

## 9. Troubleshooting

### 9.1 Malfunction Indicator

The error code will be displayed on the wired controller and the main board of the outdoor unit.

The meaning of each error, as shown in table 13.

Name of malfunction	The indicator display			Indoor display
	Yellow light	Red light	Green light	
Compressor runs	Flash once			
Defrost	Flash twice			H1
Anti-freezing protection	Flash 3 times			E2
IPM protection	Flash 4 times			H5
AC over-current protection	Flash 5 times			E5
Over-burden protection	Flash 6 times			H4
Compressor exhaust high temperature protection	Flash 7 times			E4
Compressor overload protection	Flash 8 times			H3
Power protection	Flash 9 times			L9
EEPROM reads and write protection	Flash 11 times			
Low PN voltage protection	Flash 12 times			PL
Over voltage protection for PN	Flash 13 times			PH
PFC protection	Flash 14 times			HC
PFC module temperature protection	Flash 15 times			oE
Low pressure protection	Flash 17 times			E3
High pressure protection	Flash 18 times			E1
Limit/decline frequency(electric current)		Flash 1 times		
Frequency limit(exhaust)		Flash 2 times		
Frequency limit(Over-burden)		Flash 3 times		
Outdoor ambient sensor malfunction		Flash 6 times		F3
Outdoor tube sensor malfunction		Flash 5 times		F4
Exhaust sensor malfunction		Flash 7 times		F5
Attain the temperature of switch on		Flash 8 times		
Frequency limit(power)		Flash 13 times		
Outdoor fan malfunction		Flash 14 times		
Frequency limit(PFC module temperature)		Flash 15 times		
PFC module sensor malfunction		Flash 16 times		oE
Liquid pipe temperature sensor malfunction of A		Flash 17 times		

Gas pipe temperature sensor malfunction of A		Flash 18 times		
Liquid pipe temperature sensor malfunction of B		Flash 19 times		
Gas pipe temperature sensor malfunction of B		Flash 20 times		
Liquid pipe temperature sensor malfunction of C		Flash 21 times		
Gas pipe temperature sensor malfunction of C		Flash 22 times		
Liquid pipe temperature sensor malfunction of D		Flash 23 times		
Gas pipe temperature sensor malfunction of D		Flash 24 times		
Liquid pipe temperature sensor malfunction of E		Flash 25 times		
Gas pipe temperature sensor malfunction of E		Flash 26 times		
Exit of the condenser tube sensor malfunction		Flash 27 times		
Correspondence is normal			Flash 7 times(n=indoor unit number)	
Communication failure between indoor unit and outdoor unit			Often bright (indoor unit all Communication failure)	
Indoor ambient sensor malfunction				F1
Indoor evaporate sensor malfunction				F2
Mode conflict				E7
Accept fluorine mode				Fo
Jumper cap malfunction protection				C5
Anti-freezing protection				FH

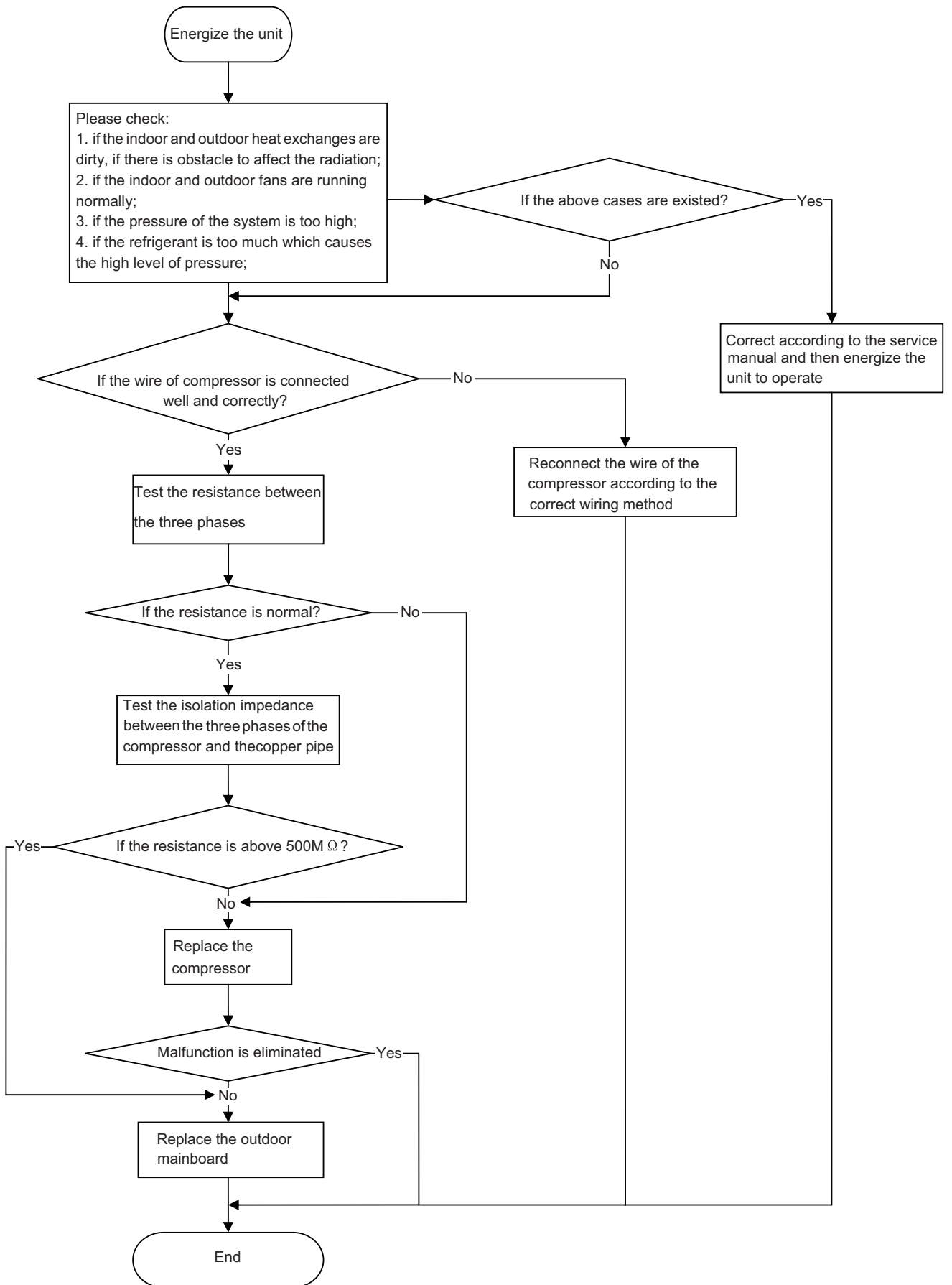
## 9.2 Malfunction Checking and Elimination

1 IPM protection malfunction:

Main checking point:

- If the input voltage of the unit is within normal range?
- If the connection wire of compressor is connected well? Is it loose? If the connection sequence is correct?
- If the resistance of compressor coil is normal? If the isolation of compressor coil with copper pipe is good?
- If the unit is overloaded? If the heat radiation of the unit is good?
- If the refrigerant charge is suitable?

Flow chart:

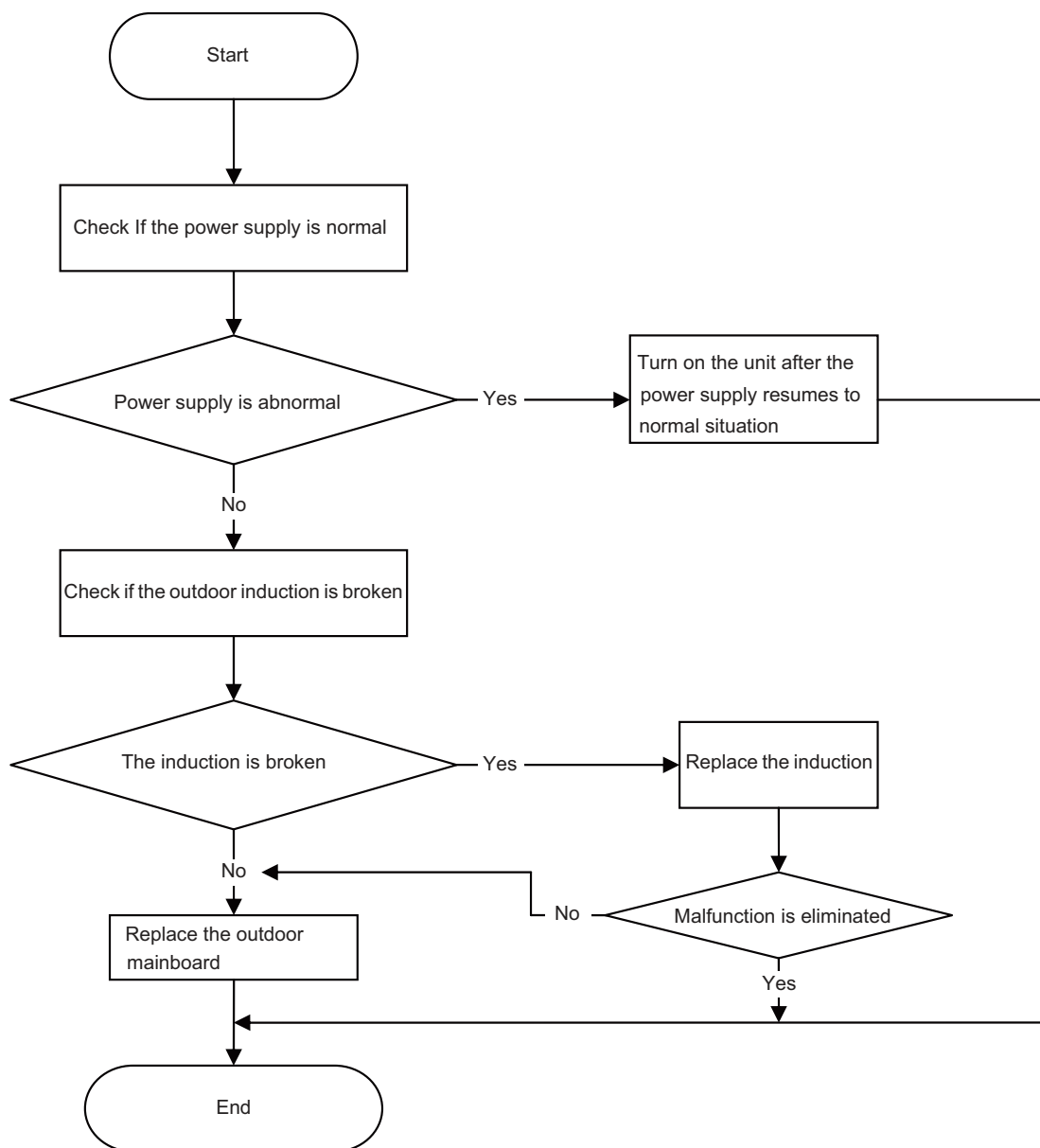


2. PFC protection malfunction, capacity charging malfunction

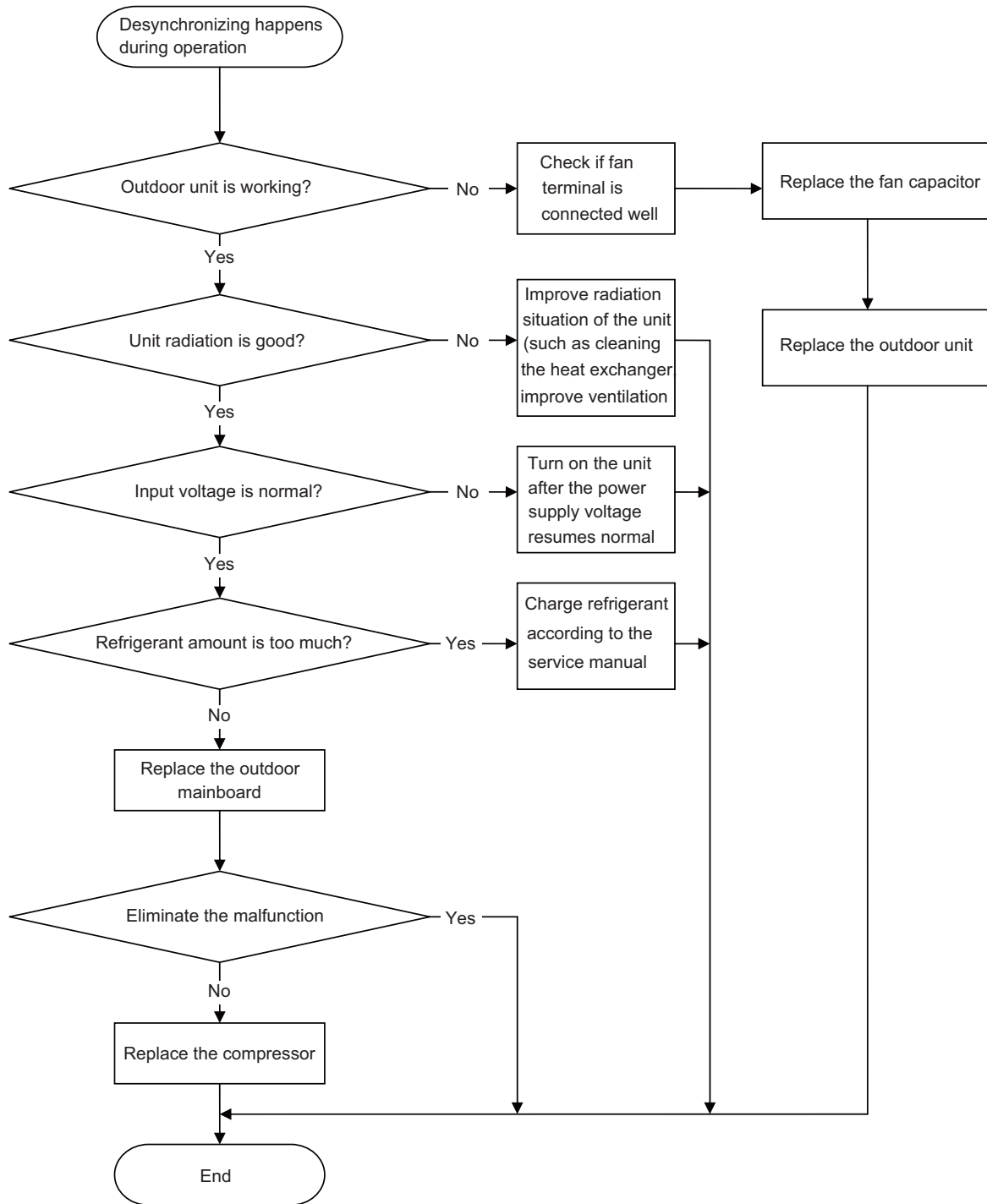
Main checking points:

- If the wiring of the induction is connected well and if the induction is broken;
- If the mainboard is broken;

Flow chart:





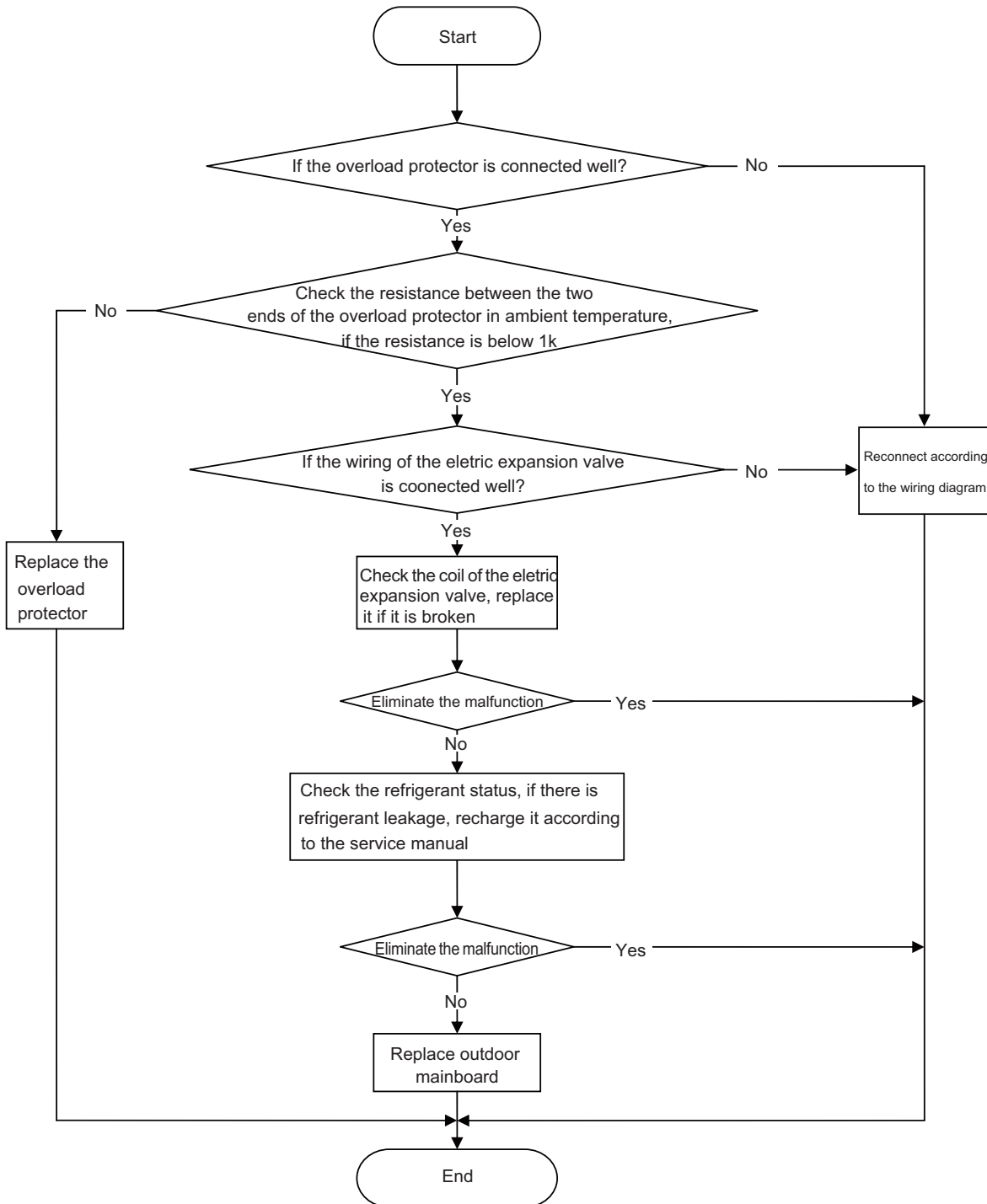


4. Compressor overload, discharge protectionmalfunction

Main checking points:

- If the electric expansion valve is connected well or it is broken;
- If there is refrigerant leakage;
- If the overload protector is broken;

Flow chart:



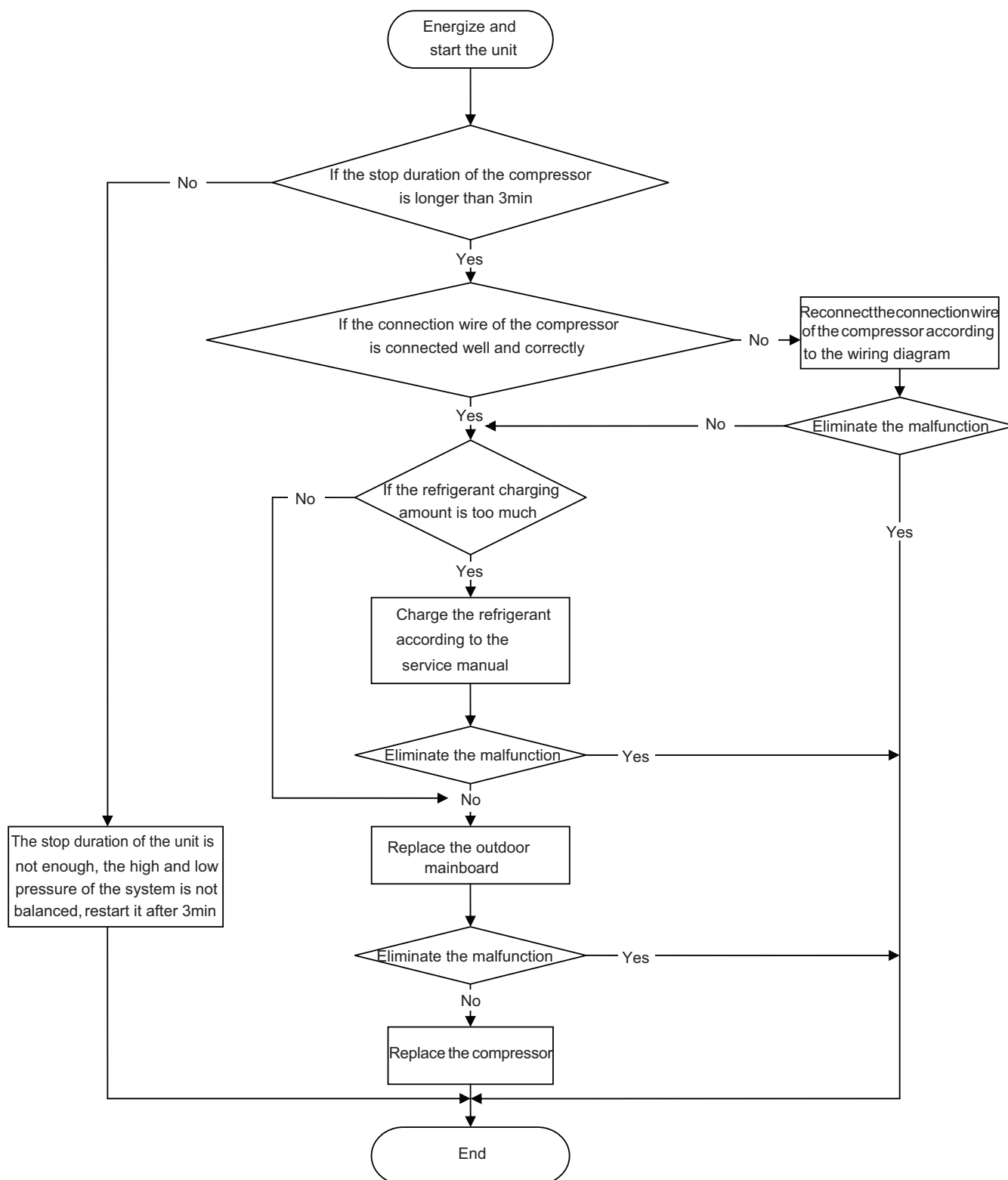
Note: the detection method of the coil of the electric expansion valve: there is five pieces of coil of the electric expansion valve, the resistance of one of them (the leftmost or the rightmost one) is almost the same as the resistance of other terminal (within 100 Ω ). Judge the condition of the electronic expansion valve through detecting these resistance.

5. Start failure/malfunction

Main checking points:

- If the connection wire of the compressor is connected properly;
- If the stop duration of the compressor is sufficient;
- If the compressor is broken;
- If the refrigerant charging amount is too much;

Flow chart:



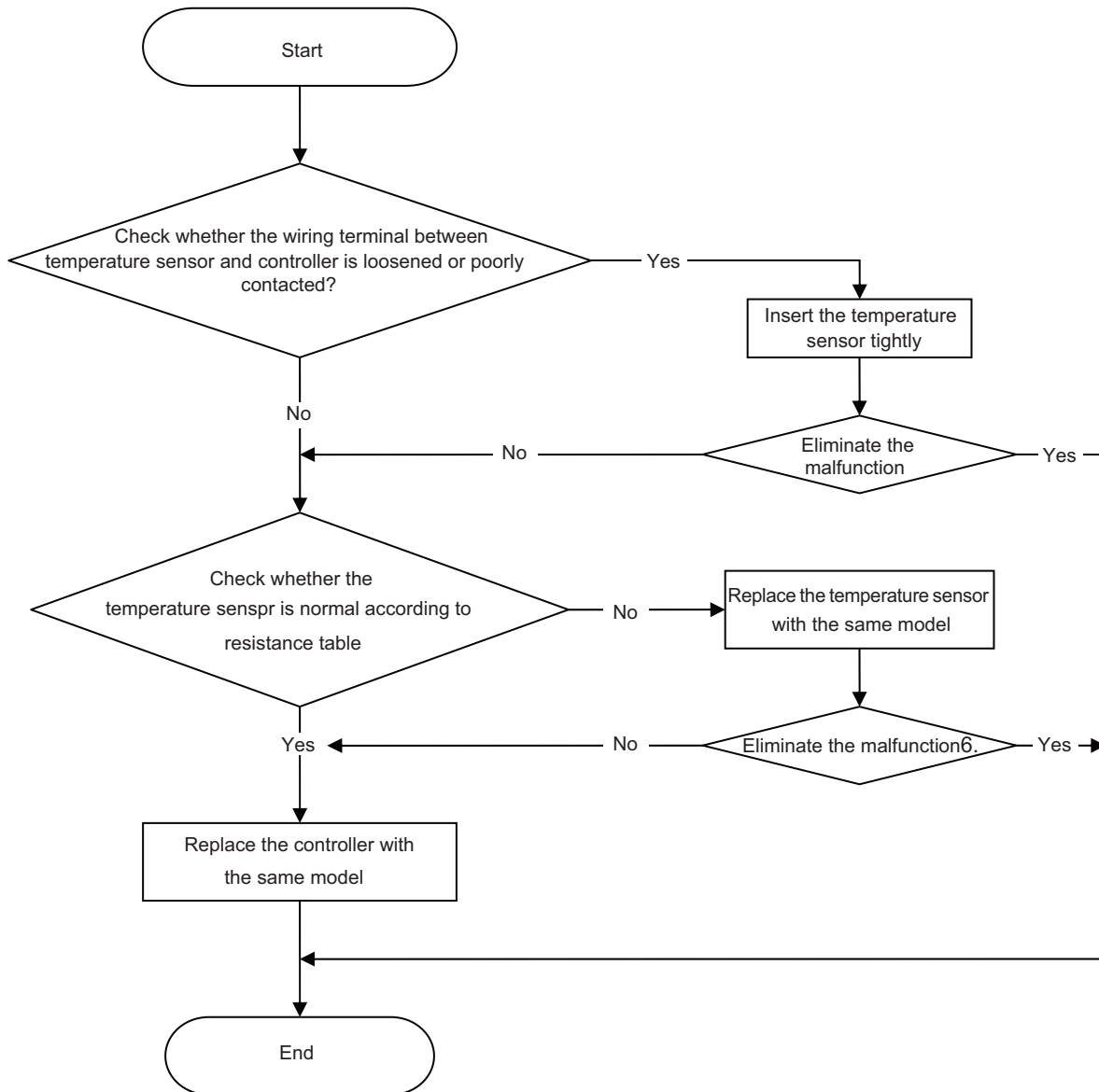


6. Temperature sensor malfunction

Main checking points:

- If the temperature sensor is damaged or broken
- If the terminal of the temperature sensor is loosened or not connected;
- If the mainboard is broken;

Flow chart:

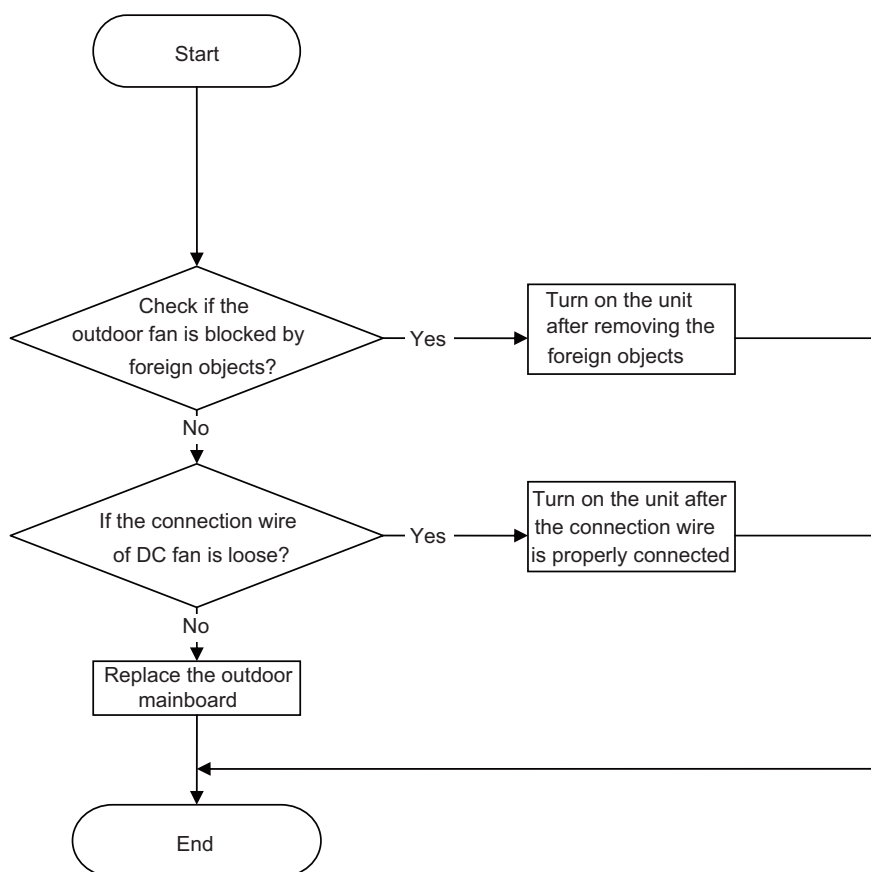


7. DC fan malfunction

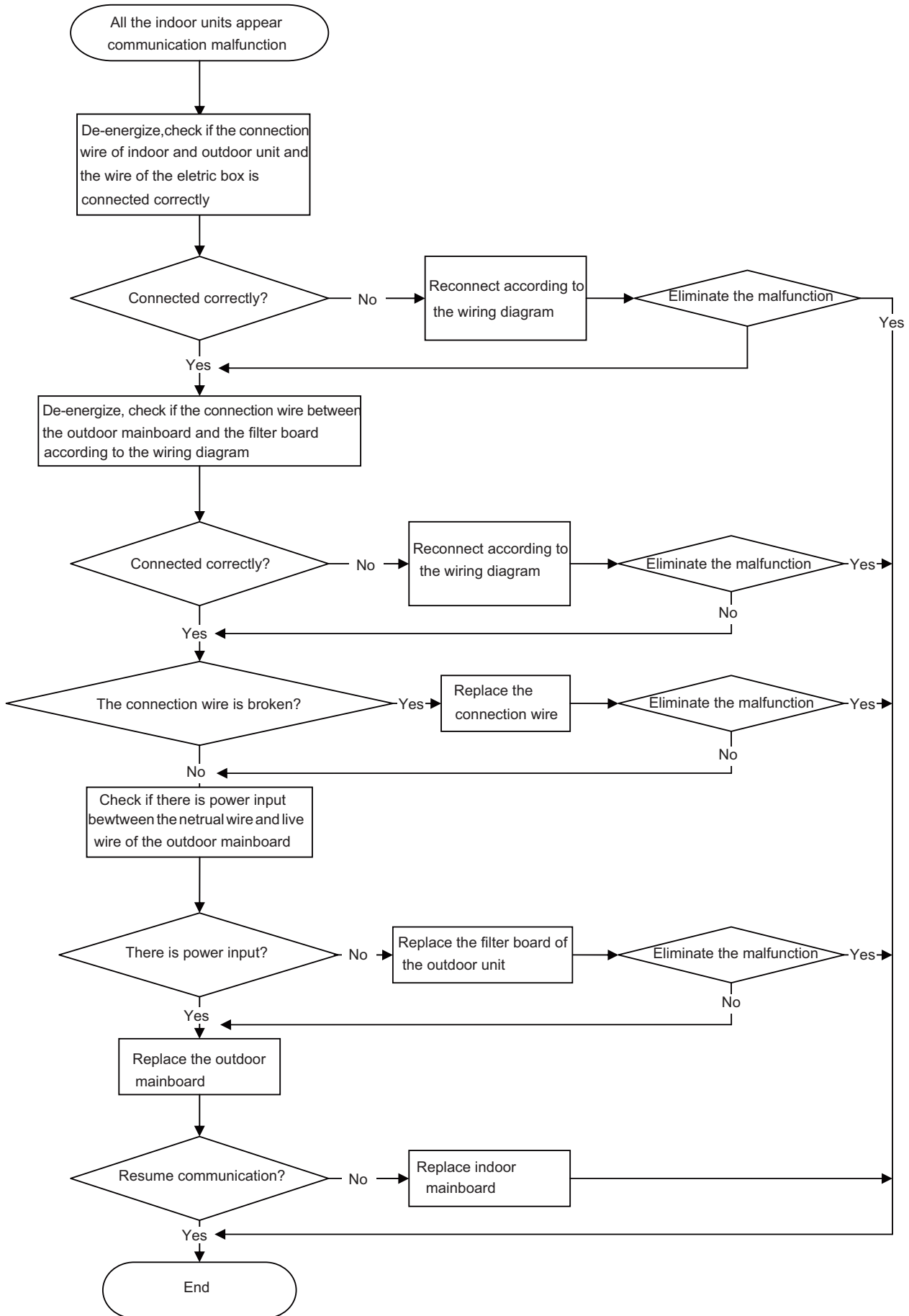
Main checking points:

- If the outdoor fan is blocked by foreign objects;
- The connection wire of DC fan is connected reliably? If it is loose?

Flow chart:









## 9.3 Maintenance Method for Normal Malfunction

### 1. Air Conditioner Can't be Started Up

Possible Causes	Discriminating Method (Air conditioner Status)	Troubleshooting
No power supply, or poor connection for power plug	After energization, operation indicator isn't bright and the buzzer can't give out sound	Confirm whether it's due to power failure. If yes, wait for power recovery. If not, check power supply circuit and make sure the power plug is connected well.
Wrong wire connection between indoor unit and outdoor unit, or poor connection for wiring terminals	Under normal power supply circumstances, operation indicator isn't bright after energization	Check the circuit according to circuit diagram and connect wires correctly. Make sure all wiring terminals are connected firmly
Electric leakage for air conditioner	After energization, room circuit breaker trips off at once	Make sure the air conditioner is grounded reliably Make sure wires of air conditioner is connected correctly Check the wiring inside air conditioner. Check whether the insulation layer of power cord is damaged; if yes, place the power cord.
Model selection for air switch is improper	After energization, air switch trips off	Select proper air switch
Malfunction of remote controller	After energization, operation indicator is bright, while no display on remote controller or buttons have no action.	Replace batteries for remote controller Repair or replace remote controller

### 2. Poor Cooling (Heating) for Air Conditioner

Possible Causes	Discriminating Method (Air conditioner Status)	Troubleshooting
Set temperature is improper	Observe the set temperature on remote controller	Adjust the set temperature
Rotation speed of the IDU fan motor is set too low	Small wind blow	Set the fan speed at high or medium
Filter of indoor unit is blocked	Check the filter to see it's blocked	Clean the filter
Installation position for indoor unit and outdoor unit is improper	Check whether the installation position is proper according to installation requirement for air conditioner	Adjust the installation position, and install the rainproof and sunproof for outdoor unit
Refrigerant is leaking	Discharged air temperature during cooling is higher than normal discharged wind temperature; Discharged air temperature during heating is lower than normal discharged wind temperature; Unit's pressure is much lower than regulated range	Find out the leakage causes and deal with it. Add refrigerant.
Malfunction of 4-way valve	Blow cold wind during heating	Replace the 4-way valve
Malfunction of capillary	Discharged air temperature during cooling is higher than normal discharged wind temperature; Discharged air temperature during heating is lower than normal discharged wind temperature; Unit's pressure is much lower than regulated range. If refrigerant isn't leaking, part of capillary is blocked	Replace the capillary
Flow volume of valve is insufficient	The pressure of valves is much lower than that stated in the specification	Open the valve completely
Malfunction of horizontal louver	Horizontal louver can't swing	Refer to point 3 of maintenance method for details
Malfunction of the IDU fan motor	The IDU fan motor can't operate	Refer to troubleshooting for H6 for maintenance method in details
Malfunction of the ODU fan motor	The ODU fan motor can't operate	Refer to point 4 of maintenance method for details
Malfunction of compressor	Compressor can't operate	Refer to point 5 of maintenance method for details

### 3. Horizontal Louver Can't Swing

Possible Causes	Discriminating Method (Air conditioner Status)	Troubleshooting
Wrong wire connection, or poor connection	Check the wiring status according to circuit diagram	Connect wires according to wiring diagram to make sure all wiring terminals are connected firmly
Stepping motor is damaged	Stepping motor can't operate	Repair or replace stepping motor
Main board is damaged	Others are all normal, while horizontal louver can't operate	Replace the main board with the same model

**4. ODU Fan Motor Can't Operate**

Possible causes	Discriminating method (air conditioner status)	Troubleshooting
Wrong wire connection, or poor connection	Check the wiring status according to circuit diagram	Connect wires according to wiring diagram to make sure all wiring terminals are connected firmly
Capacity of the ODU fan motor is damaged	Measure the capacity of fan capacitor with an universal meter and find that the capacity is out of the deviation range indicated on the nameplate of fan capacitor.	Replace the capacity of fan
Power voltage is a little low or high	Use universal meter to measure the power supply voltage. The voltage is a little high or low	Suggest to equip with voltage regulator
Motor of outdoor unit is damaged	When unit is on, cooling/heating performance is bad and ODU compressor generates a lot of noise and heat.	Change compressor oil and refrigerant. If no better, replace the compressor with a new one

**5. Compressor Can't Operate**

Possible causes	Discriminating method (air conditioner status)	Troubleshooting
Wrong wire connection, or poor connection	Check the wiring status according to circuit diagram	Connect wires according to wiring diagram to make sure all wiring terminals are connected firmly
Capacity of compressor is damaged	Measure the capacity of fan capacitor with an universal meter and find that the capacity is out of the deviation range indicated on the nameplate of fan capacitor.	Replace the compressor capacitor
Power voltage is a little low or high	Use universal meter to measure the power supply voltage. The voltage is a little high or low	Suggest to equip with voltage regulator
Coil of compressor is burnt out	Use universal meter to measure the resistance between compressor terminals and it's 0	Repair or replace compressor
Cylinder of compressor is blocked	Compressor can't operate	Repair or replace compressor

**6. Air Conditioner is Leaking**

Possible causes	Discriminating method (air conditioner status)	Troubleshooting
Drain pipe is blocked	Water leaking from indoor unit	Eliminate the foreign objects inside the drain pipe
Drain pipe is broken	Water leaking from drain pipe	Replace drain pipe
Wrapping is not tight	Water leaking from the pipe connection place of indoor unit	Wrap it again and bundle it tightly

**7. Abnormal Sound and Vibration**

Possible causes	Discriminating method (air conditioner status)	Troubleshooting
When turn on or turn off the unit, the panel and other parts will expand and there's abnormal sound	There's the sound of "PAPA"	Normal phenomenon. Abnormal sound will disappear after a few minutes.
When turn on or turn off the unit, there's abnormal sound due to flow of refrigerant inside air conditioner	Water-running sound can be heard	Normal phenomenon. Abnormal sound will disappear after a few minutes.
Foreign objects inside the indoor unit or there're parts touching together inside the indoor unit	There's abnormal sound fro indoor unit	Remove foreign objects. Adjust all parts' position of indoor unit, tighten screws and stick damping plaster between connected parts
Foreign objects inside the outdoor unit or there're parts touching together inside the outdoor unit	There's abnormal sound fro outdoor unit	Remove foreign objects. Adjust all parts' position of outdoor unit, tighten screws and stick damping plaster between connected parts
Short circuit inside the magnetic coil	During heating, the way valve has abnormal electromagnetic sound	Replace magnetic coil
Abnormal shake of compressor	Outdoor unit gives out abnormal sound	Adjust the support foot mat of compressor, tighten the bolts
Abnormal sound inside the compressor	Abnormal sound inside the compressor	If add too much refrigerant during maintenance, please reduce refrigerant properly. Replace compressor for other circumstances.

