ARCTICNORD CUSTOMER GUIDE

How to use your Panasonic remote control

The everyday buttons on your Panasonic wall unit's handheld remote, what each mode does, the clock and timers, and what to do if something isn't right. Written from Panasonic's UK operating instructions.

Panasonic wall units
Etherea and TZ remotes
Issue 1 · November 2026

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ETHEREA Z · XZ

The full remote

Air moves up and down and left and right from the remote. nanoe X, Powerful, Quiet, Sleep, Mild Dry.

White, silver or graphite unit

TZ

The same remote

Everything works the same, except left and right air direction is set by hand on the unit.

White compact unit

MULTI SPLIT

Several rooms

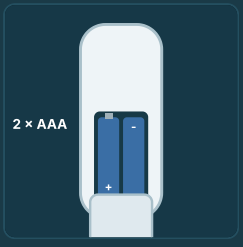
Each room has its own remote. Rooms must all heat or all cool. Mild Dry isn't available.

One outdoor unit

The buttons are printed as symbols on newer remotes, so yours may look a little different from the drawings. Your model number is on the label on the side of the indoor unit.

01 The basics

Everything you need day to day.

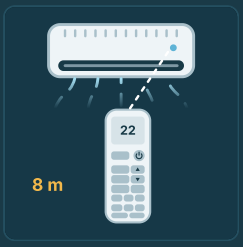


STEP 1

Batteries

2 × AAA. Slide off the back cover, fit them the right way round and close it. Don't use rechargeable batteries.

Set the clock after fitting new batteries (step 12).



STEP 2

Point it at the unit

Works up to **8 metres** away with nothing in the way. The unit beeps when it gets the message.



STEP 3

On, off and mode

POWER starts and stops it. **MODE** steps through **AUTO**, **HEAT**, **COOL** and **DRY**.

Each mode is explained in Part 02.



STEP 4

Set the temperature

Press **TEMP** up or down. Every mode goes from **16 to 30°C**.

Panasonic's tip for lower bills: **20 to 24°C** for heating, **26 to 28°C** for cooling.

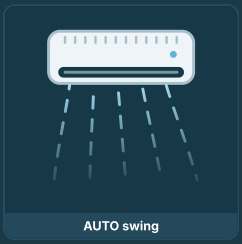


STEP 5

Fan speed and Quiet

Press **FAN SPEED** to step through the speeds and **AUTO**. AUTO sets the speed to suit the mode, and is best most of the time.

For a quieter room, **hold** the same button until **QUIET** shows. Hold it again to cancel.



STEP 6

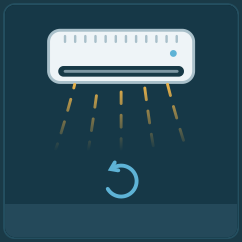
Air direction

The **up and down** button sets the flap to a fixed position or **AUTO**, which swings it. On Etherea a second button moves the air **left and right**.

On AUTO the flap goes high once a room has cooled, and points down when heating. Don't move the flaps by hand.

02 The four modes in detail

What each one does and what's normal.



AUTO

Heats or cools for you

The unit picks heating or cooling to hold your temperature, and checks again every 10 minutes (every 3 hours on a multi split). The POWER lamp blinks while it decides.

Good for spring and autumn, when days can be warm and evenings cool.

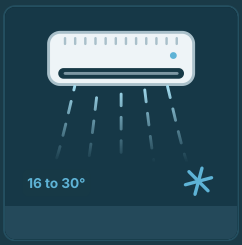


HEAT

Warm air, even on frosty days

The POWER lamp blinks while it warms up, so there's a short wait before warm air comes out. That stops it blowing cold air at you.

In cold, damp weather it stops now and then to **defrost** the outdoor unit. The POWER lamp blinks and you may see steam outside. Etherea keeps heating down to **-20°C** outside, TZ and multi splits to **-15°C**.



COOL

Cool and comfortable

Cools to your temperature, then the fan slows. A little mist from the unit on a humid day, and water dripping from a pipe outside, are both normal.

Close the blinds on sunny days and it will use less power.



DRY

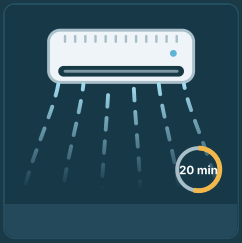
Gentle cooling for damp days

Runs at a low fan speed for gentle cooling, taking moisture out of the air. Good for muggy days and drying a damp room.

Just changed mode and nothing's happening? The unit waits a few minutes before restarting to protect itself. That's normal.

03 Handy extras

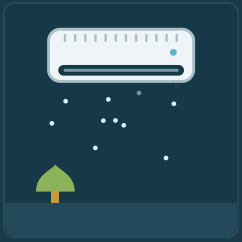
Each one has its own button.



STEP 7

Powerful

Press **POWERFUL** to warm up or cool down the room quickly. It switches itself back to normal after **20 minutes**.



STEP 8

nanoe X

Puts tiny water particles into the air to freshen it and cut down odours. Press **nanoe X** to turn it on or off.

It works with the unit on **or off**, so you can freshen a room without heating or cooling it. It stays on next time you switch on. You may hear a soft buzz.

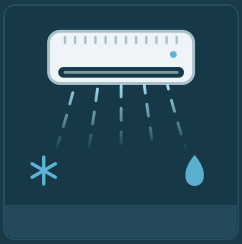


STEP 9

Sleep

Press **SLEEP** to choose how long: **0.5, 1, 2 and up to 9 hours**. The temperature eases gently while you sleep, the lamps dim, and it switches off at the end.

To cancel, press until it shows **0.0h**.



STEP 10

Mild Dry

In **COOL** only. Press **MILD DRY** so the air doesn't feel too dry, and the flap stays low so cold air doesn't blow on you. Not available on a multi split.



STEP 11

Wi-Fi and the app

Most current units have Wi-Fi built in. Download the free **Panasonic Comfort Cloud** app to control it from your phone. The Wireless LAN button turns Wi-Fi on or off.

The **WLAN** lamp on the unit stays lit when it's connected to your router.

04 Clock and timers

Timers follow the remote's clock, so set that first.



STEP 12

Set the clock

1. Press **CLOCK**.
2. Set the time with the **up and down** buttons.
3. Press the **confirm** button (SET).

Prefer a 12-hour clock? Hold **CLOCK** for about 5 seconds to switch between 12 and 24 hours.



STEP 13

On and off timers

You can set **two on times and two off times**, and they repeat every day.

1. Press **TIMER ON** or **TIMER OFF**.
2. Set the time with the **up and down** buttons.
3. Press **confirm**. The TIMER lamp on the unit lights.

To clear one, choose it, press **CANCEL**, then confirm.

> **Came on early?** With an on timer it can start up to 35 minutes early, so the room is ready on time.

05 If something's not right

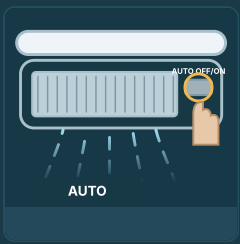
Most things have a simple answer.



STEP 14

The lamps on the unit

- **POWER on:** running. **Blinking:** starting up in AUTO or HEAT, defrosting, or waiting for a timer.
- **TIMER on:** a timer is set. **Blinking:** it has stopped with a fault (step 16).
- **nanoe X:** nanoe X is on.
- **WLAN:** connected to your Wi-Fi.



STEP 15

Remote lost or not working

Lift the front panel. Press the **AUTO OFF/ON** button once and it runs in AUTO. Press it again to switch off.

Hold it down only if an engineer asks you to: holding it changes test settings.



STEP 16

Find the fault code

If the TIMER lamp is blinking, the remote can show the code:

1. Hold the remote's **CHECK** button for **5 seconds**.
2. Point it at the unit and press **up or down** until the unit beeps. The screen now shows the code.
3. Write it down, hold CHECK for 5 seconds to finish, and switch the unit off.

Give the code to your installer. It tells the engineer what the unit needs.

It isn't working

- Check the circuit breaker or switch for the air conditioning is on.
- Check the remote batteries.
- Check the timer hasn't switched it off.
- Dirty filters cut the airflow. Panasonic recommend cleaning them every 2 weeks.

Normal, nothing to worry about

- A few minutes' wait before it restarts.
- Mist from the indoor unit when cooling, and steam from the outdoor unit when defrosting.
- Cracking or trickling sounds, and a soft buzz from nanoe X.
- The fan stopping now and then when heating, and air for up to 30 seconds after switching off.

Quick reminders

Tick them off as you try each one. Nothing here is saved or sent.

- [ ] Clock set
- [ ] POWER, MODE and TEMP tried
- [ ] Fan on AUTO, hold for QUIET
- [ ] Timers set, if you want them
- [ ] Comfort Cloud app set up, if you want it
- [ ] Know where the AUTO OFF/ON button is
- [ ] Filters cleaned every 2 weeks

Help from Panasonic

Panasonic keep the full operating instructions for every model on their website.

Manuals: aircon.panasonic.eu, then search for the model number on the label of your unit.

The app: search **Panasonic Comfort Cloud** in the App Store or Google Play.

Your yearly service keeps the system running efficiently and keeps your warranty in place.

ArcticNord, a Nord Group company, part of Qualis Energy Limited.

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