

2 & 3 Star Rated Hi-Wall Inverter Split Air Conditioners (with R32 environment-friendly refrigerant)



Images shown above are for representation purpose only, actual images may differ.

User Manual

Thank you for choosing to buy a Blue Star Air Conditioner. Please do read this manual and follow the instructions herein while operating the unit and maintaining it. This will help you get the best performance out of your state-of-the-art air conditioner. Store the manual in an easy-to-reach place so that you can refer to it at any time in the future to refresh yourself on the unit's features and operations, or to attend to basic operational issues through simple troubleshooting techniques.

24x7 Customer Care

Phone: 1800 209 1177 (Toll Free)
Whatsapp : 829 100 1177

SMS: "Service" to 57575
Email: customerservice@bluestarindia.com



SCAN THE QR CODE.

Download the app in your smart phone.
Register your new model through the app.



EAST

BHUBANESHWAR

3A, Satyanagar 2nd Floor, Bhubaneshwar-751007, Odisha, Tel: (0674) 2572403/2573670/2570024

GUWAHATI

Oasis Plaza, 1st Floor, Dr. B. Baroah Road, Ulubari, Kamrup, Guwahati-781007, Assam, Tel: (0361) 2468496

KOLKATA

Eco Centre Business Tower. 11th Floor, Unit No.1 & 2, Plot No. 4, EM Block, Sector 5, Slat Lake, Bidhannagar, Kolkata-700091, West Bengal, Tel: (033) 40815400

PATNA

The Hub, 2nd floor, near Regent cinema Gandhi Maidan Road, Patna-800004, Bihar

NORTH

CHANDIGARH

Sanjeev Tower, 6th Floor, Plot No. 55, Industrial & Business Park, Phase I, Chandigarh-160002, Tel: (0172) 415 5100

JAIPUR

A-19, 1st Floor, Main Sahakar Path, Near Sahakar Bhawan, Jaipur-302001, Rajasthan Tel: (141) 3313000

LUCKNOW

177/4, Faizabad Road, Lucknow-226007 Uttar Pradesh, Tel: (0522) 4034000

NEW DELHI

Plot No.8, 1st Floor, Elegance Tower, Jasola District Centre, New Delhi-110025 Tel: (011) 41494000

GURUGRAM

6th Floor, Vatika Atrium, Golf Course Road, Sector 53, Gurugram-122002, Haryana, Tel: (0124) 4094000

SOUTH

BENGALURU

Anjuman Kay, ARR Tower, No. 28, Ward No. 77, Mission Road, Next to Indian Oil Bhavan, Bengaluru-560027, Karnataka, Tel: (080) 41854000

CHENNAI

KRM Plaza, No. 2, Harrington Road, Chetpet, Chennai-600031, Tamil Nadu Tel: (044) 42444000

COIMBATORE

Krisan Workspaces, Mayflower Valencia, 4th Floor, Nava India Rd, Coimbatore, 641004, Tamil Nadu, Tel: (422) 4377125

KOCHI

Prestige TMS square, 9th Floor, No. 2, Service Road, Padivattom, Edappally, Kochi-682024, Kerala, Tel: (484) 4499000

HYDERABAD

Ashoka Raghupati Chambers, No. 1-10-60 to 64, 4th Floor, S P Road, Begumpet-500016, Hyderabad, Telangana, Tel: (040) 44004000

TRIVANDRUM

TC IV/962, Chandrika Sree Chrita Nagar, Pipeline Road, Kawdiar, Thiruvananthapuram- 695003, Kerala, Tel: (0471) 2435025

VIJAYAWADA

Nagas Hafeez Plaza, Door No. 202, 2nd Floor, Opposite to Grand Morden Supermarket, Near Benz Circle, MG Road, Vijayawada-520010, Andhra Pradesh, Tel: (0866) 2484003

VISAKHAPATNAM

Qubexpro Business Centre, V Mall, Lifestyle Building, 4th Floor, Facor Layout, Waltair Uplands, Visakhapatnam - 530003, Andhra Pradesh

WEST

AHMEDABAD

301&302, 3rd Floor, Abhishree Avenue, Near Nehru Circle, SM Road, Ambawadi, Ahmedabad-380015, Gujarat Tel: (79) 40224000

INDORE

Office No. 2, Maloo-01 26/C, Scheme No. 94/C, Ring Road, Indore- 452010, Madhya Pradesh, Tel: (731) 4001211/4001311

GOA

210, 2nd Floor, Gera's Imperium1, Patto, Panjim-403001, Goa, Tel: (0832) 2438171/2437287

MUMBAI

Blue Star House, 9-A Ghatkopar Link Road, Saki Naka, Mumbai-400072, Maharashtra, Tel: (022) 66684000

THANE

Blue Star Innovation Centre, Next to Vihang's Inn Hotel, Kapurbavdi, Ghodbunder Road, Thane- 400607, Maharashtra

NAGPUR

219 Bajaj Nagar, 1st Floor, South Ambazari Road, Nagpur-440010, Maharashtra, Tel: (0712) 6624000

PUNE

201A, Nityanand Complex, 1st Floor, 247/A, Bund Garden Road, Pune-411001, Maharashtra, Tel: (020) 41044000

RAIPUR

MM Silver Plaza, Office No. 103, 1st Floor, Opp Udyog Bhavan, Ring Road No. 1, Raipur-492001, Chhattisgarh

VADODARA

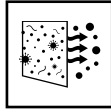
INCUSPAZE Office Spaces, 3rd Floor Alembic 1965, Alembic City, Gorwa-Alembic Road, Vadodara-390003, Gujarat

Product Features

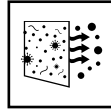
HEALTH



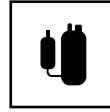
Dust Filter



Anti-Microbial Filter*



PM2.5 Filter with Activated Carbon#

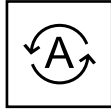


Inverter Compressor Technology

CONVENIENCE



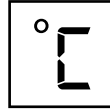
Eco Mode



Auto Restart



Programmable Timer



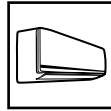
Temperature Setting in °C



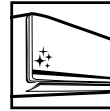
Comfort Sleep



Self Diagnosis



Elegant Looks



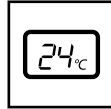
Cleanable Panel



Acoustic Insulation Compressor Jacket



Hydrophilic Blue Fins in IDU & ODU



Hidden Display



Real Time Clock

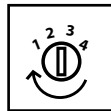
COMFORT COOLING



5-in-1 Convertible Cooling



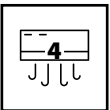
Turbo Cool



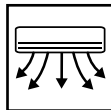
4 Fan Modes



Auto Mode



4 D Swing**



Oscillating Louvers



(IDU,ODU & Installation Kit[^])

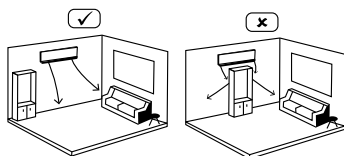


De-Humidify Mode

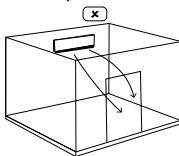
*Available in V & O Series. #Available in M Series. **Available in select models only.
[^]WK models are without installation kit.

Installation of Indoor Unit and Outdoor Unit

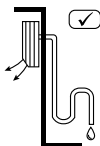
1 Locate the IDU so as to ensure the best cool air circulation. Avoid obstructions in the path of the cooled air.



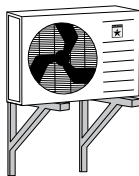
2 Do not locate the unit directly opposite a door which is opened frequently. The throw will push cool air out of the room each time the door is opened, wasting energy.



3 All indoor units form condensate water, which should be drained out of the room through a drain pipe. The technician will make sure that a 'U' bend is provided in the drain pipe to prevent insects from coming into the room through it.



4 The ODU must be placed on a strong frame or support. It should have space for proper ventilation on all sides and should be easily accessible to the service technician.



NOTE: 1) Install the IDU on a strong wall. 2) Install the IDU in a spot that allows for good drainage and easy accessibility to the pipe connected to the outdoor unit.



Earthing of the incoming power supply is must for all Split Air Conditioners.

In areas where voltage fluctuations are experienced, it is recommended to use a suitable voltage stabiliser at source power.

TYPE	TUBE SIZE	MODELS
Liquid Tube Size Outer Diameter (inches/(mm))	1/4"(6.35)	IC212DNU, IC218DKU, ID218DKU, IC218DNU, IC224DNU, IC212YNU, IC218YKU, ID218YKU, IC218YNU, IC224YNU, IC312DNU, IC318DKU, ID318DKU, IC318DNU, IC324DNU, ID324DNU, IC312VNU, IC312VNUR, IC318VKU, ID318VKU, IC318VKUR, ID318VKUR, IC318VNU, IC318VNUR, IC324VKU, IC324VKUR, IC312ONU, IC312ONUW, IC318OKU, ID318OKU, IC318OKUW, ID318OKUW, IC318ONU, IC318ONUW, IC324OKU, IC324OKUW, IC309YNU, IC312YNU, IC315YNU, IC318YKU, ID318YKU, IC318YNU, IC324YNU, ID324YNU, IC312MNU, IC318MKU, ID318MKU, IC318MNU, IC324MNU, IC312RNU, IC318RNU, IC212DNUWK, IC218DKUWK, ID218DKUWK, IC218DNUWK, IC224DNUWK, IC212YNUWK, IC218YKUWK, ID218YKUWK, IC218YNUWK, IC224YNUWK, IC312DNUWK, IC318DKUWK, ID318DKUWK, IC318DNUWK, IC324DNUWK, ID324DNUWK, IC312YNUWK, IC315YNUWK, IC318YKUWK, ID318YKUWK, IC318YNUWK, IC324YNUWK, ID324YNUWK
Suction Tube Size Outer Diameter (inches/(mm))	3/8"(9.52)	IC212DNU, IC212YNU, IC312DNU, IC312VNU, IC312VNUR, IC312ONU, IC312ONUW, IC309YNU, IC312YNU, IC315YNU, IC312MNU, IC312RNU, IC212DNUWK, IC212YNUWK, IC312DNUWK, IC312YNUWK
Suction Tube Size Outer Diameter (Inch/(mm))	1/2"(12.70)	IC315YNU, IC218DKU, ID218DKU, IC218DNU, IC218YKU, ID218YKU, IC218YNU, IC318DKU, ID318DKU, IC318DNU, IC318VNU, ID318VKU, IC318VKUR, ID318VKUR, IC318VNU, IC318VNUR, IC324VKU, IC324VKUR, IC318OKU, ID318OKU, IC318OKUW, ID318OKUW, IC318ONU, IC318ONUW, IC324OKU, IC324OKUW, IC318YKU, ID318YKU, IC318YNU, IC318MKU, ID318MKU, IC318MNU, IC318RNU, IC218DKUWK, ID218DKUWK, IC218DNUWK, IC218YKUWK, ID218YKUWK, IC218YNUWK, IC318DKUWK, ID318DKUWK, IC318DNUWK, IC318YKUWK, ID318YKUWK, IC318YNUWK
Suction Tube Size Outer Diameter (Inch/(mm))	5/8"(15.88)	IC224DNU, IC224YNU, IC324DNU, ID324DNU, IC324YNU, ID324YNU, IC324MNU, ID324MNU, IC224DNUWK, IC224YNUWK, IC324DNUWK, ID324DNUWK, IC324YNUWK, ID324YNUWK

*Also available in WK (without installation kit).

NOTE: 1. R32 has Zero ODP (Ozone Depletion Potential). 2. Images shown in this manual are for representative purposes only. 3. The Warranty information provided in this manual cover the models mentioned in this user manual. 4. For tubing lengths exceeding 5m, an extra gas charge of 15g/m must be added into the system; for example, if the tubing length is 10m, 10-5=5m x 15g/m = 75g of extra refrigerant must be charged into the system.
Total Max Piping Capability - 15 Metres | Max Piping Height Difference- 10Metres

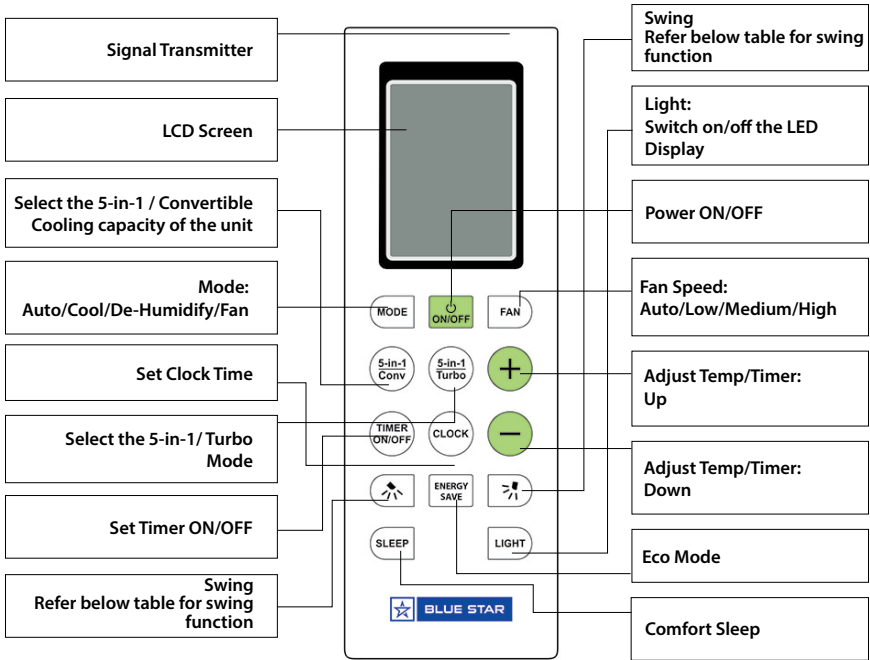
PERFORMANCE TEST METHOD*

Model Number	Rated Capacity	Mode	Select Set Temp (°C)	Fan Speed	Test Procedure	IDU Display
Applicable on all Inverter Models	Full load	Cool	17	High	Press Turbo button 6 times within 10sec	C1
	Half load	Cool	18	High	Press Turbo button 6 times within 10sec	C2

*Applicable for Inverter models. Meant for lab testing only. Do not perform this test at site.

For Fixed Speed models, use the Turbo feature for maximum cooling performance. The same is applicable for maximum cooling performance for the Performance Test lab.

The Cordless Remote Control - An Overview



SWING FUNCTION

Remote (A)		Remote (B)	
Horizontal Swing	Vertical Swing*	Vertical Swing*	Horizontal Swing

*Available in select models only

SAVE MORE WITH AC @ 24°C

NOTE: Whenever the AC is switched on by remote, it will reset to a default Set Temperature of 24°C, if the earlier set temperature was 24°C or less.

This is as per Bureau of Energy Efficiency guidelines with effect from January 1, 2020.

Remote Control Operation

ON/OFF

Press the ON/OFF button to switch on the unit.

Press it again to switch it off.

MODE

Your AC can operate in 4 different modes: Auto, Cool, De-Humidify & Fan

AUTO: In the Auto Mode, the AC cools the room down to the temperature that you set, and then automatically adjusts the fan speed to keep the indoor temperature constant. This is the most efficient mode of air conditioning operation.

COOL: In the Cool Mode, your AC cools the room down to the temperature that you set and also allows you to set the fan speed to your choice. For example, you could set the fan speed to High, even though the room is already cool, if you wish to experience more air throw.

DE-HUMIDIFY: In the De-Humidify Mode, your AC not only cools the room to your set temperature but also removes excessive humidity from the room, making the room more comfortable in high-humidity geographies.

FAN: In the Fan Mode, your AC operates like just another fan. The compressor does not switch on at all, and the AC does not cool your room. You can adjust the fan speed to suit your comfort requirements.

Setting the Mode:

Press the MODE button to select the mode you wish to operate the unit in. Each press of the button cycles through the available modes in the following sequence:

AUTO > COOL > DE-HUMIDIFY > FAN

In Cool, Dry and Auto Mode, temperature can be set between 16°C and 30°C.

TEMPERATURE

Your air conditioner can be set to cool your room down to a temperature that you set, within the range of 16-30°C.

Press the + or - buttons to increase or decrease the Set Temperature.

We recommend that you set the temperature at 24°C for optimal cooling and power saving.

FAN SPEED

In the Auto Mode, your AC sets the fan speed automatically to Low, Medium or High as required by the cooling process.

In the other modes, you can set the speed of the fan in your AC to be Low, Medium or High as per your choice.

Setting the Fan Speed:

Press the FAN button to select the speed at which you wish to operate the fan. Each press of the button cycles through the available speeds in the following sequence:

AUTO > LOW > MEDIUM > HIGH

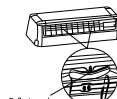
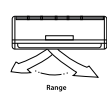
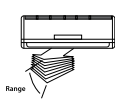
AIRFLOW DIRECTION

AC allows you to distribute the cooled air better across the room by using its motorised horizontal louvre and vertical louvres* / its manual vertical louvres#

To distribute the cooled air up and down, press the VERTICAL SWING button. The horizontal louvre begins to oscillate up and down, ensuring even vertical distribution. Press the VERTICAL SWING button again to stop the oscillation at any angle you prefer, or to stop it altogether.

*To distribute the cooled air leftwards or rightwards, press the HORIZONTAL SWING button. The vertical louver begins to oscillate left and right, ensuring even horizontal distribution. Press the HORIZONTAL SWING button again to stop the oscillation at any angle you prefer, or to stop it altogether.

#To distribute the cooled air leftwards or rightwards, manually move the vertical louvres left or right. Use the rod provided in the centre of the vertical louvres for this purpose. Be careful not to extend your fingers too deep into the indoor unit.



* Applicable in 4 D swing models only.

Applicable in 2 D swing models only

Remote Control Operation

5-IN-1 CONVERTIBLE COOLING

The 5-in-1 Convertible Cooling feature helps the user to select the cooling capacity of the unit as per requirement at any point of time.

It comes in combination of 2 buttons in remote. With 5-in-1/Conv button you can lower your cooling capacity in 4 steps and with 5-in-1/TURBO button you can increase your AC cooling capacity.

The Convertible Cooling feature can be enabled only in the Cool Mode. Changing mode to Dry, Fan or Auto will exit the Convertible Cooling setting.

5 IN 1 CONVERTIBLE COOLING

(4 Convertible Steps)

There are four different cooling capacity steps in the unit as shown below.

CONVERTIBLE COOLING CAPACITY

5-IN-1/ CONV KEY	DISPLAY IN IDU	DISPLAY IN REMOTE	COOLING CAPACITY
1st time Press	AC	100	100%
2nd time Press	80	80	80%
3rd time Press	60	60	60%
4th time Press	40	40	40%
5th time Press	This Convertible mode will exit and go to previous setting.		

Pressing 5-in-1/Conv button the first time will set to the actual cooling capacity of the unit and display AC in the IDU and 100 on remote display. If the button is pressed again, the next lower cooling capacity will be selected and display will show as per the above table. By pressing the 5-in-1/Conv button multiple times, you can select the desired cooling capacity of the unit. Remote OFF/ON or Power OFF/ON or Timer OFF/ON will not exit Convertible Cooling.

5 IN 1 CONVERTIBLE COOLING

(1 Convertible Turbo Cool)

If quick cooling is desired, switch to Cool Mode, and then press the 5-in-1/TURBO button.

Your AC automatically sets the temperature at 16°C and Fan Speed at Turbo. The IDU display will show 'HC' till this mode is active. This mode will automatically exit after 20 minutes.

Press the 5-in-1/TURBO button again to switch the AC out of 5-in-1/TURBO Mode.

The 5-in-1/TURBO Mode is deactivated when you switch off the unit or power fails.

NOTE: In 5-in-1/TURBO mode, the AC will be operating in higher capacity, and hence, there is a possibility of higher noise and vibration during the AC operation.

ECO MODE

The Eco Mode can be activated only when in the Cool Mode and only from the remote

Just press the ENERGY SAVE button. Your AC automatically sets the temperature to 24°C and fan speed to Low and "E" is displayed on the AC unit, to give you both comfort and power saving.

Press the ENERGY SAVE button again to switch off of the Eco Mode.

Your AC automatically switches out of the Eco Mode every time the unit is switched off or there is a power failure.

CLOCK

Your AC comes with a built-in real-time clock which is very useful to set the Timer feature to switch on or off the unit at pre-set times.

The Clock must first be set to the correct time. To do so, press the CLOCK button.

Now, use the + and - buttons to set the time on the remote controller display.

Once the time is accurately displayed, press the CLOCK button again to set the time within the system.

Repeat the above process every time you remove or replace the batteries in the remote.

COMFORT SLEEP

The temperature outside drops as the night goes on, so the human body requires less cooling to feel comfortable when fast asleep. So, the AC is designed with an intelligent feature Comfort Sleep, that ensure comfortable temperature throughout the night.

When in the Cool Mode, press the SLEEP button to switch the AC to the Sleep Mode.

Your AC automatically increases the set temperature by 1°C every hour thereafter for two hours, thus gradually increasing the room temperature as you fall asleep. This offers you greater comfort while sleeping even while saving power for you!

Press the SLEEP button again to switch out of the Sleep Mode.

The Sleep Mode is deactivated when the unit is switched off or power fails.

You can use the Timer too when in the Sleep Mode.

Note: In Inverter models, the Sleep Mode is off by default on power on, while in fixed speed models, the Sleep Mode is in the same state as it was when the unit was previously switched off.

TIMER

Your AC comes with both an On Timer and an Off Timer, which can be set to switch on or off the AC at a specified time.

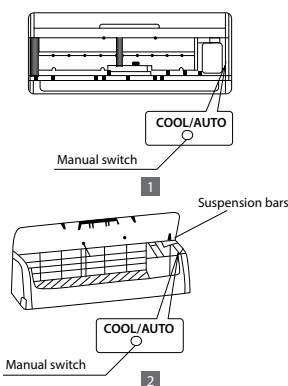
To set the On Timer, press the TIMER ON button. The display indicates the time format and blinks, awaiting your entry. Press the + and - buttons as required to set the time at which you wish the AC to come on automatically. Time can be set to the closest minute. After 5 blinks of the set time, the time freezes and is set as the time when the AC comes on automatically.

To set the Off Timer, press the TIMER OFF button. Follow the same procedure as above to set the time at which you wish the AC to go off automatically. After 5 blinks of the set time, the time freezes and is set as the time when the AC goes off automatically.

UP and DOWN buttons can be used with Temp and Timer buttons to adjust the temperature setting of the unit by an interval of 1°C or timer by an interval of 1 minute.

While these ACs are designed to primarily be operated using the remote control, they are equipped with a switch to turn on an emergency operation mode, in case the remote is lost or damaged and until it is replaced or repaired. The switch can be accessed by opening the front of the indoor unit.

- 1 Hold the sides of the panel and lift the front panel up to an angle where it locks with a clicking sound. For some models, please use suspension bars to prop up the panel. You will see the switch as illustrated in the diagram below.
- 2 Press the switch to set the AC as follows:
Inverter Models: Cool Mode, Medium Fan Speed, Set temp 24°C, and Full Swing ON.
Fixed Speed Models: Auto Mode, Auto Fan Speed, Set Temp 24°C, and Full Swing ON.
- 3 After pressing the switch, close the panel firmly in its original position.



COOL: Inverter Models | AUTO: Fixed Speed Models

REVERTING TO REMOTE OPERATION

To restore remote control operation, just start using the controls from the remote again.

DOs & DON'Ts

DOs (✓)

- Seal all air gaps in the room.
- Choose the right temperature to avoid overcooling.
- We recommend a setting of 24°C at which both comfort and efficient operation are achieved.
- Ventilate the room regularly.
- Switch off the power supply if not in use for a long time.
- Unplug the unit while cleaning.

DON'Ts (X)

- Don't leave the doors and windows open when the air conditioner is on.
- Don't use hot water to clean the front grille.
- Don't use scouring powder, harsh soaps, wax or polish on the grille.
- Don't switch on the air conditioner immediately after switching it off. Wait for 2 minutes.
- Don't operate the AC with a clogged filter.
- Don't block air intake and outlet vents.
- Don't change settings frequently.

Maintenance

CLEANING THE INDOOR UNIT AND REMOTE CONTROL



Caution: Switch off the air conditioner and disconnect the power supply before cleaning.

- Use a dry cloth to wipe the indoor unit and remote control.
- A cloth dampened with cold water may be used on the indoor unit if it is very dirty.
- The front panel of the indoor unit can be removed and cleaned with water. Then wipe with dry cloth.
- Do not use a chemically treated cloth or duster to clean the unit.
- Do not use benzene, thinner, polishing powder, or similar solvents for cleaning. These may cause the plastic surface to crack or deform.

Recommendations for safe usage:

Set the room temperature between 24°C and 30°C to maintain relative humidity between 40% and 70%, as per ISHRAE guidelines.

Ventilate the room when the AC is not in use.

Maintenance of the Filter

CLEANING THE FILTER

A clogged filter reduces cooling efficiency.

We recommend periodic cleaning of the special filter once in a month or at suitable frequent intervals, depending on pollution level/dust accumulation in the special filters.

- 1** Lift the indoor unit panel up to an angle where it locks with a clicking sound.
- 2** Take hold of the handle of the air filter and lift it up slightly to take it out from the filter holder, then pull it downwards. It is recommended that you place a recyclable plastic sheet around the AC to collect the dust that may fall off as you pull out the filter.
- 3** Remove the air filter from the indoor unit. Inspect it for any overt indications of wear and tear. If you see any tears, holes or rips, call your Blue Star representative to inspect the same and replace with a new filter if required.

- 4** Take the filter to the washing area and remove the dust gently, without rubbing the surface of the filter. Ensure that dust is removed completely. A suitable vacuum cleaner can also be used to remove the dust.

Thorough cleaning will help in increasing filter life and efficiency. Please take adequate care while cleaning so that the filter is not damaged during the cleaning process.

While cleaning off the dust or using vacuum cleaner, do not rub the surface of the filter, since this will cause damage to the filter surface.

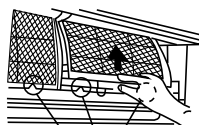
- 5** After removing the dust, immerse the filter in a bucket or tub filled with water or under running tap water.
 - Take out the AC filters from water and shake off the excess water on the filter.
 - Place filter onto a towel/ cloth so that all excess water gets absorbed by the towel.
 - Dry the cleaned filter indoors or under shade. Do not dry under the sun.

Do not use any soap, disinfectant solution, sanitizer, any acid or harmful chemicals.

1

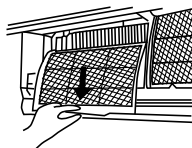


2



Filter Handle

3



4



Notes:

- A.** You may wear gloves when handling the filter, both to prevent any scratches or cuts, as well as to avoid contact with the dust.
- B.** Wear a mask if you are allergic to dust.
- C.** Ensure that children or any individuals with respiratory illnesses are kept away from the dirty filter to avoid inhalation of the fine dust trapped in the filter.

Replacement/Safe Disposal of the AC Filter

PERIODIC REPLACEMENT OF THE AIR FILTER

- 1** Periodic replacement of the filter is advisable to keep the AC performing efficiently.
Consult your authorised service engineer to check for replacement of filter.
- 2** Despite your careful and regular cleaning, your filter will eventually wear out. If you notice any tears, holes, or damage to your filter, replace it with a new filter.
- 3** You can buy a new air conditioner filter through Blue Star's authorised Service center.
- 4** Safely dispose of the old filter, when you are opting for a filter replacement.

SAFE DISPOSAL OF YOUR AC FILTER



- 1** Fold the discarded filter and place it in a recyclable plastic bag. Seal the bag.
- 2** Follow the guidelines of your local authority to dispose of the recyclable plastic bag with the filter in it.

TROUBLESHOOTING CHART

Symptoms	Possible Causes	Suggested Remedy
Unit does not start	MCB has tripped	Reset MCB
	Fuse has burnt	Replace fuse wire
	Input voltage is below acceptable range	Wait for input voltage to rise above acceptable level
Unit does not cool even after the normal time delay of approx. 2 minutes	Compressor is off (not in Auto or Cool Mode)	Use the remote to turn the compressor on
	The airflow paths of either or both the indoor and outdoor units are not free	Remove all obstructions to make the airflow paths free
	The air filter is not clean	Clean the air filter

NOTE: If the unit still does not work, or if any other types of symptoms are encountered, shut off the mains (switch fuse unit) and call the service engineer/technician.

Warranty Information

	SCAN THE QR CODE. You will be guided to the warranty registration page, online in Blue Star website.	 ONLINE WARRANTY REGISTRATION: www.bluestarindia.com/customer-service/warranty-registration
		 EMAIL US AT: customerservice@bluestarindia.com

Thank you for buying a Blue Star air conditioner. Follow the instructions to complete your warranty registration.

WARRANTY REGISTRATION

You can register your product warranty with Blue Star in one of these two easy ways:

1. Visit www.bluestarindia.com/customer-service/online-warranty-register and follow instructions therein.
2. Fill in the **Warranty Certificate Cards** in this manual and mail the lower card to the address printed on it.

The air conditioner comes to you with a standard warranty of performance. Under this warranty, the purchaser is entitled to the following.

- 1) Repair/replacement of any part of the air conditioner (except as laid down in the "Warranty Obligation" table at the end of this Warranty section) found defective within 12 months from the date of original installation (or 15 months from the date of sale, whichever is earlier), if proved upon inspection by Blue Star Ltd. or any of its authorised service dealers or service associates, to have been defective due to faulty material or workmanship.

The Repair/replacement will be ex-Blue Star dealer's premises or ex-Blue Star branch office through whom the machine has been purchased or ex-Blue Star service associate.

- 2) Free after-sales service for a period of 12 months from the date of original installation or 15 months from the date of sale, whichever is earlier, as and when necessary, within the municipal limits of the city or town where the Blue Star dealer/office is situated.
- 3) Free preventive maintenance of the air conditioner, on request, for not more than two times in the first year of warranty.

Note: For units installed beyond the municipal limits of the jurisdiction of the Authorised Service Agent/Dealer of Blue Star, all expenses incurred in dispatching the unit, or parts thereof, from the Company's authorised

service station or the dealer of Blue Star, as well as expenses incurred in connection with deputing of service personnel/technicians, to and fro conveyance and other incidentals, etc. will be borne by the customer.

- 4) The purchaser should preserve the original invoice and Warranty Card for necessary verification and produce it at the time of availing warranty services.
- 5) Single phase air conditioners are designed to operate at a voltage supply of 230 volts-50 Hz with a specified tolerable variation of the particular model. Any failure due to operation of the machine beyond these limits will not be covered under warranty. If the voltage prevailing is beyond these limits, the purchaser is advised to install a good quality voltage stabiliser.
- 6) Blue Star Limited shall not be liable or be deemed to be in default for any delay or failure in performance resulting directly or indirectly from causes beyond its reasonable control including delay in repairing due to labour problem, restrictions and regulations of the government, public movement, war or any other unavoidable circumstances.
- 7) The warranty additional is in lieu of implied conditions and warranties under the law, and is limited to the repair or replacement of parts and does not cover any consequential or resulting liability, damage or loss due to non or partial performance of the product or any part thereof. Furthermore, the warranty

NOTE Image shown above is for representative purpose only. The Warranty information will cover the models mentioned in the user manual.

in no case shall extend to the payment of any monetary consideration whatsoever or the replacement or return of the air conditioner as a whole.

- 8) Any changes in the location of the unit or ownership thereof must be intimated in writing to Blue Star Limited 10 days in advance and only Authorised Dealer/Service Associate shall remove and install the units on chargeable basis.
- 9) In case the compressor is to be replaced under warranty:
 - (a) Blue Star Limited undertakes the responsibility of supplying the replacement compressor free of cost during the standard warranty period of 1 year.
 - (b) In cases where an additional warranty of 9 years on the compressor is applicable, the cost of labour, gas charging, transportation and other incidental expenditure shall be borne by the customer during the additional warranty period, i.e. after the lapse of the first year of standard warranty and till the close of the additional warranty.
 - (c) Please ensure registration of your product warranty to ensure prompt replacement of defective compressor during the additional warranty period.
- 10) Defective parts shall be replaced with a functionally working repaired or new equivalent part.

THE WARRANTY WILL BECOME NULL AND VOID IF:

1. The product is not operated according to instructions given in the Operating Instruction Booklet.
2. Installation/reinstallation/service/repairs of product is done by any person other than Blue Star Ltd.'s Authorised Dealer/Service Associate.
3. Damage is caused to the product due to an abnormally corrosive alkaline / acidic atmosphere.
4. Any loss of refrigerant occurs due to accident, fire, flood, earthquake, sabotage or improper handling.
5. The original serial number of the product or any part thereof is removed, obliterated or altered.
6. Defects are caused because of factors beyond control of Blue Star Ltd., like lightning, abnormal voltage, acts of God, environmental conditions, negligence of purchaser in using product.
7. The air conditioner is used for non-comfort applications such as cooling equipment, machines, etc.
8. The air conditioner is used continuously 24x7 without a reasonable break and without any

standby air conditioner.

9. The failure of the compressor is due to lack of proper maintenance of the Product or if the Product is repaired or attended by an unauthorised person. Blue Star Ltd.'s decision in this regard will be final and binding on the purchaser.
10. The failure of the compressor or any other part of the air conditioner is due to usage of inferior or faulty voltage stabiliser.


NOTE:

1. None of the employees and/or Authorised Dealers and/or Service Associates of the Company have any authority whatsoever to change the terms and conditions of this warranty.
2. This warranty should be deemed to have been issued at Mumbai, State of Maharashtra and courts at Mumbai shall have exclusive jurisdiction on matters covered by or following from this warranty and the original purchaser alone shall have cause of action arising out of the transaction.
3. Blue Star Ltd. strongly recommends that customers avail of Blue Star's Annual Maintenance Contract for the customer to get timely service and maintenance, ensuring continued optimum performance of the product. Please call our Call Centre (Toll free 1800 209 1177) for more details.

Warranty Obligation for Inverter Split AC

NOMINAL CAPACITY	STANDARD WARRANTY	EXTENDED WARRANTY*	ADDITIONAL WARRANTY	
			ON COMPRESSOR	ON PCB
1.0 Tr	1 Year	4 Years	9 Years	4 Years
1.2 Tr				
1.5 Tr				
2.0 Tr				

* Extended Warranty is on chargeable basis

<p>All Parts are covered under Standard Warranty excluding,</p> <ol style="list-style-type: none"> 1. Air Filter 2. All Plastic parts (including IDU Panel & Louver) 3. Remote handset PCB is not covered under warranty 	<p>For detailed warranty terms & conditions, please scan</p> 
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Extended Warranty Terms and Conditions

- Extended Warranty means extension of the warranty period beyond the Standard Warranty period and it starts from the expiry of the Standard Warranty.
- To avail the Extended Warranty, the installation warranty, Registration and Preventive Maintenance Service(PMS), as applicable on a chargeable basis from the 2nd year till the fifth year, shall be availed only from an Authorised Service Dealer or Expert Service Associate.
- Extended warranty covers repairs, rectification or replacement of Compressor, Components of Electronic Circuit/PCB, Electric Motors, IDU Evaporating Coil, ODU Condenser Coil and Gas Charging. Defective parts shall be replaced with a functionally working repaired or new equivalent part. All such repairs, rectification or replacement shall be at full discretion of Blue Star Service and as per the Warranty Terms & Conditions mentioned in the User Manual.
- Extended Warranty excludes all types of air filters, all plastic and metal part and remote handset.
- Extended Warranty excludes Loading, Unloading and Transportation Charges, if required.
- For ACs installed beyond the Corporation/Municipal limits, the expenses incurred in connection with deputing service personnel/technician, to and fro conveyance and other incidentals will be borne by the Customer.
- Blue Star at its sole discretion will repair or replace such defective Product or parts thereof. All parts removed by Blue Star shall be the property of Blue Star. In the event Blue Star carries out repairs or replacement of any part during the said Warranty Period, the warranty shall thereafter continue only for the remaining period of the warranty. Any repairs done or replacement provided shall not extend the Warranty Period for any of the Products.
- The Warranty Period is limited as provided hereunder from the date of Purchase Invoice irrespective of the period the Product unit was not in use; was not giving proper performance; was under breakdown; or was under repair(s) by Blue Star's Authorized Service Centre.
- Blue Star reserves the right to decide at its discretion, for replacing any defective part with a substitute without affecting the performance of the Product.
- Any defect in the electrical installation or wiring at customer's premises has to be rectified by the Customer as per the recommendation of Blue Star's Authorized service representative.
- Blue Star shall not be liable for any indirect, special, incidental, punitive, exemplary, consequential or economic damage or loss (including but not limited to loss of profits, data, anticipated savings, personal injury and goodwill or business opportunities arising from or related to the warranty). Blue Star's liability under or in relation to this warranty shall be limited to the purchase price of the Product or the Maximum Retail Price thereof, as stated on the packaging of the Product, whichever is lower.
- Blue Star shall not be liable or be deemed to be in default for any delay or failure in performance resulting directly or indirectly from causes beyond its reasonable control including delay in repairing due to non availability of any component or accessory, labor problem, restrictions and regulations of the government, public movement, war, pandemic, epidemic and any unavoidable circumstances, or if the company is otherwise prevented from performing its functions under this warranty.

*PMS = Preventive Maintenance Service | For more details, pls contact Blue Star Authorised dealers or Blue Star Customer Care (Toll Free) 1800 209 1177 or email us at coolingsolutions@bluestarindia.com

E-Waste Management



PROTECT THE ENVIRONMENT FROM E-WASTE

This product at its end of usable life should not be mixed with household domestic waste or any general waste. It must be stored separately and disposed of through an authorized recycler of electrical and electronic appliance waste since it is categorized under Schedule I of E-Waste Management Rules promulgated by the Government of India.

As guided by these rules, this product needs to be disposed of after its useful life in a scientific and prescribed manner. As a responsible citizen of India, we request your cooperation in helping conserve the environment for future generations. You are requested to contact designated toll-free contact number 1800 209 1177 for guidance on end-of-life disposal of this product.

DOs (✓)	DON'Ts (x)
<ul style="list-style-type: none"> ✓ Run and maintain machine as per instructions given in the User Manual. ✓ Engage only an authorized person to attend to repairs of your machine. ✓ Call on the toll-free number for assistance to dispose of your machine if required. ✓ Engage only an authorized person for DE-INSTALLATION. ✓ Consult our local authorized dealer or contact our toll-free number to know the lifespan of your airconditioner. 	<ul style="list-style-type: none"> ✗ Do not try to repair/dismantle your machine by yourself. ✗ Do not engage any unauthorized person to repair/dismantle your machine or any of its parts. ✗ Do not sell or dispose of your machine or its parts to a local scrap dealer. ✗ Do not dispose of E-Waste in landfills or leave it outside unattended. ✗ Do not put the airconditioner to any other use post its end-of-life.


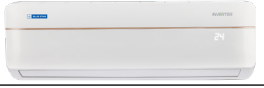


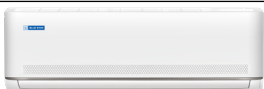

BUYBACK/EXCHANGE OFFERS ON OLD ACs



For Buyback or Exchange offer on your old Air Conditioner, please contact us on the toll-free number 1800 209 1177 or visit our nearest Blue Star dealer in your city. Scan the QR Code to locate your nearest Blue Star Dealer.



* For disposal of E-Waste, kindly visit our website www.bluestarindia.com or call our customer care 1800 209 1177 (Toll Free).

Series	Product	Star Rating	Models
D		2 Star	IC212DNU, IC218DKU, ID218DKU, IC218DNU, IC224DNU, IC212DNUWK, IC218DKUWK, ID218DKUWK, IC218DNUWK, IC224DNUWK
		3 Star	IC312DNU, IC318DKU, ID318DKU, IC318DNU, IC324DNU, ID324DNU, IC312DNUWK, IC318DKUWK, ID318DKUWK, IC318DNUWK, IC324DNUWK, ID324DNUWK
V		3 Star	IC312VNU, IC312VNUR, IC318VKU, ID318VKU, IC318VKUR, ID318VKUR, IC318VNU, IC318VNUR, IC324VKU, IC324VKUR
O		3 Star	IC312ONU, IC312ONUW, IC318OKU, ID318OKU, IC318OKUW, ID318OKUW, IC318ONU, IC318ONUW, IC324OKU, IC324OKUW
Y		2 Star	IC212YNU, IC218YKU, ID218YKU, IC218YNU, IC224YNU, IC212YNUWK, IC218YKUWK, ID218YKUWK, IC218YNUWK, IC224YNUWK
		3 Star	IC309YNU, IC312YNU, IC315YNU, IC318YKU, ID318YKU, IC318YNU, IC324YNU, ID324YNU, IC312YNUWK, IC315YNUWK, IC318YKUWK, ID318YKUWK, IC318YNUWK, IC324YNUWK, ID324YNUWK
M		3 Star	IC312MNU, IC318MKU, ID318MKU, IC318MNU, IC324MNU, ID324MNU
R		3 Star	IC312RNU, IC318RNU

Warranty Certificate



2 & 3 Star Rated Inverter Hi-Wall Split ACs.

Customer's Name:

Address:

City State PIN

Phone / Mobile No.: (O) (R)

Bill No. Date:

Email:

Model No. Serial No.

Dealer's Name & Address

Dealer's Signature & Stamp

WARRANTY REGISTRATION



Online Warranty Registration:
[www.bluestarindia.com/
customer-service/warranty-
registration](http://www.bluestarindia.com/customer-service/warranty-registration)



Scan the QR Code.
You will be guided to the
warranty registration page,
online in Blue Star website.

To register your product for warranty, you may email to the below mentioned email id or call us on the number mentioned below or send an SMS. Blue Star's team will arrange for completion of your product warranty registration.



[customerservice@
bluestarindia.com](mailto:customerservice@bluestarindia.com)



Call 1800 209 1177 (Toll Free)
SMS <Service> to 57575

March 2023

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For restricted circulation only. Not for sale.

IS 1391 (Part 2)



This product meets the requirements of IS 1391 (Part 2).

For details please refer:
www.bis.gov.in



Scan this QR Code to download the Blue Star Customer Care mobile app



Scan this QR Code to visit the Blue Star warranty registration page.



Scan this QR Code to locate your nearest Blue Star Dealer.



24x7 CUSTOMER CARE
(Toll Free) Call 1800 209 1177



SMS "SERVICE" to 57575
WhatsApp 8291001177



To know more about Blue Star, visit www.bluestarindia.com, email us at coolingsolutions@bluestarindia.com



Blue Star products comply with RoHS regulations as per E-Waste (Management & Handling Rules, 2016. For disposal of E-Waste, kindly visit our website www.bluestarindia.com or call our customer care 1800 209 1177 (Toll Free).