



SINGLE-ZONE

DUCTLESS MINI SPLIT SYSTEM

APP INSTALLATION MANUAL

FOR MODELS:

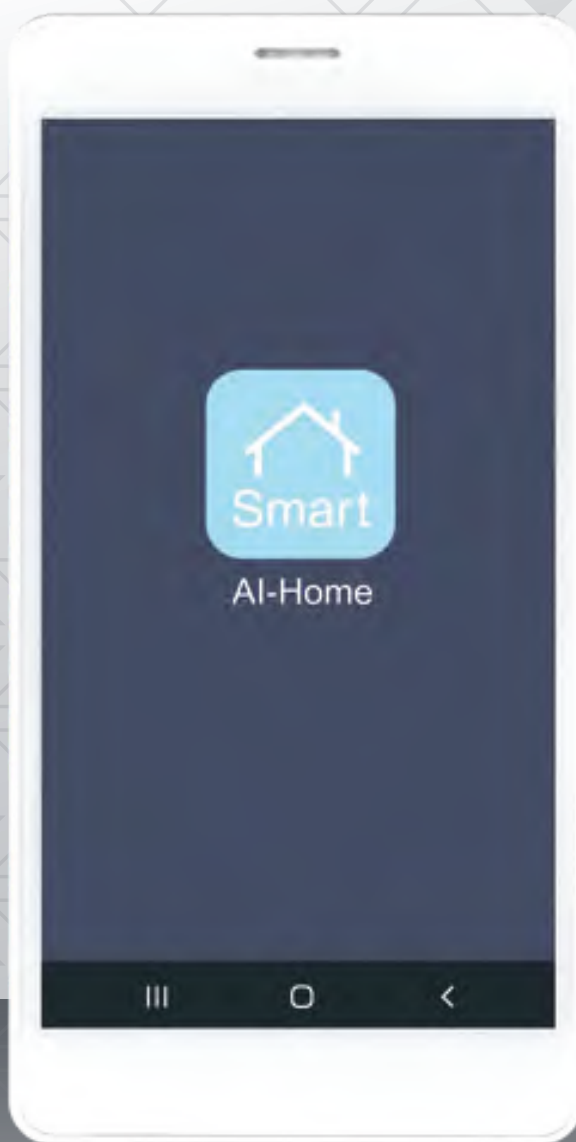
3PAMSHQC09

3PAMSHQC12

3PAMSHQC18

3PAMSHQC24

3PAMSHQC36



Before using your air conditioner, please read this manual carefully and keep it for future reference, along with your receipt. Specifications and performance data is subject to change without notice.

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Quick Start Guide

Follow these four easy steps to set up your appliance

① Instal the appliance and turn it on.



AI-Home

② Open Android Play Store or IOS App Store in your smart phone, then enter “AI-Home” in the Search bar to find the latest version. Or download the APP by scanning the QR code.

③ Follow the guidance in the APP to pair with your appliance.

④ Manage and enjoy complete control over your appliance.



QR Code for Android



QR Code for iOS

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and it also complies with Part 15 of FCC RF Rules.

This equipment should be installed and operated with minimum distance of 20 in. (50 cm) between the radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

CAUTION:

To comply with the limits of the Class B digital device, pursuant to Part 15 of the FCC Rules, this device is compliant with Class B limits. All peripherals must be shielded and grounded. Operation with non-certified peripherals or non-shielded cables may results in interference to radio or reception.

MODIFICATION:

To assure continued compliance, Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the device.

Label Statement

This device complies with part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- 1.This device may not cause harmful interference, and
- 2.This device must accept any interference received, including interference that may cause undesired operation.

IC Statement

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- 1.This device may not cause interference, and
- 2.This device must accept any interference, including interference that may cause undesired operation of the device.

Radiation Exposure Statement

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 50 cm(8 in.) between the radiator and your body.

NOTE:

To satisfy FCC exterior labeling requirements, the following text must be placed on the exterior of the end product.

“Contains Transmitter module FCC ID: 2AGCCA EH-W4E1” .

To satisfy IESD exterior labeling requirements, the following text must be placed on the exterior of the end product.

“Contains Transmitter module IC: 20778-AEHW4E1”.

Customer Code



Perfect Aire

Welcome

Welcome and thank you for trusting us with your purchase! We're happy that you chose Perfect Aire, and we are confident that you'll be completely satisfied with your new Perfect Aire smart air conditioner for many years to come. We proudly stand behind our products and welcome your suggestions and feedback that will help us to continue meeting your expectations.

We look forward to you sharing the positive experience you've had with our product and our service!

We welcome product reviews and hope you will share your experience on our website and social channels.

Safety Precautions

The AI Home app is compatible with Perfect Aire specific smart-enable appliances. The AI HOME app is not compatible with other Perfect Aire appliances, or products of other brands. Please confirm the appliances are installed correctly before use.

Notice: The App may not operate correctly if it is not used according to the directions given in these instruction.

FCC Statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

IC Statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

RADIATION EXPOSURE STATEMENT

This equipment complies with Canada radiation exposure limits set forth for uncontrolled environments. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet appareil comprend un ou des émetteur(s) et récepteur(s) exempts(s) de licence qui respecte(nt) les normes CNR applicables énoncées par Innovation, Sciences et Développement économique Canada.

Son utilisation est soumise aux deux conditions suivantes :

- (1) L'appareil ne doit pas causer d'interférence.
- (2) L'appareil doit accepter toute interférence, incluant celles qui peuvent altérer son fonctionnement.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) L'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

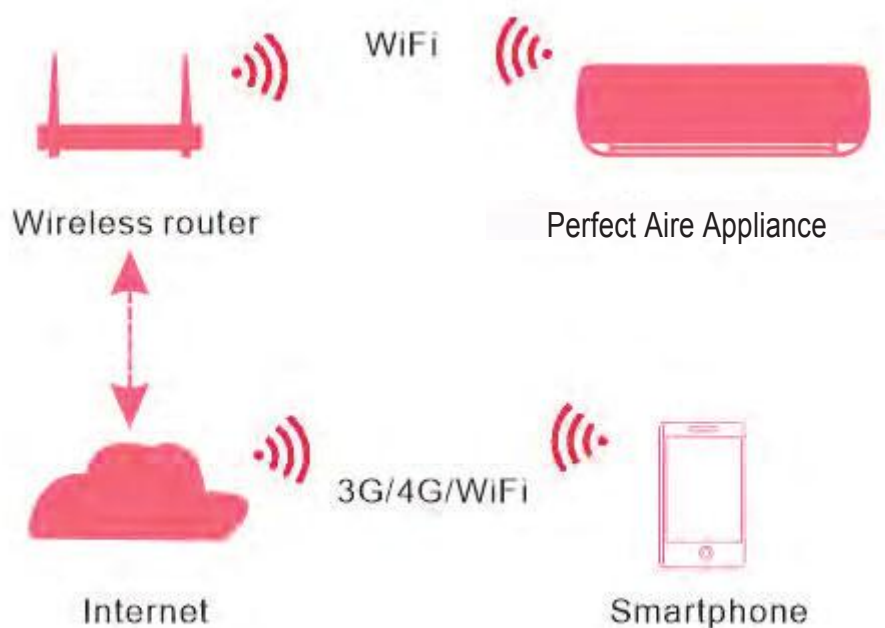
DÉCLARATION D'IC SUR L'EXPOSITION AUX RADIATIONS:

Cet équipement est conforme aux limites d'exposition aux radiations définies par le Canada pour des environnements non contrôlés.

Cet émetteur ne doit pas être installé au même endroit ni utilisé avec une autre antenne ou un autre émetteur.

AI HOME App Appliance System

This manual instructs users on the use of Perfect Aire Smart home appliances, including the smart module and smartphone application. A smartphone is required to install the AI HOME app. Currently, tablet devices are not supported.



Perfect Aire Smart System Communication Pathway

Users first install the AI HOME App on their smartphones, and the App sends control instructions to the internal wireless module inside the home appliance via the communication pathway shown in the above diagram. The smart appliance can then be controlled and managed via smartphone.

Wireless Module Performance Parameters

Table 1: Internal WiFi module Performance Parameters

Wireless Model	AEH-W4E1
Transmission frequency	2.4GHz
Transmission power	≤19dBm
Power supply	5V/500mA
Operating temperature	-4°F - 176°F (-20°C - 80°C)
Operating humidity	10%-95%RH

System Operation Requirements

A. Smartphone System Requirements

The following are the minimum specifications needed to successfully run the AI HOME app on a smartphone:

Table 2: Smartphone requirements

Terminal device	Android	IOS
OS	Android 4.4 or higher	IOS 8 or higher
Resolution	800*480 or higher	960*640 or higher

B. Wireless Router requirements

Table 3: Wireless Router requirements

Standard	IEEE 802.11b/g/n
Frequency Range	2.402-2.483.5GHz
Security	128 bits WPA-PSK/WPA2-PSK
Output Power	802.11b: 11dBM(11Mbps) 802.11g: 15dBM(54Mbps) 802.11n: 11dBM(72.2Mbps)
Data Rate	802.11b: 11Mbps 802.11g: 54Mbps 802.11n: 72.2Mbps
Sensitivity	802.11b: 11Mbps 802.11g: 54Mbps 802.11n: 72.2Mbps
Number of Channels	2.4GHz:Ch1~Ch13
Modulation	QPSK+OFDM

Notice:

- *Please try to use a certified 2.4G wireless router.
- *The wireless router requirements are general specifications.
- *Depending on the environment, there might be multiple wireless access points available. It is important to ensure that the correct one is being used.
- *A router firewall may have high security or parental controls configured. These settings may block some required network ports for the device.

-
- * The following network ports should be opened/white-listed on your router:80/443/53/55055/55056(Check the router's user manual for instructions on configuring firewalls.)
 - * The wireless module does not support a new wireless certified specification and non-standard wireless certification types.

C. In-Home Wireless Network Connectivity Tips

- *If possible, install the Perfect Aire appliance as close to the wireless router as possible, or move the router closer the unit.
- *If the wireless signal strength is weak, the AI HOME app and wireless module may be disconnected depending on the wireless signal strength.
- *Check that no metal objects are attached to the Perfectr Aire appliance, otherwise this may interfere with the wireless signal.
- *Dynamic network connectivity requests may time out. In this event, re-run the network.
- *Due to dynamic network connectivity control processes timing out, the App and product may display conflicting setting information. Reconnect to sync information.

D. Other Requirements and Precautions

- * The smartphone must be connected to a wireless network instead of 3G/4G when it is pairing to the Perfect Aire appliance for the first time.
- * When using the AI HOME Application, cellular data use may generate expenses when the mobile phone is connected to 3G/4G data service.
- * Internet connections may fail due to presence of any firewalls. If this is the case, it's recommended to contact your internet service provider.
- * If your internet service provider requires an ID or a password to connect to the internet, you must enter your ID or password when connecting to the internet.

Downloading AI HOME App

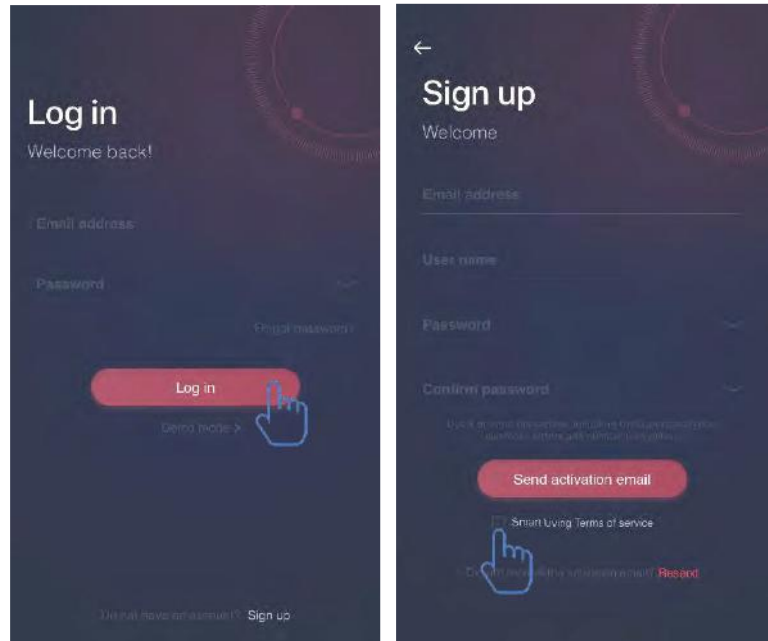


1. Please make sure that smartphone is connected to the Internet before downloading the App.
2. For Android smartphone users, open the PLAY Store and enter "AI HOME" in the search bar to find the latest version of the app. Download and install.
3. For IOS smartphone users, open the APP Store and enter "AI HOME" in the search bar to find the latest version. Download and install.
4. Or you can use your smartphone camera to scan the QR code to download the App.

Method for registration and login

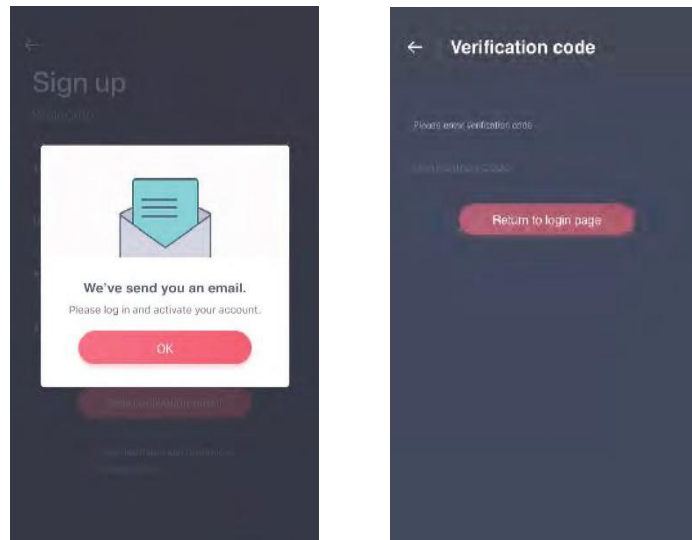
(Please make sure that the smartphone has an active connection to the Internet)

After downloading the application, install the AI HOME app as directed, and then enter the application by clicking the app's icon on your home screen. As shown in the picture, new users must register an account by clicking the "Sign Up" button. Users with an existing account can log in by entering their user name and password and then clicking the "Log in" button.

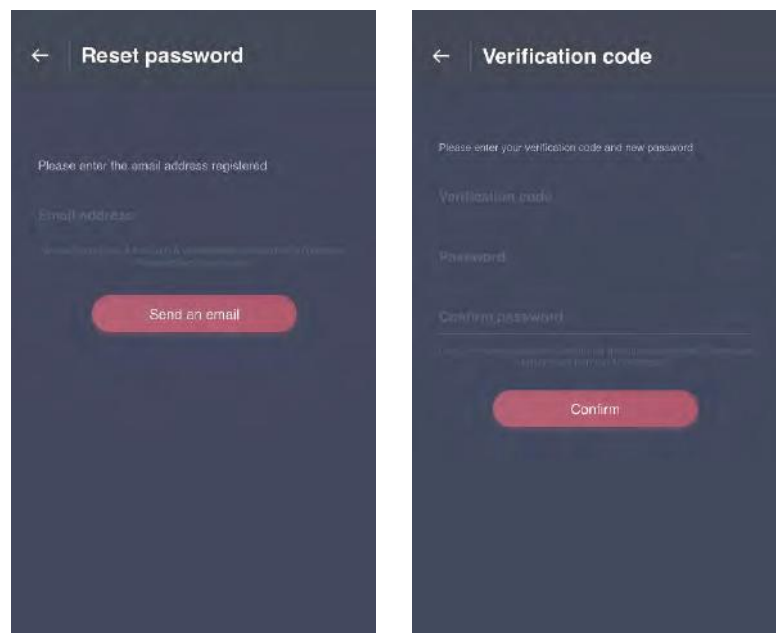


On the "Sign Up" screen, please fill in all relevant information, agree to the Terms of Service, then click "send activation email". The system will then send a registration code to the designated email, where the user can then submit the code and activate their account through the screen shown below.

NOTE: You will receive a verification code from an "@hisense.com" email. Once you have gathered the verification code from your email, be patient, the "verification code" screen on the app may take a few minutes to load before you can submit your code.



If you forget your password, click "Forgot Password," then input your email address and click "send an email". On the next screen, input the verification code sent to your email, then create and confirm your new password.



Method for Pairing

Before pairing your device, please make sure your device is connected to the Internet through a wireless router. The smartphone and appliance can not be paired through 3G/4G cellular data service.

For an air conditioner, press the Horizon Airflow button 6 times on the remote and the buzzer will sound 5 times, wait until the display shows "77". Or press the "Sleep" button 8 times on the wire remote controller. You can pair after hearing the air conditioning distribution network tone.

Notice:

1. The three smart home appliances mentioned above only support one user for pairing. If other users want to check or control the state of these Perfect Aire appliances, they need to get authorization of the first paired user. In order to do this, the new user must first sign up and register a Perfect Aire account through the app, then the primary user can share the device to the new user through email, located in the "Device Management" section within the Profile tab.
2. The initial paired user will lose connection if another user conducts the above operation forcibly and carries out the pairing successfully.

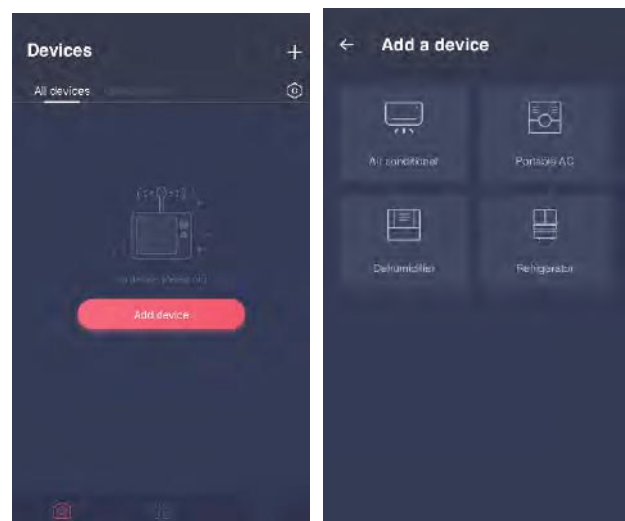
IOS Pairing

(Please make sure that the smartphone has been connected to the Internet by wireless router)

After logging into their account, users can click "Add device" or click the upper right corner "+" to add smart home appliances. Then select the appliance type you want to pair.

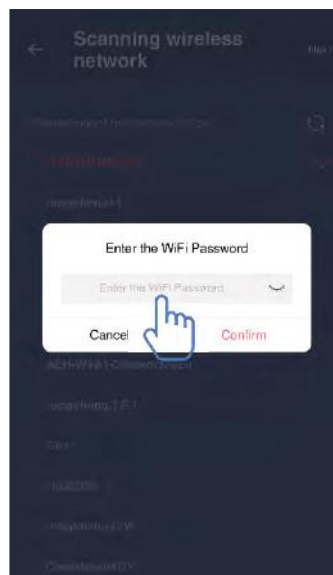
Tips:

The app will ask you to "Allow AI HOME to access your location?" Please select "Always Allow".



The picture on the left is the preparation screen, users should follow the prompts to make settings changes, then select "next". The picture on the right instructs users how to connect their device.

Step 1: After clicking "Set WiFi" the user should open the WiFi settings on their phone and select the network which contains "HiSmart-xx-xxxx" in the name.

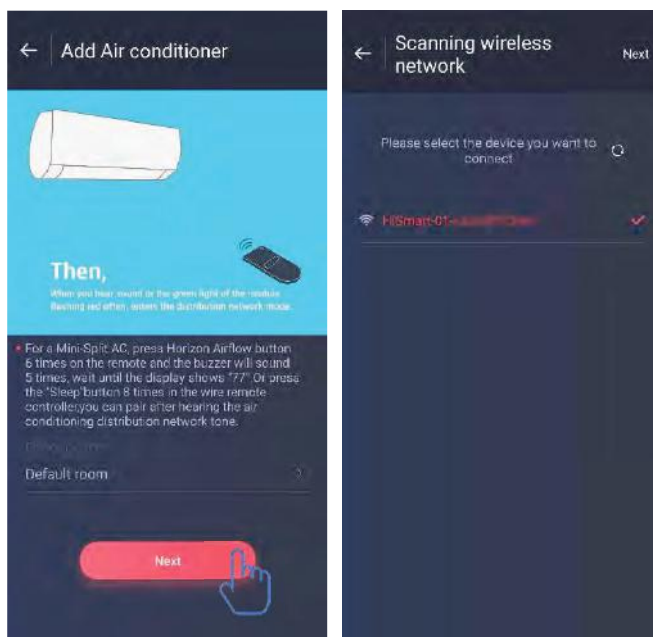


After successfully connecting to the device, please return to the AI HOME app.

Step 2: Select your wireless network to join and enter the password. Wait until pairing is complete.

Android Pairing

(Please make sure that the smartphone has been connected to the Internet through a wireless router)



After logging into their account, the user can click "Add Device" or click "+" the upper right corner to add your smart home appliance by selecting the appliance type you would like to pair.

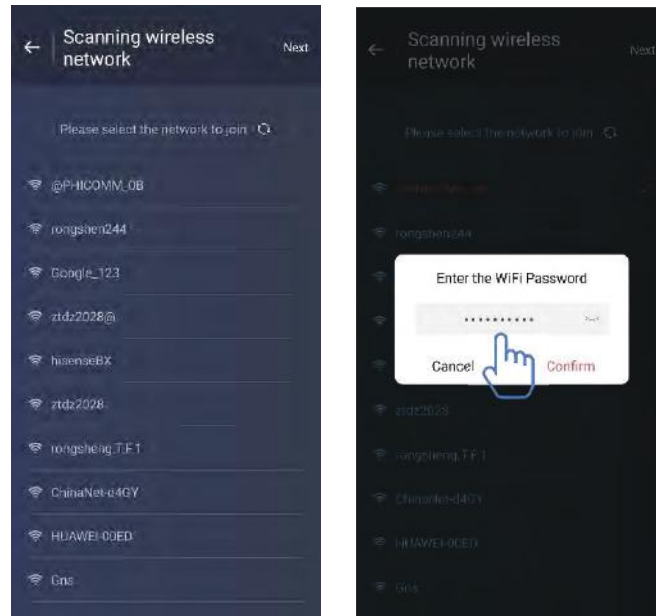
The picture on the left is the preparation screen; the user should follow the prompts to make setting changes, then select "Next".

Step 1: As seen in the picture on the right, select the network which contains "HiSmart-xx-xxxx" in the name, then click "Next".

Tips:

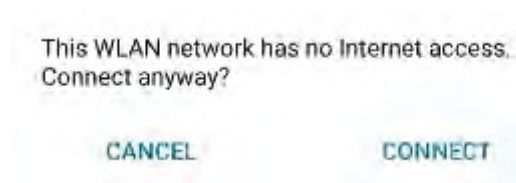
The app will ask you to “Apply for permission AI HOME” Please select “OK”. It will also ask you to “Allow AI HOME to access this device’s location” Please select “Allow”.

Step 2: Wait until the wireless router list appears, then select your wireless network to join and enter the password. Wait until the pairing is complete.

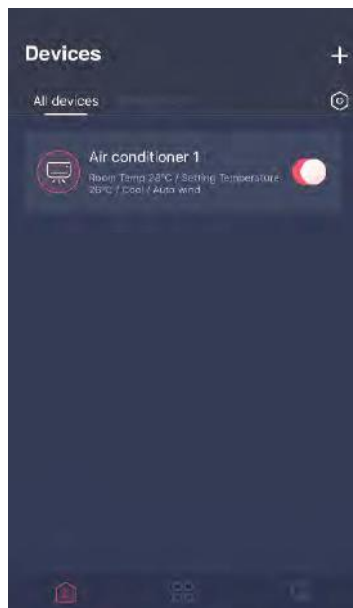


Tips:

During the pairing process, if the following popup window appears, please select “CONNECT”

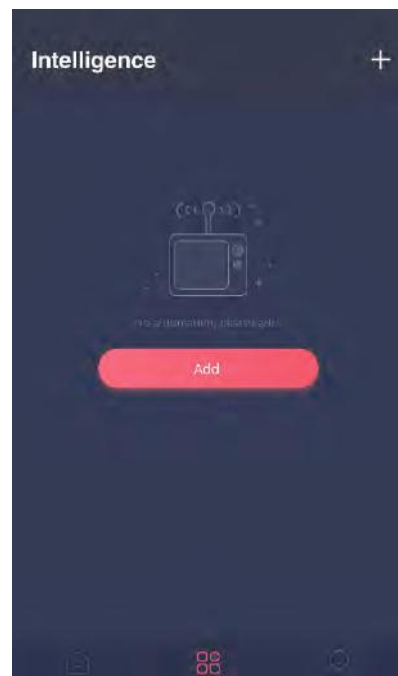


Instructions for General Functions



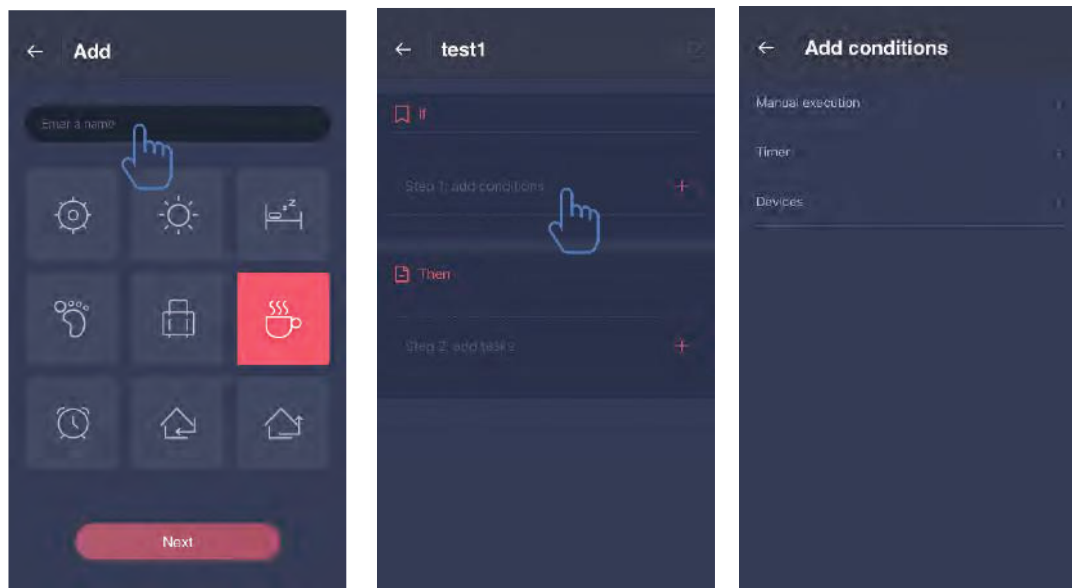
There are 3 tabs on the bottom of the main screen. The first is the "Device" tab. In this section, the app shows the user all devices and which room they are in. Users can click their desired device on this screen. Users can also manage rooms, including creating rooms and managing rooms.

The second tab is the "Intelligence" tab. In this section, users can access advanced settings such as favorites, the timer and scene linkage.



Users can click "Add" or the upper right corner "+" to create "Intelligence" settings. To do this, users need to give the intelligence setting a name and select an icon for it. Set conditions and results separately. There are three conditions:

Manual Execution, Timer and Device



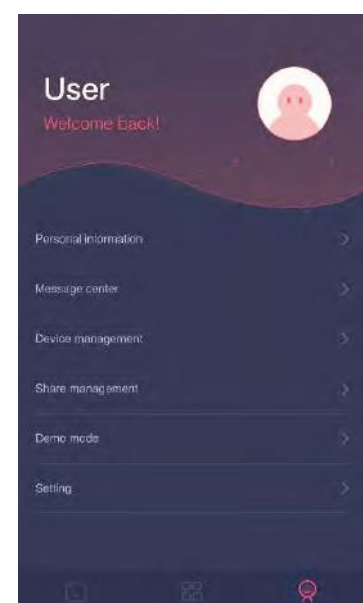
Manual Execution: Users can set power on/off, mode, temp and fan speed at once.

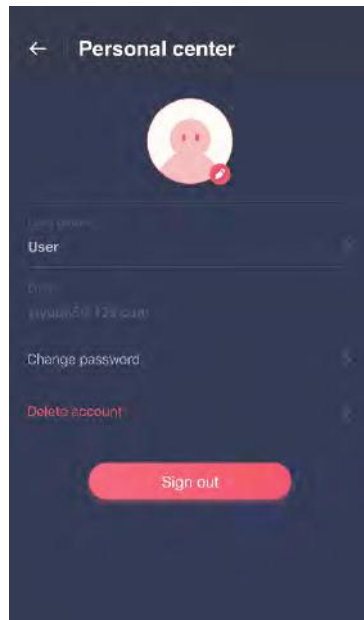
Timer: Weekly timer function, users can set 24/7 timer for their devices.

Device: Linkage function, users can set the room temp conditions or room humidity condition from devices. For example, when the temp/humidity is higher or lower than a specified value, then the device will turn on or off.

The last tab is the “Profile” section. In this tab, users can make some general settings and management changes.

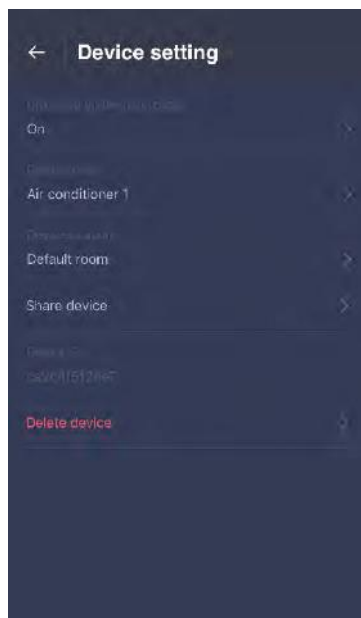
- Personal Information: Stores user's account information.
- Message center: Device fault information
- Device management: Check or change device settings
- Share management: Share the device to other users
- Presentation mode: Experience device operation
- Setting: General settings





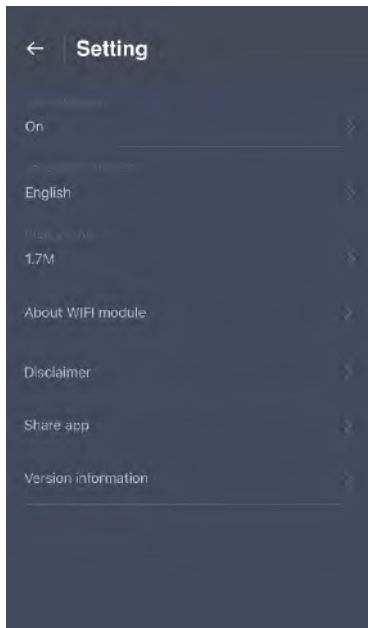
Personal center:

- Head portrait: Add or change user's head portrait.
- User name: Check or change user name.
- Email: User's registered email.
- Change password: Create a new password.
- Delete account: Users can delete their account. If this is selected all user information will be deleted.



Device setting (Found under "Device Management"):

- Displayed on the main page: Select whether the device is visible on the main interface.
- Device name: Check or change device names.
- Device location: Check or change device location.
- Share device: Share the device to other account. In order to perform this function, the new user must first sign up and register a AI HOME account through the app, then the primary user can share the device to the new user through email.
- Device ID: Mac address of device.
- Delete device: Unpair the device.



Setting:

- Push Message: Switch on or off push notifications.
- Language selection: Language settings.
- Clear cache: Clear cache information.
- About WIFI module: Brief introduction of wifi module.
- Disclaimer: Privacy Policy.
- Share app: Share the download link of app.
- Version information: Application version.

Troubleshooting the AI HOME App

Check possible causes and solutions:


Issue	Possible Cause	Solution
Cannot log into the account	Mobile phone wireless is disabled	Enable wireless connection
	Wireless router cannot be connected to the Internet	Contact your local Internet Service Provider (ISP)
	Account password is wrong	Re-enter password
	The account isn't active	Check whether the code in registered mailbox has been used
Password cannot be reset through the "Forgot password?" function on the login screen.	The account will be frozen for 30 minutes if the user fails to login to the account after 5 attempts	Reset the password after 30 minutes
Cannot register to become a member	The account name or password is wrong	Please follow the prompts
	Incorrect e-mail format	Register using the correct e-mail format
	Can't receive a code from to active account	*Please find AI HOME email in your junk email box or other box; *Contact local service for help
Home appliance cannot be paired with the App	Appliance is not powered on	Power "On" the appliance
	Wireless communication signals are weak because the wireless router is out of range	Adjust location of wireless router or the appliance
	Wireless network cannot be connected to the Internet	Contact your local Internet Service Provider (ISP)

	The appliance is not in "Pair" mode.	For an Air conditioner, press the Horizon Airflow button 6 times on the remote and the buzzer will sound 5 times, wait until the display shows "77". Or press the "Sleep" button 8 times on the wire remote controller. You can pair after hearing the air conditioning distribution network tone.
	APP works abnormally	Close WiFi of smartphone and then re-open it
		Restart the smartphone
	Incorrect password	Input correct password of wireless router
	Home appliance operates abnormally	Power "Off" appliance for 10 seconds and then restart it
	Wrong location selection	The app will ask you "Allow AI HOME to access your location?" Please select "Always Allow".
The appliance is offline all the time	The home appliance is not powered on	Power "On" the appliance
	The wireless router cannot be connected to the Internet normally	Contact your local Internet Service Provider (ISP)
	The wireless router is out of range, or the signal is weak.	Adjust the location of wireless router or of the appliance.
	The home appliance	Power "Off" the home

	operates abnormally	appliance for 10 seconds and then restart it
	App communication is abnormal	Restart the App, or disable and re-enable wireless connection on the smartphone
	Pairing the device again	Follow the instruction to pair the device again
The appliance doesn't respond to remote control	The home appliance is not powered on	Power "On" the appliance
	The wireless router is not powered on	Power "On" the wireless router
	The Wireless router supporting the home appliance cannot connect to Internet normally	Contact your local Internet Service Provider (ISP)
	Wireless router is out of range, or the signal is weak	Adjust location of wireless router or the appliance
	The home appliance operates abnormally	Power "Off" the home appliance for 10 seconds and then restart it
	App communication is abnormal	Restart the App, or disable and re-enable the WiFi on the smartphone
	Pairing the device again	Follow the instruction to pair the device again
Cannot un-pair the appliance from the smart phone	Application operates abnormally	Restart the application or smartphone and try again
	The communication is timeout	Please try to unpair the appliance another time
The App closes unexpectedly	The smartphone app suddenly shuts down due to memory limitations of the smartphone.	Close any unnecessary apps that may be running in the background before using the AI HOME app
	Due to a network error or server load, the connection is unstable.	*Try to log in again at a later time.

	Network error.	*Server connection may take time (slow). *Try to log in again *Check wireless network.
Session timed out due to inactivity.	Network environment not stable.	*Try to log in again at a later time. *Turn the appliance off, and then power it back up.
	Command Fail due to network error	*Check wireless network connection. *Turn the appliance off, and then power it back up.
App or certain functions cannot be used	App needs to be updated.	After upgrading the phone operating system, if the App cannot be used, upgrade the App to the latest version
Timer functions are abnormal	App was not enabled to read the smartphone's time	Settings shall be made by following routes in case of Android system: "Settings - Apps (Device) - AI HOME - Permissions - Location", enable the switch of Location; For IOS, go to the bottom of "Setting", find AI HOME, enter it and choose "While Using" from "Location";
Timer functions not working	The Timer functions weren't triggered.	Timer is based on triggers and only works under the conditions set by the user.
Can not use data to control appliance	Data control is closed	For IOs , in "Settings" ,find your app and select it, select "Wireless Data", make

		sure "WLAN & Cellular Data" is selected.
	No device found	<ul style="list-style-type: none"> *Home appliance is not powered on; *The appliance is not in "Pair" mode; *Pairing again; *Power "Off" appliance for 10 seconds and then restart it; *Restart application and try again.
	Phone cannot connect to device	<ul style="list-style-type: none"> *Please click " " and wait for the screen to refresh the wireless network list; *Please try to pair the device again;
	Wireless communication signals are weak because the wireless router is out of range	Adjust location of wireless router or the appliance
	Wireless network cannot be connected to	Contact your local Internet Service Provider

	the Internet	(ISP)
		Restart the smartphone
		Try again in a different time period
	Incorrect password	Input correct password of wireless router
	Home appliance operates abnormally	Power "Off" appliance for 10 seconds and then restart it.
	Wrong location selection	The app will ask you "Allow AI HOME to access your location?" Please select "Always Allow".

Declaration of Conformity

Manufacturer

Hisense (Guangdong) Air Conditioning Co., Ltd.

Product details

Product Type:: WIFI Module

Model Number(s): AEH-W4E1

Software Version: V.1.0

The object of the declaration described above is in conformity with the essential requirements of the relevant Union harmonization legislation:
Radio Equipment Directive 2014/53/EU

The following harmonized standards and technical specifications have been applied:

Health and Safety (Article 3.1a): *EN 62311:2008;*

Radio Spectrum (Article 3.2): *EN 300328 V2.1.1;*

Distributed by:



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