



BLUE STAR

3 Star Rated Inverter Hi-Wall Split Air Conditioners (With R32 Environment Friendly Refrigerant)



MODEL NUMBER

IA324VNU, IB324VNU

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

User Manual

Thank you for purchasing a Blue Star Air Conditioner.

To get the best long-lasting performance, read and follow this User's Manual carefully before using your Air Conditioner.

After reading, please store the manual in a safe place and refer to it for operational questions or in the event of any irregularities.



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

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

April, 2023

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All contents applicable as on date of publication.
Modifications may take place subsequent to that.

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For restricted circulation only. Not for sale.

User Manual

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Letter from the President

Dear Customer,

Congratulations on the purchase of your new High Performance and Energy-Efficient Inverter Hi-Wall Split Air Conditioner, just one of the many world-class products that we manufacture and market. This superior product has been engineered for convenient and optimum performance.

It has been manufactured with the best available materials, with stringent quality control measures undertaken during all the manufacturing processes. It has been tested in the factory under actual operating conditions to ensure that you get years of satisfactory and trouble-free performance. It is certified by the **Bureau of Indian Standards (BIS)** and meets all the requirements of IS1391 (Part 2).

We are confident that time and performance will justify the trust you have placed in this product. This manual will help you get the best out of your High Performance and Energy-Efficient Inverter Hi-Wall Split Air Conditioner. Please spare some time to go through this manual carefully.

In the unlikely event of your running into a problem, kindly check the Troubleshooting Chart to diagnose the possible cause and take necessary steps. However, do not hesitate to approach your dealer or the nearest Blue Star office, if you require help. The list of Blue Star service offices is provided in this manual.

I do hope that you will enjoy using your High Performance and Energy-Efficient Inverter Hi-Wall Split Air Conditioner.

Warranty Certificate



3 Star Rated Inverter Hi-Wall Split Air Conditioner

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 in the number
mentioned below or send a SMS. Blue
Star team will arrange for completion
of your product warranty registration.



customerservice@
bluestarindia.com



Call 1800 209 1177 (Toll Free)/
1860 266 6666

SMS <Service> to 57575

Warranty Certificate



3 Star Rated Inverter Hi-Wall Split Air Conditioner

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

Please
Affix
Postage
Stamp

Blue Star Limited,
CBO - CSG
Blue Star Inovation Centre
Next to Vihang inn Hotel,
Kapur Bhvdi,
Ghod Gundar Road, Thane - 400607,
Maharastra.

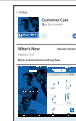
24x7 Customer Care

Phone : 1800 209 1177 (Toll Free) / 1860 266 6666
SMS : "Service" to 57575 | Whatsapp 8291001177
Email : customerservice@bluestarindia.com

Product Registration



SCAN THE QR CODE.
Download the app into 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, Bihar - 800004

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, Tel: (91) (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: (91) (11) 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: +91 (80) 41854000

CHENNAI

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

COIMBATORE

Excellence No. 104, Ground Floor, Race Course
Road, Coimbatore-641018, Tamil Nadu
Tel: (91) (44) 43444100/4099

KOCHI

Prestige TMS square, 9th Floor, No. 2,
Service Road, Padivattom, Edappally,
Kochi-682024, Kerala, Tel: (91) (484) 4499000

HYDERABAD

Ashoka Raghupati Chambers, No. 1-10-60 to
64, 4th Floor, S P Road, Begumpet, Hyderabad-
500016, 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, India

WEST

AHMEDABAD

301&302, 3rd Floor, Abhishree Avenue,
Near Nehru Circle, SM Road, Ambawadi,
Ahmedabad-380015, Gujarat
Tel: +91 (79) 40224000

INDORE

Office No. 2, Maloo-01 26/C,
Scheme No. 94/C, Ring Road,
Indore- 452010, Madhya Pradesh
Tel: (91) (731) 4001211/4001311

GOA

210, 2nd Floor, Gera's Imperium
1, Patto, Panjim, Goa-403001
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

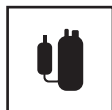
MM Silver Plaza, Office No. 103, 1st Floor,
Opp Udyog Bhavan, Ring Road No. 1,
Raipur-492001, Chhattisgarh

VADODARA

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

Product Features

TECHNOLOGY



Inverter
Compressor
Technology



Heat Exchanger
with Green project
technology



Anti-Microbial
Filter



Self Clean
(CL Mode)

COMFORT COOLING



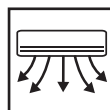
100% Copper
(IDU,ODU &
Installation
Kit)



Auto
Mode

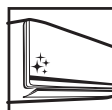


De-Humidify
Mode



Oscillating
Louvers

CONVENIENCE



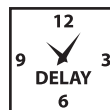
Cleanable
Panel



Auto
Restart



Programmable
Timer



Time
Delay



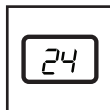
Temperature
Setting in °C



Fix & Lock
Mode



Acoustic
Insulation
Compressor
Jacket



Hidden
Display



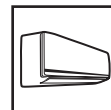
Sleep
Mode



Hydrophilic
Golden Fins



Self
Diagnosis



Elegant
Looks

Know Your Air Conditioner

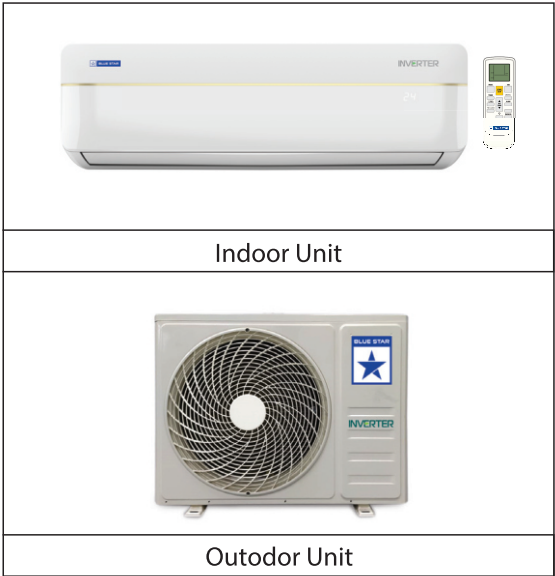
Blue Star 3 Star Inverter Hi-Wall Split Air Conditioner is available in 2.0 TR capacity.

OUTDOOR AND INDOOR UNITS

All split air conditioners consist of two main components, the Indoor Unit (IDU) and the Outdoor Unit (ODU). While the former is installed inside the air conditioned room, the latter is kept outside. This is because heat is rejected outside through the ODU. The ODU houses the all-important part of your air conditioner – the compressor. Blue Star ODUs are capable of withstanding a 500 hours salt spray test.

The condenser coil is coated with blue fins to enhance coil efficiency and life, and to protect it from chemicals and corrosion due to salinity.

The IDU is mounted on one of the walls of the room to be air conditioned. The ODU can be mounted on a wall, sunshade or skirting, outside the room. The two units are connected through refrigerant pipes made of copper.



| Nominal Tonnage | Category | Model Number | Dimensions (W x H x D) mm |
|-----------------|--------------|-----------------------|---------------------------|
| 2.0 TR | Indoor Unit | IA324VNU, IB324VNU | 1010 x 315 x 220 |
| | Outdoor Unit | | 780 x 605 x 290 |

NOTE:

- 1. R32 has Zero ODP (Ozone Depletion Potential).

Performance Test Method

First set 30°C and medium fan speed settings on remote, then press sleep button 7 times in 10 sec to enter the test mode settings.

| Model Number | Rated Capacity | Select Set Temp (°C) | Fan Speed | How to do test | IDU Display |
|-----------------------|----------------|----------------------|-----------|--------------------------------------|---|
| IA324VNU, IB324VNU | Full load | 25°C | High | Press Sleep button 7 times in 10 sec | No display, only beep sound will come. |
| | Half load | 26°C | High | Press Sleep button 7 times in 10 sec | |

This test mode is only for lab testing. Do not try to test at home. Strongly recommended for Lab test only.
Remote Mode is kept as Cool Mode while performance test method.

| MODEL NUMBER | IA324VNU, IB324VNU |
|--|-----------------------|
| Liquid Tube Size Outer Diameter Inch (mm) | 1/4" (6.35mm) |
| Suction Tube Size Outer Diameter Inch (mm) | 1/2" (12.7mm) |
| Total Max Piping Capability (Metre) | 15 |
| Max Piping Height Difference (Metre) | 5 |

NOTE:

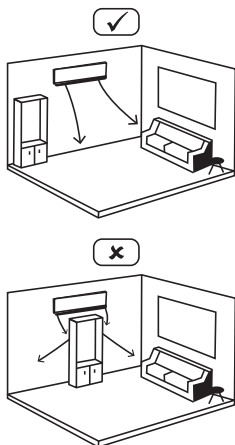
For connecting tubings more than 5m , the extra gas charge Qty that should be inside the system should be 15gms/meter.
i.e. if tubing used is 10m ; then the extra gas that needs to be charged should be (10-5)*15gms = 75gms.

Installation

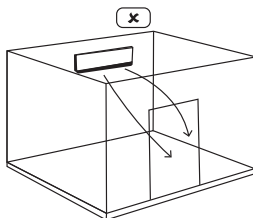
Placement of the indoor and outdoor units properly will help optimise the performance of your air conditioner. While your Blue Star dealer's technician will be happy to guide you on the best location for your air conditioner, here are a few helpful hints.

PLACEMENT OF THE INDOOR UNIT

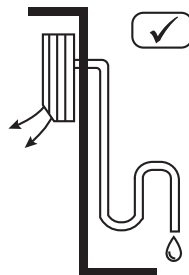
- 1** Locate the IDU to ensure the best cool air circulation. Avoid obstructions in the path of the cooled air.



- 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** Distance of IDU from Walls, Roof and Floor.

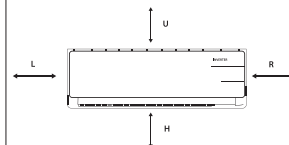
Here:

L:- Left Hand distance of IDU from wall. It should be min. of 100 mm.

R:- Right Hand distance of IDU from wall. It should be min. of 100 mm.

U:- Distance between Roof and IDU Top Side. It should be min. 100 mm.

H:- Distance between Floor and IDU Bottom Side. It should be min. 2300 mm.



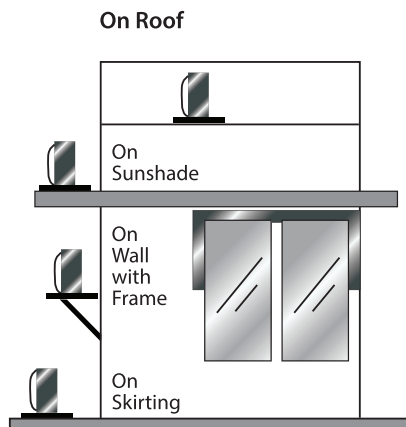
NOTE:

- 1) Install the IDU on a strong and hard wall.
- 2) Install the IDU in a spot with good drainage and good accessibility to the pipe connected to the outdoor unit.

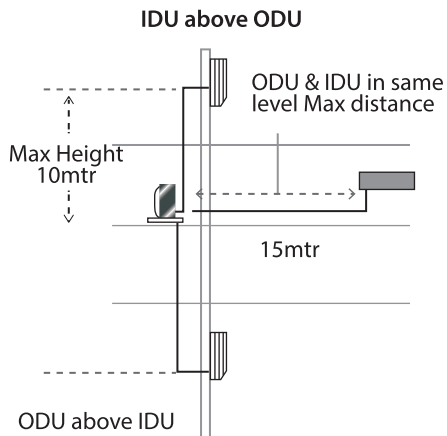
PLACEMENT OF THE OUTDOOR UNIT

The outdoor unit houses the compressor, condenser, condenser fan and electrical components. The heat removed from the room is expelled to the atmosphere through the outdoor unit. again, the Blue Star/Dealer's Technician will ensure optimal installation of the ODU for you. However, the following information will be of interest to you:

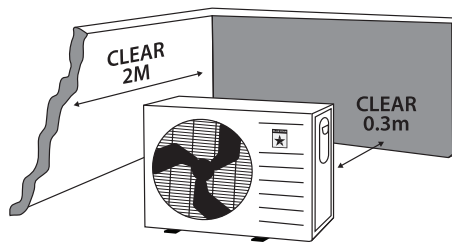
- 1** The Outdoor Unit can be mounted on a wall, sunshade or skirting.



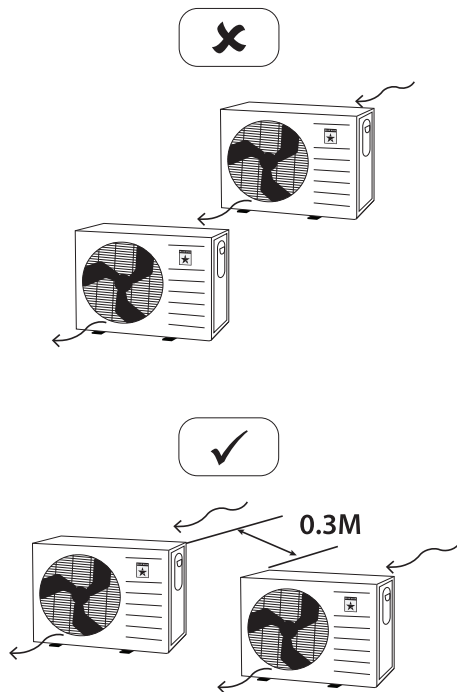
- 2** Ideally, the ODU should not be too far away from the IDU; the recommended distances are marked in the adjacent figure.



- 3** Ensure that air can pass freely through the unit. Please allow at least 2 metres free space on the air outlet side, and 0.3 metres on the air inlet side.

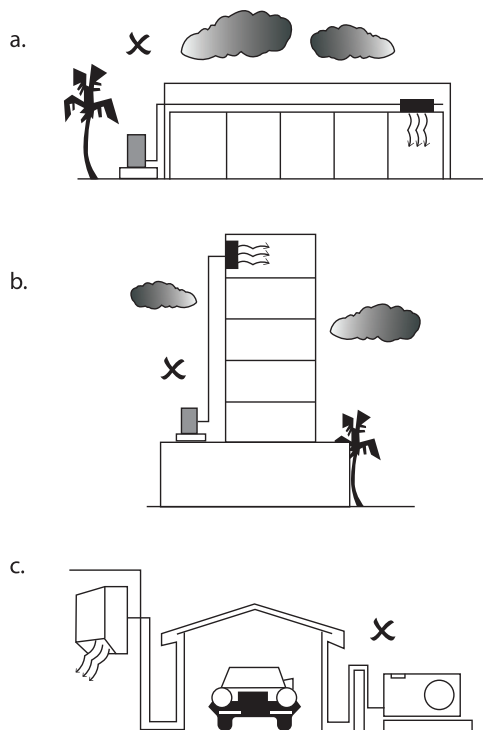


- 4** If more than one ODU is to be installed, they must be properly separated, so that the warm air from the outlet of one does not enter the inlet of the other.

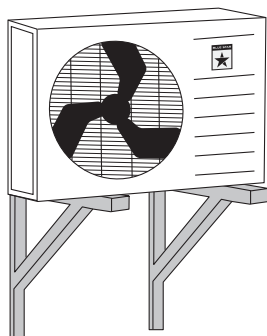


- 5** Avoid long and complicated routing between the IDU and ODU, as shown in the three adjacent figures.

- a. Too long
- b. Too high
- c. Too many bends

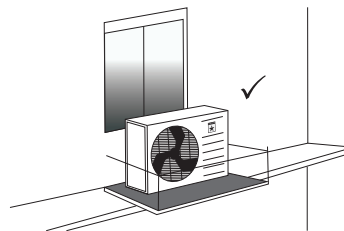


- 6** The ODU must be placed on a strong frame or support. If mounted on a wall, please ensure that the wall is thick enough and that the frame is supported adequately.



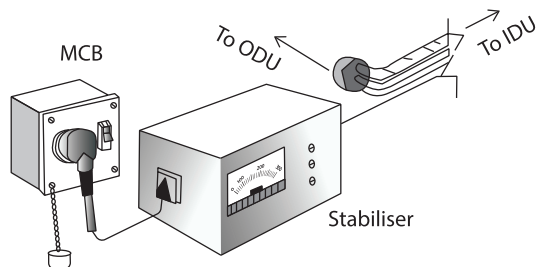
- 7** Finally, it is most important that the ODU is easily accessible to the service technician. It is advisable to discuss the same with the sales engineer before deciding upon the location of the unit.

If the ODU is to be located on a high ledge, it will be a good idea to provide a 'catwalk' (a platform) around the unit and an access door/window close to the outdoor unit location.



ELECTRICAL OUTLET

After the locations of the outdoor unit and indoor unit are finalised, you must provide a suitable electrical outlet near the indoor unit.



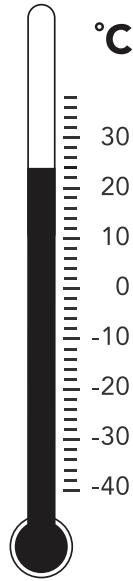
EARTHING

Earthing is **must** for all Split AC input power supply (Fixed Speed Split AC & Inverter Split AC).



NOTE:

1. The appliance shall be stored in a well-ventilated area and in a room where there is no continuous operation of open flames and igniting sources.
2. Pipe-work shall be protected from physical damage and shall not be installed in a non-ventilated space.
3. Be aware that refrigerant may not contain an odour.
4. Operating the appliance while it is disconnected to the pipe could result in explosion and damage. Use the appliance after connecting it to the pipe once the appliance has been relocated and the refrigeration circuit is prepared.
5. If you install the outdoor unit on a wall, roof or rooftop, make sure it is mounted on a suitable frame.
6. If the outdoor unit vibrates excessively, secure it using anti-vibration rubber between the unit's frame and the mounting frame.



°C WHEN AC TEMP GOES UP TO **24°C** POWER BILLS GO DOWN UP TO **24%**

It is estimated that by increasing AC temperature by even **1 degree Celsius**, we can save about **6% of electricity**.

HERE'S HOW:



At 24 degrees

Compressor works for lesser time.
Results in less power consumption.



At 18 degrees

Compressor works longer. Results in more power usage.

SAVE MORE WITH AC @24°C

SAVE UP TO ₹ 6,240
ANNUALLY



MAINTAIN
GOOD HEALTH

CONSERVE
ENVIRONMENT



SAVE 23 BILLION UNITS
OF ELECTRICITY FOR THE
COUNTRY

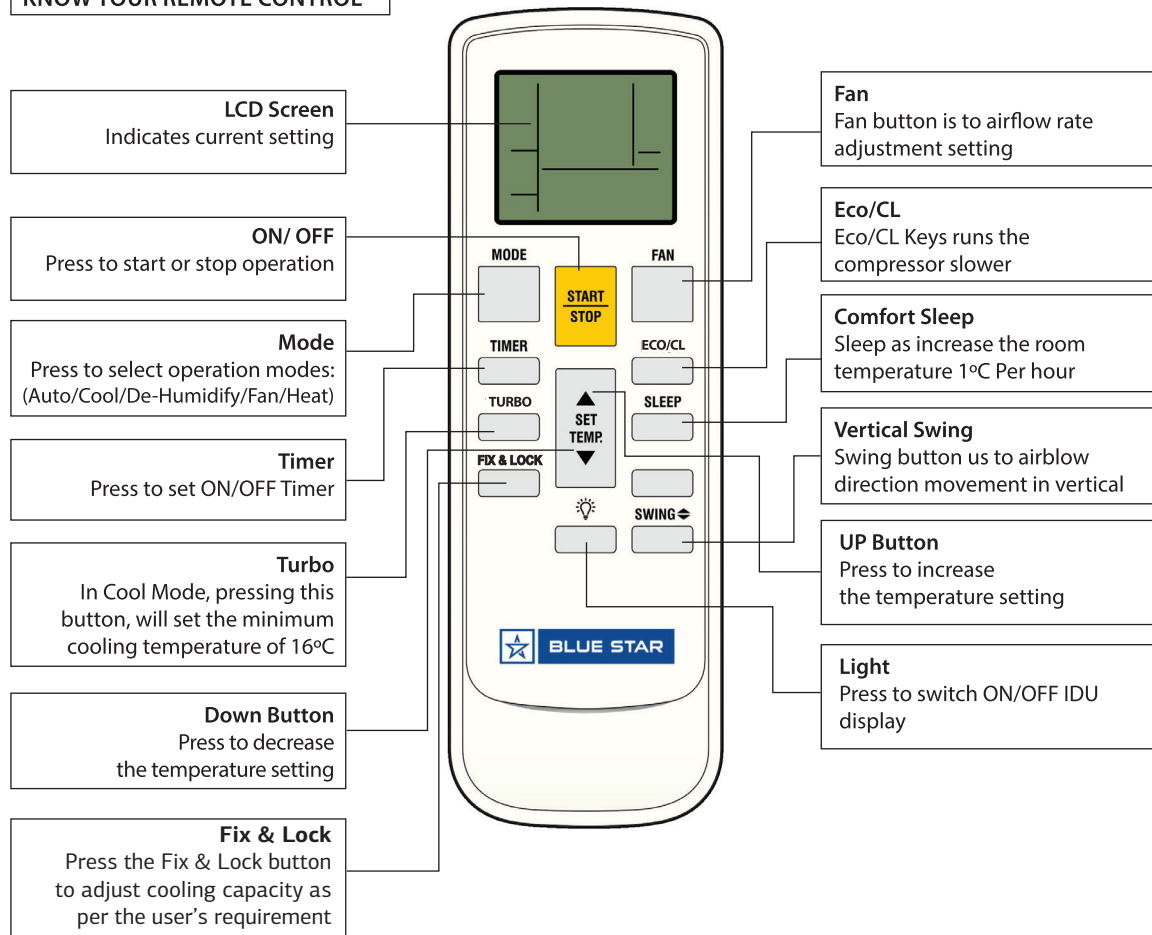
Advisory issued in Public interest by Bureau of Energy Efficiency (BEE), Ministry of Power.

Bureau of Energy Efficiency, Ministry of Power, Govt. of India 4th Floor, Sewa Bhawan,
R. K. Puram, New Delhi - 110066 (INDIA)

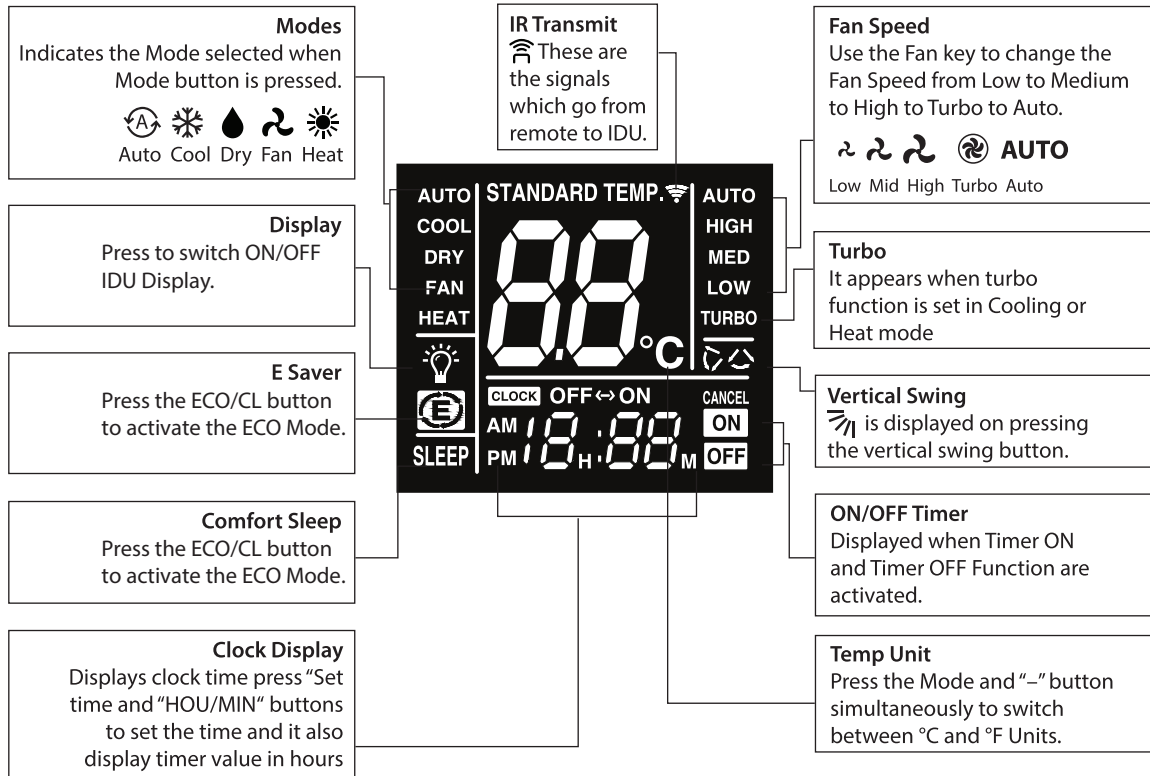


The Cordless Remote Control: An Overview

KNOW YOUR REMOTE CONTROL



Display Icons



Operating Your Air Conditioner

ECO MODE

1. To activate the Eco Mode, simply press the Eco button once.
2. In the Cool Mode, the temperature will gradually rise to 27°C and the compressor frequency will gradually decrease.

SELF CLEAN (CL MODE)

1. Press and hold the ECO/CL button for 3 sec to select Self Clean mode.
2. IDU display will show "—".
3. Whenever unit is switched OFF by remote, then fan will keep running at low speed for 5-min to dry out the indoor unit cooling coil and squeeze the moisture out fully before stopping. After 5-min fan will stop and horizontal louver will close.
4. The unit will switch-off thereafter.

Note: FAN SPEED can't be change in Self Clean mode.

SLEEP MODE

1. The Sleep Mode automatically adjusts the temperature of the room to make it more comfortable.
2. To activate the Sleep Mode, press the Sleep button until SLEEP appears on the display.
3. In the Cool Mode, the set temperature will automatically rise by 1°C every 60 minutes, to achieve arise of 2°C during the first 2 hours of operation.
4. In this mode the temperature is internally controlled and not displayed on the indoor unit display.

NOTE: After 10 hours of operating in the Sleep Mode, the air conditioner will automatically switch OFF.

FIX & LOCK










This feature can be enabled by Remote controller using 'Fix & Lock' key in Cool only. Changing the mode from Cool/ Energy Save/ Turbo to any other mode (Dry/Fan/Auto) will exit the 'Fix & Lock' setting. Using this feature, user can select the cooling capacity of the unit as per the requirement. There are total four different cooling capacity steps in the unit as shown below table:

| COOLING CAPACITY | | |
|------------------|----------------|--------|
| FIX & LOCK KEY | | 2.0 TR |
| C1 | 1st time Press | 1.7 TR |
| C2 | 2nd time Press | 1.5 TR |
| C3 | 3rd time Press | 1.2 TR |

Set capacity (Tr) will be displayed for 3 sec on the IDU unit.

| |
|---|
| TURBO MODE |
| If the Turbo button is pressed in the Cool Mode, the air conditioner will be set to the lowest temperature of 16°C. |

| |
|---|
| TIMER MODE |
| Timer ON <ol style="list-style-type: none"> Before setting the Start Time, choose the mode and fan speed while the air conditioner is ON. Switch OFF the air conditioner. Press the Timer button. Set the Start Time by using the + and - buttons. The time till the air conditioner switches ON should be displayed. Then press the Timer button again. To cancel the set Start Time, press the Timer button again. <p>NOTE: In case of a power outage, it is necessary to set the Start Time again.</p> |
| Timer OFF <ol style="list-style-type: none"> To program the air conditioner to automatically switch OFF, press the Timer button. Set the Stop Time by using the + and - buttons. The time till the air conditioner switches OFF should be displayed. To cancel the set Stop Time, press the TIMER button again. <p>NOTE: In case of a power outage, it is necessary to set the Stop Time again.</p> |

| |
|---|
| MODES  <p>The air conditioner is designed to create comfortable conditions by cooling and dehumidifying the air in the room. If required, it can also heat the air (in models with heat pump).</p> <div>      </div> <div> AUTO ► COOL ► DRY ► FAN ► HEAT * <div>   </div> </div> <ol style="list-style-type: none"> The air drawn in by the fan enters through the grille of the front panel and passes through the air filter, which removes the dust. It is then conveyed to the heat exchanger and cooled and dehumidified (or heated). The heat removed from the room's air emitted outdoors. The direction of the airflow is regulated by the flaps, which are motorised up and down and motorised*/manually moved right and left using the vertical deflectors. |
| AUTO MODE  <ol style="list-style-type: none"> In the Auto Mode, the air conditioner will automatically choose the temperature settings and fan speed. To activate the Auto Mode, press the Mode button until AUTO appears on the display. In the Auto Mode, the fan speed and temperature are set automatically according to the room temperature for optimal user comfort. In Auto Mode, user can set temperature range from 22°C to 26°C only. |

COOL MODE

1. The Cool Mode allows the air conditioner to cool the room while also reducing the humidity in the air.
2. To activate the Cool Mode, press the Mode button until the symbol COOL appears on the display.
3. The cooling is activated by using the + and - buttons to set a temperature lower than that of the room.
4. To optimise the functioning of the air conditioner, adjust the temperature, speed and direction of airflow by pressing the buttons shown in the figure.
5. As per national regulation the default temperature of 24°C is set each time one switches ON the AC through remote.

DRY MODE

1. The Dry Mode reduces the humidity of the air to make the room more comfortable.
2. To activate the Dry Mode, press the Mode button until DRY appears on the display. In this mode, the fan works at low speed by default and cannot be adjusted.

FAN MODE

1. In the Fan Mode, the air conditioner works using only the fan.
2. To activate the Fan Mode, press the Mode button until FAN appears on the display.
3. Press the Fan button to change the fan speed as follows: Low, Medium, High, Auto. The fan speed set will be stored in memory.

NOTE: *In the Dry Mode, the air conditioner sets automatically alternating cooling cycles and activates the fan.*

INSERTING THE BATTERIES

- 1 Remove the cover of the remote control's battery compartment by sliding it in the direction of the arrow.
- 2 Insert the new batteries, ensuring that the (+) and (-) directions are correct.
- 3 Refit the cover by sliding it into place.

Notes: Use two AAA (1.5 V) batteries. Do not use rechargeable batteries. Replace the batteries with new ones when the LED display is no longer legible.

The remote control's batteries must be disposed off in accordance with the applicable laws in force in the country of use.

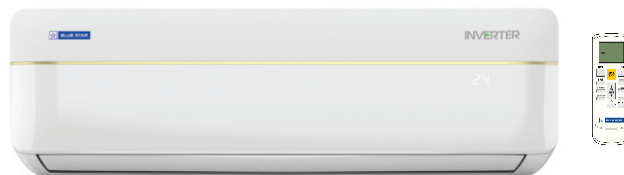
When you insert the batteries for the first time in the remote control or if you change them, you need to program the remote control of only cooling or heat pump air conditioners. This is very easy. As soon as you insert the batteries, COOL and HEAT start flashing. If you push any button when COOL is displayed, the remote control is calibrated for the Cool Mode. If you push any button when HEAT is displayed, the remote control is calibrated for the Heat Mode.

Notes: After adjusting the function, you need to remove the batteries and repeat the procedure. If you calibrate the remote control for Cool Mode, it will not be possible to activate the heating function (in units with heating pumps). You will need to take out the batteries and repeat the procedure described above.



Note: Remove batteries from remote handset and keep aside when remote not in used for longer duration, it will improve the batteries life as well as avoid battery corrosion and leak.

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 (✗)

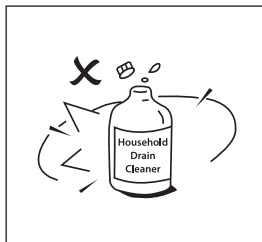
- Don't leave the doors and windows open when the air conditioner is on.
- Don't use hot water to clean the front grille.
- Don't use scouring powder, harsh soaps, wax or polish on the grille.
- Don't switch on the air conditioner immediately after switching it off. Wait for 2 minutes.
- Don't operate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

Maintenance

CLEANING THE INDOOR UNIT AND REMOTE CONTROLLER

It is necessary to stop the air conditioner and disconnect the power supply before cleaning.

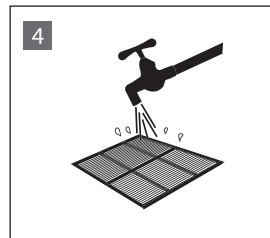
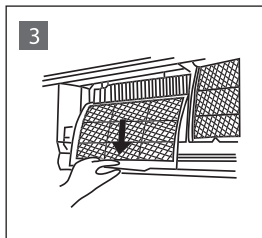
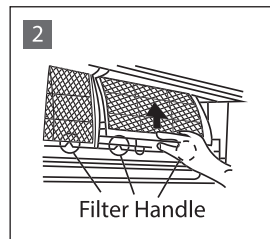
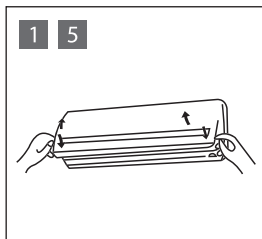
- Use a dry cloth to wipe the indoor unit and remote controller.
- A cloth dampened with cold water may be used on the indoor unit if it is very dirty.
- The front panel of the indoor unit can be removed and cleaned with water. Then wipe with dry cloth.
- Do not use a chemically treated cloth or duster 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.



CLEANING THE AIR FILTER

A clogged air filter reduces cooling efficiency. Please clean the filter once in every 2 weeks.

- 1 Lift the indoor unit panel up to an angle until it stops 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.
- 3 Remove the air filter from the indoor unit.
- 4 Clean the filter with mild detergent or water & dry in the sunlight for two hours.
- 5 Insert the upper portion of air filter back into the unit taking care that the left and right edges line up correctly and place filter into position.

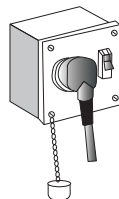


* Air filters are recommended to be periodically changed as per usage conditions. Old air filter are recommended to be safely discarded through E-waste recycler.

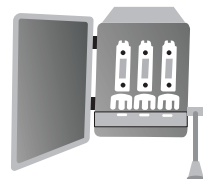
Troubleshooting Chart

| Symptoms | Possible Causes | Suggested Remedy |
|--|---|--|
| Unit does not start | MCB has tripped | Reset MCB |
| | Fuse has burnt | Replace fuse wire |
| | Input voltage to the stabiliser is below acceptable range | If the input voltage to the stabiliser is below the acceptable range, the air conditioner will not turn on |
| 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 both the indoor & outdoor units are not free | Remove all obstructions to make the airflow paths free |
| | The air filter is not clean | Clean the air filter |

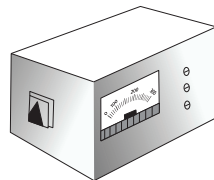
Note: If the unit still does not work, or if any other types of symptoms are encountered, shut off the mains (switch fuse unit) and call the service engineer/ technician.



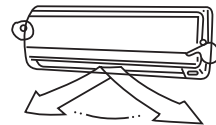
MCB



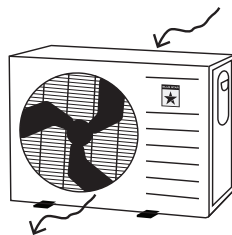
Fuse



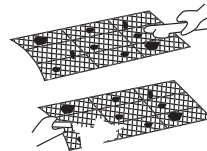
Stabiliser



IDU



ODU



Air Filter

Warranty Information

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

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.

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



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



www.bluestarindia.com/customer-service/warranty-registration



customerservice@bluestarindia.com

- 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 tolerable variation of plus or minus 5%. 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 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 1860 266 6666 / 1800 209 1177) for more details.

Warranty Obligation

| MODEL NUMBER | NOMINAL CAPACITY | STANDARD WARRANTY | EXTENDED WARRANTY* | ADDITIONAL WARRANTY | |
|--------------------|------------------|-------------------|--------------------|---------------------|----------------------|
| | | | | ON COMPRESSOR | ON PCB (IDU and ODU) |
| IA324VNU, IB324VNU | 2.0 TR | 1 Year | 4 Years | 9 Years | 4 Years |

*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 PCB warranty. | <p>For detailed warranty terms and conditions, please scan</p>  |
|--|--|

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.

For more details, pls contact Blue Star Authorised dealers or Blue Star Customer Care (Toll Free) 1800 209 1177 / 1860 266 6666 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 (✓)

- ✓ 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.

DON'Ts (x)

- x Do not try to repair/dismantle your machine by yourself.
- x Do not engage any unauthorized person to repair/dismantle your machine or any of its parts.
- x Do not sell or dispose of your machine or its parts to a local scrap dealer.
- x Do not dispose of E-Waste in landfills or leave it outside unattended.
- x 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) or 1860 266 6666.





Scan the QR Code.
Blue Star Customer
Care Mobile APP



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



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



24X7 CUSTOMER CARE
(Toll Free) Call 1800 209 1177/
1860 266 6666



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



SMS "SERVICE" to
57575
"Whatsapp 8291001177"



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) or 1860 266 6666.



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