Troubleshooting

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1. Safety Caution

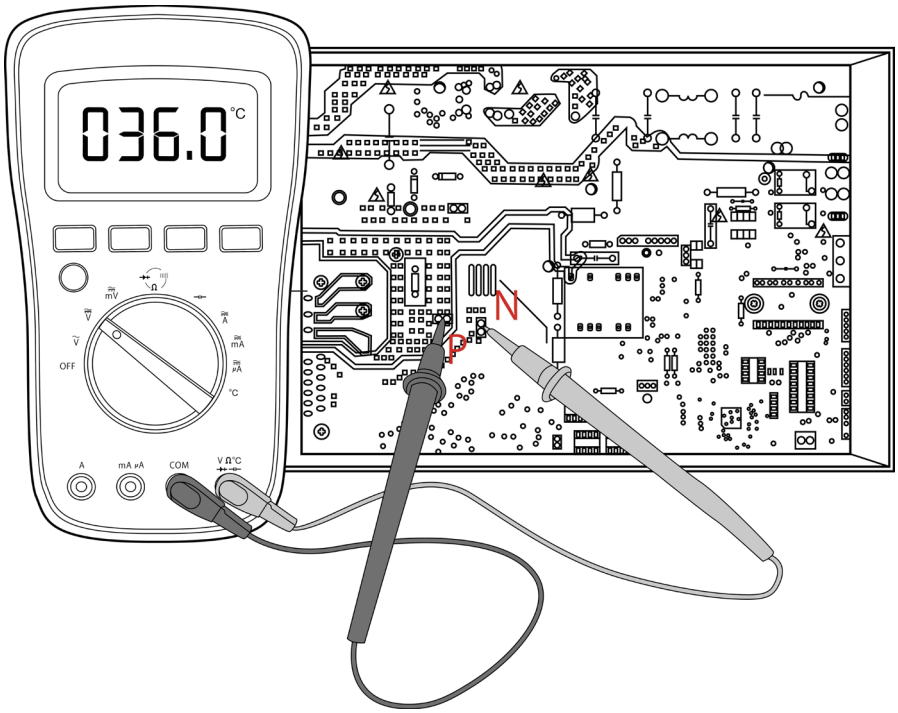
WARNING

Be sure to turn off all power supplies or disconnect all wires to avoid electric shock.
While checking indoor/outdoor PCB, please equip oneself with antistatic gloves or wrist strap to avoid damage to the board.

WARNING

Electricity remains in capacitors even when the power supply is off.
Ensure the capacitors are fully discharged before troubleshooting.

Test the voltage between P and N on back of the main PCB with multimeter. If the voltage is lower than 36V, the capacitors are fully discharged.



Note: This picture is for reference only. Actual appearance may vary.

2. General Troubleshooting

2.1 Error Display (Indoor Unit)

When the indoor unit encounters a recognized error, the operation lamp will flash in a corresponding series, the timer lamp may turn on or begin flashing, and an error code will be displayed. These error codes are described in the following table:

Operation Lamp	Timer Lamp	Display	Error Information	Solution
1 time	OFF	EH00/ EH0R	Indoor unit EEPROM parameter error	TS22
2 times	OFF	EL01	Indoor / outdoor unit communication error	TS23
4 times	OFF	EH03	The indoor fan speed is operating outside of the normal range(for some models)	TS25
6 times	OFF	EH60	Indoor room temperature sensor T1 is in open circuit or has short circuited	TS28
6 times	OFF	EH61	Evaporator coil temperature sensor T2 is in open circuit or has short circuited	TS28
8 times	OFF	EL0C	Refrigerant Leakage Detection(for some models)	TS29
13 times	OFF	EH0E	Water-level alarm malfunction	TS30
5 times	OFF	EC53	Outdoor room temperature sensor T4 is in open circuit or has short circuited	TS28
5 times	OFF	EC52	Condenser coil temperature sensor T3 is in open circuit or has short circuited	TS28
5 times	OFF	EC54	Compressor discharge temperature sensor TP is in open circuit or has short circuited	TS28
5 times	OFF	EC56	Evaporator coil outlet temperature sensor T2B is in open circuit or has short circuited(for free-match indoor units)	TS28
5 times	ON	EC51	Outdoor unit EEPROM parameter error	TS22
12 times	OFF	EC07	The outdoor fan speed is operating outside of the normal range(for some models)	TS25
7 times	FLASH	PC00	IPM malfunction or IGBT over-strong current protection	TS31
2 times	FLASH	PC01	Over voltage or over low voltage protection	TS32
3 times	FLASH	PC02	Top temperature protection of compressor or High temperature protection of IPM module	TS35
5 times	FLASH	PC04	Inverter compressor drive error	TS33
7 times	FLASH	PC03	Low pressure protection (for some models)	TS34
14 times	OFF	EC0d	Outdoor unit malfunction	TS36
1 time	ON	--	Indoor units mode conflict(match with multi outdoor unit) (for some models)	--

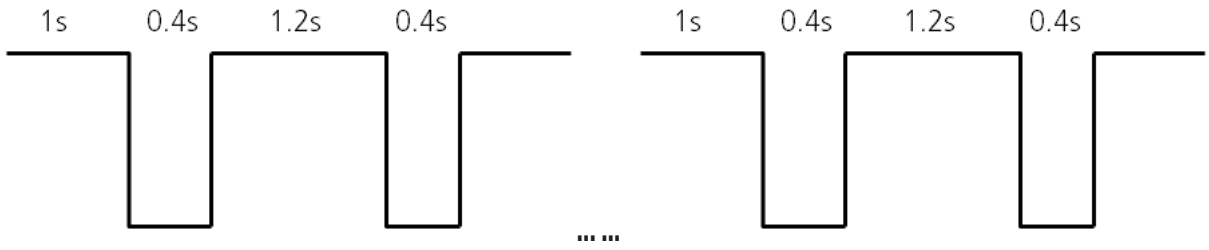
For other errors:

The display board may show a garbled code or a code undefined by the service manual. Ensure that this code is not a temperature reading.

Troubleshooting:

Test the unit using the remote control. If the unit does not respond to the remote, the indoor PCB requires replacement. If the unit responds, the display board requires replacement.

LED flash frequency:



2.2 Error Display (For Some Outdoor Units)

Display	Malfunction or Protection	Solution
EC 51	Outdoor EEPROM malfunction	TS22
Eb 01	Indoor / outdoor units communication error	TS23
PC 40	Communication malfunction between IPM board and outdoor main board	TS37
PC 08	Outdoor overcurrent protection	TS38
PC 10	Outdoor unit low AC voltage protection	TS32
PC 11	Outdoor unit main control board DC bus high voltage protection	TS32
PC 12	Outdoor unit main control board DC bus high voltage protection /341 MCE error	TS32
PC 00	IPM module protection	TS31
PC 0F	PFC module protection	TS40
EC 71	Over current failure of outdoor DC fan motor	TS25
EC 72	Lack phase failure of outdoor DC fan motor	TS41
EC 07	Outdoor fan speed has been out of control	TS25
PC 43	Outdoor compressor lack phase protection	TS42
PC 44	Outdoor unit zero speed protection	TS38
PC 45	Outdoor unit IR chip drive failure	TS43
PC 46	Compressor speed has been out of control	TS38
PC 49	Compressor overcurrent failure	TS38
PC 30	High pressure protection	TS44
PC 31	Low pressure protection	TS34
PC 0R	High temperature protection of condenser	TS46
PC 06	Temperature protection of compressor discharge	TS47
PC 02	Top temperature protection of compressor	TS35
EC 52	Condenser coil temperature sensor T3 is in open circuit or has short circuited	TS28
EC 53	Outdoor room temperature sensor T4 is in open circuit or has short circuited	TS28
EC 54	Compressor discharge temperature sensor TP is in open circuit or has short circuited	TS28
EC 50	Open or short circuit of outdoor unit temperature sensor(T3,T4.TP)	TS28
PC 0L	Low ambient temperature protection	TS43

3. Information Inquiry

Duct type &Floor ceiling Type:

- To enter information inquiry status, complete the following procedure within ten seconds:
  - Press LED(or DO NOT DISTURB) 3 times.
  - Press SWING(or AIR DIRECTION) 3 times.
- Finish 1 and 2 within 10 seconds, you will hear beeps for two seconds, which means the unit goes into parameter checking mode.
- Use the LED(or DO NOT DISTURB) and SWING(or AIR DIRECTION) buttons to cycle through information displayed.
- Pressing LED(or DO NOT DISTURB) will display the next code in the sequence. Pressing SWING(or AIR DIRECTION) will show the previous.
- The following table shows information codes. The screen will display this code for two seconds, then the information for 25 seconds.

Displayed code	Explanation	Displayed value	Meaning	Additional Notes
T1	Room temperature	-1F,-1E,-1d,-1c,-1b,-1A -19—99 A0,A1,…A9 b0,b1,…b9 c0,c1,…c9 d0,d1,…d9 E0,E1,…E9 F0,F1,…F9	-25,-24,-23,-22,-21,-20 -19—99 100,101,…109 110,111,…119 120,121,…129 130,131,…139 140,141,…149 150,151,…159	1. All displayed temperatures use actual values. 2. All temperatures are displayed in °C regardless of remote used. 3. T1, T2, T3, T4, and T2B display ranges from -25 to 70 °C. TP display ranges from -20 to 130 °C. 4. The frequency display ranges from 0 to 159HZ. 5. If the actual values exceed or fall short of the defined range, the values closest to the maximum and minimum values will be displayed.
T2	Indoor coil temperature			
T3	Outdoor coil temperature			
T4	Ambient temperature			
TB	Outlet temperature of indoor coil			
TP	Discharge temperature			
TH	Suction temperature			
FT	Targeted frequency			
FR	Actual frequency			
IF	Indoor fan speed	0 1,2,3,4	OFF Low speed, Medium speed, High speed, Turbo.	N/A Used for some large capacity motors.
OF	Outdoor fan speed	14-FF	Actual fan speed is equal to the display value converted to decimal value and multiplied by 10. This is measured in RPM.	Used for some small capacity motors. The display value is 14-FF (hexadecimal). The corresponding fan speed ranges from 200 to 2550RPM.
LR	EXV opening angle	0-FF	Actual EXV opening value is equal to the display value converted to decimal value and then multiplied by 2.	-
CT	Compressor continuous running time	0-FF	0-255 minutes	If the actual value exceeds or falls short of the defined range, the value closest to the maximum and minimum will be displayed.
ST	Causes of compressor stop	0-99	For a detailed explanation, contact technical support.	-

Displayed code	Explanation	Displayed value	Meaning	Additional Notes
A0	Reserved	0-FF	-	-
A1				
b0				
b1				
b2				
b3				
b4				
b5				
b6		0-63		
du		0-FF		
Rc				
Uo				
Td				
nA				
CF				
PA				
Po				

Console Type& Compact Cassette Type:

- To enter information inquiry status, complete the following procedure within ten seconds:
  - Press LED(or DO NOT DISTURB) 3 times.
  - Press SWING(or AIR DIRECTION) 3 times.
- Finish 1 and 2 within 10 seconds, you will hear beeps for two seconds, which means the unit goes into parameter checking mode.
- Use the LED(or DO NOT DISTURB) and SWING(or AIR DIRECTION) buttons to cycle through information displayed.
- Pressing LED(or DO NOT DISTURB) will display the next code in the sequence. Pressing SWING(or AIR DIRECTION) will show the previous.
- The following table shows information codes. The screen will display this code for two seconds, then the information for 25 seconds.

Displayed code	Explanation	Additional Notes
Error code		
T1	T1	T1 temperature
T2	T2	T2 temperature
T3	T3	T3 temperature
T4	T4	T4 temperature
TP	TP	TP temperature
Targeted frequency	FT	Targeted Frequency
Actual frequency	TR	Actual Frequency
Compressor current	DL	N/A
Outdoor AC voltage	UO	N/A
Indoor capacity test	SN	N/A
Reserve	--	Running mode
Outdoor fan speed	PR	Outdoor fan speed
EXV opening angle	LR	EXV opening angle
Indoor fan speed	IR	Indoor fan speed
Indoor humidity	HU	N/A
Adjusted setting temperature	TT	N/A
Indoor dust concentrations	DT	N/A
WIFI signal strength	IF	N/A
GA algorithm frequency	OT	N/A

Super-slim Four-way Cassette Type:

- To enter engineer mode, in power-on or standby mode, and in non-locked state, press the key combination “ON/OFF + Air Speed” for 7s:
- After entering the engineer mode, the remote control will display icons of “Auto, Cool, Dry, Heat”, and the Battery icon; at the same time, it will also display the numeric code of the current engineer mode (for the initial engineer mode, the numeric code displayed is 0), and all other icons are inactive.
- In engineer mode, the value of the current numeric code can be adjusted circularly through the Up/Down key, with the setting range of 0 to 30. Each time the current numeric code is adjusted, the special code of the engineer mode will be transmitted with a delay of 0.6s. The code can also be transmitted by pressing “OK”, and the special code of the engineer mode sent contains information of the currently displayed numeric code (if the numeric code is 0, the code to enter the engineer mode will be transmitted).
- In engineer mode, other keys or operations are invalid except for the On/Off key, the Up/Down key, the OK key or executing the operation to exit the engineer mode.

Code	Query Content	Advanced Function Setting
0	Error code	press "On/Off" for 2s to enter the fault memory settings, the code displayed is “Ch”, press "OK" to send the “Query Memory Fault” code; and press "On/Off" for 2s to exit.
1	T1 temperature	press "On/Off" for 2s to enter the Power Down Memory Selector, the code displayed is “Ch”, press "OK" to send the Query Power Down Memory Selector code; press the Up/Down key to select 1 or 0 and press “OK” to confirm, 1 indicates that the power down memory exists, and 0 indicates that no power down memory exists; and press "On/Off" for 2s to exit.
2	T2 temperature	press "On/Off" for 2s to enter the Internal Fan Control Selector after the pre-set temperature is reaches, the code displayed is “Ch”, press "OK" to send the Query Internal Fan Control Selector code; press the Up/Down key to select 1 to 11: 1 - Stop the fan, 2 - Min. air speed, 3 - Set the air speed, 4 - Termal running for 5min, 5 - Termal running for 10min, 6 - Termal running for 15min, 7 - Termal running for 20min, 8 - Termal running for 30min, 9 - Termal running for 40min, 10 - Termal running for 50min and 11 - Termal running for 60min, press "OK" to confirm, and press "On/Off" for 2s to exit.
3	T3 temperature	press "On/Off" for 2s to enter the Mode Selector, press the Up/Down key to select CH (cool and heat, Auto + Cool + Dry + Heat + Fan), HH (Heat only, Heat only + Fan), CC (Cool only without Auto, Cool + Dry + Fan) or nU (Cool and Heat without Auto, Cool + Dry + Heat + Fan), press "OK" to confirm, and the mode selected can be memorized when the remote control is powered down and powered on; and press "On/Off" for 2s to exit. When the remote control does not burn any parameters, the mode setting will not be memorized.
4	T4 temperature	press the "On/Off" for 2s to enter the Min. Set Temperature Selector, press the Up/Down key to select "16°C~24°C", press "OK" to confirm, and the Min. Set Temperature can be memorized when the remote control is powered on and power lost; and press "On/Off" for 2s to exit. When the remote control does not burn any parameters, the min. set temperature will not be memorized.
5	TP temperature	press "On/Off" for 2s to enter the Max. Set Temperature Selector, press the Up/Down key to select "25°C~30°C", press "OK" to confirm, and the Max. Set Temperature can be memorized when the remote control is powered on and power lost; and press "On/Off" for 2s to exit. When the remote control does not burn any parameters, the max. set temperature will not be memorized.

6	Compressor Target Frequency FT	press "On/Off" for 2s to enter the Multi-split Cooling and Heating Preference Selector, the code displayed is "Ch", press "OK" to send the Query Multi-split Cooling and Heating Preference Selector code; press the Up/Down key to select H (heating preferred), C (cooling preferred) or A (master settings), press "OK" to confirm; and press "On/Off" for 2s to exit.
7	Compressor Running Frequency Fr	press "On/Off" for 2s to enter Twins Selector, the code displayed is "Ch", press "OK" to send the Query Twins Selector code; press the Up/Down key to select, 0 indicates that there is no Twins, 1 indicates the host, and 2 indicates the slave. Press "OK" to confirm, and press "On/Off" for 2s to exit.
8	Current dL	Press "On/Off" for 2s to enter the Static Voltage Selector, the code displayed is "Ch", press "OK" to send the Query Static Voltage Selector code; press the Up/Down key to select the static voltage values of 0 to 4 or AF (constant air volume test). Press "OK" to confirm, and press "On/Off" for 2s to exit.
9	Current AC Voltage Uo	/
10	Current indoor capacity test state Sn	/
11	Installation Card Info	press "On/Off" for 2S to enter the Min. Desired Cooling Frequency Selector, the code displayed is Ch, press "OK" to send the Query Min. Desired Cooling Frequency Selector code; press the Up/Down key to select the minimum cooling frequency desired and press "OK" to confirm; press "On/Off" for 2s to exit.
12	Set Speed Pr of the outdoor fan	press "On/Off" for 2s to enter the Min. Desired Heating Frequency Selector, the code displayed is "Ch", press "OK" to send the Query Min. Desired Heating Frequency Selector code; press the Up/Down key to select the min. desired heating frequency value, press "OK" to confirm; and press the "On/Off" for 2s to exit.
13	Opening Lr of EEV	press "On/Off" for 2s to enter the Max. Running Frequency Selector of the restricted area 6 in the cooling mode T4, the code displayed is "Ch", press "OK" to send the Query Max. Running Frequency Selector code of the restricted area 6 in the cooling mode T4; press the Up/Down key to select the limit, then press "OK" to confirm; and press "On/Off" for 2s to exit.
14	Actual Running Speed ir of the indoor fan	/
15	Indoor Humidity Hu	press "On/Off" for 2s to enter the Outdoor Forced Running Frequency Selector, the code displayed is "Ch", press "OK" to send the Query Outdoor Forced Running Frequency Selector code; press the Up/Down key to select the outdoor forced running frequency, then press "OK" to confirm; and press "On/Off" for 2s to exit.
16	Set Temperature TT after compensation	press "On/Off" for 2s to enter One-Key Recovery, the code displayed is "rS", then press "OK" to send the One-Key Recovery code, the mode selector of the remote control will recover to "Cooling and heating", the min. temperature recovers to 16°C, and the max. temperature recovers to 30°C; and press "On/Off" for 2s to exit.
17	Indoor Dust Concentration dT	/
18	WIFI Signal Intensity	/

19	Outdoor DC Bus Voltage	press "On/Off" for 2s to enter the Cooling Frequency Threshold Settings; press the Up/Down key to select the cooling frequency threshold, press "OK" to confirm; and press the "On/Off" for 2s to exit
20	Indoor Target Frequency oT	press "ON/OFF" for 2s to enter the Heating Frequency Threshold Settings; press the Up/Down key to select the heating frequency threshold, press "OK" to confirm; and press "On/Off" for 2s to exit
21		press "On/Off" for 2s to enter the Cooling Temperature Compensation Value Settings, the code displayed is "Ch", then press "OK" to send the Query Cooling Temperature Compensation Value code; press the Up/Down key to select the cooling temperature compensation value, then press "OK"; and press "On/Off" for 2s to exit.
22		press "On/Off" for 2s to enter the Heating Temperature Compensation Value Settings, the code displayed is "Ch", press "OK" to send the Query Heating Temperature Compensation Value code; press the Up/Down key to select the heating temperature compensation value, then press "OK"; and press "On/Off" for 2s to exit.
23		press "On/Off" for 2s to enter the Max. Cooling Air Speed Settings, the code displayed is "Ch", press "OK" to send the Query Max. Cooling Air Speed code; press the Up/Down key to select the max. cooling air speed, then press "OK"; and press "On/Off" for 2s to exit.
24		press "On/Off" for 2S to enter the Min. Cooling Air Speed Settings, the code displayed is "Ch", press "OK" to send the Query Min. Cooling Air Speed code; press the Up/Down key to select the minimum cooling air speed and press "OK" to confirm; press "On/Off" for 2s to exit.
25		press "On/Off" for 2s to enter the Max. Heating Air Speed Settings, the code displayed is "Ch", press "OK" to send the Query Max. Heating Air Speed code; press the Up/Down key to select the maximum heating air speed and press "OK" to confirm; press "On/Off" for 2s to exit.
26		press "On/Off" for 2s to enter the Min. Heating Air Speed Settings, the code displayed is "Ch", press "OK" to send the Query Min. Heating Air Speed code; press the Up/Down key to select the minimum heating air speed and press "OK" to confirm; press "On/Off" for 2s to exit.
27	Reserved	/
28		
29		
30		

- In Channel 1~30 settings of the engineer mode, long press the On/off key to return the previous engineer mode.

Exit of engineer mode:

1)In engineer mode, press the key combination of "On/Off + Air speed" for 2s;

2)The engineer mode will be exited if there are no valid key operations for continuous 60s.

Error code of engineer mode

Display	Error Information
EH00/EH0R	Indoor unit EEPROM parameter error
EL01	Indoor / outdoor unit communication error
EH bR	Communication error between indoor unit and indoor external fan module
EH30	Parameters error of indoor external fan
EH35	Phase failure of indoor external fan
EH36	Indoor external fan current sampling bias fault
EH37	Indoor external fan zero speed failure
EH38	Indoor external fan stall failure
EH39	Out of step failure of indoor external fan
EH3R	Low voltage protection of indoor external fan DC bus
EH3b	Indoor external fan DC bus voltage is too high fault
EH3E	Indoor external fan overcurrent fault
EH3F	Indoor external fan module protection/hardware overcurrent protection
EH03	The indoor fan speed is operating outside of the normal range
EC51	Outdoor unit EEPROM parameter error
EC52	Condenser coil temperature sensor T3 is in open circuit or has short circuited
EC53	Outdoor room temperature sensor T4 is in open circuit or has short circuited
EC54	Compressor discharge temperature sensor TP is in open circuit or has short circuited
EC55	IGBT temperature sensor TH is in open circuit or has short circuited
EC0d	Outdoor unit malfunction
EH60	Indoor room temperature sensor T1 is in open circuit or has short circuited
EH61	Evaporator coil temperature sensor T2 is in open circuit or has short circuited
EC71	Outdoor external fan overcurrent fault
EC75	Outdoor external fan module protection/hardware overcurrent protection
EC72	Outdoor external fan phase failure
EC74	Outdoor external fan current sampling bias fault
EC73	Zero speed failure of outdoor unit DC fan
EC07	The outdoor fan speed is operating outside of the normal range(
EL0C	Refrigerant leak detected
EH0E	Water-level alarm malfunction
PC00	IPM malfunction or IGBT over-strong current protection
PC10	Over low voltage protection
PC11	Over voltage protection
PC12	DC voltage protection
PC02	Top temperature protection of compressor or High temperature protection of IPM module

PC40	Communication error between outdoor main chip and compressor driven chip
PC41	Current Input detection protection
PC42	Compressor start error
PC43	Lack of phase (3 phase) protection
PC44	No speed protection
PC45	341PWM error
PC46	Compressor speed malfunction
PC49	Compressor over current protection
PC06	Compressor discharge temperature protection
PC08	Outdoor current protection
PH09	Anti-cold air in heating mode
PC0F	PFC module malfunction
PC30	System overpressure protection
PC31	System pressure is too low protection
PC03	Pressure protection
PC0L	Outdoor low ambient temperature protection
PH90	Evaporator coil temperature over high protection
PH91	Evaporator coil temperature over low Protection
PC0R	Condenser high temperature protection
PH0C	Indoor unit humidity sensor failure
LH00	Frequency limit caused by T2
LH30	Indoor external fan current limit
LH31	Indoor external fan voltage limit
LC01	Frequency limit caused by T3
LC02	Frequency limit caused by TP
LC05	Frequency limit caused by voltage
LC03	Frequency limit caused by current
LC06	Frequency limit caused by PFC
LC30	Frequency limit caused by high pressure
LC31	Frequency limit caused by low pressure
LH07	Frequency limit caused by remote controller
--	Indoor units mode conflict(match with multi outdoor unit)

4. Error Diagnosis and Troubleshooting Without Error Code

WARNING

Be sure to turn off unit before any maintenance to prevent damage or injury.

4.1 Remote maintenance

SUGGESTION: When troubles occur, please check the following points with customers before field maintenance.

No.	Problem	Solution
1	Unit will not start	TS18 - TS19
2	The power switch is on but fans will not start	TS18 - TS19
3	The temperature on the display board cannot be set	TS18 - TS19
4	Unit is on but the wind is not cold(hot)	TS18 - TS19
5	Unit runs, but shortly stops	TS18 - TS19
6	The unit starts up and stops frequently	TS18 - TS19
7	Unit runs continuously but insufficient cooling(heating)	TS18 - TS19
8	Cool can not change to heat	TS18 - TS19
9	Unit is noisy	TS18 - TS19

4.2 Field maintenance

	Problem	Solution
1	Unit will not start	TS20 - TS21
2	Compressor will not start but fans run	TS20 - TS21
3	Compressor and condenser (outdoor) fan will not start	TS20 - TS21
4	Evaporator (indoor) fan will not start	TS20 - TS21
5	Condenser (Outdoor) fan will not start	TS20 - TS21
6	Unit runs, but shortly stops	TS20 - TS21
7	Compressor short-cycles due to overload	TS20 - TS21
8	High discharge pressure	TS20 - TS21
9	Low discharge pressure	TS20 - TS21
10	High suction pressure	TS20 - TS21
11	Low suction pressure	TS20 - TS21
12	Unit runs continuously but insufficient cooling	TS20 - TS21
13	Too cool	TS20 - TS21
14	Compressor is noisy	TS20 - TS21
15	Horizontal louver can not revolve	TS20 - TS21

5. Quick Maintenance by Error Code

If you do not have the time to test which specific parts are faulty, you can directly change the required parts according the error code.

You can find the parts to replace by error code in the following table.

Part requiring replacement	Error Code							
	EH00/EH0R	EL01	EH03	EH60	EH61	EL0C	EH0E	EC53
Indoor PCB	✓	✓	✓	✓	✓	✓	✓	x
Outdoor PCB	x	✓	x	x	x	x	x	✓
Indoor fan motor	x	x	✓	x	x	x	x	x
T1 sensor	x	x	x	✓	x	x	x	x
T2 Sensor	x	x	x	x	✓	✓	✓	x
T3 Sensor	x	x	x	x	x	x	x	x
T4 Sensor	x	x	x	x	x	x	x	✓
Reactor	x	✓	x	x	x	x	x	x
Compressor	x	x	x	x	x	x	x	x
Additional refrigerant	x	x	x	x	x	✓	✓	x
Water-level switch	x	x	x	x	x	x	✓	x
Water pump	x	x	x	x	x	x	✓	x

Part requiring replacement	EC54	EC51	EC52	EC07	PC00	PC01	PC02	PC04	PC03
Indoor PCB	x	x	x	x	x	x	x	x	x
Outdoor PCB	✓	✓	✓	✓	✓	✓	✓	✓	✓
Outdoor fan motor	x	x	x	✓	✓	x	✓	✓	x
T3 Sensor	x	x	✓	x	x	x	x	x	x
TP Sensor	✓	x	x	x	x	x	x	x	x
Reactor	x	x	x	x	x	✓	x	x	x
Compressor	x	x	x	x	✓	x	x	✓	x
IPM module board	x	x	x	x	✓	✓	✓	✓	x
Low pressure protector	x	x	x	x	x	x	x	x	✓
Additional refrigerant	x	x	x	x	x	x	x	x	✓

Note: For certain models, outdoor PCB could not be removed separately. In this case, the outdoor electric control box should be replaced as a whole.

1.Remote Maintenance	Electrical Circuit							Refrigerant Circuit							
Possible causes of trouble	Power failure	The main power tripped	Loose connections	Faulty transformer	The voltage is too high or too low	The remote control is powered off	Broken remote control	Dirty air filter	Dirty condenser fins	The setting temperature is higher/lower than the room's(cooling/heating)	The ambient temperature is too high/low when the mode is cooling/heating	Fan mode	SILENCE function is activated(optional function)	Frosting and defrosting frequently	
Unit will not start	☆	☆	☆	☆											
The power switch is on but fans will not start			☆	☆	☆										
The temperature on the display board cannot be set						☆	☆								
Unit is on but the wind is not cold(hot)										☆	☆	☆			
Unit runs, but shortly stops					☆					☆	☆				
The unit starts up and stops frequently					☆						☆			☆	
Unit runs continuously but insufficient cooling(heating)								☆	☆	☆	☆		☆		
Cool can not change to heat															
Unit is noisy															
Test method / remedy	Test voltage	Close the power switch	Inspect connections - tighten	Change the transformer	Test voltage	Replace the battery of the remote control	Replace the remote control	Clean or replace	Clean	Adjust the setting temperature	Turn the AC later	Adjust to cool mode	Turn off SILENCE function.	Turn the AC later	

1.Remote Maintenance	Others					
Possible causes of trouble	Heavy load condition	Loosen hold down bolts and / or screws	Bad airproof	The air inlet or outlet of either unit is blocked	Interference from cell phone towers and remote boosters	Shipping plates remain attached
Unit will not start						
The power switch is on but fans will not start					☆	
The temperature on the display board cannot be set						
Unit is on but the wind is not cold(hot)						
Unit runs, but shortly stops						
The unit starts up and stops frequently				☆		
Unit runs continuously but insufficient cooling(heating)	☆		☆	☆		
Cool can not change to heat						
Unit is noisy		☆				☆
Test method / remedy	Check heat load	Tighten bolts or screws	Close all the windows and doors	Remove the obstacles	Reconnect the power or press **ON/OFF** button on remote control to restart operation	Remove them

2.Field Maintenance	Refrigerant Circuit																			Others				
Possible causes of trouble	Compressor stuck	Shortage of refrigerant	Restricted liquid line	Dirty air filter	Dirty evaporator coil	Insufficient air through evaporator coil	Overcharge of refrigerant	Dirty or partially blocked condenser	Air or incompressible gas in refrigerant cycle	Short cycling of condensing air	High temperature condensing medium	Insufficient condensing medium	Broken compressor internal parts	Inefficient compressor	Expansion valve obstructed	Expansion valve or capillary tube closed completely	Leaking power element on expansion valve	Poor installation of feeler bulb	Heavy load condition	Loosen hold down bolts and / or screws	Shipping plates remain attached	Poor choices of capacity	Contact of piping with other piping or external plate
Unit will not start																							
Compressor will not start but fans run	☆																						
Compressor and condenser (outdoor) fan will not start																							
Evaporator (indoor) fan will not start																							
Condenser (Outdoor) fan will not start																							
Unit runs, but shortly stops		☆	☆				☆	☆								☆	☆						
Compressor short-cycles due to overload		☆					☆	☆															
High discharge pressure							☆	☆	☆	☆	☆	☆											
Low discharge pressure		☆												☆									
High suction pressure							☆							☆				☆	☆				
Low suction pressure		☆	☆	☆	☆	☆									☆	☆	☆						
Unit runs continuously but insufficient cooling		☆	☆	☆	☆	☆		☆	☆	☆				☆					☆			☆	
Too cool																							
Compressor is noisy							☆						☆							☆	☆		☆
Horizontal louver can not revolve																							
Test method / remedy	Replace the compressor	Leak test	Replace restricted part	Clean or replace	Clean coil	Check fan	Change charged refrigerant volume	Clean condenser or remove obstacle	Purge, evacuate and recharge	Remove obstruction to air flow	Remove obstruction in air or water flow	Remove obstruction in air or water flow	Replace compressor	Test compressor efficiency	Replace valve	Replace valve	Replace valve	Fix feeler bulb	Check heat load	Tighten bolts or screws	Remove them	Choose AC of lager capacity or add the number of AC	Rectify piping so as not to contact each other or with external plate

2. Field Maintenance	Electrical Circuit														
Possible causes of trouble	Power failure	Blown fuse or varistor	Loose connections	Shorted or broken wires	Safety device opens	Faulty thermostat / room temperature sensor	Wrong setting place of temperature sensor	Faulty transformer	Shorted or open capacitor	Faulty magnetic contactor for compressor	Faulty magnetic contactor for fan	Low voltage	Faulty stepping motor	Shorted or grounded compressor	Shorted or grounded fan motor
Unit will not start	☆	☆	☆	☆	☆			☆							
Compressor will not start but fans run				☆		☆			☆	☆				☆	
Compressor and condenser (outdoor) fan will not start				☆		☆				☆					
Evaporator (indoor) fan will not start				☆					☆		☆				☆
Condenser (Outdoor) fan will not start				☆		☆			☆		☆				☆
Unit runs, but shortly stops										☆		☆			
Compressor short-cycles due to overload										☆		☆			
High discharge pressure															
Low discharge pressure															
High suction pressure															
Low suction pressure															
Unit runs continuously but insufficient cooling															
Too cool						☆	☆								
Compressor is noisy															
Horizontal louver can not revolve			☆	☆									☆		
Test method / remedy	Test voltage	Inspect fuse type & size	Inspect connections - tighten	Test circuits with tester	Test continuity of safety device	Test continuity of thermostat / sensor & wiring	Place the temperature sensor at the central of the air inlet grille	Check control circuit with tester	Check capacitor with tester	Test continuity of coil & contacts	Test continuity of coil & contacts	Test voltage	Replace the stepping motor	Check resistance with multimeter	Check resistance with multimeter

6. Troubleshooting by Error Code

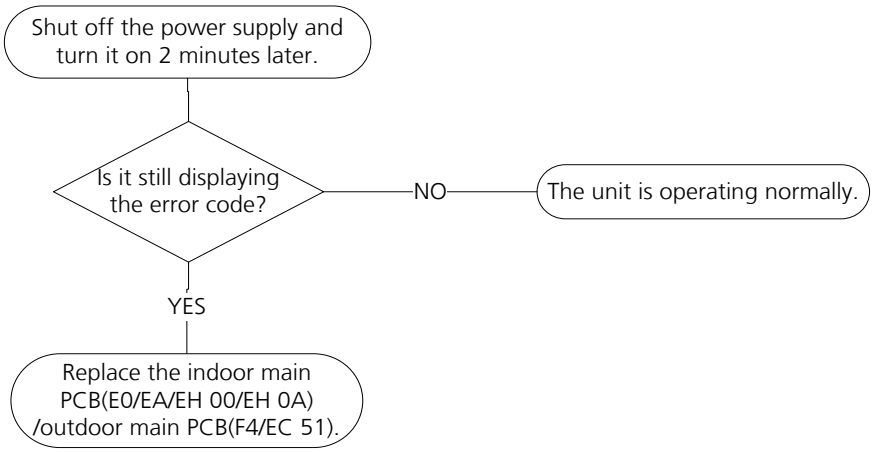
6.1 EH 00/ EH 0A / EC 51 (EEPROM Parameter Error Diagnosis and Solution)

Description: Indoor or outdoor PCB main chip does not receive feedback from EEPROM chip.

Recommended parts to prepare:

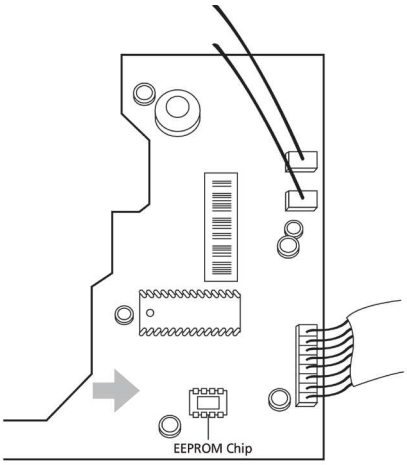
- Indoor PCB
- Outdoor PCB

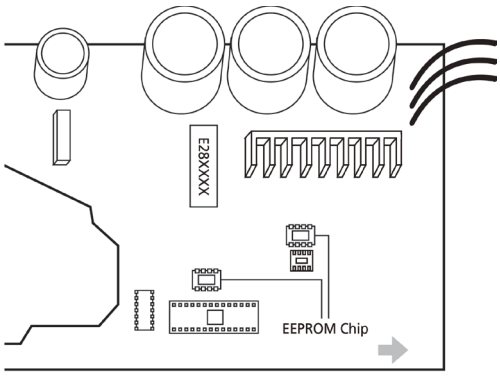
Troubleshooting and repair:



Remarks:
EEPROM: A read-only memory whose contents can be erased and reprogrammed using a pulsed voltage.

The location of the EEPROM chip on the indoor and outdoor PCB is shown in the following two images:





Note: For certain models, outdoor PCB could not be removed separately. In this case, the outdoor electric control box should be replaced as a whole. This pictures are only for reference, actual appearance may vary.

Troubleshooting and repair of compressor driven chip EEPROM parameter error and communication error between outdoor main chip and compressor driven chip are same as EC 51.

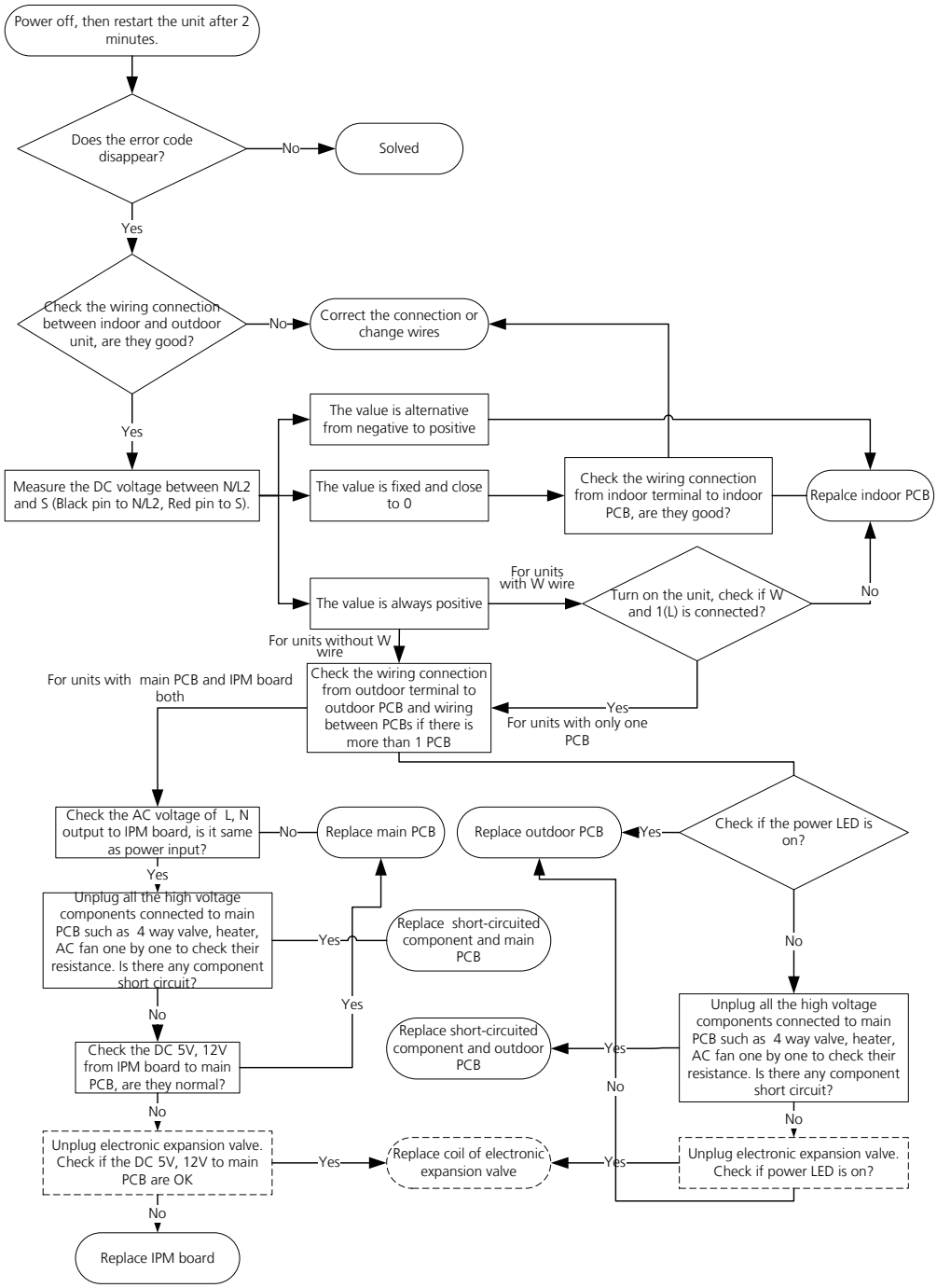
6.2 EL 01 (Indoor and Outdoor Unit Communication Error Diagnosis and Solution)

Description: Indoor unit can not communicate with outdoor unit

Recommended parts to prepare:

- Indoor PCB
- Outdoor PCB
- Reactor

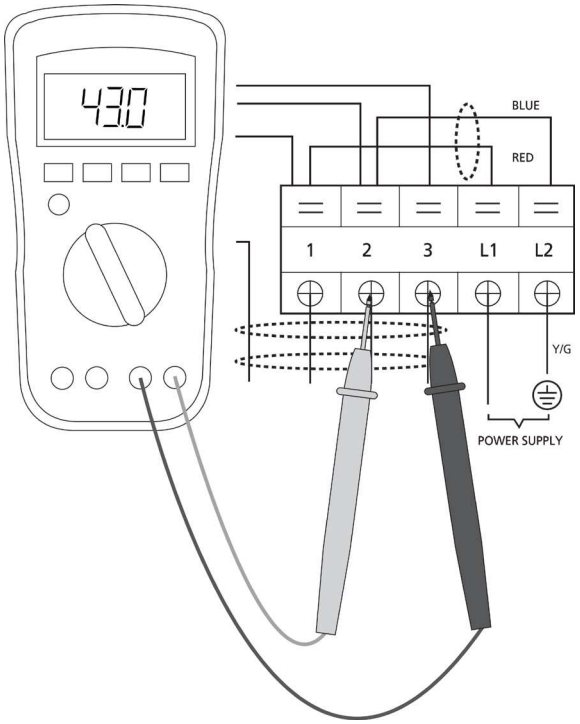
Troubleshooting and repair:



Note: For certain models, outdoor PCB could not be removed separately. In this case, the outdoor electric control box should be replaced as a whole.

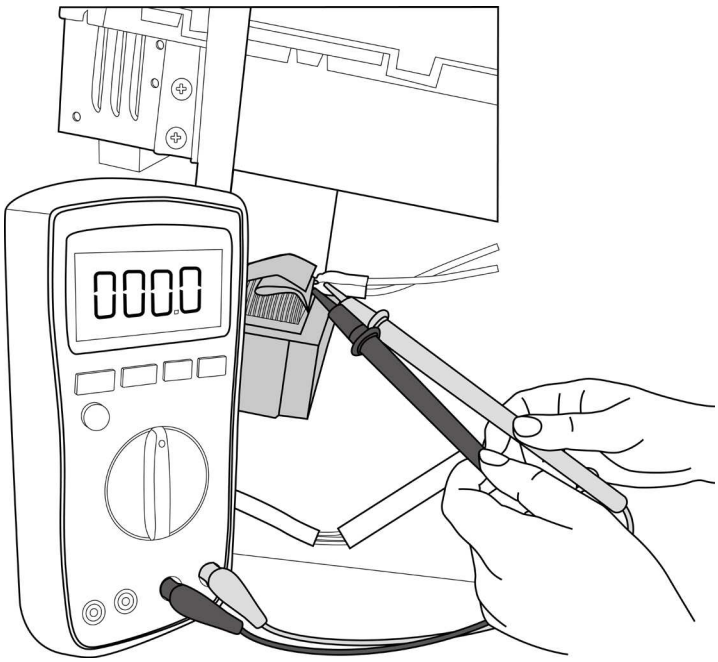
Remarks:

- Use a multimeter to test the DC voltage between 2 port(or S or L2 port) and 3 port(or N or S port) of outdoor unit. The red pin of multimeter connects with 2 port(or S or L2 port) while the black pin is for 3 port(or N or S port) .
- When AC is operating normally, the voltage is moving alternately as positive values and negative values
- If the outdoor unit has malfunction, the voltage has always been the positive value.
- While if the indoor unit has malfunction, the voltage has always been a certain value.



S and N or L2 and S or 2 and 3

- Use a multimeter to test the resistance of the reactor which does not connect with capacitor.
- The normal value should be around zero ohm. Otherwise, the reactor must have malfunction.



Note: The picture and the value are only for reference, actual condition and specific value may vary.

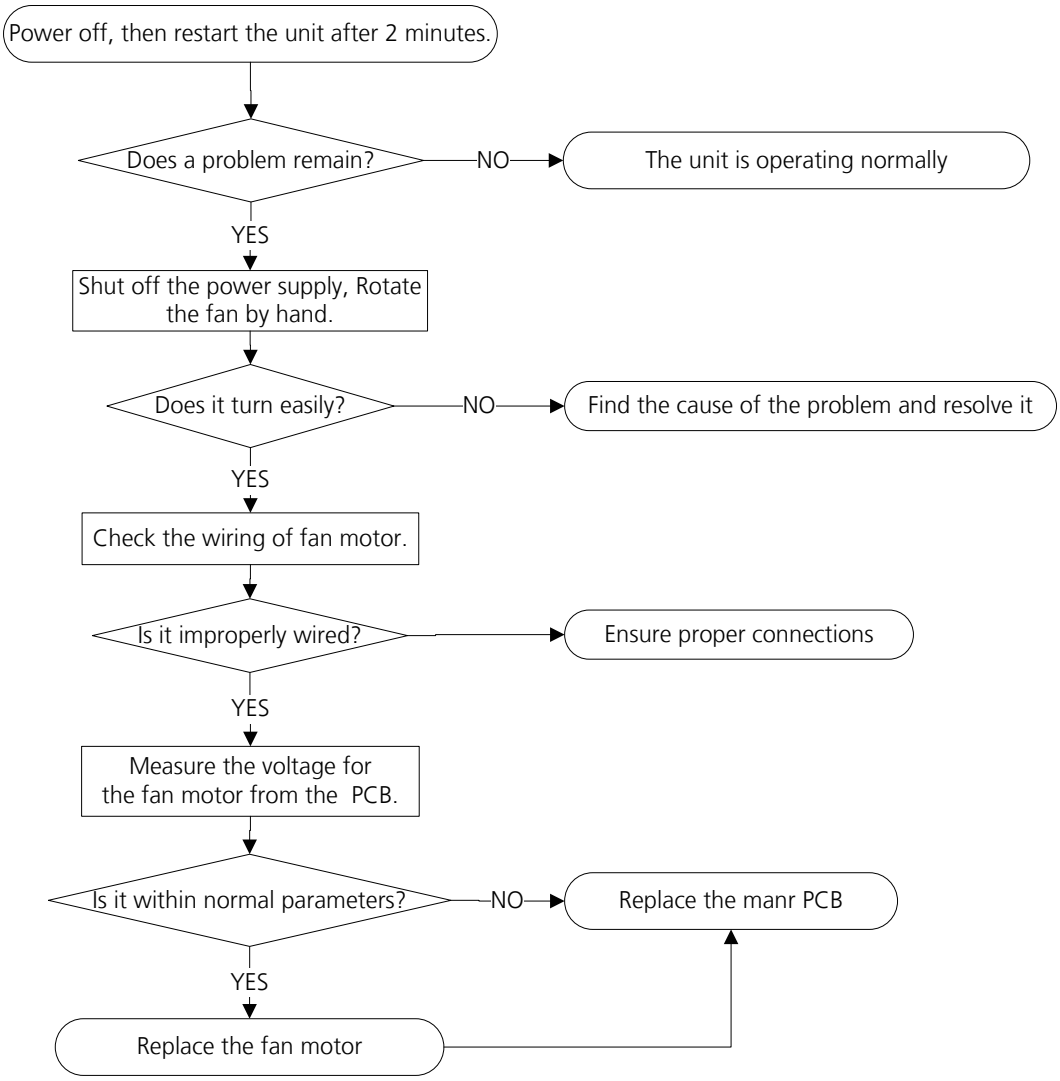
6.3 EH 03 / EC 07 (Fan Speed Is Operating Outside of Normal Range)/EC 71(Over Current Failure of Outdoor DC Fan Motor) Diagnosis and Solution

Description: When indoor / outdoor fan speed keeps too low or too high for a certain time, the unit ceases operation and the LED displays the failure.

Recommended parts to prepare:

- Connection wires
- Fan assembly
- Fan motor
- PCB

Troubleshooting and repair:



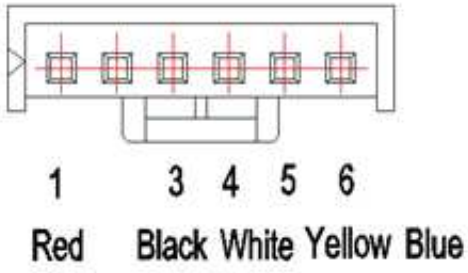
Note: For certain models, outdoor PCB could not be removed separately. In this case, the outdoor electric control box should be replaced as a whole.

Index:

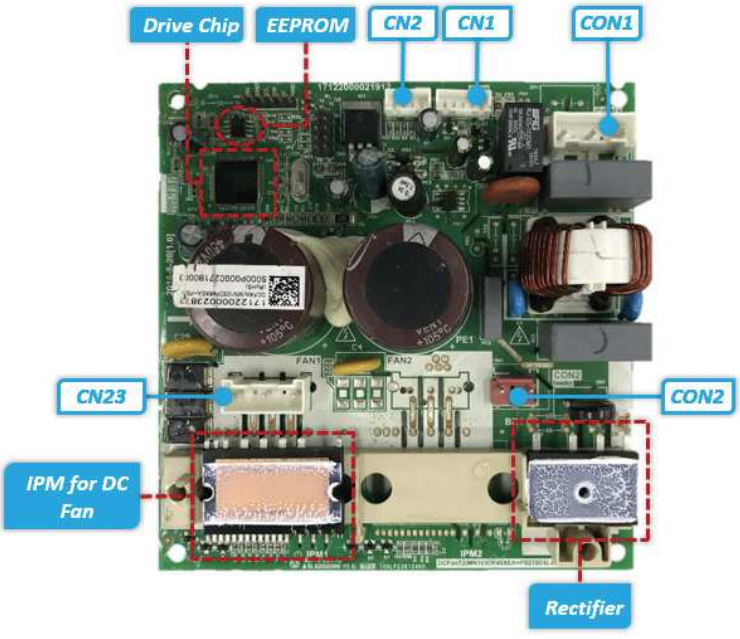
1. Indoor or Outdoor DC Fan Motor(control chip is in fan motor)

Power on and when the unit is in standby, measure the voltage of pin1-pin3, pin4-pin3 in fan motor connector. If the value of the voltage is not in the range showing in below table, the PCB must has problems and need to be replaced.

No.	Color	Signal	Voltage
1	Red	Vs/Vm	192V~380V
2	---	---	---
3	Black	GND	0V
4	White	Vcc	13.5-16.5V
5	Yellow	Vsp	0~6.5V
6	Blue	FG	13.5-16.5V

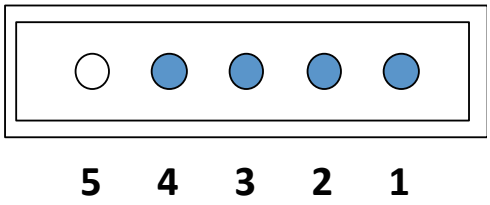


2.Indoor DC Fan IPM Board (Duct and Ceiling-floor Unit)



Port	Description	Parameter	Remark
CON1	Power input for the PCB	230V/AC	
CN1	Communication with main PCB	DC	
CN2	Test port	5V/DC	For debugging board
CN23	UVW output for DC fan motor		
CON2	Ports for reactor		

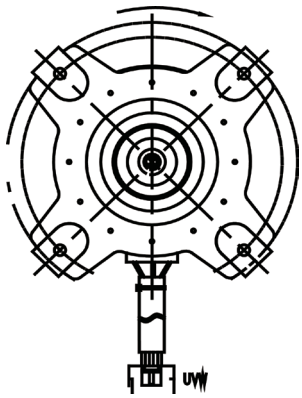
CN1 Communication with main PCB



NO.	Signal	Voltage
1	Vcc	+15V
2	GND	
3	TXD	0~6V
4	RXD	0~15V
5	--	--

3. Outdoor DC Fan Motor (control chip is in outdoor PCB)

Release the UVW connector. Measure the resistance of U-V, U-W, V-W. If the resistance is not equal to each other, the fan motor must has problems and need to be replaced. otherwise the PCB must has problems and need to be replaced.



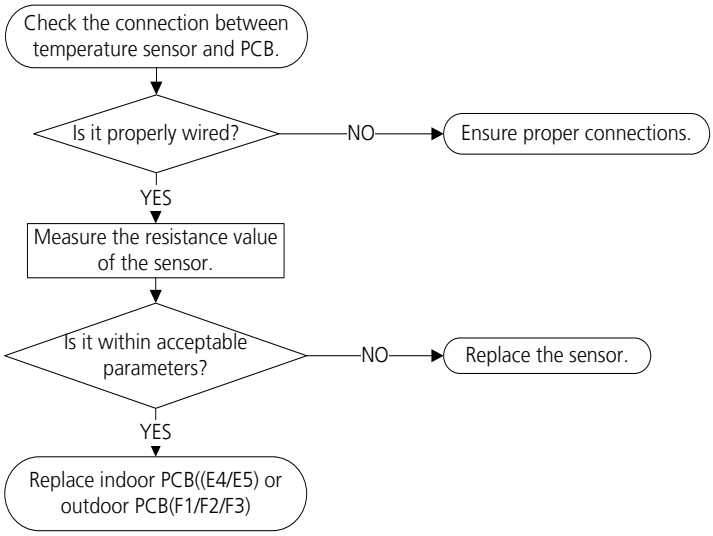
6.4 EH 60/EH 61/EC 53/EC 52/EC 54/EC 56/EC 50 (Open Circuit or Short Circuit of Temperature Sensor Diagnosis and Solution)

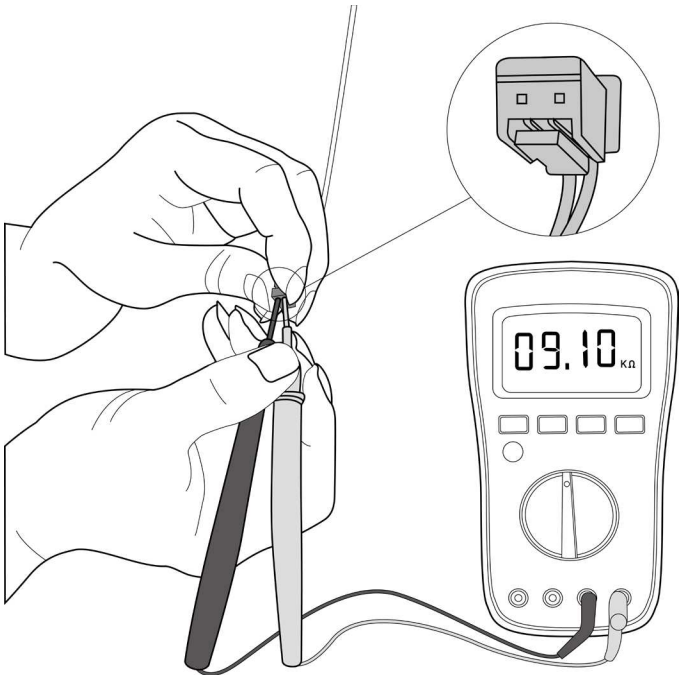
Description: If the sampling voltage is lower than 0.06V or higher than 4.94V, the LED displays the failure.

Recommended parts to prepare:

- Connection wires
- Sensors
- PCB

Troubleshooting and repair:





Note: For certain models, outdoor PCB could not be removed separately. In this case, the outdoor electric control box should be replaced as a whole. This picture and the value are only for reference, actual appearance and value may vary

6.5 EL 0C (Refrigerant Leakage Detection Diagnosis and Solution)

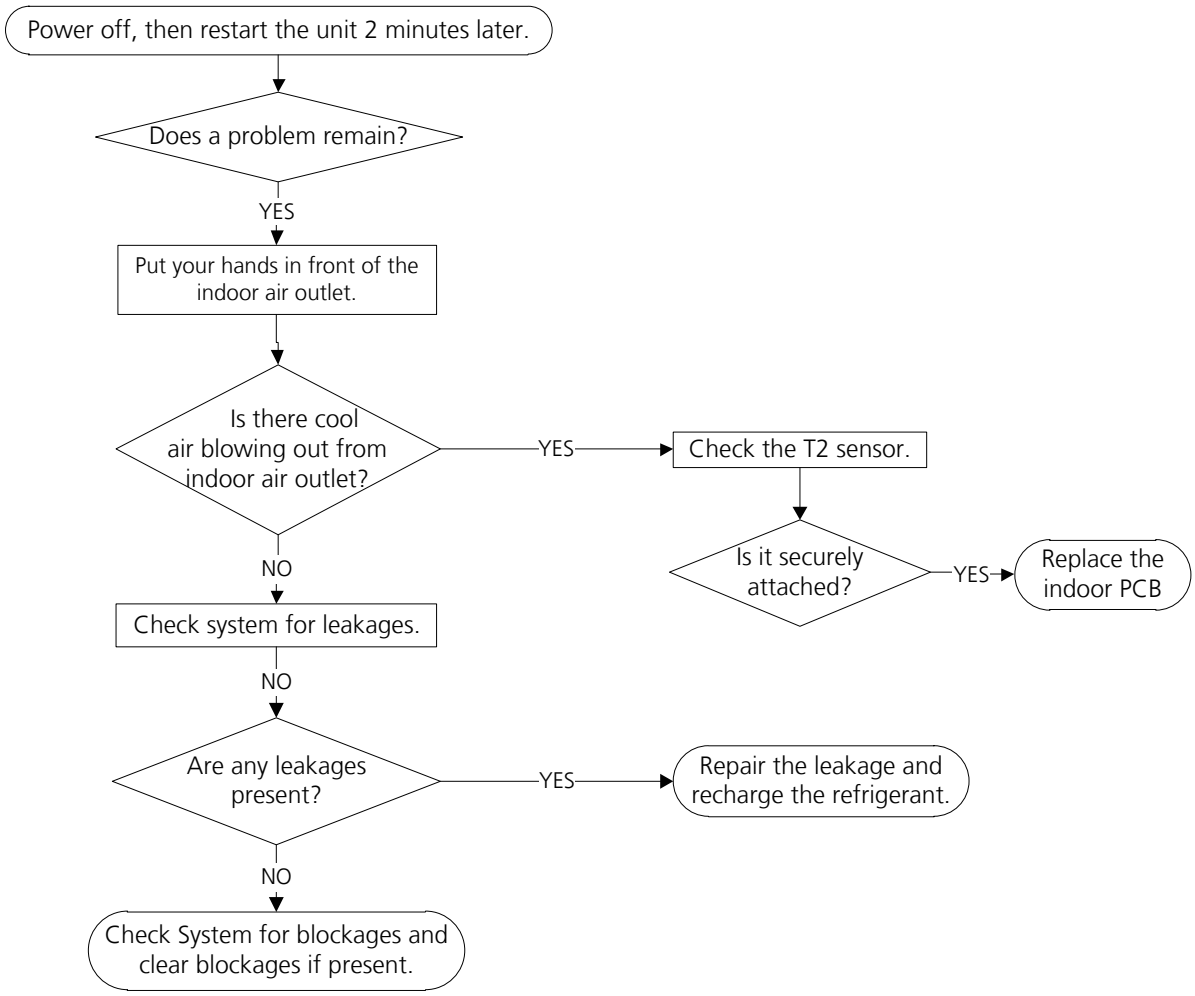
Description: Define the evaporator coil temperature T2 of the compressor just starts running as Tcool.

In the beginning 5 minutes after the compressor starts up, if T2 < Tcool-1°C(1.8°F) does not keep continuous 4 seconds and compressor running frequency higher than 50Hz does not keep for 3 minutes, and this situation happens 3 times, the display area will show "EL 0C" and AC will turn off.

Recommended parts to prepare:

- T2 sensor
- Indoor PCB
- Additional refrigerant

Troubleshooting and repair:

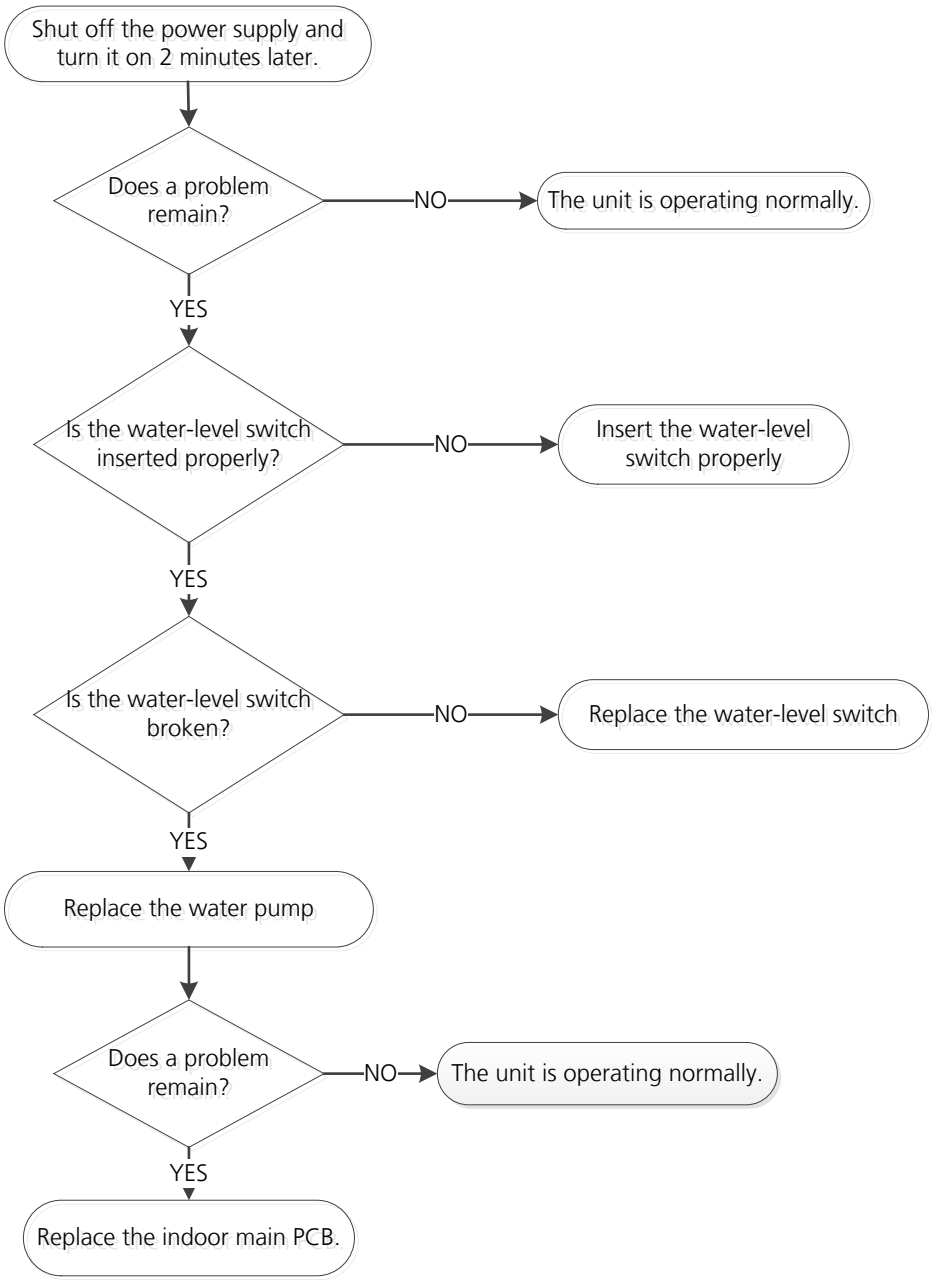


6.6 EH 0E(Water-Level Alarm Malfunction Diagnosis and Solution)

Description: If the sampling voltage is not 5V, the LED displays the failure code.

Recommended parts to prepare:

- Connection wires
- Water-level switch
- Water pump
- Indoor PCB



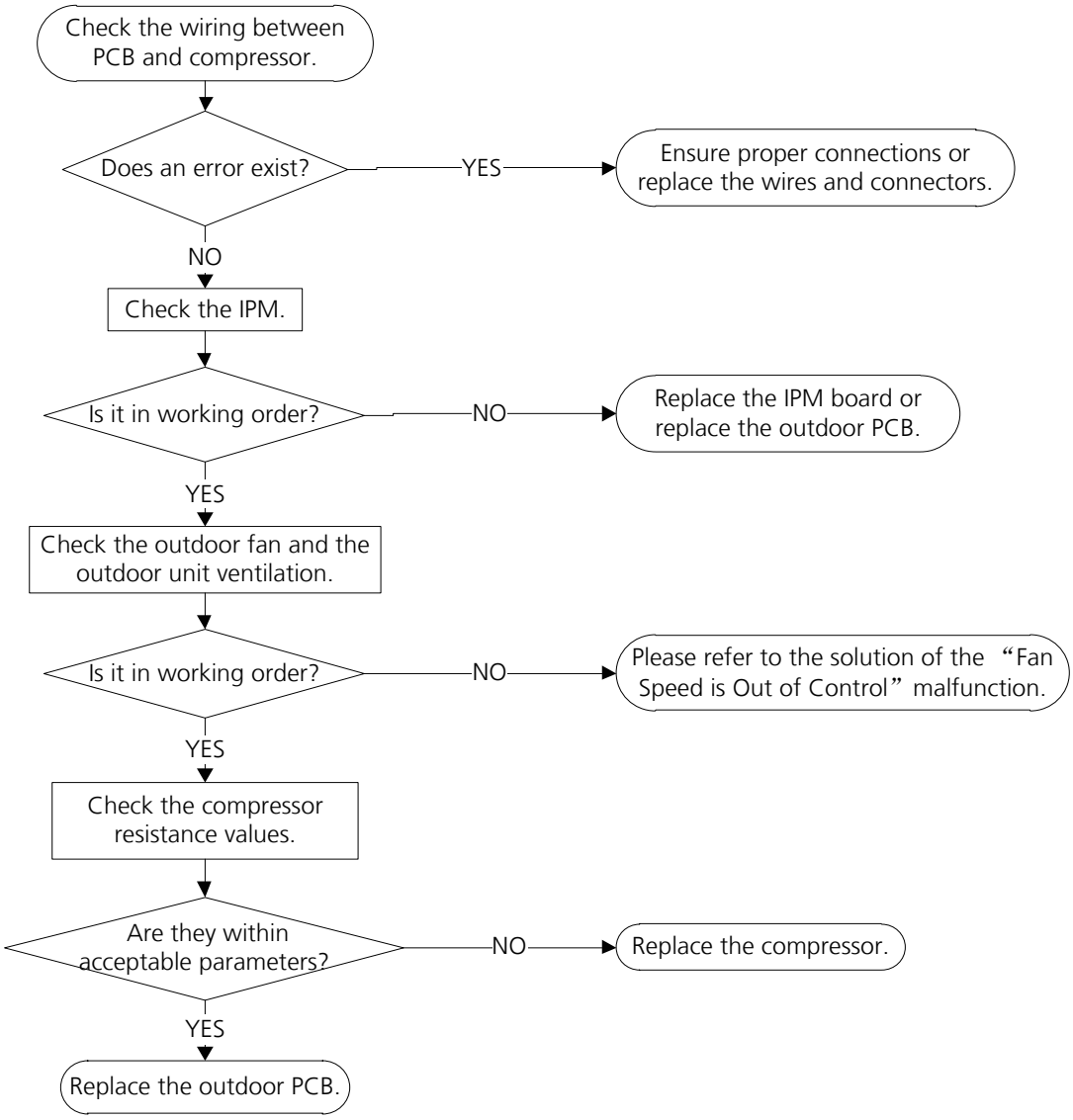
6.7 PC 00(IPM malfunction or IGBT over-strong current protection Diagnosis and Solution)

Description: When the voltage signal the IPM sends to the compressor drive chip is abnormal, the display LED shows "PC 00" and the AC turn off.

Recommended parts to prepare:

- Connection wires
- IPM module board
- Outdoor fan assembly
- Compressor
- Outdoor PCB

Troubleshooting and repair:



Note: For certain models, outdoor PCB could not be removed separately. In this case, the outdoor electric control box should be replaced as a whole.

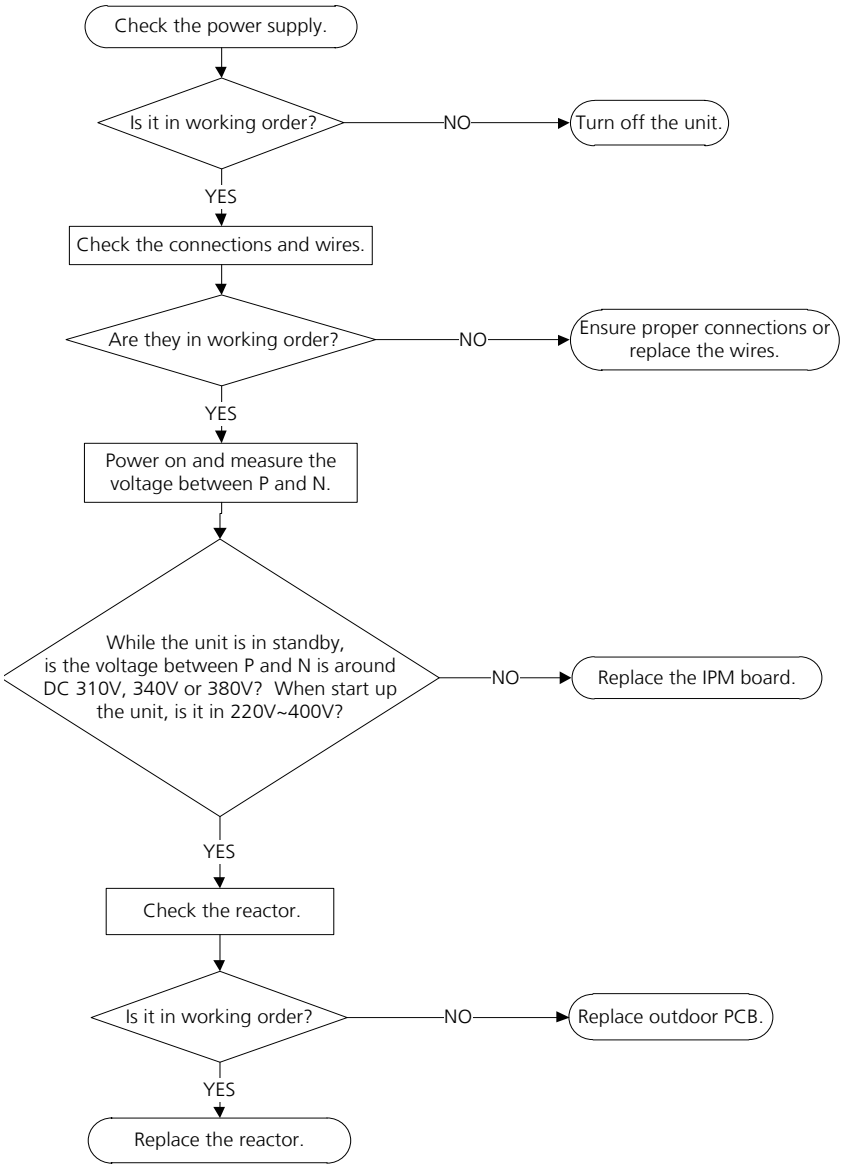
6.8 PC 01(Over voltage or too low voltage protection)/PC 10(Outdoor unit low AC voltage protection)/PC 11(Outdoor unit main control board DC bus high voltage protection)/PC 12(Outdoor unit main control board DC bus high voltage protection /341 MCE error) Diagnosis and Solution

Description: Abnormal increases or decreases in voltage are detected by checking the specified voltage detection circuit.

Recommended parts to prepare:

- Power supply wires
- IPM module board
- PCB
- Reactor

Troubleshooting and repair:



Note: For certain models, outdoor PCB could not be removed separately. In this case, the outdoor electric control box should be replaced as a whole.

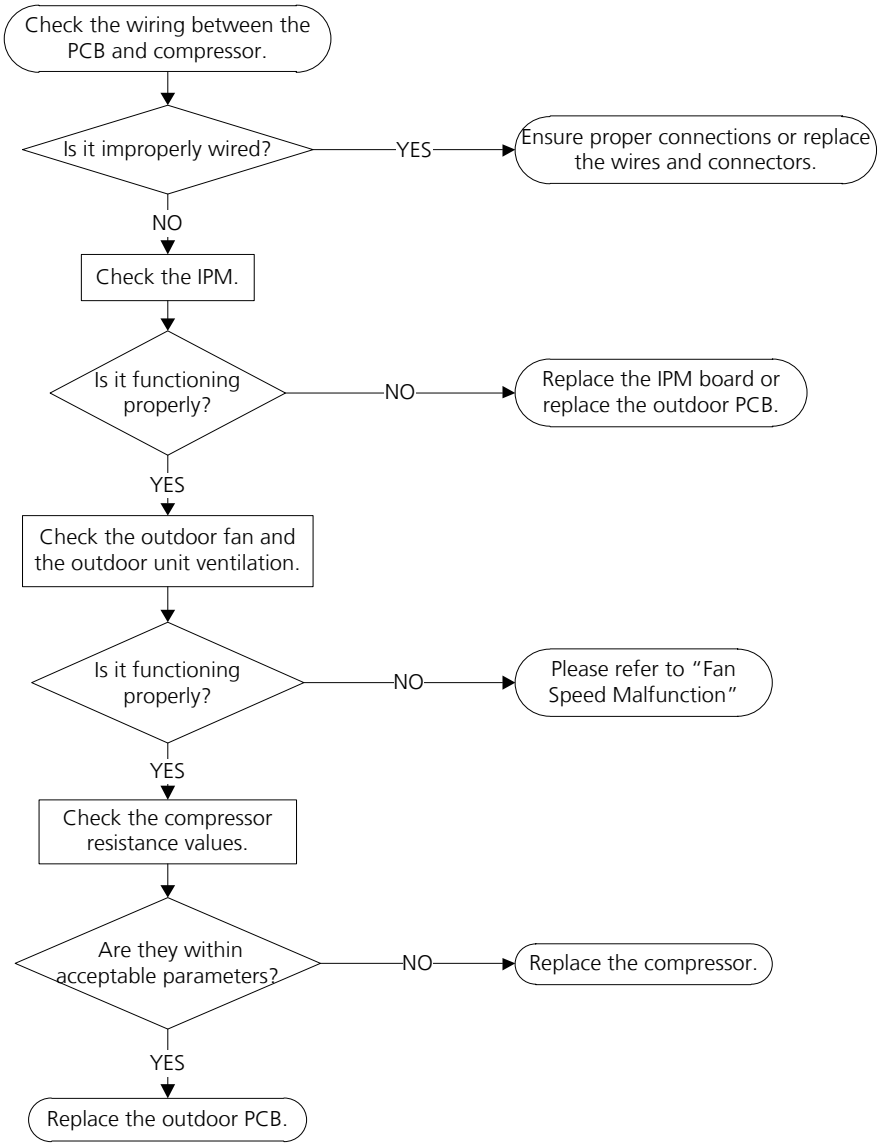
6.9 PC 04(Inverter compressor drive error Diagnosis and Solution)

Description: An abnormal inverter compressor drive is detected by a special detection circuit, including communication signal detection, voltage detection, compressor rotation speed signal detection and so on.

Recommended parts to prepare:

- Connection wires
- IPM module board
- Outdoor fan assembly
- Compressor
- Outdoor PCB

Troubleshooting and repair:



Note: For certain models, outdoor PCB could not be removed separately. In this case, the outdoor electric control box should be replaced as a whole.

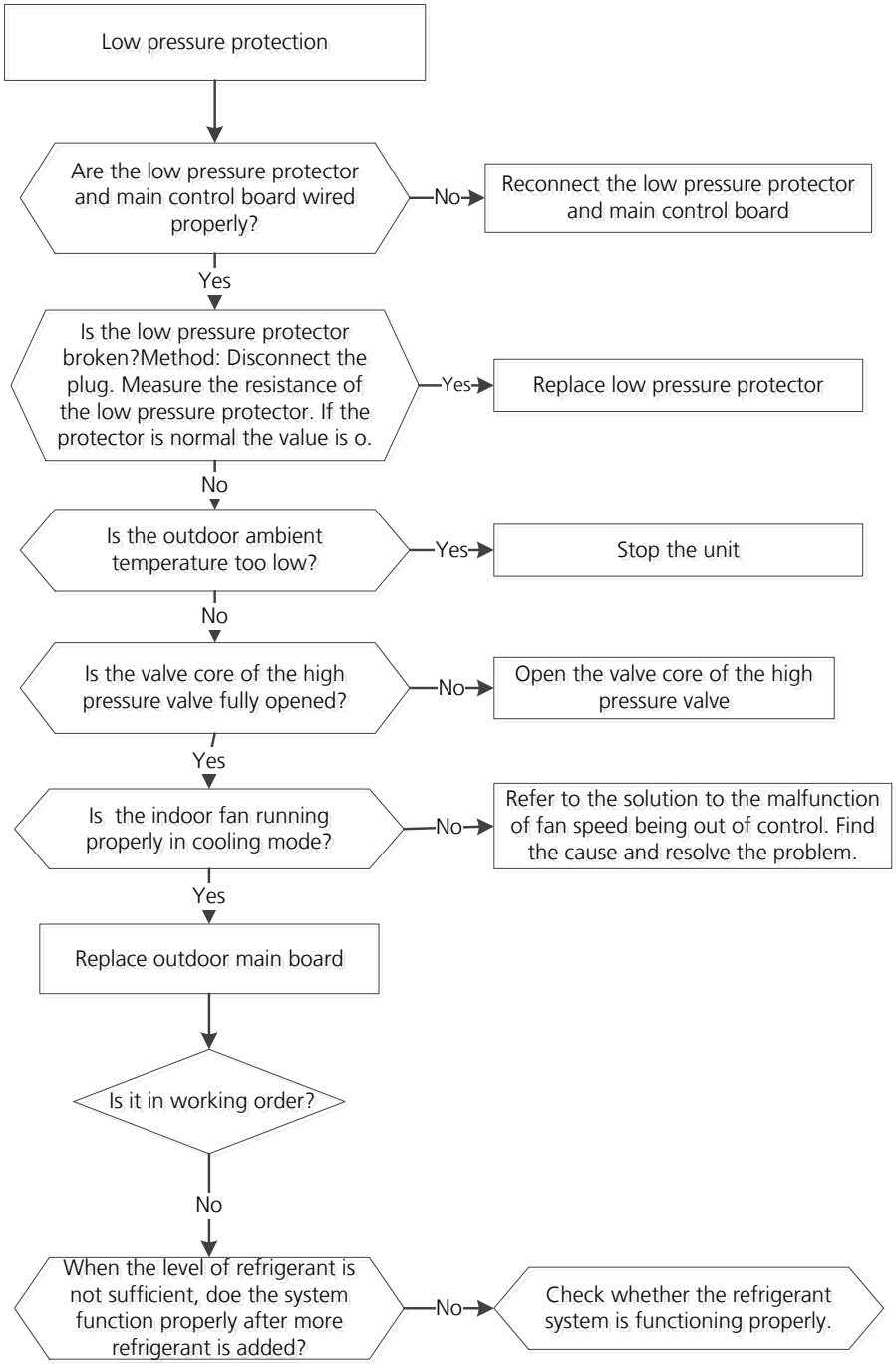
6.10 PC 03/PC 31(Low Pressure Protection Diagnosis and Solution)

Description: If the sampling voltage is not 5V, the LED displays a failure code.

Recommended parts to prepare:

- Connection wires
- Low pressure protector
- Indoor fan assembly
- Outdoor PCB

Troubleshooting and repair:



Note: For certain models, outdoor PCB could not be removed separately. In this case, the outdoor electric control box should be replaced as a whole.

6.11 PC 02(Top temperature protection of compressor or High temperature protection of IPM module diagnosis and solution)

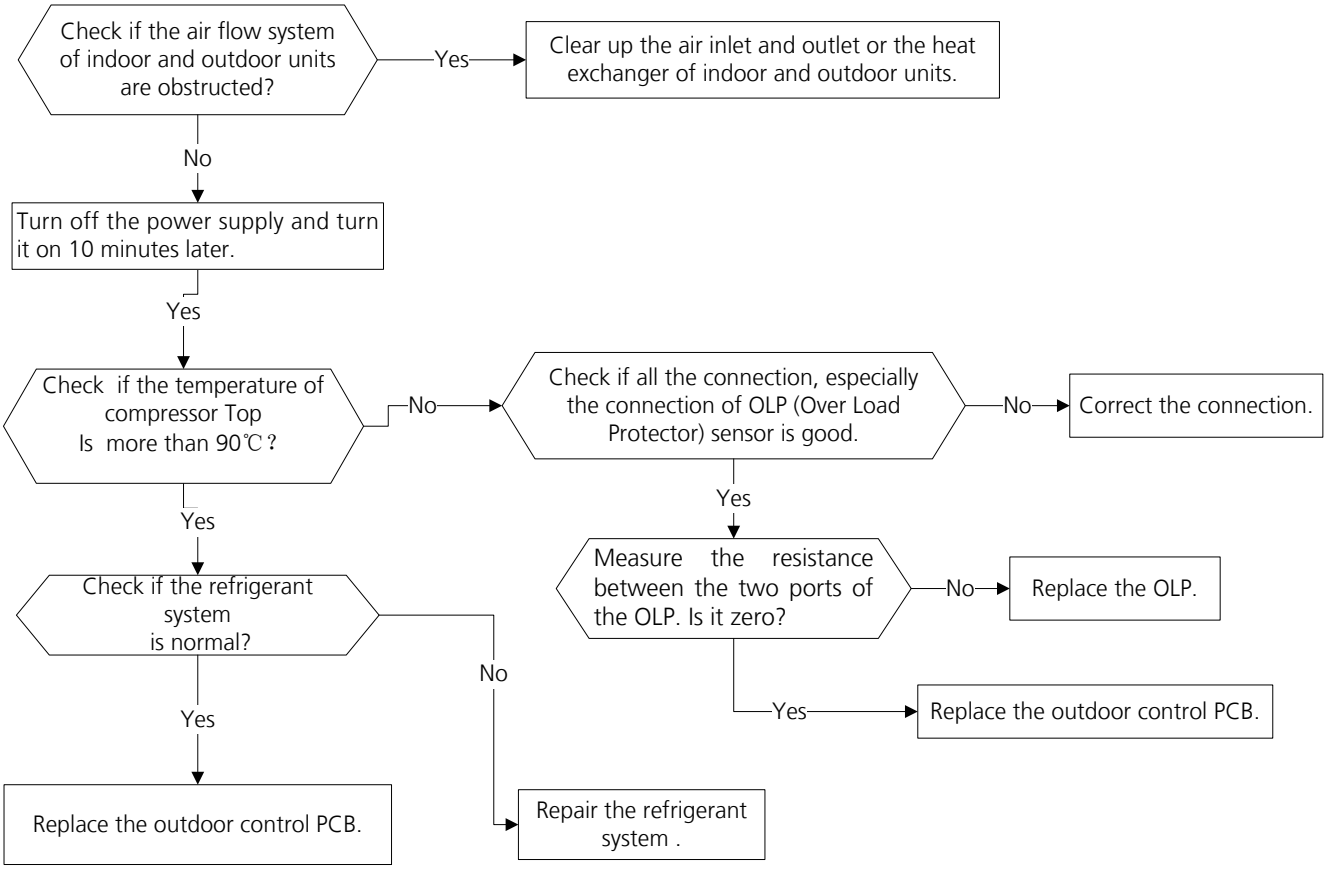
Description: For some models with overload protection, If the sampling voltage is not 5V, the LED will display the failure.

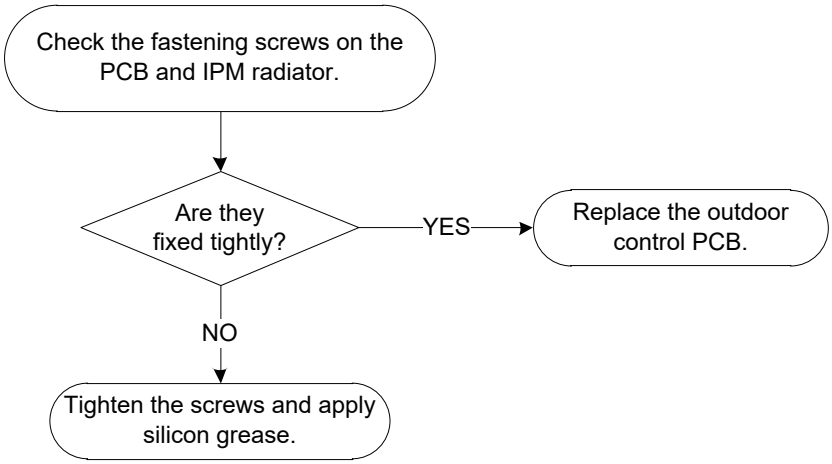
If the temperature of IPM module is higher than a certain value, the LED displays the failure code.

Recommended parts to prepare:

- Connection wires
- Outdoor PCB
- IPM module board
- High pressure protector
- System blockages

Troubleshooting and repair:





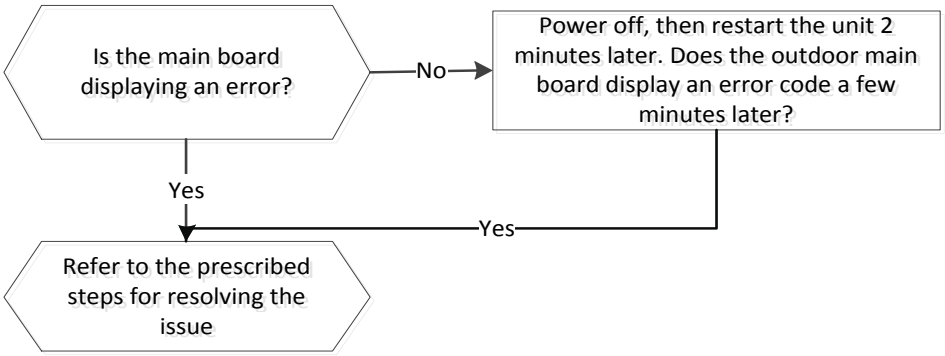
6.12 EC 0d(Outdoor unit malfunction Diagnosis and Solution)

Description: The indoor unit detect the outdoor unit is error.

Recommended parts to prepare:

- Outdoor unit

Troubleshooting and repair:



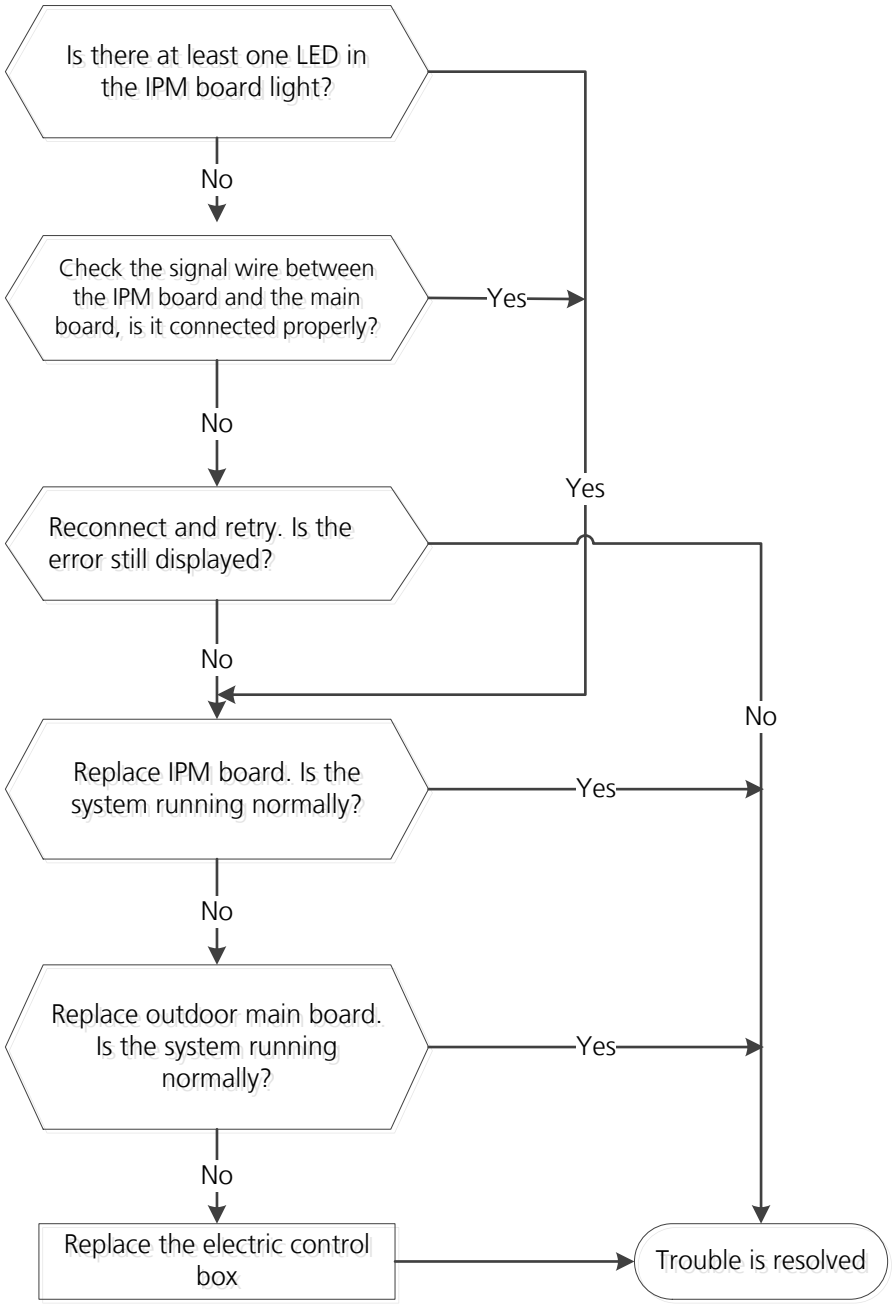
6.13 PC 40(Communication error between outdoor main PCB and IPM board diagnosis and solution)

Description: The main PCB cannot detect the IPM board.

Recommended parts to prepare:

- Connection wires
- IPM board
- Outdoor main PCB
- Electric control box

Troubleshooting and repair:



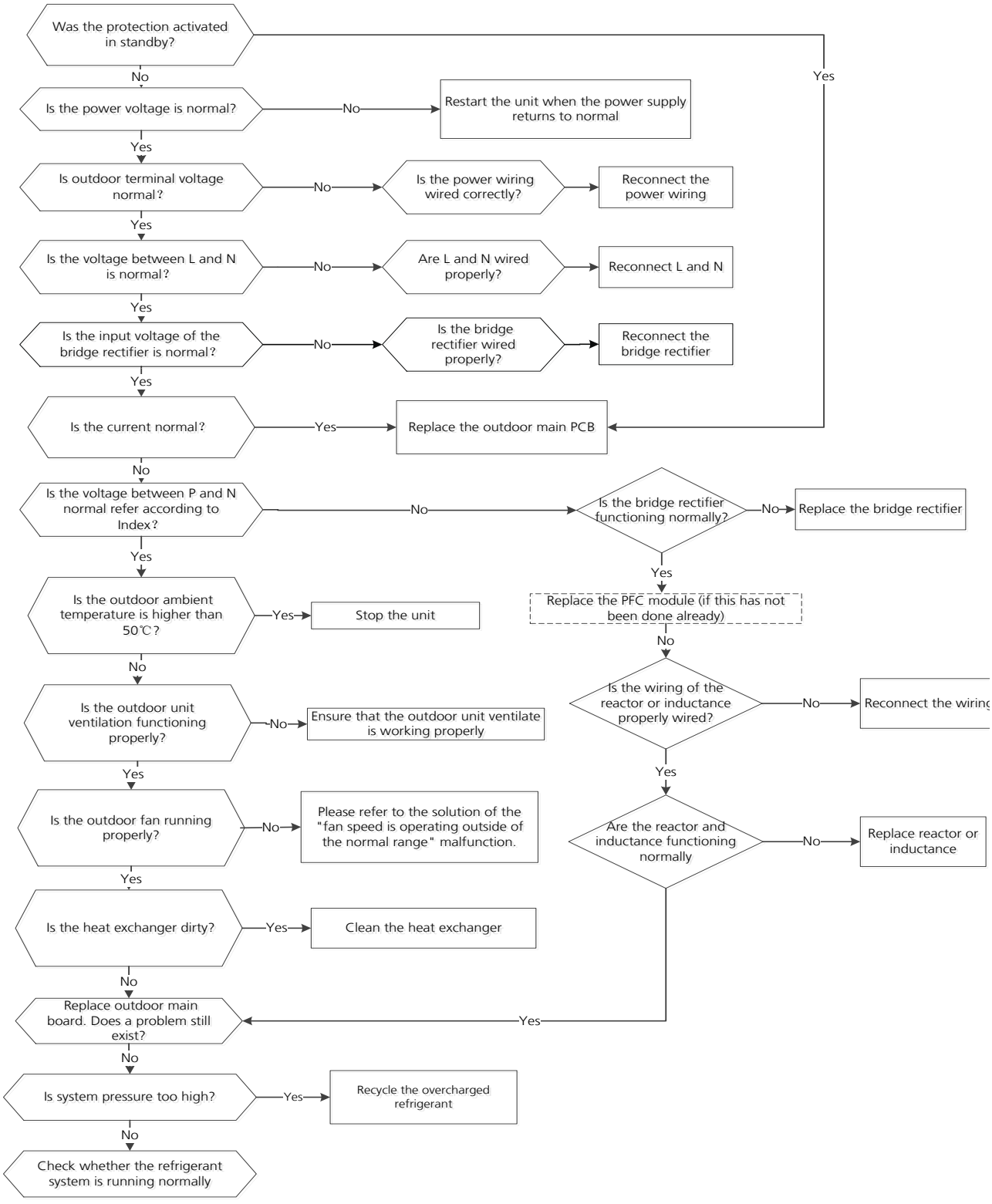
6.14 PC 08(Current overload protection)/PC 46(Compressor speed has been out of control)/ PC 49(Compressor overcurrent failure) diagnosis and solution

Description: An abnormal current rise is detected by checking the specified current detection circuit.

Recommended parts to prepare:

- Connection wires
- Rectifier
- PFC circuit or reactor
- Blocked refrigeration piping system
- Pressure switch
- Outdoor fan
- IPM module board
- Outdoor PCB

Troubleshooting and repair:



Note: For certain models, outdoor PCB could not be removed separately. In this case, the outdoor electric control box should be replaced as a whole.

6.15 PC 0F(PFC module protection diagnosis and solution)

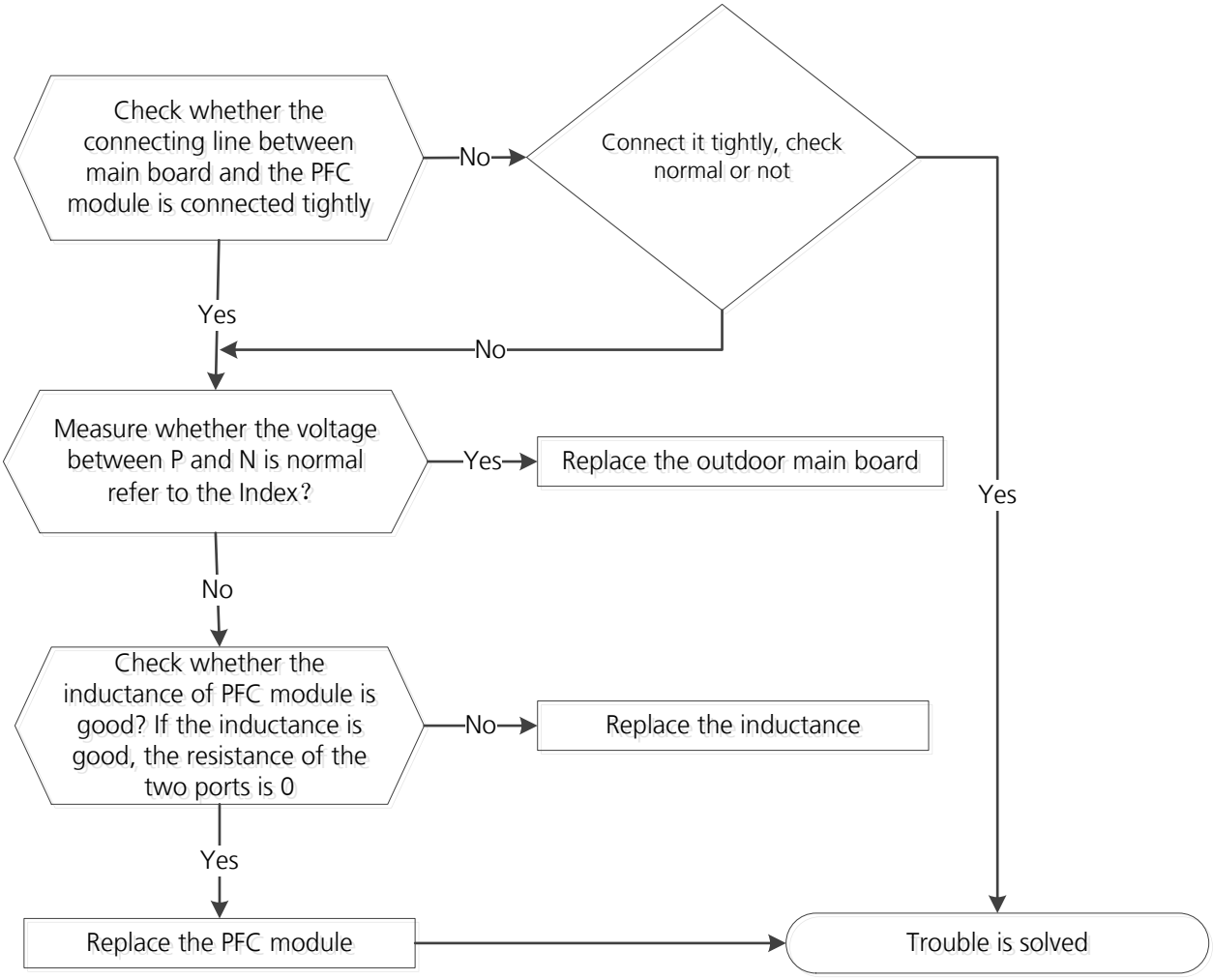
Description: When the voltage signal that IPM send to compressor drive chip is abnormal, the LED displays the failure code and the AC turns off.

Recommended parts to prepare:

- Connection wires
- Inductance
- Outdoor main PCB
- PFC module

Troubleshooting and repair:

At first test the resistance between every two ports of U, V, W of IPM and P, N. If any result of them is 0 or close to 0, the IPM is defective. Otherwise, please follow the procedure below:



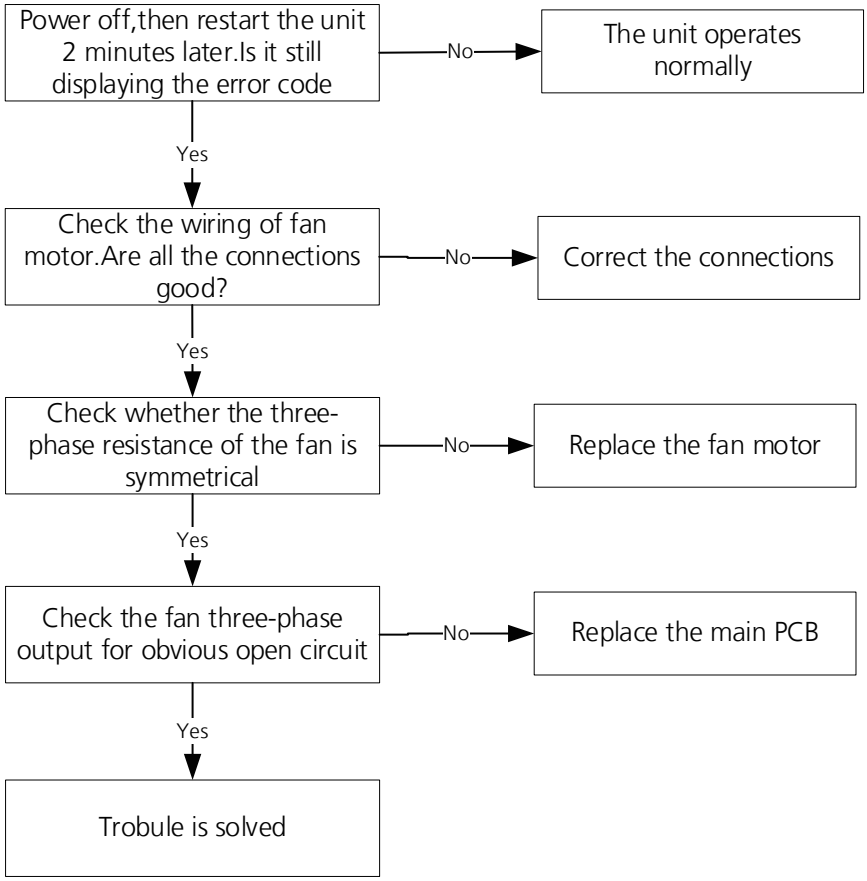
6.16 EC 72 (Lack phase failure of outdoor DC fan motor diagnosis and solution)

Description: When the three-phase sampling current of the DC motor is abnormal, especially when the current of one or more phases is always small and almost 0, the LED displays the failure code.

Recommended parts to prepare:

- Connection wire
- Fan motor
- Outdoor PCB

Troubleshooting and repair:



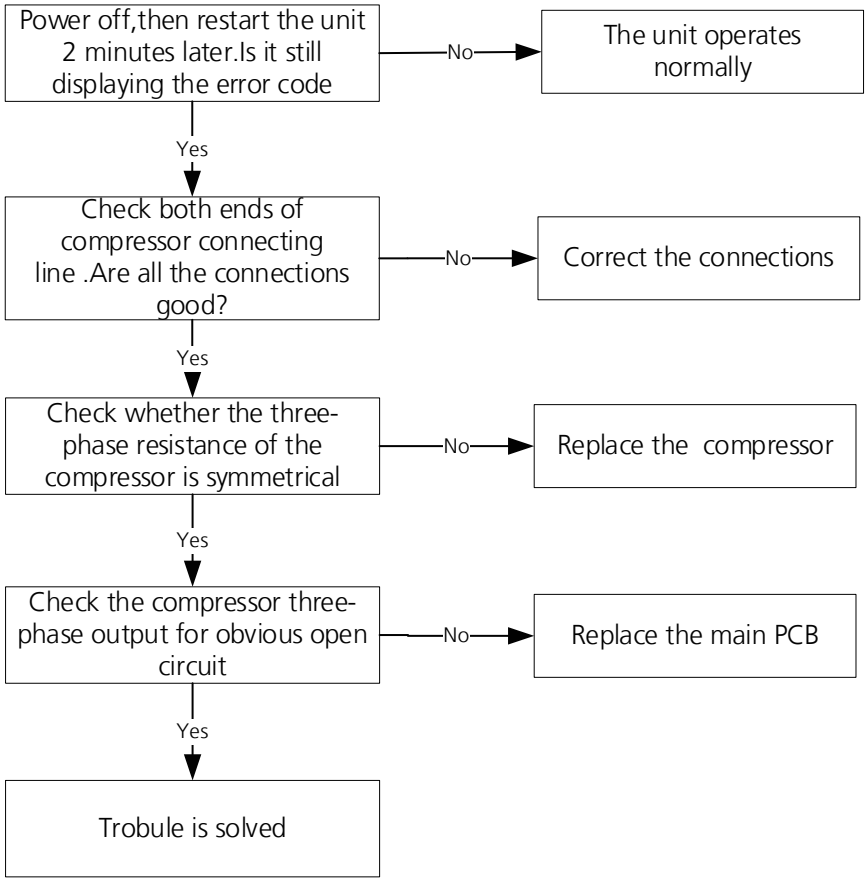
6.17 PC 43 (Outdoor compressor lack phase protection diagnosis and solution)

Description: When the three-phase sampling current of the compressor is abnormal, especially when the current of one or more phases is always small and almost 0, the LED displays the failure code

Recommended parts to prepare:

- Connection wire
- Compressor
- Outdoor PCB

Troubleshooting and repair:



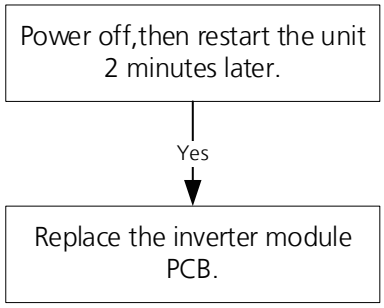
6.18 PC 45 (Outdoor unit IR chip drive failure diagnosis and solution)

Description: When the IR chip detects its own parameter error, the LED displays the failure code when power on.

Recommended parts to prepare:

- Inverter module PCB.

Troubleshooting and repair:



6.19 PC 0L (Low ambient temperature protection)

Description: It is a protection function. When compressor is off, outdoor ambient temperature(T4) is lower than -35°C. for 10s, the AC will stop and display the failure code.

When compressor is on, outdoor ambient temperature(T4) is lower than -40°C.for 10s, the AC will stop and display the failure code.

When outdoor ambient temperature(T4) is no lower than -32°C.for 10s, the unit will exit protection.

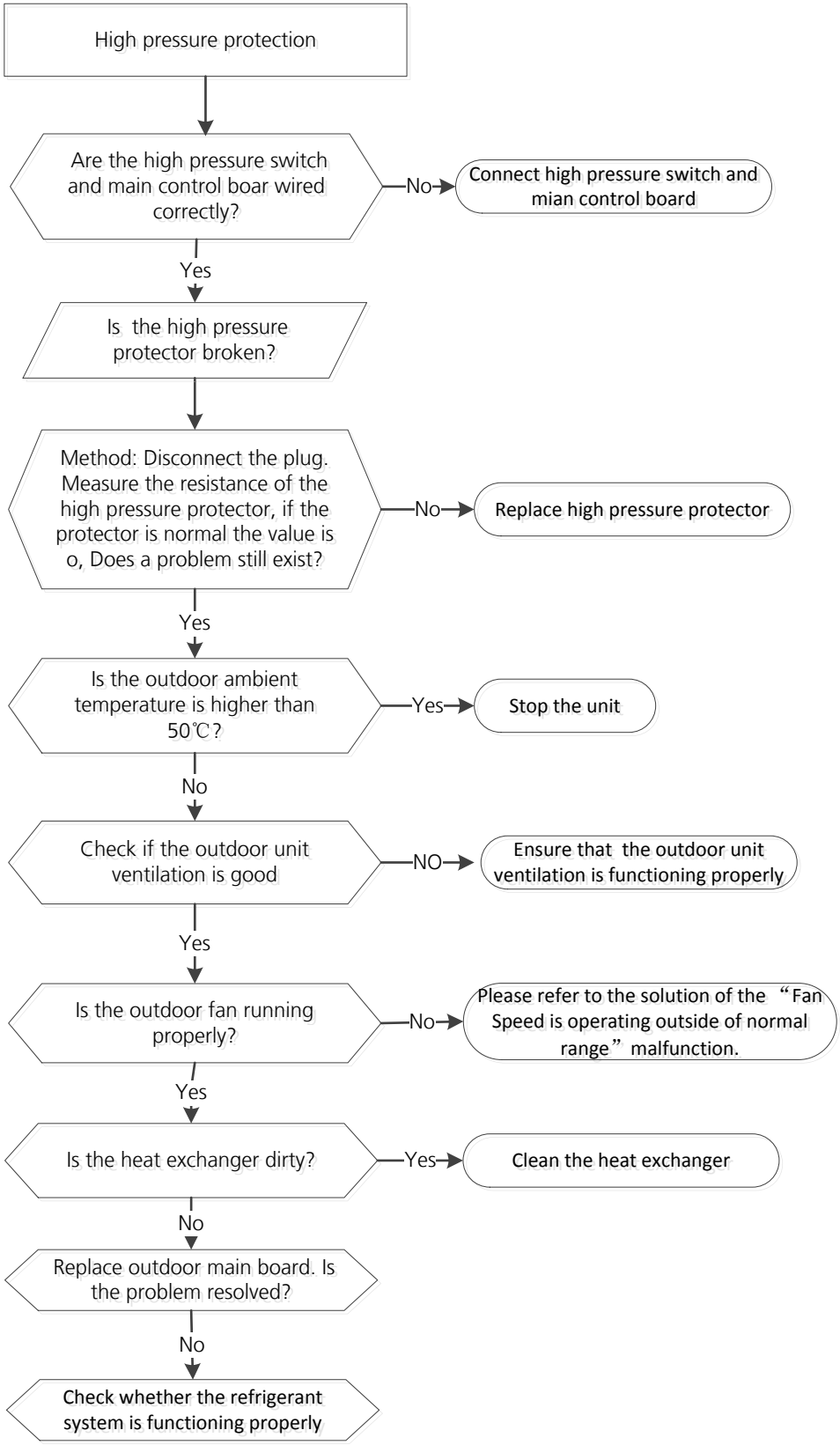
6.20 PC 30 (High pressure protection diagnosis and solution)

Description: Outdoor pressure switch cut off the system because high pressure is higher than 4.4 MPa

Recommended parts to prepare:

- Connection wires
- Pressure switch
- Outdoor fan
- Outdoor main PCB

Troubleshooting and repair:


High pressure protection
Are the high pressure switch and main control boar wired correctly?
No
Connect high pressure switch and mian control board
Yes
Is the high pressure protector broken?
Method: Disconnect the plug. Measure the resistance of the high pressure protector, if the protector is normal the value is o, Does a problem still exist?
No
Replace high pressure protector
Yes
Is the outdoor ambient temperature is higher than 50℃?
Yes
Stop the unit
No
Check if the outdoor unit ventilation is good
NO
Ensure that the outdoor unit ventilation is functioning properly
Yes
Is the outdoor fan running properly?
No
Please refer to the solution of the "Fan Speed is operating outside of normal range" malfunction.
Yes
Is the heat exchanger dirty?
Yes
Clean the heat exchanger
No
Replace outdoor main board. Is the problem resolved?
No
Check whether the refrigerant system is functioning properly

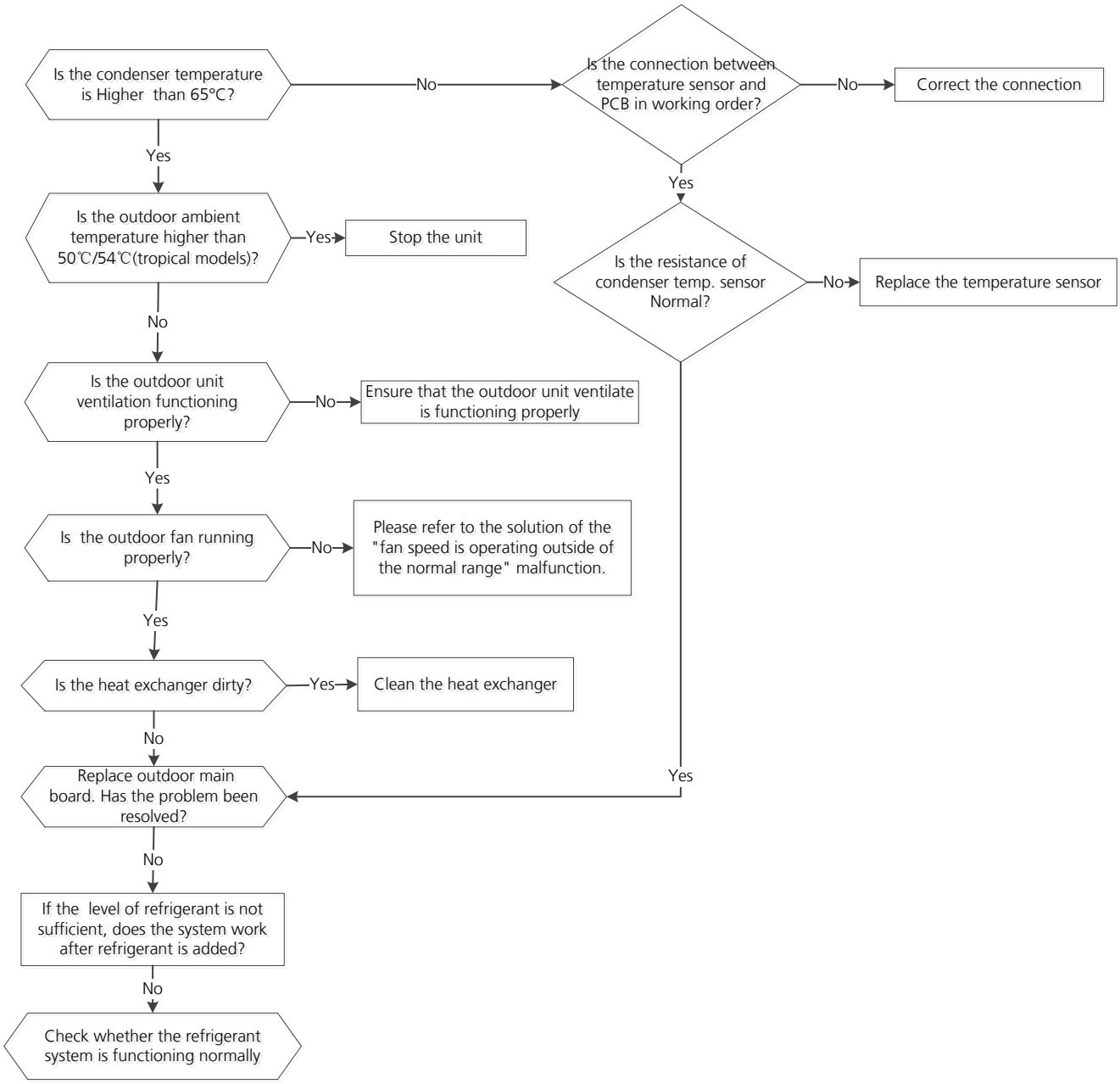
6.21 PC 0A (High temperature protection of condenser diagnosis and solution)

Description: When the outdoor pipe temperature is more than 65°C, the unit stops. It starts again only when the outdoor pipe temperature is less than 52°C.

Recommended parts to prepare:

- Connection wires
- Condenser temperature sensor
- Outdoor fan
- Outdoor main PCB
- Refrigerant

Troubleshooting and repair:



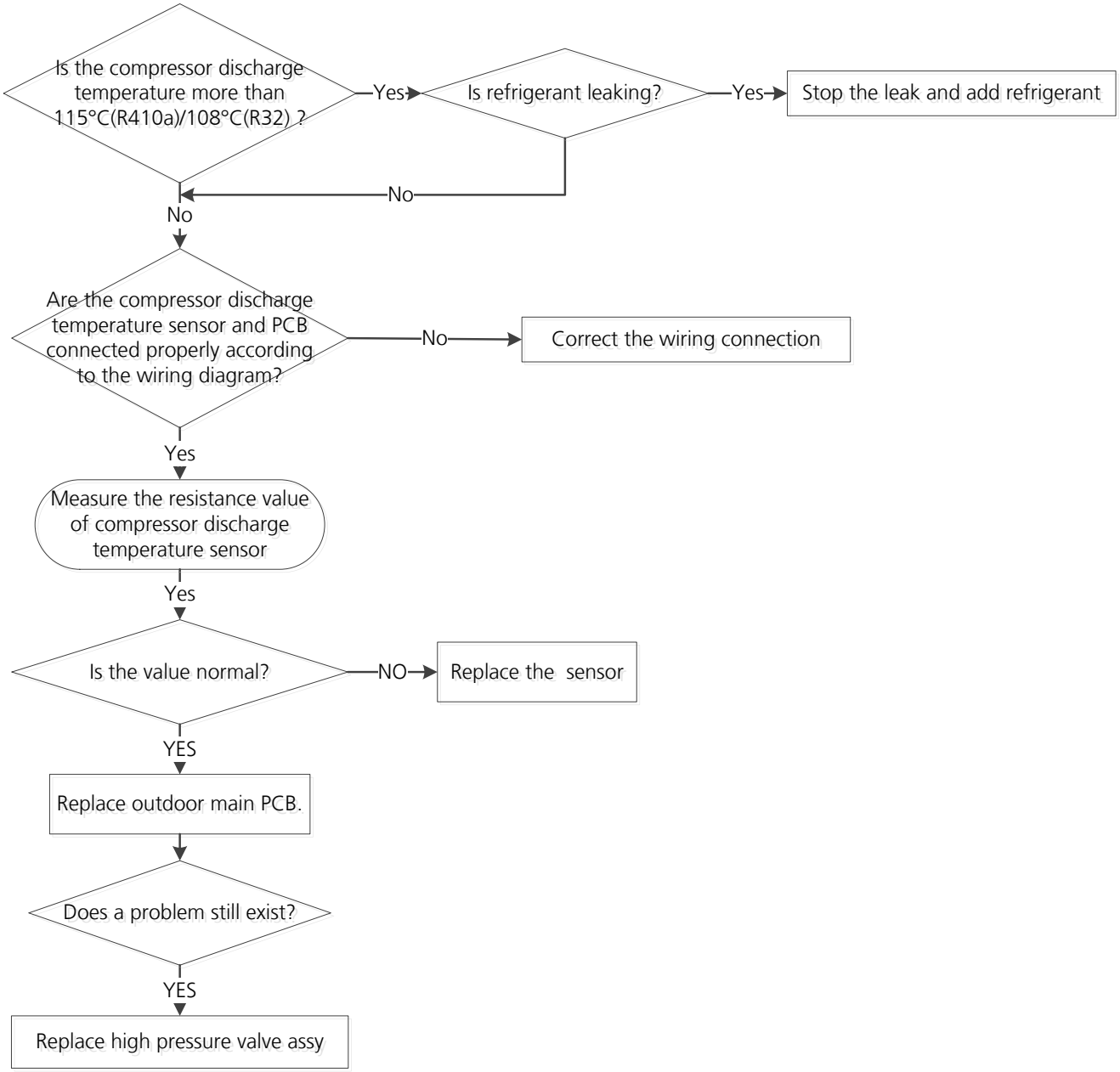
6.22 PC 06 (Discharge temperature protection of compressor diagnosis and solution)

Description: If the compressor discharge temperature exceeds a certain level for nine seconds, the compressor ceases operation, the LED displays the failure code

Recommended parts to prepare:

- Connection wires
- Discharge temperature sensor
- Additional refrigerant
- Outdoor main PCB

Troubleshooting and repair:



Note: For certain models, outdoor unit uses combination sensor, T3,T4 and TP are the same of sensor. This picture and the value are only for reference, actual appearance and value may vary.

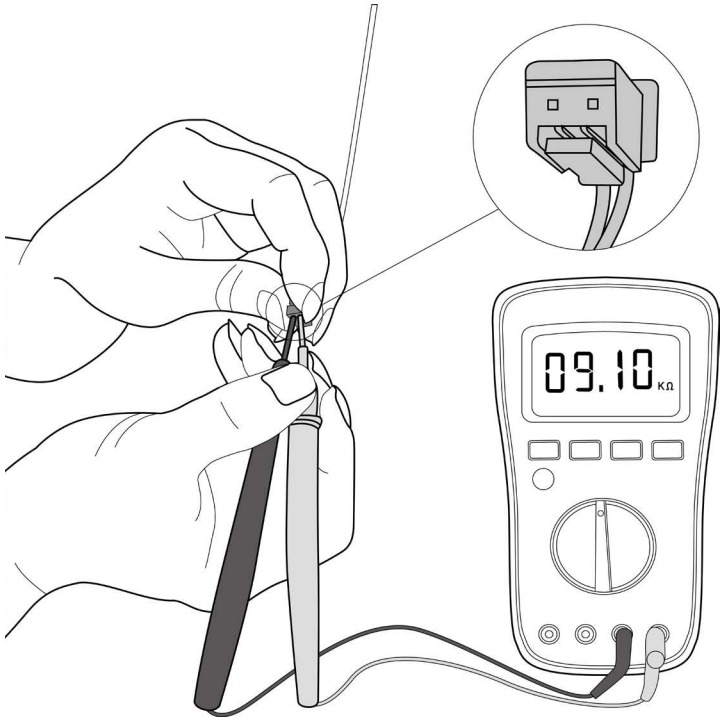
8. Check Procedures

8.1 Temperature Sensor Check

WARNING

Be sure to turn off all power supplies or disconnect all wires to avoid electric shock.
Operate after compressor and coil have returned to normal temperature in case of injury.

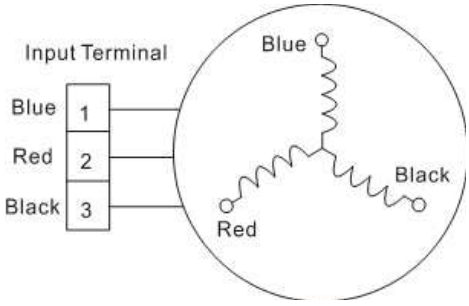
1. Disconnect the temperature sensor from PCB (Refer to Chapter 5&6. Indoor&Outdoor Unit Disassembly).
2. Measure the resistance value of the sensor using a multi-meter.
3. Check corresponding temperature sensor resistance value table (Refer to Chapter 8. Appendix).



Note: The picture and the value are only for reference, actual condition and specific value may vary.

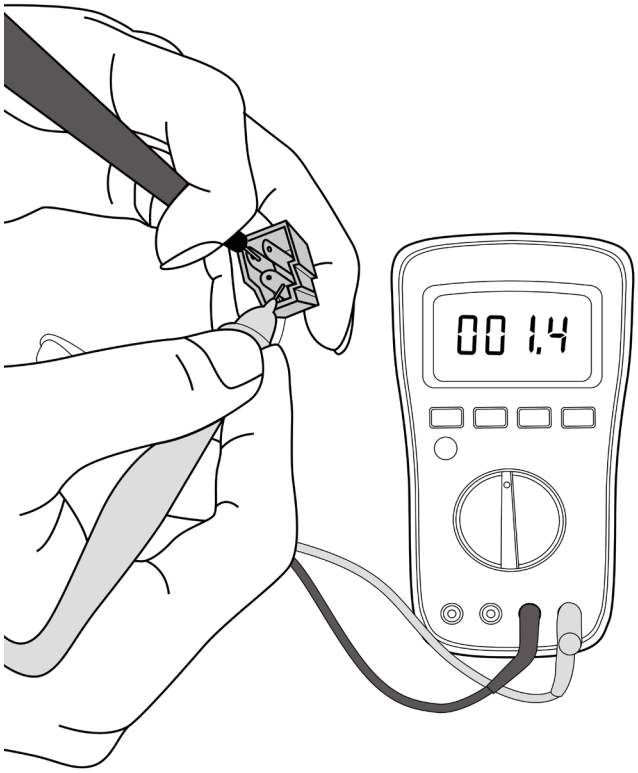
8.2 Compressor Check

1. Disconnect the compressor power cord from outdoor PCB (Refer to Chapter 6. Outdoor Unit Disassembly)).
2. Measure the resistance value of each winding using a multi-meter.
3. Check the resistance value of each winding in the following table.



Resistance Value	KSN98D64UFZ3	KSN140D21UFZ	KTM240D43UKT
Blue-Red	2.7Ω	1.28Ω	1.03Ω
Blue-Black			
Red-Black			

Resistance Value	KTF250D22UMT	KTF310D43UMT	KTQ420D1UMU
Blue-Red	0.75Ω	0.65Ω	0.37Ω
Blue-Black			
Red-Black			



Note: The picture and the value are only for reference, actual condition and specific value may vary.

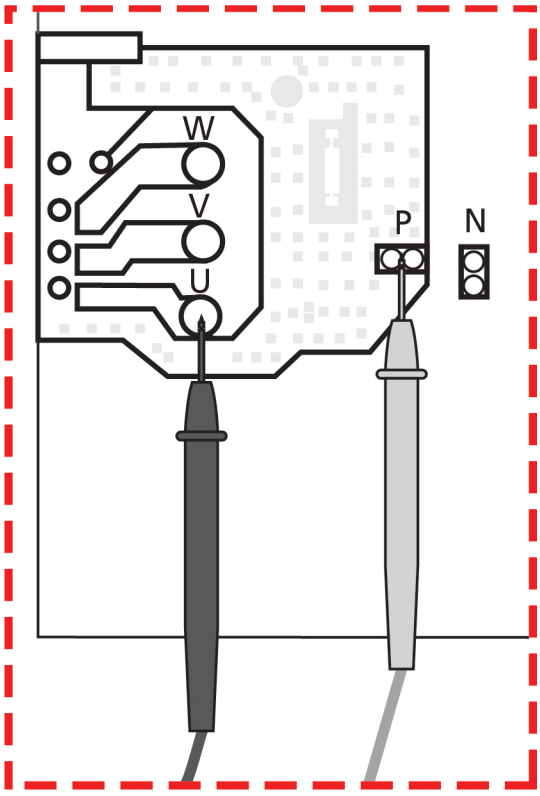
8.3 IPM Continuity Check

WARNING

Electricity remains in capacitors even when the power supply is off.
Ensure the capacitors are fully discharged before troubleshooting.

1. Turn off outdoor unit and disconnect power supply.
2. Discharge electrolytic capacitors and ensure all energy-storage unit has been discharged.
3. Disassemble outdoor PCB or disassemble IPM board.
4. Measure the resistance value between P and U(V, W, N); U(V, W) and N.

Digital tester		Resistance value	Digital tester		Resistance value
(+)Red	(-)Black		(+)Red	(-)Black	
P	N	∞ (Several MΩ)	U	N	∞ (Several MΩ)
	U		V		
	V		W		
	W		-		



Note: The picture and the value are only for reference, actual condition and specific value may vary.

Indoor Unit Disassembly-Console

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