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# Room Air Conditioner

## Use and Care Guide

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**Model/Modèle/Modelo:**  
**R-WHAW050BW**

# AIR CONDITIONER SAFETY

## Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others.

All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING." These words mean:

**! DANGER**

**You can be killed or seriously injured if you don't immediately follow instructions.**

**! WARNING**

**You can be killed or seriously injured if you don't follow instructions.**

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

## IMPORTANT SAFETY INSTRUCTIONS

**WARNING:** To reduce the risk of fire, electrical shock or injury when using your air conditioner, follow these basic precautions:

- Plug into a grounded 3 prong outlet.
- Do not remove ground prong.
- Do not use an adapter.
- Do not use an extension cord.
- Unplug air conditioner before servicing.
- Use two or more people to move and install air conditioner.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.

**SAVE THESE INSTRUCTIONS**

State of California Proposition 65 Warnings:

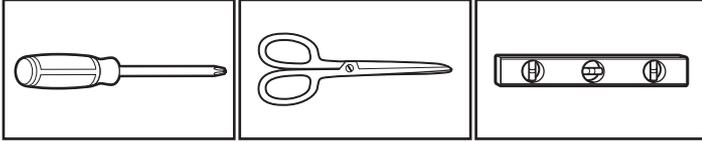
WARNING: This product contains one or more chemicals known to the State of California to cause cancer.

WARNING: This product contains one or more chemicals known to the State of California to cause birth defects or other reproductive harm.

# INSTALLATION REQUIREMENTS

## Tools Required—All Models

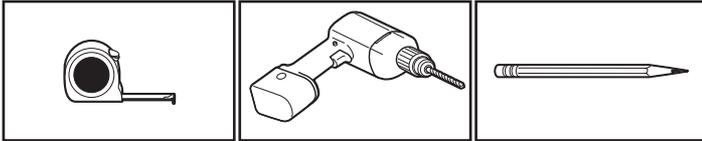
Gather the required tools and parts before starting installation. Read and follow the instructions provided with any tools listed here.



Phillips screwdriver

Scissors

Level



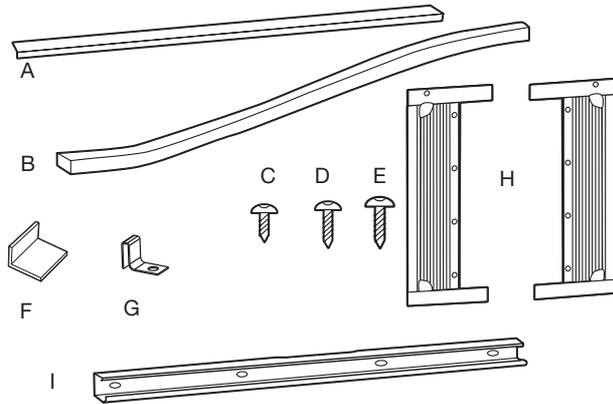
Tape measure

Cordless drill and  
1/8" bit

Pencil

## Parts Supplied

Check that all parts are included in parts package.



A. Foam seal with adhesive strip

B. Foam seal without adhesive strip

C.  $\frac{3}{8}$ " screws x 4 top channel

D.  $\frac{1}{2}$ " screws x 3 top channel

E.  $\frac{3}{4}$ " screws x 4

F. Sash lock

G. Side curtain bracket x 2

H. Side curtains x 2

I. Top channel

## Location Requirements—All Models

**IMPORTANT:** Observe all governing codes and ordinances.

Check the location where the air conditioner will be installed. Make sure you have everything necessary for correct installation.

The location should provide:

- Grounded electrical outlet within 6 ft (183 cm) of where the power cord exits the air conditioner.

**NOTE:** Do not use an extension cord.

- Free movement of air in room to be cooled.

- A large enough opening for the air conditioner. Installation parts are supplied for double-hung windows.

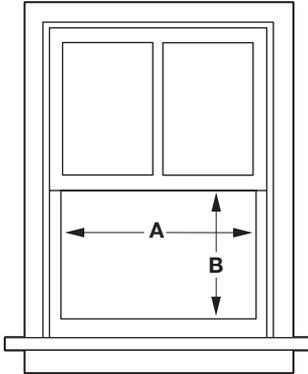
- Adequate wall support for weight of air conditioner. Air conditioner weighs 50 lbs to 75 lbs (22.7 kg to 34 kg).

**NOTE:** Cabinet louvers must not be obstructed. Air must be able to pass freely through the cabinet louvers.

## Window Installation

### Window Opening Measurements:

- 22" (550 mm) minimum to 35" (914 mm) maximum opening width
- 14½" (368 mm) minimum opening height



- A. 5,000 BTUs: 22" (550 mm) minimum  
 B. 5,000 BTUs: 14½" (368 mm) minimum

## Electrical Requirements—All Models

### ⚠ WARNING



#### Electrical Shock Hazard

- Plug into a grounded 3 prong outlet.
- Do not remove ground prong.
- Do not use an adapter.
- Do not use an extension cord.
- Failure to follow these instructions can result in death, fire, or electrical shock.

The electrical ratings for your air conditioner are listed on the model and serial number label. The model and serial number label is located on the right-hand side of the air conditioner cabinet.

## Electrical Requirements



- 115 volts (103.5 min. - 126.5 max.)
- 0-12 amps
- 15-amp time-delay fuse or circuit-breaker
- If there is a "Single Circuit Only" label on the unit, use on a dedicated single-outlet circuit only. If a dedicated single-outlet circuit is not available, then it is the customer's responsibility to have a single-outlet circuit installed by a qualified electrician.
- If there is no "Single Circuit Only" label on the unit, the unit may be used on any branch circuit of correct voltage and adequate current protection rating.

## Recommended Grounding Method

This air conditioner must be grounded. This air conditioner is equipped with a power supply cord having a grounded 3 prong plug. To minimize possible shock hazard, the cord must be plugged into a mating, grounded 3 prong outlet, grounded in accordance with all local codes and ordinances. If a mating outlet is not available, it is the customer's responsibility to have a properly grounded 3 prong outlet installed by a qualified electrical installer. It is the customer's responsibility:

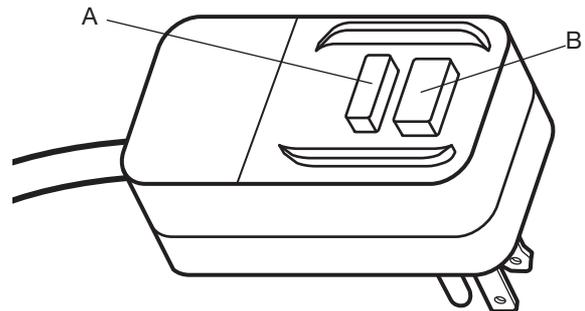
- To contact a qualified electrical installer.
- To assure that the electrical installation is adequate and in conformance with National Electrical Code, ANSI/NFPA 70—latest edition, and all local codes and ordinances.

Copies of the standards listed may be obtained from:

National Fire Protection Association  
 1 Batterymarch Park  
 Quincy, MA 02269

## Power Supply Cord

**NOTE:** Your air conditioner's power supply cord may differ from the one shown.



- A. Test button  
 B. Reset button

This room air conditioner is equipped with a power supply cord required by UL. This power supply cord contains state-of-the-art electronics that sense leakage current. If the cord is crushed, the electronics detect leakage current and power will be disconnected in a fraction of a second.

## ⚠ WARNING



### Electrical Shock Hazard

**Plug into a grounded 3 prong outlet.**

**Do not remove ground prong.**

**Do not use an adapter.**

**Do not use an extension cord.**

**Failure to follow these instructions can result in death, fire, or electrical shock.**

### To test your power supply cord:

1. Plug power supply cord into a grounded 3 prong outlet.
2. Pressing TEST (listen for click) button will trip and cut all power to air conditioner.
3. Press and release RESET (listen for click; Reset button will latch). The power supply cord is ready for operation.

## INSTALLATION INSTRUCTIONS

### Prepare Air Conditioner for Installation

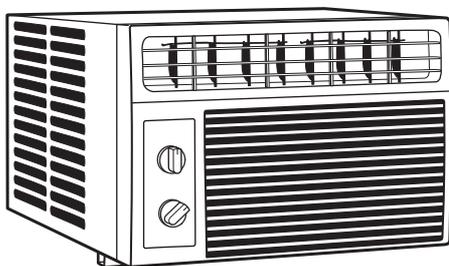
## ⚠ WARNING

### Excessive Weight Hazard

**Use two or more people to move and install air conditioner.**

**Failure to do so can result in back or other injury.**

## 1. Unpack the Air Conditioner



### Remove Packaging Materials:

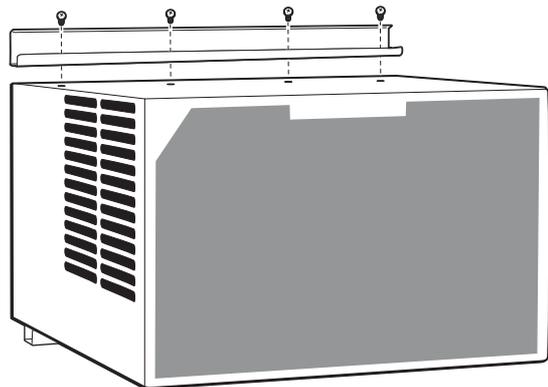
- Handle the air conditioner gently while unpacking the unit.
- Cut the 4 plastic bands that secure the carton.
- Remove the carton top and lift the air conditioner from the base pad.
- Remove tape and glue residue from surfaces before turning on the air conditioner. Rub a small amount of liquid dish soap over the adhesive with your fingers. Wipe with a damp cloth and dry.

### NOTES:

- The Reset button must be pushed in for proper operation.
- The power supply cord must be replaced if it fails to trip when the test button is pressed or fails to reset.
- Do not use the power supply cord as an off/on switch. The power supply cord is designed as a protective device.
- A damaged power supply cord must be replaced with a new power supply cord obtained from the product manufacturer and must not be repaired.
- The power supply cord contains no user-serviceable parts. Opening the tamper-resistant case voids all warranty and performance claims.

- Do not use sharp instruments, rubbing alcohol, flammable fluids, or abrasive cleaners to remove tape or glue. These products can damage the surface of your air conditioner.
- Remove any packaging materials inserted into the side louvers.
- Dispose of/recycle packaging materials in an appropriate way.

## 2. Install top channel

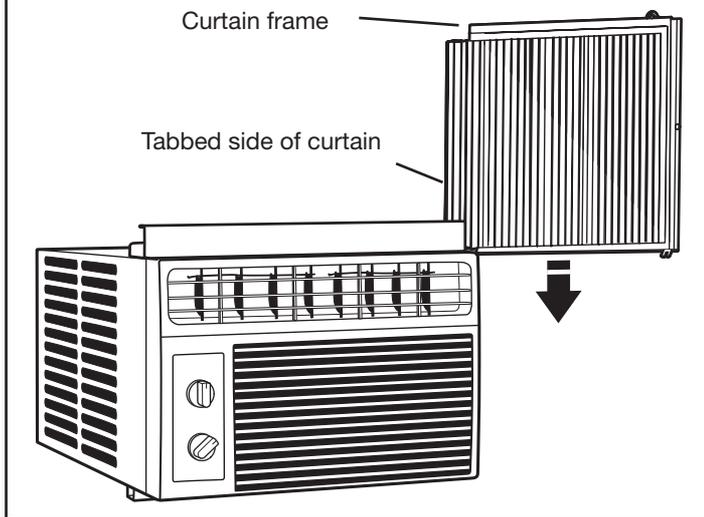


1. Place the top channel on the top of the air conditioner, lining up the holes in the top channel with the holes in the top of the air conditioner.
2. Using four  $\frac{3}{8}$ " screws, attach the top channel to the air conditioner.

## Install Side Curtains

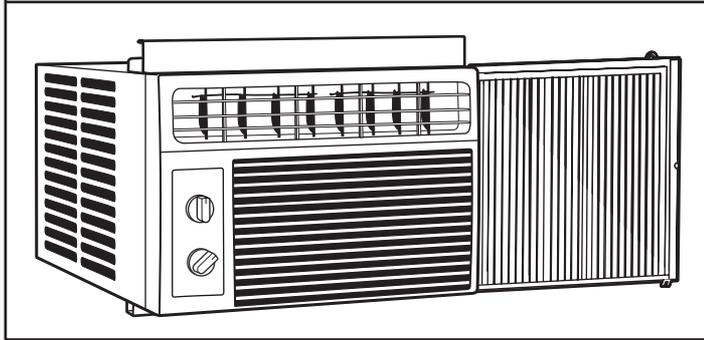
**NOTE:** Attach curtains to the air conditioner before placing the air conditioner in window.

### 1. Insert side curtain in right track



Place the tabbed side of the side curtain in the track on the right-hand side of the air conditioner cabinet. Then slide the side curtain down the track until the curtain is aligned with the top and bottom of the air conditioner cabinet.

### 2. Insert curtain frame into channels

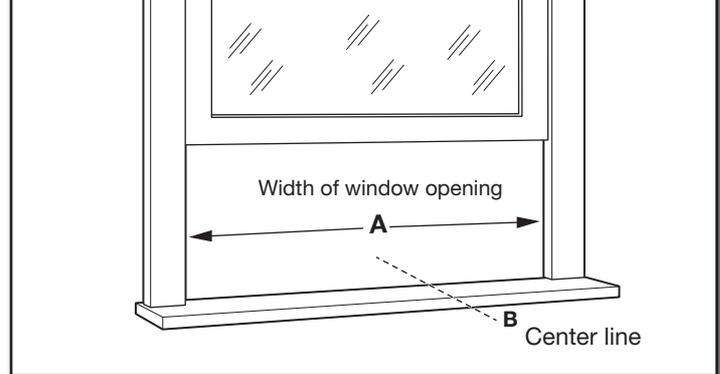


Slide the side curtain frame into the top channel and bottom channels of the air conditioner.

Repeat steps 1 and 2 for other side curtain and frame.

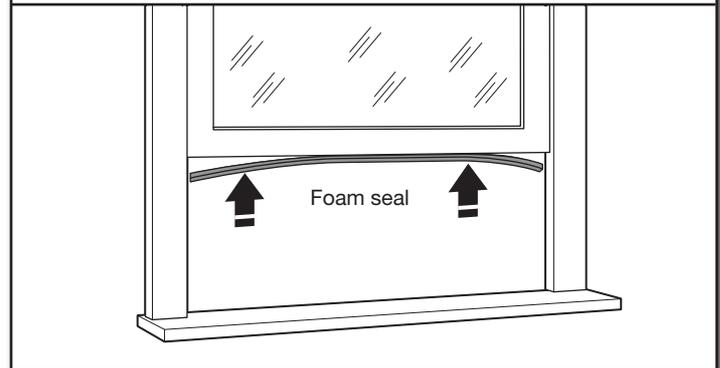
## Prepare Window Opening

### 1. Measure and mark center line



Measure the width of the window opening (A). Mark the center line (B) of the window on the inside windowsill.

### 2. Attach upper foam seal



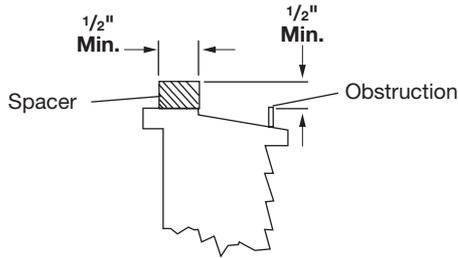
Attach the foam seal with adhesive strip to the bottom of the window sash.

## Prepare Window with Storm Window or Other Obstruction

Follow the steps in "Prepare Window Opening". If possible, remove the storm window frame or other obstruction.

If the storm window frame or obstruction CANNOT be removed, a wood spacer will be required to ensure that the air conditioner slopes to the outside. This will allow condensation and rainwater to drain away.

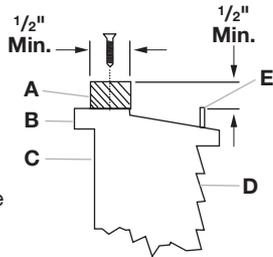
### 1. Measure size of spacer needed



Using a level and measuring tape, determine thickness of wood spacer needed to allow the air conditioner to slope downward slightly to the outdoors. The block should provide at least 1/2" of height above the obstruction.

### 2. Place wood block on windowsill

- A. Wood block
- B. Windowsill
- C. Indoors
- D. Outdoors
- E. Storm window frame or other obstruction



Place wood block on windowsill. Wood block should be at least the full width of the air conditioner cabinet.

## Install Air Conditioner in Window

### ⚠ WARNING

#### Excessive Weight Hazard

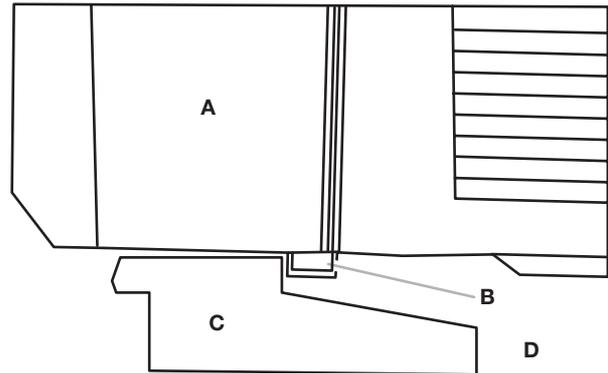
**Use two or more people to move and install air conditioner.**

**Failure to do so can result in back or other injury.**

#### IMPORTANT:

- Be sure your air conditioner does not fall out of the opening during installation or removal.
- The place where the power cord exits the air conditioner should be no more than 6 ft (183 cm) from a grounded outlet .
- To maximize cooling efficiency and air circulation, do not block the air intake or discharge louvers in the front panel.
- To reduce cycling on and off of the compressor and reduce the risk of freezing up or damage to the unit, do not block the louvers on the outside of the air conditioner.

### 1. Position air conditioner in window

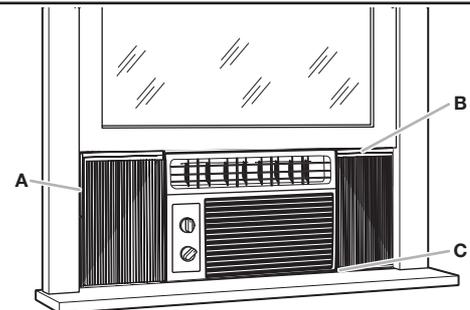


- A. Air conditioner
- B. Bottom channel
- C. Windowsill
- D. Outside

Using two or more people, place the air conditioner into the window opening and center it according to the center line marked earlier. Check that the bottom channel of the air conditioner is against the windowsill.

### 2. Lower window sash into place

- A. Side curtain against window channel
- B. Window sash behind top channel
- C. Bottom channel behind windowsill



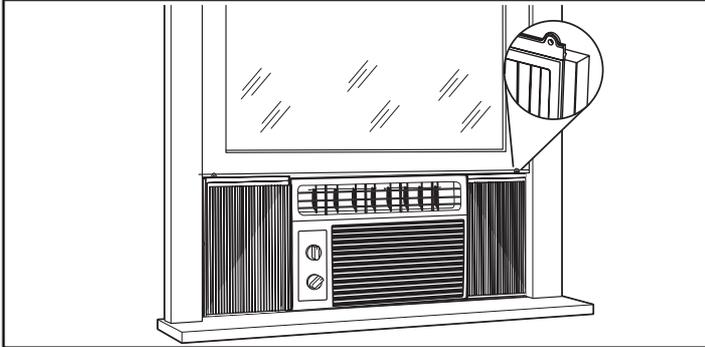
Lower the window sash behind the top channel to hold the air conditioner in place.

**NOTE:** Your model may differ from the one shown.

## Attach Side Curtains to Window

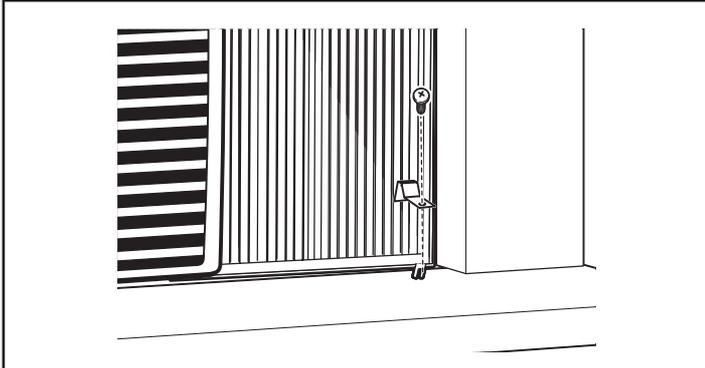
The steps for installing the side curtains are the same for both sides.

### 1. Extend side curtains



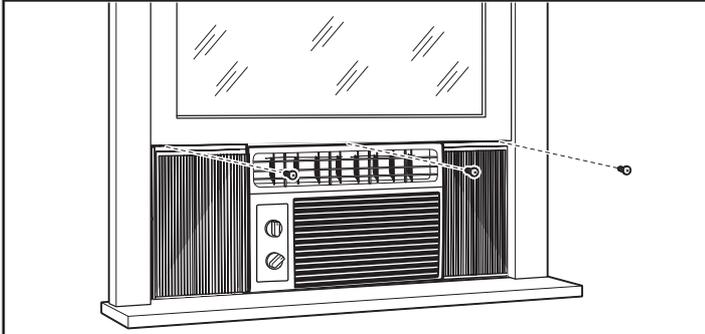
Extend side curtains out until they fit into the window channels.

### 2. Secure side curtains to windowsill



Place the frame lock between the extended side curtain and the window sill. Screw a  $\frac{3}{4}$ " locking screw through the frame lock and into the window sill.

### 3. Install screws into window sash

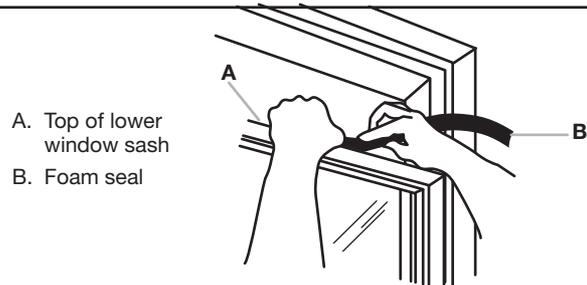


Use a  $\frac{1}{8}$ " drill bit to drill a starter hole through the holes in the top rail and the top corners of the side curtains into the window sash.

Secure with three  $\frac{1}{2}$ " screws through the holes in the top rail and side curtain and into the window sash.

## Complete Installation

### 1. Install foam seal



Insert the foam seal without adhesive strip between the top of the lower window sash and the glass of the upper window.

Remove any remaining clear plastic film from the control panel and plastic front panel.

## ⚠ WARNING



### Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

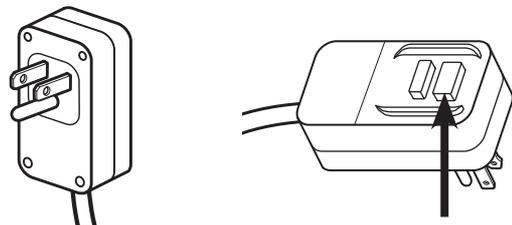
Do not remove ground prong.

Do not use an adapter.

Do not use an extension cord.

Failure to follow these instructions can result in death, fire, or electrical shock.

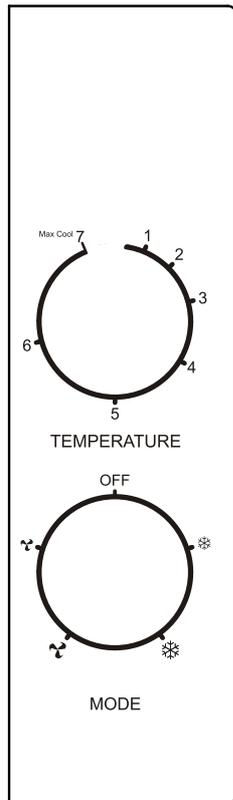
### 2. Plug into grounded 3 prong outlet



Plug into a grounded 3 prong outlet

Press RESET on the power supply cord. See "Electrical Requirements."

# USING YOUR AIR CONDITIONER



Operating your air conditioner properly helps you to obtain the best possible results.

This section explains proper air conditioner operation.

## IMPORTANT:

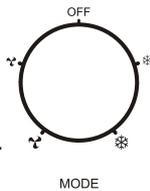
- If you turn off the air conditioner, wait at least 3 minutes before turning it back on. This prevents the air conditioner from blowing a fuse or tripping a circuit breaker.
- Do not try to operate your air conditioner in Cool mode when outside temperature is below 65°F (18°C). The inside evaporator coil will freeze up, and the air conditioner will not operate properly.

**NOTE:** In the event of a power failure, your air conditioner will operate at the previous settings when the power is restored.

## Operation

Turn the Operation knob to the desired operating mode.

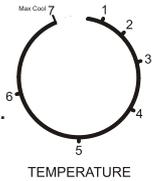
- Power—Turn on air conditioner by turning mode dial to the desired setting.
- Cool Low (❄️)—Cools with the fan at low speed.
- Cool High (❄️❄️)—Cools with the fan at high speed. Use this setting for maximum cooling.
- Fan Low (🌀)—The fan runs at low speed without cooling.
- Fan High (🌀🌀)—The fan runs at high speed without cooling.
- Off—Turns the air conditioner off.



## Thermostat

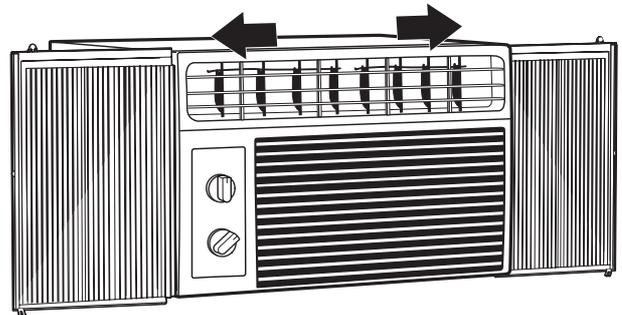
The thermostat will automatically control room temperature by cycling the compressor on and off. The fan will continue to run.

- Turn to 6 (coolest) for cooler room temperatures.
- Turn to 1 (cool) for warmer room temperatures.
- A middle setting with the knob turned to 5 is normal for average conditions.



## Changing Air Direction

### Use tab to adjust air direction



Use the lever on the vent louvers to adjust the air direction left or right.

## Normal Operating Sounds

When your air conditioner is operating normally, you may hear sounds such as:

- Droplets of water hitting the condenser, causing a pinging or clicking sound. The water droplets help cool the condenser.
- Air movement from the fan.
- Clicks from the thermostat cycle.
- Vibrations or noise due to poor wall or window construction.
- A high-pitched hum or pulsating noise caused by the modern high-efficiency compressor cycling on and off.

# AIR CONDITIONER CARE

Your new air conditioner is designed to give you many years of dependable service. This section tells you how to clean and care for your air conditioner properly.

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## Cleaning the Air Filter

The air filter is removable for easy cleaning. A clean filter helps remove dust, lint, and other particles from the air and is important for best cooling and operating efficiency. Check the filter every 2 weeks to see whether it needs cleaning.

**NOTE:** Do not operate the air conditioner without the filter in place. Cooling performance will be effected when the coil becomes dirty.

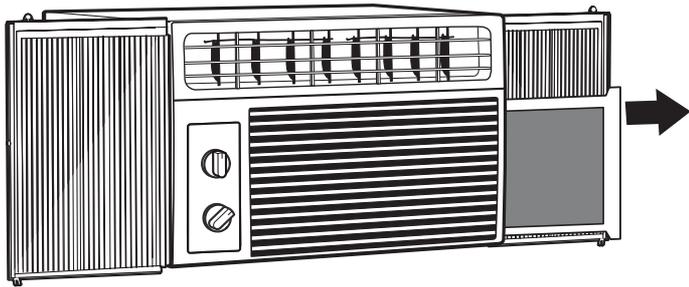
Use a vacuum cleaner to clean air filter. If the air filter is very dirty, wash it in warm water with a mild detergent and rinse well.

**NOTE:** Do not wash the air filter in the dishwasher or use any chemical cleaners; it may damage the filter. Air dry the air filter completely before replacing to ensure maximum efficiency.

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## Air Filter Removal

### Remove the air filter



Remove the filter by grasping the tab on the filter and pulling it out of the grille to the side.

**Reinstalling the air filter:**

Slide the filter back into the grille.

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## Cleaning the Front Panel

1. Turn off the air conditioner.
2. Wipe the front panel with a soft, damp cloth.
3. Air dry the front panel completely.

# TROUBLESHOOTING

Before calling for service, try the suggestions below to see whether you can solve your problem without outside help.

## Air conditioner will not operate

### **⚠ WARNING**



#### Electrical Shock Hazard

**Plug into a grounded 3 prong outlet.**

**Do not remove ground prong.**

**Do not use an adapter.**

**Do not use an extension cord.**

**Failure to follow these instructions can result in death, fire, or electrical shock.**

If you experience	Possible Causes	Solution	
Air conditioner will not start	Check electrical supply.	Plug the power cord into a grounded 3 prong outlet.	
		Do not use an extension cord.	
		Make sure there is power to the outlet. Plug in a lamp to see if the outlet is working.	
		Reset a tripped circuit breaker. Replace any blown fuses. <b>NOTE:</b> If problems continue, contact an electrician.	
		The power supply cord has tripped (Reset button has popped out). Press and release RESET (listen for click; Reset button will latch and on some devices, a green light will turn on) to resume operation.	
	Blows fuses or trips circuit breakers.	Too many appliances are being used on the same circuit. Unplug or relocate appliances that share the same circuit.	
		Use time-delay fuse or circuit breaker of the wrong capacity is being used. Replace with a time-delay fuse or circuit breaker of the correct capacity. See "Electrical Requirements."	
		You are trying to restart the air conditioner too soon after turning off the air conditioner. Wait at least 3 minutes after turning off the air conditioner before trying to restart the air conditioner.	
	Power failure	Power failure	Air conditioner will restart when power is restored.
			Time-delay fuse (approx. 3 minutes) to prevent tripping of the compressor. Wait at least 3 minutes before trying to restart the air conditioner.
Power supply cord trips (Reset button pops out).	Power supply cord trips (Reset button pops out).	Disturbances in your electrical current can trip (Reset button will pop out) the power supply cord. Press and release RESET (listen for click; Reset button will latch to resume operation).	
		Electrical overload, overheating, a pinched cord, or aging can trip the power supply cord (Reset button will pop out). After correcting the problem, press and release RESET (listen for click; Reset button will latch to resume operation). <b>NOTE:</b> A damaged power supply cord must be replaced with a new power supply cord obtained from the product manufacturer and must not be repaired.	

# TROUBLESHOOTING

Before calling for service, try the suggestions below to see whether you can solve your problem without outside help.

Air conditioner will not operate		
If you experience	Possible Causes	Solution
Air conditioner cycles on and off too much or does not cool room in Cooling mode	Air conditioner seems to run too much.	The current air conditioner replaced an older model. The use of more efficient components may cause the air conditioner to run longer than an older model, but the total energy consumption will be less. Newer air conditioners do not emit the “blast” of cold air you may be accustomed to from older air conditioners, but this is not an indication of lesser cooling capacity or efficiency. Refer to the efficiency rating (EER) and capacity rating (in BTU/h) marked on the air conditioner.
		The air conditioner is in a heavily occupied room, or heat-producing appliances are in use in the room. Use exhaust vent fans while cooking or bathing and try not to use heat-producing appliances during the hottest part of the day. A higher-capacity air conditioner may be required, depending on the size of the room being cooled.
	Airflow is restricted.	The louvers are blocked. Install the air conditioner in a location where the louvers are free from curtains, blinds, furniture, etc.
	The temperature control may not be set correctly.	The temperature setting is not set to a cool-enough setting. Adjust the cooling mode and/or thermostat to a cooler setting.
	The air filter is dirty.	The filter is dirty or obstructed by debris. Clean the filter.
	The room may be too warm.	Allow extra time for the air conditioner to cool off a very hot room.
		The air conditioner is not properly sized for your room. Check the cooling capabilities of your room air conditioner. Room air conditioners are not designed to cool multiple rooms.
		There is excessive heat or moisture (open container cooking, showers, etc.) in the room. Use a fan to exhaust heat or moisture from the room. Try not to use heat-producing appliances during the hottest part of the day.
		Windows or doors to the outside are open. Close all windows and doors.
	Cold air is escaping.	Check for open furnace registers and cold-air returns.
Windows or doors to the outside are open. Close all windows and doors.		
The cooling coils are frozen.	The inside evaporator and outside condenser coils are dirty or obstructed by debris.	
	The outside temperature is below 65°F (18°C). Do not try to operate your air conditioner in the cooling mode when the outside temperature is below 65°F (18°C). This reduces the risk of freezing up or damage to the unit.	
The air conditioner is freezing up	Ice blocks the air flow and stops the air conditioner from cooling the room.	Set Mode dial to high fan or high cool and set Temp dial to 1 or 2. You may have to turn off the air conditioner to allow ice to thaw before using.
Water is dripping outside	Hot and humid weather.	This is normal.
Water is dripping inside the room	The air conditioner is not properly leveled.	For proper water drainage, make sure the air conditioner is slightly tilted downward toward the outside. <b>NOTE:</b> Do not drill a hole into the bottom of the metal base and condensate pan; doing so will reduce cooling performance.
Water collects in the base pan	Moisture removed from the air is draining into the base pan.	This is normal for a short period in areas with low humidity and normal for a longer period in areas with high humidity.

# ASSISTANCE OR SERVICE

Before calling for assistance or service, please check “Troubleshooting.” It may save you the cost of a service call. If you still need help, follow the instructions below.

When calling, please know the purchase date and the complete model and serial numbers of your appliance. This information will help us to better respond to your request.

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## In the USA

Call XLS Products Customer Service toll free:  
1-800-207-1156.

Our consultants provide assistance with:

- Features and specifications on our full line of appliances.
- Installation information.
- Use and maintenance procedures.
- Accessory and repair parts.
- Specialized customer assistance.
- Referrals to local dealers, repair parts distributors, and service companies. XLS Products-designated service technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in the United States.

### **For further assistance:**

If you need further assistance, you can write to XLS Products with any questions or concerns at:

XLS Products, Inc.  
Customer Service  
P.O. Box 16262  
Philadelphia, PA 19114-0262

Please include a daytime phone number in your correspondence.

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## In Canada

Call XLS Products Customer Service toll free:  
1-800-207-1156.

Our consultants provide assistance with:

- Features and specifications on our full line of appliances.
- Use and maintenance procedures.
- Accessory and repair parts.
- Referrals to local dealers, repair parts distributors, and service companies. XLS Products-designated service technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in Canada.

### **For further assistance:**

If you need further assistance, you can write to XLS Products with any questions or concerns at:

XLS Products, Inc.  
Customer Service  
P.O. Box 16262  
Philadelphia, PA 19114-0262

Please include a daytime phone number in your correspondence.