

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

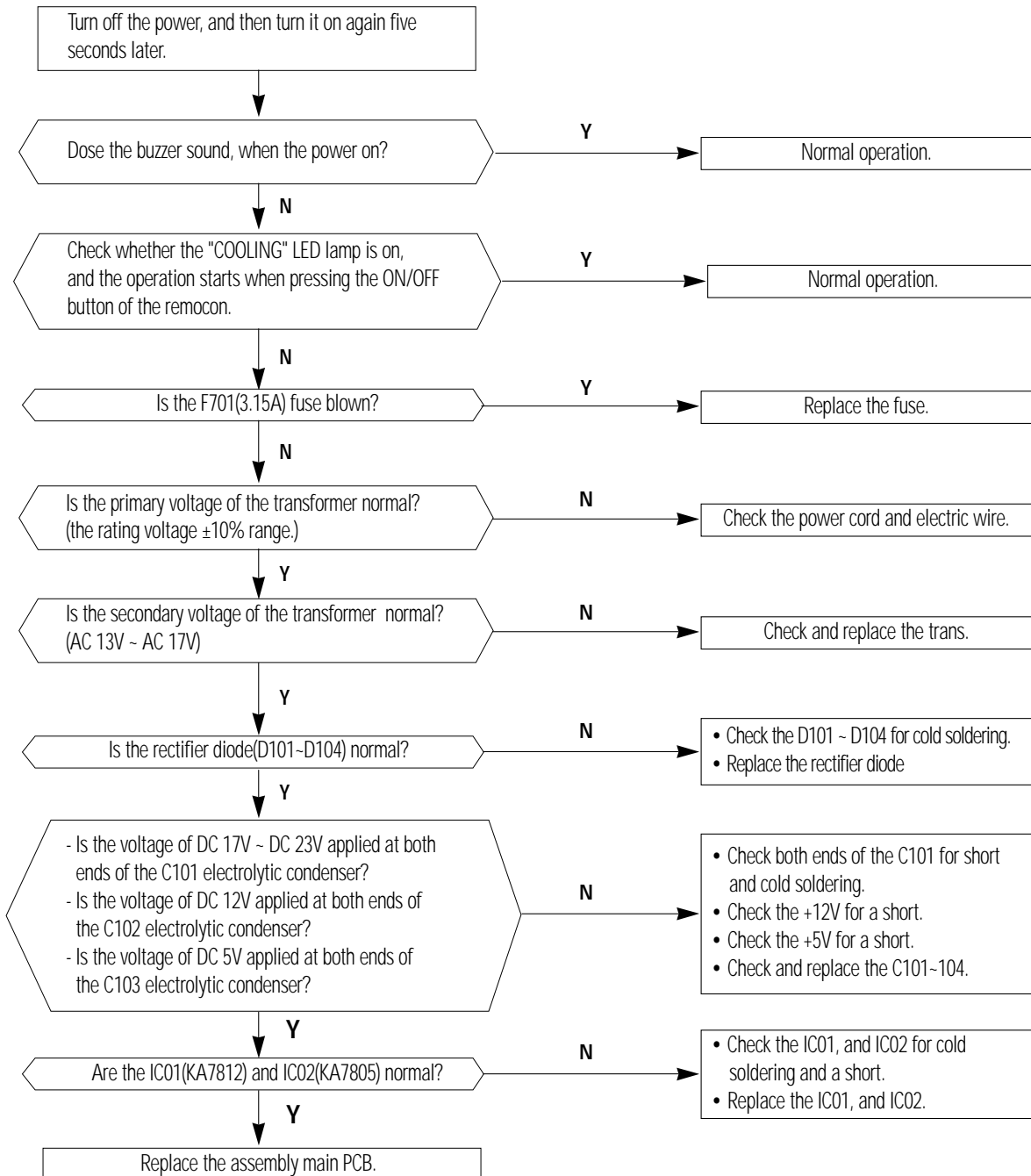
#### • Checking and Display of Fault Area

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

## 5-2 Troubleshooting by Symptom

### 1) Check points

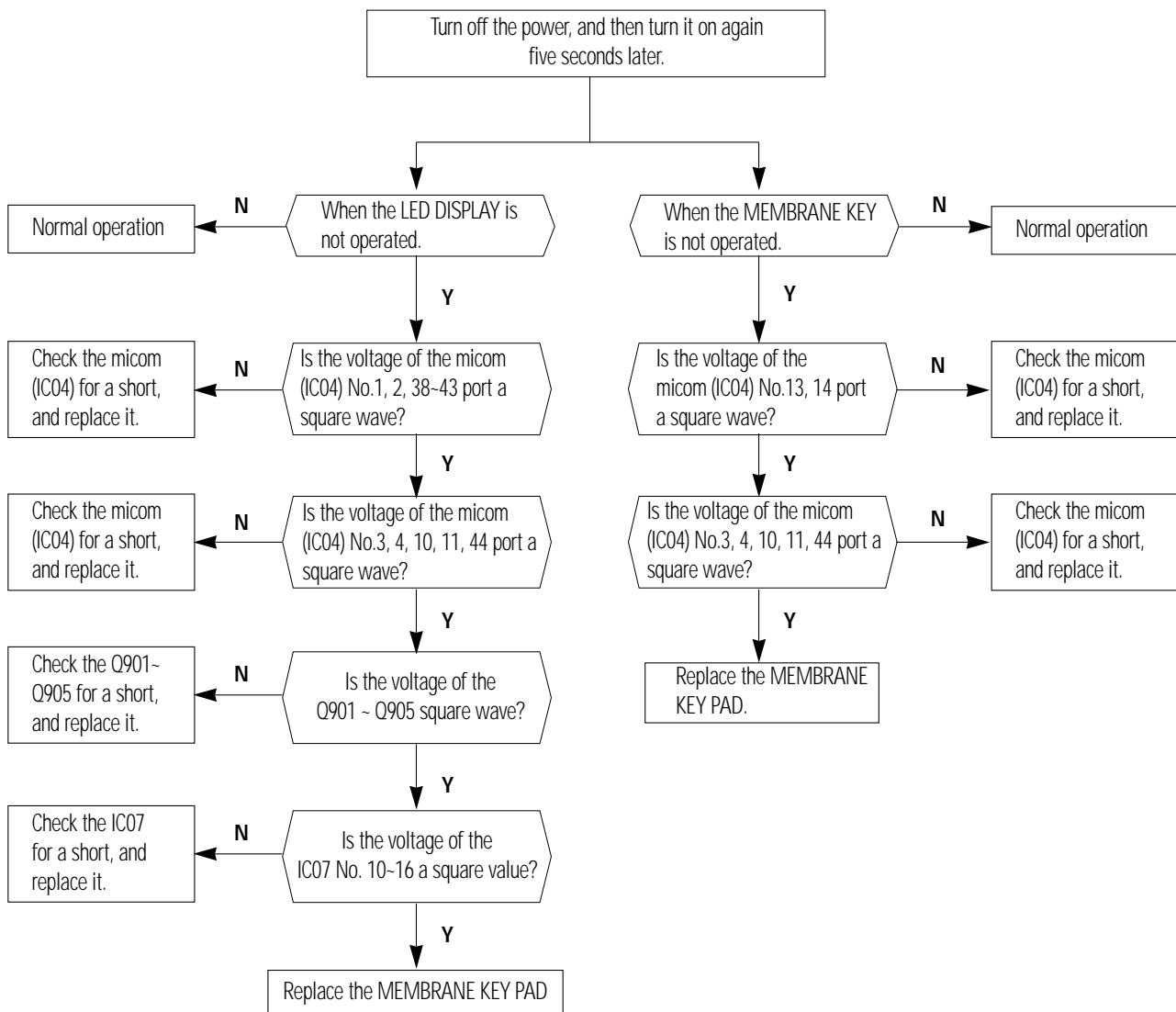
- (1) Is the voltage of the power source normal ? (the rating voltage  $\pm 10\%$  range.)
- (2) Is the electric wire in good contact ?(CN 71, RY 71)
- (3) Is the output voltage of the IC01(KA 7812) normal ?(DC 11.5V ~ DC 12.5V)
- (4) Is the output voltage of the IC02(KA 7805) normal ?(DC 4.5V ~ DC 5.5V)



### 5-2-2 When the “MEMBRANE KEY PAD” and “LED DISPLAY” is not operated

1) Check points

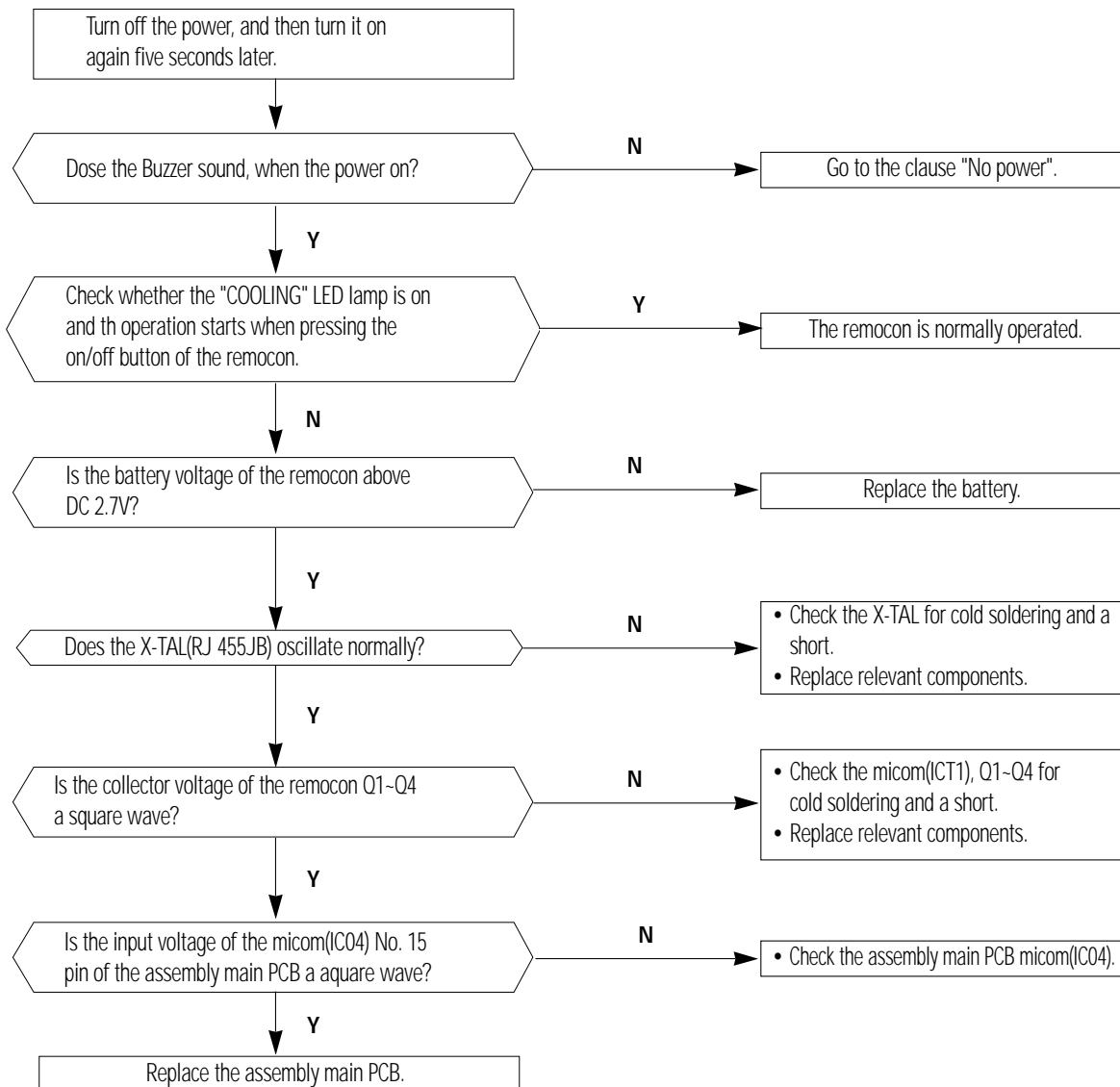
- (1) Is the voltage of the power source normal ? (the rating voltage  $\pm 10\%$  range.)
- (2) Is the electric wire in good contact ?(CN71, RY71)
- (3) Is the connection of the assembly main PCB, and MEMBRANE KEY PAD in good contact? (CN91)



### 5-2-3 When the remocon is not operated

#### 1) Check points

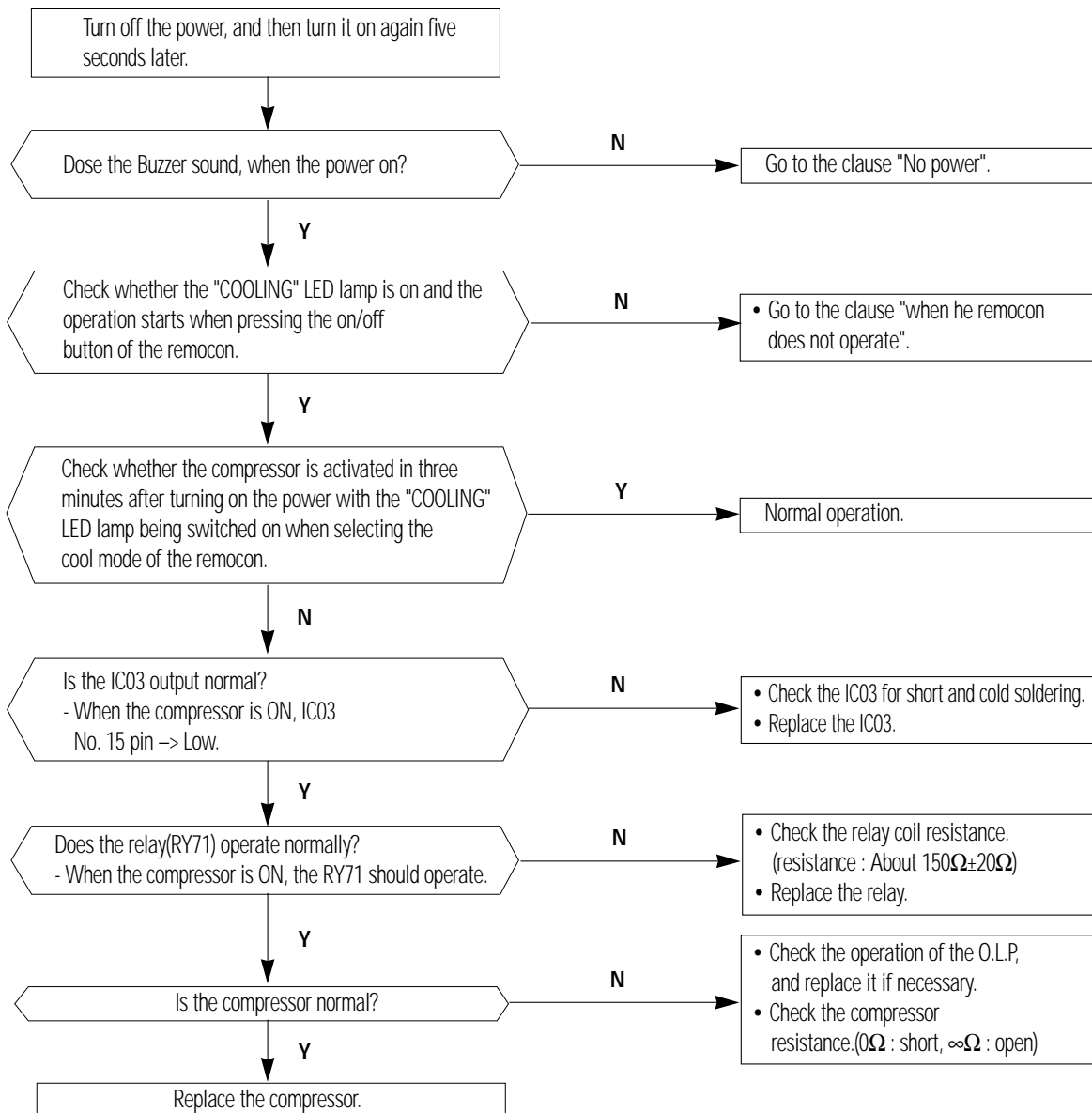
- (1) Is the voltage of the power source normal ? (the rating voltage  $\pm 10\%$  range. )
- (2) Is the electric wire in good contact ? (CN71, RY71)
- (3) Is the assembly main PCB in good contact with the MEMBRANE KEY PAD(CN91)
- (4) Is the battery voltage of the remocon above DC 2.7V?



### 5-2-4 When the compressor is not operated

1) Check points

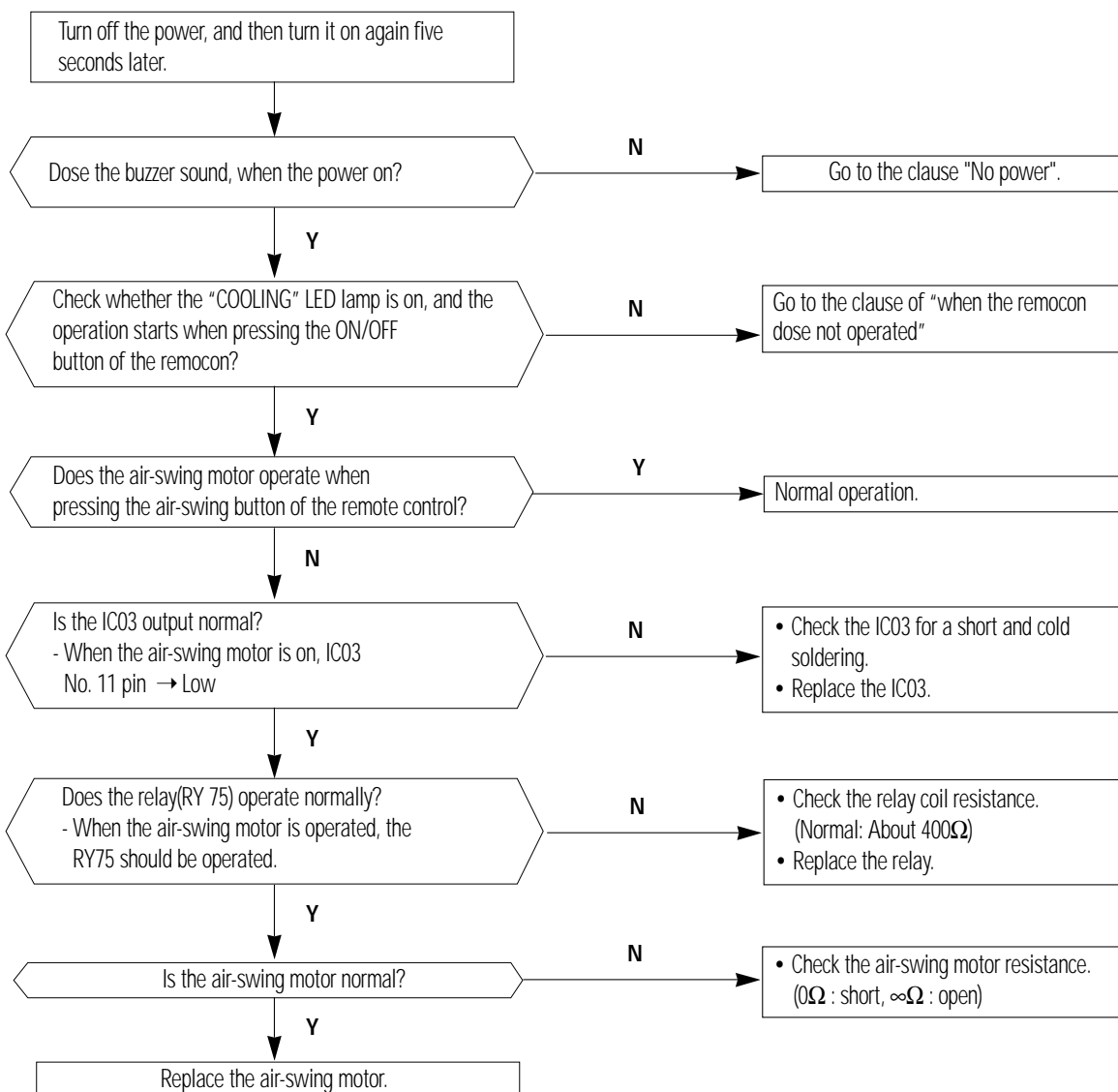
- (1) Is the voltage of the power source normal ? (the rating voltage  $\pm 10\%$  range. )
- (2) Is the desired temperature lower than the indoor temperature in the "COOL" mode?  
(Compressor stopped)
- (3) Is the starting condenser in good contact?
- (4) Is the electric wire in good contact ? (CN71, 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

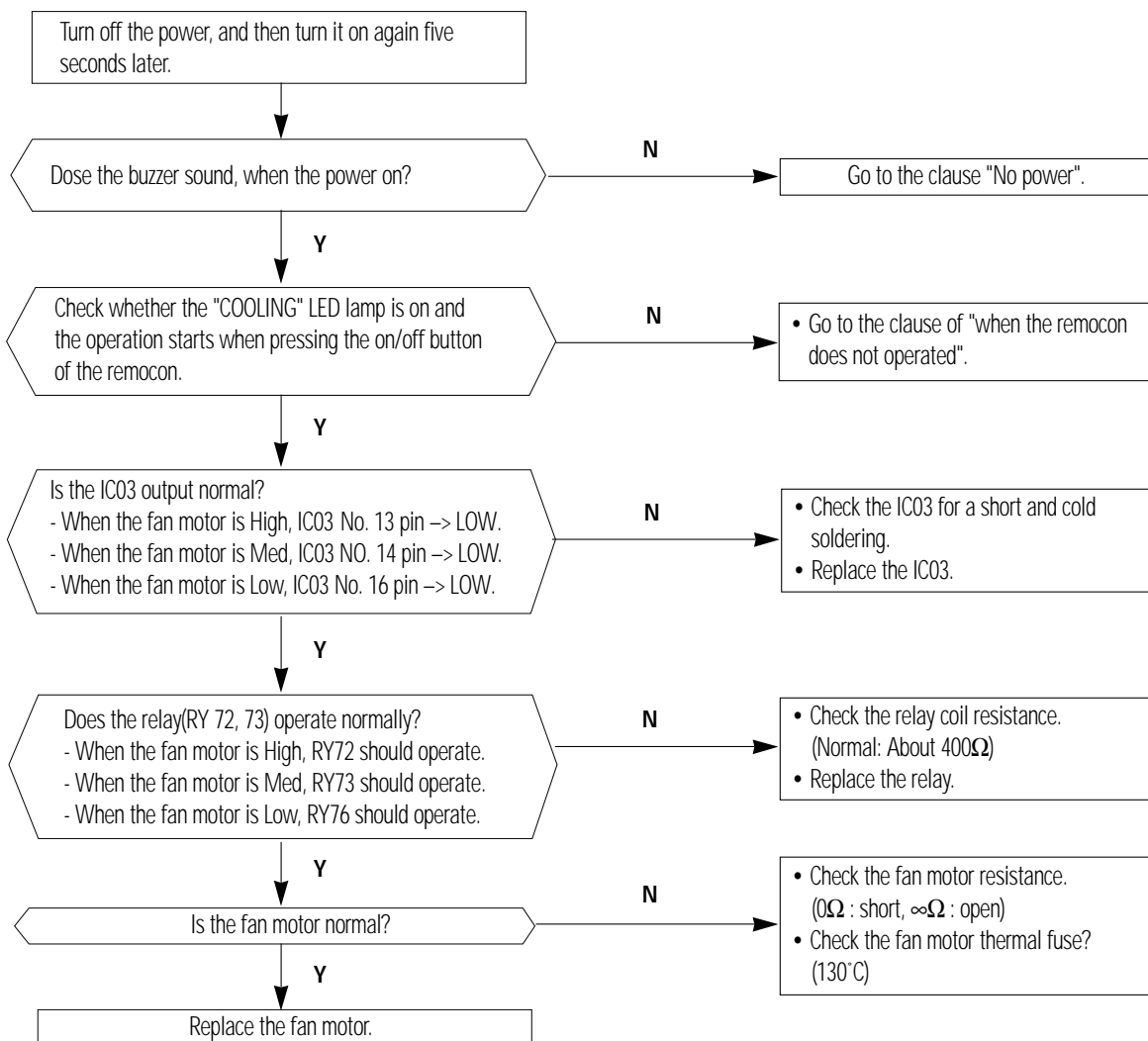
- (1) Is the voltage of the power source normal ? (the rating voltage  $\pm 10\%$  range. )
- (2) Is the electric wire in good contact ?(CN71, RY71)
- (3) Is the swing motor connector in good contact?(CN71)
- (4) Is the terminal connected to the swing motor in good contact?
- (5) Is the output voltage of the IC01(KA7812) and IC02(KA7805) normal?



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

#### 1) Check points

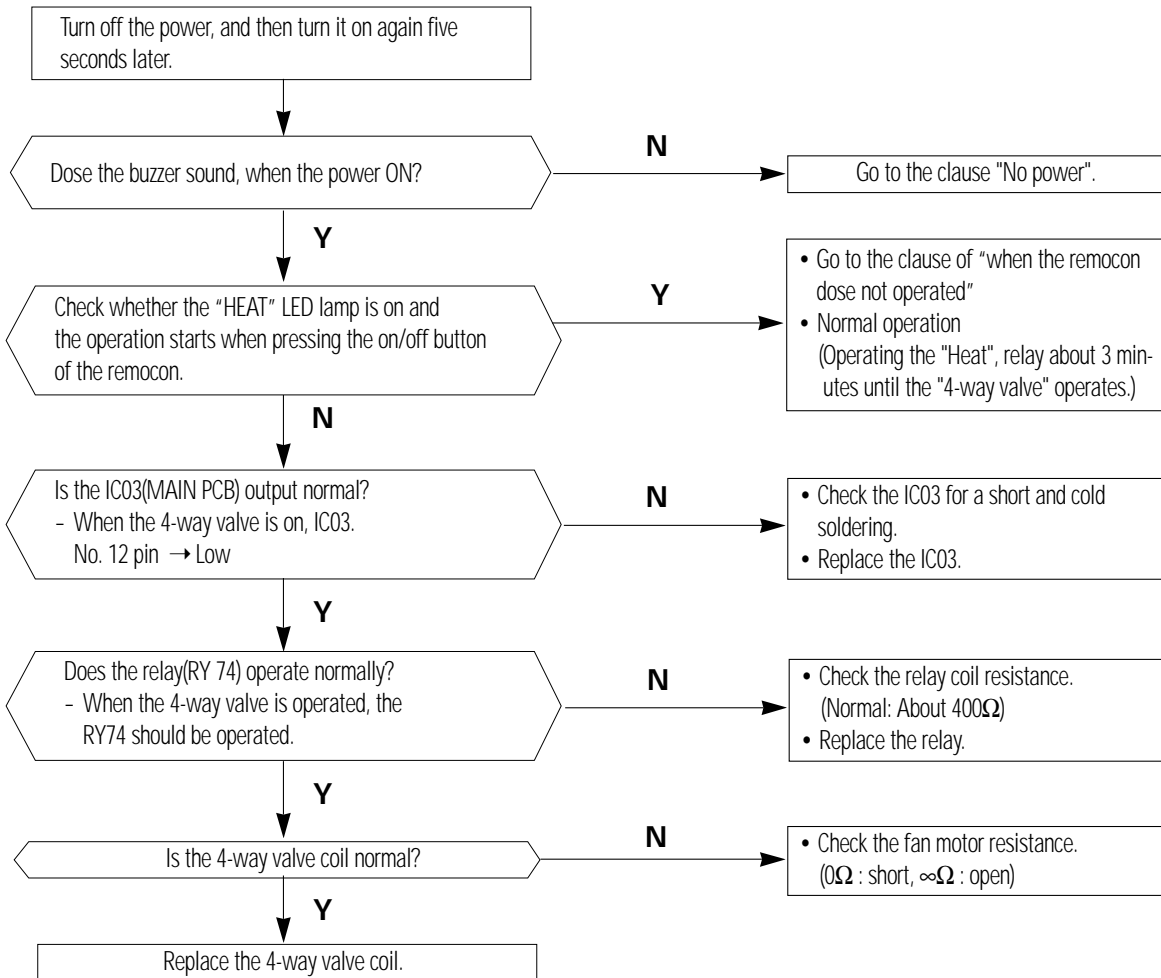
- (1) Is the voltage of the power source normal ? (the rating voltage  $\pm 10\%$  range. )
- (2) Is the electric wire in good contact ?(CN71, RY71)
- (3) Is the starting condenser(FAN MOTOR) in good contact?
- (4) Is the fan motor connector in good contact?(CN73)
- (5) Is the output voltage of the IC01(KA7812) 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?(the rating voltage  $\pm 10\%$  range)
- (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?





# MEMO