

5. Troubleshooting

Check the basic checkpoints first to determine whether it is machine trouble or a problem in the operation method. When it is not related to the basic checkpoints, perform checking in accordance with the procedures of troubleshooting by symptom.

5-1 Basic Checkpoints for Troubleshooting

- 1) Is the voltage of the power source appropriate ?
 - (1) It should be within the range of AC 198V ~ 264V.
 - (2) The air conditioner may not operate properly when the voltage is out of this range.
- 2) Is the connection with the fan motor, compressor wire, and starting condenser appropriately made ?
- 3) The symptoms listed in the table below are not indicative of machine trouble.

Symptom	Cause and check
No operation	<ul style="list-style-type: none"> • Check whether there is power failure or the power plug is pulled out. • Check whether the unit is stopped as a result of completion of the sleep time. • Pull out the power plug for ten seconds, and then insert it again.
Air flows, but no cooling no Heating	<ul style="list-style-type: none"> • Check whether the Air filter is clogged with dust or is dirty. • Check whether the desired temperature is too high. Set the desired temperature to a lower level than the current temperature.(Cooling) • Check whether it is in "FAN" mode. • Check whether the desired temperature is too low. Set the desired temperature to a higher level than the current temperature.(Heating) • Check whether the unit is deicing.
The remote does not operate	<ul style="list-style-type: none"> • Check whether battery is completely depleted. • Check whether the battery is properly inserted. • Check whether the receiving window of the remote for the assembly panel PCB is blinded. • Check whether the remote is affected by jamming due to a neon sign.
No temperature setting	<ul style="list-style-type: none"> • Check whether the unit is in "FAN" mode. (In "FAN" mode, only the current temperature is displayed, and the desired temperature is not set.)

• Checking and Display of Fault Area

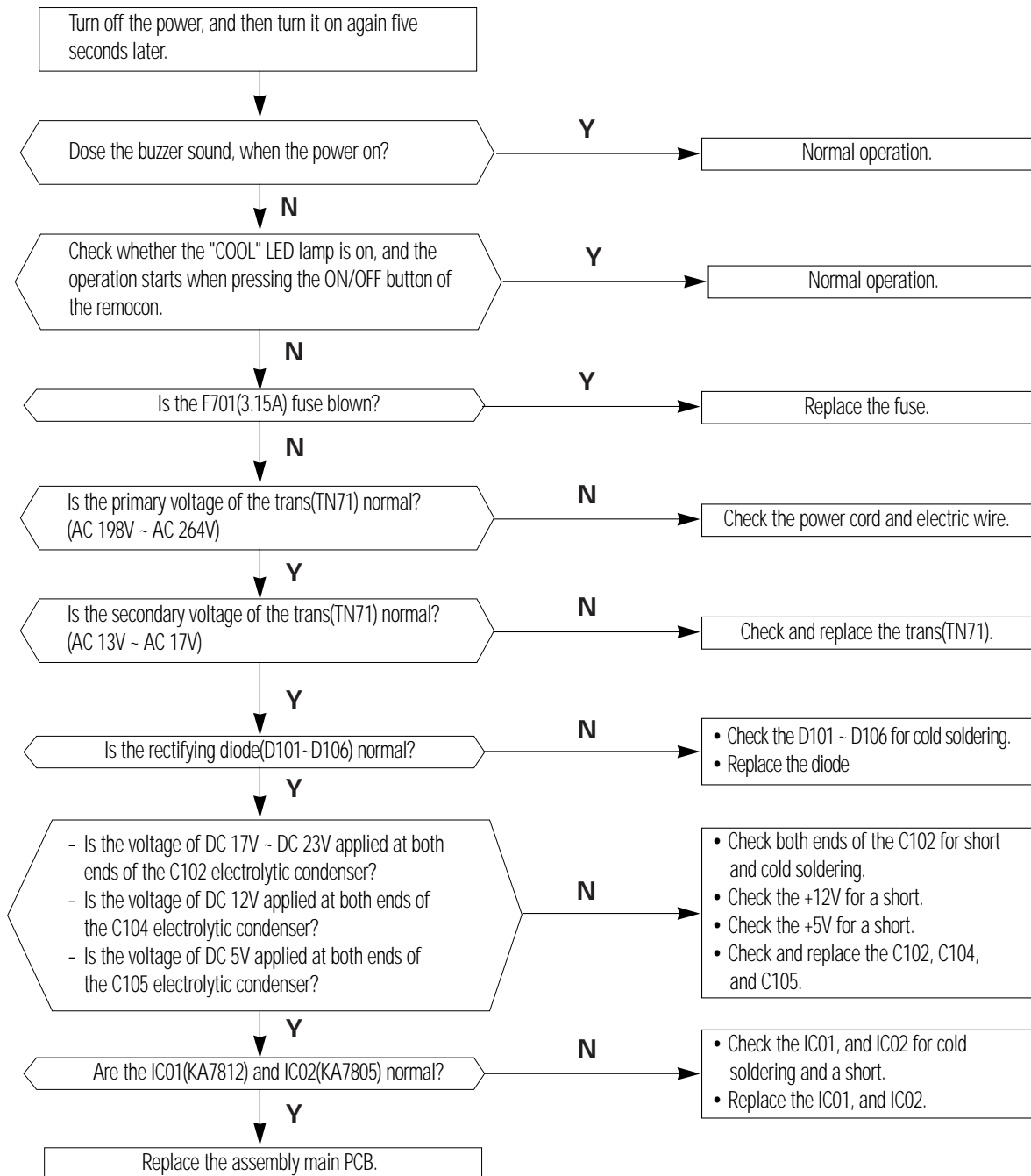
ERROR OPERATION	7-SEG LED DISPLAY
ROOM THERMISTOR (OPEN OR SHORT)	"E1" displayed
INDOOR PIPE THERMISTOR (OPEN OF SHORT)	"E5" displayed
OUTDOOR PIPE THERMISTOR (OPEN OR SHORT)	"E6" displayed

5-2 Troubleshooting by Symptom

5-2-1 No power

1) Check points

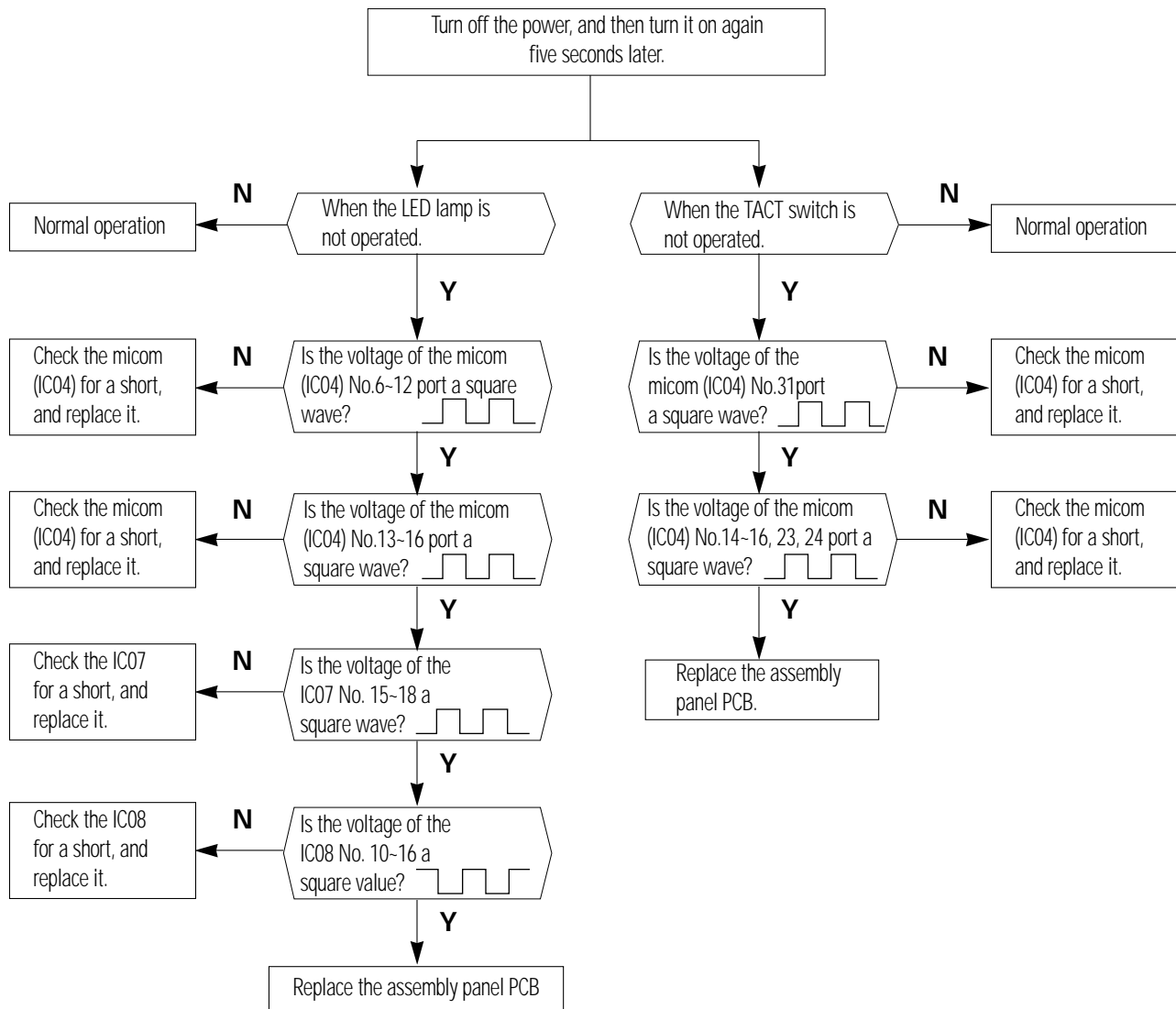
- (1) Is the voltage of the power source normal ? (AC 198V ~ AC 264V)
- (2) Is the electric wire in good contact ?(CN 71, RY 71)
- (3) Is the output voltage of the IC01(KA 7812) normal ?(DC 11.5V ~ DC 12.5V)
- (4) Is the output voltage of the IC02(KA 7805) normal ?(DC 4.5V ~ DC 5.5V)
- (5) Is the connection of the assembly main PCB, and assembly panel PCB in good contact? (CN91, CN92)



5-2-2 When the assembly panel PCB is not operated

1) Check points

- (1) Is the voltage of the power source normal?(AC 198V ~ AC 264V)
- (2) Is the electric wire in good contact?(CN71, RY71)
- (3) Is the connection of the assembly main PCB, and assembly panel PCB in good contact?(CN91, CN92)
- (4) Is the voltage of +12V normal?(CN 91 No 1 pin and No 4 pin : $+12V \pm 0.5V$)
- (5) Is the voltage of +5V normal?(CN91 No 2 pin and No 4 pin : $+5V \pm 0.5V$)



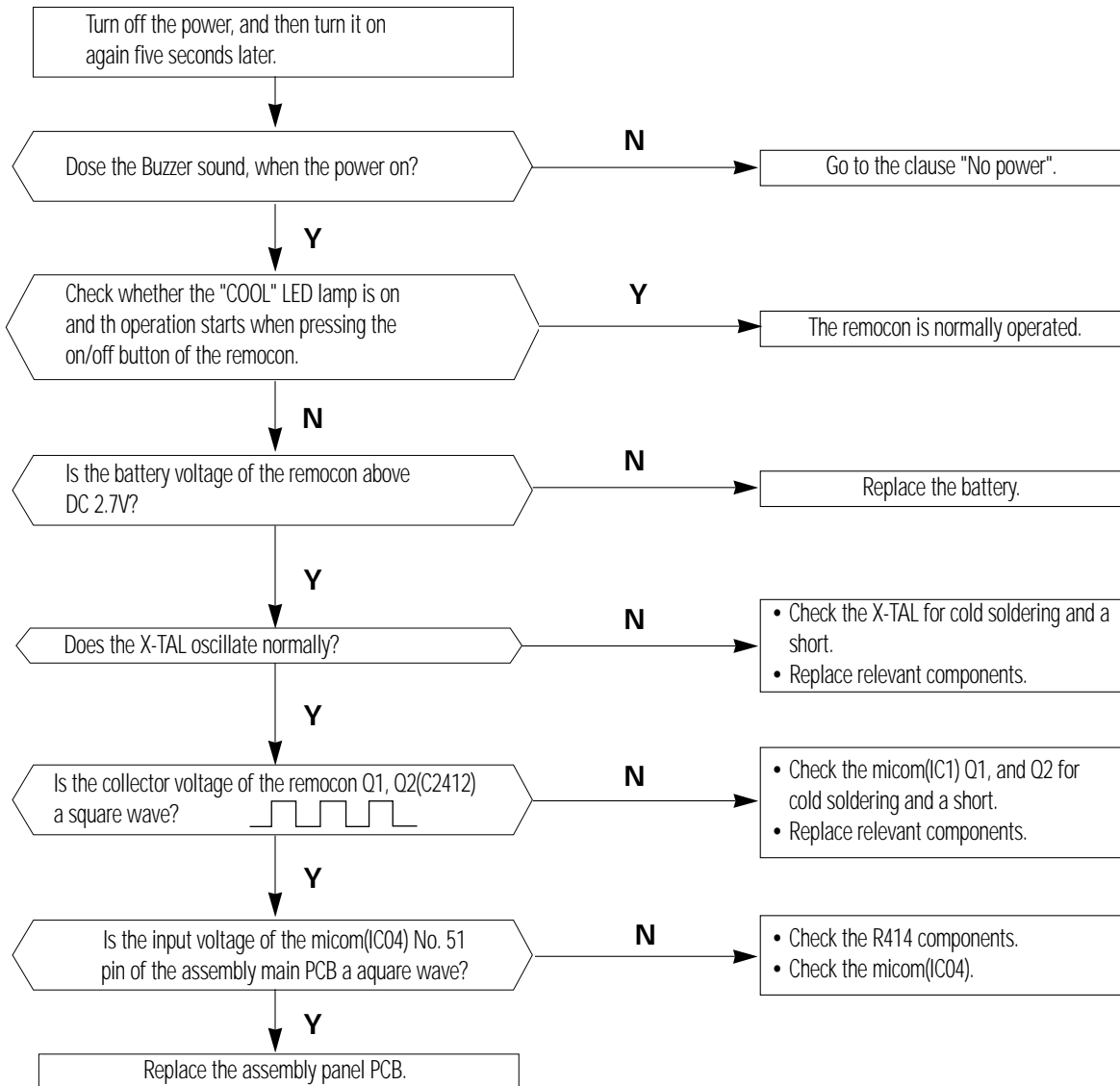
* IC04 : Assembly main PCB part.

* IC07, IC08 : Assembly panel PCB part.

5-2-3 When the remocon is not operated

1) Check points

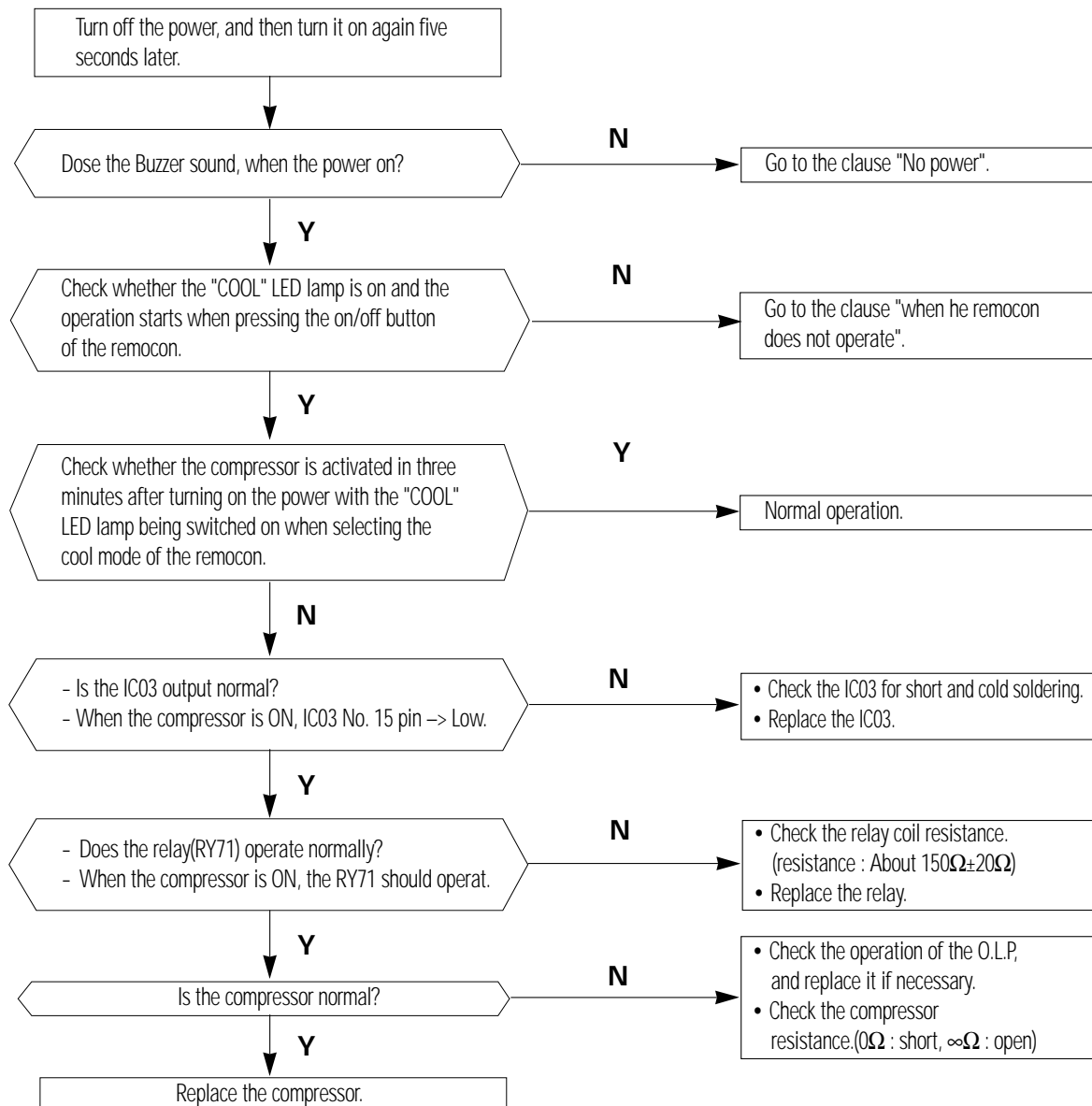
- (1) Is the voltage of the power source normal ? (AC 198 ~ AC 264V)
- (2) Is the electric wire in good contact ? (CN71, RY71)
- (3) Is the assembly main PCB in good contact with the assembly panel PCB?(CN91, CN92)
- (4) Is the voltage of +12V and +5V of the assembly panel PCB normal?
(CN91 No 1 pin and No 4 pin : +12V, No 2 pin and No 4 pin : +5V)
- (5) Is the battery vortage of the remocon above DC 2.7V?



5-2-4 When the compressor is not operated

1) Check points

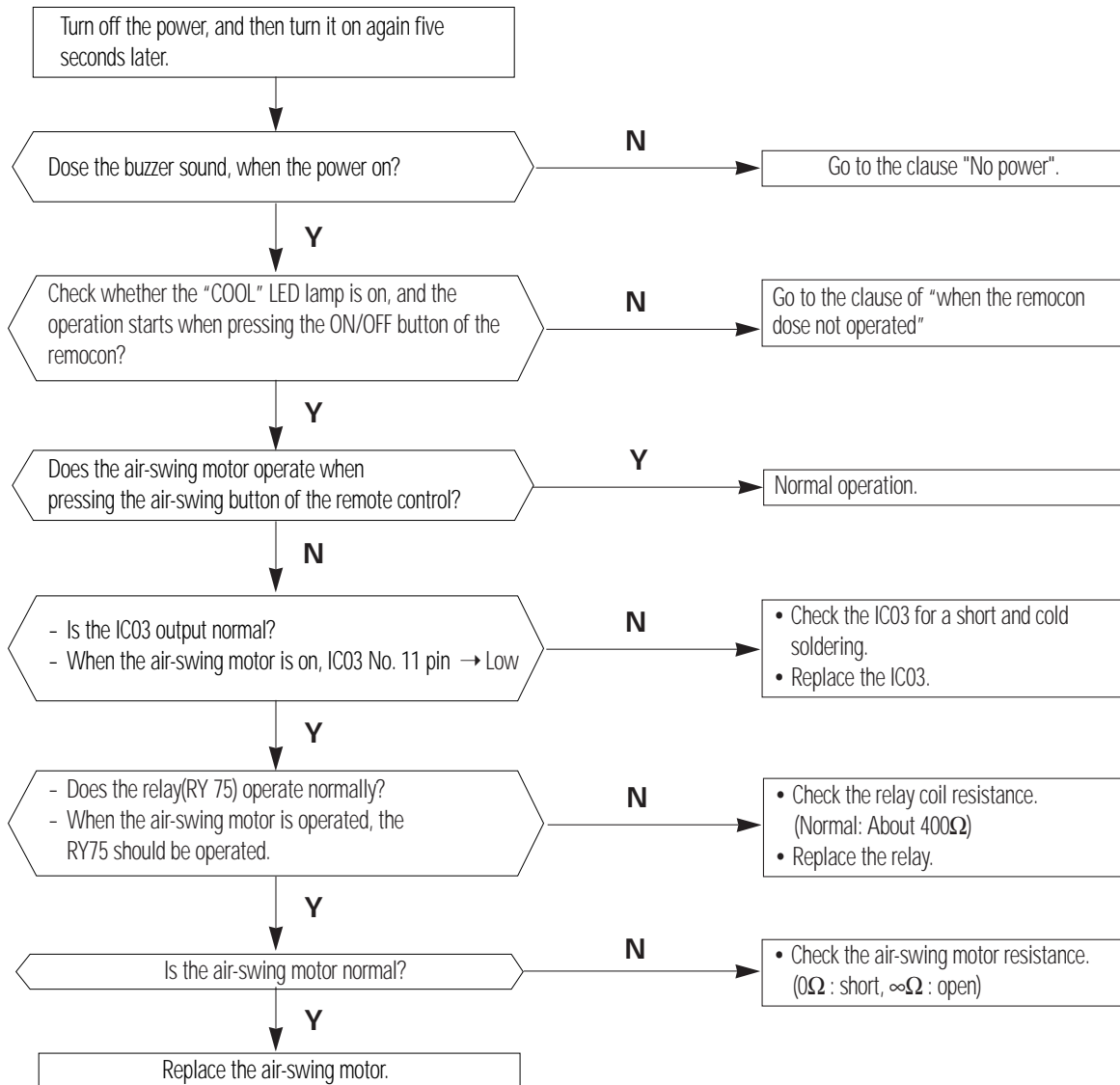
- (1) Is the voltage of the power source normal ? (AC 198V ~ AC 264V)
- (2) Is the desired temperature lower than the indoor temperature in the "COOL" mode?
(Compressor stopped)
- (3) Is the starting condenser in good contact?
- (4) Is the electric wire in good contact ? (CN71, RY71)
- (5) Is the output voltage of the IC01(KA7812) and IC02(KA7805) normal ?



5-2-5 When the air swing motor is not operated

1) Check points

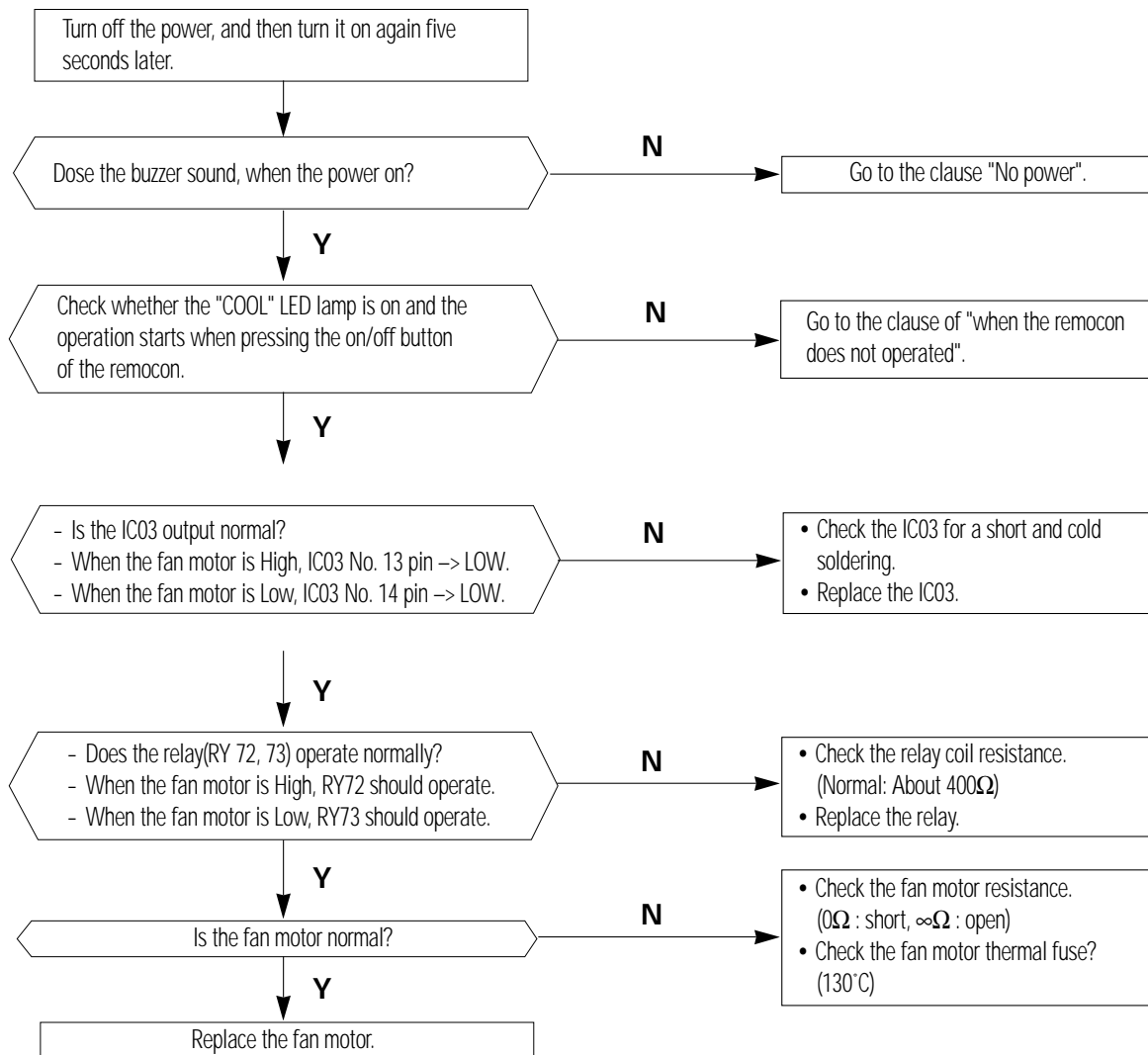
- (1) Is the voltage of the power source normal?(AC198V ~ AC264V)
- (2) Is the electric wire in good contact?(CN71, RY71)
- (3) Is the swing motor connector in good contact?(CN71)
- (4) Is the terminal connected to the swing motor in good contact?
- (5) Is the output voltage of the IC01(KA7812) and IC02(KA7805) normal?



5-2-6 When the fan motor does not operated

1) Check points

- (1) Is the voltage of the power source normal?(AC198V ~ AC264V)
- (2) Is the electric wire in good contact?(CN71, RY71)
- (3) Is the starting condenser in good contact?
- (4) Is the fan motor connector in good contact?(CN73)
- (5) Is the output voltage of the IC01(KA7812) and IC02(KA7805) normal?



5-2-7 When the 4-way valve is not operated

1) Check points

- (1) Is the voltage of the power source normal?(AC198V ~ AC264V)
- (2) Is the electric wire in good contact?(CN72)
- (3) Is the 4-way valve connector in good contact?(CN72)
- (4) Is the output voltage of the IC01(KA7812) and IC02(KA7805) normal?
- (5) Is the unit heating cycle?

