



PORTABLE AIR CONDITIONERS
FULL USER MANUAL
APOLLO 10 SMART / APOLLO 12 SMART
PAC-100021 / PAC-100022



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To learn more, please visit www.ecoair.org/support | email: support@ecoairgb.com
or call +44 (0)20 8459 2458.

DISPOSAL



The appliance must not be disposed of with household waste, but taken to an authorised waste separation and recycling centre.

Please read instructions before use
Keep for future reference.

Visit ecoair.org to register your product
or terms and conditions

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REFRIGERANT R290



R290

This appliance contains R290 Refrigerant Gas

Our portable air conditioner contain the non-polluting refrigerant R290 with no harm to our ozone, it helps reduce global warming potential. This refrigerant complies with the European Environmental Directives.

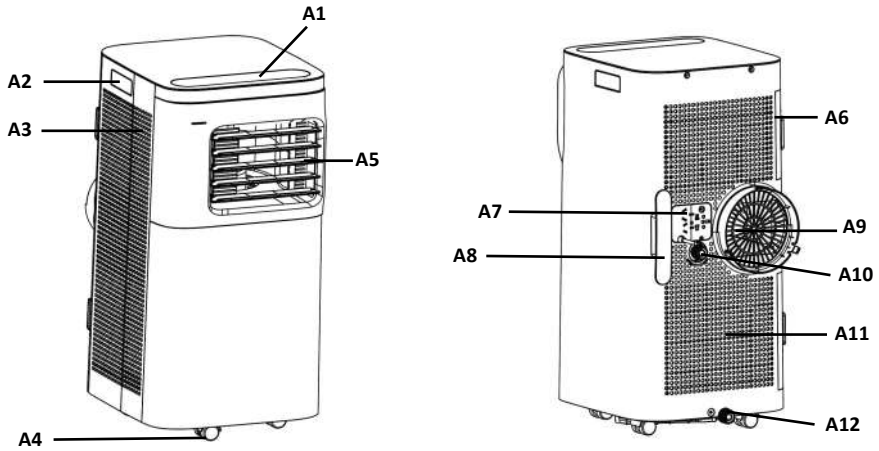
There are some important safety precautions that you need to follow :-

1. Do not use these appliances in rooms smaller than shown in the table below for each model, as this may present a risk of fire or other safety hazards.

| Model | Minimum Floor Area (m ²) | Contains R290 (Grams) |
|-----------|--------------------------------------|-----------------------|
| APOLLO 10 | 10 m ² | 180 g |
| APOLLO 12 | 12 m ² | 210 g |

2. Do not use these appliances in a room with continuous sources of ignition such as open flames, gas appliances, electric heaters, cigarette smoking and other sources of ignitions.
3. Always store these appliances in a well-ventilated area with a minimum size shown in the above table.
4. Keep any required ventilation openings clear of obstructions.
5. Never attempt to service or repair the appliances yourself, always ensure it is only serviced by EcoAir's approved engineer using original EcoAir parts.
6. If these appliances are installed, operated or stored in a non-ventilated area, then the room must be designed to prevent the accumulation of refrigerant leaks. Accumulation of refrigerant leaks in a non-ventilated area can be ignited by other causes such sparks or smoking or open flames from other appliance or causes such as electric heaters, stoves or other sources of ignition in the area.

THE APPLIANCE & ACCESSORIES



Accessories List

| | | | | | | |
|----|----|----|-----|----|----|----|
| | | | | | | |
| B1 | B2 | B3 | B4* | B5 | B6 | B7 |

| DESCRIPTION | |
|-------------|--------------------------|
| Key | Description |
| A1 | Control Panel |
| A2 | Handle |
| A3 | Air Inlet Grille |
| A4 | Castor |
| A5 | Outlet Louvre |
| A6 | Upper Filter |
| A7 | Power Cord |
| A8 | Cable Tidy |
| A9 | Air Outlet |
| A10 | Dehumidification Outlet |
| A11 | Lower Filter |
| A12 | Continuous Drainage Port |

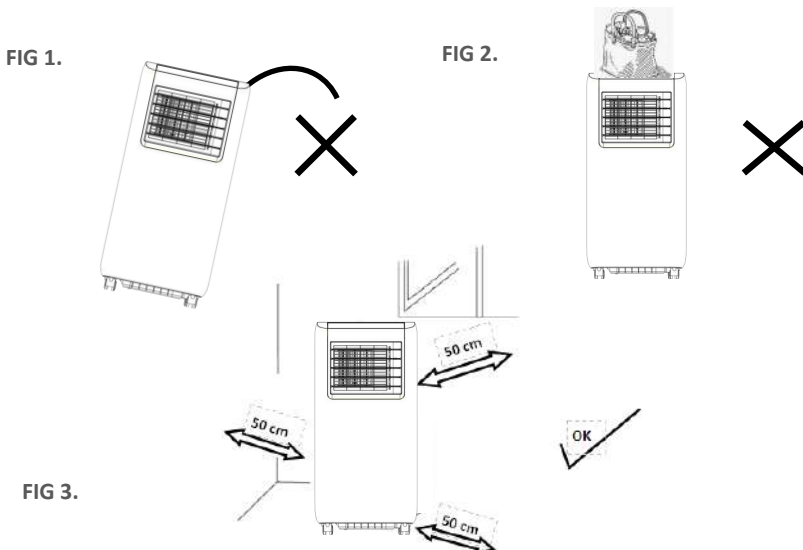


| DESCRIPTION | |
|-------------|---|
| Key | Description |
| B1 | Joint A (Hose to AC) |
| B2 | Exhaust Hose |
| B3 | Joint B (Hose to Window Kit / Window Cloth) |
| B4 | Window Kit (Optional Kit)* |
| B5 | Remote Control |
| B6 | Quick Start Guide |
| B7 | Continuous Drainage Hose |
| B8 | Window Cloth |

IMPORTANT SAFEGUARDS

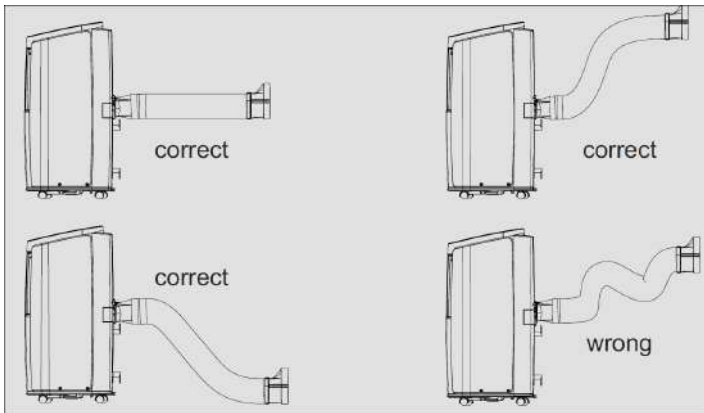
Some important safeguards :-

1. This appliance is heavy. At least 2 persons are required to move and install the appliance
2. The appliance is for indoor and for domestic use only.
3. Do not install in high humidity area such as wet room or laundry room.
4. Always keep appliance upright during use or storage. In the event that it was in a non upright position, put it back on its upright position for at least 16 - 24 hours to allow the liquid inside the appliance to settle before use. Without allowing this time, will result in a shorter life expectancy of the appliance.
5. Ensure the air inlet and air outlet are not restricted when the appliance on.
6. For Cooling mode, use within the operating temperature of 16°C to 32°C.
7. Do not pull the appliance by the power cord. **FIG 1.**
8. Do not place objects on or cover the appliance. **FIG 2.**
9. Allow at least 50cm of air space on all sides of the appliance for good ventilation to avoid overheating. **FIG 3.**



IMPORTANT SAFEGUARDS

1. Always use the original exhaust hose B2 supplied.
2. The length of the exhaust hose must not be longer than 1.5 meters.
3. Ensure that the hose is as straight as possible to ensure the heat is discharged efficiently. If there are kinks in the exhaust hose, the heat will not be discharged properly, causing it to overheat which can cause permanent malfunction.



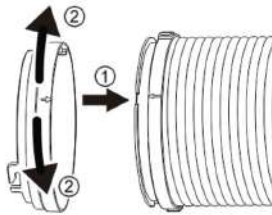
INSTALLATION

Installation of Exhaust Hose

STEP 1. CONNECT JOINT "A" TO EXHAUST HOSE

Attach Joint A (B1) to Exhaust Hose (B2)

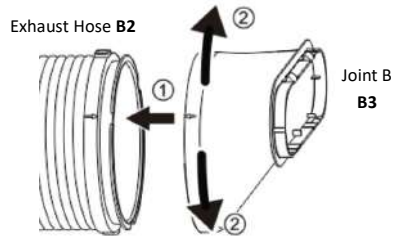
Joint A (Hose to AC) B1



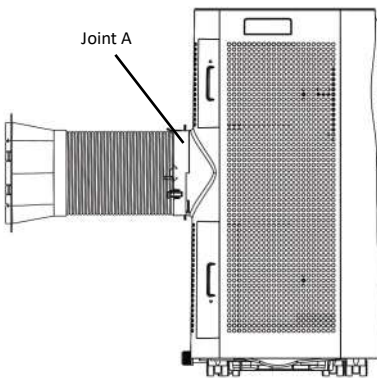
Exhaust Hose B2

STEP 2. CONNECT JOINT "B" TO EXHAUST HOSE

Attach Joint B (B3) to Exhaust Hose (B2)



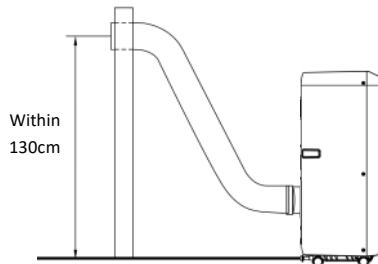
STEP 3. CONNECT EXHAUST HOSE TO APPLIANCE



Attach Joint A (Hose to AC) B1 to the air outlet A9 slot (at the back of the appliance)

STEP 4A. EXHAUST HOSE THROUGH A WALL

1. Drill a 163mm hole through the wall. (outer diameter 155mm)
2. Insert the exhaust hose B2 through the hole.
3. Seal the gap between the wall and the exhaust hose B2

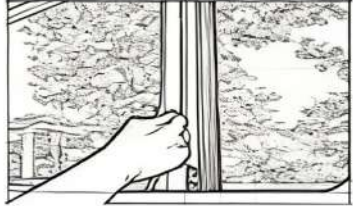


INSTALLATION - Window Cloth Installation

Assembly of the Window Cloth



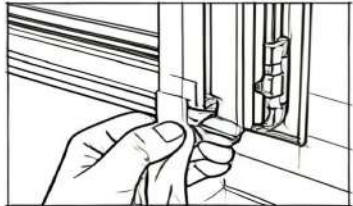
1. Attach the hook & loop tape to the window frame.



2. Apply the hook & loop tape evenly along the window frame.



3. Trim the hook & loop tape at the corners to ensure a neat fit.



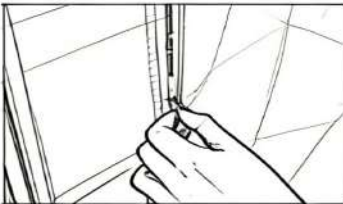
4. Ensure the corners are properly aligned and sit flush.



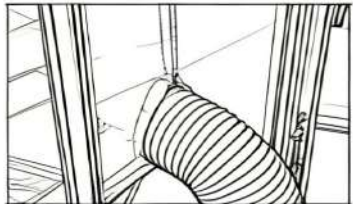
5. Secure the window cloth onto the Velcro tape.



6. Make sure both sides of the seal are correctly aligned.



7. Open the zipper on the side of the window cloth.



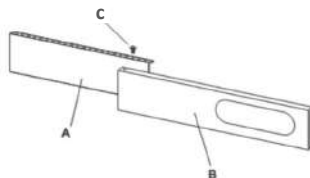
8. Insert the exhaust hose through the opening and close the zipper securely.

INSTALLATION - Window Kit Installation (Optional Kit)

Assembly of the Window Kit

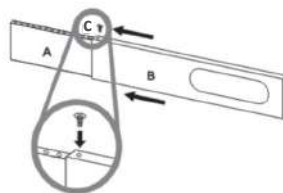
1. Parts Needed:

- Inner Window Panel (A)
- Outer Window Panel with Holes (B)
- Screws (C)



2. Assembly Instructions

- Slide the outer window panel into the inner window panel and adjust the length accordingly. Ensure there is no gap between the window panel and the window.
- Secure the window panel length by locking it in place with screws.



Where to Install

- **Placement:** Place the air conditioner on a firm, level surface to avoid abnormal noise or vibration.
- **Casters:** The machine has built-in casters to help with movement on smooth, flat ground. If moving on carpet, be cautious to avoid damaging the floor. Do not place the machine on uneven surfaces or step over obstacles.
- **Location:** The machine should be positioned near a grounded socket.
- **Airflow:** Ensure there are no obstacles blocking the air intake or exhaust.
- **Effective Operation:** For optimal performance, leave at least 50 cm of clearance around the unit.
- **Exhaust Hose:** The air duct can be extended, but it's best to keep it as short as possible. Avoid excessive bending of the duct.

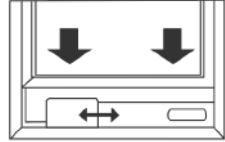
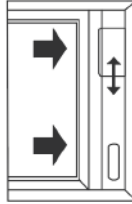
Additional Notes

- The window kit is ideally suited for horizontal or vertical sliding windows. However, if you have other types of windows, you may need to manually modify the kit to fit.
- If needed, the window kit can be fixed in place using screws for added security.

INSTALLATION - Window Kit Installation (Optional Kit)

Window Kit Installation

Compatibility: The window kit fits most horizontal and vertical sliding windows, but can be modified if necessary.



Adjusting the Window Kit:

- Open the window or slide the door and adjust the window kit length to fit the opening. If needed, mark and trim the kit to size.
- For narrower window openings, trim the window panel to fit, but avoid cutting the ends of the frame.

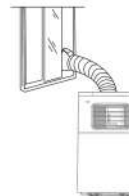
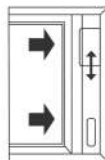
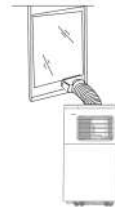
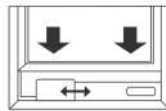


Position the cut further from the hole's edge

Tip: If you need to cut panel (B) always cut the part that is furthest away from the exhaust hole outlet.

Securing the Window Kit:

- Place the window kit between the window and frame, then close the window to ensure a tight seal.
- Joint B Connector: Attach the Joint B connector to the window kit and secure it using the provided tabs.

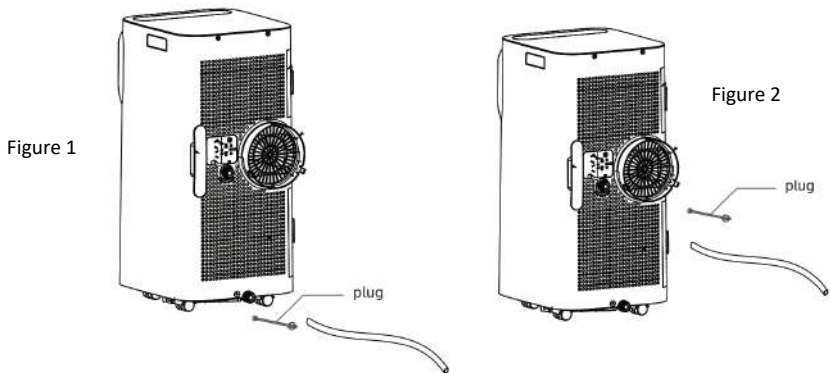


SETUP CONTINUOUS DRAINAGE

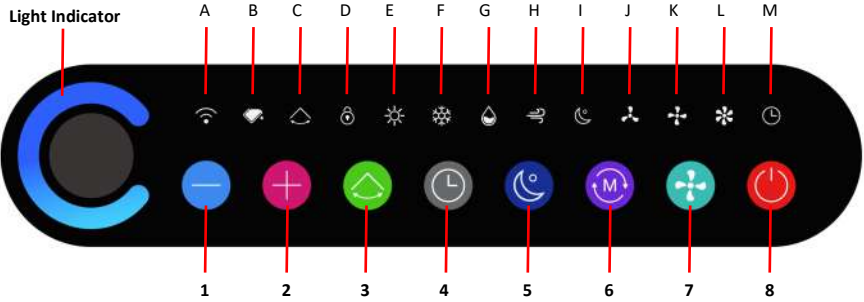
This air conditioning is a self-evaporating appliance. When the ambient air is very high in humidity, excess condensation can accumulate very quickly. The excess humidity may be collected into an internal tank that requires manual draining.

Always drain the excess condensation at the end of the season to keep the appliance clean and hygienic.

1. **When the tank is full**, the display will show “P1” and the water-tank icon will flash. The unit will stop until the tank is emptied.
2. **Turn off the air conditioner.**
3. **Pull out the drain plug** to let the water drain.
4. **Once the tank is empty**, securely reinstall the drain plug .
5. **If using a drain hose:**
 - Remove the drain plug (Figure 1).
 - Attach the hose firmly to the outlet as shown in the arrow direction.
 - Figure 2 refers to the dehumidification drain outlet; Figure 1 is the Continuous drainage outlet.



OPERATION - What's on the Control Panel



1. (Decrease)

- Lower the **temperature** (Cool/Heat mode*)
- Lower the **humidity setting** (Dehumidify mode)



2. (Increase)

- Raises the **temperature** (Cool/Heat mode*)
- Raises the **humidity setting** (Dehumidify mode)



3. Swing / WiFi

- Short press: turns **left/right auto-swing** on or off
- Long press (5 seconds): enters **WiFi setup mode**



4. Timer

- Sets a **delayed ON** or **delayed OFF** timer**
- Adjustable between **0–24 hours** using + / –



5. (Sleep)

- Reduces fan speed to low
- Dims display brightness
- Designed for quiet night time use



6. (Mode)

Cycles through the operating modes:

- Heating*
- Cooling
- Dehumidifying
- Fan



7. Fan Speed

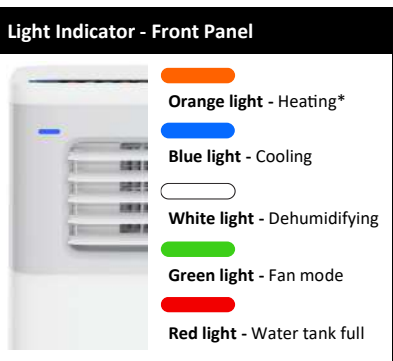
- Selects **Low, Medium, High, or Auto** fan speed



8. Power

- Turns the machine **ON/OFF**
- Shows the previously used temperature setting and mode.

| Indicator Icon | | | |
|----------------|---------------|---|--------------|
| A | WiFi | H | Fan |
| B | Bucket Full | I | Sleep |
| C | Swing | J | Low Speed |
| D | Child Lock | K | Medium Speed |
| E | Heating* | L | High Speed |
| F | Cooling | M | Timer |
| G | Dehumidifying | | |



*Heating function applies to Apollo 12 only

**The Timer ON scheduling can only be done via the Eco Air app. Not available on remote controller or control panel.

OPERATION



Powering On

1. Plug in the unit.
2. Press **Power**.
 - You will hear a beep.
 - All indicator lights flash briefly.
3. The screen shows the **previous setting value** .

Factory default: **Cooling • Low fan speed • 24°C (varies by model)**



Selecting a Mode

Press **Mode** to cycle through:

- **Heating*** (orange light)
- **Cooling** (blue light)
- **Dehumidifying** (white light)
- **Fan** (green light)



Adjusting Temperature / Humidity

Cooling & Heating* modes

- Press + to increase temperature (1°C each press)
- Press – to decrease temperature (1°C each press)
- Value flashes for 3 seconds to confirm
- The operating temperature range for Heat Mode is **10 °C to 27 °C**.
- When the ambient temperature is too low the evaporator temperature can drop excessively. To protect the system, the unit will frequently enter **defrost mode**. During defrosting, heating output is temporarily suspended

Dehumidifying mode

- Press – to reduce humidity (5% each press)
- Press + to increase humidity (5% each press)

(Temperature cannot be changed in Fan/Dehumidify mode.)

**Heating function applies to Apollo 12 only*

OPERATION



Horizontal Swing

1. Press **Swing** to enable left/right airflow swing.
2. Press again to stop at your desired angle.



Fan Speed Control

Press the **Fan Speed** button to cycle through:

- **Low**
- **Medium**
- **High**
- **Auto** (wind adjusts based on room temperature)

Example of Auto mode on Cooling Mode :

- Set temp 20°C, room 25°C → **High wind**
- Room 24°C → **Medium wind**
- Room 22°C → **Low wind**



Timer Setting **

1. Press **Timer**.
2. Display shows **00–24 hours**.
3. Press **+ / -** to increase or decrease the timer.
4. Long press **+ / -** continuously scrolls values.
5. Flashing for 3 seconds = timer confirmed.

The timer supports **Turning OFF scheduling only**.

****NOTE:** The Timer ON scheduling can only be done via the Eco Air app. Not available on remote controller or control panel.

OPERATION



Sleep Mode

Press Sleep:

- Fan speed drops to low
- Display dims to ½ **brightness**
- Remote control Sleep button behaves the same



Child Lock

Hold **Swing + Timer** for 3 seconds

→ All buttons disabled

Hold again for 3 seconds

→ Unlock



Wi-Fi Setup

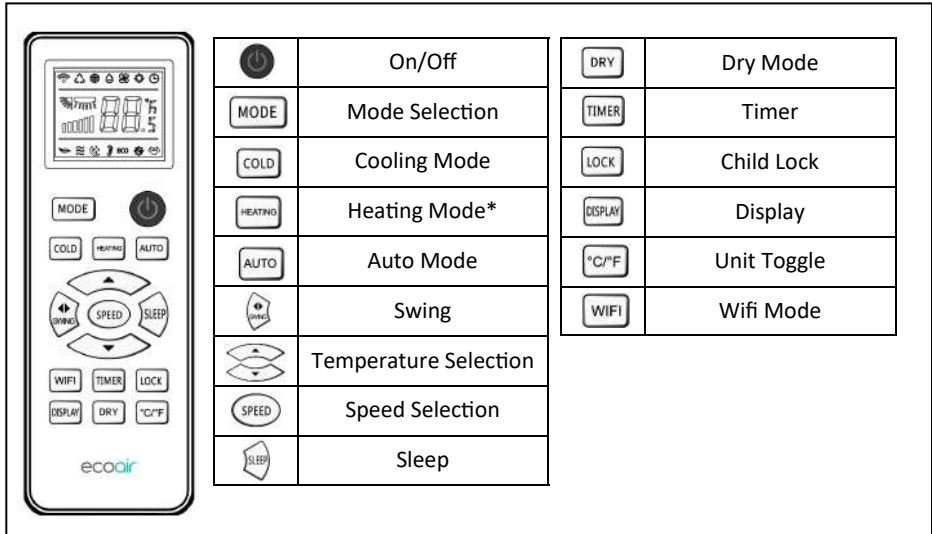
1. Power on the unit.
2. Press and hold **Swing/WiFi** for 5 seconds.
3. Indicator status:
 - **Fast flashing (2×/sec)** = WiFi configuration mode - Pairing Mode
 - **Slow flashing (2 sec per flash)** = AP mode (Connecting to Wi-Fi)
 - **Always on** = connected successfully
 - **Light off** = failed configuration

Water Tank Full Alarm

- Red light on = water tank full
- Empty the tank before restarting cooling or dehumidifying.

That's it — your portable aircon is ready to use!

REMOTE CONTROL



USEFUL INFORMATIONS

- ◆ During the operation, point the remote control towards the appliance not more than 6 meters away.
- ◆ Make sure there is no obstacles between the remote control and the appliance.
- ◆ Remote control signal may be interfered within the room where there is wireless telephone, fluorescent lamp.
- ◆ When appliance is not in use for a long time, please remove batteries.
- ◆ Replacement battery (2 x AAA batteries).

**Heating function applies to Apollo 12 only*

CLEANING AND MAINTENANCE

- Before cleaning the appliance, turn it off and disconnect power. Otherwise, it may cause electric shock.
- Do not submerge/splash appliance with water. Otherwise, it may cause electric shock.
- Do not use volatile liquid (such as thinner or gas) to clean the appliance. Otherwise, it may damage the appearance of appliance.

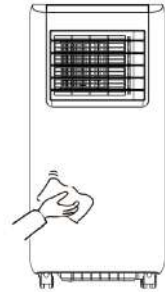
Clean outer case:

If there's dust on the surface of outer case, use soft towel to wipe it.

If the outer case is very dirty, use a damp cloth to clean it.

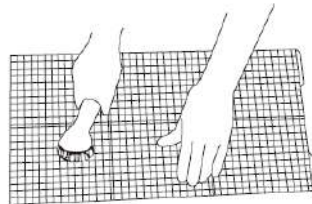
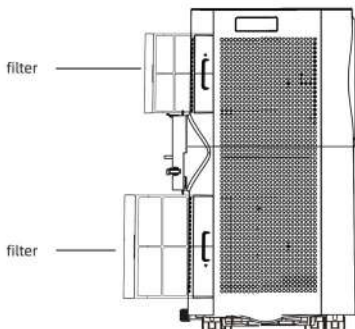
Clean grille:

Use soft brush or cloth to clean it.



CLEAN FILTER

1. Remove all 4 filters from the air conditioner.
2. Use vacuum cleaner, brush or rinse it gently in warm water until clean, then allow it to dry completely.
3. Before re-installing the filter, make sure the filter is dry.
4. For best performance, clean the 4 filters every two weeks to maintain proper air-flow.



STORING THE APPLIANCE

Follow the simple steps below when storing the appliance away.

1. Disconnect power supply
2. Clean filter and outer casing.
3. Drain the excess condensation from the appliance, slightly tilt backward to encourage full drainage
4. Disassemble the Exhaust Hose
5. Clean the appliance and pack it well to prevent dust.
6. Remove the batteries from the remote control.

Using the appliance after storage:-

1. Check all inlet and outlet are clear of blockage and dust
2. Check filter is clean
3. Replace the remote control battery if necessary
4. Check the exhaust hose and accessories are not damaged and is complete.

Defrosting Process

- When Compressor Turns Off: Delay is 1 minute.
- When Fan and Valve Turn Off: Delay is 1 minute.
- Defrosting: If conditions meet, the compressor will stop, and the fan will continue for 1 minute with a 1-minute delay.

Defrost End Condition:

- If defrosting takes over 10 minutes or the temperature is too low (below 0°C), defrosting ends immediately.
- If a forced shutdown happens during defrosting, the unit will stop and defrosting will be cancelled.

DISPLAY CODES

| Display Code | Reason |
|-------------------|---|
| E1 | RT abnormal (open circuit/short circuit) |
| E2 | PT abnormal (open circuit/short circuit) |
| E8 | Over temperature protection |
| P1 | Full water alarm (see section below) |
| Freeze protection | Display set temperature with no fault code. |

Troubleshooting Tips:

- **RT Abnormal:** Display shows E1. When restarting, the system will run for a fixed time (cooling for 50 minutes/stop for 6 minutes, heating for 50 minutes/stop for 6 minutes).
- **PT Abnormal:** Display shows E2. The system will not perform dehumidification or other functions normally.
- **Full Water Alarm:** If the water signal is full for 5 seconds, the system will stop working until water tank is depleted. If in cooling mode, it will run for 60 seconds to detect and adjust the water status.

Water Protection

- **In Cooling Mode:** If water is detected for 5 seconds without being full, it will stop. After 3 seconds of no water, the machine will run normally.
- **In Heating Mode:** Water detected for 10 seconds will stop operation, closing the four-way valve and stopping the fan.

TROUBLESHOOTING

| Issue | Reason | Solution |
|--|---|---|
| Does not switch on | <ul style="list-style-type: none"> • Power supply not connected properly. • Power plug is not inserted correctly • Socket or fuse is faulty | <ul style="list-style-type: none"> • Check power supply connection, or try on a different socket. • Change to fuse within the plug. |
| Poor Cooling | <ul style="list-style-type: none"> • Filter clogged up • Temperature can be adjusted when in cooling mode only. • Room not properly sealed. • Exhaust hose too long or over-elevated • Exhaust hose not connected properly • Air inlet and outlet obstructed • Insufficient clearance around the appliance • Under capacity due to room size too large or excessive heat load in the room | <ul style="list-style-type: none"> • Clean or replace the air filter • Check set temperature. • Close doors & windows and seal any gaps • Check Exhaust hose length is within 1.5m and elevation is within 130cm from floor level • Check air inlet and outlet are not obstructed • Check that there is 50cm clearance around the appliance |
| Appliance not responding to remote control | <ul style="list-style-type: none"> • Remote control is out of range, or blocked by obstacles or battery needs replacement. | <ul style="list-style-type: none"> • Use within 6 meter range • Remove obstacles • Replace battery |
| Fan is not working | <ul style="list-style-type: none"> • Air inlet or outlet is blocked • Appliance is defrosting • Set temperature reached | <ul style="list-style-type: none"> • Clear blockage • Allow appliance to defrost. • Check the set temperature setting and change as desired |
| Set Temperature cannot be adjusted | <ul style="list-style-type: none"> • Temperature can only be adjusted when in cooling and heating* mode | <ul style="list-style-type: none"> • Select the correct mode and refer to manual |
| Bad smell | <ul style="list-style-type: none"> • Smoking, Cooking, recent building works and painting smells was absorbed. • Dust build can also cause bad smell. | <ul style="list-style-type: none"> • Turn off and air the room, clean the filter and run the appliance in fan mode for an hour to clear the internal moisture. |
| Appliance is noisy | <ul style="list-style-type: none"> • Not on even level floor • Exhaust hose too long or not installed properly | <ul style="list-style-type: none"> • Place appliance on an even floor • Check Exhaust hose length is within 1.5m and elevation is within 130cm from floor level |
| Water sound in the appliance | <ul style="list-style-type: none"> • Refrigerant or water flowing sound | <ul style="list-style-type: none"> • Normal action |

IMPORTANT SAFETY INSTRUCTIONS

Use this appliance only as described in this instruction manual. As with any electrical appliances, the instructions aim to cover as many situations as possible, caution and common sense should be used when operating and installing this air conditioner.

- The appliance is manufactured for comfort cooling and dehumidification in domestic environments and must not be used for other purposes.
- This appliance must not be used outdoor or wet areas such as bathrooms.
- Do not alter or modify the appliance's characteristics in any way.
- The appliance must be installed in accordance with the relevant national legislation.
- Should repairs be necessary, contact EcoAir's Authorised Service Centre. Self-servicing or unauthorised servicing can be dangerous.
- The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of 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 and pets should be supervised to ensure they do not play with the appliance.
- If the power cable is damaged, do not use the appliance. It must be replaced by an EcoAir's Authorised Service Centre.
- The appliance must be plugged into a grounded 3-prong outlet and ensure that the voltage matches the rated specifications. If in doubt, check with a qualified technician.
- Do not use with extension cables or multi sockets.
- Always unplug the appliance before cleaning or maintenance or when not in use.
- Do not pull or place strain on the power cord when moving appliance.
- The appliance must not be installed where the atmosphere may contain combustible gasses, oil or sulphur or solvent or near heat sources (such as server rooms & factories).
- Do not use this appliance in a dusty environment or a potentially explosive environment.
- Do not place or rest any objects on the appliance.
- Do not place any objects or curtains in close proximity to the appliance. Always allow a minimum of 50 cm clearance around the appliance.
- Do not operate the appliance without a filter in place. Clean the filters at least once every 2 weeks.
- Do not use the appliance near any other appliances that emits heat such as heaters, servers etc.
- The appliance must be always kept upright on an even and level floor, during use or transportation and when put into storage.
- Ensure the air inlet and outlet are not blocked or covered when in use.
- Do not operate or store the appliance under direct sunlight.
- Always switch of the power before unplugging from the socket.
- Do not leave the appliance running or plugged in over a long period of time unattended. Leaving unattended electrical appliances running is unsafe.
- Always make sure your hands are dry when operating the appliance.
- Only operate the appliance within the specified operating temperature range.
- Always observe the minimum room size for storing and operating the appliance.
- Keep the unit upright for 4 hours before switch on first time.