

DICORE

CÓDIGOS AVERÍA EQUIPOS CLIMATIZACIÓN DICORE MULTI SPLIT INVERTER R410A

ASDGR18EMAYIRDC(1)(4)

ASDGR24EMAYIRDC(1)(4)

ASDGR28EMAYIRDC(1)(4)

ASDGR36EMAYIRDC(1)(4)

ASDGR42EMAYIRDC(1)(4)

9. Maintenance

9.1 Precautions before Performing Inspection or Repair

There are high-capacity electrolytic capacitors on the outdoor mainboard. Thus, even the power is cut off, there is high voltage inside the capacitors and it needs more than 20min to reduce the voltage to safety value. Touching the electrolytic capacitor within 20min after cutting the power will cause electric shock. If maintenance is needed, follow the steps below to discharge electricity of electrolytic capacitor after power off.

(1) Open the top cover of outdoor unit and then remove the cover of electric box.

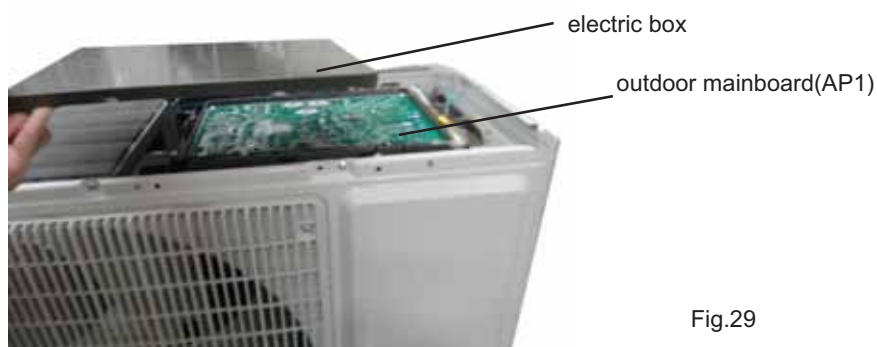


Fig.29

(2) As shown in the fig below, connect the plug of discharge resistance (about 100ohm, 20W) (if there is no discharge resistance, you can use the plug of soldering iron) to point A and B of electrolytic capacitor. There will be sparks when touching them. Press them forcibly for 30s to discharge electricity of electrolytic capacitor.

outdoor mainboard(AP1)

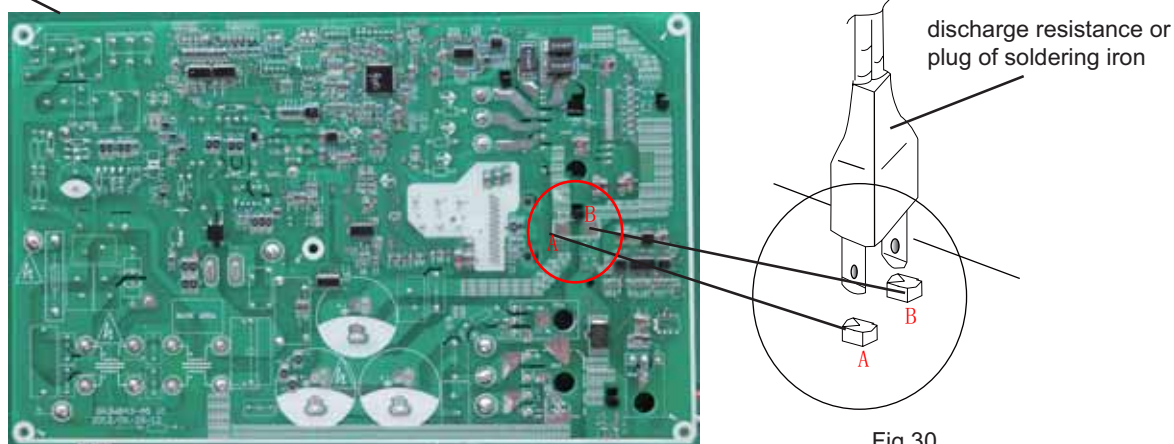


Fig.30

(3) After finish discharging electricity, measure the voltage between point A and B with universal meter to make sure if electricity discharging is completed, in order to prevent electric shock. If the voltage between the two points is below 20V, you can perform maintenance safely.

9.2 Flashing LED of Indoor/Outdoor Unit and Primary Judgement

1. Requirement of malfunction display

When several malfunctions happen at the same time, malfunction codes will be displayed circularly.

2. Malfunction display method

(1) Hardware malfunction: it will be displayed immediately, please refer to “Malfunction status sheet”;

(2) Operation status: it will be displayed immediately, please refer to “Malfunction status sheet”;

(3) Other malfunction: It will be displayed after the compressor has been stopped for 200s, please refer to “Malfunction status sheet”.

(Note: when the compressor starts up again, malfunction display waiting time (200s) will be cleared.)

3. Malfunction display control

Indoor unit displays malfunction code as shown in the sheet below. ODU communication light will be off for 1s and then blink for 1s circularly.

4. Viewing malfunction code through remote controller

Enter viewing malfunction code: pressing light button for 6 times within 3S to view malfunction code;

Exit viewing malfunction code: pressing light button for 6 times within 3S or after the malfunction code is displayed for 5min.

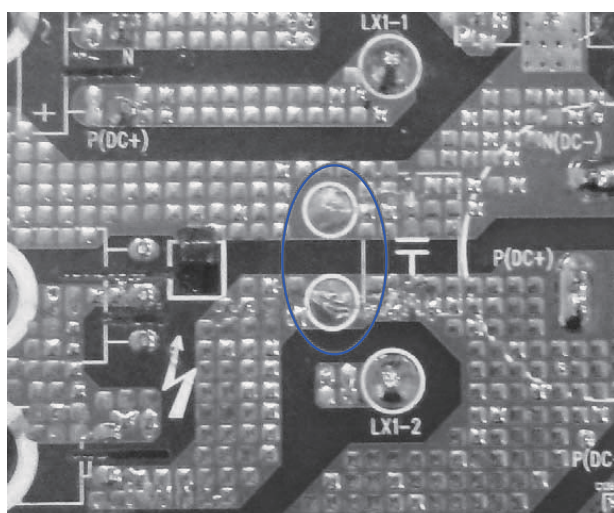
Malfunction status sheet		
Malfunction name	Malfunction type	Nixie tube
Zero cross detection circuit malfunction	Hardware malfunction	U8
Malfunction protection of jumper cap	Hardware malfunction	C5
Feedback of without IDU motor	Hardware malfunction	H6
Indoor ambient temperature sensor is open/short circuited	Hardware malfunction	F1
Indoor evaporator temperature sensor is open/short circuited	Hardware malfunction	F2
Liquid valve temperature sensor is open/short circuited	Hardware malfunction	b5
Gas valve temperature sensor is open/short circuited	Hardware malfunction	b7
Modular temperature sensor is open/short circuited	Hardware malfunction	P7
Outdoor ambient temperature sensor is open/short circuited	Hardware malfunction	F4
Outdoor condenser inlet pipe temperature sensor is open/short circuited (commercial)	Hardware malfunction	A5
Outdoor condenser middle pipe temperature sensor is open/short circuited	Hardware malfunction	F4
Outdoor condenser outlet pipe temperature sensor is open/short circuited (commercial)	Hardware malfunction	A7
Outdoor discharge temperature sensor is open/short circuited	Hardware malfunction	F5
Communication malfunction	Hardware malfunction	E6
Malfunction of phase current detection circuit for compressor	Hardware malfunction	U1
Compressor demagnetization protection	Viewing malfunction code through remote controller within 200s; displayed directly on nixietube after 200s	HE
Malfunction of voltage dropping for DC bus-bar		U3
Module high temperature protection		P8
Refrigerant lacking or blockage protection of system (not available for residential ODU)		F0
Charging malfunction of capacitor	Hardware malfunction	PU
High pressure protection of system	Hardware malfunction	E1
Low pressure protection of system (reserved)	Hardware malfunction	E3

Compressor overload protection	Viewing malfunction code through remote controller within 200s; displayed directly on nixietube after 200s	H3
Indoor unit and outdoor unit do not match	Hardware malfunction	LP
Malfunction of memory chip	Hardware malfunction	EE
Wrong connection of communication wire or malfunction of electronic expansion valve	Hardware malfunction	dn
Malfunction of complete units current detection	Hardware malfunction	U5
Malfunction protection of outdoor fan 1	Hardware malfunction	L3
Detection status of wrong connection of communication wire or malfunction of electronic expansion valve	Operation status	dd
Mode conflict	Operation status	E7
Refrigerant recycling mode	Operation status	Fo
X-fan	Operation status	AL
Defrosting or oil return in heating mode	Operation status	H1
Start failure of compressor	Viewing malfunction code through remote controller within 200s; displayed directly on nixietube after 200s	Lc
High discharge temperature protection of compressor		E4
Overload protection		E8
Whole unit overcurrent protection		E5
Compressor phase current protection		P5
Compressor desynchronizing		H7
Compressor phase-lacking/phase-inverse protection		Ld
IPM modular protection		H5
DC bus-bar low voltage protection		PL
DC bus-bar high voltage protection		PH
PFC protection		HC
The four-way valve is abnormal		U7

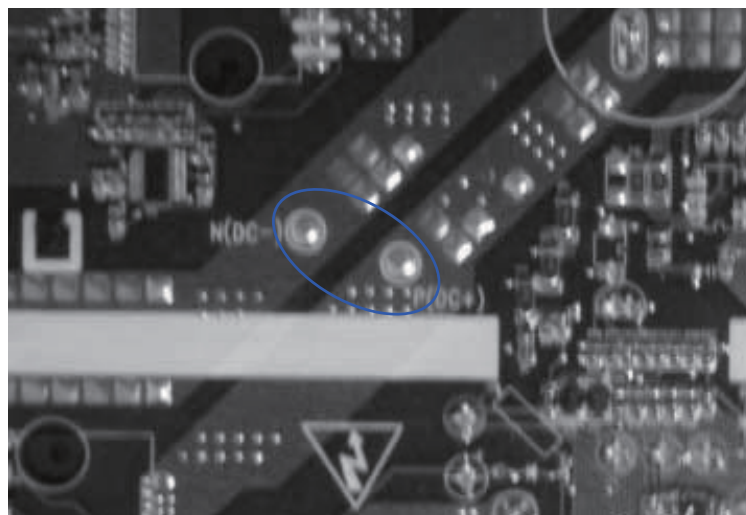
9.3 Malfunction Checking and Elimination

Note: discharge the position in below pictures with discharge resistance after open the top cover and check if the voltage is below 20V with universal meter, then begin to check.

14/18K:



24/28K:



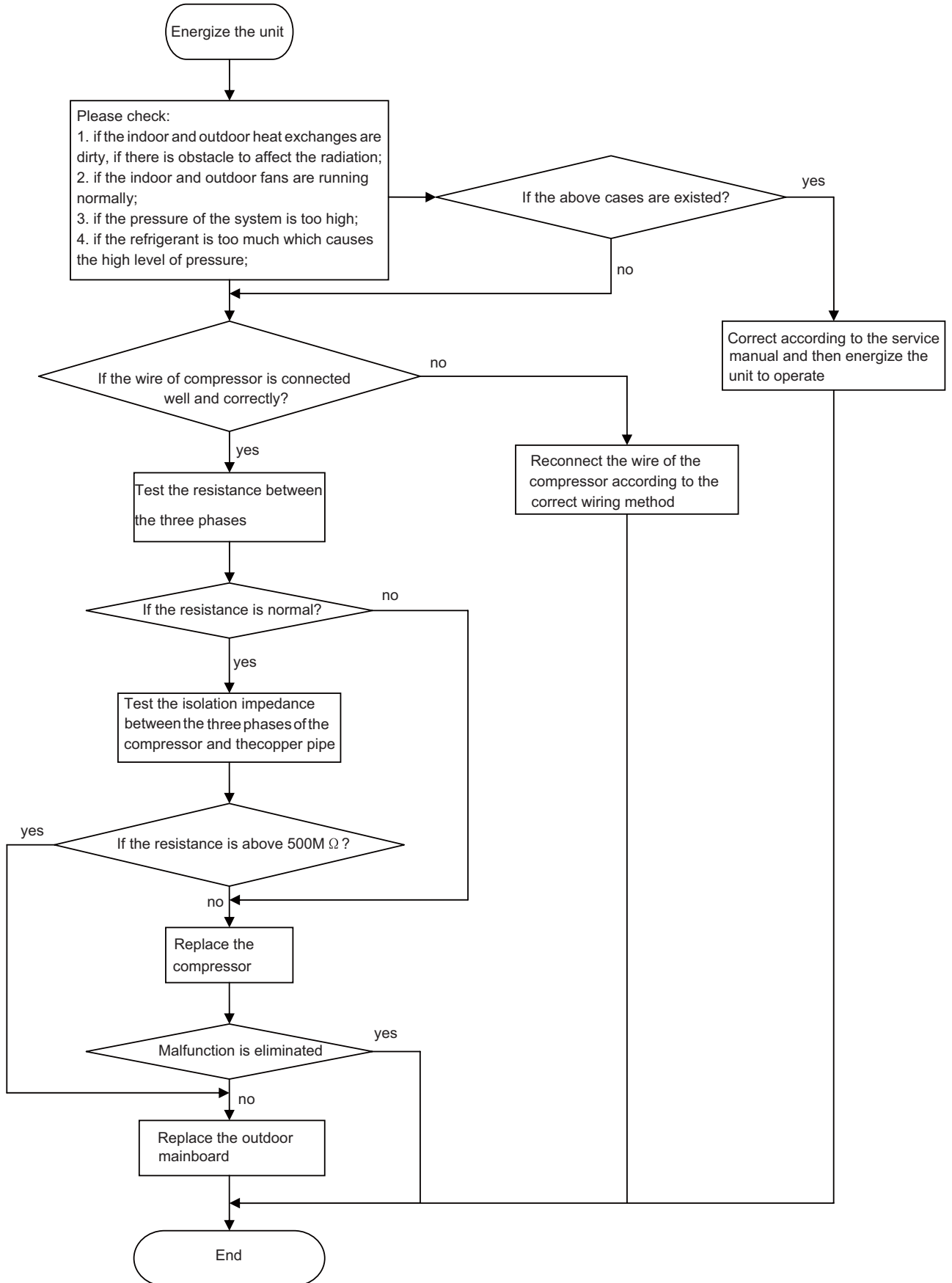
1 IPM protection malfunction:

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:



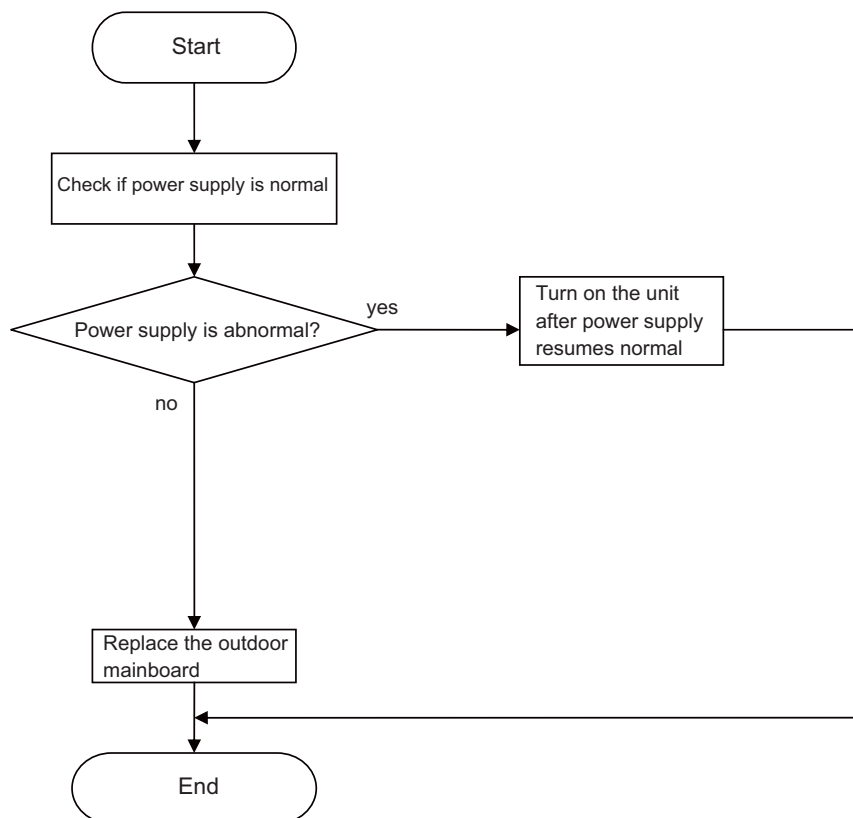
2. PFC protection malfunction, capacity charging malfunction

Main checking points:

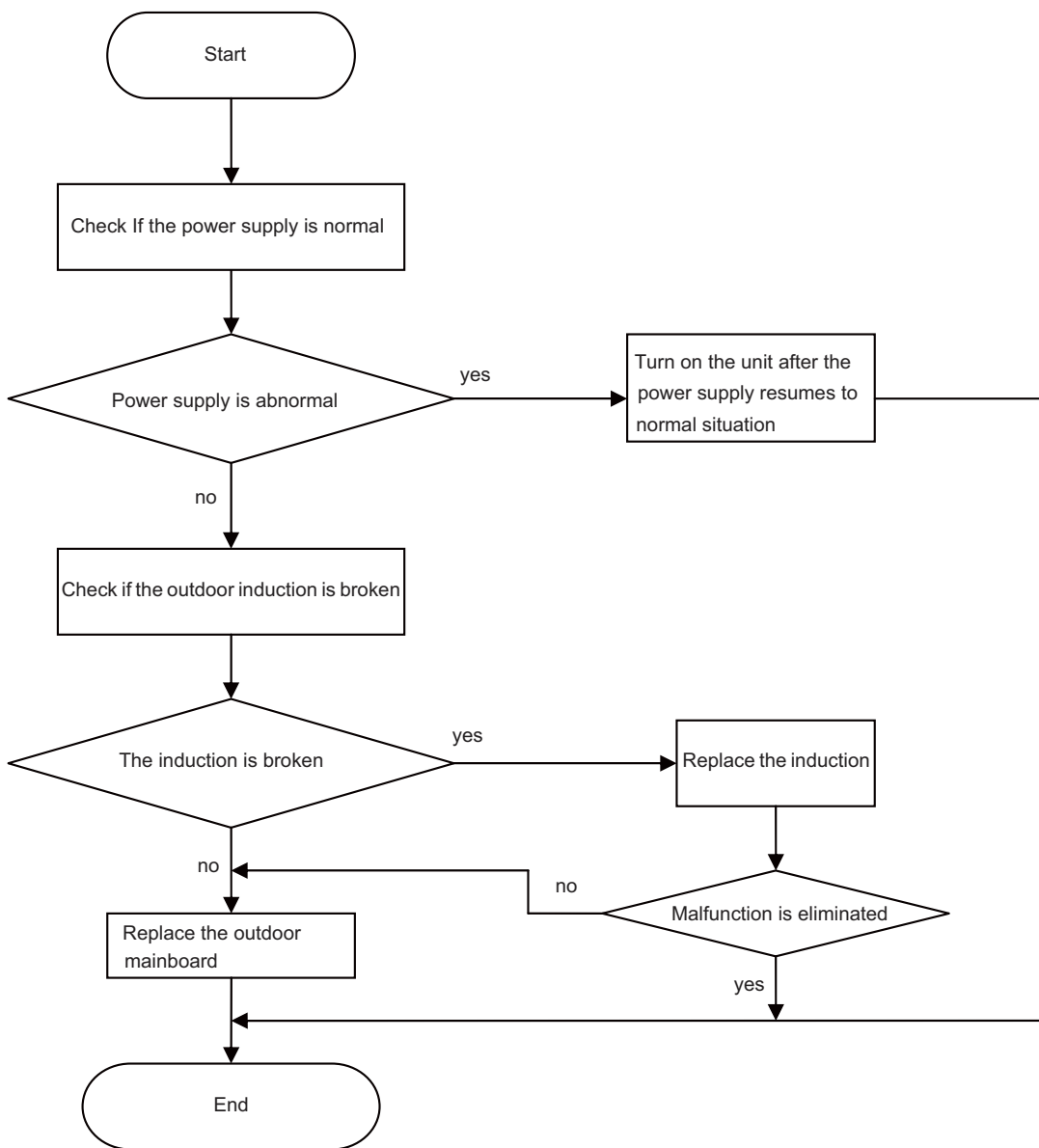
- If the wiring of the induction is connected well and if the induction is broken;
- If the mainboard is broken;

Flow chart:

For 18K



For 24/28K

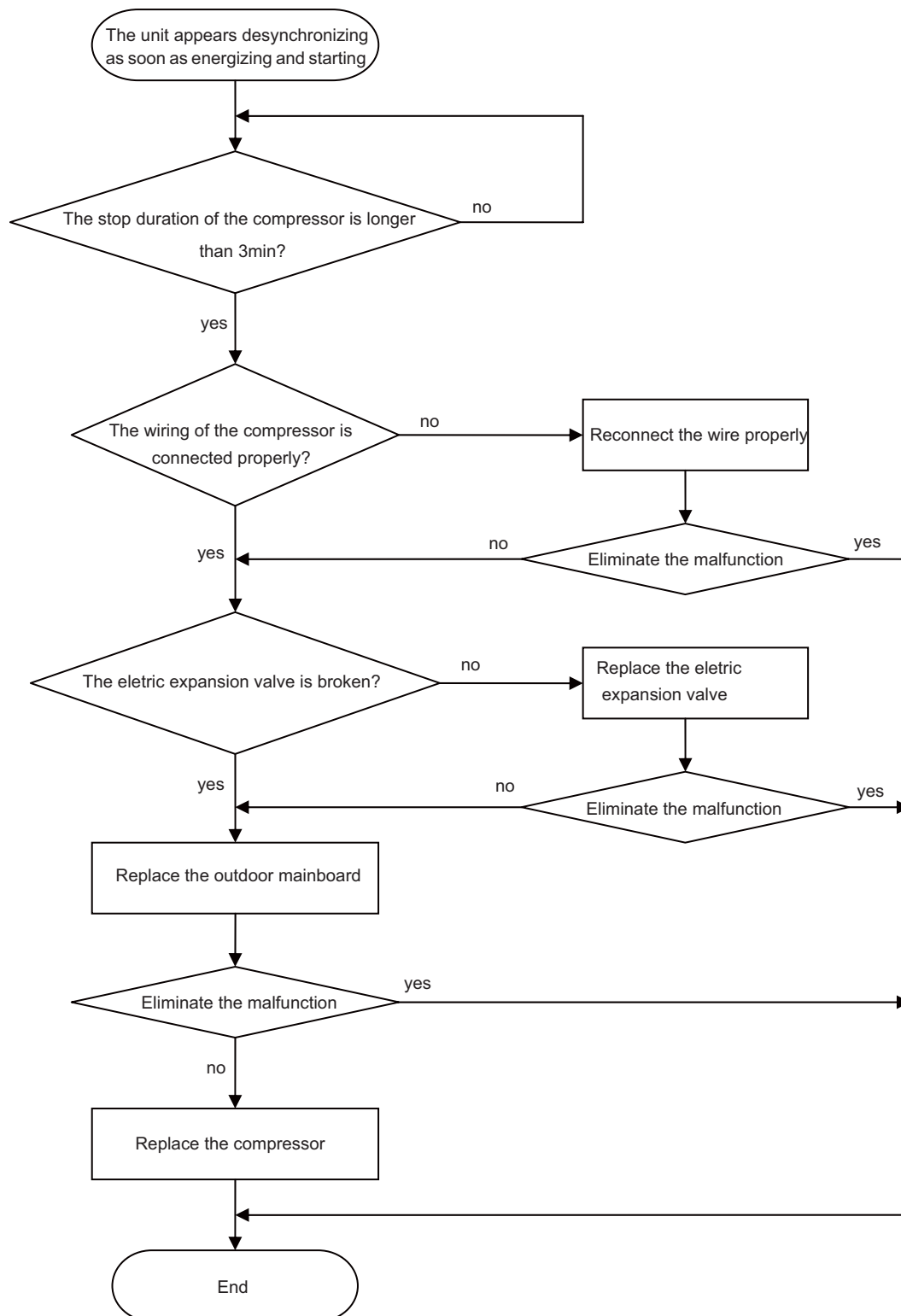


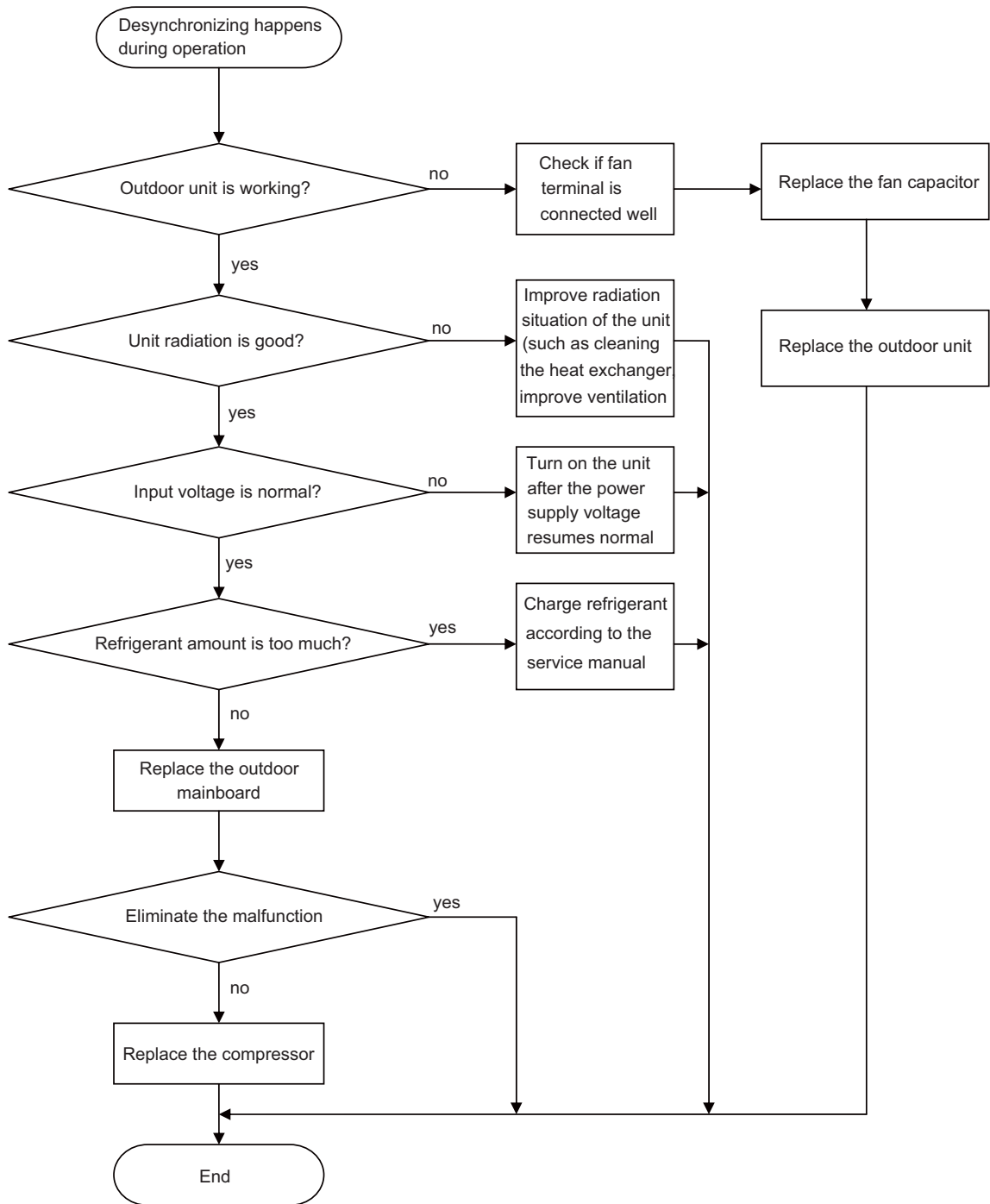
3. Compressor desynchronizing malfunction

Main checking points:

- If the pressure of the system is too high;
- If the electric expansion valve is working normally or it is broken;
- If the radiation of the unit is good;

Flow chart:



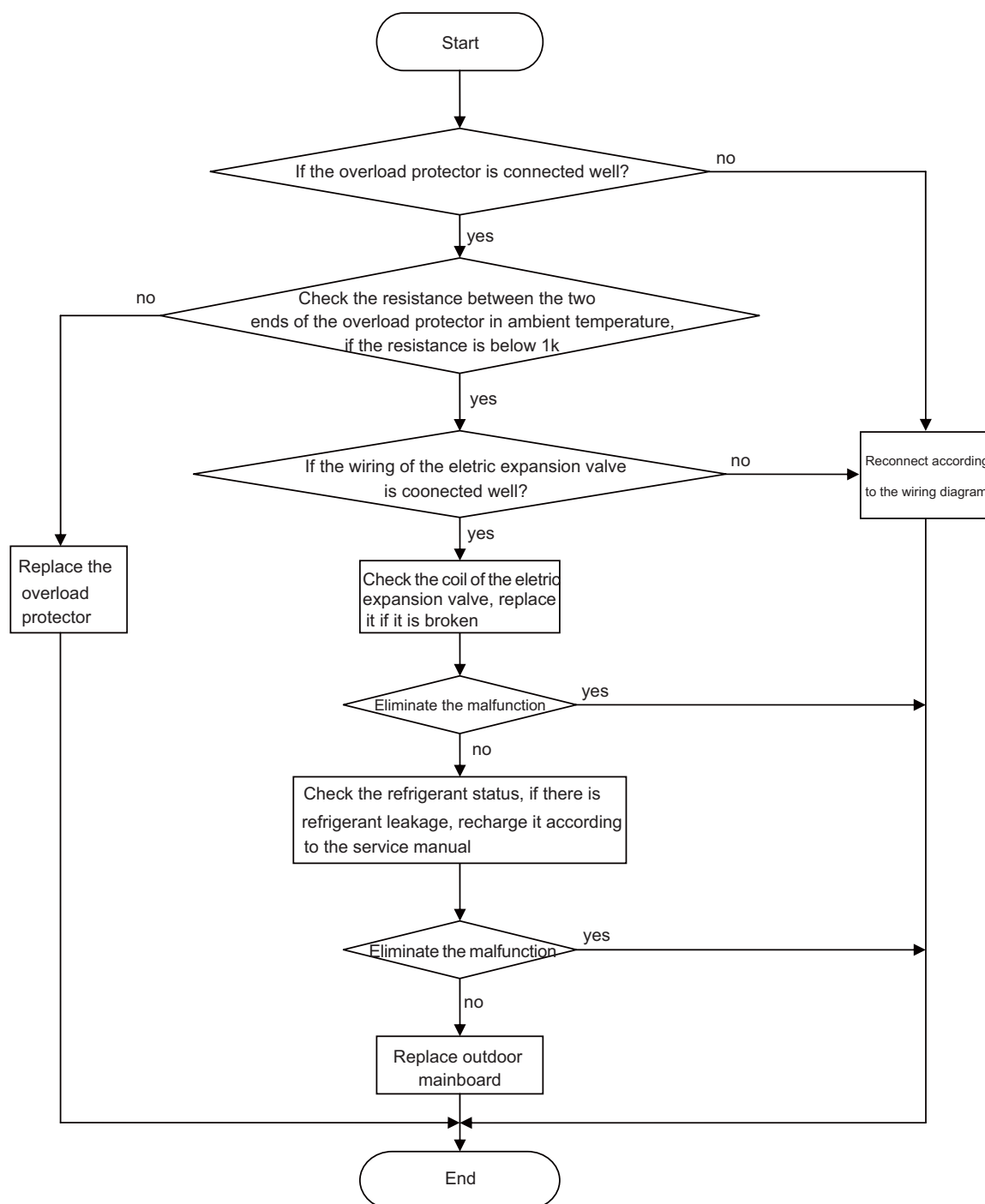


4. Compressor overload, discharge protection malfunction

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:



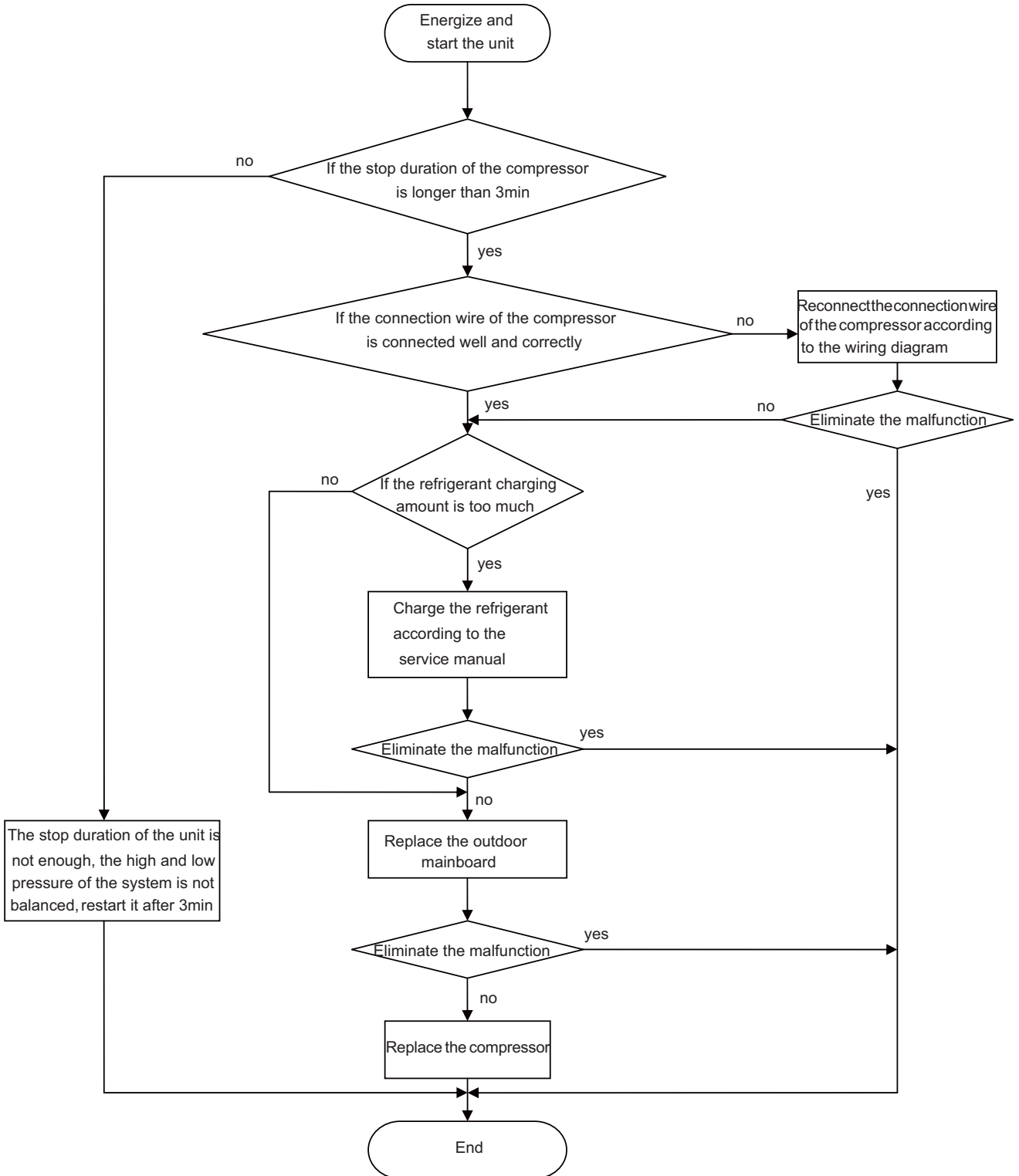
Note: the detection method of the coil of the electric expansion valve: there is five pieces of coil of the electric expansion valve, the resistance of one of them (the leftmost or the rightmost one) is almost the same as the resistance of other terminal (within 100 Ω). Judge the condition of the electronic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

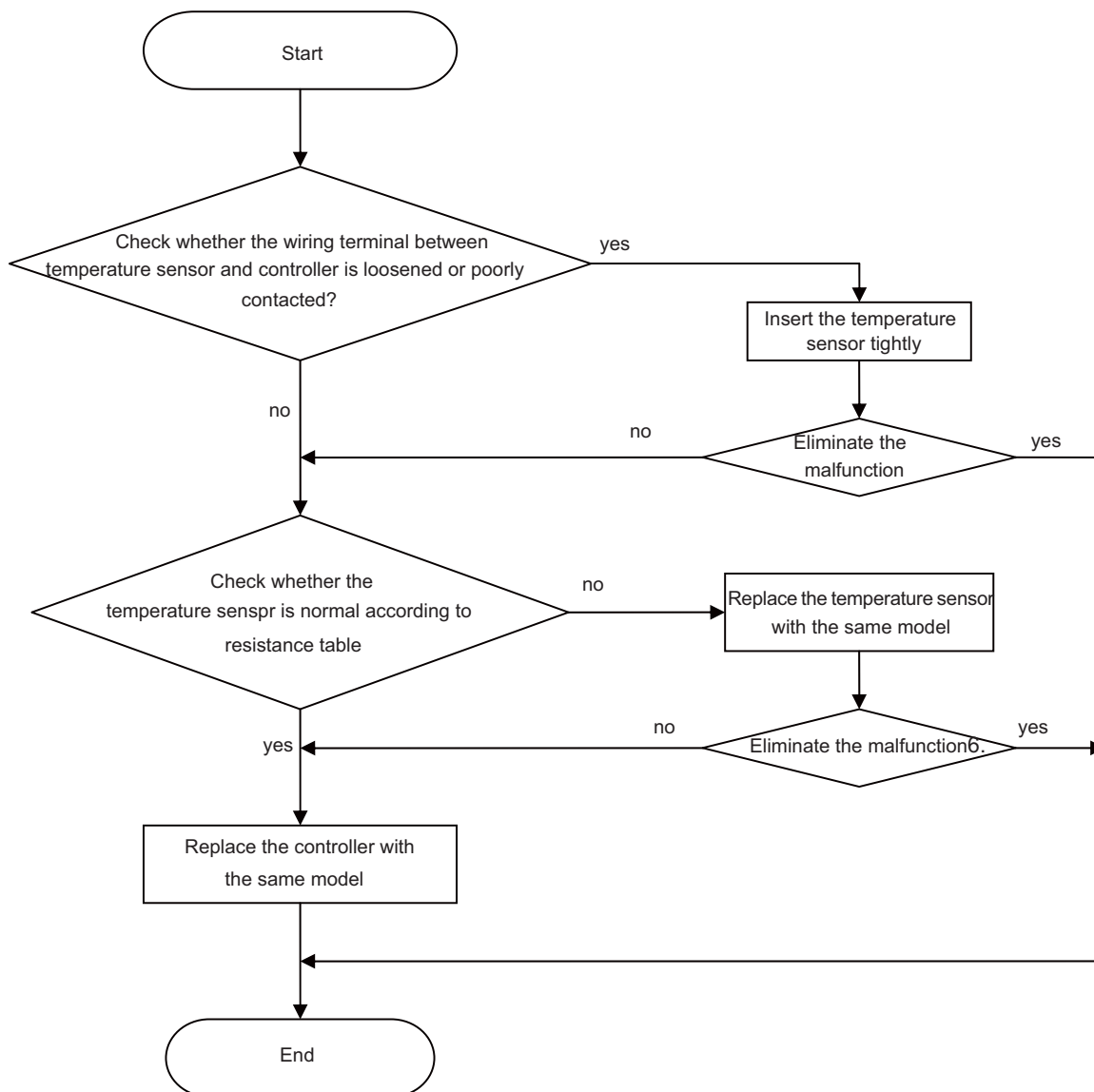


6. Temperature sensor malfunction

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:

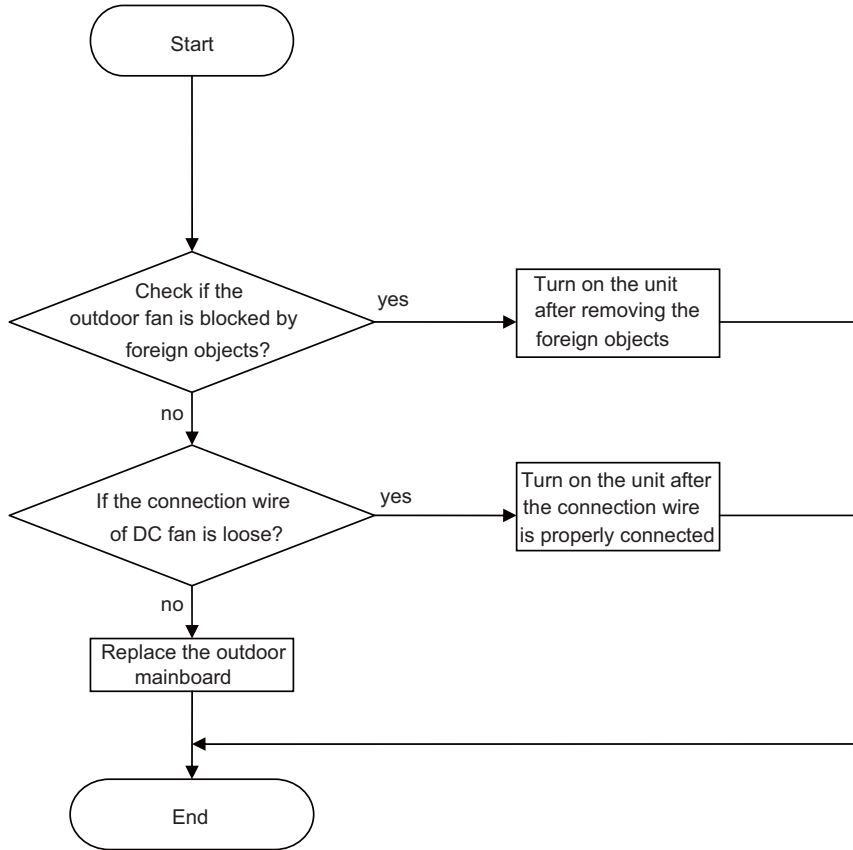


7. DC fan malfunction

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:

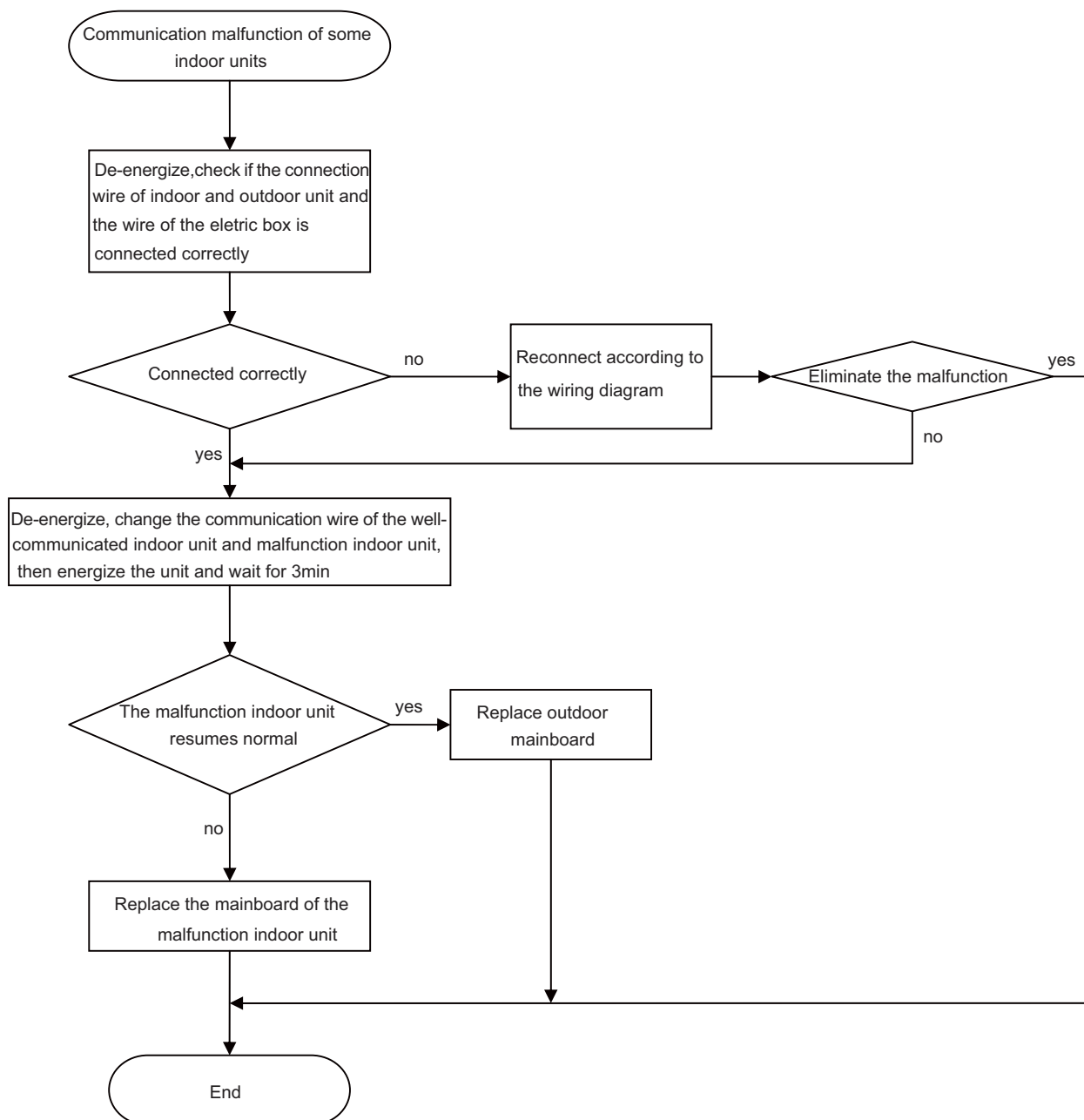


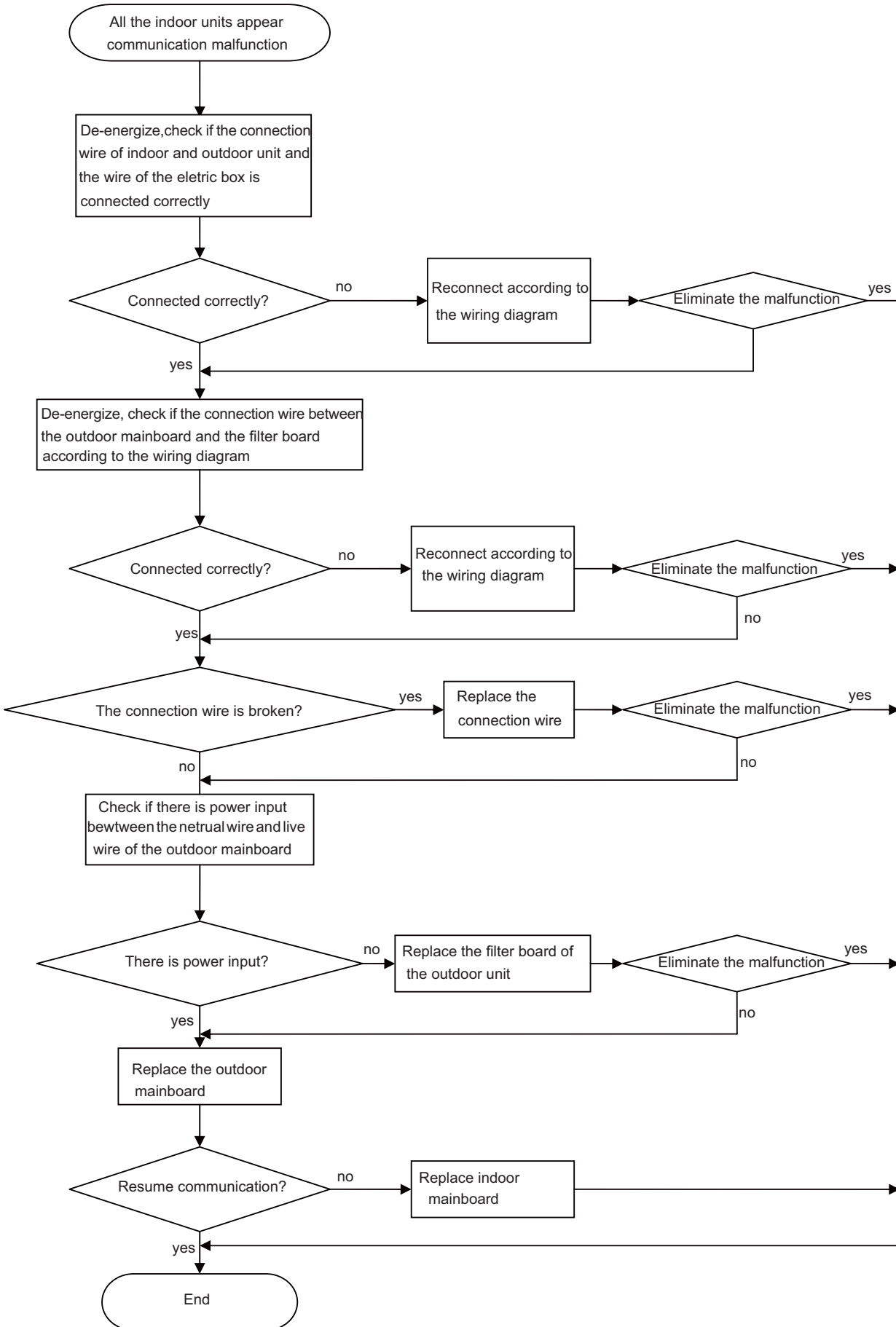
8. Communication malfunction

Main checking points:

- If the connection wire between the indoor unit and outdoor unit is connected well, if the wires inside the unit is connected well;
- If the indoor mainboard or outdoor main board is broken;

Flow chart:



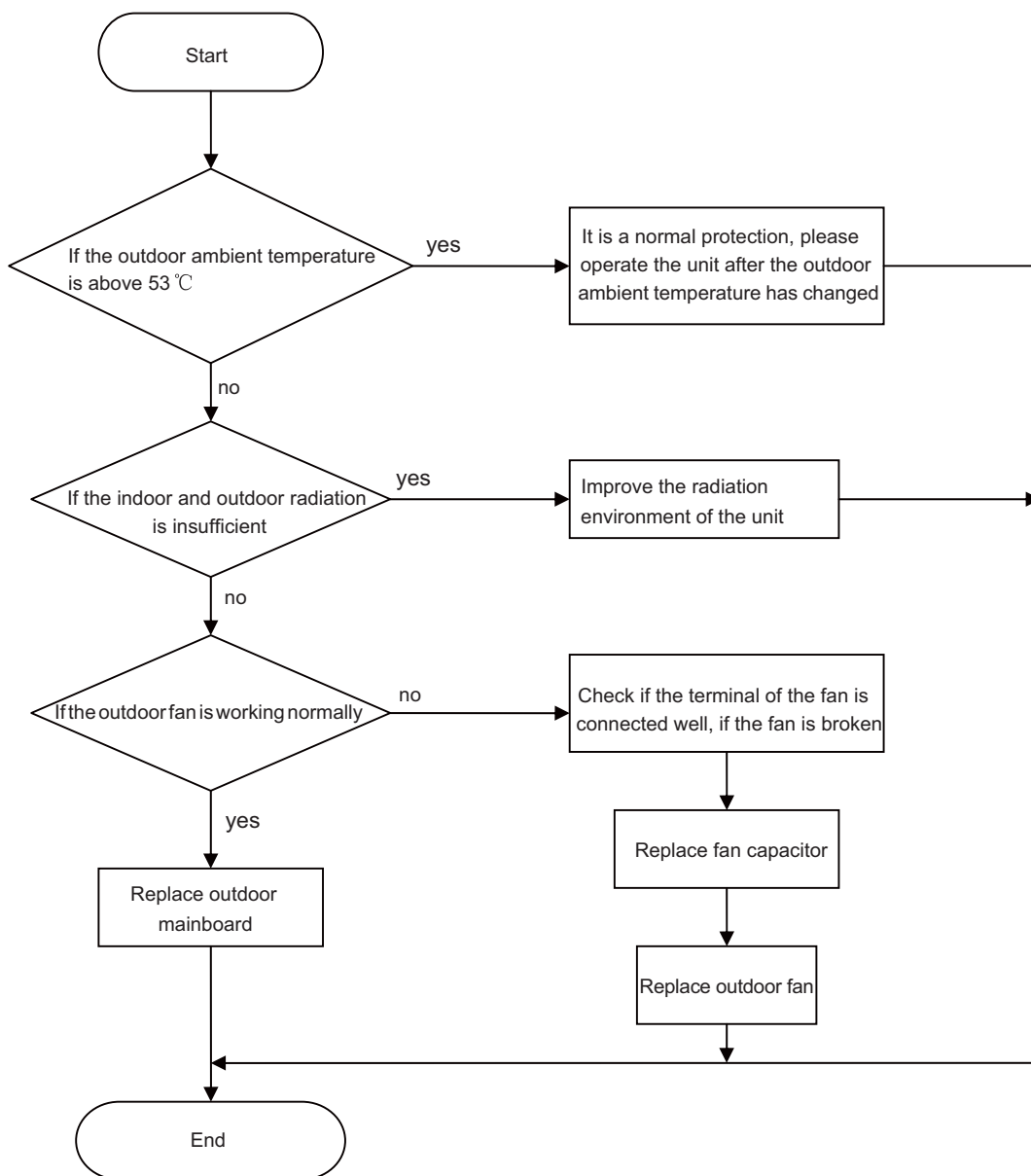


9. Anti-high temperature and overload malfunction

Main checking points:

- If the outdoor ambient temperature is within the normal range;
- If the indoor fan and outdoor fan are running normally;
- If the indoor and outdoor radiation environment is good;

Flow chart:



Models:36K and 42K

1. Trouble Table

⚠ WARNING!

a. In the event of abnormal conditions (like, stinky smell), please shut off the main power supply immediately and then contact the GREE appointed service center; otherwise the continuous abnormal running would damage the air conditioning unit and also would cause electric shock or fire hazard etc.

b. Do not repair the air conditioning personally but instead contact the professionally skilled personnel at the GREE appointed service center, as the incorrect repair would cause electric shock or fire hazard etc.

1.1 Check before Contacting Service Center

Please check the following items before contacting the maintenance serviceman.

Conditions	Causes	Corrective Actions
The unit does not run	Broken fuse or opened breaker	Change the fuse or close the breaker
	Power off	Restart the unit when power on
	Loosened power supply plug.	Plug the power supply properly.
	Insufficient batteries voltage of the remote controller	Change new batteries
	Remoter controller out of the control scope	Keep the control distance within 8 meters.
The unit stops soon after it starts	Clogged inlet/outlet of the indoor/outdoor unit	Clear the obstacle
Cooling/Heating is abnormal	Clogged inlet/outlet of the indoor/outdoor unit	Clear the obstacle
	Improperly set temperature	Adjust the setting of the remote or wired controller.
	Too low set fan speed	Adjust the setting of the remote or wired controller.
	Improper airflow direction	Adjust the setting of the remote or wired controller.
	Opened door and window	Close the door and window
	Direct sunlight	Hang a curtain or blinds over the window.
	Too much people in the room	
	Too much heat sources in the room	Reduce the heat sources
	Dirty filter screen	Clean the filter screen

Table 1

Note: If the air conditioner still runs abnormally after the above check and handling, please contact the maintenance serviceman at the local appointed service center and also give a description of the error occurred as well as the model of the unit


1.2 Problem Handling

The conditions listed below are not classified into errors.

Conditions	Causes	
The unit does not run	When restart the unit soon after it is stopped.	The overload protection switch of the unit let the startup delayed for three minutes.
	As soon as power is on.	The unit will stand by for approximate one minute.
The unit blows out mist	When the cooling operation starts.	The hi-humidity air indoor is cooled quickly.
The unit generates noise	The unit "clatters" as soon as it starts running.	It is the sound generated during the initialization of the electronic expansion valve.
	The unit "swishes" during the cooling operation.	It is the sound when the refrigerant gas runs inside the unit.
	The unit "swishes" when it is started or stopped.	It is the sound when the refrigerant gas stops running.
	The unit "swishes" when it is in and after the running.	It is the sound when the draining system is operating.
The unit blows out dust.	When the unit restarts after it is not used for a long time.	The dust inside the unit is blown out again.
The unit emits odors.	When the unit is running.	The odors absorbed in are blown out again.

Table 2

1.3 Error Description

If some error occurs when the unit is running, the error code will be displayed on the wired controller and the main board  of the outdoor unit. See the table below for more details about the meaning of each error.


Error Item	Outdoor Unit 88 Display	Indicating LED Flashing Times			88 Display	Wired Controller Display	Error Type
		Running LED	Cooling LED	Heating LED			
High Pressure Protection	E1	Flash once	/	/	E1	E1	Outdoor
Shutdown for Whole Unit Anti-Freeze Protection	E2	Flash twice	/	/	E2	E2	System Error
Low Pressure Protection	E3	Flash 3 times	/	/	E3	E3	Outdoor
High Discharge Temp Protection	E4	Flash 4 times	/	/	E4	E4	Outdoor
Communication Error	E6	Flash 6 times	/	/	E6	E6	Outdoor & Indoor
Indoor Unit Water Full Error	E9	Flash 9 times	/	/	E9	E9	Indoor
Refrigerant Recovery Mode	Fo	Quick Flashing	Quick Flashing	/	Fo	Fo	Special Mode
Outdoor Ambient Temp Sensor Error	F3	/	Flash 3 times	/	F3	F3	Outdoor
Outdoor Mid-Coil Temp Sensor Error	F4	/	Flash 4 times	/	F4	F4	Outdoor
Outdoor Discharge Air Temp Sensor Error	F5	/	Flash 5 times	/	F5	F5	Outdoor
Oil Return for Cooling	F7	/	/	/	/	/	Special Mode
Forced Defrosting	H1	Quick Flashing	/	/	H1	H1	Special Mode
Oil Return for Heating or Defrosting	H1	/	/	Flash once	H1		Special Mode
Compressor Overheat Protection	H3	/	/	Flash 3 times	H3	H3	Drive Error
IPM Protection	H5	/	/	Flash 5 times	H5	H5	Drive Error
Motor Desynchronizing	H7	/	/	Flash 7 times	H7	H7	Drive Error
PFC Error	Hc	/	/	Flash 6 times	Hc	Hc	Drive Error
Startup Failure	Lc	/	/	Flash 11 times	Lc	Lc	Drive Error
DC Fan motor Error	LA	/	/	/	/	/	Outdoor
No indoor fan motor	H6	Flash 11 times	/	/	/	/	Indoor
Compressor phase circuit detection error	U1	/	/	Flash 12 times	/	/	Outdoor
DC link voltage drop error	U3	/	/	Flash 20 times	/	/	Outdoor
Zero detection circuit error	U8	Flash 17 times	/	/	/	/	Outdoor
Phase Loss	Ld	Flash 3 times	Flash 3 times	Flash 3 times	Ld	Ld	Drive Error
Compressor Stalling	LE	Flash 3 times	Flash 3 times	Flash 3 times	LE	LE	Drive Error
Over-Speed	LF	Flash 3 times	Flash 3 times	Flash 3 times	LF	LF	Drive Error
IPM Reset	P0	Flash 3 times	Flash 3 times	Flash 3 times	P0	P0	Drive Error
Compressor Current Protection	P5	/	/	Flash 15 times	P5	P5	Drive Error
Communication Error between the Inverter Drive and the Main Controller	P6	Flash 16 times	/	/	P6	P6	Drive Error
Radiator Temp Sensor Error	P7	/	/	Flash 18 times	P7	P7	Drive Error
Radiator Overheat Protection	P8	/	/	Flash 19 times	P8	P8	Drive Error

Table 3

AC Contactor Protection	P9	Flash 3 times	Flash 3 times	Flash 3 times	P9	P9	Drive Error
Current Sensor Error	Pc	/	/	Flash 12 times		U1	Drive Error
Sensor Connection Protection	Pd	Flash 3 times	Flash 3 times	Flash 3 times	Pd	Pd	Drive Error
Over Voltage Protection	PH	/	Flash 11 times	/	PH	PH	Drive Error
Low Voltage Protection	PL	/	/	Flash 21 times	PL	PL	Drive Error
Temp Drift Protection	PE	Flash 3 times	Flash 3 times	Flash 3 times	PE	PE	Drive Error
Drive Board Ambient Temp Sensor Error	PF	Flash 3 times	Flash 3 times	Flash 3 times	PF	PF	Drive Error
AC Current Protection	PA	Flash 5 times	/	/	E5	E5	Drive Error
Charging Circuit Error	PU	/	/	Flash 17 times	PU	PU	Drive Error
AC Input Voltage Anomaly	PP	Flash 3 times	Flash 3 times	Flash 3 times	PP	PP	Drive Error
Unit communication error	See Table 5	Flash 6 times	/	/	E6	E6	Indoor
Unit n indoor pipe midway temperature sensor error	See Table 5	/	Flash twice	/	E2	E2	Indoor
Indoor Evaporator Temp Sensor Short/Open-Circuit	See Table 5	/	Flash twice	/	F2	F2	Indoor
(Air Valve) Unit n indoor unit pipe outlet temperature sensor error	See Table 5	/	Flash 22 times	/	b7	b7	Indoor
(Liquid Valve) Unit n indoor pipe inlet temperature sensor error	See Table 5	/	Flash 19 times	/	b5	b5	Indoor
Unit n mode conflict	See Table 5	/	Flash once	/	F1	F1	Indoor
Mode Conflict	See Table 5	Flash 7 times	/	/	E7	E7	Indoor

The error codes for wall mounted type unit are shown in the following table):

Error Item	Outdoor Unit 88 Display	Indicating LED Flashing Times			88 Display	Wired Controller Display	Error Type
		Running LED	Cooling LED	Heating LED			
High Pressure Protection	E1	Flash once	/	/	E1	E1	Outdoor
Shutdown for Whole Unit Anti-Freeze Protection	E2	Flash twice	/	/	E2	E2	System Error
Low Pressure Protection	E3	Flash 3 times	/	/	E3	E3	Outdoor


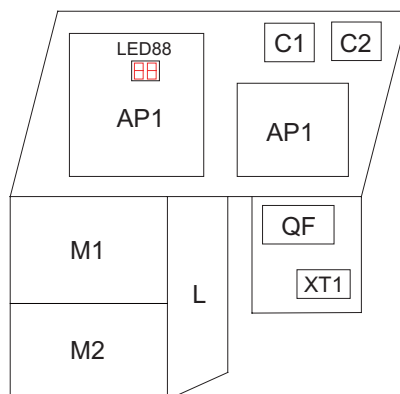
High Discharge Temp Protection	E4	Flash 4 times	/	/	E4	E4	Outdoor
Communication Error	E6	Flash 6 times	/	/	E6	E6	Outdoor & Indoor
Indoor Unit Water Full Error	E9	Flash 9 times	/	/	E9	E9	Indoor
Refrigerant Recovery Mode	Fo	Flash once	Flash once	/	Fo	Fo	Special Mode
Outdoor Ambient Temp Sensor Error	F3	/	Flash 3 times	/	F3	F3	Outdoor
Outdoor Mid-Coil Temp Sensor Error	F4	/	Flash 4 times	/	F4	F4	Outdoor
Outdoor Discharge Air Temp Sensor Error	F5	/	Flash 5 times	/	F5	F5	Outdoor
Oil Return for Cooling	F7	/	Flash 7 times	/	/	/	Special Mode
Forced Defrosting	H1	Quick Flashing	/	/	H1	H1	Special Mode
Oil Return for Heating or Defrosting	H1	/	/	Flash once	H1		Special Mode
Compressor Overheat Protection	H3	/	/	Flash 3 times	H3	H3	Drive Error
IPM Protection	H5	/	/	Flash 5 times	H5	H5	Drive Error
Motor Desynchronizing	H7	/	/	Flash 7 times	H7	H7	Drive Error
PFC Error	Hc	/	/	Flash 6 times	Hc	Hc	Drive Error
Startup Failure	Lc	/	/	Flash 11 times	Lc	Lc	Drive Error
DC Fan motor Error	LA	Flash 24 times	/	/	LA	LA	Outdoor
Phase Loss	Ld	/	/	/	Ld	Ld	Drive Error
Compressor Stalling	LE	/	/	/	LE	LE	Drive Error
Over-Speed	LF	/	/	/	LF	LF	Drive Error
IPM Reset	P0	/	/	/	P0	P0	Drive Error
Compressor Current Protection	P5	/	/	Flash 15 times	P5	P5	Drive Error
Communication Error between the Inverter Drive and the Main Controller	P6	Flash 16 times	/	/	P6	P6	Drive Error
Radiator Temp Sensor Error	P7	/	/	Flash 18 times	P7	P7	Drive Error
Radiator Overheat Protection	P8	/	/	Flash 19 times	P8	P8	Drive Error
AC Contactor Protection	P9	/	/	/	P9	P9	Drive Error
Sensor Connection Protection	Pd	/	/	/	Pd	Pd	Drive Error
Low Voltage Protection	PL	/	/	Flash 21 times	PL	PL	Drive Error

Table 4

Temp Drift Protection	PE	/	/	/	PE	PE	Drive Error
Drive Board Ambient Temp Sensor Error	PF	/	/	/	PF	PF	Drive Error
Charging Circuit Error	PU	/	/	Flash 17 times	PU	PU	Drive Error
Unit n communication error	See Table 5	Flash 6 times	/	/	E6	E6	Indoor
Unit n indoor pipe midway temperature sensor error	See Table 5	/	Flash twice	/	E2	E2	Indoor
Indoor Evaporator Temp Sensor Short/ Open-Circuit	See Table 5	/	Flash twice	/	F2	F2	Indoor
(Air Valve) Unit n indoor unit pipe outlet temperature sensor error	See Table 5	/	Flash 22 times	/	b7	b7	Indoor
(Liquid Valve) Unit n indoor pipe inlet temperature sensor error	See Table 5	/	Flash 19 times	/	b5	b5	Indoor
Unit n mode conflict	See Table 5	/	Flash once	/	F1	F1	Indoor
Mode Conflict	See Table 5	Flash 7 times	/	/	E7	E7	Indoor

Error Code	Error Description	Error Code	Error Description	Error Code	Error Description
13	Unit A indoor unit pipe outlet temperature sensor error	23	Unit B indoor unit pipe outlet temperature sensor error	33	Unit C indoor unit pipe outlet temperature sensor error
14	Unit A indoor pipe inlet temperature sensor error	24	Unit B indoor pipe inlet temperature sensor error	34	Unit C indoor pipe inlet temperature sensor error
15	Unit A indoor ambient temperature sensor error	25	Unit B indoor ambient temperature sensor error	35	Unit C indoor ambient temperature sensor error
16	Unit A mode conflict	26	Unit B mode conflict	36	Unit C mode conflict
17	Unit A anti-freezing protection	27	Unit B anti-freezing protection	37	Unit C anti-freezing protection
41	Unit D communication error	46	Unit D mode conflict	54	Unit E indoor pipe inlet temperature sensor error
42	Unit D indoor pipe midway temperature sensor error	47	Unit D anti-freezing protection	55	Unit E indoor ambient temperature sensor error
43	Unit D indoor unit pipe outlet temperature sensor error	51	Unit E communication error	56	Unit E mode conflict
44	Unit D indoor pipe inlet temperature sensor error	52	Unit E indoor pipe midway temperature sensor error	57	Unit E anti-freezing protection
45	Unit D indoor ambient temperature sensor error	53	Unit E indoor unit pipe outlet temperature sensor error	C5	Jumper terminal error

Table 5



Outdoor Unit: GWHD(36)NK3BO,GWHD(42)NK3AO

(Note: Refer to the real products for the exact position of each component.)

Once errors are displayed on the controller, please shut off the air conditioning unit and contact the professionally skilled personnel for troubleshooting.

1.4 After-Sales Service

If there is any quality or other issue, please contact the GREE after-sales service center.

2. Flow Chart of Troubleshooting

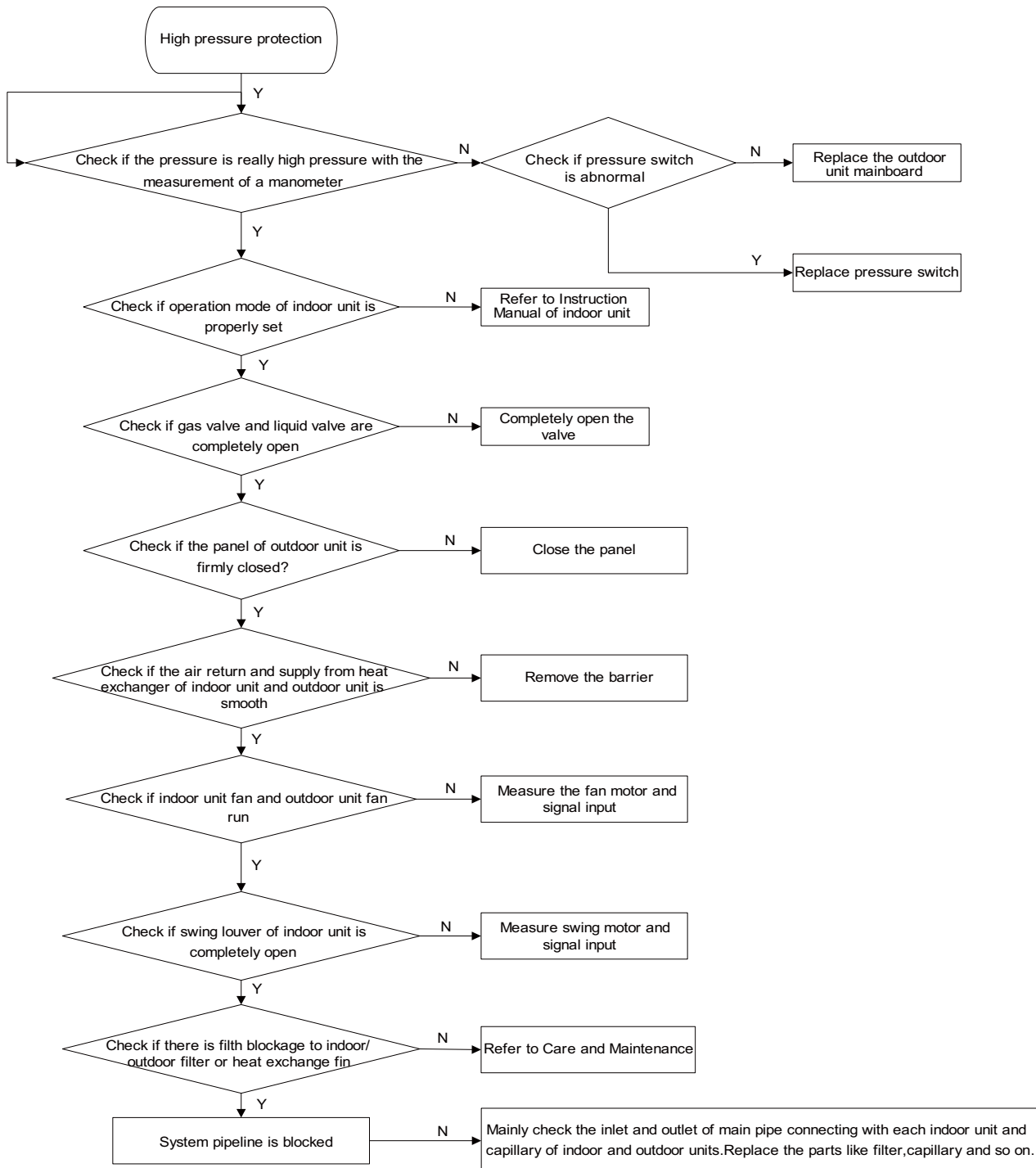
Service personnel shall collect the malfunction information as much as possible and research them thoroughly, list these electrical parts which may cause malfunction, service personnel shall be able to determine the specific reason and solve the faulted parts.

Observe the status of the complete device and do not observe the partial

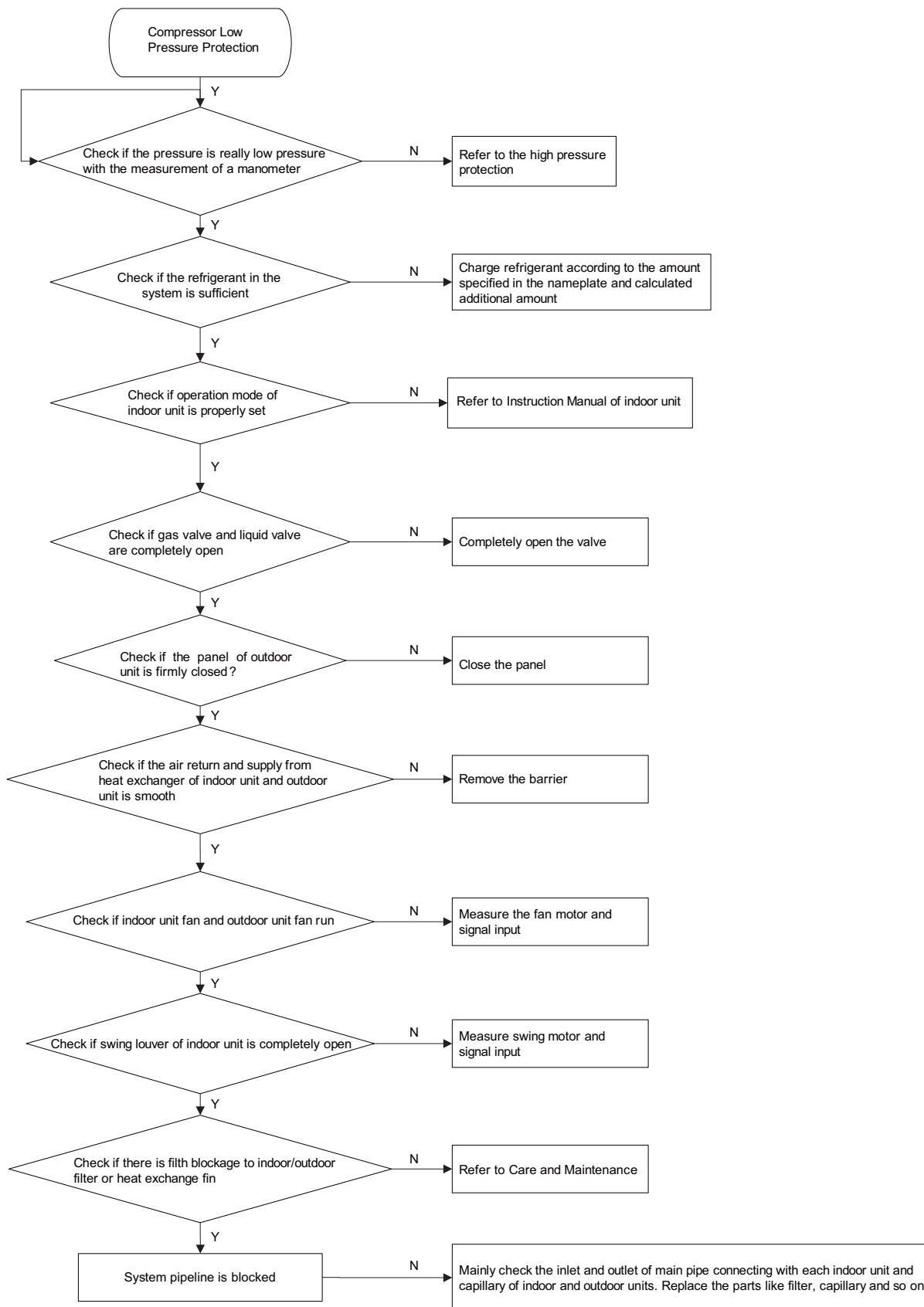
It is advised to start from the simple operation during analyzing ,judging and confirming malfunction reason, then conduct the complicated operations such removal of device, part replacement and refrigerant filling.

Find the malfunction reason carefully as unit may occur several malfunction at the same time and one malfunction may develop into several malfunction, so entire system analysis shall be established to make the judged result exact and credible.

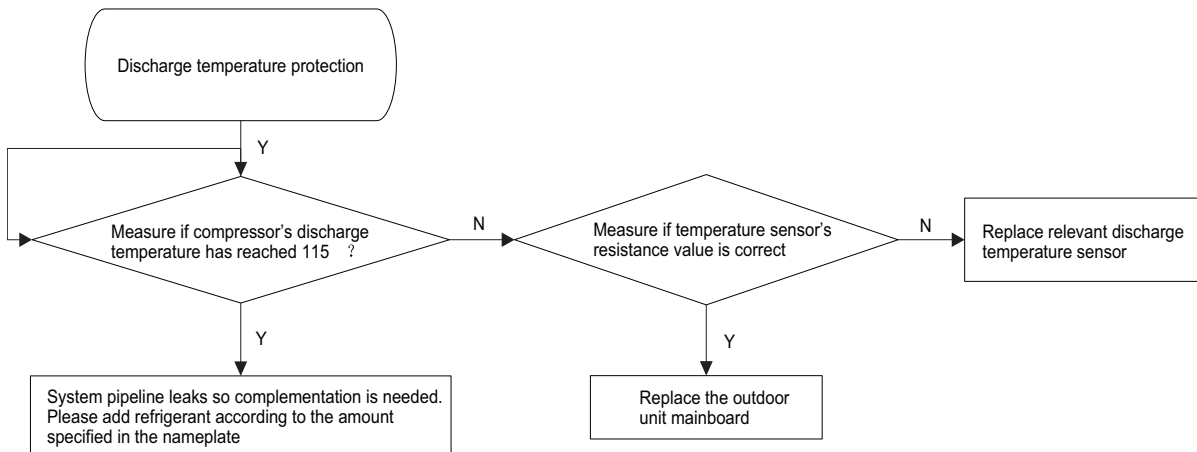
◆ Malfunction display: E1 Compressor High Pressure Protection



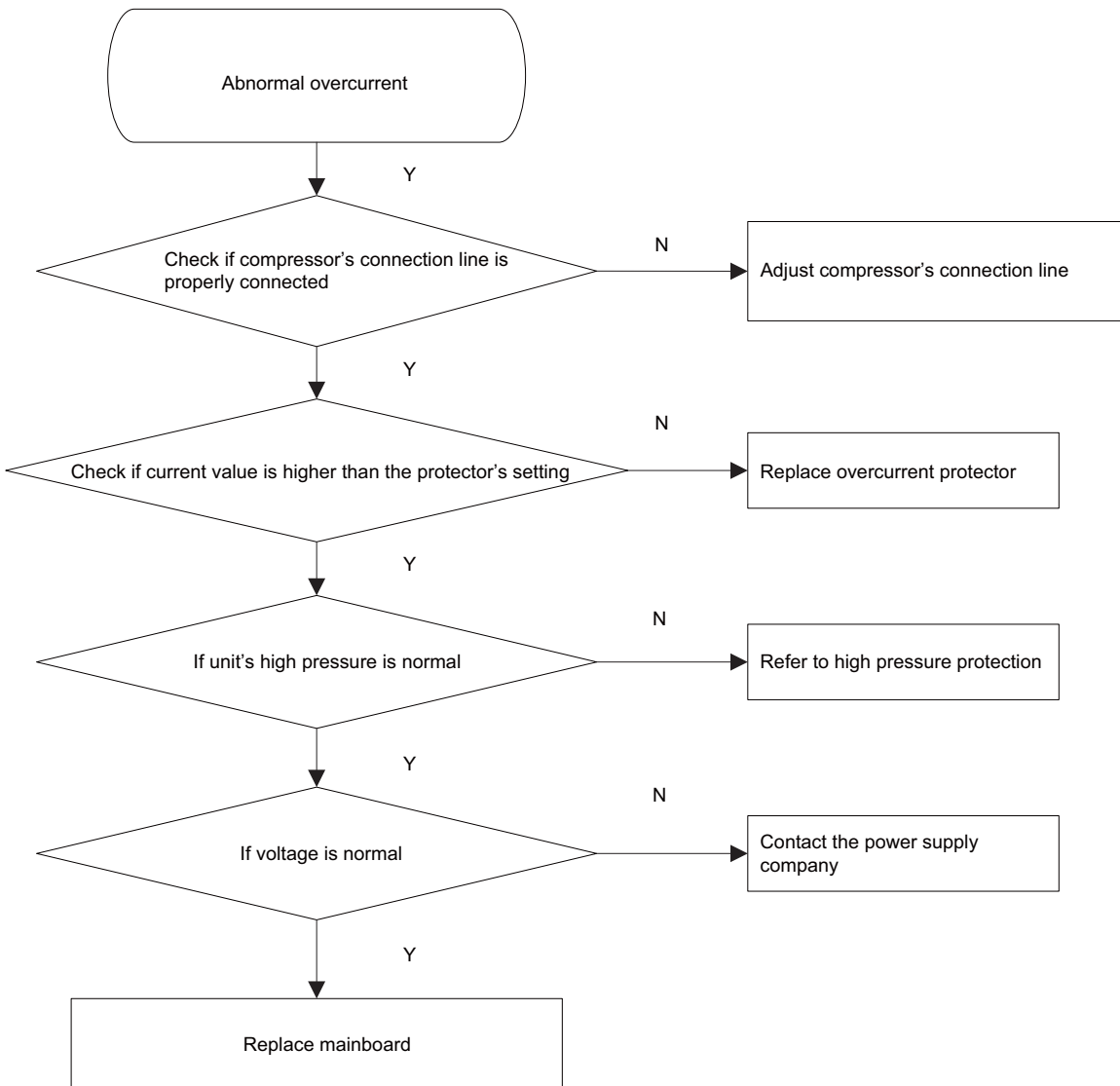
◆ Malfunction display: E3 Compressor Low Pressure Protection



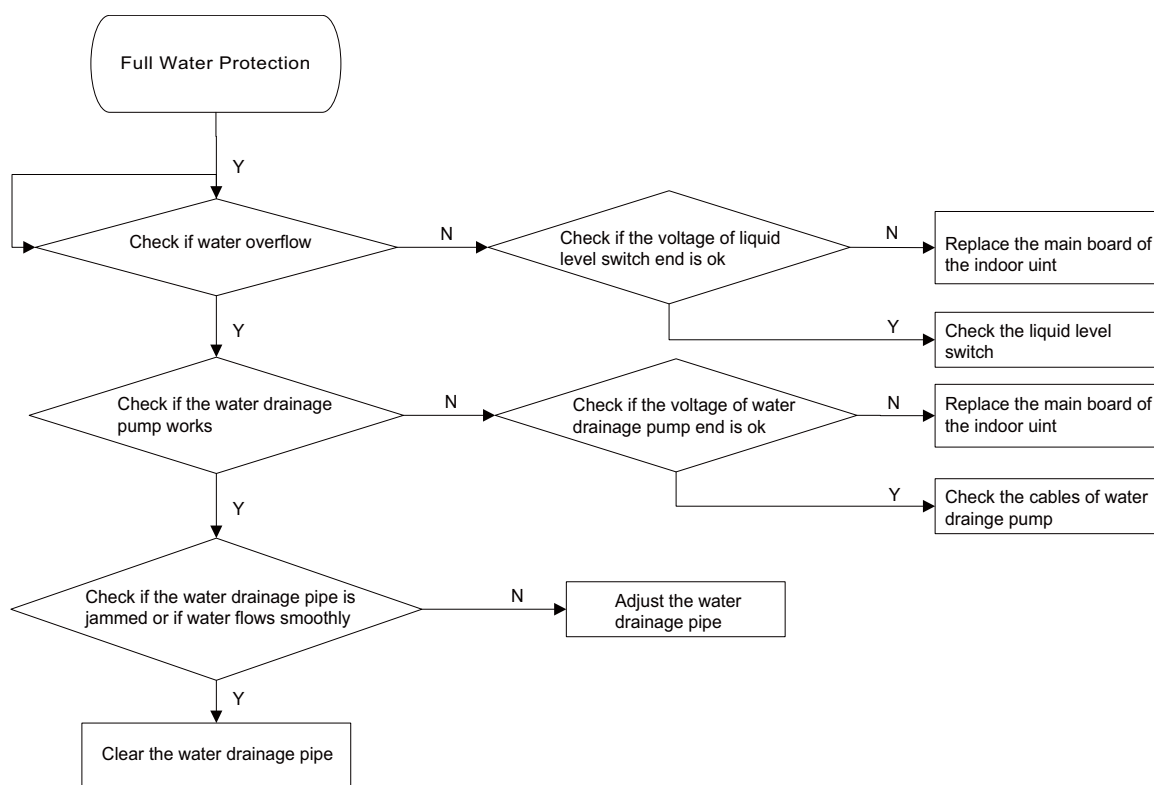
◆ Malfunction display: E4 Compressor Exhaust High Temperature Protection



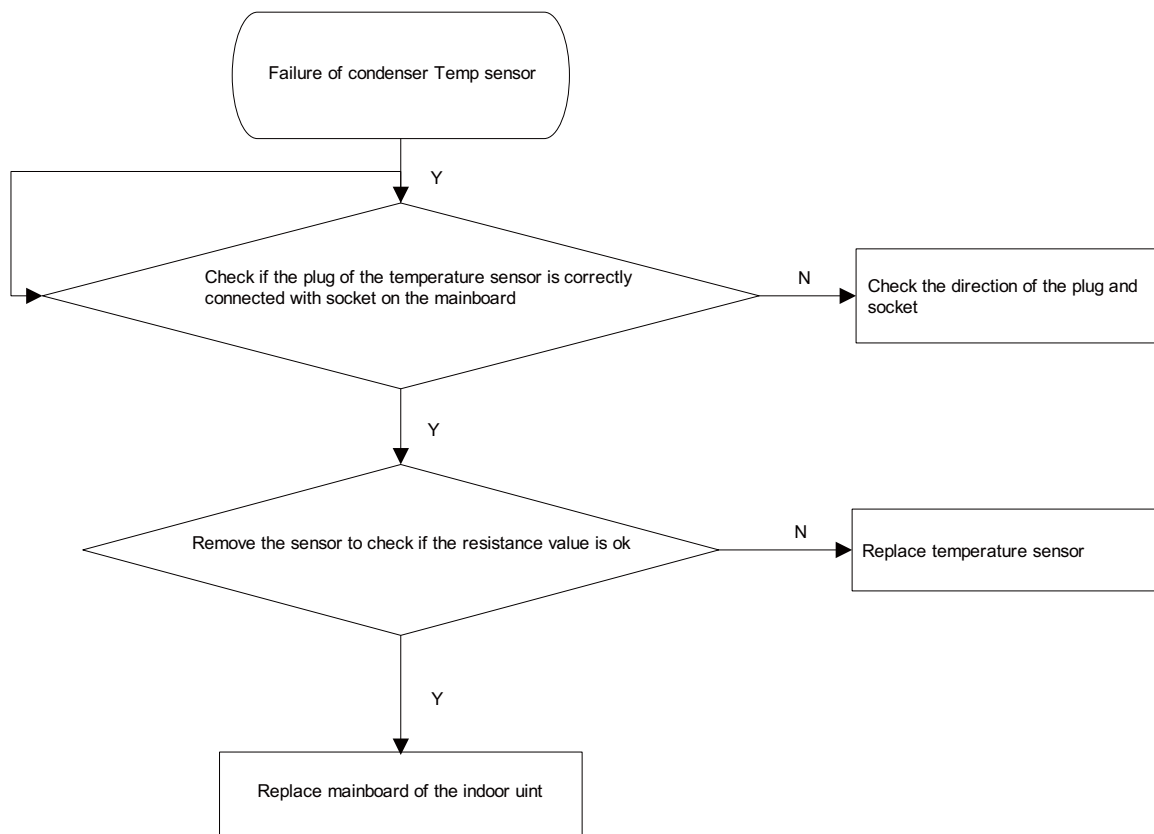
◆ Malfunction display: E5 Compressor Overheat



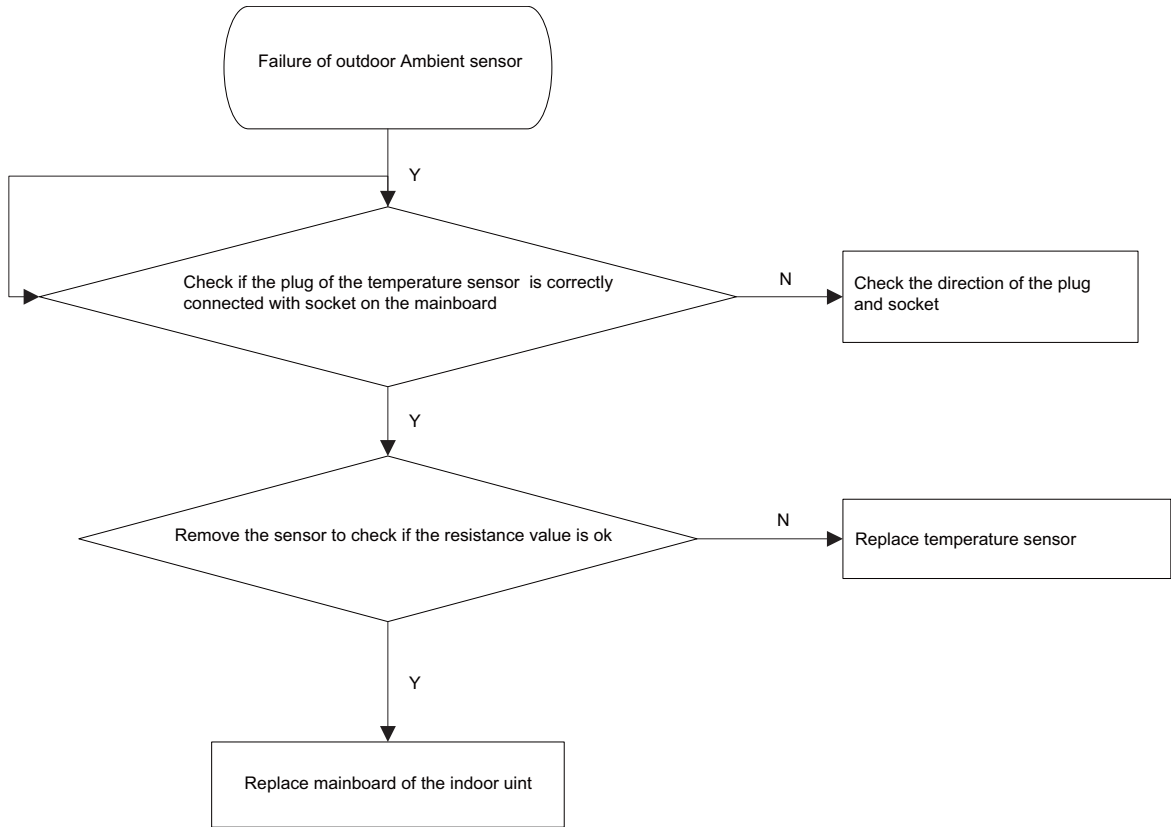
◆ Malfunction display: E9 Full Water Protection



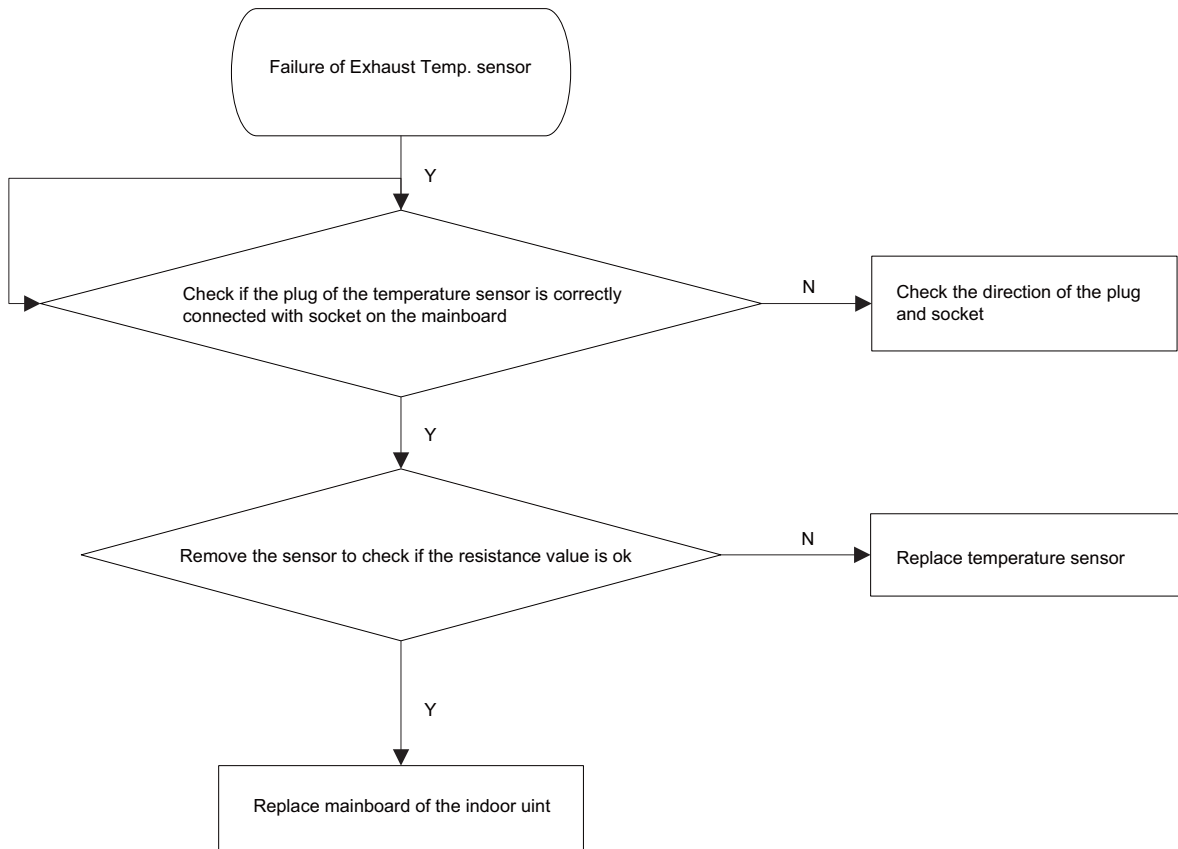
◆ Malfunction display: F2 Failure of Evaporator Temp. Sensor



◆ Malfunction display: F3 Failure of Outdoor Ambient Sensor



◆ Malfunction display: F5 Failure of Exhaust Temp. Sensor



9.4 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	Pressure at the valve is much lower than the regulated range	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.