

## Window AC 12000BTU



MODEL: AW121005E

Montgomery Ward Customer Service  
1112 7th Avenue Monroe, WI 53566  
8:00 a.m. to Midnight CT, Monday through Friday

Wards.com 1-888-557-3848

## Instruction Manual

Item No.: 749557  
115V~, 60Hz, 3517W

Wards.com 1-888-557-3848



Thank you for purchasing your 12000 BTU Window Air Conditioner by Montgomery Ward®. It will perform to the highest standard, time after time, with all the convenience and durability you rely on from Wards. We guarantee it!

Your new 12000BTU air conditioner has an easy touch control panel with digital display. Not only does it cool rooms up to 500 square feet, it's also a fan and dehumidifier. That's three appliances in one easy to use unit!

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3102543  
Conforms to UL Std. 484

**PLEASE SAVE THESE INSTRUCTIONS**

**THIS APPLIANCE IS FOR HOUSEHOLD USE ONLY**

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## Important Safeguards

**PLEASE READ ALL INSTRUCTIONS BEFORE USE**

**WARNING: TO AVOID THE RISK OF ELECTRICAL SHOCK, ALWAYS MAKE SURE THE PRODUCT IS UNPLUGGED FROM THE ELECTRICAL OUTLET BEFORE ASSEMBLING, DISASSEMBLING, RELOCATING OR CLEANING. DO NOT TRY TO SERVICE THIS PRODUCT YOURSELF.**

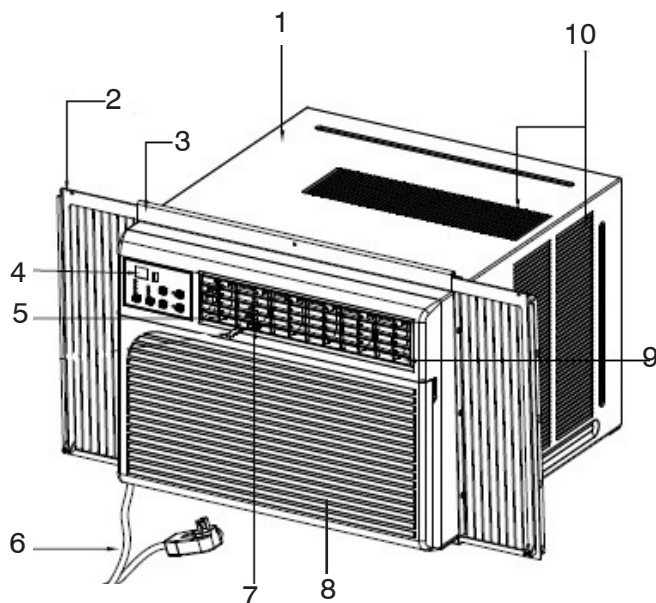
1. Close supervision is necessary when any appliance is used by or near children.
2. Do NOT allow children or pets to be exposed to direct airflow for long periods of time.
3. To protect against electrical shock, do NOT place cord, plug or appliance in water or other liquid.
4. Use a dedicated circuit to avoid a power surge or overloading of the circuit.
5. Do NOT allow water to get on control panel or into any part of the unit.
6. Discard appliance following local ordinances.
7. Use the plug to disconnect from electrical outlet; never pull out by the cord.
8. Do NOT modify or alter the plug or cord.
9. Turn power OFF before removing plug from outlet.
10. NEVER operate the appliance or remove the plug with wet hands.
11. Do NOT use an extension cord with this appliance.
12. Do NOT operate any appliance with a damaged cord or plug, or after the appliance malfunctions or has been damaged in any manner. Call our toll-free customer service number for information regarding replacement, or returning the product.
13. Do NOT remove front grill when machine is in use.
14. The back of the unit must be lower than the front of the unit to allow for adequate flow of condensation.
15. Do NOT block front grill, air inlet or outlet, or in any way restrict airflow.
16. Do NOT use abrasive cleansers or pads to clean air conditioner.
17. Remove batteries from remote control when not in use for long periods of time.
18. Do NOT unplug air conditioner when it is operating.
19. Use care when removing the filter. Do NOT touch metal parts of unit when removing filter.
20. Before cleaning, turn power OFF and unplug from electrical outlet.
21. Do NOT insert body parts or tools into the inlet or outlet grills during operation.
22. Do NOT ingest water drained from air conditioner.
23. Do NOT store flammable or combustible liquids by unit.
24. Do NOT step or sit on air conditioner.
25. Do NOT store appliance on its side.
26. Do NOT use appliance for anything other than intended use.

## 3-Prong Plug

This appliance has a 3-prong GFCI (Ground Fault Circuit Interrupter) plug for use in a 3-prong (grounding) outlet to minimize the possibility of electric shock. This appliance should only be used with a 115V, 60Hz grounded outlet. Failure to follow these instructions could result in fire, electrical shock, serious injury or death.

If the plug does not fit fully in the outlet, contact a qualified electrician to install a 3-prong (grounding) outlet. Do NOT attempt to modify the plug in any way. Failure to follow these instructions could result in fire, electrical shock, serious injury or death.

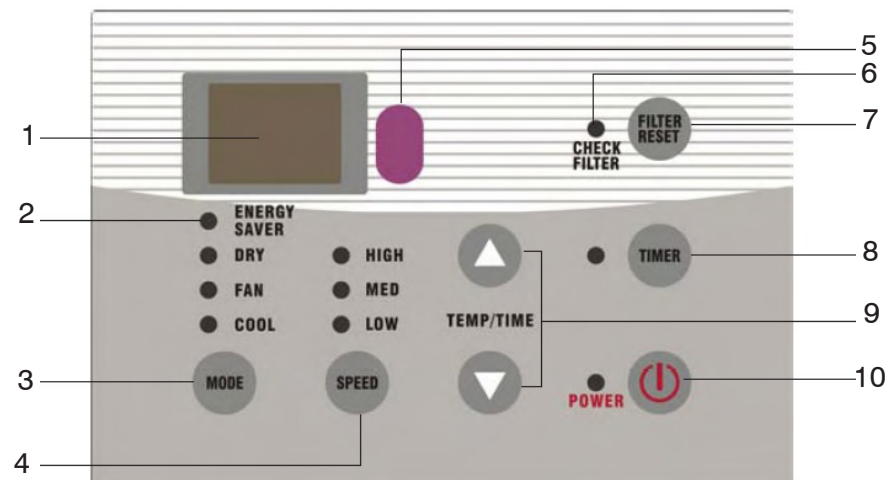
## Parts & Features



1. Cabinet
2. Side Curtains
3. Upper Guide
4. Control Panel
5. Horizontal Louver Blades
6. Power Cord
7. Horizontal Air Direction Control Lever
8. Front Grill
9. Vertical Air Direction Control Lever Air Inlet
10. Air Inlets

## Parts & Features (cont'd)

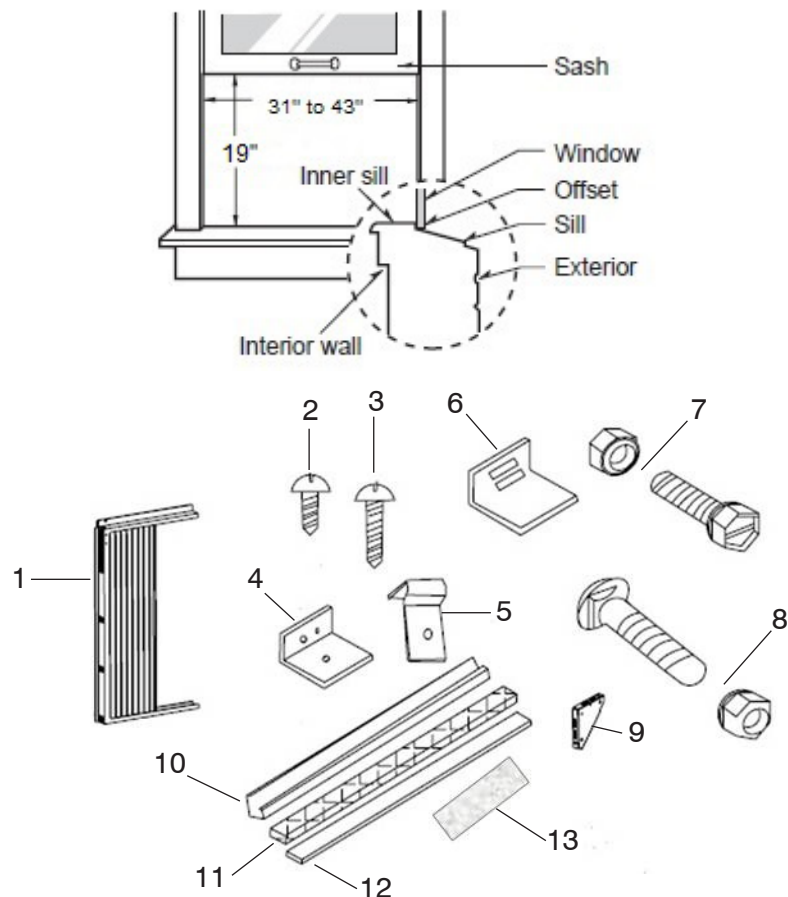
### Control Panel



1.	Digital Display: <ul style="list-style-type: none"> <li>Room temp. (fan mode)</li> <li>Unit temp. (cool &amp; dry mode)</li> <li>Remaining run time on timer</li> </ul>	6.	Check Filter: When the LED is illuminated, filter cleaning is necessary.
2.	Energy Saver: Feature is in use when the LED is illuminated.	7.	Filter Reset Button: After cleaning the filter, press to turn off check filter LED.
3.	Mode Button: Press to set modes; <ul style="list-style-type: none"> <li>Energy Saver</li> <li>Dry</li> <li>Fan</li> <li>Cool</li> </ul>	8.	Timer Button: A/C is on: press to turn A/C off. A/C is off: press to turn on timer function and set amount of time for unit to run by using the Temp/Time buttons.
4.	Speed Button: Press to set the fan speed to low/medium/high.	9.	Temp/Time Buttons: <ul style="list-style-type: none"> <li>In cool mode, press to increase/decrease the unit temperature.</li> <li>Use with timer to set the amount of time (up to 24 hours) for the unit to run continuously.</li> <li>Press both buttons simultaneously to change display to Fahrenheit or Celsius.</li> </ul>
5.	Remote Control Signal Receiver	10.	Power Button: Use to turn unit ON or OFF.

## Installation

Your 12000BTU air conditioner is designed to be installed into a standard double hung window with a 31– 43" opening width and 19" vertical height.

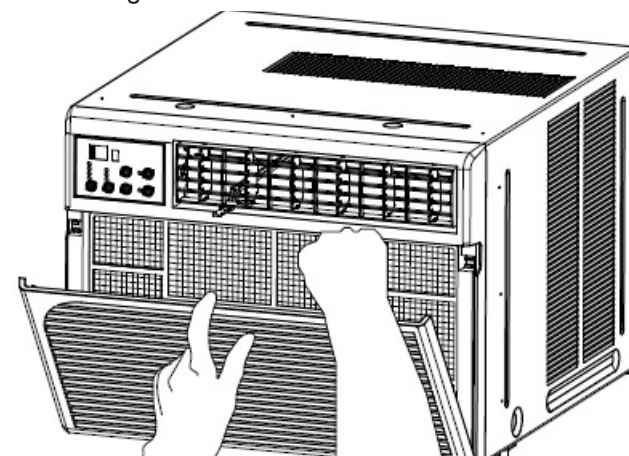


Item	Name of Part	Qty.	Item	Name of Part	Qty.
1	Side Curtain	2	8	Flat Head Bolt & Lock Nut	2
2	Short Screws	10	9	Window Support Bracket	2
3	Wood Screws	13	10	Upper Guide	1
4	Sash Lock	1	11	Window Sash Seal	2
5	Curtain Lock	2	12	Bottom Seal	1
6	Sill Angle Bracket	2	13	Foam Pads	2
7	Screw & Lock Nut (Washers not shown)	4	14	Air Filter & Remote Control not shown	

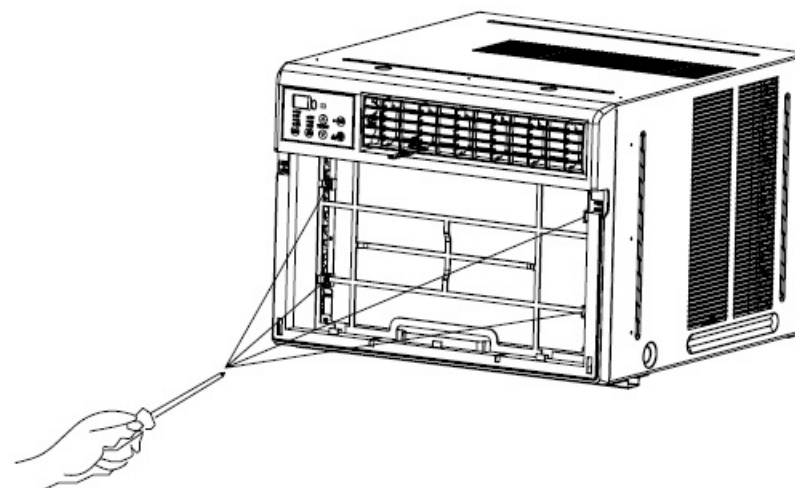
## Installation (cont'd)

Remove air conditioning unit and accessories from box. Save box to use for storage of unit during the winter or when not in use for long periods of time.

1. Place the unit on a sturdy table or counter.
2. Remove the front grill and the air filter.

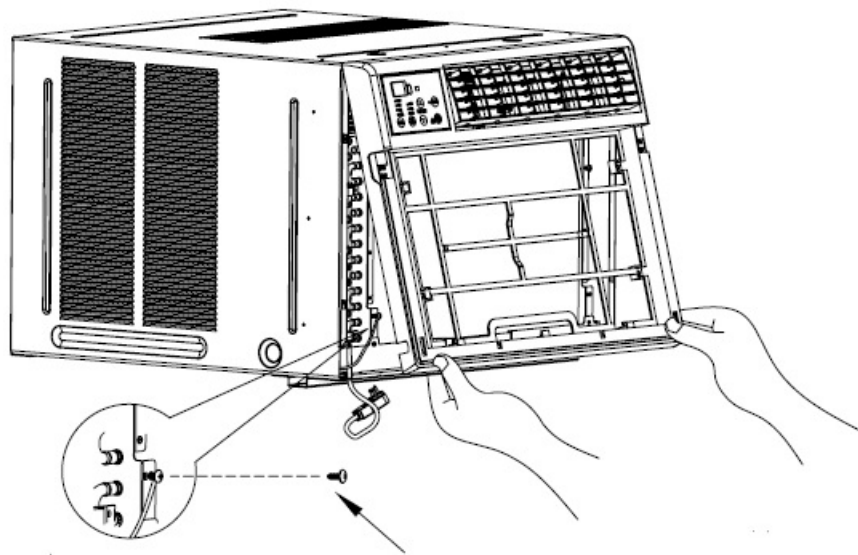


3. Remove and set aside the 4 screws that hold in the louvres and control panel frame.

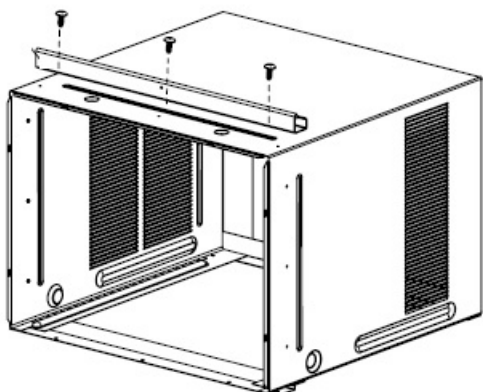




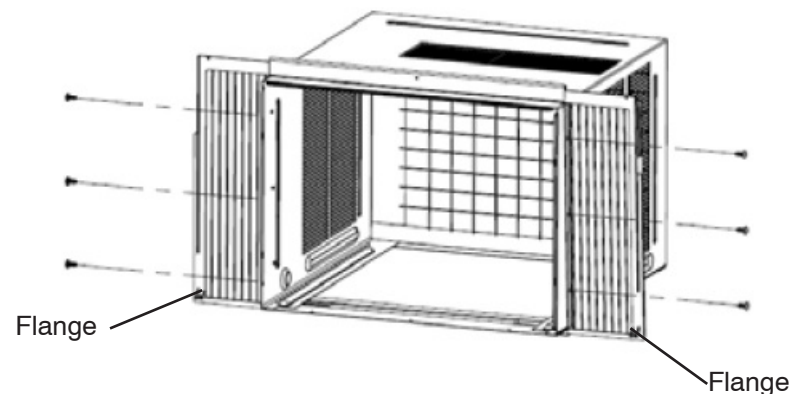
4. Carefully pry the frame away from the cabinet and set aside.
5. Remove the ground screw on the lower left corner of the unit and set aside.



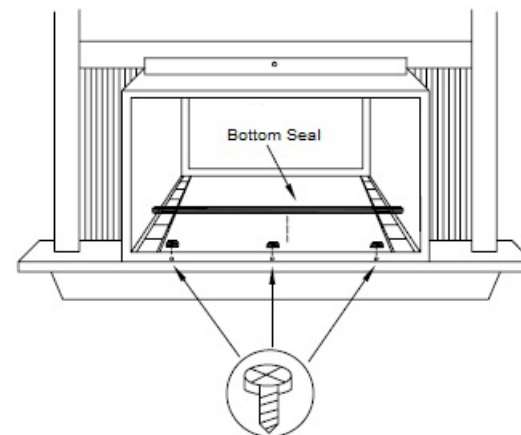
6. Carefully remove the chassis from the cabinet.
7. Install the upper guide to the cabinet using 3 short screws (Item 2).
  - The taller side of the guide should be facing out, towards you.



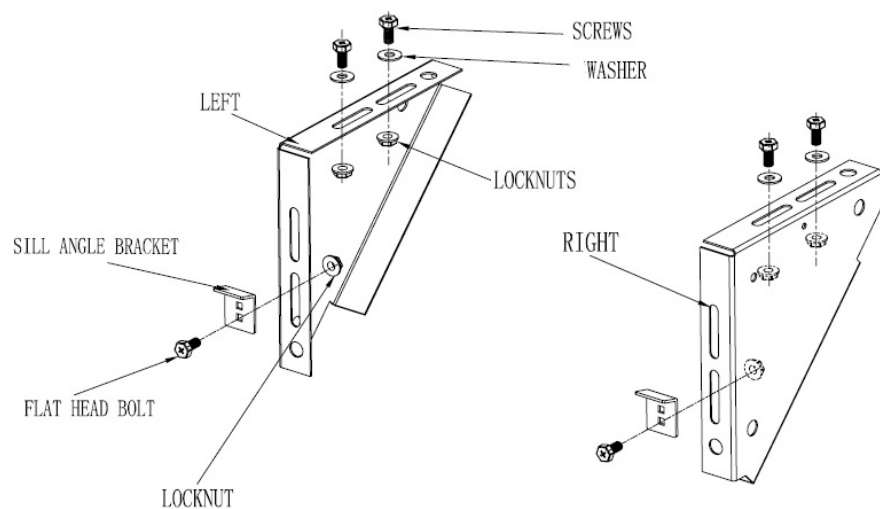
8. Insert the curtains into the channel on either side of the cabinet.
9. Secure in place with the short screws (Item 2).
  - When the curtains are extended, the flange on each curtain should be facing out, towards you.



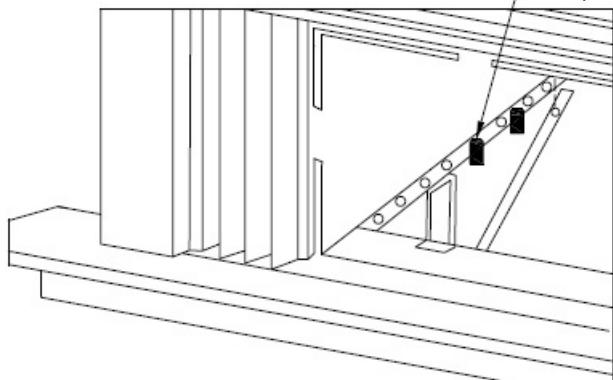
10. Cut the adhesive-backed foam seal (Item 11) to the width of the window. Remove backing from foam and attach strip to the underside of the window.
11. Cut the adhesive-backed foam pads (Item 8) to the height of the opening and adhere to the insides of the window frame.
12. With the window open, find and mark the center of the inner sill.
13. Place the cabinet in the window opening and lower the sash behind the upper guide.
14. Line up the center of the cabinet with the center line marked on the sill.
15. With the cabinet in place, pre-drill the holes using the three openings at the bottom, front of the cabinet as a guide. Then secure the cabinet to the sill using 3 wood screws (Item 3).
16. Place the bottom seal (Item 12) over the screws.



17. Line up the window support brackets (Item 9) to the sill on the outside (backside of unit) and the underside of the cabinet. Mark the top of the bracket on the sill on the left and right sides.
18. Install the sill angle brackets (Item 6) to the marks you just made on the sill, using wood screws (Item 3) and tightening by hand.
19. Attach the window support brackets (Item 9) to the sill angle brackets and bottom of cabinet. Use the flathead bolts & locknuts (Item 8) to secure the vertical bracket to the sill. Use the screws and locknuts with washers (Item 7) to secure the horizontal bracket to the bottom of the cabinet.

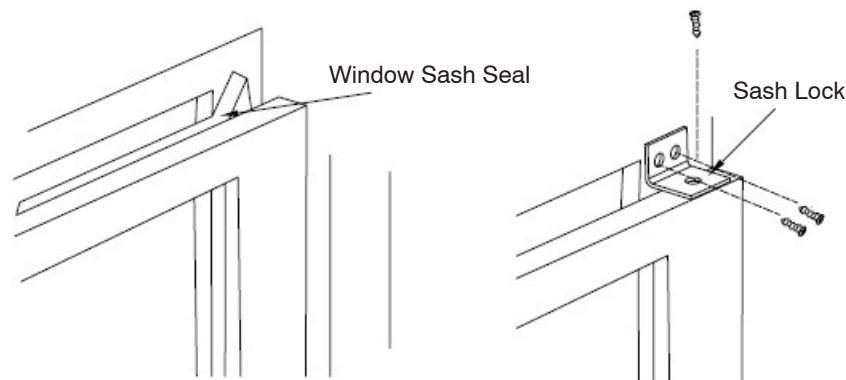


Screws and Lock Nuts with washers (Item 7)



Drawing of cabinet is transparent to show positioning of window support brackets on underside of cabinet.

20. Trim the non-adhesive backed window sash seal (Item 11) to the width of the window and insert in between the upper and lower sashes. This will help to keep out drafts and bugs.
21. Attach the sash lock (Item 4) to the top of the lower sash and the window frame, using 3 wood screws (Item 3).



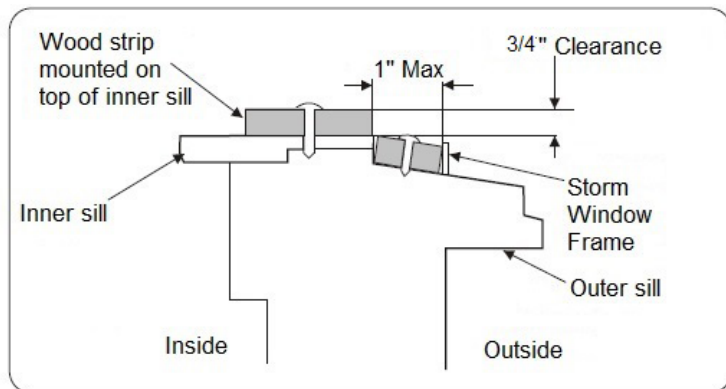
22. Place the chassis back into the cabinet, making sure that it is firmly seated towards the back of the cabinet.
23. Replace the grounding screw on the grounding wire on the inside, bottom left of the unit.
24. Reattach the louver/control panel frame using the 4 screws set aside in step 3.
25. Insert the air filter and snap the front grill back into place.
26. Extend the curtains on both sides of the unit. Slip a curtain lock (Item 5) on to the bottom of each curtain, center on the curtain and secure to sill with a wood screw (Item 3).
27. Attach the flange on the corner of each curtain to the sill using a wood screw (Item 3).
28. Drive wood screws (Item 3) through upper guide holes into window sash.
29. Plug the air conditioner into a 115V, 60Hz grounded outlet and press the power button to turn ON.

### Storm Window Drainage

When the air conditioner is properly installed it should tilt back and down on the outside of the window. If it does not, there is a problem with the installation. Correct installation allows for proper drainage of the condensation.

If AC is blocked by storm window frame, fasten a 2" wide wood strip to the inner window sill across the full width of the sill. The wood strip should be thick enough to raise the height of the window sill so that the unit can be installed without interference from the storm window frame (approximately  $\frac{3}{4}$ " above storm window frame).

Install a second wood strip (approximately 6" long by 1½" wide and the same thickness as the first wood strip) in the center of the outer sill. Place it flush against the back of the inner sill.



**IMPORTANT:** See Cleaning and Care section prior to removal.

To remove air conditioner, turn power OFF and disconnect power cord. Pull foam seal out from between window sashes. If wood strips were installed, remove them. Remove screws from:

- Sash Lock (total 6 screws)
  - Curtain Locks (total 2 screws)
  - Flanges (total 2 screws)
  - Upper guide (total 2 screws)
1. Close curtains on side of the unit
  2. Remove the front grill and the air filter.
  3. Remove and set aside the 4 screws that holds in the louvres and control panel frame.
  4. Carefully pry the frame away from the cabinet and set aside.
  5. Remove the ground screw on the lower left corner of the unit and set aside.
  6. Carefully remove the chassis from the cabinet.
  7. Lift off the bottom seal and remove the 3 screws that secure the cabinet to the sill.
  8. From inside the cabinet, remove the screws that secure it to the outside window brackets.
  9. (Optional) Remove window brackets from outside of window.
  10. Take cabinet out of window frame and set on a sturdy surface.
  11. Place the chassis back into the cabinet, making sure that it is firmly seated towards the back of the cabinet.
  12. Replace the grounding screw on the grounding wire on the inside, bottom left of the unit.
  13. Reattach the louver/control panel frame.
  14. Insert the air filter and snap the front grill back into place.

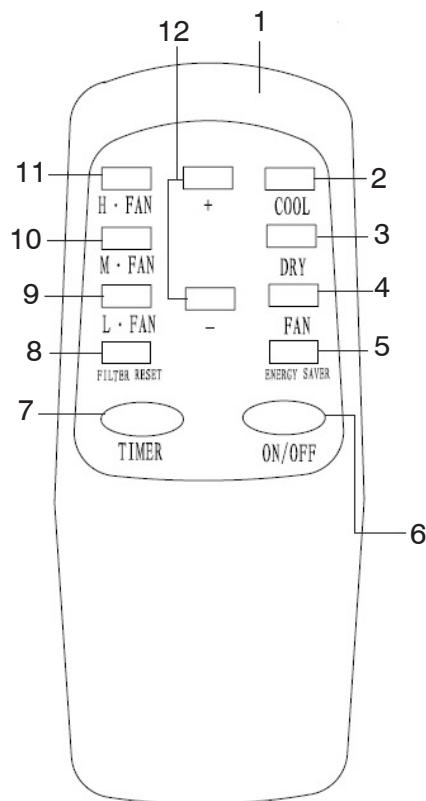
### To Store:

Be sure all parts are clean and dry before storing. Store hardware in a bag and put in box with unit. Store appliance in original box.

## Control Panel Functions

1. After the unit is properly installed and plugged in, press the power button to turn ON.
2. Press the mode button to select desired setting:
  - **Energy Saver:** The fan will automatically turn off when the compressor stops. When the compressor starts again, the fan will turn on.
  - **Dry:** Unit acts as a dehumidifier to pull moisture out of the air.
  - **Fan:** The fan runs, but the condenser does not.
  - **Cool:** When the temperature of the unit is set colder than the air temperature of the room, both the compressor and fan will run. But when the room temp becomes colder than what is set on the AC, only the fan will run.
3. If fan mode is selected, press the speed button to choose low, medium or high fan speed.
4. If cool mode is selected, use the time/temp buttons to select desired temperature. The range of settings is 64–90° F.
5. Use the air direction control levers to aim the stream of cool air up/down and left/right.

## Remote Control



## Remote Control Functions

1. Signal transmission - Point the remote control at the air conditioner. When the signal is received, a beep will sound.
2. Cool button - Turn on cooling mode. Set the temperature using the +/- buttons.
3. Dry button - Turn on dehumidifying functionality.
4. Fan button - Use to vent the inside air through the unit to the outside.
5. Energy Saver button - Use to start or stop Energy Saver mode, which is only functional when cool mode is ON.
6. ON/OFF button - Press to start or stop operations on the unit.
7. Timer button - Use this button to set the number of hours (up to 24) the unit should run continuously until automatically shutting down. To set the timer, press the timer button, then use the + and - buttons to set the number of hours. Pressing the timer button when the timer is in use will turn the timer off.
8. Filter Reset button - When the check filter LED is illuminated, clean the filter and then press this button to turn off the LED.
- 9.-11. The Low, Medium and High Fan buttons - These buttons will set the fan speed. The fan will circulate the air in the room, but the condenser will not run.
12. Increase (+) and Decrease (-) buttons - Use in conjunction with the timer button for increasing/decreasing the time or with the cool mode for setting the temperature.

### Things to keep in mind regarding the remote control:

- If the air conditioner does not beep, letting you know that the signal has been received from the remote, check the batteries.
- Do NOT place the remote on or near heat-emitting objects, such as a radiator or electric blanket.
- Do NOT put the remote where the sun can shine on it.
- Do NOT expose the remote to water or other liquids.
- Do NOT put heavy objects on top of the remote.
- Avoid accidentally dropping the remote.

### Battery Replacement

1. Turn the remote over and slide the battery cover in the direction of the arrow.
2. Replace batteries.
3. Slide cover back into place, making sure it is securely closed.



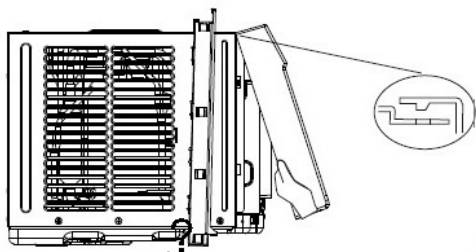
**WARNING:** Turn AC OFF and remove plug from outlet prior to cleaning.

The only user-serviceable part in the air conditioner is the filter. Do NOT try to repair the unit yourself. If your appliance is damaged or does not operate, call our toll-free customer service number for information regarding returning or replacing the product

## Air Filter Cleaning

The air filter should be cleaned whenever the check filter LED light comes on. Dust and dirt can build up in the filter and block airflow, which decreases the cooling capacity, increases the noise and power consumption and can cause an accumulation of frost on the cooling evaporator.

1. Place the tips of your fingers into the inserts on the bottom, front corners of the grill and gently pull out.
2. Unhook the tabs at the top of the grill and pull straight down.



3. Remove the air filter, taking care not to stretch or tear it.
4. Shake dust and dirt from filter. If it's very dirty, gently wash filter under warm tap water. Do NOT soak, put in boiling water or use any detergent.
5. Air dry the filter before replacing in unit. Do NOT bake the filter dry.

## Air Conditioner Cleaning

To clean the front grill and air inlet, wipe with a soft cloth dampened with mild soap or detergent. The cabinet may also be washed with mild soap or detergent and lukewarm water.

To keep your air conditioner running at peak efficiency, the condenser coils on the back (outside) of the unit should be checked periodically for embedded debris. Brush or vacuum condenser coils to remove debris from fins.

## End of Season

1. Prior to removing the air conditioner, set to cooling mode at 86° F and run for half a day. This will dry the interior of the unit.
2. Clean the filter.
3. Remove the batteries from the remote control.

Before calling for service, try these troubleshooting tips.

Problem	Possible Cause	Remedy
AC is cooling but room is still warm.	<ol style="list-style-type: none"> <li>1. Air filter may be dirty.</li> <li>2. Temperature on unit is too warm.</li> <li>3. Air flow is restricted.</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean filter.</li> <li>2. Lower temperature.</li> <li>3. Remove any obstacles (drapes, furniture, etc.) from in front of unit.</li> </ol>
Air conditioner will not operate.	<ol style="list-style-type: none"> <li>1. Wall plug is loose or disconnected.</li> <li>2. Fuse is blown or circuit breaker is tripped.</li> <li>3. Unit was turned off and immediately turned back on.</li> <li>4. Temperature set on unit is warmer than room temperature.</li> </ol>	<ol style="list-style-type: none"> <li>1. Confirm that plug is firmly pushed into socket.</li> <li>2. Replace fuse or reset circuit breaker.</li> <li>3. Turn unit off and wait 3 full minutes before turning back on.</li> <li>4. Lower the temperature on the AC.</li> </ol>
Air from unit is not cool enough.	<ol style="list-style-type: none"> <li>1. Fan speed is set too low.</li> <li>2. Temperature on unit is too warm.</li> <li>3. Room temperature is below 61° F.</li> </ol>	<ol style="list-style-type: none"> <li>1. Increase fan speed.</li> <li>2. Lower the temperature.</li> <li>3. Cooling will not occur until room temperature is above 61° F.</li> </ol>
AC is cooling, but room is warm and ice formed behind air inlet grill.	<ol style="list-style-type: none"> <li>1. Outdoor temperature is below 70° F.</li> <li>2. Air filter may be dirty.</li> </ol>	<ol style="list-style-type: none"> <li>1. To defrost coil, set the AC to fan mode.</li> <li>2. Clean filter.</li> </ol>
AC rapidly turns on/off.	Outside temperature is extremely hot.	Set fan speed to high.
AC is emitting noises.	<ol style="list-style-type: none"> <li>1. Sounds like fan hitting water.</li> <li>2. Sounds like gurgling or bubbling.</li> </ol>	<ol style="list-style-type: none"> <li>1. This is normal when humidity is high. Be sure all doors, windows and registers are closed.</li> <li>2. This is the normal noise of gas passing through the condenser.</li> </ol>
Remote control does not work.	<ol style="list-style-type: none"> <li>1. Batteries are dead.</li> <li>2. Sunlight is shining on unit.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace batteries.</li> <li>2. Shade unit from sun.</li> </ol>
Fog is coming out of the unit.	<ol style="list-style-type: none"> <li>1. The indoor humidity and temperature are very high.</li> </ol>	<ol style="list-style-type: none"> <li>1. Once humidity and temperature drops, the fog will disappear.</li> </ol>

If any item, for any reason, does not meet your expectations, just return it to us. We'll gladly either:

- Refund your merchandise amount
- Credit your account
- Send a replacement

You may return any unused item in its original packaging within 60 days of its receipt for a full refund of the purchase price (excluding shipping and processing charges).

**Please send returns to:**

**Montgomery Ward, Inc.  
Attn: Customer Returns  
2000 Harrison Suite 100  
Clinton, IA 52732-6676**

**When returning an item:**

- Use the original packaging and pack it securely.
- Please adequately insure your item in case you need to make a claim with the carrier you choose for returning your item.
- Include your order number and reason for return.
- We recommend keeping the receipt for 4 weeks.



### 1 Year Limited Warranty

Montgomery Ward, Inc. warrants this product to be free from defects in material and workmanship for one year from provable date of purchase.

Within this warranty period, Montgomery Ward will repair or replace, at its option, defective parts of this product at no charge, provided the product is returned, freight prepaid with proof of purchase to Montgomery Ward. Allow 2–4 weeks for return shipping.

This warranty does not cover improper installation, misuse, abuse or neglect on part of the owner. Warranty is also invalid in any case that the product is taken apart or serviced by an unauthorized service station.

This warranty gives you specific legal rights and they may vary from state to state.

THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THOSE OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Montgomery Ward Customer Service  
8:00 a.m. to Midnight CT, Monday through Friday

**Wards.com 1-888-557-3848**