9. Maintenance

9.1 Error Code List

Error code	Malfunction name	AC status	Possible causes
C5	Malfunction of jumper cap	The complete unit stops operation	1. Jumper cap is not installed in control panel; 2. Poor contact of jumper cap; 3. Jumper cap is damaged; 4. The tested circuit of jumper cap on control panel is abnormal.
E6	Communication malfunction between indoor unit and outdoor unit	Cool: compressor stops operation, while indoor fan operates; Heat: all loads stops operation.	See “Communication malfunction”
H5	IPM protection	Cool/Dry: compressor stops operation, while indoor fan operates. Heat: all loads stops operation.	See “IPM protection, over-phase current of compressor”
L3 LA	Malfunction of outdoor fan/ malfunction of DC motor	Cool/Dry: all loads stops operation except indoor fan. Heat: all loads stops operation.	1. Outdoor condenser, air inlet and air outlet are blocked by filth or dirt; 2. Fan is blocked or loosened; 3. Motor or connection wire of motor is damaged; 4. Main board of outdoor unit is damaged; (As for dual-outdoor fan, L3 indicates fan 1; LA indicates fan 2)
H3	Overload protection of compressor	Cool/Dry: compressor stops operation, while indoor fan operates. Heat: all loads stops operation.	1. Overload wire of compressor is loose; 2. The overload protector is damaged. Under normal circumstances, the resistance between both ends of terminal is less than 1ohm. 3.See “Overload protection of compressor , High discharge temperature protection of compressor”
F0	Refrigerant insufficient protection, cut-off protection of refrigerant	Cool: compressor and outdoor fan stops operation, while indoor fan operates; Heat: Compressor, outdoor fan and indoor fan stops operation.	1. Is system cooling under high humidity environment, thus temperature difference of heat transfer is small; 2. Check whether the big valve and small valve of outdoor unit are opened completely; 3. Is the temperature sensor of evaporator of indoor unit loose? 4. Is the temperature sensor of condenser of outdoor unit loose? 5. Is the capillary or the electronic expansion valve blocked? 6. Is refrigerant leaking?
F1	Indoor ambient temperature sensor is open/short-circuited	Cool/Dry: indoor fan operates, while compressor and outdoor fan stops operation; Heat: all loads stops operation.	1. Temperature sensor is not well connected; 2. Temperature sensor is damaged 3. Main board of indoor unit is damaged.
F2	Indoor evaporator temperature sensor is open/short-circuited	Cool/Dry: indoor fan operates, while compressor and outdoor fan stops operation; Heat: all loads stops operation.	1. Temperature sensor is not well connected; 2. Temperature sensor is damaged 3. Main board of indoor unit is damaged.
H6	No feedback from indoor unit’s motor	The complete unit stops operation	1. Is the fan blocked? 2. Is the motor terminal loose? 3. Is the connection wire of motor damaged? 4. Is the motor damaged? 5. Is the main board of indoor unit damaged?
LP	Indoor unit and outdoor can be matched with each other	Heat: compressor, outdoor unit and indoor fan stops operation.	Capacity of indoor unit and outdoor unit can’t be matched.
C4	Malfunction of jumper cap of outdoor unit	Heat: all loads are stopped; other modes: outdoor unit stops operation.	Jumper cap of outdoor unit hasn’t been installed.
b7	Gas valve temperature sensor is ON / short-circuited		1. Temperature sensor is not well connected or damaged; 2. The wire of temperature sensor is damaged, causing short circuit to copper pipe or outer casing; 3. Main board of outdoor unit is damaged.

Error code	Malfunction name	AC status	Possible causes
b5	Liquid valve temperature sensor is ON / short-circuited		1. Temperature sensor is not well connected or damaged; 2. The wire of temperature sensor is damaged, causing short circuit to copper pipe or outer casing; 3. Main board of outdoor unit is damaged.
E1	High pressure protection of system	Cool/Dry: all loads stops operation except indoor fan; Heat: all loads stops operation.	1. Heat exchange of outdoor unit is too dirty, or it blocked the air inlet/outlet; 2. Is power voltage normal; (three-phase unit) 3. Ambient temperature is too high; 4. Wiring of high pressure switch is loose or high pressure switch is damaged; 5. The internal system is blocked; (dirt blockage, ice blockage, oil blockage, angle valve is not completely opened) 6. Main board of outdoor unit is damaged; 7. Refrigerant is too much.
E3	Low pressure/low system pressure protection/ compressor low pressure protection	Cool: compressor, outdoor fan and indoor fan stop operation; Heat: compressor and outdoor fan stop operation at first. About 1min later, indoor fan stops operation; 2mins later, the 4-way valve stop operation.	1. Low pressure switch is damaged; 2. Refrigerant inside the system is insufficient.
E4	High discharge temperature protection of compressor	Cool/Dry: compressor and outdoor fan stops operation, while indoor fan operates; Heat: all loads stops operation.	See “Overload protection of compressor , High discharge temperature protection of compressor”
E5	AC overcurrent protection	Cool/Dry: compressor and outdoor fan stops operation, while indoor fan operates; Heat: all loads stops operation.	1. Power voltage is unstable; 2. Power voltage is too low; 3. System load is too high, which leads to high current; 4. Heat exchange of indoor unit is too dirty, or it blocked the air inlet/outlet; 5. Fan motor operation is abnormal; the fan speed is too low or not functioning; 6. Compressor is blocked; 7. The internal system is blocked; (dirt blockage, ice blockage, oil blockage, angle valve is not completely opened) 8. Main board of outdoor unit is damaged. See “AC overcurrent protection”
E7	Mode shock/sysmte mode shock	Load of indoor unit stops operation (indoor fan, E-heater, swing)	Malfunction of one-to-more system; there may be two indoor units which has set the shock mode, such as one is cooling and the other is heating.
E8	High temperature prevention protection	Cool: compressor stops operation while indoor fan operates; Heat: all loads stops operation.	See “High temperature prevention protection; high power; system isabnormal”
EE	Malfunction of EEPROM	Cool/Dry: compressor stops operation, while indoor fan operates; Heat: all loads stops operation.	Main board of outdoor unit is damaged.
Fo	Refrigerant-recovery mode	Cool/Dry: compressor and outdoor fan stops operation, while indoor fan operates.	Refrigerant recovery. The maintenance personnel operate it when he is maintaining the unit.
F3	Outdoor ambient temperature is open/short-circuited	Cool/Dry: compressor and outdoor fan stop operation, while indoor fan operates; Heat: all loads stops operation.	1. Temperature sensor is not connected well or damaged; 2.Temperature sensor wire of outdoor unit is damaged; short circuit between the temperature sensor and copper pipe or outer case 3.Main board of outdoor unit is damaged;

Error code	Malfunction name	AC status	Possible causes
F4	Outdoor condenser temperature sensor is open/short-circuited	Cool/Dry: compressor and outdoor fan stop operation, while indoor fan operates; Heat: after operating for 3mins, all loads stops operation.	1. Temperature sensor is not connected well or damaged; 2. Temperature sensor wire of outdoor unit is damaged; short circuit between the temperature sensor and copper pipe or outer case; 3. Main board of outdoor unit is damaged.
F5	Outdoor air discharge temperature is open/short-circuited	Complete unit stops operation; motor of sliding door is cut off power.	1. The exhaust temperature sensor is not connected well or damaged. 2.Temperature sensor wire of outdoor unit is damaged; short circuit between the temperature sensor and copper pipe or outer case 3.Main board of outdoor unit is damaged;
FC	Malfunction of micro switch	Cool/Dry: compressor stops operation, while indoor fan operates; Heat: all loads stops operation.	1. The sliding door is blocked; 2. Malfunction of the photoelectric inspection panel of sliding door;
H4	System is abnormal	Cool/Dry: all loads stops operation except indoor fan; Heat: all loads stops operation.	See “High temperature prevention protection; high power; system isabnormal”
H7	Desynchronizing of compressor	Cool/Dry: compressor stops operation, while indoor fan operates; Heat: all loads stops operation.	See “Desynchronization diagnosis for compressor”
HC	PFC protection	Cool/Dry: compressor stops operation, while indoor fan operates; Heat: all loads stops operation.	1. The power grid quality is bad; AC input voltage fluctuates sharply; 2. Power plug of air conditioner or wiring board or reactor is not connected reliably; 3. Indoor and outdoor heat exchanger is too dirty, or air inlet/outlet is blocked; 4. Main board of outdoor unit is damaged.
HE	Demagnetization protection of compressor	Cool: compressor and outdoor fan stop operation; Heat: compressor and outdoor fan stop operation at first; about 1min later, indoor fan stops operation.	1. The main board of outdoor unit is damaged; 2. Compressor is damaged;
JF	Communication malfunction between indoor unit and inspection board	Normal operation	1. Poor connection between the indoor unit and the inspection board. 2.The main board of indoor unit is damaged; 3. The inspection board is damaged;
L1	Malfunction of humidity sensor	Compressor, outdoor fan and indoor fan stop operation;	The inspection board is damaged.
L9	High power protection	Cool: compressor and outdoor fan stops operation, while indoor fan operates.	See “High temperature prevention protection; high power; system is abnormal”
Lc	Start-up failed	Cool/Dry: compressor stops, while indoor fan operates; Heat: all loads stops operation.	See “Malfunction diagnosis for failure startup”
Ld	Lost phase	Cool: compressor and outdoor fan stop operation; Heat: compressor and outdoor fan stop operation at first; about 1min later, indoor fan stops operation.	1. The main board of outdoor unit is damaged; 2. The compressor is damaged; 3. The connection wire of compressor is not connected well.
PS	Over-phase current protection of compressor	Cool/Dry: compressor stops operation, while indoor fan operates; Heat: all loads stops operation.	See “Overload protection of compressor , High discharge temperature protection of compressor”

Error code	Malfunction name	AC status	Possible causes
oE	Undefined outdoor unit error	Cool: compressor and outdoor fan stops operation, while indoor fan operates; Heat: compressor, outdoor fan and indoor fan stop operation.	1. Outdoor ambient temperature exceeds the operation range of unit (eg: less than-20°C or more than 60°C for cooling; more than 30°C for heating); 2. Are wires of compressor not connected tightly? 3. Failure startup of compressor? 4. Is compressor damaged? 5. Is main board damaged?
P6	Communication malfunction between the drive board and the main board	Cool: compressor and outdoor fan stops operation; Heat: compressor and outdoor fan stop at first; about 1min later, indoor fan stops operation;	1. The drive board is damaged; 2. The main board of outdoor unit is damaged; 3. The drive board and the main board is not connected well.
P7	Circuit malfunction of module temperature sensor	Cool/Dry: compressor stops operation, while indoor fan operates; Heat: all loads stops operation.	Replace outdoor control board
P8	Module overheating protection	Cool: compressor stops operation, while indoor fan operates; Heat: all loads stops operation.	1. Air inlet / air outlet of outdoor unit are blocked by filth or dirt; 2. Condenser of outdoor unit is blocked by filth or dirt; 3. IPM screw of main board is not tightened; 4. Main board of outdoor unit is damaged;
PF	Malfunction of ambient temperature sensor of drive board	Cool: compressor, outdoor fan and indoor fan stop operation; Heat: compressor and outdoor fan stop operation at first; about 1min later, indoor fan stops operation.	1. The ambient temperature sensor of the drive board is not connected well; 2. Malfunction of the ambient temperature sensor of drive board.
PH	DC bus voltage is too high	Cool/Dry: compressor stops operation, while indoor fan operates; Heat: all loads stops operation.	1. Measure the voltage between position L and position N on the wiring board (XT). If it's higher than 265 VAC, please turn on the unit until the power voltage is decreased to the normal range; 2. If the AC input is normal, please replace the outdoor control board.
PL	DC bus voltage is too low	Cool/Dry: compressor stops operation, while indoor fan operates; Heat: all loads stops operation.	1. Measure the voltage between position L and position N on the wiring board (XT). If it's lower than 150 VAC, please turn on the unit until the power voltage is increased to the normal range; 2. If the AC input is normal, please replace the outdoor control board.
PU	Charging malfunction of capacitor	Cool/Dry: compressor stops operation, while indoor fan operates; Heat: all loads stops operation.	See "Charging malfunction of capacitor"
rF	Malfunction of RF module	Cool: compressor and outdoor fan stop operation; Heat: compressor and outdoor fan stop operation at first; about 1min later, indoor fan stops operation.	1. The connection wire of RF module is not connected well. 2. Malfunction of RF module;
U1	Phase current detection circuit malfunction of	Cool: compressor and outdoor fan stops operation, while indoor fan operates; Heat: compressor, outdoor fan and indoor fan stops operation.	The control board is damaged
U2	Lost phase protection of compressor	Cool: compressor and outdoor fan stop operation; Heat: compressor and outdoor fan stop operation at first; about 1min later, indoor fan stops operation.	1. The main board of outdoor unit is damaged; 2. The compressor is damaged; 3. The connection wire of compressor is not connected well.

Error code	Malfunction name	AC status	Possible causes
U3	DC bus voltage drop malfunction	Cool/Dry: compressor stops operation, while indoor fan operates; Heat: all loads stops operation.	The power voltage is unstable.
U5	Current detection malfunction of unit	Cool: compressor and outdoor fan stops operation, while indoor fan operates; Heat: compressor, outdoor fan and indoor fan stops operation.	1. Is the complete unit lacking of refrigerant? 2. There's malfunction for the circuit of control board of outdoor unit. Replace the control board of outdoor unit.
U7	4-way valve is abnormal	This malfunction occurs when the unit is heating. All loads stops operation.	1. Power voltage is lower than AC175V; 2. Wiring terminal of 4-way valve is loose or broken;3. 4-way valve is damaged. Replace the 4-way valve.
U8	Malfunction of zero-crossing signal of indoor unit	Compressor, outdoor fan and indoor fan stop operation.	1. The power is abnormal; 2. Main board of indoor unit is damaged.
U9	Zero-crossing malfunction of outdoor unit	Cool: compressor stops operation, while indoor fan operates; Heat: all loads stops operation.	Replace the control board of outdoor unit.
E2	Evaporator anti-freezing protection		Not error code, it is the status code in cooling process
E9	Anti cold air protection		Not error code, it is the status code in cooling process
	Defrosting	Heat indicator Flash once/10s	Not error code, it is the status code in cooling process
EA	Refrigerant leak alarm		The air conditioner may have refrigerant leakage.

Analysis or processing of some of the malfunction display:

1. Compressor discharge protection

Possible causes: shortage of refrigerant; blockage of air filter; poor ventilation or air flow short pass for condenser; the system has non-condensing gas (such as air, water etc.); blockage of capillary assy (including filter); leakage inside four-way valve causes incorrect operation; malfunction of compressor; malfunction of protection relay; malfunction of discharge sensor; outdoor temperature too high.
Processing method: refer to the malfunction analysis in the above section.

2. Low voltage overcurrent protection

Possible cause: Sudden drop of supply voltage.
3.Communication malfunction
Processing method: Check if communication signal cable is connected reliably.

4. Sensor open or short circuit

Processing method: Check whether sensor is normal, connected with the corresponding position on the controller and if damage of lead wire is found.

5. Compressor over load protection

Possible causes: insufficient or too much refrigerant; blockage of capillary and increase of suction temp.; improper running of compressor, burning in or stuck of bearing, damage of discharge valve; malfunction of protector.
Processing method: adjust refrigerant amount; replace the capillary; replace the compressor; use universal meter to check if the contactor of compress or is fine when it is not overheated, if not replace the protector.

6. System malfunction

i.e.overload protection. When tube temperature(Check the temperature of outdoor heat exchanger when cooling and check the temperature of indoor heat exchanger when heating) is too high, protection will be activated.
Possible causes: Outdoor temperature is too high when cooling; insufficient outdoor air circulation; refrigerant flow malfunction.
please refer to the malfunction analysis in the previous section for handling method .

7. IPM module protection

Processing method: Once the module malfunction happens,if it persists for a long time and can not be self canceled, cut off the power and turn off the unit,and then re-energize the unit again after about 10 min. After repeating the procedure for sever times, if the malfunction still exists,replace the module.