Troubleshooting

Contents

Troubleshooting

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1. Safety Caution

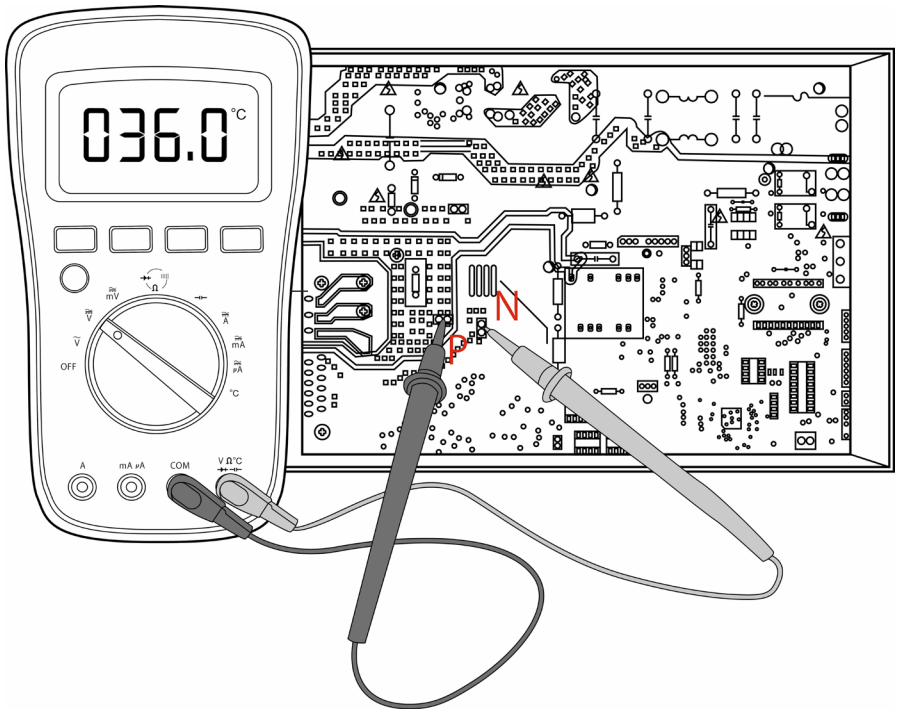
WARNING

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 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 on different models ,
1. the running LED with flash in a corresponding series, the timer LED may turn on or begin flashing;
2. an error code will be displayed;
3. both 1 and 2.

These error codes are described in the following tables:

Running Lamp	Timer Lamp	Display	Information	Solution
--	--	dF	Defrost	Normal Display, not error code
--	--	CL	Filter cleaning reminder(power on display for 15 seconds)	
--	--	CL	Active clean	
--	--	nF	Filter replacement reminder(power on display for 15 seconds)	
--	--	FP	Heating in room temperature under 8°C	
--	--	FC	Forced cooling	
--	--	AP	AP mode of WIFI connection	
--	--	CP	Remote switched off	
1 time	OFF	EH00/EH0R	Indoor unit EEPROM parameter error	TS01-IDU
2 times	OFF	EL01	Indoor/outdoor unit communication error	TS02-S-INV
3 times	OFF	EH02	Zero-crossing signal detection error	TS03
4 times	OFF	EH03	The indoor fan speed is operating outside of the normal range	TS04-S-IDU
5 times	OFF	EC51	Outdoor unit EEPROM parameter error	TS01-ODU
5 times	OFF	EC52	Condenser coil temperature sensor T3 is in open circuit or has short circuited	TS05-ODU
5 times	OFF	EC53	Outdoor room temperature sensor T4 is in open circuit or has short circuited	TS05-ODU
5 times	OFF	EC54	Compressor discharge temperature sensor TP is in open circuit or has short circuited	TS05-ODU
5 times	OFF	EC56	Evaporator coil outlet temperature sensor T2B is in open circuit or has short circuited(for free-match indoor units)	TS05-ODU
6 times	OFF	EH60	Indoor room temperature sensor T1 is in open circuit or has short circuited	TS05-IDU
6 times	OFF	EH61	Evaporator coil middle temperature sensor T2 is in open circuit or has short circuited	TS05-IDU
12 times	OFF	EC07	The outdoor fan speed is operating outside of the normal range	TS04-ODU
9 times	OFF	EH0b	Indoor PCB/Display board communication error	TS07
8 times	OFF	EL0C	Refrigerant leakage detection	TS06-INV
7 times	FLASH	PC00	IPM malfunction or IGBT over-strong current protection	TS09-S
2 times	FLASH	PC01	Over voltage or over low voltage protection	TS10-S

3 times	FLASH	PC02	Top temperature protection of compressor or High temperature protection of IPM module or High pressure protection	TS11-S-INV
5 times	FLASH	PC04	Inverter compressor drive error	TS12-S
1 time	FLASH	PC08	Current overload protection	TS08-S
6 times	FLASH	PC40	Communication error between outdoor main chip and compressor driven chip	TS33
7 times	FLASH	PC03	Low pressure protection	TS13-INV
-	-	FHOP	AP mode is actived but there is no WIFI kit installed	TS34
1 times	ON	--	Indoor units mode conflict(match with multi outdoor unit)	TS14

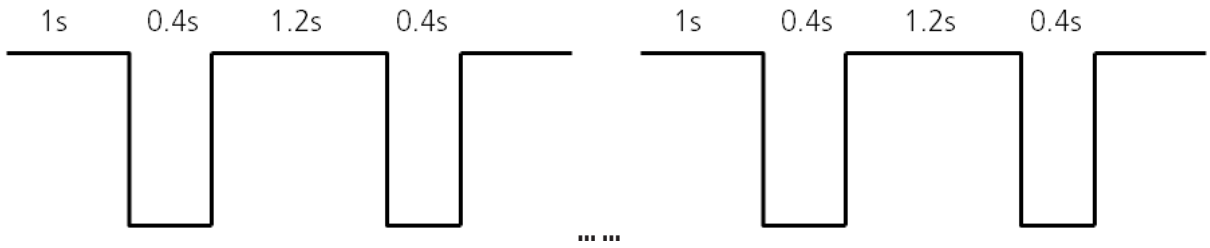
For other errors:

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.

88 flash frequency:



3. Complain Record Form

Complain Record Form

Request No.: Date:

Installation Date: Service Date:

Customer Information			
Name		Telephone No.	
Home Address			
Email			
Product Information			
Indoor Unit Model		Outdoor Unit Model	
Serial No. of indoor unit			
Serial No. of outdoor unit			
Working Mode	☐Cooling ☐Heating ☐Fan only ☐Dry		
Setting temperature	_____°C / °F	Fan speed	☐Turbo ☐High ☐Medium ☐Low ☐Auto
Temperature of air inlet	_____°C / °F	Temperature of air outlet	_____°C / °F
Installation / Condition Information			
Indoor temperature	_____°C / °F	Indoor humidity	_____%RH
Outdoor temperature	_____°C / °F	Outdoor humidity	_____%RH
Length of Connecting pipe		Pipe diameter	Gas pipe: Liquid pipe:
Length of Wiring		wire diameter	
System Running Pressure	_____MPa or _____Bar or _____PSI		
Room size (L*W*H)			
Photo of Installation of Indoor unit (Photo #1)		Photo of Installation of Outdoor unit (Photo #2)	
Failure Description			
Error Code of Indoor unit		Code of Outdoor PCB	
Unit does not start			
Remote control does not work			
Indoor display shows nothing			
No cooling or heating at all			
Less cooling or heating			
Unit starts but stops shortly			
High noise			
High vibration			

Parameter Checking information by Remote controller			
Displaying code	Displaying code meaning	Display value	Display value meaning
T1	Room temperature		
T2	Indoor coil temperature		
T3	Outdoor coil temperature		
T4	Ambient temperature		
TP	Discharge temperature		
FT	Targeted Frequency		
Fr	Actual Frequency		
dl	Compressor current		
Uo	Outdoor AC voltage		
Sn	Indoor capacity test		
--	Reserve		
Pr	Outdoor fan speed		
Lr	EXV opening steps		
ir	Indoor fan speed		
HU	Indoor humidity		
TT	Adjusted setting temperature		
--	Reserve		
--	Reserve		
--	Reserve		
oT	Indoor target frequency		

Approval from Manufacturer	
☐Approved	
☐More Proof needed	
☐Rejected	

4. Information Inquiry

- Turn the A/C system off via the wired or remote controller
- Switch the A/C circuit breaker off for 3 mins and then switch the circuit breaker back on
- Within the first 1 minute of switching the circuit breaker on remove the batteries of the remote and reinsert
- 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 holding the "ON/OFF" button down 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	Reserve	/
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
EH 00/EH 0R	Indoor unit EEPROM parameter error
EL 01	Indoor / outdoor unit communication error
EH bR	Communication error between indoor unit and indoor external fan module
EH 30	Parameters error of indoor external fan
EH 35	Phase failure of indoor external fan
EH 36	Indoor external fan current sampling bias fault
EH 37	Indoor external fan zero speed failure
EH 38	Indoor external fan stall failure
EH 39	Out of step failure of indoor external fan
EH 3R	Low voltage protection of indoor external fan DC bus
EH 3b	Indoor external fan DC bus voltage is too high fault
EH 3E	Indoor external fan overcurrent fault
EH 3F	Indoor external fan module protection/hardware overcurrent protection
EH 03	The indoor fan speed is operating outside of the normal range
EC 51	Outdoor unit EEPROM parameter error
EC 52	Condenser coil temperature sensor T3 is in open circuit or has short circuited
EC 53	Outdoor room temperature sensor T4 is in open circuit or has short circuited
EC 54	Compressor discharge temperature sensor TP is in open circuit or has short circuited
EC 55	IGBT temperature sensor TH is in open circuit or has short circuited
EC 0d	Outdoor unit malfunction
EH 60	Indoor room temperature sensor T1 is in open circuit or has short circuited
EH 61	Evaporator coil temperature sensor T2 is in open circuit or has short circuited
EC 71	Outdoor external fan overcurrent fault
EC 75	Outdoor external fan module protection/hardware overcurrent protection
EC 72	Outdoor external fan phase failure
EC 74	Outdoor external fan current sampling bias fault
EC 73	Zero speed failure of outdoor unit DC fan
EC 07	The outdoor fan speed is operating outside of the normal range(
EL 0C	Refrigerant leak detected
EH 0E	Water-level alarm malfunction
PC 00	IPM malfunction or IGBT over-strong current protection
PC 10	Over low voltage protection
PC 11	Over voltage protection
PC 12	DC voltage protection
PC 02	Top temperature protection of compressor or High temperature protection of IPM module
PC 40	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)

5. Error Diagnosis and Troubleshooting Without Error Code

WARNING

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

5.1 Remote maintenance

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

No.	Problem	Solution
1	Unit will not start	TS15 - TS16
2	The power switch is on but fans will not start	TS15 - TS16
3	The temperature on the display board cannot be set	TS15 - TS16
4	Unit is on but the wind is not cold(hot)	TS15 - TS16
5	Unit runs, but shortly stops	TS15 - TS16
6	The unit starts up and stops frequently	TS15 - TS16
7	Unit runs continuously but insufficient cooling(heating)	TS15 - TS16
8	Cool can not change to heat	TS15 - TS16
9	Unit is noisy	TS15 - TS16

5.2 Field maintenance

	Problem	Solution
1	Unit will not start	TS17 - TS18
2	Compressor will not start but fans run	TS17 - TS18
3	Compressor and condenser (outdoor) fan will not start	TS17 - TS18
4	Evaporator (indoor) fan will not start	TS17 - TS18
5	Condenser (Outdoor) fan will not start	TS17 - TS18
6	Unit runs, but shortly stops	TS17 - TS18
7	Compressor short-cycles due to overload	TS17 - TS18
8	High discharge pressure	TS17 - TS18
9	Low discharge pressure	TS17 - TS18
10	High suction pressure	TS17 - TS18
11	Low suction pressure	TS17 - TS18
12	Unit runs continuously but insufficient cooling	TS17 - TS18
13	Too cool	TS17 - TS18
14	Compressor is noisy	TS17 - TS18
15	Horizontal louver can not revolve	TS17 - TS18

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. 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/ EH0A	EL01	EH02	EH03	EH60	EH61	EH0b	EL0C	EC56	PC08
Indoor PCB	✓	✓	✓	✓	✓	✓	✓	✓	x	x
Outdoor PCB	x	✓	x	x	x	x	x	x	✓	✓
Display board	x	x	x	x	x	x	✓	x	x	x
Indoor fan motor	x	x	x	✓	x	x	x	x	x	x
T1 sensor	x	x	x	x	✓	x	x	x	x	x
T2 Sensor	x	x	x	x	x	✓	x	✓	x	x
T2B Sensor	x	x	x	x	x	x	x	x	✓	x
Reactor	x	✓	x	x	x	x	x	x	x	x
Compressor	x	x	x	x	x	x	x	x	x	✓
Additional refrigerant	x	x	x	x	x	x	x	✓	x	x

Part requiring replacement	EC53	EC52	EC54	EC51	EC07	PC00	PC01	PC02	PC03	PC04
Outdoor PCB	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Indoor fan motor	x	x	x	x	x	x	x	x	x	x
Outdoor fan motor	x	x	x	x	✓	✓	x	✓	x	✓
T3 Sensor	x	✓	x	x	x	x	x	x	x	x
T4 Sensor	✓	x	x	x	x	x	x	x	x	x
TP Sensor	x	x	✓	x	x	x	x	x	x	x
Reactor	x	x	x	x	x	x	✓	x	x	x
Compressor	x	x	x	x	x	✓	x	x	x	✓
IPM module board	x	x	x	x	x	✓	✓	✓	x	✓
High pressure protector	x	x	x	x	x	x	x	✓	x	x
Low pressure protector	x	x	x	x	x	x	x	x	✓	x
Additional refrigerant	x	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.

7. Troubleshooting by Error Code

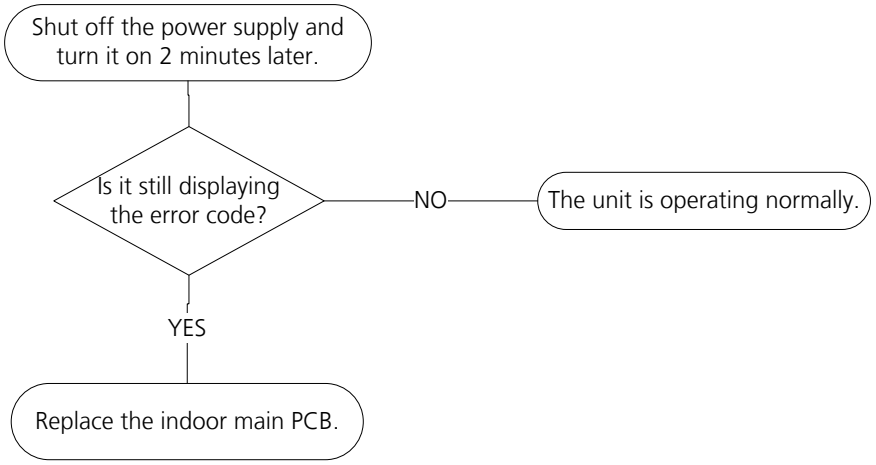
TS01-IDU: Indoor EEPROM parameter error diagnosis and solution

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

Recommended parts to prepare:

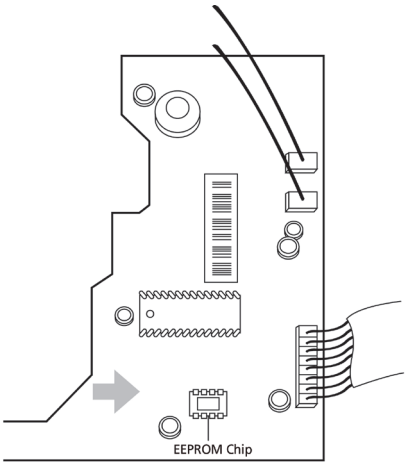
- Indoor PCB

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 PCB is shown in the following image:



Note: This pictures are only for reference, actual appearance may vary.

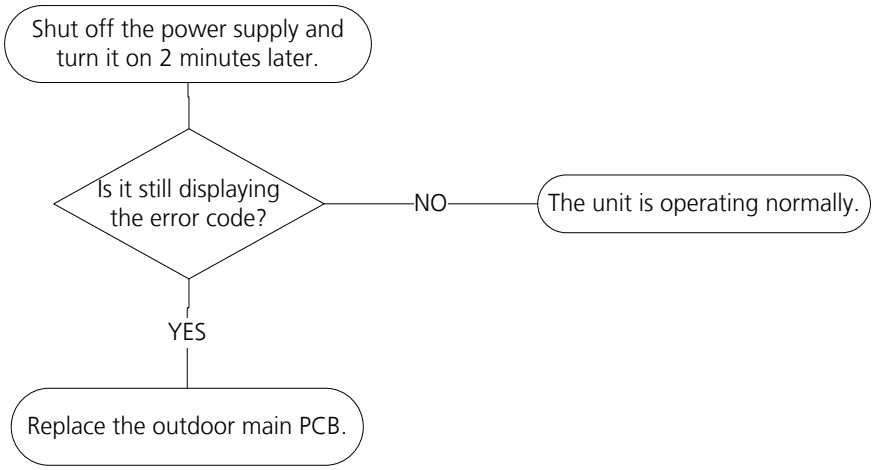
TS01-ODU: Outdoor EEPROM parameter error or communication error between outdoor main chip and compressor driven chip diagnosis and solution

Description: Outdoor PCB main chip does not receive feedback from EEPROM chip or compressor driven chip.

Recommended parts to prepare:

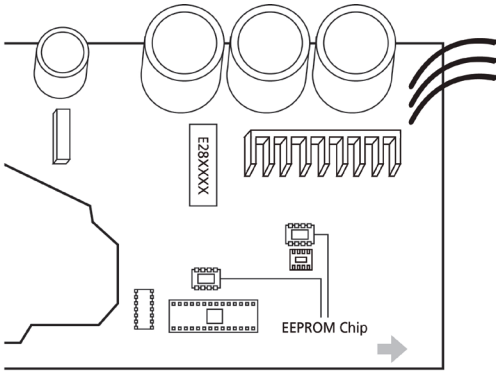
- Outdoor PCB

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 outdoor PCB is shown in the following image:



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.

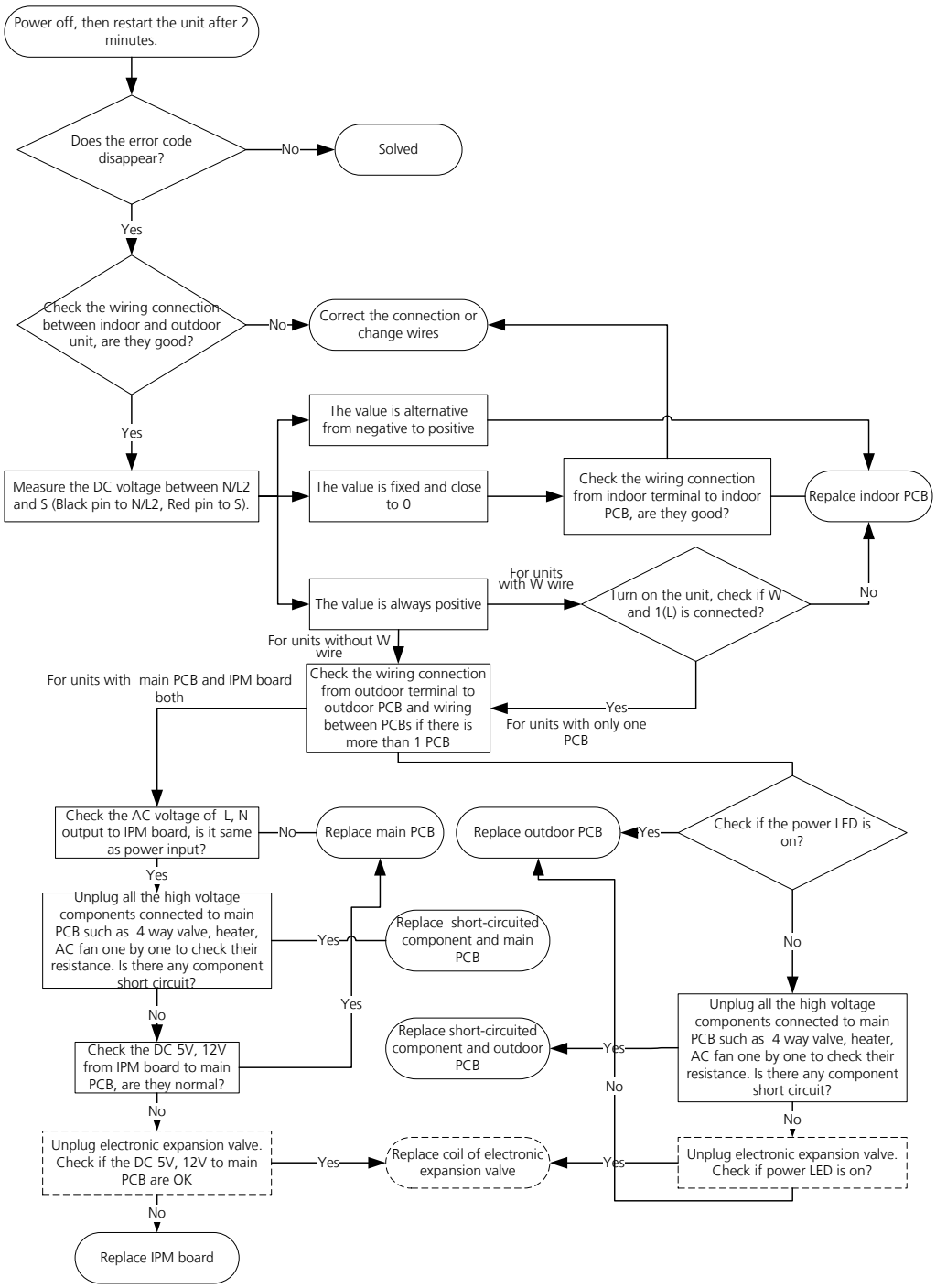
TS02-S-INV: Indoor and outdoor unit communication error diagnosis and solution

Description: Indoor unit can not communicate with outdoor unit

Recommended parts to prepare:

- Indoor PCB
- Outdoor PCB
- Short-circuited component

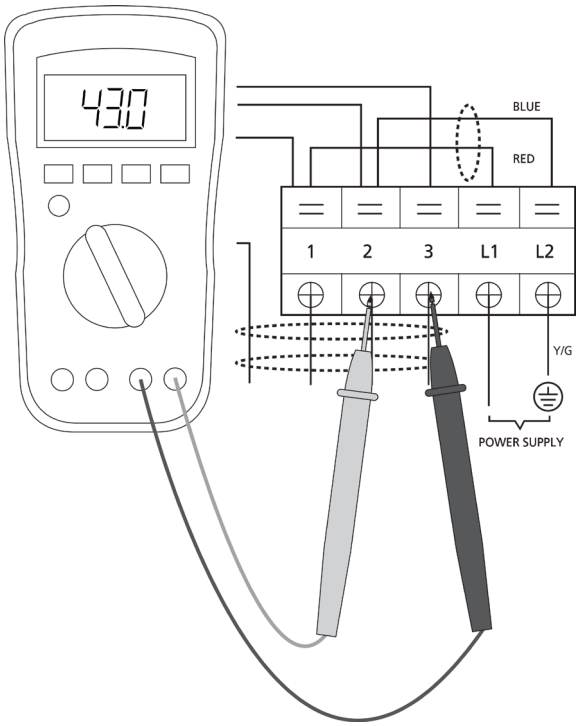
Troubleshooting and repair:



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.

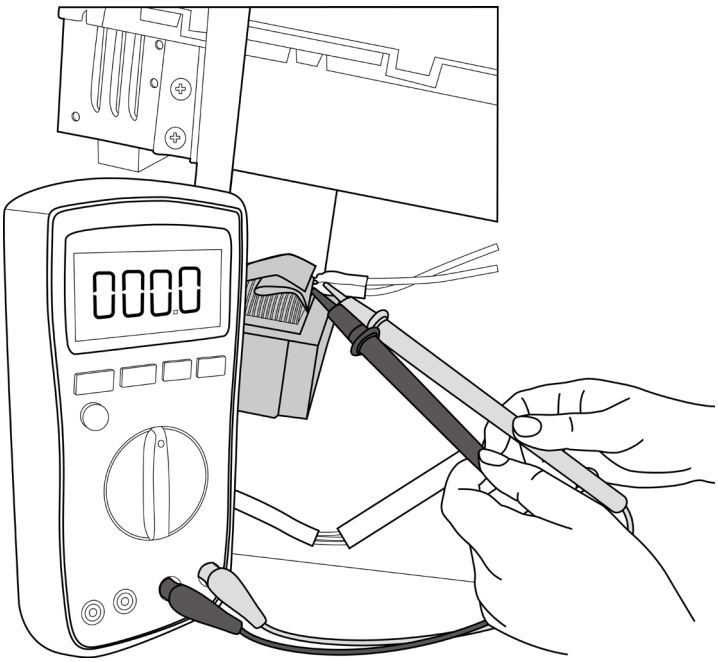
Remarks:

- 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 normal running, the voltage will move alternately between -25V to 25V.
- If the outdoor unit has malfunction, the voltage will move alternately with positive value.
- While if the indoor unit has malfunction, the voltage will be 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.

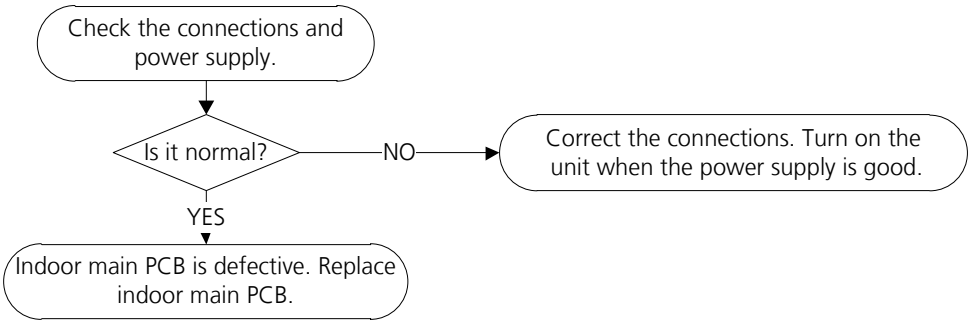
TS03: Zero crossing detection error diagnosis and solution

Description: When PCB does not receive zero crossing signal feedback for 4 minutes or the zero crossing signal time interval is abnormal.

Recommended parts to prepare:

- Connection wires
- Indoor main PCB

Troubleshooting and repair:



Note: E2 zero crossing detection error is only valid for the unit with AC fan motor, for other models, this error is invalid.

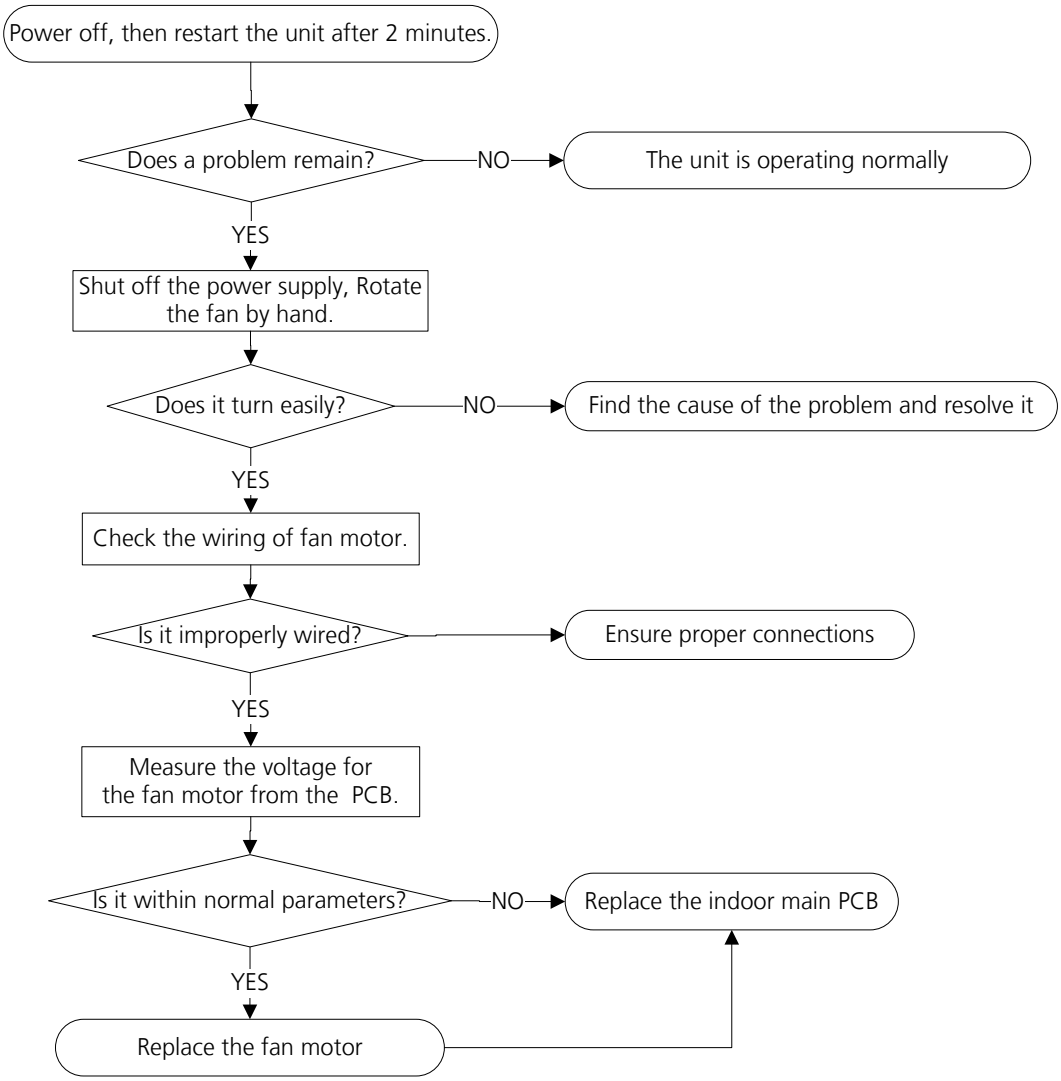
TS04-S-IDU: The Indoor fan speed is operating outside of normal range diagnosis and solution)

Description: When indoor fan speed keeps too low or too high for a certain time, the LED displays the failure code and the AC turns off.

Recommended parts to prepare:

- Connection wires
- Fan assembly
- Fan motor
- Indoor main PCB

Troubleshooting and repair:



Index:

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

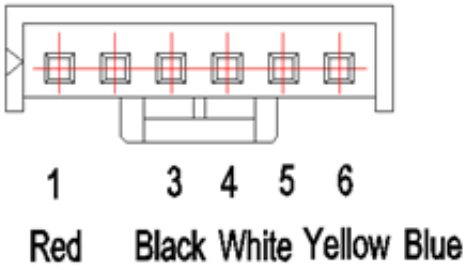
Power on and when the unit is in standby, measure the voltage of pin1-pin3, pin4-pin3 in fan motor connector. If the value of the voltage is not in the range showing in below table, the PCB must has problems and need to be replaced.

- DC motor voltage input and output (voltage: 220-240V~):

No.	Color	Signal	Voltage
1	Red	Vs/Vm	192V~380V
2	---	---	---
3	Black	GND	0V
4	White	Vcc	14-17.5V
5	Yellow	Vsp	0~5.6V
6	Blue	FG	14-17.5V

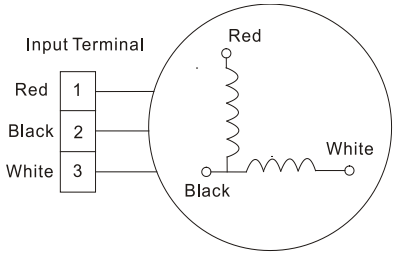
- DC motor voltage input and output (voltage: 115V~):

No.	Color	Signal	Voltage
1	Red	Vs/Vm	140V~190V
2	---	---	---
3	Black	GND	0V
4	White	Vcc	14-17.5V
5	Yellow	Vsp	0~5.6V
6	Blue	FG	14-17.5V



2. Indoor AC Motor

1) Power on and set the unit running in fan mode at high fan speed. After running for 15 seconds, measure the voltage of pin1 and pin2. If the value of the voltage is less than 100V(208~240V power supply) or 50V (115V power supply), the PCB must has problems and need to be replaced.



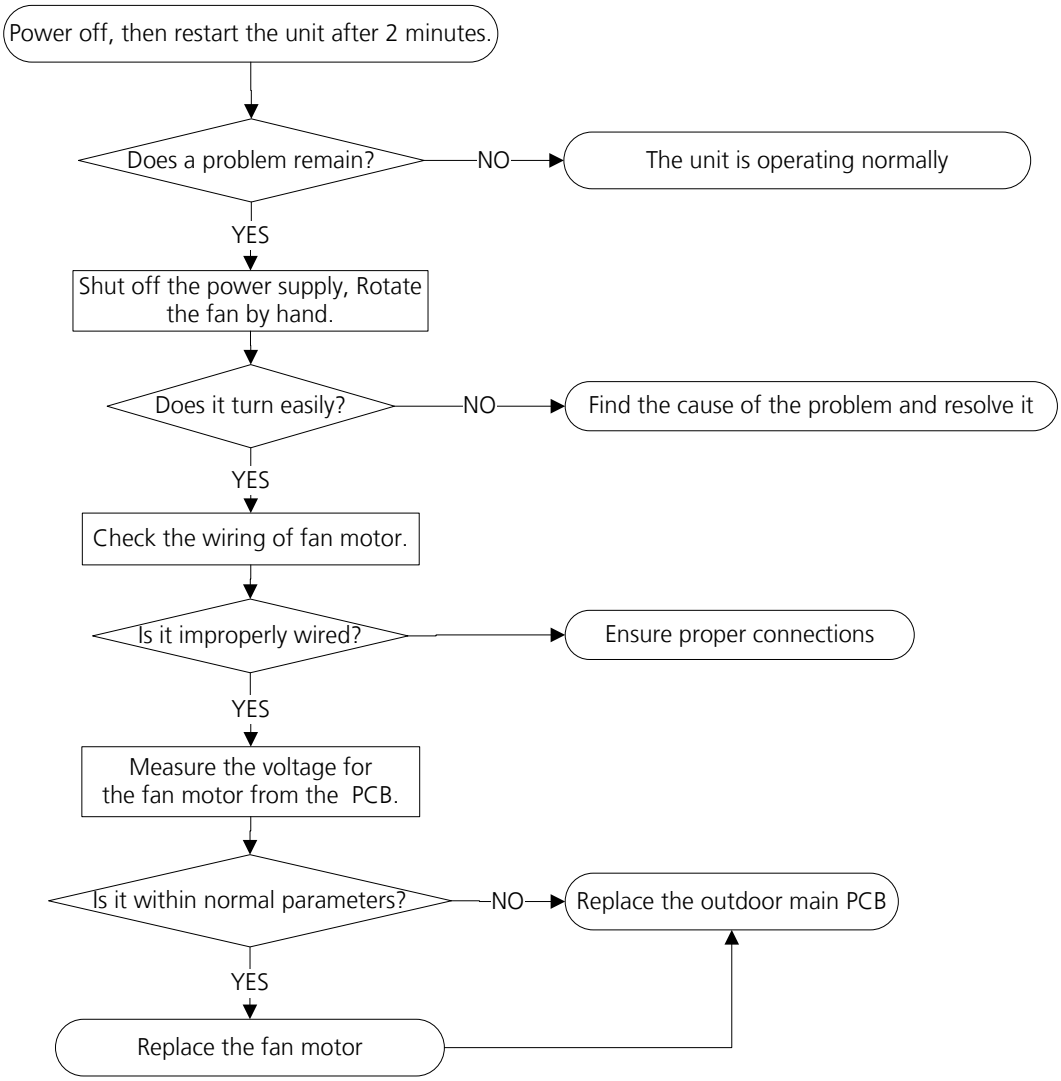
TS04-ODU: The outdoor fan speed is operating outside of normal range diagnosis and solution)

Description: When outdoor fan speed keeps too low or too high for a certain time, the LED displays the failure code and the AC turns off.

Recommended parts to prepare:

- Connection wires
- Fan assembly
- Fan motor
- Outdoor main PCB

Troubleshooting and repair:

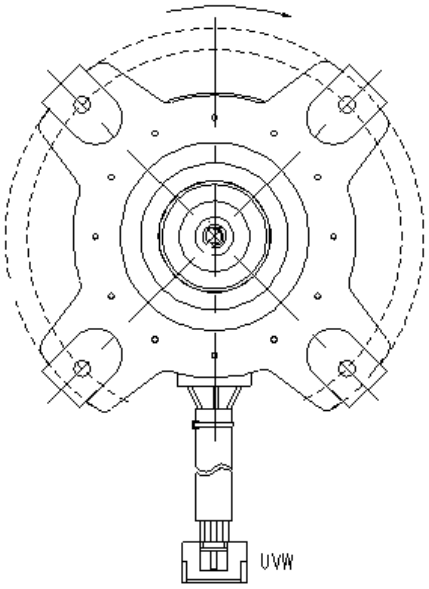


Note: For certain models, outdoor PCB could not be removed separately. In this case, the outdoor electric control box should be replaced as a whole.

Index:

1. 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.

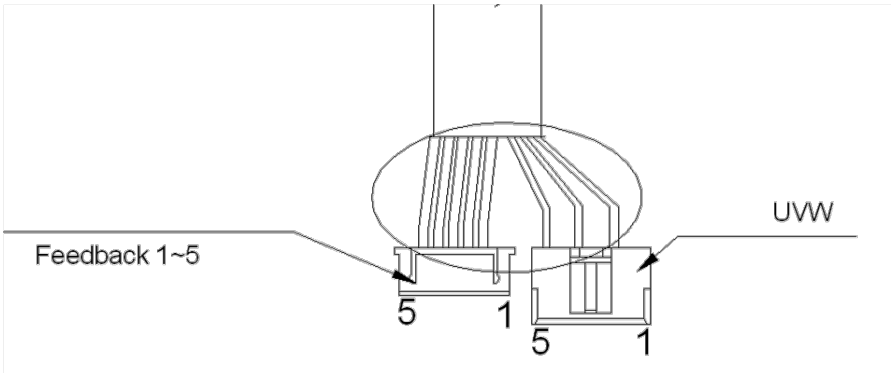


2. Outdoor DC Fan Motor (DC motor that control chip on the PCB)

1)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, go to step 2).

2)Power on and when the unit is in standby, measure the voltage of pin4-5 in feedback signal connector. If the value is not 5V, change the PCB. Otherwise, go to step 3).

3)Rotate the fan by hand, measure the voltage of pin1-5, pin 2-5 and pin 3-5 in feedback signal connector. If any voltage is not positive voltage fluctuation, the fan motor must has problems and need to be replaced.



NO.	1	2	3	4	5
Color	Orange	Grey	White	Pink	Black
Signal	Hu	Hv	Hw	Vcc	GND

Color	Red	Blue	Yellow
Signal	W	V	U

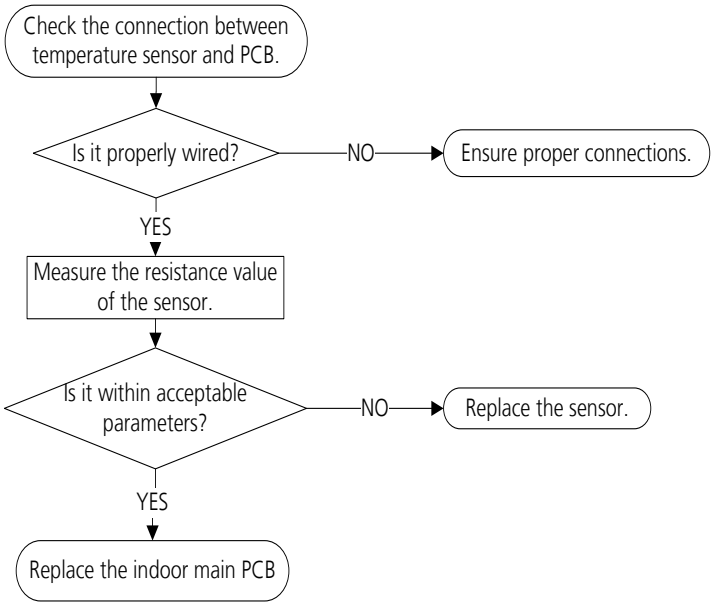
TS05-IDU: Open circuit or short circuit of indoor temperature sensor(T1, T2) diagnosis and solution

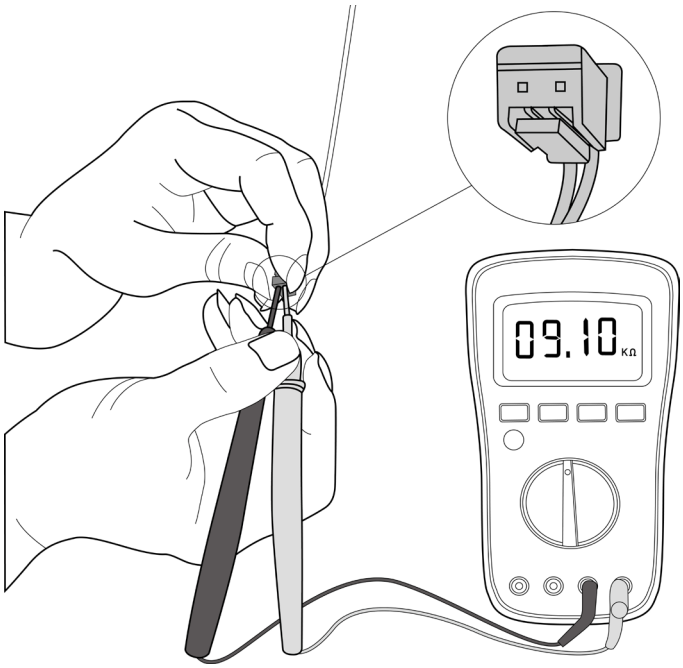
Description: If the sampling voltage is lower than 0.06V or higher than 4.94V, the LED displays the failure code.

Recommended parts to prepare:

- Connection wires
- Sensors
- Indoor main PCB

Troubleshooting and repair:





Note: This picture and the value are only for reference, actual appearance and value may vary.

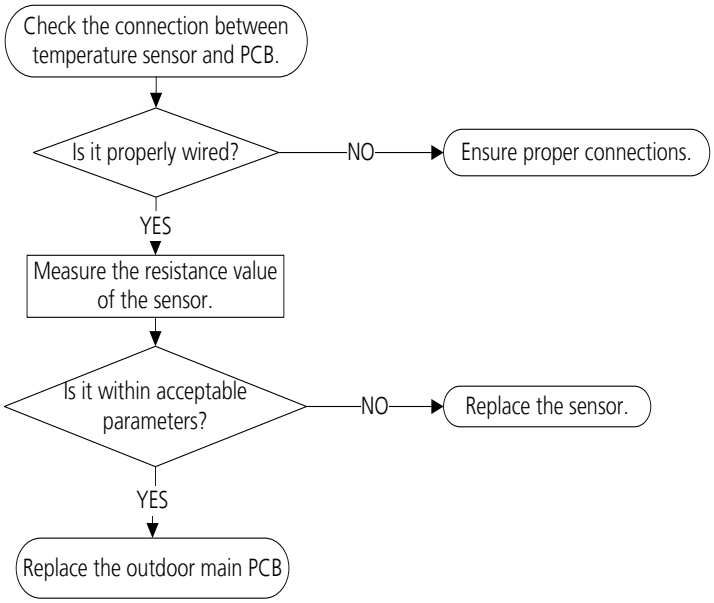
TS05-ODU: Open circuit or short circuit of outdoor temperature sensor(T3, T4, TP, T2B,TH) diagnosis and solution

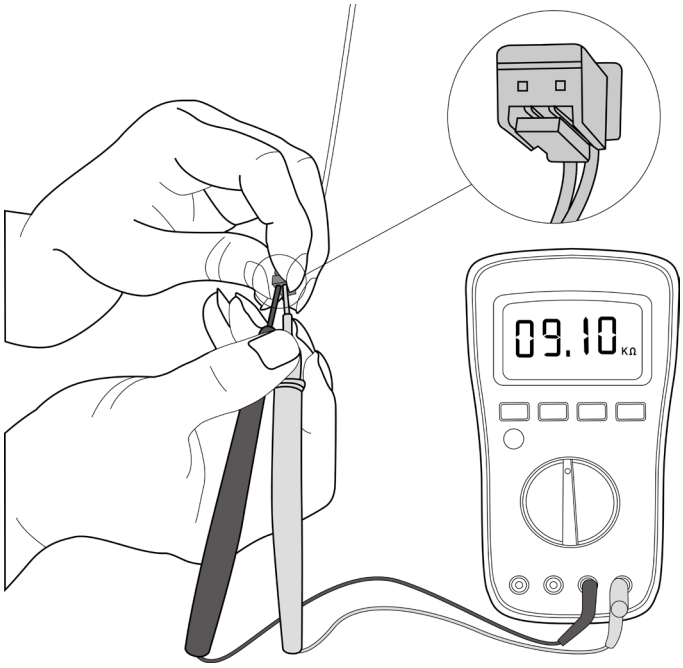
Description: If the sampling voltage is lower than 0.06V or higher than 4.94V, the LED displays the failure code.

Recommended parts to prepare:

- Connection wires
- Sensors
- Outdoor main 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. 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.

TS06-INV: Refrigerant Leakage Detection diagnosis and solution

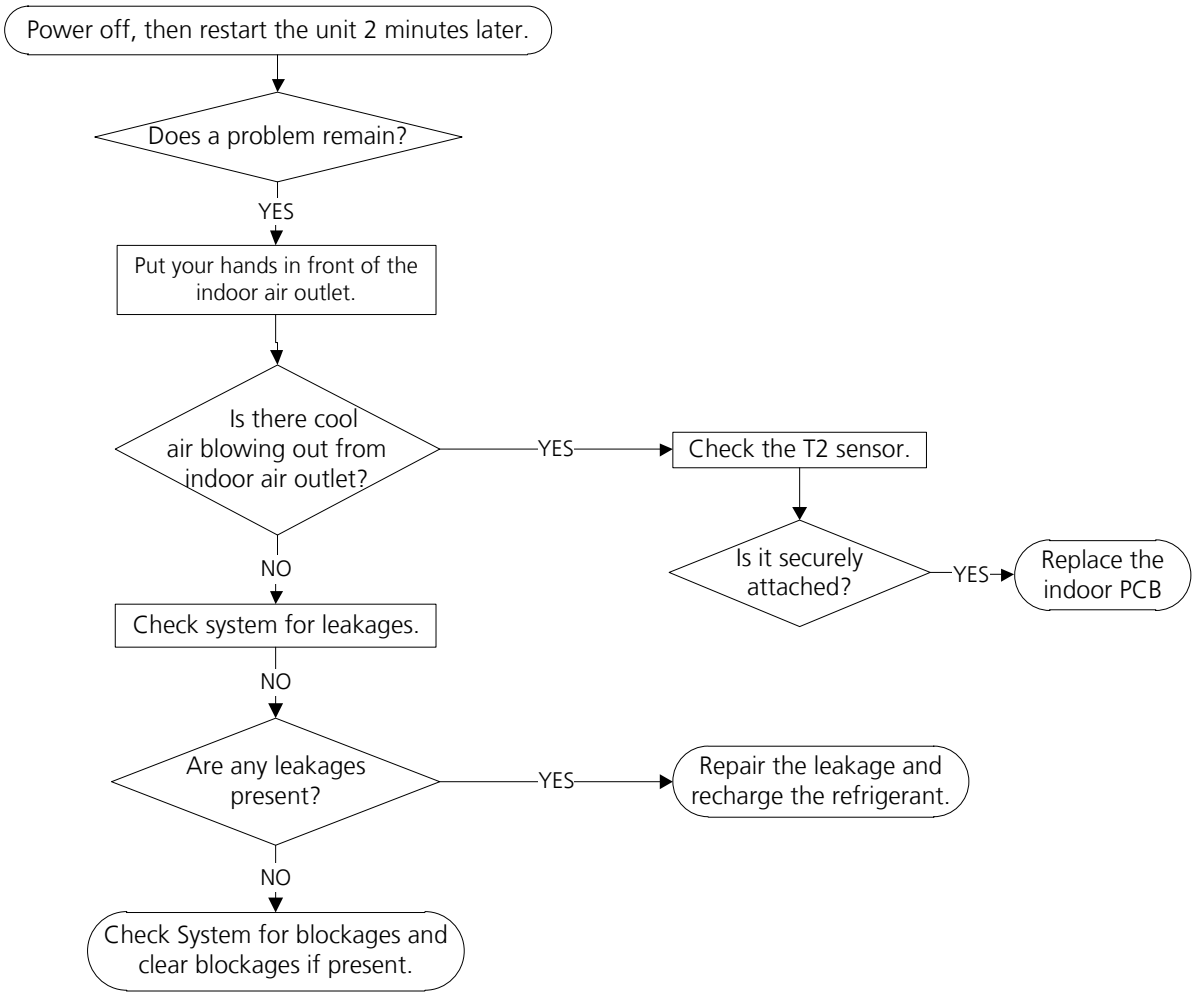
Description: Define the evaporator coil temperature T2 of the compressor just starts running as Tcool.

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 LED displays the failure code and the AC turns off.

Recommended parts to prepare:

- T2 sensor
- Indoor PCB
- Additional refrigerant

Troubleshooting and repair:



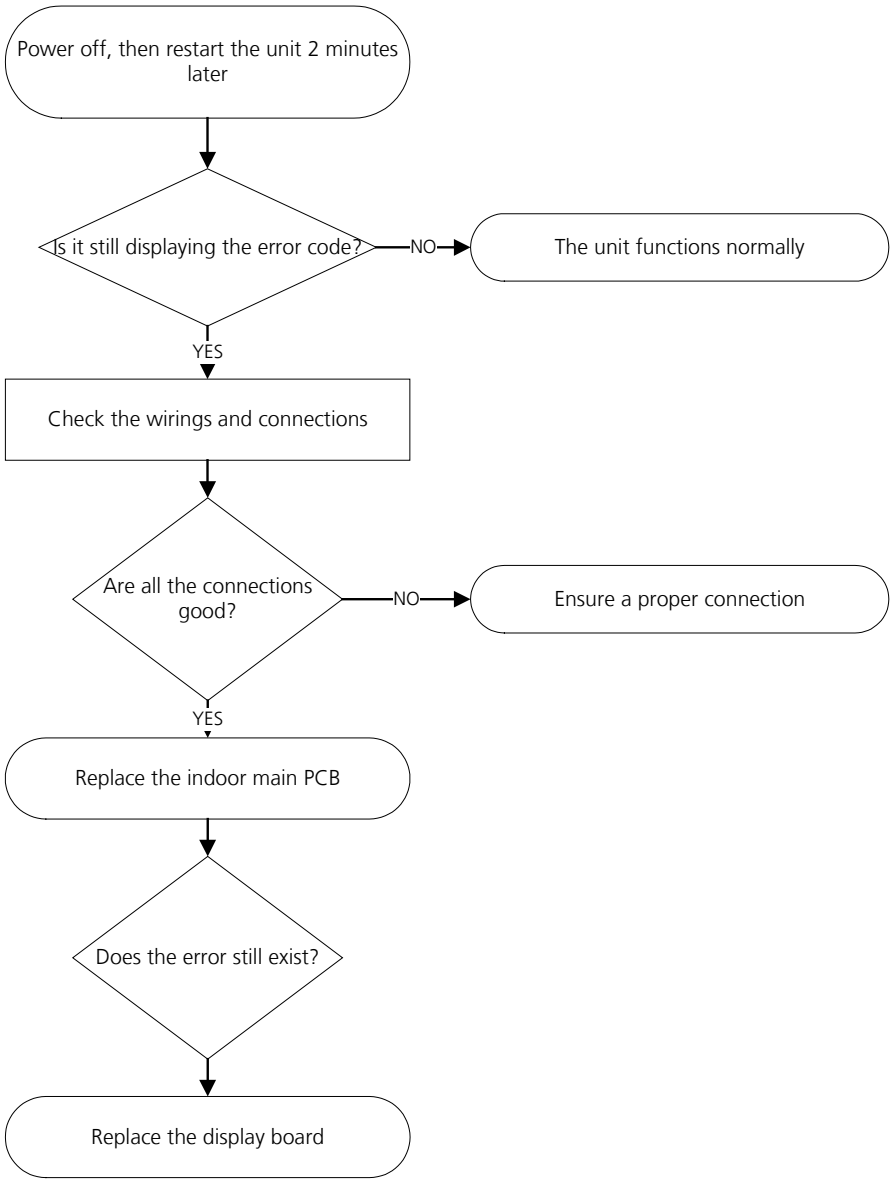
TS07: Indoor PCB / Display board communication error diagnosis and solution

Description: Indoor PCB does not receive feedback from the display board.

Recommended parts to prepare:

- Communication wire
- Indoor PCB
- Display board

Troubleshooting and repair:



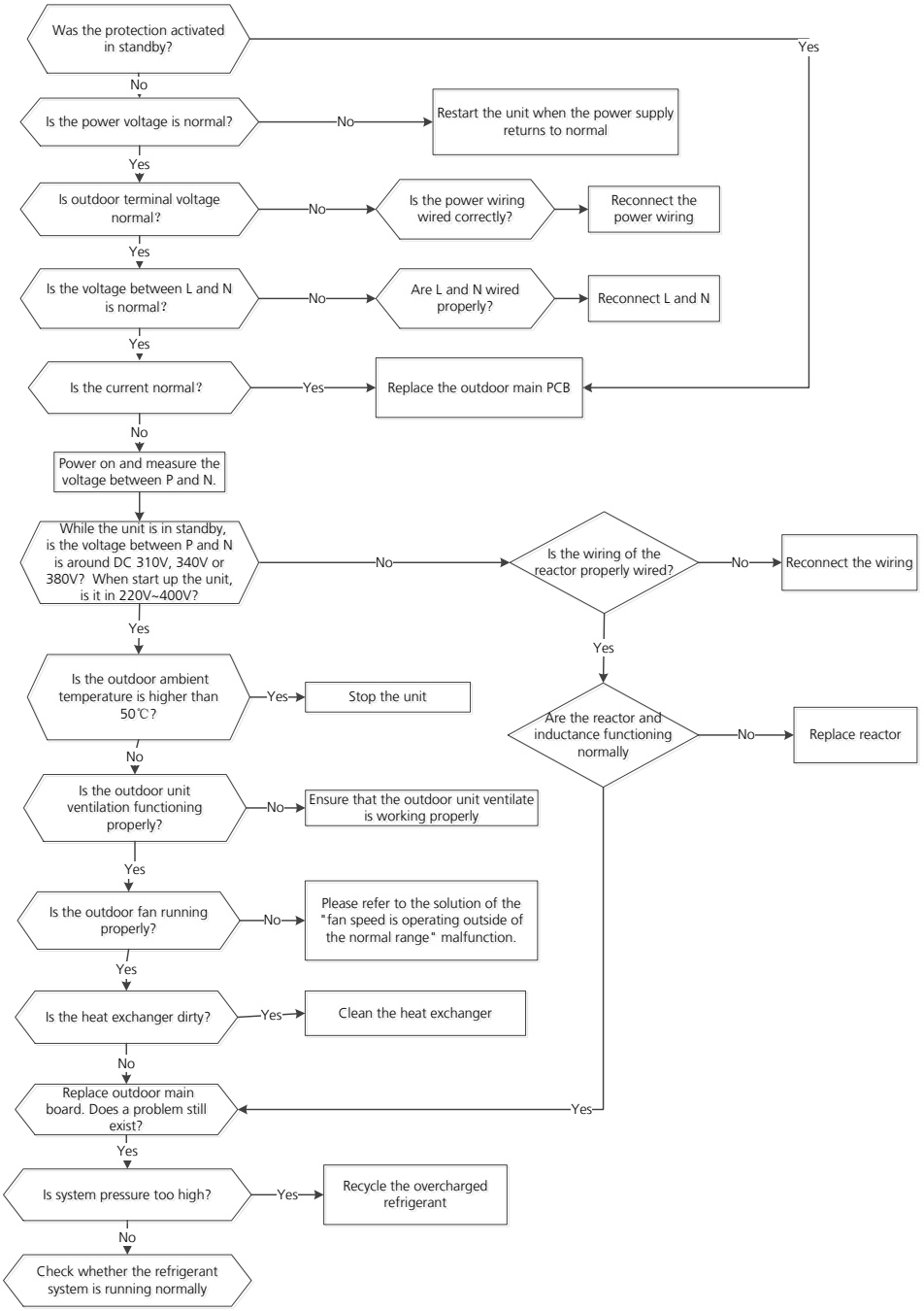
TS08-S: Current overload protection diagnosis and solution

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

Recommended parts to prepare:

- Connection wires
- Reactor
- Outdoor fan
- 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.

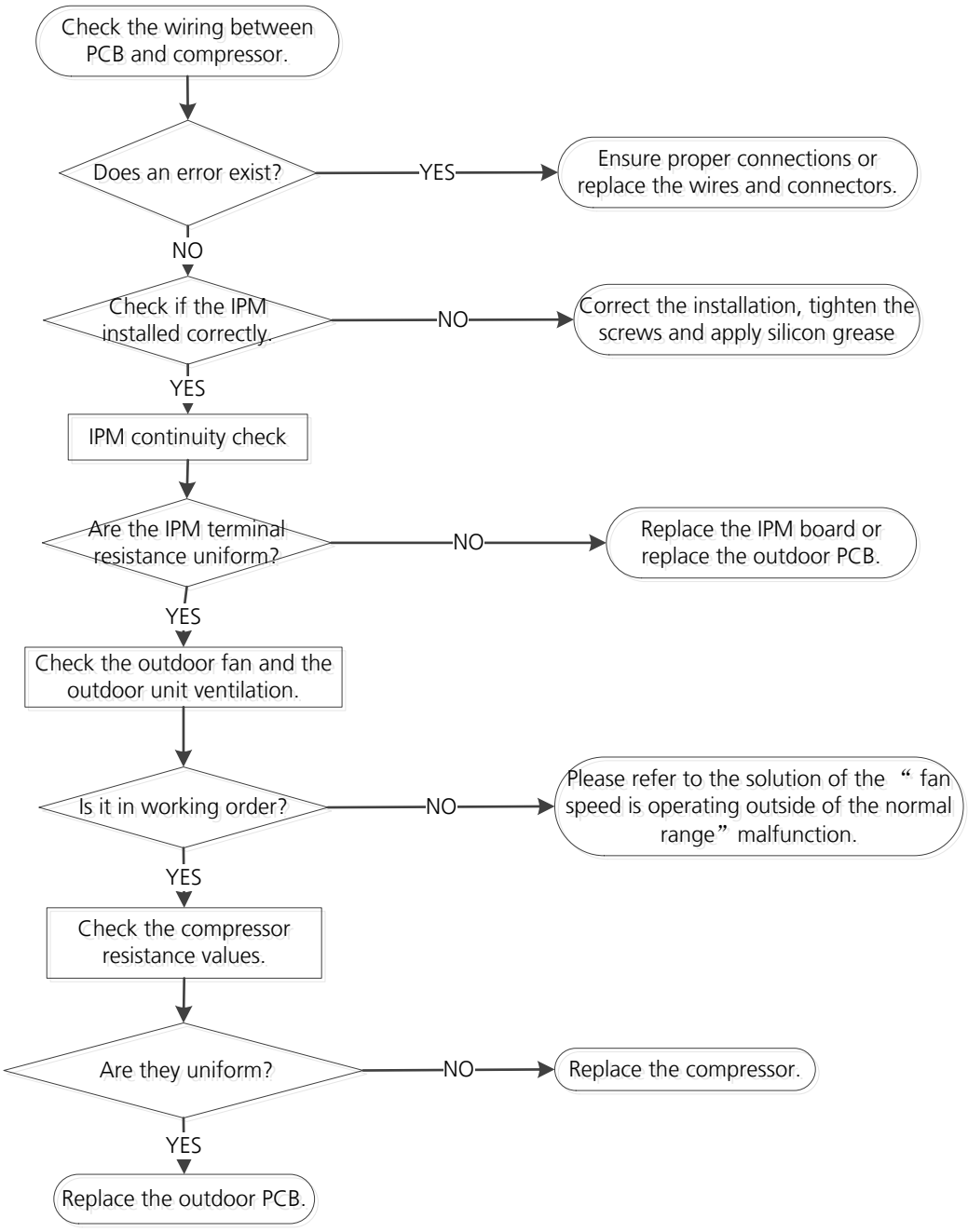
TS09-S: IPM malfunction or IGBT over-strong current protection diagnosis and solution

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

Recommended parts to prepare:

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

Troubleshooting and repair:



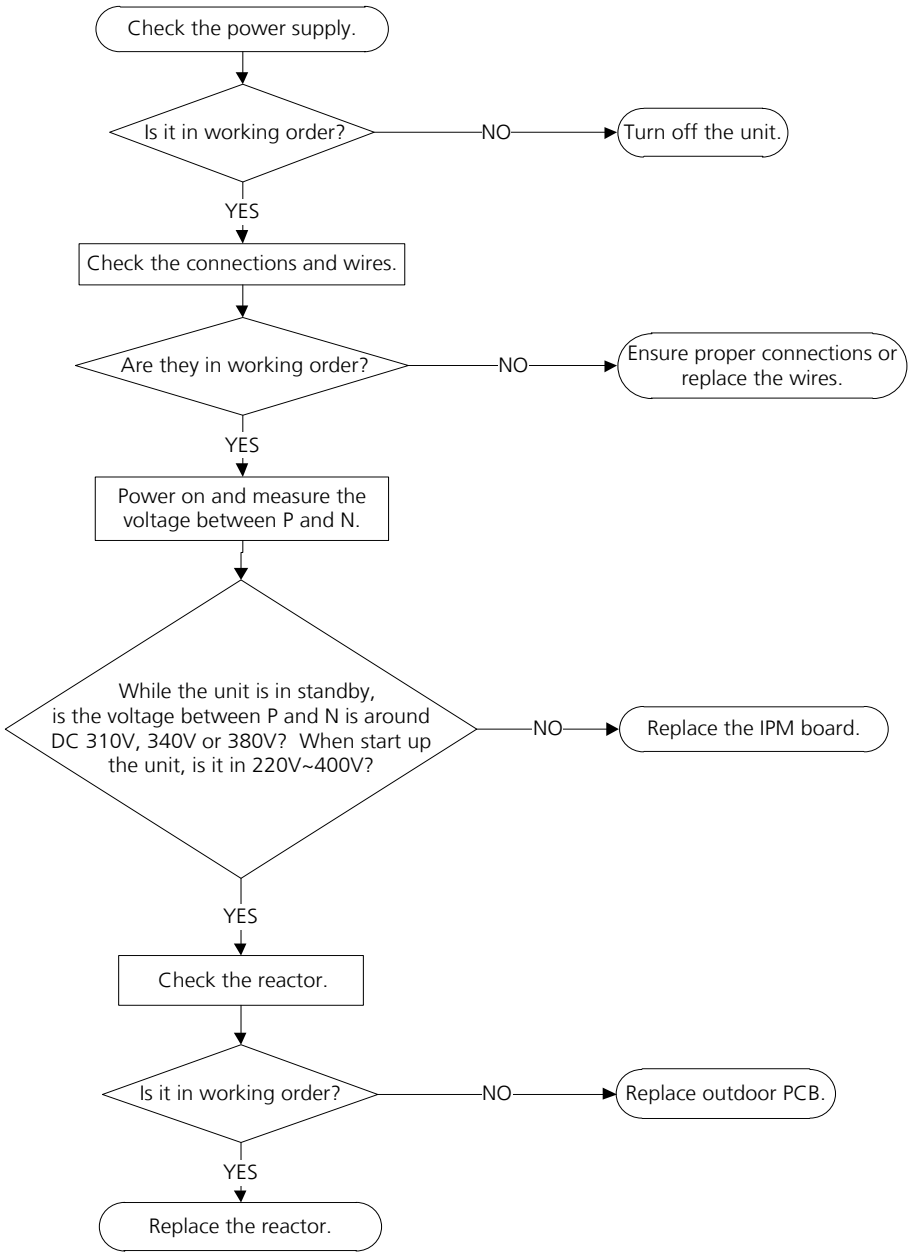
TS10-S: Over voltage or too low voltage protection diagnosis and solution

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.

TS11-S-INV: Top temperature protection of compressor or High temperature protection of IPM module or High pressure protection diagnosis and solution

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

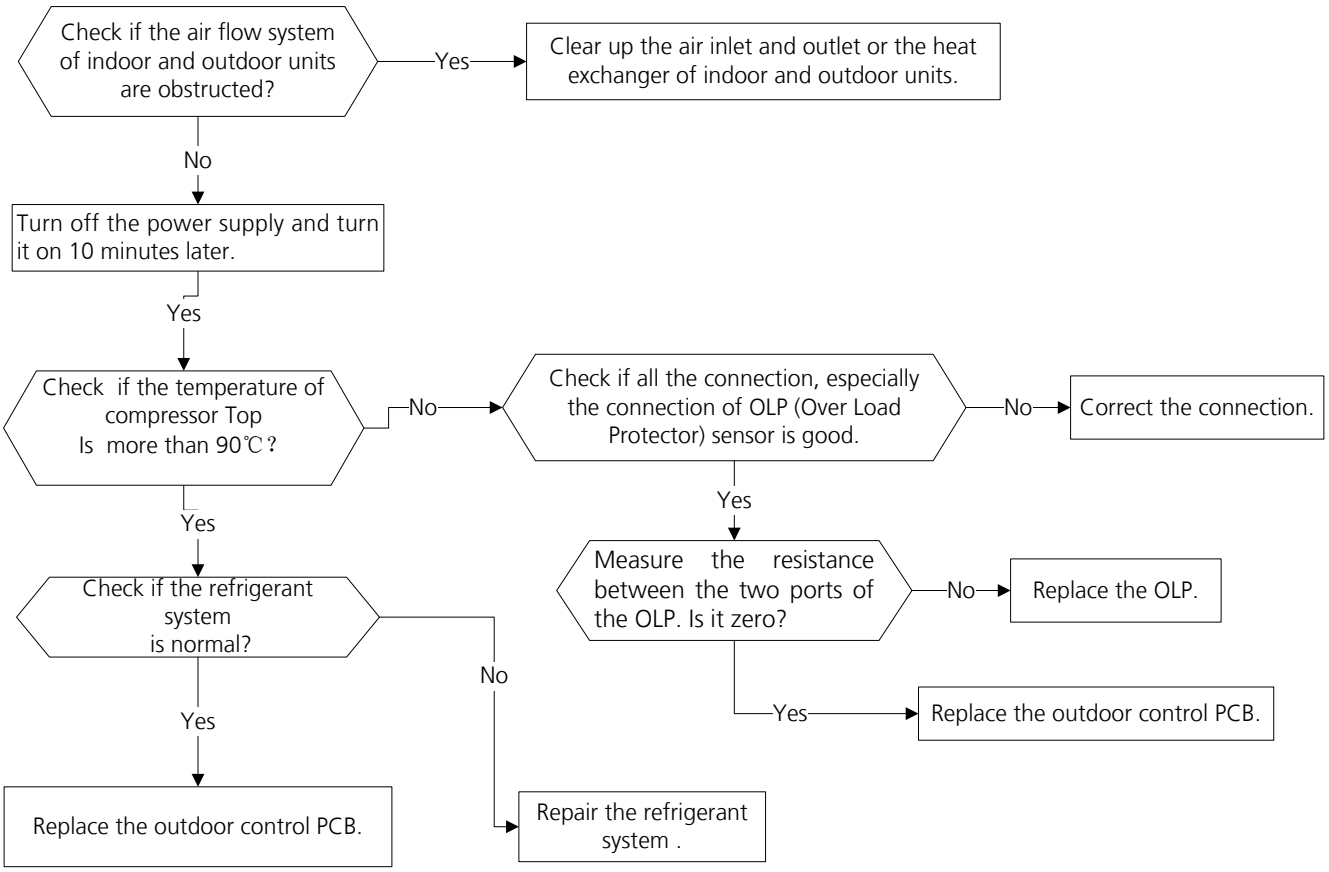
If the temperature of IPM module is higher than a certain value, the LED displays the failure code.

For some models with high pressure switch, outdoor pressure switch cut off the system because high pressure is higher than 4.4 MPa, the LED displays the failure code.

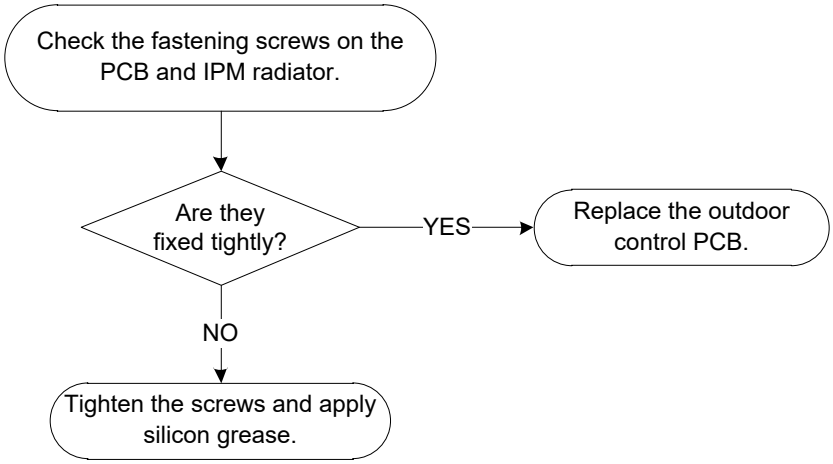
Recommended parts to prepare:

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

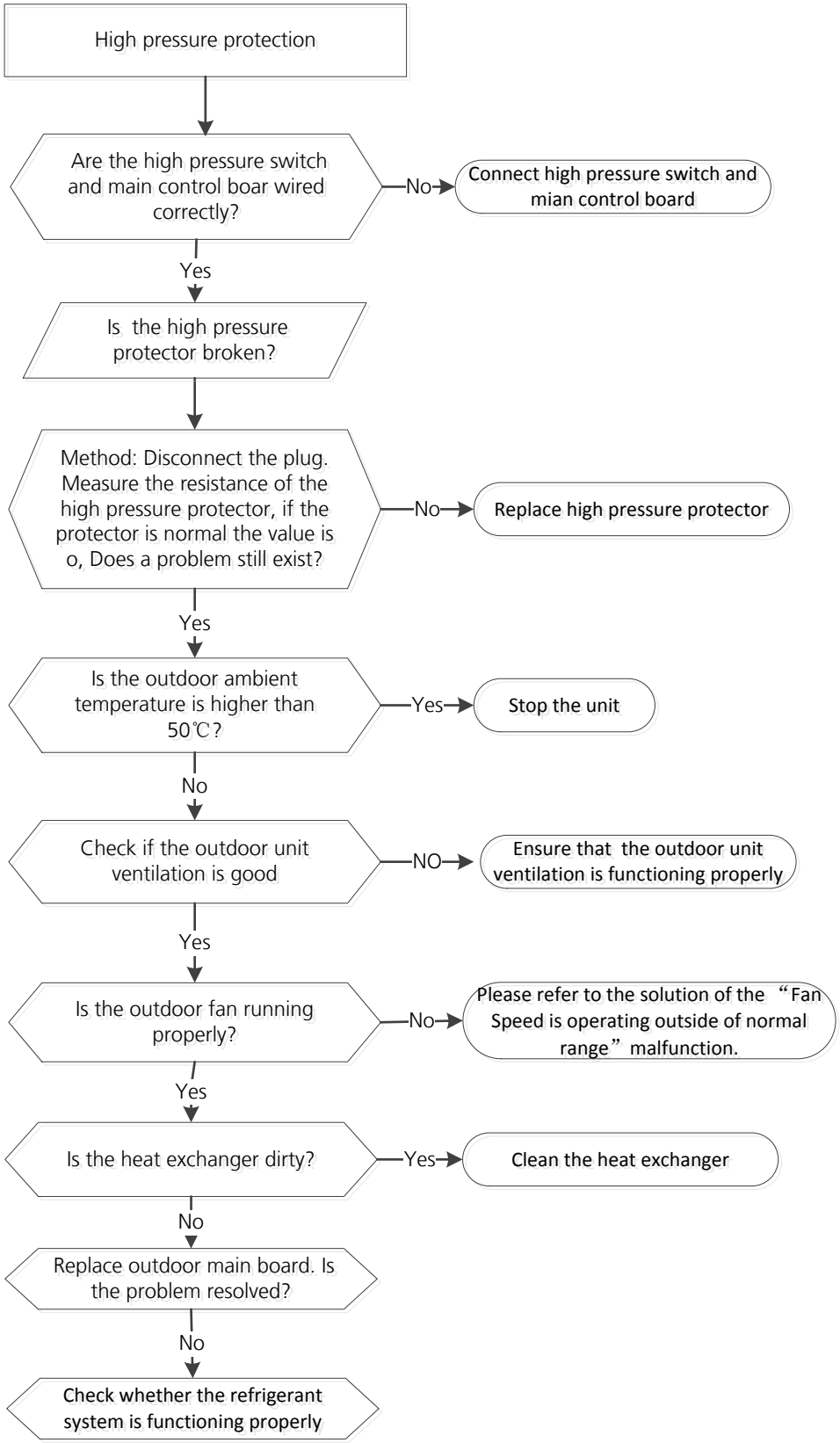
Troubleshooting and repair:



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.



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.



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.

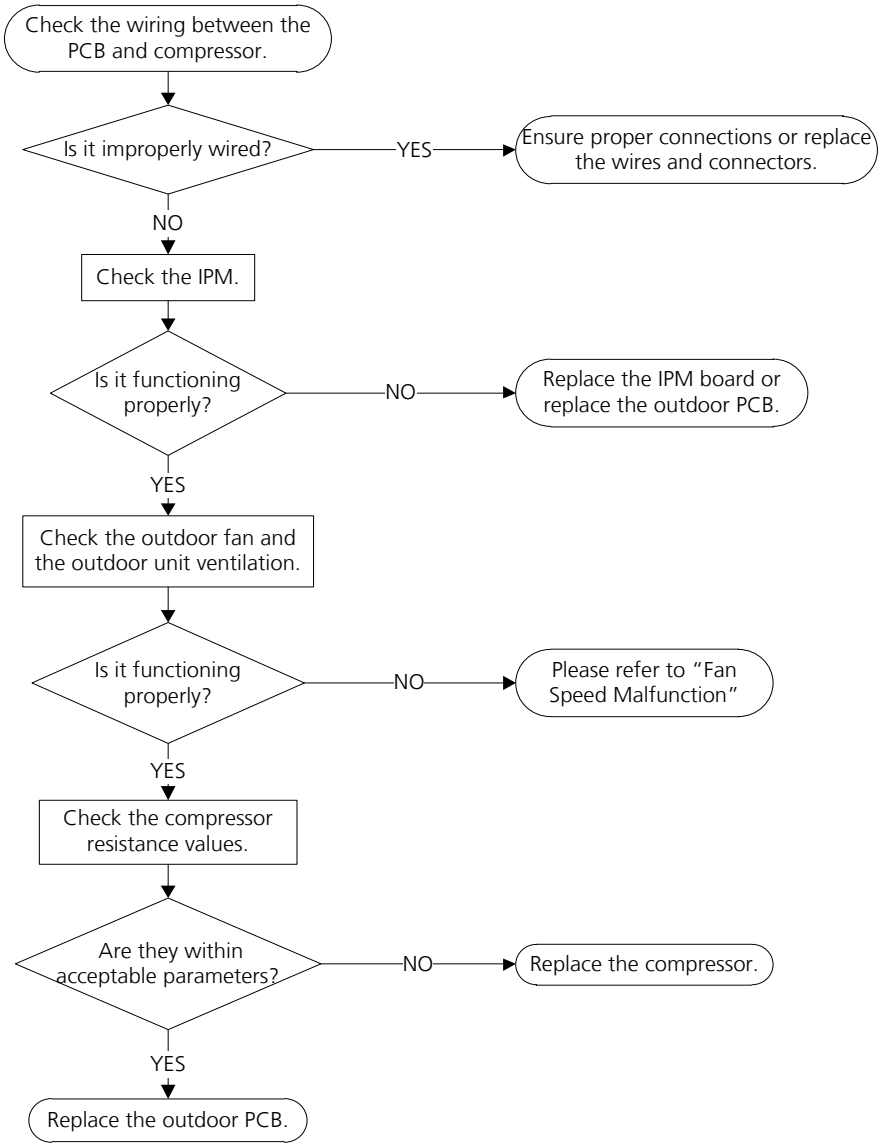
TS12-S: Inverter compressor drive error diagnosis and solution

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.

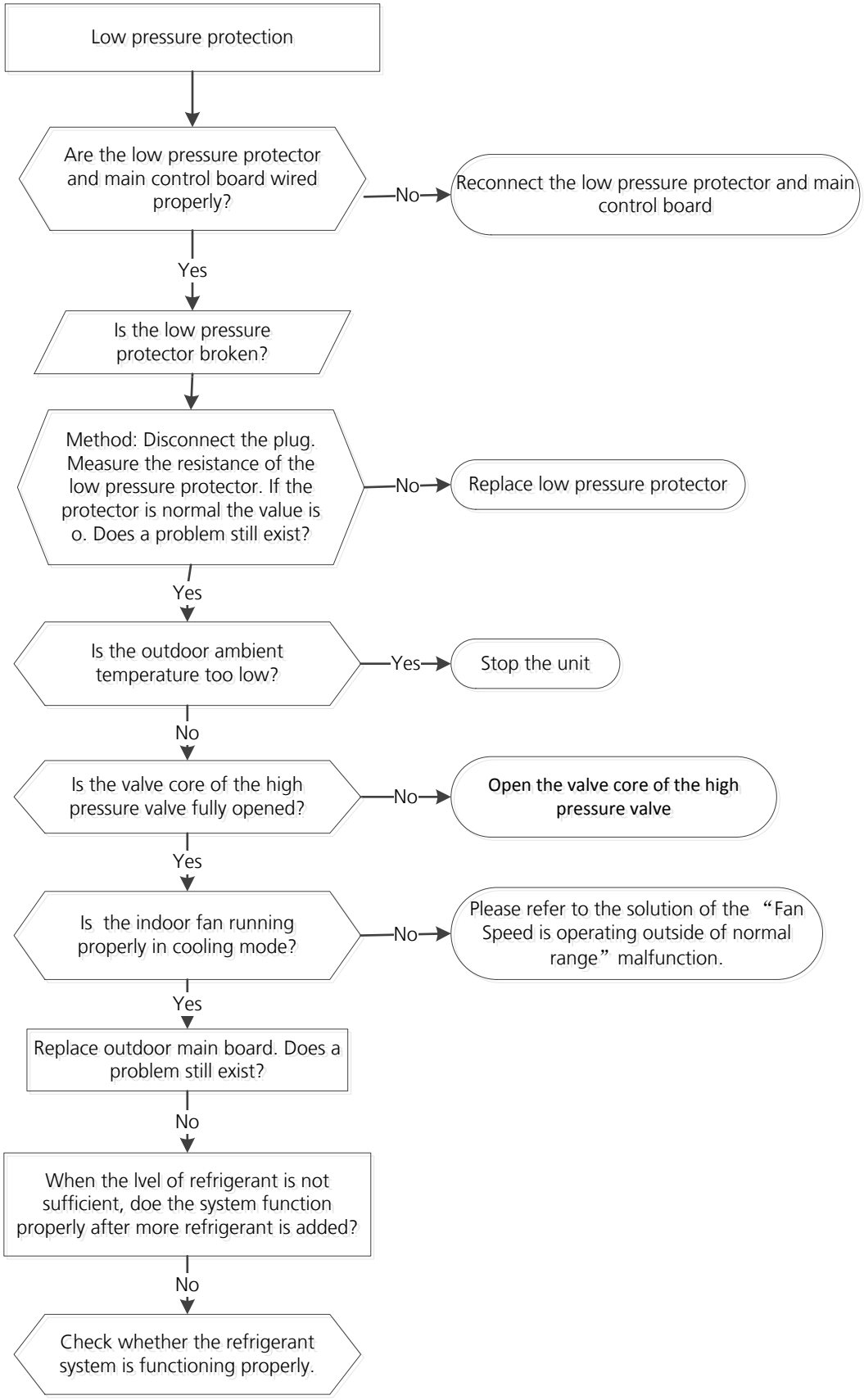
TS13-INV: Low pressure protection diagnosis and solution

Description: Outdoor pressure switch cut off the system because low pressure is lower than 0.13 MPa, the LED displays the failure code.

Recommended parts to prepare:

- Connection wires
- Outdoor PCB
- Low pressure protector
- Refrigerant

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.

TS14: Indoor units mode conflict (match with multi outdoor unit)

Description: The indoor units cannot work cooling mode and heating at same time. Heating mode has a priority.

- Suppose Indoor unit A working in cooling mode or fan mode, and indoor unit B is set to heating mode, then A will change to off and B will work in heating mode.
- Suppose Indoor unit A working in heating mode, and indoor unit B is set to cooling mode or fan mode, then B will change to stand by and A will be no change.

	Cooling mode	Heating Mode	Fan	Off
Cooling mode	No	Yes	No	No
Heating Mode	Yes	No	Yes	No
Fan	No	Yes	No	No
Off	No	No	No	No

Note:

No: No mode conflict

Yes: Mode conflict

TS34: AP mode is actived but there is no WIFI kit installed

Description: AP mode is actived but cannot detect WIFI kit.

Recommended parts to prepare:

- WIFI kit

Troubleshooting and repair: