

zenne

ZAC-R10RM-W



WARRANTY

TERMS AND CONDITIONS OF WARRANTY :

Thank you for purchasing a Zenne product. We warranty the provision of complimentary repairs for the air cooler for a period of 12 months from the date of purchase subject to the terms and conditions listed below.

1. This warranty only applies to those product(s) purchased directly, for domestic use in Malaysia, from Zenne authorised dealers as are particularised in Zenne's website: <https://www.zenne.my/>, where the product is supplied by Zenne Infinity Sdn. Bhd. Zenne does not provide standard warranty for any purchases made from any online platform and or unauthorised dealers.
2. This warranty covers manufacturing defects or failures to normal usage within the specified warranty period. Zenne Infinity Sdn. Bhd. or its authorised service dealers, will at its discretion either repair or replace the defective parts of the product without charge. All replacement parts under this warranty shall become the property of Zenne Infinity Sdn. Bhd.
3. This warranty card is not replaceable if it is lost or misplaced.
4. Faulty air cooler can be sent to Zenne Infinity Sdn. Bhd. or its authorised dealers for repair. Consumers will be responsible for any transportation costs associated with any necessary repair services conducted at the consumer's premise.

The conditions not covered under this warranty, are:

- (a) Damage caused by household pests, fires, natural disasters, floods or pollution.
- (b) Any damage or defects incurred by unauthorised repair services, improper installation, unauthorised modification or alteration, misuse, negligence, riot and accident.
- (c) The product is damaged due to commercial usage (Warranty covers the products intended for personal household usage only).
- (d) Defects caused as a result of the consumer failing to follow instructions as stated in the user manual, etc. not performing proper cleaning and maintenance method.
- (e) Damage of external finishing (discolouring after prolong usage), accessories and removable and / or breakable items i.e. battery, knobs, enamelled / chromed stainless steel surface coating or finishing.

Note:

You are required to present the warranty card together with the purchase receipt or refer to its production date for your warranty service. Zenne Infinity Sdn Bhd or its authorized service dealer reserves the rights to decline any warranty claim should one or both documents fail to be presented. If you require any further assistance and/or information, please contact any of our authorized dealers.

User Manual

Thank you for choosing Zenne's product. Please read this user manual carefully before using the product and follow the safety instruction while operating the product. Keep the manual in a safe place for your future reference.

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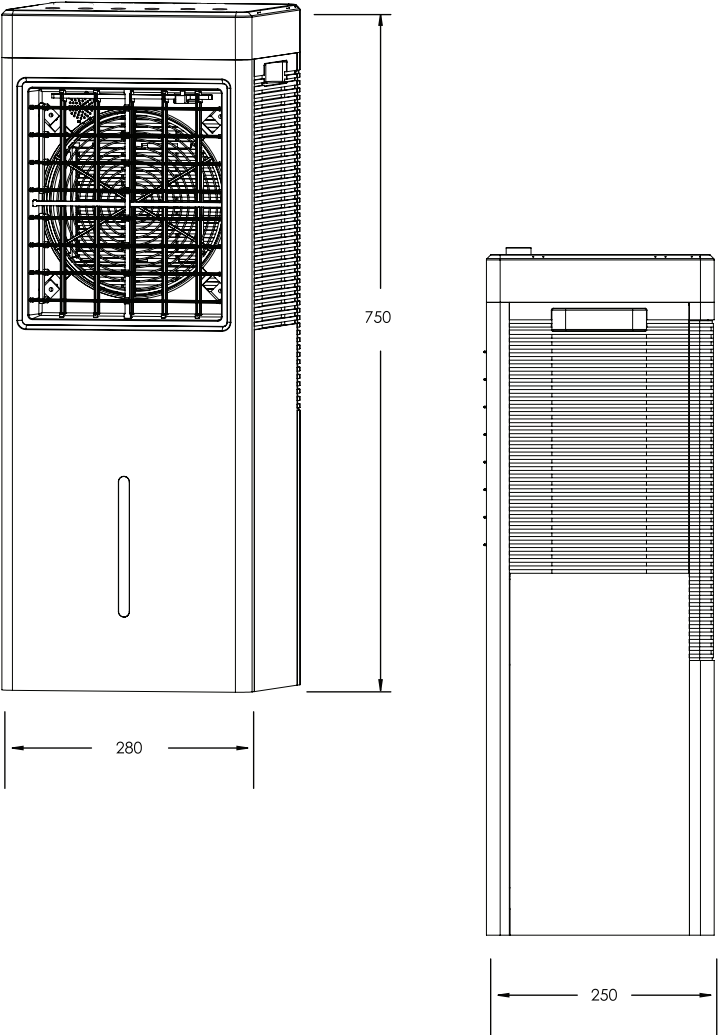
Zenne Infinity Sdn. Bhd. (560198-X)
 Lot 1863, Jalan Kolej, 43300 Seri Kembangan,
 Selangor Darul Ehsan, Malaysia.
 Tel: 03-8948 9088 Fax: 03-8948 9033
 E-mail: zenne@zenne.com.my Website: www.zenne.com.my

WARRANTY REGISTRATION

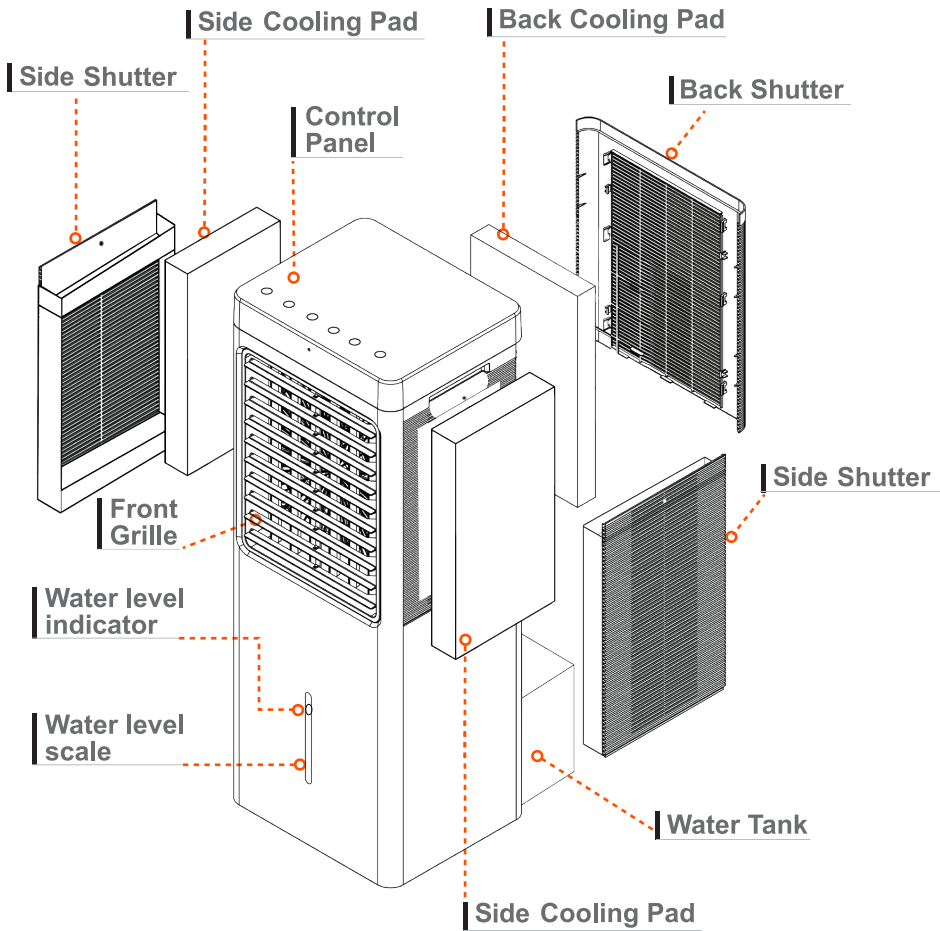
(ONLY APPLICABLE FOR MALAYSIA)

WARRANTY CARD TO BE RETAINED BY CUSTOMER		(To be completed by dealer)
Customer's Name :		Dealer's name and address (Stamp)
Identity Card (IC) No :		
Address :		
Email Address :		
Tel No.	House :	
	Handphone :	
Product :		
Model :		
Serial No :		Zenne Infinity Sdn.Bhd. (560198-X) Lot 1863, Jalan Kolej, 43300 Seri Kembangan, Selangor Darul Ehsan, Malaysia. Tel: 03-8948 9088 Fax: 03-8948 9033 E-mail: zenne@zenne.com.my Website: www.zenne.com.my
Date of Purchase Date Month Year		

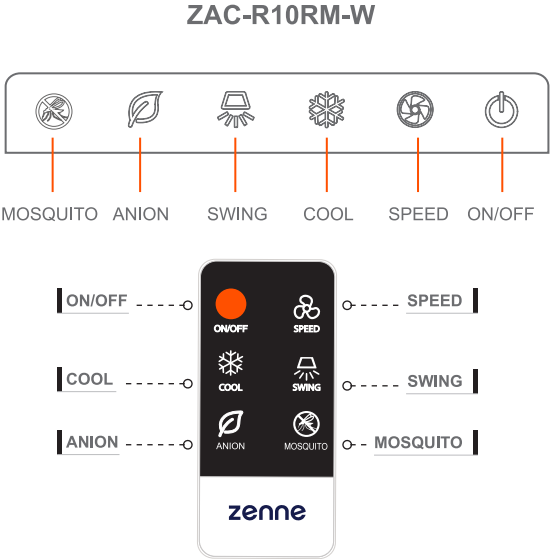
8. Product Appearance



1. Structure Diagram



1.1 Functions



7. Technical Information

Model No.	ZAC-R10RM-W
Air volume	859 m ³ /hr
Area coverage	15 m ²
Power	45 W
Water tank capacity	10 Liter
Water continuous usage	6 - 8 hour
Water evaporation rate	1.3 - 1.5 liter/hour
Fan speed	3 speed
Vent size	21.5 x 25 cm.
Cooling pad type	5090
Overall dimension	28 x 25 x 75 cm.
Net weight	5.7 kg.
Operating weight	15.7 kg.
Remote control	√
Anion	√
Mosquito repellant	√
Touch panel	√



6. Troubleshooting

ZAC-R10RM-W			
Problem	Possible cause	Corrective action	Remarks
The pump is not working.	Damaged pump.	Repair or replace the pump.	
	Loose pump connection.	Tighten the connection	
Water does not circulate properly.	Clogged water distribution tray.	Clean the tray	
	Clogged water hose or pump strainer.	Clean the hose or remove any blockages	
Water is being expelled from the unit	Misaligned cooling pad.	Ensure the cooling pad is correctly positioned.	
	Clogged water distribution tray.	Clean the tray	
Unpleasant odor.	Algae buildup in the water tank.	Clean the water tank and cooling pads.	
White sediment in the water tank.	High salt content in water.	Drain the tank and clean the cooling pad more frequently.	

Operating Guide

General Guidelines

- **Use in a well-ventilated area.** Do not use in a closed space.
- **Ensure the water tank is filled** before operation for optimal cooling performance.
- **Avoid running the Cool function** when the water tank is empty.
- **Drain and clean the water tank regularly** to maintain hygiene.
- **Use clean water only.** Do not add other liquids.
- **Ensure the operating voltage is within $\pm 5\%$ of 220V.**
Incorrect voltage can affect performance or damage the unit.
- **Unplug the unit when not in use.**

Caution:

- **Avoid spilling water** when moving the unit.
- **Do not block** the air inlet or outlet.
- **Never insert objects** into the vent while the unit is operating.
- **Unplug the unit before cleaning** to prevent electric shock.
- If the unit malfunctions (e.g., damaged power cord, electrical leakage), **stop using it immediately** and contact the **Service Center**.

Operating Instruction

Power

- Press the  button to turn the unit **ON/OFF**.
- When turned on, the **red indicator light** will illuminate.

Swing

- Press the  button to enable **oscillation**. The **indicator light** will turn on.
- Press again to stop oscillation.

Fan Speed

- Press the  button to cycle through **low, medium, and high** speeds.
- The corresponding **speed indicator lights** (1, 2, 3) will illuminate.

Anion Function

- Press the  button to activate the **air purification mode**.
- Press again to turn off **Anion Mode**.

Cool Mode

- Press the  button to activate cooling mode.
- The **internal pump** will circulate water through the cooling pads, reducing air temperature.
- Press the button again to turn **off Cool Mode**.

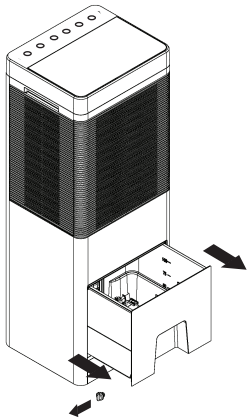
Note: The cooling efficiency depends on the **room's humidity and air temperature**.

6. Troubleshooting

ZAC-R10RM-W			
Problem	Possible cause	Corrective action	Remarks
The unit does not function or respond	Power outage or faulty connection.	Check the voltage and connect to a designated power supply. Repair or replace the control panel.	Use a voltage meter to confirm the correct voltage. If the issue persists contact the Service Center.
	Blown fuse or circuit overload	Replace the fuse or restart the unit	If the issue persists contact the Service Center.
	Remote control battery is depleted.	Replace the batteries.	
	Remote control or control panel is damaged.	Repair or replace the control panel	Contact the Service Center.
No air flows from the unit while operating.	Damaged motor.	Repair or replace the motor.	Contact the Service Center.
	Incorrect or loose motor connection.	Check motor connections.	
	Motor's thermal protection is activated.	Turn off the unit and allow the motor to cool down before use.	
Cooling effect is insufficient.	Clogged or dirty dust filter.	Clean or replace the dust filter.	
	Clogged cooling pads	Clean or replace the cooling pads.	
	Cooling pads are dry or have insufficient water	Check the water distribution tray and ensure the pump is functioning correctly.	
	High room humidity.	Extended use can increase humidity, reducing cooling efficiency.	Turn off Cool Mode temporarily.

Draining Water

1. Pull out the water tank.
2. Remove the drain valve and empty the water.
3. Reinsert the drain valve and secure the tank.



Caution:

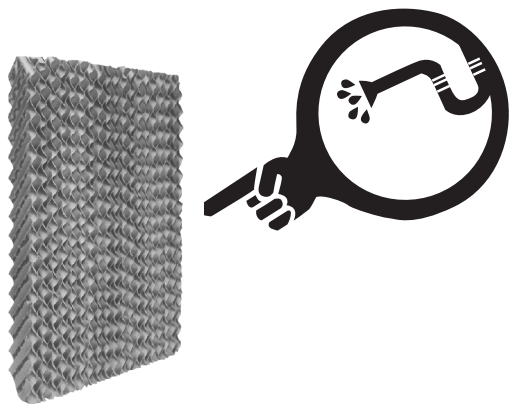
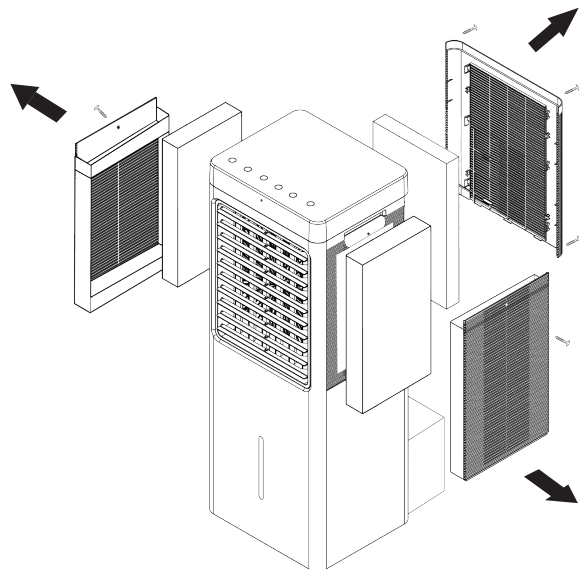
- **Avoid spilling water** when moving the unit.
- **Do not block** the air inlet or outlet.
- **Never insert objects** into the vent while the unit is operating.
- **Unplug the unit before cleaning** to prevent electric shock.
- If the unit malfunctions (e.g., damaged power cord, electrical leakage), **stop using it immediately** and contact the **Service Center**.

Mosquito Repellent Mode

- Press the  button to activate the **ultrasonic mosquito repellent function**.
- Press again to turn it off.

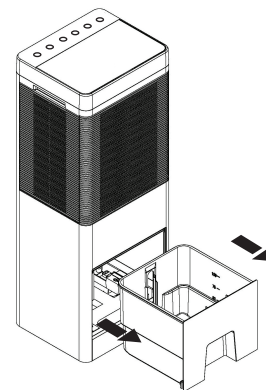
Cleaning the Cooling Pad

1. Remove the back shutter and pull out the cooling pad.
2. Unscrew and remove the side shutter to access the cooling pad.
3. Clean with water and wipe with a soft brush to remove dirt.



Cleaning the Water Tank

1. Pull out the water tank.
2. Clean with a soft brush.
3. Push the water tank back into place



Filling Water

1. Pull out the back water tank.
2. Use a water container or pipe to fill the tank until the orange water level indicator reaches the top of the scale.
3. Push the water tank back into place.

Caution: Do not exceed the limit to prevent spillage when moving the unit.

