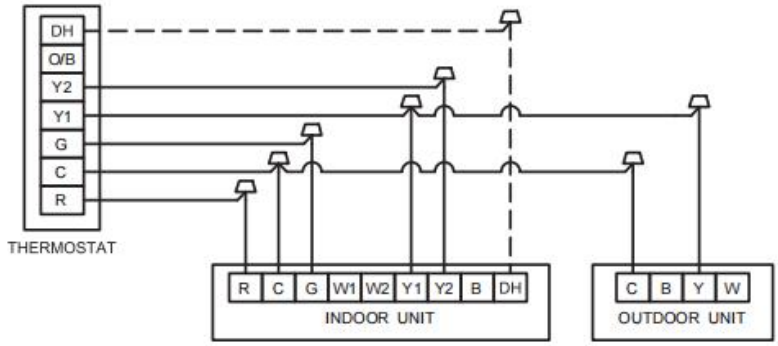


Wiring for 2H and 1C thermostat (no heat pump system model)



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

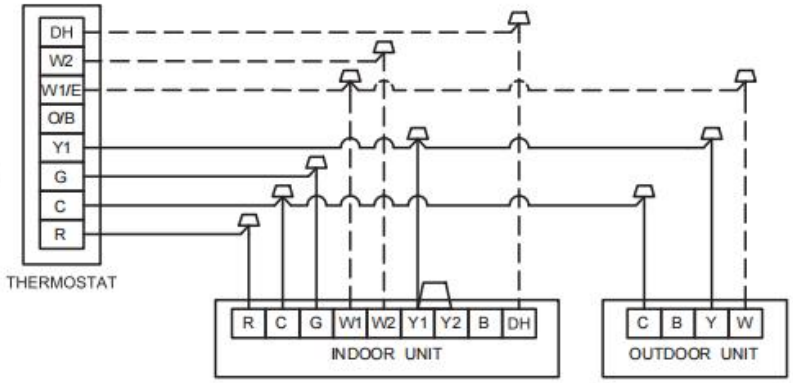
Note:Y1 and Y2 here represents 2 stages of fan cooling only, the compressor modulates separately from the fan.



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.

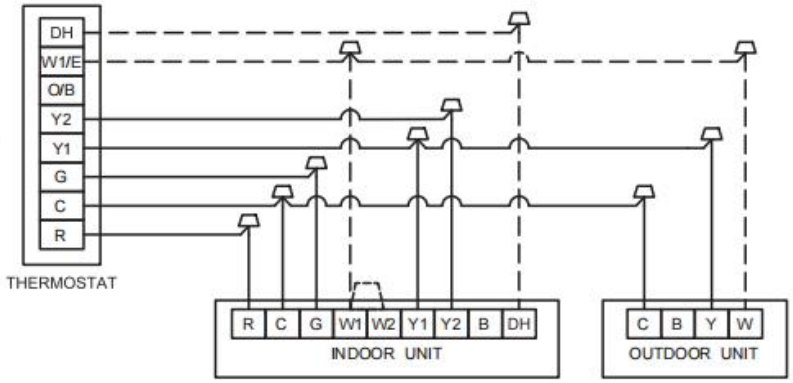
Note: Any time the electric heat elements are active. the indoor fan will run in high stage.



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.

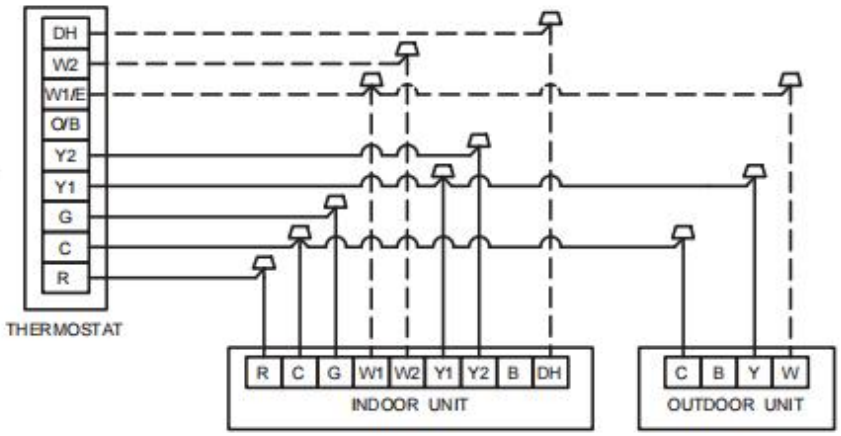
Note: Any time the electric heat elements are active. the indoor fan will run in high stage.



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.

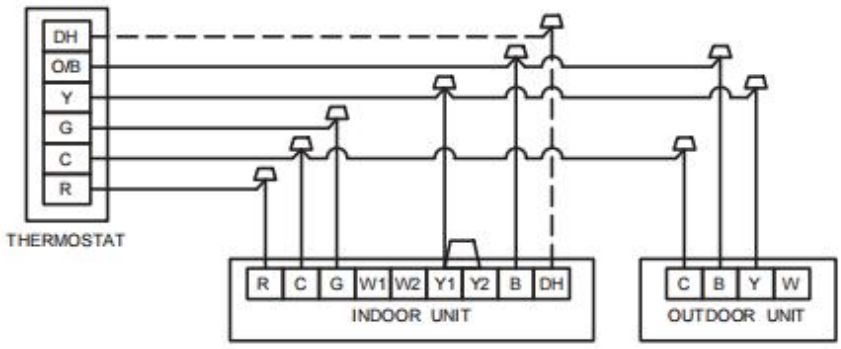
Note: Any time the electric heat elements are active. the indoor fan will run in high stage.



Heat Pump System Model

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

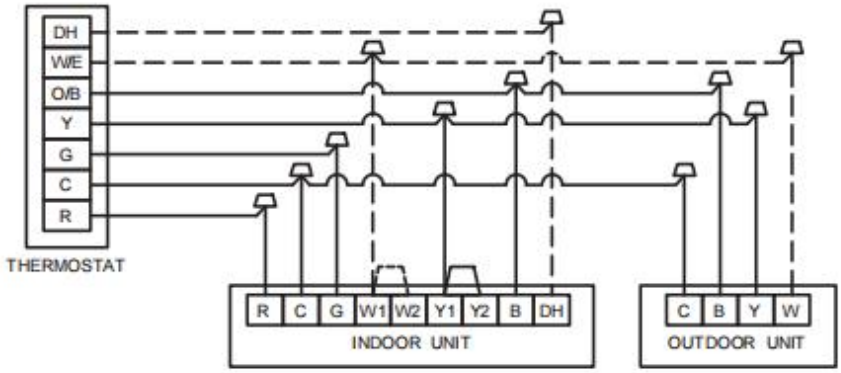
Note:Because Y1 and Y2 are jumped, the indoor fan will only run in high stage.



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

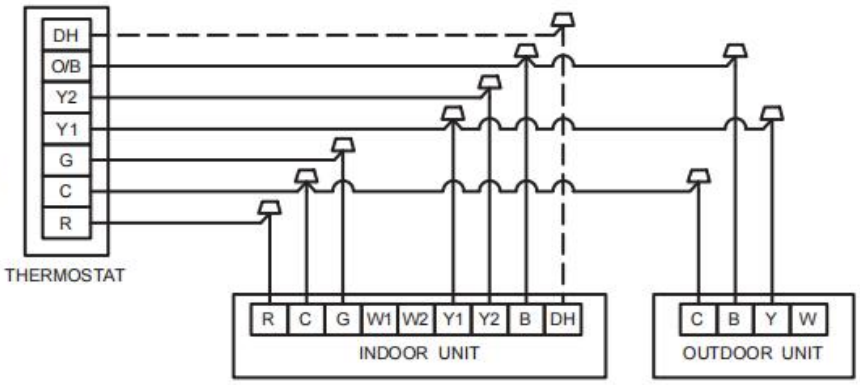
Note:Because Y1 and Y2 are jumped, the indoor fan will only run in high stage.

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)

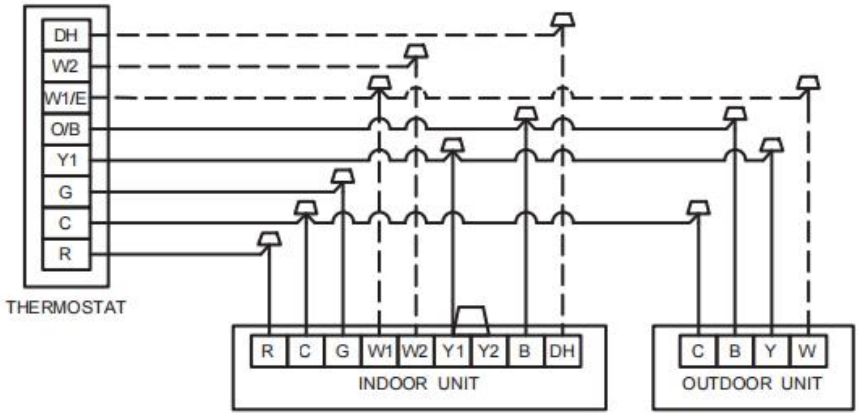
Note:Y1 and Y2 here represents 2 stages of fan cooling only, the compressor modulates separately from the fan.



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.

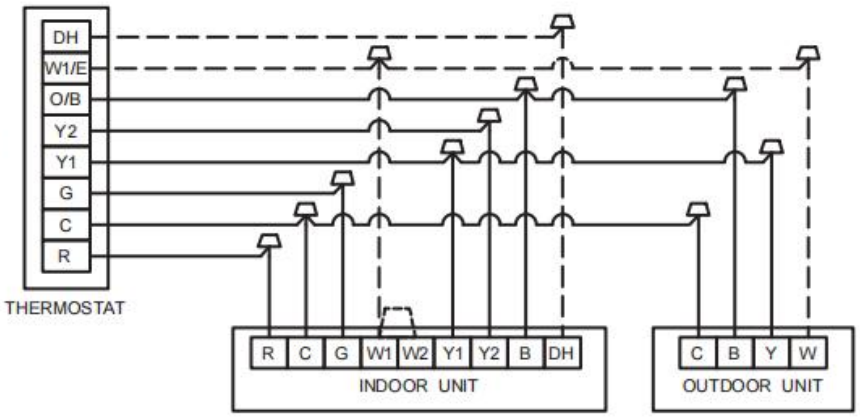
Note: Any time the electric heat elements are active. the indoor fan will run in high stage.



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.

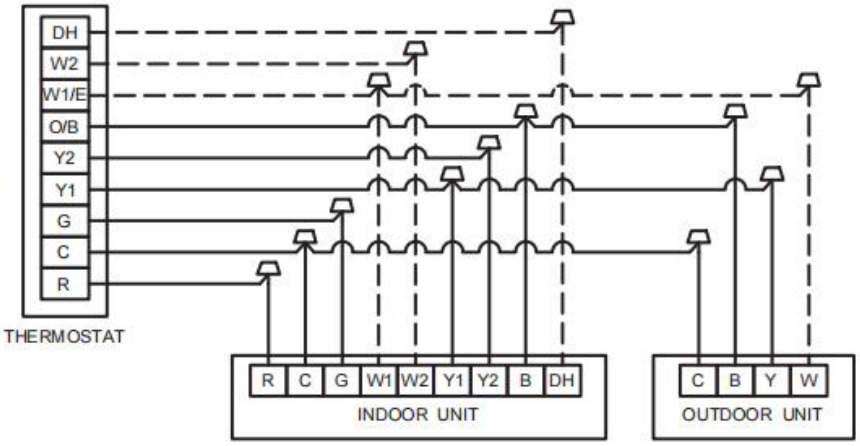
Note: Any time the electric heat elements are active. the indoor fan will run in high stage.



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

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.



Control Logic：

Indoor unit connector

Connector	Purpose
R	24V Power Connection
C	Common
G	Fan Control
Y1	Low Cooling
Y2	High Cooling
B	Heating Reversing Valve
W1	Stage 1 Electric Heating
W2	Stage 2 Electric Heating
DH	Dehumidification

Outdoor unit connector

Connector	Purpose
C	Common
Y	Cooling
B	Heating Reversing Valve
W	Heating 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
Power (indoor)	Phase	1	1	1	1
	Frequency and Volt	208/230, 60Hz			
Power (outdoor)	Phase	1	1	1	1
	Frequency and Volt	208/230, 60Hz			
Max.Fuse	Indoor unit(A)	3	3	3	2.3
Indoor unit Powerline	Line quantity	2	2	2	2
	Line diameter(AWG)	20/0.5mm^2	20/0.5mm2	20/0.5mm^2	20/0.5mm2
Signal line	Line quantity	2	2	2	2
	Line diameter(AWG)	20/0.5mm^2	20/0.5mm^2	20/0.5mm^2	20/0.5mm^2
Thermostat Signal line	Line quantity	2	2	2	2
	Line diameter(AWG)	18/1.0mm^2	18/1.0mm^2	18/1.0mm^2	18/1.0mm^2

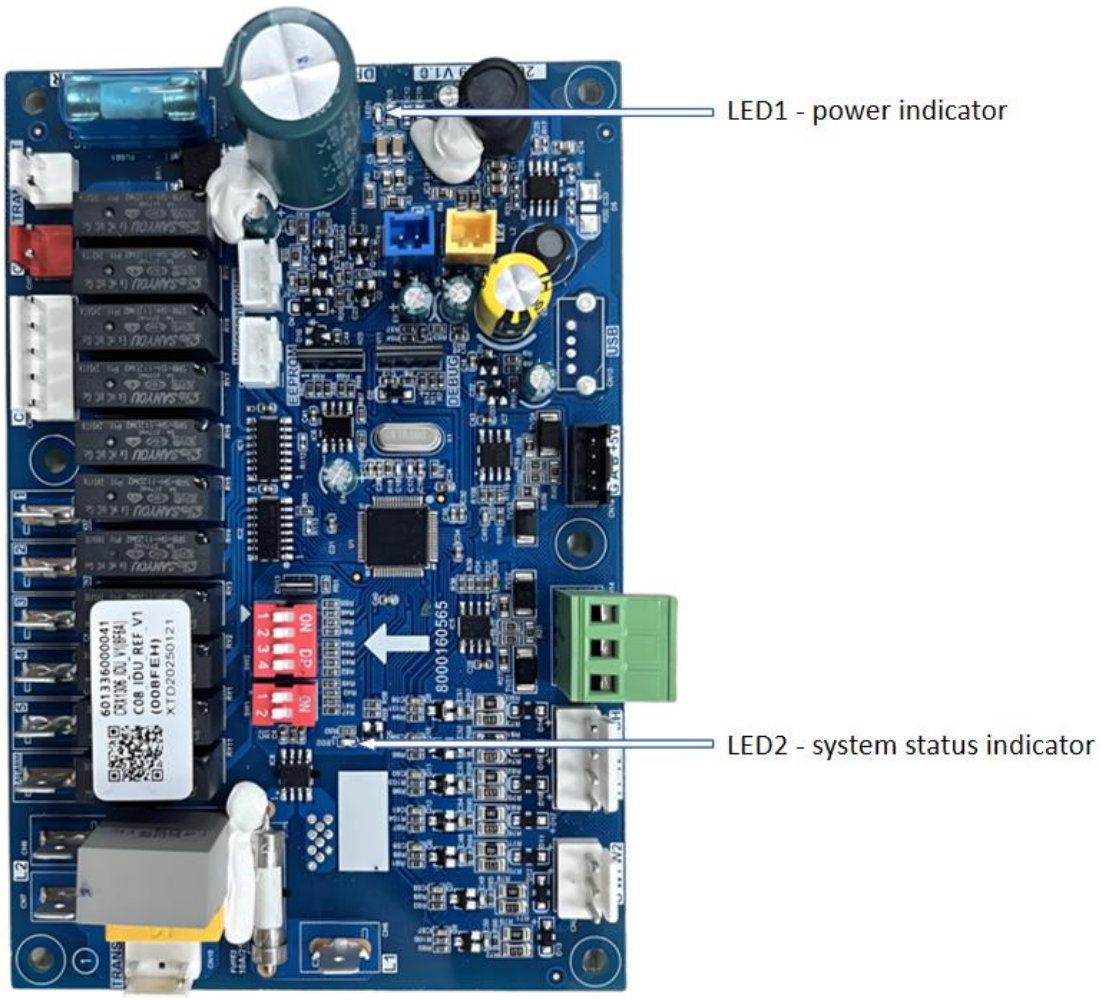
Part 3

Diagnosis and Troubleshooting

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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.

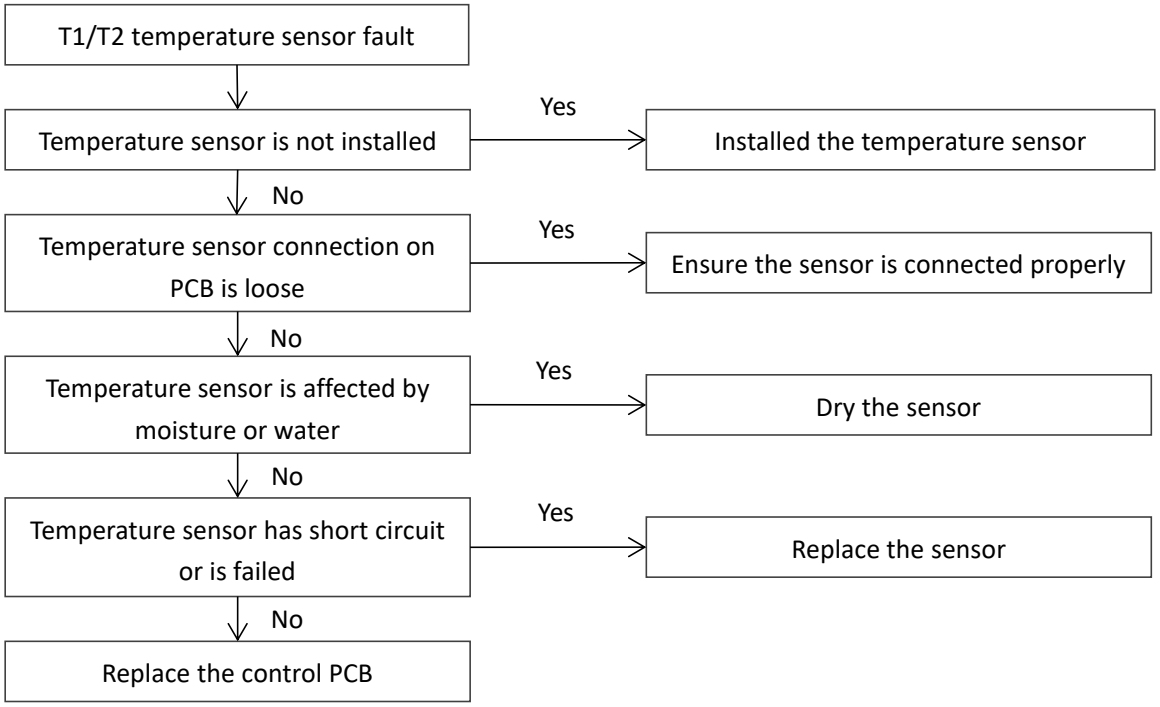
- Use a firm stool or step ladder according to manufacturer procedures when cleaning or maintaining the unit.

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

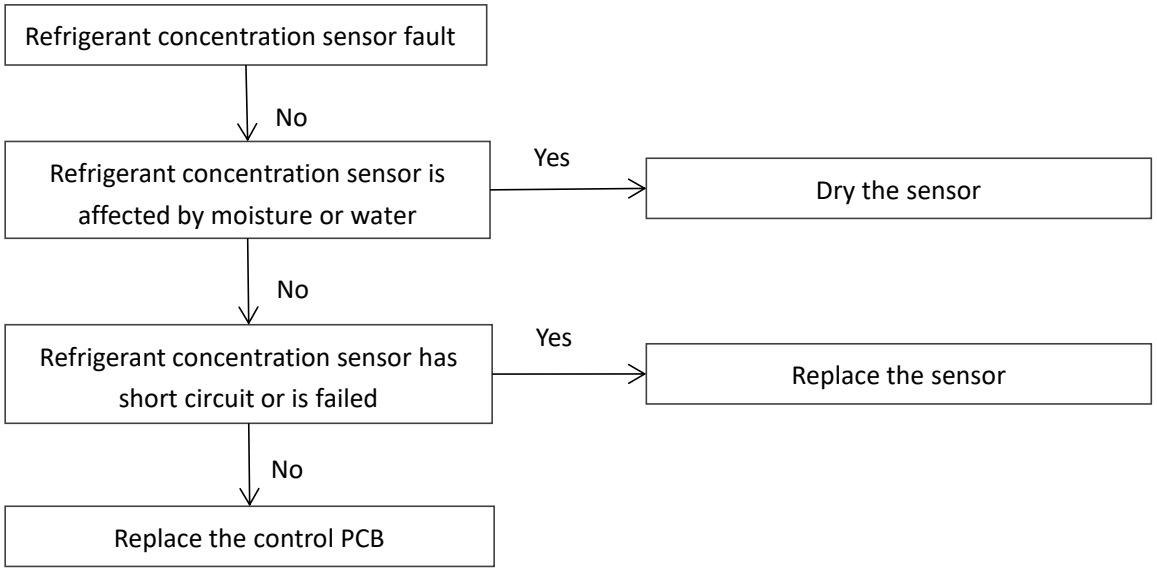
- LER2 flashes for 2 times every 8 seconds indicates indoor unit T1 temperature sensor fault
- LED2 flashes for 3 times every 8 seconds indicates indoor unit T2 temperature sensor fault
- The unit stops running and LED2 flashes 2 or 3 times in each round.



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.

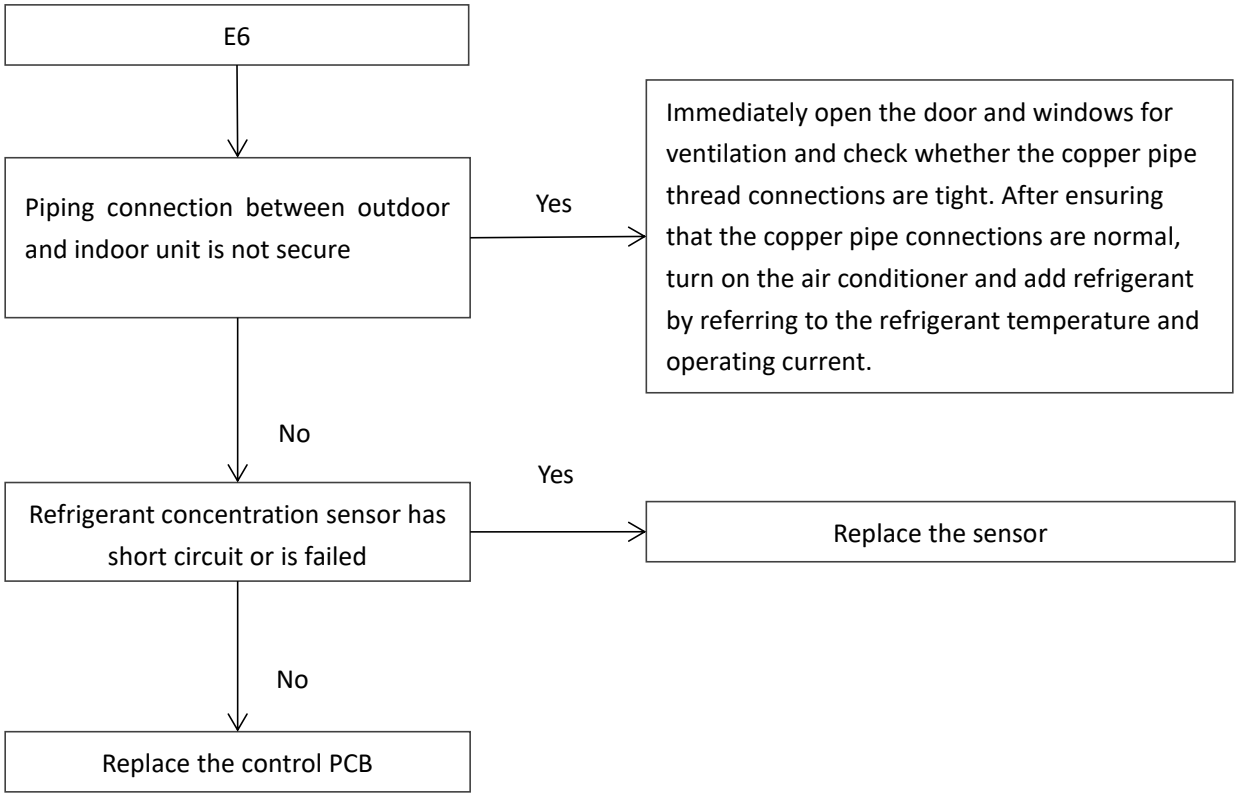
2.3 Refrigerant concentration sensor fault troubleshooting

- 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.



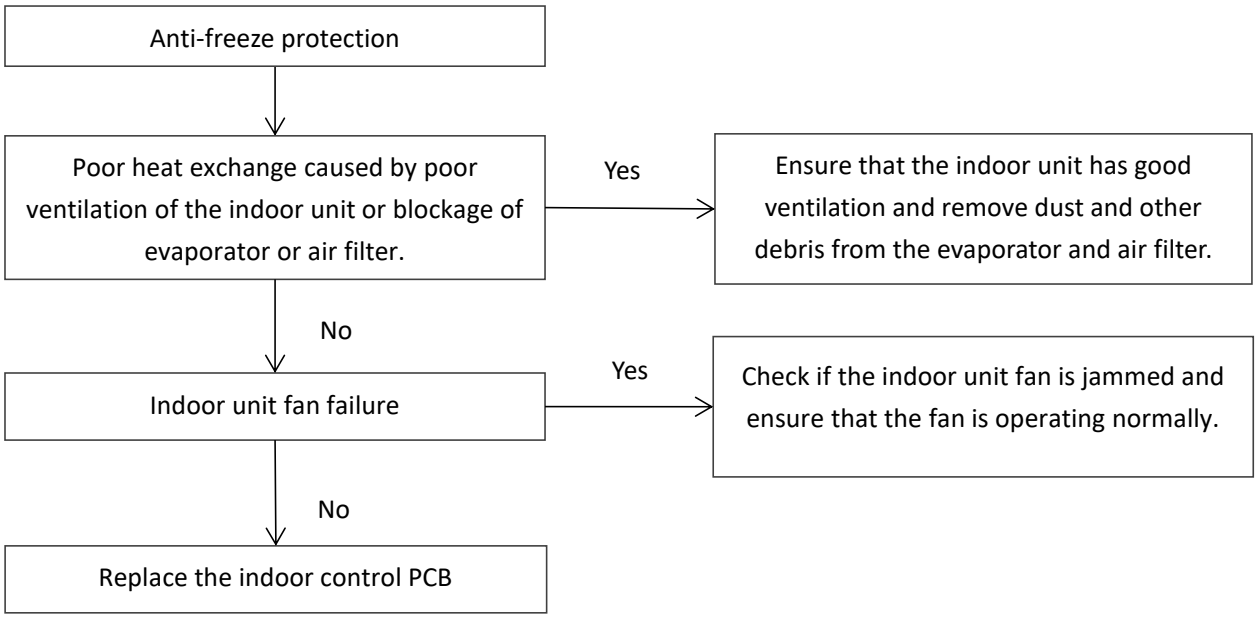
Note:

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 outdoor unit and the indoor unit via RS-485.

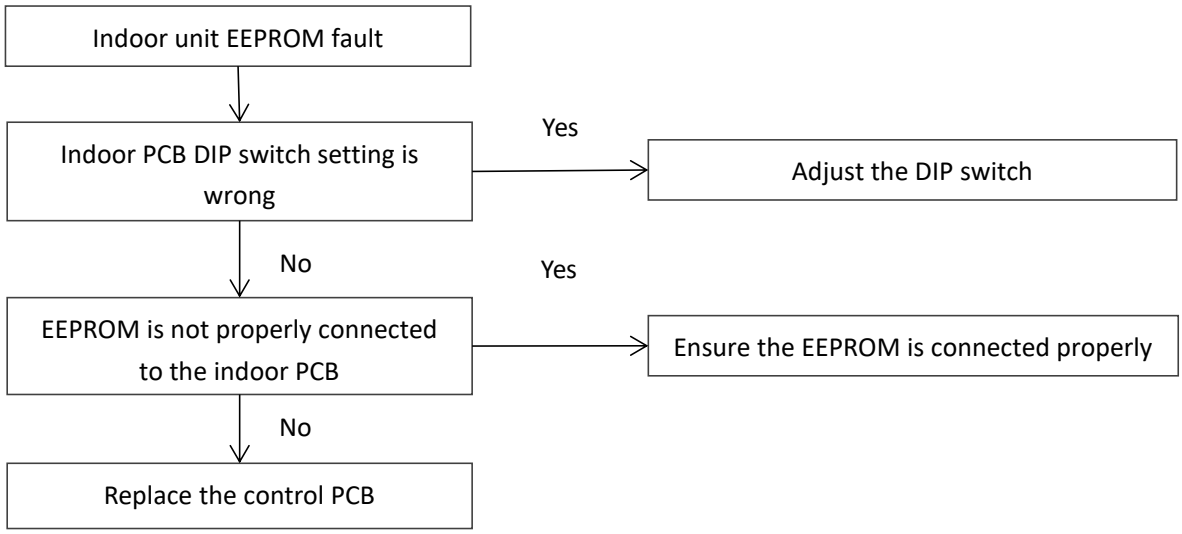
2.5 Anti-freeze protection troubleshooting

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



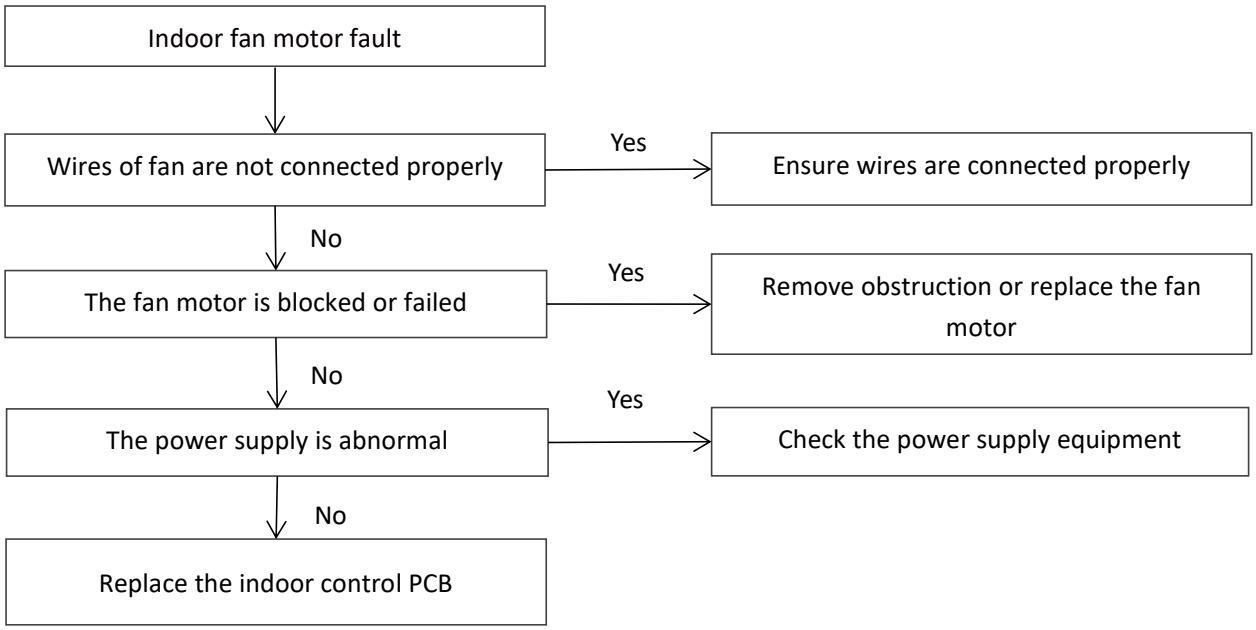
2.6 Indoor unit EEPROM fault troubleshooting

- 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.



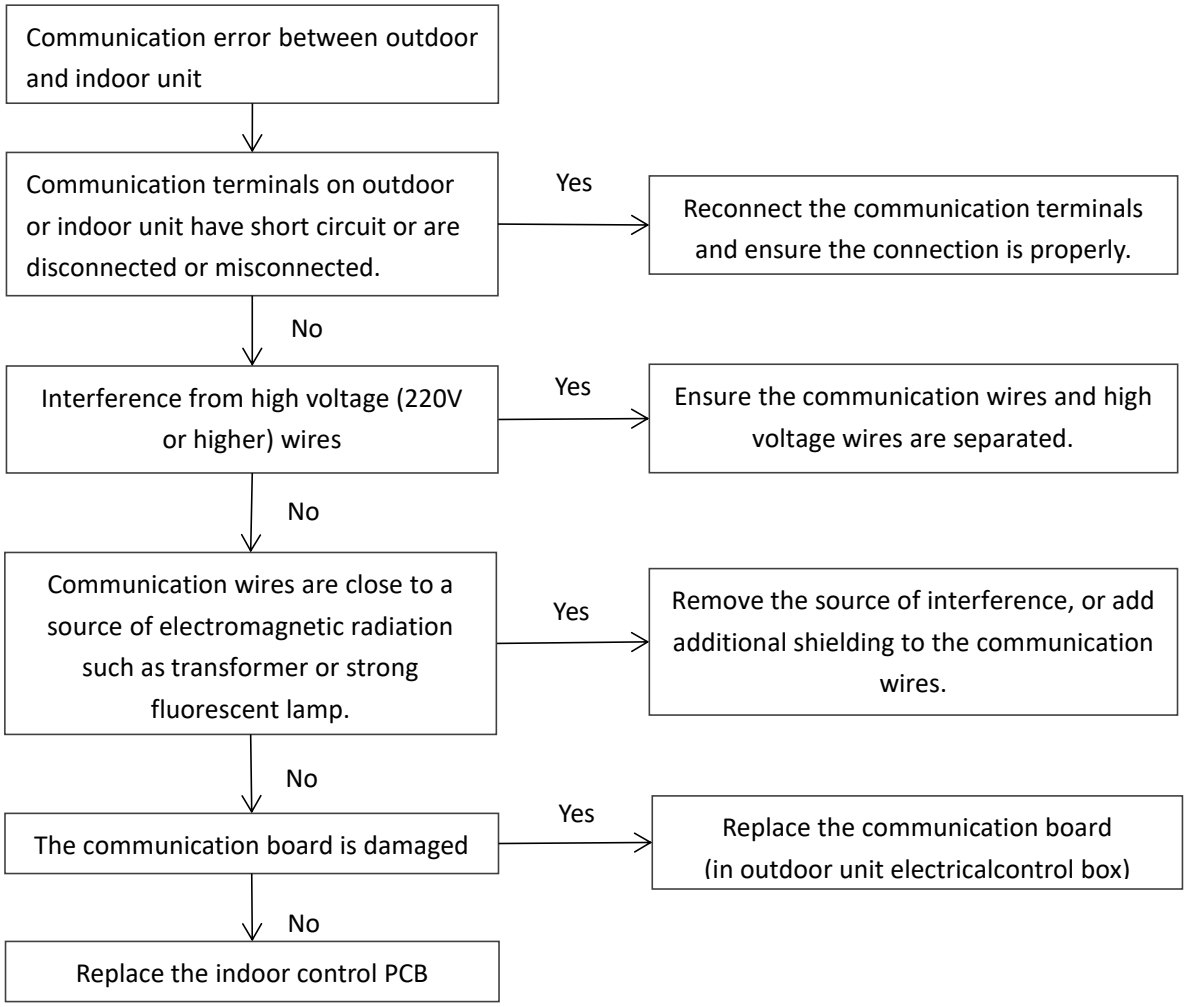
2.7 Indoor fan motor fault troubleshooting

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



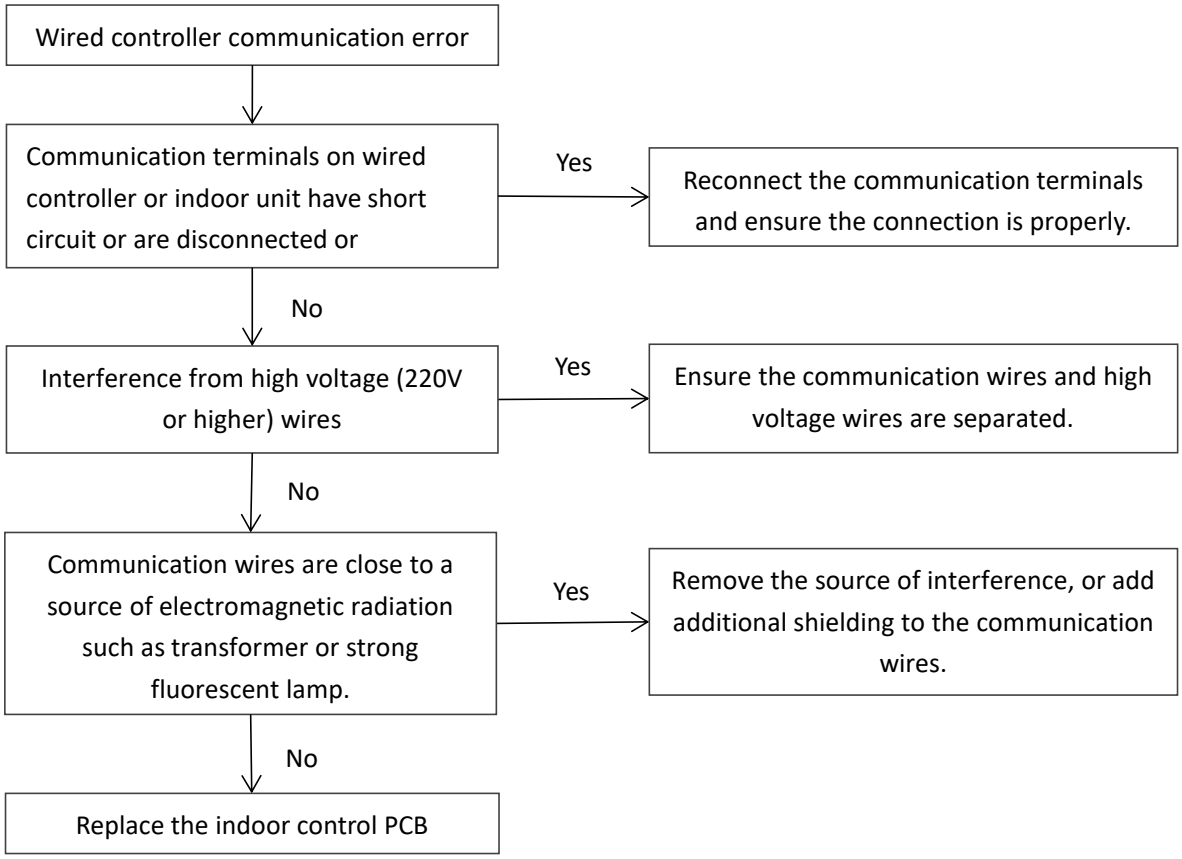
2.8 Communication error between outdoor and indoor unit troubleshooting

- 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), evaporator/indoor coil temperature sensor(T2).

Temperature (℉)	Resistance Rmax(kΩ)	Resistance Rnor(kΩ)	Resistance Rmin(kΩ)	Temperature (℉)	Resistance Rmax(kΩ)	Resistance Rnor(kΩ)	Resistance Rmin(kΩ)
-22	65.02	62.77	60.59	**142**	1.45	1.42	1.39
-20	61.52	59.42	57.39	**144**	1.41	1.37	1.34
-18	58.24	56.28	54.39	**145**	1.36	1.33	1.30
-17	55.15	53.32	51.56	**147**	1.32	1.29	1.26
-15	52.24	50.54	48.89	**149**	1.28	1.25	1.22
-13	49.51	47.92	46.38	**151**	1.24	1.21	1.18
-11	46.94	45.46	44.02	**153**	1.21	1.18	1.15
-9	44.51	43.13	41.79	**154**	1.17	1.14	1.11
-8	42.23	40.94	39.69	**156**	1.13	1.11	1.08
-6	40.08	38.88	37.71	**158**	1.10	1.07	1.05
-4	38.05	36.93	35.84	**160**	1.07	1.04	1.02
-2	36.14	35.09	34.07	**162**	1.04	1.01	0.98
0	34.34	33.36	32.40	**163**	1.01	0.98	0.96
1	32.63	31.72	30.83	**165**	0.98	0.95	0.93
3	31.03	30.17	29.34	**167**	0.95	0.92	0.90
5	29.51	28.71	27.93	**169**	0.92	0.90	0.87
7	28.07	27.33	26.60	**171**	0.90	0.87	0.85
9	26.72	26.02	25.34	**172**	0.87	0.85	0.82
10	25.44	24.78	24.15	**174**	0.85	0.82	0.80
12	24.22	23.61	23.02	**176**	0.82	0.80	0.78
14	23.08	22.51	21.95	**178**	0.80	0.78	0.75
16	21.99	21.46	20.93	**180**	0.78	0.75	0.73
18	20.96	20.46	19.97	**181**	0.75	0.73	0.71
19	19.99	19.52	19.06	**183**	0.73	0.71	0.69
21	19.06	18.63	18.20	**185**	0.71	0.69	0.67
23	18.19	17.78	17.38	**187**	0.69	0.67	0.65
25	17.36	16.98	16.61	**189**	0.68	0.66	0.64
27	16.57	16.22	15.87	**190**	0.66	0.64	0.62
28	15.83	15.49	15.17	**192**	0.64	0.62	0.60
30	15.12	14.81	14.50	**194**	0.62	0.60	0.58
32	14.45	14.16	13.87	**196**	0.61	0.59	0.57
34	13.81	13.54	13.27	**198**	0.59	0.57	0.55
36	13.20	12.95	12.70	**199**	0.57	0.56	0.54
37	12.63	12.39	12.15	**201**	0.56	0.54	0.52
39	12.08	11.85	11.64	**203**	0.54	0.53	0.51
41	11.56	11.35	11.14	**205**	0.53	0.51	0.50
43	11.06	10.87	10.67	**207**	0.52	0.50	0.48
45	10.59	10.41	10.23	**208**	0.50	0.49	0.47
46	10.14	9.97	9.80	**210**	0.49	0.47	0.46
48	9.71	9.56	9.40	**212**	0.48	0.46	0.45
50	9.31	9.16	9.01	**214**	0.47	0.45	0.43

52	8.92	8.78	8.65	**216**	0.45	0.44	0.42
54	8.55	8.42	8.30	**217**	0.44	0.43	0.41
55	8.20	8.08	7.96	**219**	0.43	0.42	0.40
57	7.86	7.75	7.64	**221**	0.42	0.41	0.39
59	7.55	7.44	7.34	**223**	0.41	0.40	0.38
61	7.24	7.14	7.05	**225**	0.40	0.39	0.37
63	6.95	6.86	6.77	**226**	0.39	0.38	0.36
64	6.67	6.59	6.50	**228**	0.38	0.37	0.35
66	6.41	6.33	6.25	**230**	0.37	0.36	0.34
68	6.15	6.08	6.01	**232**	0.36	0.35	0.34
70	5.91	5.85	5.78	**234**	0.35	0.34	0.33
72	5.68	5.62	5.56	**235**	0.34	0.33	0.32
73	5.46	5.40	5.35	**237**	0.34	0.32	0.31
75	5.25	5.20	5.14	**239**	0.33	0.32	0.30
77	5.05	5.00	4.95	**241**	0.32	0.31	0.30
79	4.86	4.81	4.76	**243**	0.31	0.30	0.29
81	4.68	4.63	4.58	**244**	0.31	0.29	0.28
82	4.51	4.46	4.41	**246**	0.30	0.29	0.28
84	4.34	4.29	4.24	**248**	0.29	0.28	0.27
86	4.18	4.13	4.08	**250**	0.28	0.27	0.26
88	4.03	3.98	3.93	**252**	0.28	0.27	0.26
90	3.89	3.84	3.79	**253**	0.27	0.26	0.25
91	3.75	3.70	3.65	**255**	0.27	0.25	0.24
93	3.61	3.56	3.52	**257**	0.26	0.25	0.24
95	3.48	3.44	3.39	**259**	0.25	0.24	0.23
97	3.36	3.31	3.27	**261**	0.25	0.24	0.23
99	3.24	3.20	3.15	**262**	0.24	0.23	0.22
100	3.13	3.08	3.04	**264**	0.24	0.23	0.22
102	3.02	2.97	2.93	**266**	0.23	0.22	0.21
104	2.91	2.87	2.83	**268**	0.23	0.22	0.21
106	2.81	2.77	2.73	**270**	0.22	0.21	0.20
108	2.72	2.67	2.63	**271**	0.22	0.21	0.20
109	2.63	2.58	2.54	**273**	0.21	0.20	0.19
111	2.54	2.49	2.45	**275**	0.21	0.20	0.19
113	2.45	2.41	2.37	**277**	0.20	0.19	0.19
115	2.37	2.33	2.29	**279**	0.20	0.19	0.18
117	2.29	2.25	2.21	**280**	0.19	0.19	0.18
118	2.21	2.17	2.13	**282**	0.19	0.18	0.17
120	2.14	2.10	2.06	**284**	0.19	0.18	0.17
122	2.07	2.03	1.99	**286**	0.18	0.17	0.17
124	2.00	1.97	1.93	**288**	0.18	0.17	0.16
126	1.94	1.90	1.86	**289**	0.17	0.17	0.16
127	1.88	1.84	1.80	**291**	0.17	0.16	0.16
129	1.82	1.78	1.74	**293**	0.17	0.16	0.15
131	1.76	1.72	1.69	**295**	0.16	0.16	0.15
133	1.70	1.67	1.63	**297**	0.16	0.15	0.15
135	1.65	1.61	1.58	**298**	0.16	0.15	0.14
136	1.60	1.56	1.53	**300**	0.15	0.15	0.14
138	1.55	1.51	1.48	**302**	0.15	0.14	0.14
140	1.50	1.46	1.43				