5.3 FAQs

Network Adaptor & App FAQs continues...

Symptom	Solution
The Weekly Timer does not function.	Check if you turned on the Weekly Timer at the "Panasonic Comfort Cloud" app as follow: Check if there is any conflict between the Weekly Timer and the remote control Timer. The app server and the remote control time may be different. The timer will activate based on the earlier time. Check if the time zone has been set correctly as follow:

Others

Symptom	Solution
Replacement of router.	Select Menu from the "Panasonic Comfort Cloud" app. Select "Owner", then select "Change router settings".
Change of smartphone's model.	Check if the smartphone version is compatible (Android 5.0 and above, or iOS9 and above). Install the "Panasonic Comfort Cloud" app and log in using your Panasonic login ID and password. Follow the steps for the initial connection setup.
Change of control board of the indoor unit.	Change the control board. Then, select Menu from the "Panasonic Comfort Cloud" apps. Select "Owner", then select " Replace device". Note that the authorised service dealer shall perform this.
Change of Network Adaptor/Wi-Fi module of indoor unit.	Change the Network Adaptor/Wi-Fi module. Then, select Menu from the "Panasonic Comfort Cloud" app. Select "Owner", then select "Change router settings". Note that the authorised service dealer shall perform this.
To transfer or dispose the air conditioner.	Reset the air conditioner to manufacturing default condition. • Check that the Wi-Fi LED on the indoor unit is ON/blinking, then press the Wi-Fi button for 5 seconds until "1" appears on the remote control. • Press ^ until "5" appears. • Press SET for 3 seconds and the operation stops. The Wi-Fi LED is OFF and the factory reset is completed. To unregister the air conditioner from the "Panasonic Comfort Cloud" app, select Menu, then select "Device list" to delete the unit.

The following symptoms do not indicate malfunction.

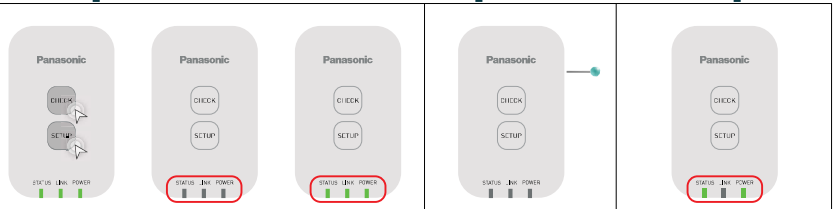
Symptom	Cause
Wi-Fi LED is ON when the unit is OFF.	• The unit's Wi-Fi connection with the router has been activated.
Wi-Fi LED blinks continuously.	• The unit's Wi-Fi connection with the router is not established. Recheck your connection. • If you do not want to use the app, press Wi-Fi button to turn it off.

Information.

CE Declaration of Conformity (DOC)
Hereby, "Panasonic Corporation" declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU

The full text of the EU declaration of conformity is available at the following internet address: http://www.ptc.panasonic.eu/
Authorized Representative: Panasonic Testing Centre, Panasonic Marketing Europe GmbH, Winsbergring 15, 22525 Hamburg, Germany
Norway: There are usage restrictions within a radius of 20 km from the centre of Ny-Ålesund on Svalbard.

Complete Reset for Optional Adaptor.

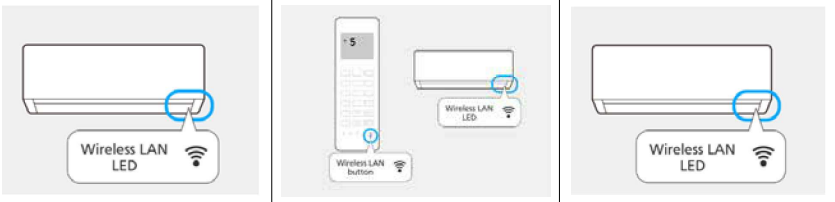


a. Press Setup and Check simultaneously until you see all three lights went OFF for an instant [And then resume blinking].

b. Take a pin and press into RESET at the side.

c. Now, only STATUS and Power should be ON, the LINK should not have any lights.

Complete Reset for Built-In.



a. Confirm the Wi-Fi LED of the indoor unit is ON/blinking.

a. Do not point your remote control at the unit.
b. Take your remote control and press and HOLD for 5 secs until you see "1" and then scroll to "5".
c. Now point remote control at the unit and press "SET" for more than 5 seconds to hear a beep sound.

a. After complete reset, the Wi-Fi LED will be OFF.
b. Point your remote control at the set and press to turn ON Wi-Fi LED again.
c. The Wi-Fi LED should be blinking at a slow interval and you can set new air conditioner again.