

devola
Comfortable living everyday



Platinum Portable Air Conditioner

DVAC12K / DVAC12KB / DVAC14K / DVAC14KB

Instruction Manual

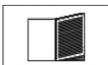
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Thank you for choosing Devola

Congratulations on the purchase of your new Devola product. Please read the following instructions carefully and follow them to prevent possible damages. We assume no liability for damage caused by disregard of the instructions and improper use.

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Please read this user manual carefully before operating the appliance. Any other use may result in **fire, electric shock, injury** or property damage.

Safety instructions

- **Use this appliance only as described in this manual.** Any other use may result in fire, electrical shock, or injury. This will also invalidate the warranty.
- This appliance may be used by children aged 8 years and older, as well as by individuals with reduced physical, sensory, or mental capabilities, or those lacking experience or knowledge, provided they have been properly supervised or instructed on the safe use of the appliance and understand the associated risks.
- **Children must not play with the appliance.** Cleaning and maintenance must not be carried out by children without appropriate supervision.
- **Children under the age of 3 must be kept away from the appliance at all times** unless under continuous supervision.
- **Children aged between 3 and 8 years may only switch the appliance on or off,** and only if it has been installed in its normal operating position and they have been supervised or instructed on its safe use and fully understand the potential hazards.
- **Children between 3 and 8 years of age must not plug in,** adjust settings, clean, or perform any maintenance on the appliance.
- Always connect the appliance to a **properly earthed 220-240V AC power supply.**
- Avoid using a high-wattage appliance on the same electrical circuit.
- **Do not use the appliance if the power cord or plug is damaged.** Contact the retailer.
- **Do not extend the power cord** or use extension leads.
- The socket outlet must be accessible at all times to enable the mains plug to be disconnected as quickly as possible.
- Avoid placing the power cable in areas where it may become a **tripping hazard.**
- **Do not pull, kink or wrap the power cable** around the appliance, as this may weaken the internal wires.
- This appliance is intended for indoor use only. Do not operate the appliance outdoors.
- **Place the appliance on a flat, stable surface** in an upright position.
- Do not move the appliance when in use.
- Always unplug the appliance when not in use.
- **Never cover the appliance.** Covering it may cause it to overheat and catch fire.
- **DO NOT** place the appliance:
 - Within 50cm of objects, such as curtains, furniture, paper, bedding.
 - Within 1.5 metres of any flammable objects.
 - With the safety guard removed.
- **Do not use in areas with flammable gases, vapours or dust** (e.g. garages or workshops).
- Ensure the appliance is **never positioned where it could fall into water.**
- Never operate the appliance with **wet hands** or pull the plug out by the cord.

- The switch or controller **must not be reachable from any bodies of water**.
- **Do not insert fingers or objects** into the appliance when in operation.
- **Do not leave the appliance on unattended** or while sleeping.
- Before cleaning or repositioning - switch the appliance off and unplug from the mains.
- Only clean the appliance with a **soft cloth** - no solvents or abrasives.
- You may notice a faint odour when the appliance is used for the first time. This is completely normal and will fade within a few minutes.
- **Do not attempt to open**, repair or modify the appliance yourself. Contact the retailer.
- **CAUTION:** This appliance is heavy. Take extra care when handling.
- Dispose of the water held in the appliance. This water is not drinkable.
- Do not use mechanical devices to accelerate the appliances defrosting process.

Warning

Failure to follow these instructions could lead to severe consequences, including explosion, property damage, injury, or even death.

To avoid danger of suffocation please remove all packaging materials particularly plastic and EPS and keep these away from vulnerable people, children and babies.

To avoid the risk of accidental strangulation from the supply cord all children and vulnerable people must be supervised when in the vicinity of the product whether it is working or not.



Important information for using appliances with R290 refrigerant gas.

This appliance operates using R290 refrigerant, as indicated in the specification table.

- The appliance must be operated in a room with a floor area larger than 11m².
- R290 is a refrigerant gas that complies with the European directive on the environment.
- Avoid damaging or piercing any section of the refrigerant system.
- R290 refrigerant has no detectable smell and will not produce the typical odour associated with natural gas or propane cylinders.
- If the appliance is placed, used, or stored in an area without adequate ventilation, the space must be designed to prevent refrigerant from building up. Accumulated refrigerant can pose a fire or explosion hazard if ignited by heaters, stoves, or any other ignition source.
- Leave the appliance to remain upright for 24 hours to allow the gas to settle.

Specification	DVAC12K	DVAC12KB	DVAC14K	DVAC14KB
Voltage	220-240V	220-240V	220-240V	220-240V
Frequency	50Hz	50Hz	50Hz	50Hz
Cooling Capacity (BTU)	12,000	12,000	14,000	14,000
Power (watts)	1300 W	1300 W	1550 W	1550 W
Dimensions (mm)	423 (W) 348 (D) 694 (H)			
Product Weight (kg)	28.5	28.5	29.0	29.0
Noise Level (dB)	46	46	46	46
Refrigerant Gas	195g	195g	210g	210g
Colour	White	Black	White	Black
Heating function	-	-	-	-

Note: The images and illustrations in this user manual are provided for demonstration purposes only. Actual product design, features, and appearance may vary slightly depending on the model or specification.

Front View

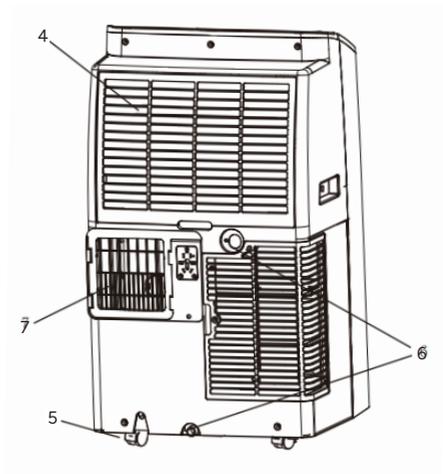
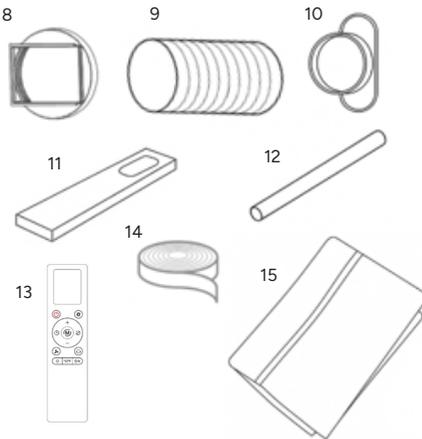
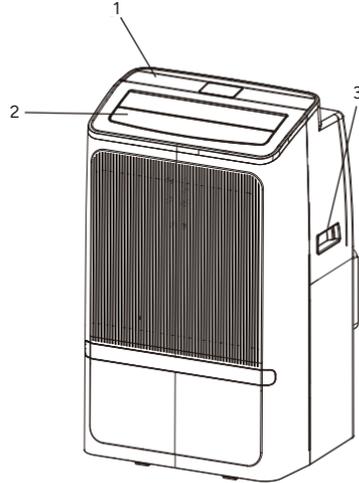
1. Control panel
2. Air outlet & adjustable louvre
3. Carry handle

Rear View

4. Air inlet & dust filter
5. Castors
6. Water drainage hose
7. Air exhaust

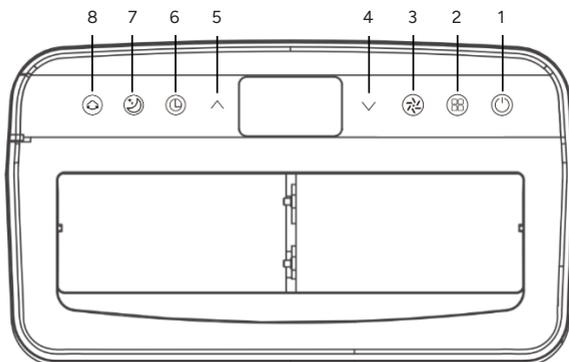
Accessories

8. Hose connector
9. Exhaust hose
10. Window adapter kit
11. Window kit
12. Drainage pipe
13. Remote control
14. Sealing tape
15. Window seal

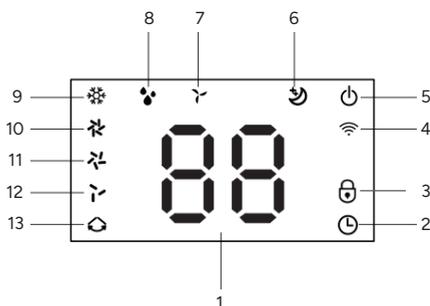


Control panel

1. Power button
2. Mode button
3. Fan speed button
4. Down button
5. Up button
6. Timer/Wi-Fi button
7. Sleep button
8. Auto swing/Child lock button

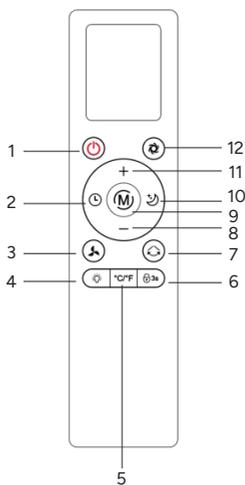


1. LCD display
2. Timer indicator
3. Child lock function
4. Wi-Fi indicator
5. Power indicator
6. Sleep mode indicator
7. Fan mode indicator
8. Dry mode indicator
9. Cooling mode indicator
10. High fan speed
11. Medium fan speed
12. Low fan speed
13. Auto swing indicator



Remote control

1. Power button
2. Up button
3. Fan speed button
4. Back light button
5. Unit button
6. Child lock button
7. Auto swing button
8. Down button
9. Mode button
10. Timer button
11. Temperature unit button
12. Fan mode button



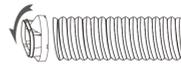
Your air conditioner must vent its exhaust air outside, as it contains heat and moisture removed from the room. Follow these instructions on how to vent your air conditioner and maximise the cooling effectiveness.

Installing the exhaust hose

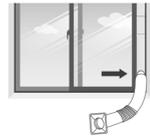
- 1 Connect the hose connector to the end of the exhaust hose.
- 2 Connect the window kit adapter to the other end of the exhaust hose.



- 3 Extend the adjustable window kit to the length of your window and connect the exhaust hose to the window kit.



- 4 Close your window to secure the window kit in place. It must hold the window kit firmly.



- 5 Attach the hose connector to the exhaust air outlet at the back of the air conditioner.



- 6 Adjust the length of the flexible exhaust hose so that the distance between the air conditioner and the window is at least **70 cm**.



Ensure the hose is positioned at least **90 cm above the floor** and keep it free from sharp bends or kinks.

- 7 Once positioned correctly, place the air conditioner near a suitable electrical outlet, connect the plug, and switch on the air conditioner.



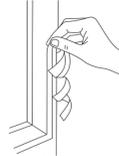
Installing the window seal

The air conditioner must vent its exhaust air outside, as it contains heat and moisture removed from the room.

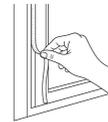
- 1 Wipe the window frame and casement clean of any dust or debris.



- 2 Stick the Velcro tape around the entire window.



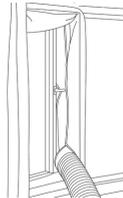
- 3 Stick the Velcro tape around the inside of the casement.



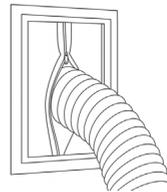
- 4 Attach one side of the window seal using the Velcro. Pull the window shut and open it again to ensure that no fabric gets caught.



- 5 Attach the other side of the window seal using the Velcro to the casement to create a seal around the window.



- 6 Adjust the zip and insert the exhaust hose through the window seal. Tighten the zip around the exhaust hose.



	Power button	Press the power button to switch the air conditioner on or off.
	Mode button	Press the mode button to select the desired mode. The LCD display will illuminate the selected mode.
	Cooling mode	<p>Press the mode button until the cooling mode indicator appears.</p> <p>The desired temperature can be selected using the Up/Down buttons between 16°C and 32°C. The air conditioner will cool the room until the desired temperature is reached. The air conditioner will shut down once the room temperature falls below the selected temperature but the fan will continue to operate.</p> <p>The exhaust hose must be connected during cooling mode.</p>
	Drying mode	<p>Press the mode button until the drying mode indicator appears.</p> <p>The air conditioner can operate in drying mode to help reduce the humidity in the room, and it functions similarly to a dehumidifier.</p>
	Fan mode	<p>Press the mode button until the fan mode indicator appears.</p> <p>The air conditioner can operate in fan-only mode at low or high fan speeds.</p>
	Fan speed button	Choose between high, medium and low fan speeds. The fan speed can be adjusted in fan and cooling modes only.
	Up/Down buttons	<p>Turn the temperature up or down when in cooling mode only.</p> <p>Use the Up/Down buttons to adjust the time for the air conditioner to turn off.</p>
	Timer/Wi-Fi button	<p>Select the desired time to automatically switch off your air conditioner by pressing the timer button and using the Up/Down buttons (1hr - 24hrs). If the air conditioner does not connect within 3 minutes, the indicator will stop flashing.</p> <p>Note: that you can set the timer to power on the air conditioner by following the same instruction when the power is off.</p> <p>Press and hold the timer button to activate Wi-Fi pairing mode to link to the Smart Life app.</p> <p>To re-enter pairing mode, press and hold the Timer button for 5 seconds until the Wi-Fi indicator begins flashing again.</p>
	Sleep button	<p>Press the sleep mode button to reduce the brightness of the LCD display.</p> <p>Once activated, the sound will be muted and the display will dim automatically after 10 seconds.</p>
	Auto Swing/Child lock button	<p>Press to activate the louvre swing function, allowing you to direct the airflow from your air conditioner.</p> <p>Press and hold to activate the child lock. All other buttons will become inactive. Press and hold again to deactivate the child lock.</p>

Connecting to the Smart Life app

This appliance can be controlled through your home network. To use this function, you will need a stable Wi-Fi connection and the free Smart Life app.

The Smart Life app is available for both Android and iOS devices.

Scan the QR code below to download the app.



1. Install the Smart Life app and create a user account.
2. **Press and hold the timer button** to enable the Wi-Fi function.
3. Position the appliance approximately **5 metres from your Wi-Fi router**.
4. Power on the appliance.
 - The Wi-Fi indicator will begin **slowly flashing**, indicating that the appliance is in **pairing mode**.
 - If the appliance is not connected within 3 minutes, the indicator will stop flashing.
 - To re-enter pairing mode, press and hold the Timer button for 5 seconds until the indicator flashes again.
5. Add the appliance in the Smart Life app:
 - Tap "Add Device" > "Large Home Appliances" > "Air Conditioner."
 - In the top right corner, select "AP Mode."
 - Choose "Confirm indicator slowly blinks", then tap "Go to Connect."
 - Connect to the network named "SmartLife-XXXX."
6. Once the appliance is successfully connected, the Wi-Fi icon will illuminate. You can now control the appliance through the app.
7. To disconnect the appliance, press and hold the Timer button for 5 seconds. The Wi-Fi icon will turn off to confirm disconnection.

Pairing your appliance with Amazon Alexa

1. Open the Amazon Alexa app.
2. Navigate to the skills store and search for "Smart Life". Tap the "Smart Life" option.
3. Tap "Enable to use" and follow the instructions to link your Smart Life account to the Alexa app.
 - Use the same login details that you used to set up the Smart Life app
 - Authorise the Alexa app to link your account
4. Your appliance will now appear in the Alexa app and can be voice controlled through Alexa devices.

Pairing your appliance with Google Home

1. Open the Google Home app.
2. Tap the "+" icon to add a device, then tap "Link apps or service".
3. Tap "Works with Google" and search for Smart Life in the search bar.
4. Look for the Smart Life icon  and follow the steps to link to your Google Home app.
5. Your appliance will now appear in the Google Home app and can be voice-controlled through Google devices.

Emptying the water tank

The appliance features a self-evaporating system, which uses the collected water to cool the condenser coils, improving overall efficiency. During Cooling mode, you typically do not need to empty the internal drainage tank, unless under very high humidity conditions.

When using the Dry (Dehumidifying) mode your air conditioner extracts excess moisture from the air, which collects in the internal water tank. When the tank becomes full, the appliance will automatically switch off and must be emptied.

1. Turn off the appliance and unplug it from the electrical outlet.
2. Place a shallow tray beneath the drainage outlet located at the bottom of your appliance. Remove the drain plug to allow the water to flow out.
3. Tilt the appliance slightly if necessary to ensure the tank is fully emptied.
4. Reinsert the drain plug securely and return the appliance to an upright position.

Dispose of the collected water.

Continuous drainage

For continuous or unattended operation in Dry mode, connect a **drain hose** to allow the water to flow into a bucket or floor drain by gravity.

1. Remove the drain plug from the water outlet located at the back of your appliance and store it safely.
2. Connect a drain hose securely to the outlet, ensuring it is straight, not kinked, and free from any obstruction.
3. Position the end of the hose over a suitable drain or container, ensuring water can flow freely.
4. Do not submerge the hose end in water, as this may cause an air lock that prevents drainage.

Automatic defrost function

At low room temperatures, frost may accumulate on the evaporator during operation. When this occurs, the appliance will automatically activate the defrost cycle and the **POWER** indicator will flash.

If the appliance is operating in **Cool** or **Dry mode** and the ambient temperature sensor detects that the evaporator coil temperature has fallen below -1°C , the compressor will shut down for approximately 10 minutes, or until the coil temperature reaches 7°C .

Once defrosting is complete, the appliance will automatically resume operation in Cool mode.

Overload protection

If a power interruption occurs, the appliance includes a built-in **3 minute delay** to protect the compressor. When power is restored, the compressor will restart only after this delay has elapsed.

Because the appliance features a memory function, it will automatically resume operation using the same settings that were active before the power cut.

Please follow the cleaning and maintenance instruction carefully. Failure to follow these guidelines may void your warranty.

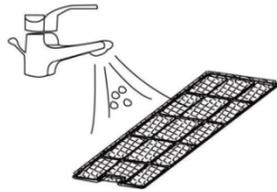
Cleaning the appliance

- Always switch off the appliance and unplug it from the socket before cleaning.
- Use a duster or soft dry cloth to remove any dust on the outside of the appliance.
- Operating the appliance in an unclean or obstructed condition may lead to damage or reduced performance and may void the warranty.

Cleaning the dust filter

Dust naturally accumulates on the air filter and can restrict airflow. The filter is removable for easy maintenance and must be cleaned regularly.

- Switch off the appliance by pressing the power button and unplug it from the electrical outlet.
- Remove the air filter from the appliance.
- Vacuum the filter to remove loose dust and debris.
- Rinse the filter under running water.
- Let the water flow opposite the direction of normal airflow to clear trapped dust.
- Allow the filter to air dry completely before reinstalling it.



Storage

If the appliance will not be used for an **extended period**, it should be fully cleaned and dried before storage.

1. Unplug the appliance and remove the exhaust hose and window kit. Store these components together.
2. Drain all remaining water from the appliance.
3. Clean the air filter and allow it to completely air-dry in a shaded, well-ventilated area.
4. Reinstall the filter once it is fully dry.
5. Store the appliance upright at all times.
6. Place the appliance in a dry, well-ventilated indoor area, away from corrosive substances and extreme temperatures.
7. Store the appliance in safe packaging to protect it against dust and moisture, and keep it out of reach of children.
8. **Important:** The evaporator must be thoroughly dried before packing the appliance to prevent mould growth and component damage.
 - Unplug the appliance and leave it in a dry area with free airflow for several days.
 - Turn the appliance on in fan-only (ventilation) mode at low speed and operate it until the internal drainage system is completely dry.

Symptom		Inspection	Solution
The appliance is not operating		Check the power connection.	Insert the power cord and check the power outlet.
		Check if the water level indicator is illuminated.	Empty the water tank by removing the drain plug.
		Check the room temperature.	Ensure the operating temperature is within 5-35°C.
The appliance works with reduced capacity		Check the air filter for dirt.	Clean the air filter as required.
		Check if the exhaust hose or air inlet is blocked.	Remove any obstructions.
		Check if doors or windows are open.	Close all doors and windows.
		Check if the desired mode and temperature are correctly set.	Adjust the mode and temperature according to the manual.
		Check if the exhaust hose is detached.	Ensure the exhaust hose is securely connected.
Water leakage		Water may spill if the appliance is moved when the tank is full.	Empty the water tank before transporting the appliance.
		Check if the drain hose is kinked or bent.	Straighten the hose to allow proper drainage.
Excessive noise		Check if the appliance is placed on a level surface.	Place the appliance on a firm, horizontal surface.
		Check for loose or vibrating parts.	Tighten or secure any loose components.
		Noise resembles flowing water.	This is normal and caused by refrigerant movement.
Error Codes	E0	Communication fault between the main PCB and display PCB.	Inspect the wiring harness for damage or loose connections and contact the retailer.
	E1	Ambient temperature sensor failure.	Check the sensor connection or replace it.
	E2	Coil temperature sensor failure.	Check the sensor connection or replace it.
	FT	Condensate water high-level alarm.	Empty the tank by removing the drain plug.

Repairs and servicing

- The appliance contains no user-serviceable parts.
- Do not attempt to repair or modify any electrical or mechanical components.
- If the appliance is damaged, defective, or not working correctly, contact the manufacturer.

Extend your Devola warranty for free

Register your product within 30 days of purchase

When you register your Devola product on our website within 30 days of purchase, we'll extend your standard manufacturer's warranty by an additional 12 months from the point of purchase - completely free of charge.

Register on the Devola website using the QR code below



If your product develops a fault within the warranty period, we'll either:

- Repair it at no extra cost
- Replace it with a new or refurbished item of similar condition
- Cover any necessary postage costs

Please note:

- The warranty does not cover issues caused by general wear and tear, improper use, or damage not resulting from defects in materials or workmanship.
- Tampering with or opening the product will void your warranty.

If something goes wrong, get in touch with our **Customer Care Team** first. They'll guide you through the warranty process and ensure things are resolved smoothly.



Recycle unwanted materials instead of disposing of them. All appliances and packaging should be sorted and tendered at a regional recycling centre and be processed in an environmentally friendly manner.

Product registration.

Register your warranty online
within 30 days of purchase.

www.devola.co.uk/warranty

Technical details.



Support.

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