

Troubleshooting

NO.	Malfunction Name	Display Method of Indoor Unit			Display Method of Outdoor Unit (Indicator has 3 kinds of display status and they will be displayed circularly every 5s.)				A/C status	Possible Causes	
		Dual-8 Code Display	Indicator Display (during blinking, ON 0.5s and OFF 0.5s)			<input type="checkbox"/> OFF <input checked="" type="checkbox"/> Illuminated <input checked="" type="checkbox"/> Blink					
			Operation Indicator	Cool Indicator	Heating Indicator	D5 (D40)	D6 (D41)	D16 (D42)			D30 (D43)
1	High pressure protection of system	E1	OFF 3s and blink once			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	During cooling and drying operation, except indoor fan operates, all loads stop operation. During heating operation, the complete unit stops.	Possible reasons: 1. Refrigerant was superabundant; 2. Poor heat exchange (including filth blockage of heat exchanger and bad radiating environment); Ambient temperature is too high.
2	Antifreezing protection	E2	OFF 3S and blink twice			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	During cooling and drying operation, compressor and outdoor fan stop while indoor fan operates.	1. Poor air-return in indoor unit; 2. Fan speed is abnormal; 3. Evaporator is dirty.
3	High discharge temperature protection of compressor	E4	OFF 3S and blink 4 times			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	During cooling and drying operation, compressor and outdoor fan stop while indoor fan operates. During heating operation, all loads stop.	Please refer to the malfunction analysis (discharge protection, overload).
4	Overcurrent protection	E5	OFF 3S and blink 5 times			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	During cooling and drying operation, compressor and outdoor fan stop while indoor fan operates. During heating operation, all loads stop.	1. Supply voltage is unstable; 2. Supply voltage is too low and load is too high; 3. Evaporator is dirty.
5	Communication Malfunction	E6	OFF 3S and blink 6 times			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	During cooling operation, compressor stops while indoor fan motor operates. During heating operation, the complete unit stops.	Refer to the corresponding malfunction analysis.
6	High temperature resistant protection	E8	OFF 3S and blink 8 times			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	During cooling operation: compressor will stop while indoor fan will operate. During heating operation, the complete unit stops.	Refer to the malfunction analysis (overload, high temperature resistant).
7	PG motor (indoor fan motor) does not operate	H6	OFF 3S and blink 11 times							Indoor fan, outdoor fan, compressor and electric heat tube stop operation. Horizontal louver stops at the current position.	1. The feedback terminal of PG motor is not connected tightly. 2. The control terminal of PG motor is not connected tightly. 3. Fan blade rotates unsmoothly. 4. Malfunction of motor 5. Controller is damaged.
8	Malfunction protection of jumper cap	C5	OFF 3S and blink 15 times							Operation of remote controller or control panel is available, but the unit won't act.	1. There's not jumper cap on the controller. 2. Jumper cap is not inserted properly and tightly 3. Jumper cap is damaged. 4. Controller is damaged.
9	Indoor ambient temperature sensor is open/short circuited	F1		OFF 3S and blink once						During cooling and drying operation, indoor unit operates while other loads will stop; during heating operation, the complete unit will stop operation.	1. The wiring terminal between indoor ambient temperature sensor and controller is loosened or poorly contacted; 2. There's short circuit due to trip-over of the parts on controller; 3. Indoor ambient temperature sensor is damaged (Please check it by referring to the resistance table for temperature sensor) 4. Main board is broken.

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10	Indoor evaporator temperature sensor is open/short circuited	F2		OFF 3S and blink twice					The unit will stop operation as it reaches the temperature point. During cooling and drying operation, except indoor fan operates, other loads stop operation; During heating operation, the complete unit stops operation.	1. The wiring terminal between indoor evaporator temperature sensor and controller is loosened or poorly contacted; 2. There's short circuit due to the trip-over of the parts on controller; 3. Indoor evaporator temperature sensor is damaged (Please check it by referring to the resistance table for temperature sensor) 4. Main board is broken.	
11	Outdoor ambient temperature sensor is open/short circuited	F3		OFF 3S and blink 3 times	<input type="checkbox"/>	<input type="checkbox"/>	☆	■	During cooling and drying operation, compressor stops while indoor fan operates; During heating operation, the complete unit will stop operation.	Outdoor temperature sensor hasn't been connected well or is damaged. Please check it by referring to the resistance table for temperature sensor)	
12	Outdoor condenser temperature sensor is open/short circuited	F4		OFF 3S and blink 4 times	<input type="checkbox"/>	<input type="checkbox"/>	☆	<input type="checkbox"/>	During cooling and drying operation, compressor stops while indoor fan will operate; During heating operation, the complete unit will stop operation.	Outdoor temperature sensor hasn't been connected well or is damaged. Please check it by referring to the resistance table for temperature sensor)	
13	Outdoor discharge temperature sensor is open/short circuited	F5		OFF 3S and blink 5 times	<input type="checkbox"/>	<input type="checkbox"/>	☆	☆	During cooling and drying operation, compressor will stop after operating for about 3 mins, while indoor fan will operate; During heating operation, the complete unit will stop after operating for about 3 mins.	1. Outdoor temperature sensor hasn't been connected well or is damaged. Please check it by referring to the resistance table for temperature sensor) 2. The head of temperature sensor hasn't been inserted into the copper tube	
14	Limit/decrease frequency due to overload	F6		OFF 3S and blink for 6 times	■	<input type="checkbox"/>	☆	☆	All loads operate normally, while operation frequency for compressor is decreased	Refer to the malfunction analysis (overload, high temperature resistant)	
15	Decrease frequency due to overcurrent	F8		OFF 3S and blink 8 times	■	■	<input type="checkbox"/>	■	All loads operate normally, while operation frequency for compressor is decreased	The input supply voltage is too low; System pressure is too high and overload	
16	Decrease frequency due to high air discharge	F9		OFF 3S and blink 9 times	■	■	<input type="checkbox"/>	<input type="checkbox"/>	All loads operate normally, while operation frequency for compressor is decreased	Overload or temperature is too high; Refrigerant is insufficient; Malfunction of electric expansion valve (EKV)	
17	Voltage for DC bus-bar is too high	PH		OFF 3S and blink 11 times	<input type="checkbox"/>	■	<input type="checkbox"/>	☆	During cooling and drying operation, compressor will stop while indoor fan will operate; During heating operation, the complete unit will stop operation.	1. Measure the voltage of position L and N on wiring board (XT), if the voltage is higher than 265VAC, turn on the unit after the supply voltage is increased to the normal range. 2. If the AC input is normal, measure the voltage of electrolytic capacitor C on control panel (AP1), if its normal, there's malfunction for the circuit, please replace the control panel (AP1)	
18	Malfunction of complete units current detection	U5		OFF 3S and blink 13 times	<input type="checkbox"/>	■	☆	■	During cooling and drying operation, the compressor will stop while indoor fan will operate; During heating operation, the complete unit will stop operation.	There's circuit malfunction on outdoor units control panel AP1, please replace the outdoor units control panel AP1.	
19	Overcurrent protection of phase current for compressor	P5		OFF 3S and blink 15 times	<input type="checkbox"/>	☆	<input type="checkbox"/>	<input type="checkbox"/>	During cooling and drying operation, compressor will stop while indoor fan will operate; During heating operation, the complete unit will stop operation.	Refer to the malfunction analysis (IPM protection, loss of synchronism protection and overcurrent protection of phase current for compressor.	

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20	Defrosting	H1			OFF 3S and blink once					Defrosting will occur in heating mode. Compressor will operate while indoor fan will stop operation.	Its the normal state
21	Static dedusting protection	H2			OFF 3S and blink twice						/
22	Overload protection for compressor	H3			OFF 3S and blink 3 times	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	During cooling and drying operation, compressor will stop while indoor fan will operate; During heating operation, the complete unit will stop operation.	1. Wiring terminal OVC-COMP is loosened. In normal state, the resistance for this terminal should be less than 1ohm. 2.Refer to the malfunction analysis (discharge protection, overload)
23	System is abnormal	H4			OFF 3S and blink 4 times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	During cooling and drying operation, compressor will stop while indoor fan will operate; During heating operation, the complete unit will stop operation.	Refer to the malfunction analysis (overload, high temperature resistant)
24	IPM protection	H5			OFF 3S and blink 5 times	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	During cooling and drying operation, compressor will stop while indoor fan will operate; During heating operation, the complete unit will stop operation.	Refer to the malfunction analysis (IPM protection, loss of synchronism protection and overcurrent protection of phase current for compressor.
25	PFC protection	HC			OFF 3S and blink 6 times	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	During cooling and drying operation, compressor will stop while indoor fan will operate; During heating operation, the complete unit will stop operation.	Refer to the malfunction analysis
26	Desynchronizing of compressor	H7			OFF 3S and blink 7 times	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	During cooling and drying operation, compressor will stop while indoor fan will operate; During heating operation, the complete unit will stop operation.	Refer to the malfunction analysis (IPM protection, loss of synchronism protection and overcurrent protection of phase current for compressor.
27	Decrease frequency due to high temperature resistant during heating operation	H0			OFF 3S and blink 10 times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	All loads operate normally, while operation frequency for compressor is decreased	Refer to the malfunction analysis (overload, high temperature resistant)
28	Failure start-up	LC			OFF 3S and blink 11 times	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	During cooling and drying operation, compressor will stop while indoor fan will operate; During heating operation, the complete unit will stop operation.	Refer to the malfunction analysis
29	Malfunction of phase current detection circuit for compressor	U1			OFF 3S and blink 13 times	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	During cooling and drying operation, compressor will stop while indoor fan will operate; During heating operation, the complete unit will stop	Replace outdoor control panel AP1

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30	EEPROM malfunction	EE			OFF 3S and blink 15 times	□	□	□	■	During cooling and drying operation, compressor will stop while indoor fan will operate; During heating operation, the complete unit will stop	Replace outdoor control panel AP1
31	Charging malfunction of capacitor	PU			OFF 3S and blink 17 times	□	■	□	■	During cooling and drying operation, compressor will stop while indoor fan will operate; During heating operation, the complete unit will stop	Refer to the part three—charging malfunction analysis of capacitor
32	Malfunction of module temperature sensor circuit	P7			OFF 3S and blink 18 times	□	□	■	☆	During cooling and drying operation, compressor will stop while indoor fan will operate; During heating operation, the complete unit will stop	Replace outdoor control panel AP1
33	Module high temperature protection	P8			OFF 3S and blink 19 times	■	□	☆	■	During cooling operation, compressor will stop while indoor fan will operate; During heating operation, the complete unit will stop	After the complete unit is de-energized for 20mins, check whether the thermal grease on IPM Module of outdoor control panel AP1 is sufficient and whether the radiator is inserted tightly. If its no use, please replace control panel AP1.
34	Malfunction of voltage dropping for DC bus-bar	U3			OFF 3S and blink 20 times	□	■	■	■	During cooling and drying operation, compressor will stop while indoor fan will operate; During heating operation, the complete unit will stop	Supply voltage is unstable
35	Voltage of DC bus-bar is too low	PL			OFF 3S and blink 21 times	□	■	■	□	During cooling and drying operation, compressor will stop while indoor fan will operate; During heating operation, the complete unit will stop	1. Measure the voltage of position L and N on wiring board (XT), if the voltage is higher than 150VAC, turn on the unit after the supply voltage is increased to the normal range. 2. If the AC input is normal, measure the voltage of electrolytic capacitor C on control panel (AP1), if its normal, theres malfunction for the circuit, please replace the control panel (AP1)
36	Limit/ decrease frequency due to high temperature of module	EU				■	■	■	☆	All loads operate normally, while operation frequency for compressor is decreased	Discharging after the complete unit is de-energized for 20mins, check whether the thermal grease on IPM Module of outdoor control panel AP1 is sufficient and whether the radiator is inserted tightly. If its no use, please replace control panel AP1.
37	The four-way valve is abnormal	U7				■	□	☆	□	If this malfunction occurs during heating operation, the complete unit will stop operation.	1. Supply voltage is lower than AC175V; 2. Wiring terminal 4V is loosened or broken; 3. 4V is damaged, please replace 4V.
38	Zero-crossing malfunction of outdoor unit	U9				■	■	☆	□	During cooling operation, compressor will stop while indoor fan will operate; during heating, the complete unit will stop operation.	Replace outdoor control panel AP1
39	Limit/ decrease frequency due to antifreezing	FH				■	■	■	□	All loads operate normally, while operation frequency for compressor is decreased	Poor air-return in indoor unit or fan speed is too low