18.2 Breakdown Self Diagnosis Function

18.2.1 Self Diagnosis Function (Three Digits Alphanumeric Code)

- Once abnormality has occurred during operation, the unit will stop its operation, and Timer LED blinks
- Although Timer LED goes off when power supply is turned off, if the unit is operated under a breakdown condition, the LED will light up again.
- In operation after breakdown repair, the Timer LED will no more blink. The last error code (abnormality) will be stored in IC memory.

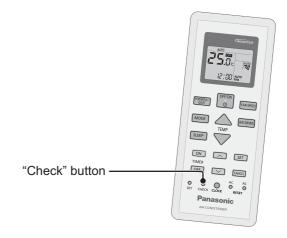
18.2.2 To Make a Diagnosis

- 1 Timer LED start to blink and the unit automatically stops the operation.
- 2 Press the CHECK button on the remote controller continuously for 5 seconds.
- 3 "--" will be displayed on the remote controller display.
 - Note: Display only for "- -". (No transmitting signal, no receiving sound and no Power LED blinking.)
- 4 Press the "TIMER" ▲ or ▼ button on the remote controller. The code "H00" (no abnormality) will be displayed and signal will be transmitted to the main unit.
- 5 Every press of the button (up or down) will increase abnormality numbers and transmit abnormality code signal to the main unit.
- When the latest abnormality code on the main unit and code transmitted from the remote controller are matched, power LED will light up for 30 seconds and a beep sound (continuously for 4 seconds) will be heard. If no codes are matched, power LED will light up for 0.5 seconds and no sound will be heard.
- 7 The breakdown diagnosis mode will be canceled unless pressing the CHECK button continuously for 5 seconds or operating the unit for 30 seconds.
- 8 The LED will be off if the unit is turned off or the RESET button on the main unit is pressed.

18.2.3 To Display Memorized Error Code (Protective Operation)

- 1 Turn power on.
- 2 Press the CHECK button on the remote controller continuously for 5 seconds.
- 3 "- -" will be displayed on the remote controller display.
 - Note: Display only for "- -". (No transmitting signal, no receiving sound and no Power LED blinking.)
- 4 Press the "TIMER" ▲ or ▼ button on the remote controller. The code "H00" (no abnormality) will be displayed and signal will be transmitted to the main unit. The power LED lights up. If no abnormality is stored in the memory, three beeps sound will be heard.
- 5 Every press of the button (up or down) will increase abnormality numbers and transmit abnormality code signal to the main unit.

- When the latest abnormality code on the main unit and code transmitted from the remote controller are matched, power LED will light up for 30 seconds and a beep sound (continuously for 4 seconds) will be heard. If no codes are matched, power LED will light up for 0.5 seconds and no sound will be heard.
- 7 The breakdown diagnosis mode will be canceled unless pressing the CHECK button continuously for 5 seconds or operating the unit for 30 seconds.
- 8 The same diagnosis can be repeated by turning power on again.



18.2.4 To Clear Memorized Error Code after Repair (Protective Operation)

- 1 Turn power on (in standby condition).
- 2 Press the AUTO button for 5 seconds (A beep receiving sound) on the main unit to operate the unit at Forced Cooling Operation modes.
- 3 Press the CHECK button on the remote controller for about 1 second with a pointed object to transmit signal to main unit. A beep sound is heard from main unit and the data is cleared.

18.2.5 Temporary Operation (Depending On Breakdown Status)

- 1 Press the AUTO button (A beep receiving sound) on the main unit to operate the unit. (Remote control will become possible.)
- 2 The unit can temporarily be used until repaired.

18.3 Error Codes Table

Diagnosis	Abnormality /	Abnormality	Protection	Problem	Check location
display H00	Protection control	Judgment	Operation		
H11	No memory of failure Indoor/outdoor abnormal communication	After operation for 1 minute	Normal operation Indoor fan only operation can start by entering into force cooling operation	Indoor/outdoor communication not establish	Indoor/outdoor wire terminal Indoor/outdoor PCB Indoor/outdoor connection wire
H12	Indoor unit capacity unmatched	90s after power supply	_	Total indoor capability more than maximum limit or less than minimum limit, or number of indoor unit less than two	Indoor/outdoor connection wire Indoor/outdoor PCB Specification and combination table in catalogue
H14	Indoor intake air temperature sensor abnormality	Continuous for 5s	_	Indoor intake air temperature sensor open or short circuit	Indoor intake air temperature sensor lead wire and connector
H15	Compressor temperature sensor abnormality	Continuous for 5s	_	Compressor temperature sensor open or short circuit	Compressor temperature sensor lead wire and connector
H16	Outdoor current transformer (CT) abnormality		_	Current transformer faulty or compressor faulty	Outdoor PCB faulty or compressor faulty
H19	Indoor fan motor merchanism lock	Continuous happen for 7 times	_	Indoor fan motor lock or feedback abnormal	 Fan motor lead wire and connector Fan motor lock or block
H23	Indoor heat exchanger temperature sensor abnormality	Continuous for 5s		Indoor heat exchanger temperature sensor open or short circuit	Indoor heat exchanger temperature sensor lead wire and connector
H24	Indoor heat exchanger temperature sensor 2 abnormality	Continuous for 5s	ı	Indoor heat exchanger temperature sensor 2 open or short circuit	 Indoor heat exchanger temperature sensor 2 lead wire and connector
H25	Indoor ion device abnormality	Port is ON for 10s during ion device off	_	_	• ion device PCB
H27	Outdoor air temperature sensor abnormality	Continuous for 5s	_	Outdoor air temperature sensor open or short circuit	Outdoor air temperature sensor lead wire and connector
H28	Outdoor heat exchanger temperature sensor 1 abnormality	Continuous for 5s		Outdoor heat exchanger temperature sensor 1 open or short circuit	Outdoor heat exchanger temperature sensor 1 lead wire and connector
H30	Outdoor discharge pipe temperature sensor abnormality	Continuous for 5s	_	Outdoor discharge pipe temperature sensor open or short circuit	Outdoor discharge pipe temperature sensor lead wire and connector
H32	Outdoor heat exchanger temperature sensor 2 abnormality	Continuous for 5s	-	Outdoor heat exchanger temperature sensor 2 open or short circuit	Outdoor heat exchanger temperature sensor 2 lead wire and connector
H33	Indoor / outdoor misconnection abnormality	_	_	Indoor and outdoor rated voltage different	Indoor and outdoor units check
H34	Outdoor heat sink temperature sensor abnormality	Continuous for 2s	-	Outdoor heat sink temperature sensor open or short circuit	Outdoor heat sink sensor
H36	Outdoor gas pipe temperature sensor abnormality	Continuous for 5s	Heating protection operation only	Outdoor gas pipe temperature sensor open or short circuit	Outdoor gas pipe temperature sensor lead wire and connector
H37	Outdoor liquid pipe temperature sensor abnormality	Continuous for 5s	Cooling protection operation only	Outdoor liquid pipe temperature sensor open or short circuit	Outdoor liquid pipe temperature sensor lead wire and connector
H38	Indoor/Outdoor mismatch (brand code)	_	_	Brand code not match	Check indoor unit and outdoor unit
H39	Abnormal indoor operating unit or standby units	3 times happen within 40 minutes	_	Wrong wiring and connecting pipe, expansion valve abnormality, indoor heat exchanger sensor open circuit	Check indoor/outdoor connection wire and connection pipe Indoor heat exchanger sensor lead wire and connector Expansion valve and lead wire and connector

Diagnosis display	Abnormality / Protection control	Abnormality Judgment	Protection Operation	Problem	Check location
H41	Abnormal wiring or piping connection	-	_	Wrong wiring and connecting pipe, expansion valve abnormality	Check indoor/outdoor connection wire and connection pipe Expansion valve and lead wire and connector
H59	ECONAVI sensor abnormality	Continuous for 25s	_	ECONAVI sensor open or short circuit	ECONAVI sensor (defective or disconnected) ECONAVI PCB
H64	Outdoor high pressure sensor abnormality	Continuous for 1 minutes	_	High pressure sensor open circuit during compressor stop	High pressure sensor Lead wire and connector
H67	Nanoe abnormality	Nanoe stop for 5 minutes for 3 times	_	Nanoe faulty	PCBNanoe systemHigh voltage
H70	Light sensor abnormality	Continuous for 24 hours, 15 days	-	Light sensor open or short circuit	Light sensor (defective or disconnect)
H97	Outdoor fan motor mechanism lock	2 times happen within 30 minutes	ı	Outdoor fan motor lock or feedback abnormal	 Outdoor fan motor lead wire and connector Fan motor lock or block
H98	Indoor high pressure protection	-	-	Indoor high pressure protection (Heating)	Check indoor heat exchangerAir filter dirtyAir circulation short circuit
H99	Indoor operating unit freeze protection	_	_	Indoor freeze protection (Cooling)	Check indoor heat exchanger Air filter dirty Air circulation short circuit
F11	4-way valve switching abnormality	4 times happen within 30 minutes	_	4-way valve switching abnormal	4-way valve Lead wire and connector
F17	Indoor standby units freezing abnormality	3 times happen within 40 minutes	_	Wrong wiring and connecting pipe, expansion valve leakage, indoor heat exchanger sensor open circuit	Check indoor/outdoor connection wire and pipe Indoor heat exchanger sensor lead wire and connector Expansion valve lead wire and connector
F90	Power factor correction (PFC) circuit protection	4 times happen within 10 minutes	_	Power factor correction circuit abnormal	Outdoor PCB faulty
F91	Refrigeration cycle abnormality	2 times happen within 20 minutes	_	Refrigeration cycle abnormal	Insufficient refrigerant or valve close
F93	Compressor abnormal revolution	4 times happen within 20 minutes	_	Compressor abnormal revolution	Power transistor module faulty or compressor lock
F94	Compressor discharge overshoot protection	4 times happen within 30 minutes	_	Compressor discharge pressure overshoot	Check refrigeration system
F95	Outdoor cooling high pressure protection	4 times happen within 20 minutes	ı	Cooling high pressure protection	Check refrigeration systemOutdoor air circuit
F96	Power transistor module overheating protection	4 times happen within 30 minutes		Power transistor module overheat	PCB faulty Outdoor air circuit (fan motor)
F97	Compressor overheating protection	3 times happen within 30 minutes	_	Compressor overheat	Insufficient refrigerant
F98	Total running current protection	3 times happen within 20 minutes	_	Total current protection	Check refrigeration system Power source or compressor lock
F99	Outdoor direct current (DC) peak detection	Continuous happen for 7 times	_	Power transistor module current protection	Power transistor module faulty or compressor lock

18.4 Self-diagnosis Method

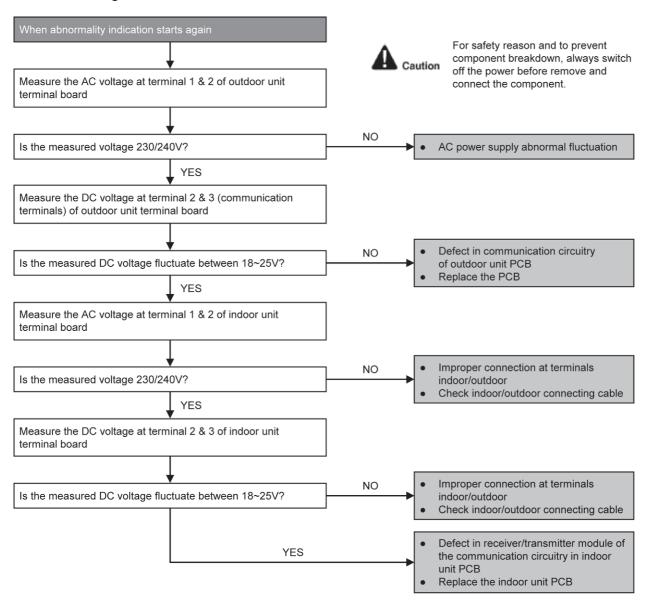
18.4.1 H11 (Indoor/Outdoor Abnormal Communication)

Malfunction Decision Conditions

• During startup and operation of cooling and heating, the data received from outdoor unit in indoor unit signal transmission is checked whether it is normal.

Malfunction Caused

- Faulty indoor unit PCB.
- Faulty outdoor unit PCB.
- Indoor unit-outdoor unit signal transmission error due to wiring error.
- Indoor unit-outdoor unit signal transmission error due to breaking of wire in the connection wires between the indoor and outdoor units.



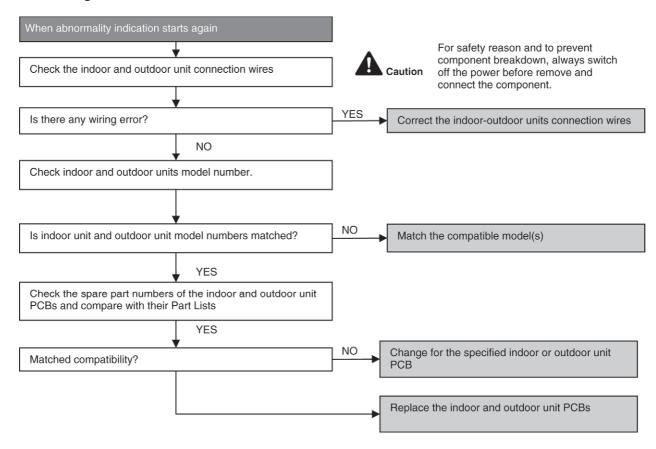
18.4.2 H12 (Indoor/Outdoor Capacity Rank Mismatched)

Malfunction Decision Conditions

• During startup, error code appears when different types of indoor and outdoor units are interconnected.

Malfunction Caused

- Wrong models interconnected.
- Wrong indoor unit or outdoor unit PCBs mounted.
- Indoor unit or outdoor unit PCBs defective.
- Indoor-outdoor unit signal transmission error due to wrong wiring.
- Indoor-outdoor unit signal transmission error due to breaking of wire 3 in the connection wires between the indoor and outdoor units.



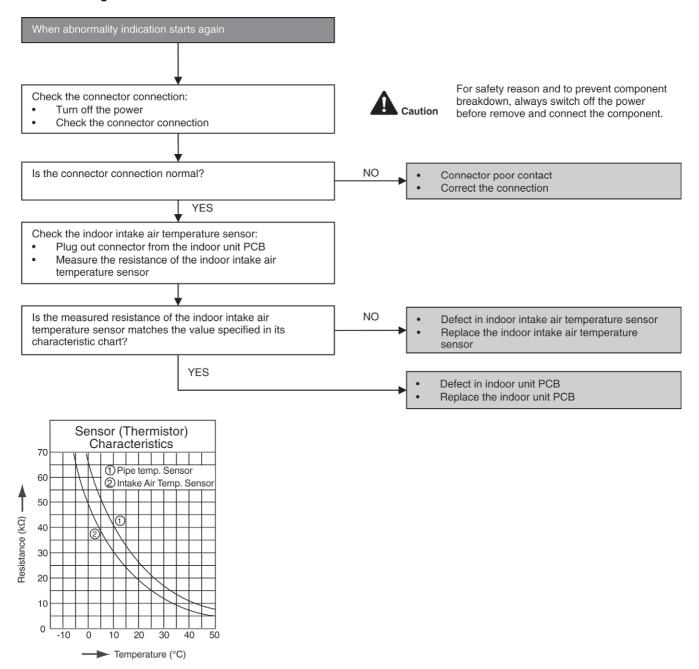
18.4.3 H14 (Indoor Intake Air Temperature Sensor Abnormality)

Malfunction Decision Conditions

 During startup and operation of cooling and heating, the temperatures detected by the indoor intake air temperature sensor are used to determine sensor errors.

Malfunction Caused

- Faulty connector connection.
- Faulty sensor.
- Faulty PCB.



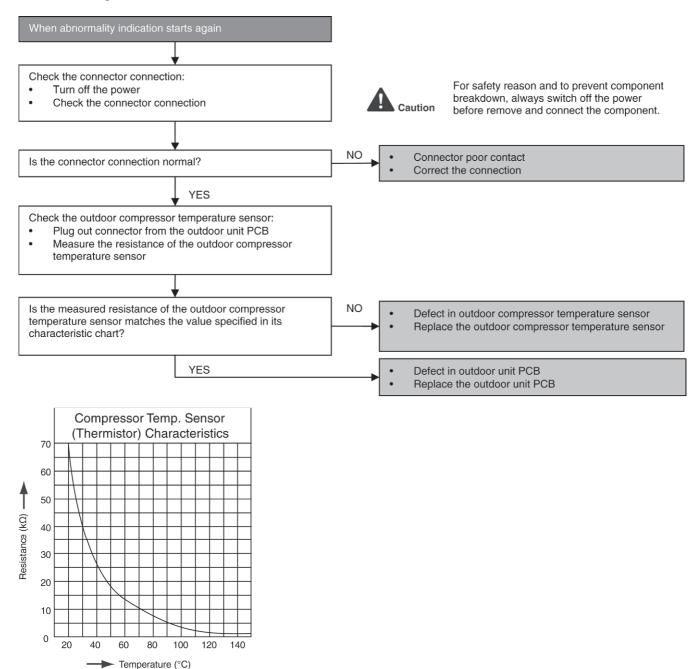
18.4.4 H15 (Compressor Temperature Sensor Abnormality)

Malfunction Decision Conditions

• During startup and operation of cooling and heating, the temperatures detected by the outdoor compressor temperature sensor are used to determine sensor errors.

Malfunction Caused

- Faulty connector connection.
- Faulty sensor.
- Faulty PCB.



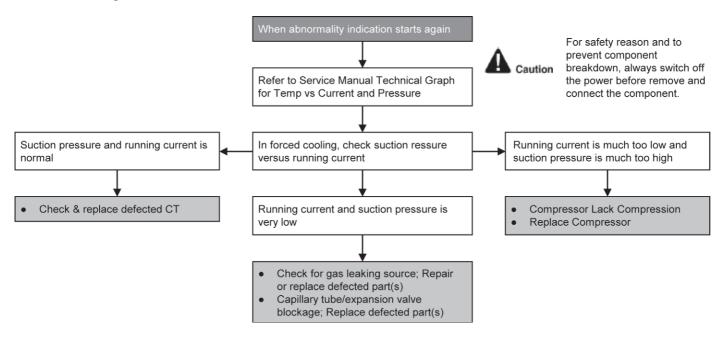
18.4.5 H16 (Outdoor Current Transformer)

Malfunction Decision Conditions

• An input current, detected by Current Transformer CT, is below threshold value when the compressor is operating at certain frequency value for 3 minutes.

Malfunction Caused

- Lack of gas
- Broken CT (current transformer)
- Broken Outdoor PCB



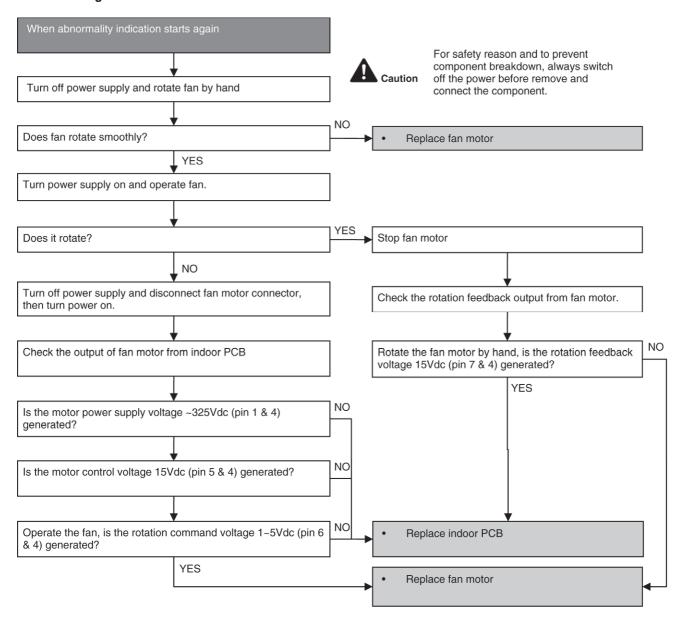
18.4.6 H19 (Indoor Fan Motor – DC Motor Mechanism Locked)

Malfunction Decision Conditions

• The rotation speed detected by the Hall IC during fan motor operation is used to determine abnormal fan motor (feedback of rotation > 2550 rpm or < 50 rpm)

Malfunction Caused

- Operation stops due to short circuit inside the fan motor winding.
- Operation stops due to breaking of wire inside the fan motor.
- Operation stops due to breaking of fan motor lead wires.
- Operation stops due to Hall IC malfunction.
- Operation error due to faulty indoor unit PCB.



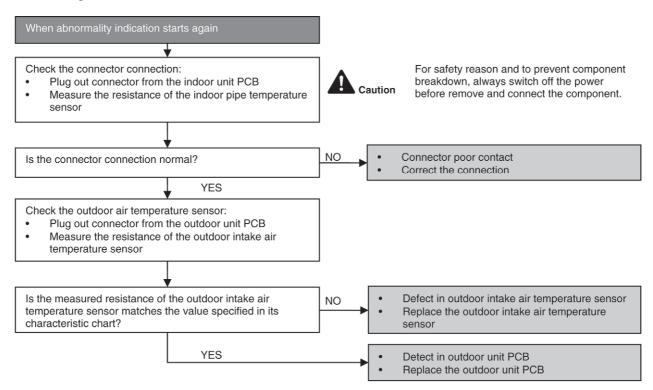
18.4.7 H23 (Indoor Pipe Temperature Sensor Abnormality)

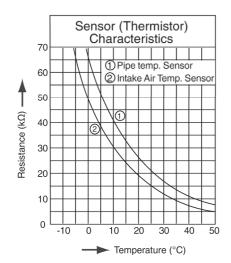
Malfunction Decision Conditions

• During startup and operation of cooling and heating, the temperatures detected by the indoor heat exchanger temperature sensor are used to determine sensor errors.

Malfunction Caused

- Faulty connector connection.
- Faulty sensor.
- Faulty PCB.





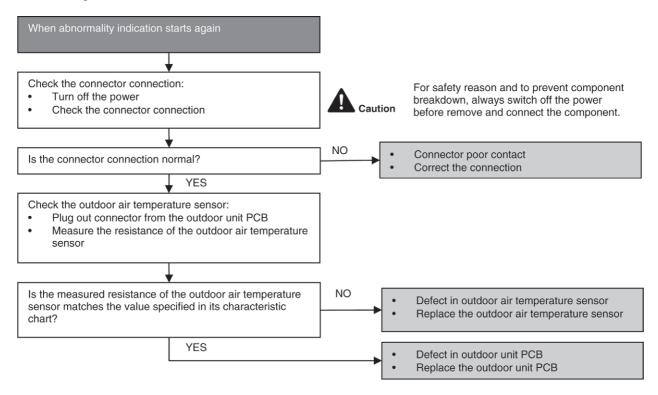
18.4.8 H27 (Outdoor Air Temperature Sensor Abnormality)

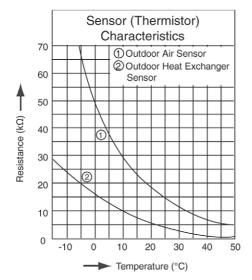
Malfunction Decision Conditions

• During startup and operation of cooling and heating, the temperatures detected by the outdoor air temperature sensor are used to determine sensor errors.

Malfunction Caused

- Faulty connector connection.
- Faulty sensor.
- Faulty PCB.





18.4.9 H28 (Outdoor Pipe Temperature Sensor Abnormality)

Malfunction Decision Conditions

• During startup and operation of cooling and heating, the temperatures detected by the outdoor pipe temperature sensor are used to determine sensor errors.

Malfunction Caused

- Faulty connector connection.
- Faulty sensor.
- Faulty PCB.

Troubleshooting

Resistance (kΩ)

40

30

20

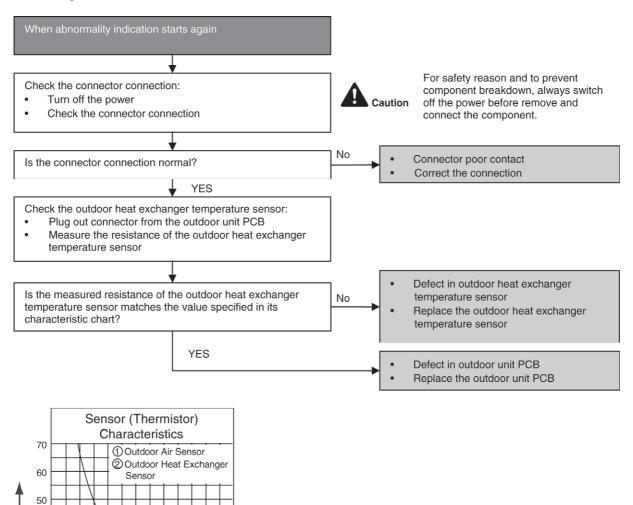
10

-10

10

→ Temperature (°C)

40



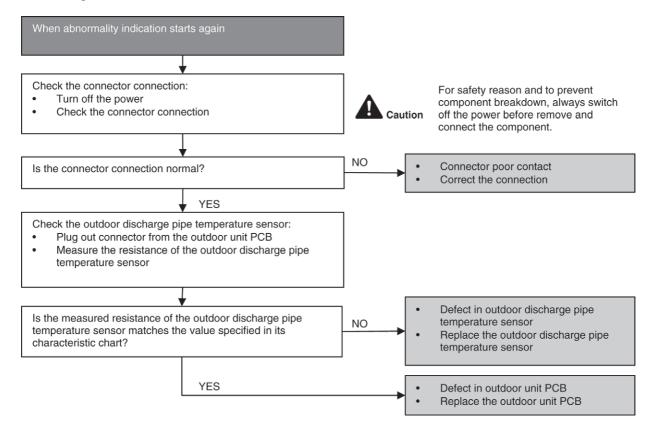
18.4.10 H30 (Compressor Discharge Temperature Sensor Abnormality)

Malfunction Decision Conditions

• During startup and operation of cooling and heating, the temperatures detected by the outdoor discharge pipe temperature sensor are used to determine sensor errors.

Malfunction Caused

- Faulty connector connection.
- Faulty sensor.
- Faulty PCB.



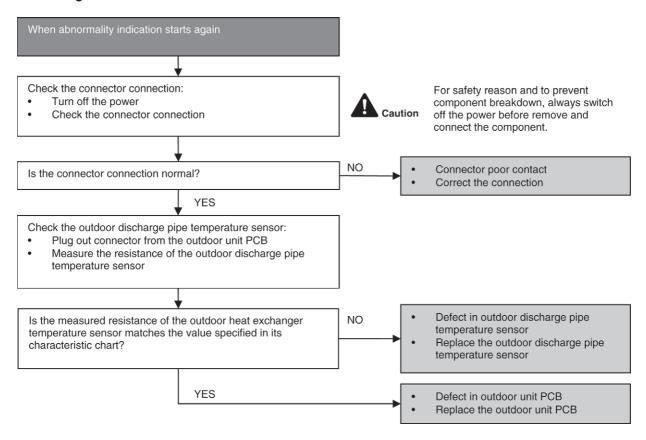
18.4.11 H32 (Outdoor Heat Exchanger Temperature Sensor 2 Abnormality)

Malfunction Decision Conditions

• During startup and operation of cooling and heating, the temperatures detected by the outdoor heat exchanger temperature sensor are used to determine sensor errors.

Malfunction Caused

- Faulty connector connection.
- Faulty sensor.
- Faulty PCB.



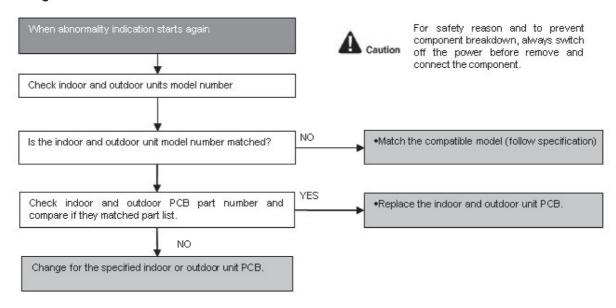
18.4.12 H33 (Unspecified Voltage between Indoor and Outdoor)

Malfunction Decision Conditions

• The supply power is detected for its requirement by the indoor/outdoor transmission.

Malfunction Caused

- Wrong models interconnected.
- Wrong indoor unit and outdoor unit PCBs used.
- Indoor unit or outdoor unit PCB defective.



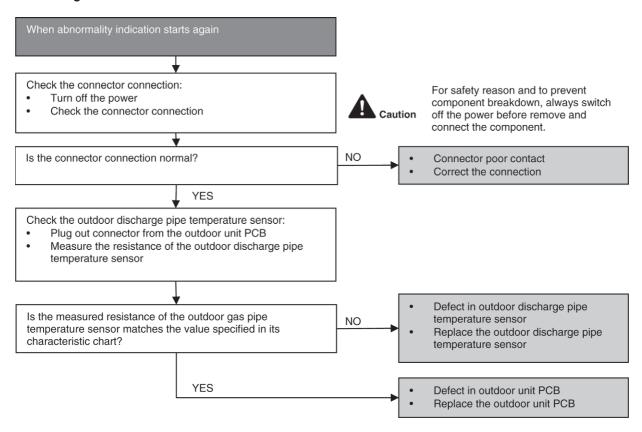
18.4.13 H34 (Outdoor Heat Sink Temperature Sensor Abnormality)

Malfunction Decision Conditions

• During startup and operation of cooling and heating, the temperatures detected by the outdoor heat sink temperature sensor are used to determine sensor errors.

Malfunction Caused

- Faulty connector connection.
- Faulty sensor.
- Faulty PCB.



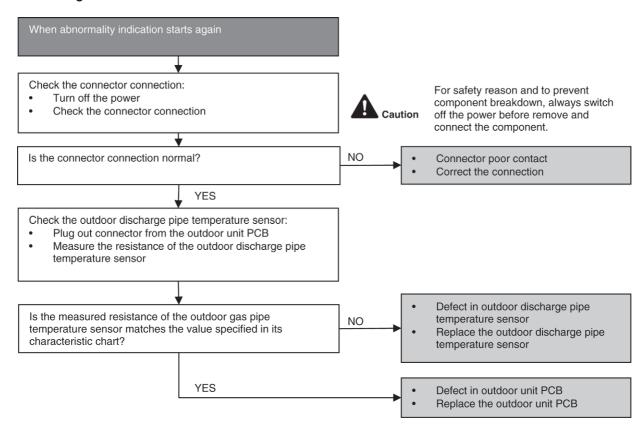
18.4.14 H36 (Outdoor Gas Pipe Sensor Abnormality)

Malfunction Decision Conditions

 During startup and operation of cooling and heating, the temperatures detected by the outdoor gas pipe temperature sensor are used to determine sensor errors.

Malfunction Caused

- Faulty connector connection.
- Faulty sensor.
- Faulty PCB.



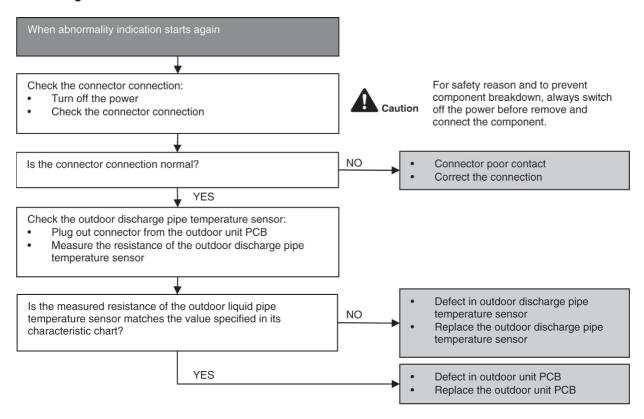
18.4.15 H37 (Outdoor Liquid Pipe Temperature Sensor Abnormality)

Malfunction Decision Conditions

 During startup and operation of cooling and heating, the temperatures detected by the outdoor liquid pipe temperature sensor are used to determine sensor errors.

Malfunction Caused

- Faulty connector connection.
- Faulty sensor.
- Faulty PCB.



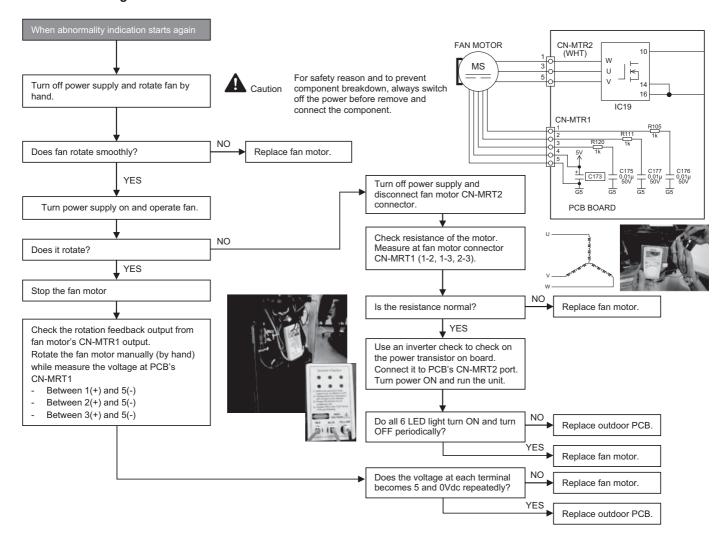
18.4.16 H97 (Outdoor Fan Motor – DC Motor Mechanism Locked) (TZ9/12/15/18SKE)

Malfunction Decision Conditions

• The rotation speed detected by the Hall IC during fan motor operation is used to determine abnormal fan motor.

Malfunction Caused

- Operation stops due to short circuit inside the fan motor winding.
- Operation stops due to breaking of wire inside the fan motor.
- Operation stops due to breaking of fan motor lead wires.
- Operation stops due to Hall IC malfunction.
- Operation error due to faulty outdoor unit PCB.



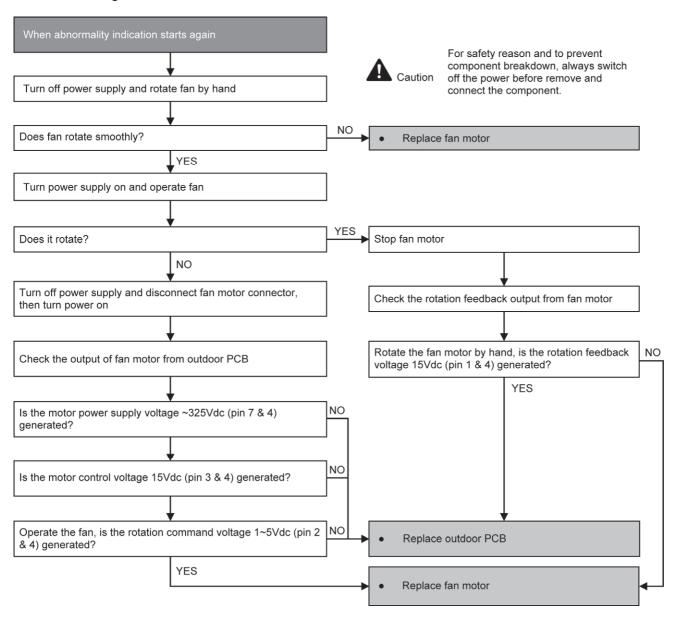
18.4.17 H97 (Outdoor Fan Motor – DC Motor Mechanism Locked) (TZ24SKE)

Malfunction Decision Conditions

• The rotation speed detected by the Hall IC during fan motor operation is used to determine abnormal fan motor.

Malfunction Caused

- Operation stops due to short circuit inside the fan motor winding.
- Operation stops due to breaking of wire inside the fan motor.
- Operation stops due to breaking of fan motor lead wires.
- Operation stops due to Hall IC malfunction.
- Operation error due to faulty outdoor unit PCB.



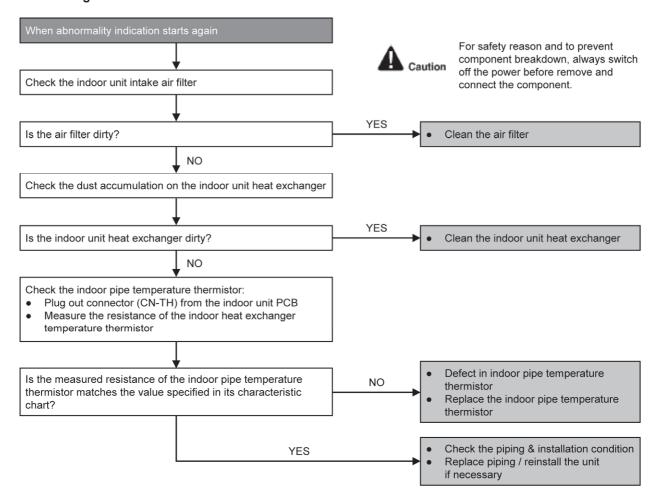
18.4.18 H98 (Error Code Stored in Memory and no alarm is triggered / no TIMER LED flashing)

Malfunction Decision Conditions

- Indoor high pressure is detected when indoor heat exchanger is detecting very high temperature when the unit is
 operating in heating operation.
- Phenomena: unit is stopping and re-starting very often in heating mode

Malfunction Caused

- Indoor heat exchanger thermistor
- Clogged air filter or heat exchanger
- Over-bent pipe (liquid side)



18.4.19 H99 (Indoor Freeze Prevention Protection: Cooling or Soft Dry)

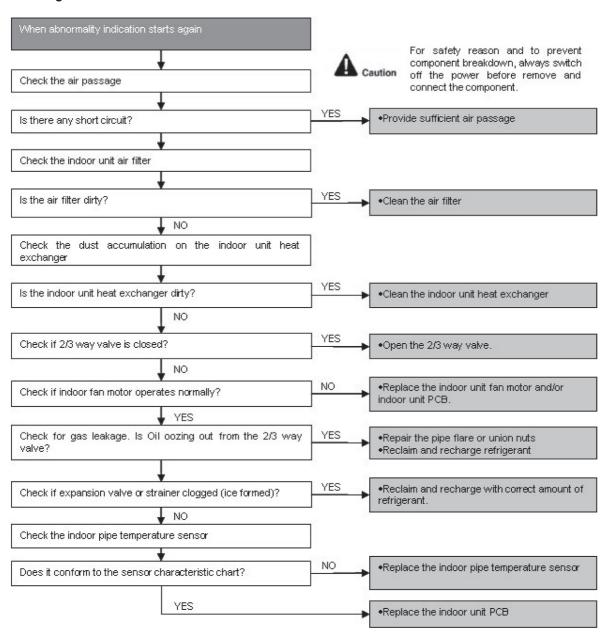
Error Code will not display (no Timer LED blinking) but store in EEPROM

Malfunction Decision Conditions

Freeze prevention control takes place (when indoor pipe temperature is lower than 2°C)

Malfunction Caused

- Air short circuit at indoor unit
- Clogged indoor unit air filter
- Dust accumulation on the indoor unit heat exchanger
- 2/3 way valve closed
- Faulty indoor unit fan motor
- Refrigerant shortage (refrigerant leakage)
- Clogged expansion valve or strainer
- Faulty indoor pipe temperature sensor
- Faulty indoor unit PCB



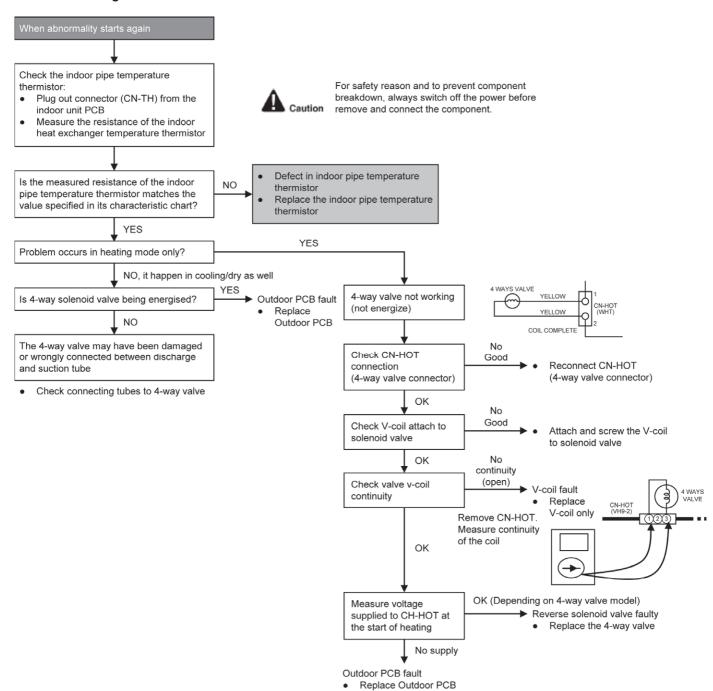
18.4.20 F11 (4-way Valve Switching Failure)

Malfunction Decision Conditions

• When indoor heat exchanger is cold during heating (except deice) or when indoor heat exchanger is hot during cooling and compressor operating, the 4-way valve is detected as malfunction.

Malfunction Caused

- Indoor heat exchanger (pipe) thermistor
- 4-way valve malfunction



^{*} Check gas side pipe – for hot gas flow in cooling mode

18.4.21 F17 (Indoor Standby Units Freezing Abnormality)

Malfunction Decision Conditions

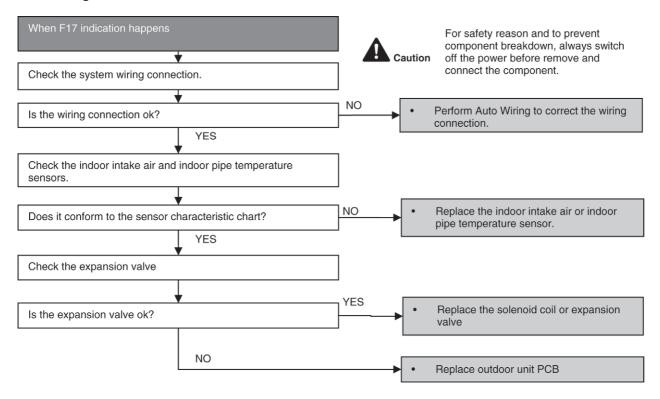
 When the different between indoor intake air temperature and indoor pipe temperature is above 10°C or indoor pipe temperature is below -1.0°C.

Remark:

When the indoor standby unit is freezing, the outdoor unit transfers F17 error code to the corresponding indoor unit and H39 to other indoor unit(s).

Malfunction Caused

- Wrong wiring connection
- Faulty sensor
- Faulty expansion valve



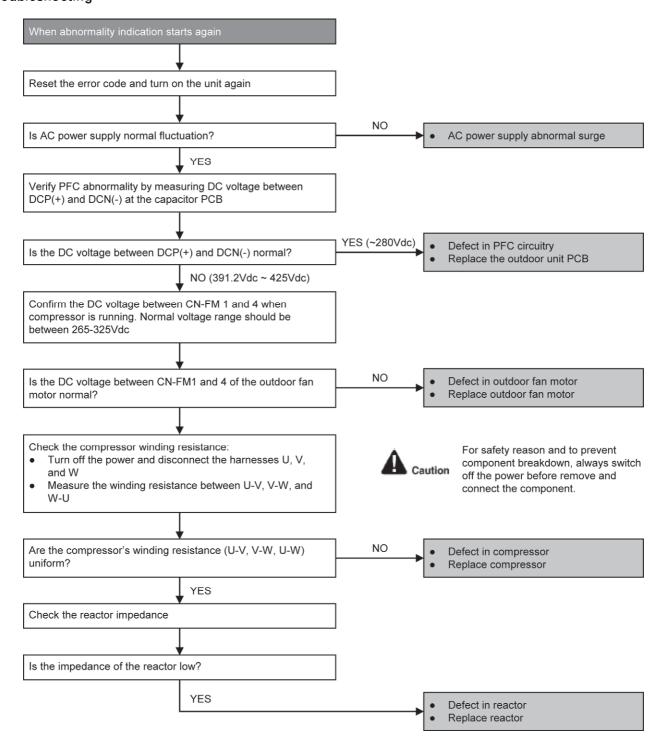
18.4.22 F90 (Power Factor Correction Protection)

Malfunction Decision Conditions

- To maintain DC voltage level supply to power transistor.
- To detect high DC voltage level after rectification.

Malfunction Caused

- During startup and operation of cooling and heating, when Power Factor Correction (PFC) protection circuitry at the outdoor unit main PCB senses abnormal DC voltage level for power transistors.
- When DC voltage detected is LOW, transistor switching will turn ON by controller to push-up the DC level.
- When DC voltage detected is HIGH (391Vdc 425Vdc), active LOW signal will send by the controller to turn OFF relay RY-C.



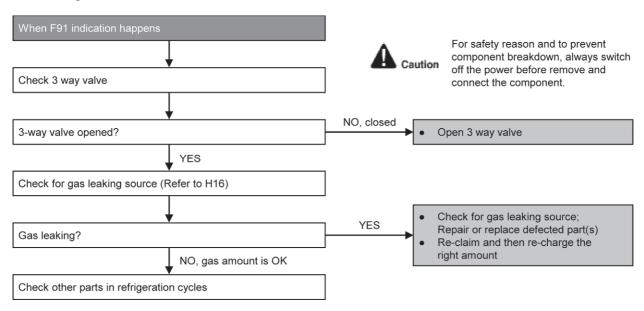
18.4.23 F91 (Refrigeration Cycle Abnormality)

Malfunction Decision Conditions

The input current is low while the compressor is running at higher than the setting frequency.

Malfunction Caused

- Lack of gas.
- 3-way valve close.



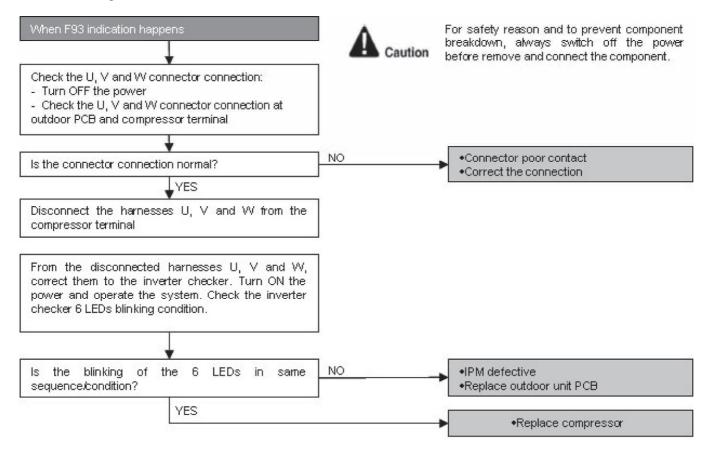
18.4.24 F93 (Compressor Rotation Failure)

Malfunction Decision Conditions

• A compressor rotation failure is detected by checking the compressor running condition through the position detection circuit.

Malfunction Caused

- Compressor terminal disconnect
- Faulty Outdoor PCB
- Faulty compressor



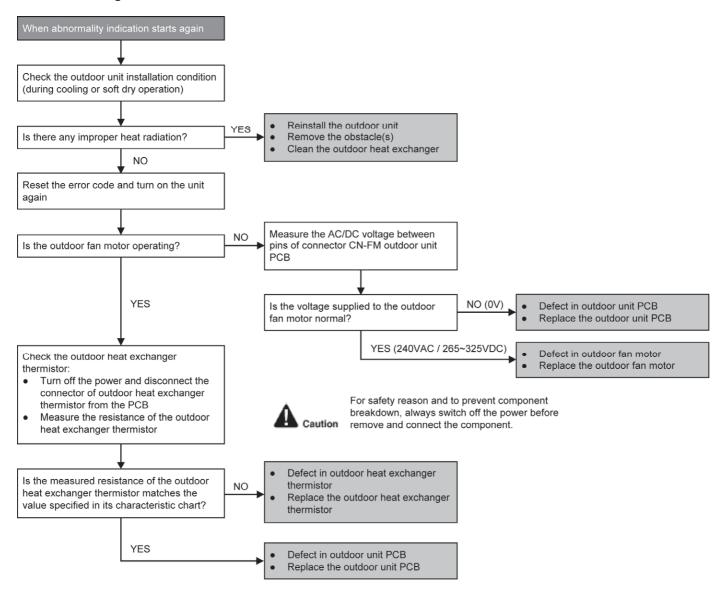
18.4.25 F95 (Outdoor High Pressure Protection: Cooling or Soft Dry)

Malfunction Decision Conditions

• During operation of cooling or soft dry, when outdoor unit heat exchanger high temperature data is detected by the outdoor unit heat exchanger thermistor.

Malfunction Caused

- Outdoor heat exchanger temperature rise due to short-circuit of hot discharge air flow.
- Outdoor heat exchanger temperature rise due to defective of outdoor fan motor.
- Outdoor heat exchange temperature rise due to defective outdoor heat exchanger thermistor.
- Outdoor heat exchanger temperature rise due to defective of outdoor unit PCB.



18.4.26 F96 (IPM Overheating)

Malfunction Decision Conditions

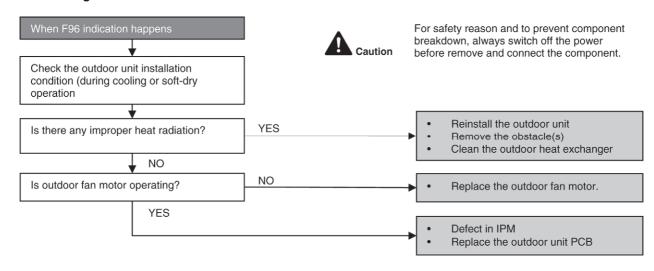
• During operating of cooling and heating, when IPM temperature data (100°C) is detected by the IPM temperature sensor.

Multi Models only

- Compressor Overheating: During operation of cooling and heating, when the compressor OL is activated.
- Heat Sink Overheating: During operation of cooling and heating, when heat sink temperature data (90°C) is detected by the heat sink temperature sensor.

Malfunction Caused

- IPM overheats due to short circuit of hot discharge air flow.
- IPM overheats due to defective of outdoor fan motor.
- IPM overheats due to defective of internal circuitry of IPM.
- IPM overheats due to defective IPM temperature sensor.
 Multi Models Only
 - Compressor OL connector poor contact.
 - Compressor OL faulty.



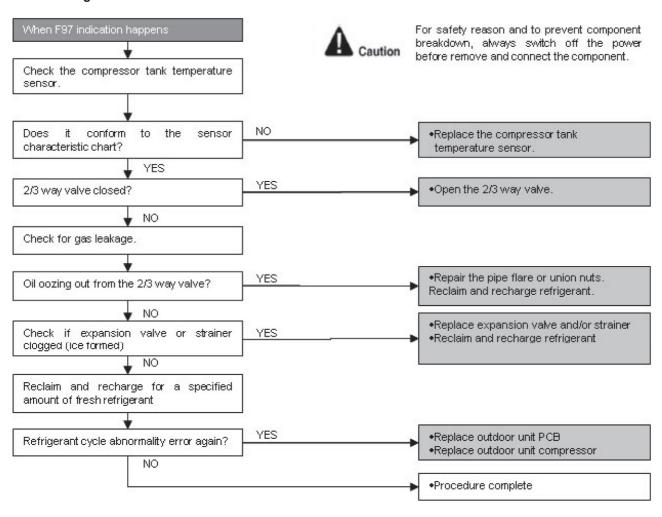
18.4.27 F97 (Compressor Overheating)

Malfunction Decision Conditions

• During operation of cooling and heating, when compressor tank temperature data (112°C) is detected by the compressor tank temperature sensor.

Malfunction Caused

- Faulty compressor tank temperature sensor
- 2/3 way valve closed
- Refrigerant shortage (refrigerant leakage)
- Faulty outdoor unit PCB
- · Faulty compressor



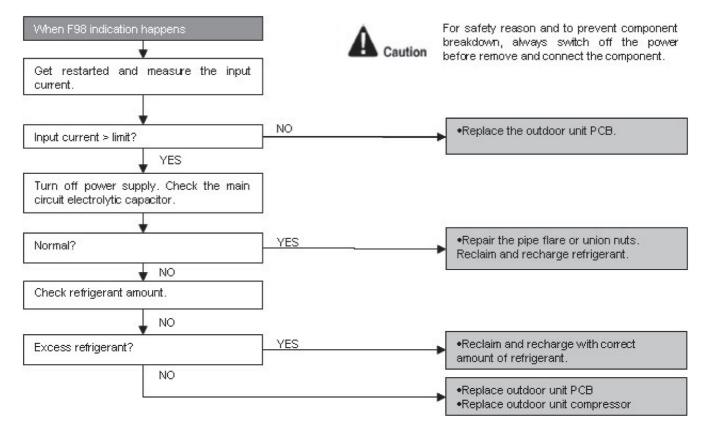
18.4.28 F98 (Input Over Current Detection)

Malfunction Decision Conditions

 During operation of cooling and heating, when an input over-current (X value in Total Running Current Control) is detected by checking the input current value being detected by current transformer (CT) with the compressor running.

Malfunction Caused

- Excessive refrigerant.
- Faulty outdoor unit PCB.



18.4.29 F99 (DC Peak Detection)

Malfunction Decision Conditions

During startup and operation of cooling and heating, when inverter DC peak data is received by the outdoor internal DC Peak sensing circuitry.

Malfunction Caused

- DC current peak due to compressor failure.
- DC current peak due to defective power transistor(s).
- DC current peak due to defective outdoor unit PCB.
- DC current peak due to short circuit.

