1.3 Diagnosis and Solution

1.3.1 EEPROM parameter error diagnosis and solution(E0/F4)

Error Code	**E0/F4**
Malfunction decision conditions	**Indoor or outdoor PCB main chip does not receive feedback from EEPROM chip.**
Supposed causes	● **Installation mistake** ● **PCB faulty**

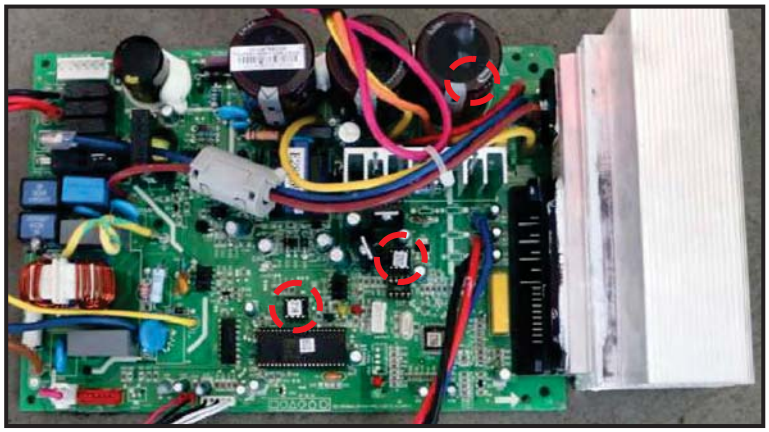
Trouble shooting:

Power off, then restart the unit 2 minutes later.

Yes

Replace the indoor/outdoor main PCB.

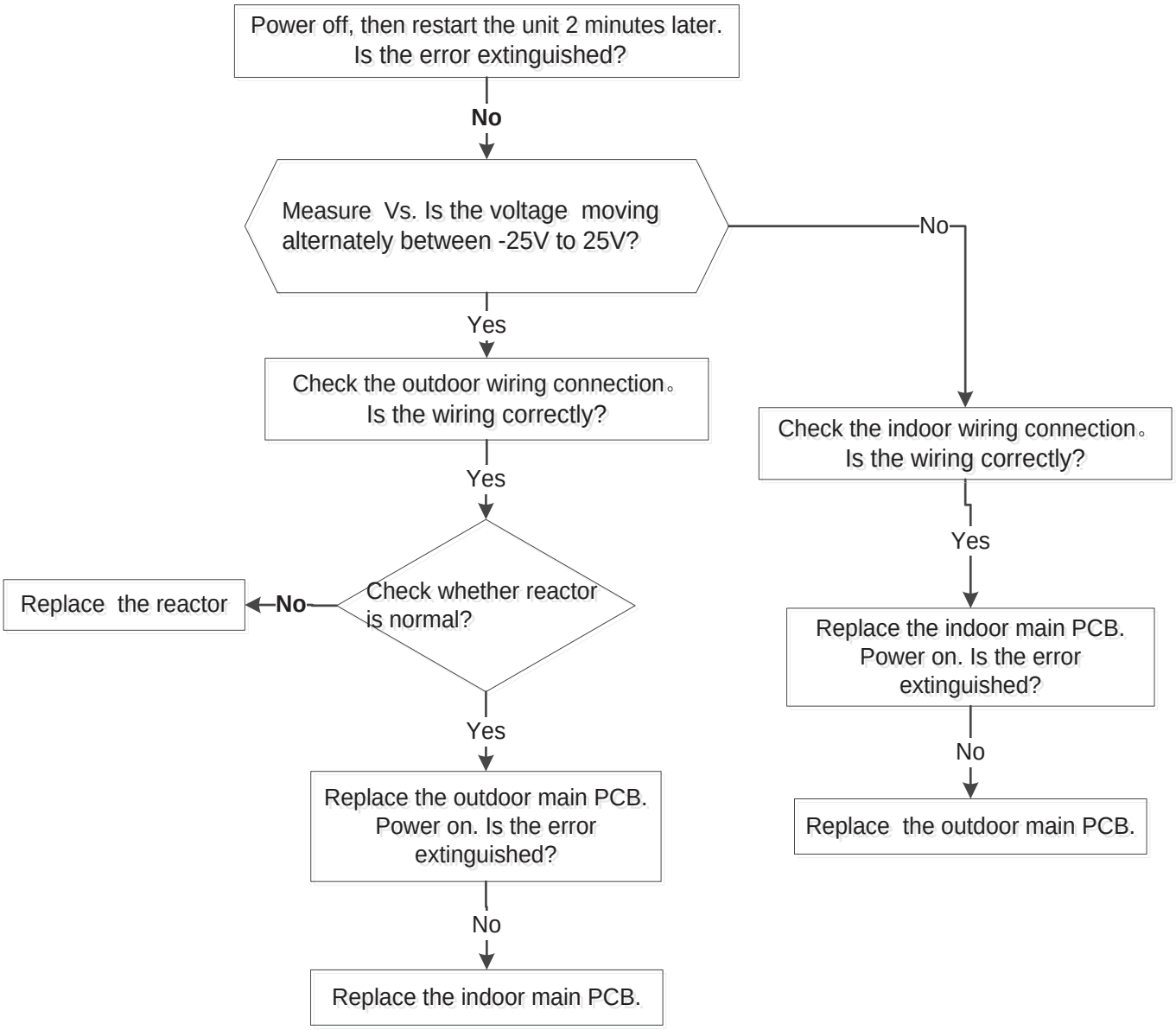
EEPROM: a read-only memory whose contents can be erased and reprogrammed using a pulsed voltage. For the location of EEPROM chip, please refer to the below photos.

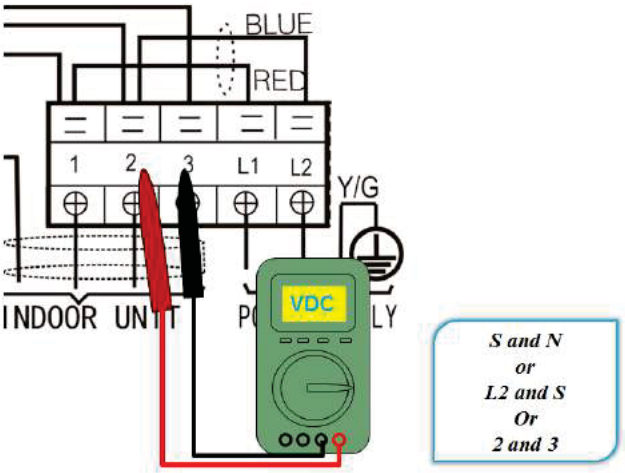


1.3.2 Indoor / outdoor unit's communication diagnosis and solution(E1)

Error Code	**E1**
Malfunction decision conditions	**Indoor unit does not receive the feedback from outdoor unit during 110 seconds and this condition happens four times continuously.**
Supposed causes	● **Wiring mistake** ● **Indoor or outdoor PCB faulty**

Trouble shooting:





Remark:
Use a multimeter to test the DC voltage between 2 port and 3 port of outdoor unit. The red pin of multimeter connects with 2 port while the black pin is for 3 port.

When AC is normal running, the voltage will move alternately between -25V to 25V.

If the outdoor unit has malfunction, the voltage will move alternately with positive value.

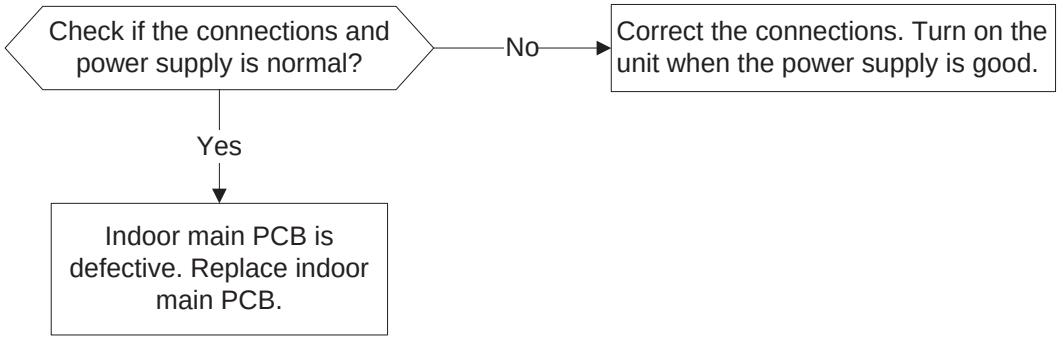
While if the indoor unit has malfunction, the voltage will be a certain value.

Remark:
Use a multimeter to test the resistance of the reactor which does not connect with capacitor.
The normal value should be around zero ohm. Otherwise, the reactor must have malfunction.

1.3.3 Zero crossing detection error diagnosis and solution (E2)

Error Code	**E2**
Malfunction decision conditions	**When PCB does not receive zero crossing signal feedback for 4 minutes or the zero crossing signal time interval is abnormal.**
Supposed causes	● **Connection mistake** ● **PCB faulty**

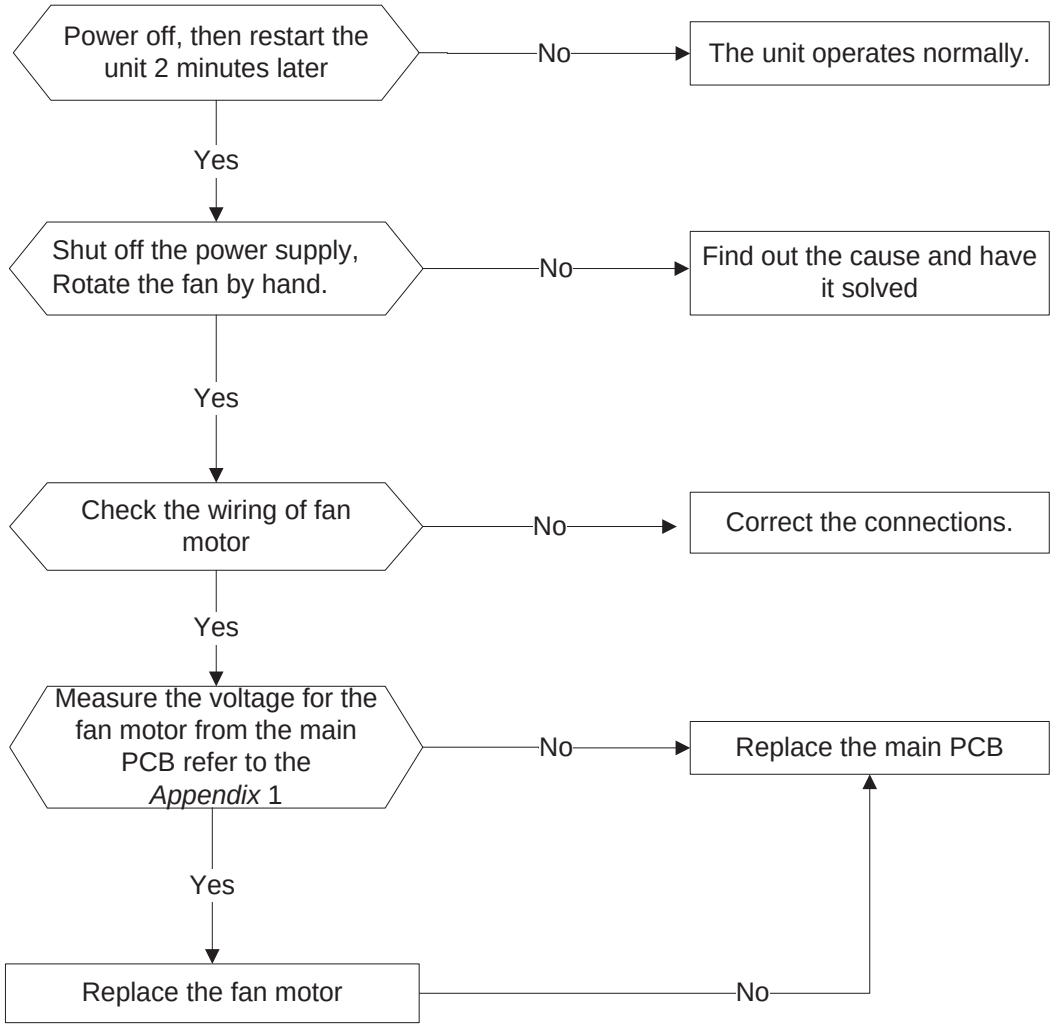
Trouble shooting:



1.3.4 Fan speed has been out of control diagnosis and solution(E3)

Error Code	E3/F5
Malfunction decision conditions	When indoor fan speed keeps too low (300RPM) for certain time, the unit will stop and the LED will display the failure.
Supposed causes	● Wiring mistake ● Fan ass'y faulty ● Fan motor faulty ● PCB faulty

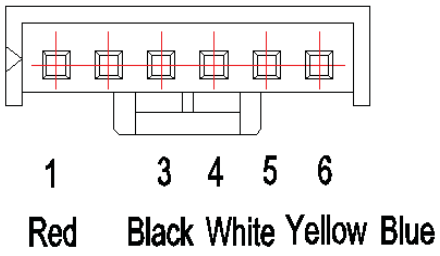
Trouble shooting:



Index 1:

1:Indoor or Outdoor DC Fan Motor(control chip is in fan motor)

Power on and when the unit is in standby, measure the voltage of pin1-pin3, pin4-pin3 in fan motor connector. If the value of the voltage is not in the range showing in below table, the PCB must has problems and need to be replaced.



DC motor voltage input and output(voltage: 220-240V~)

NO.	Color	Signal	Voltage
1	Red	Vs/Vm	280V~380V
2	---	---	---
3	Black	GND	0V
4	White	Vcc	14-17.5V
5	Yellow	Vsp	0~5.6V
6	Blue	FG	14-17.5V

DC motor voltage input and output(voltage :115V~)

NO.	Color	Signal	Voltage
1	Red	Vs/Vm	140V~190V
2	---	---	---
3	Black	GND	0V
4	White	Vcc	14-17.5V
5	Yellow	Vsp	0~5.6V
6	Blue	FG	14-17.5V

2. Outdoor DC Fan Motor (control chip is in outdoor PCB)

Power on ,and check if the fan can run normally, if the fan can run normally, the PCB must has problems and need to be replaced, If the fan can't run normally, measure the resistance of each two pins. If the resistance is not equal to each other, the fan motor must have problems and need to be replaced, otherwise the PCB must has problems and need to be replaced.

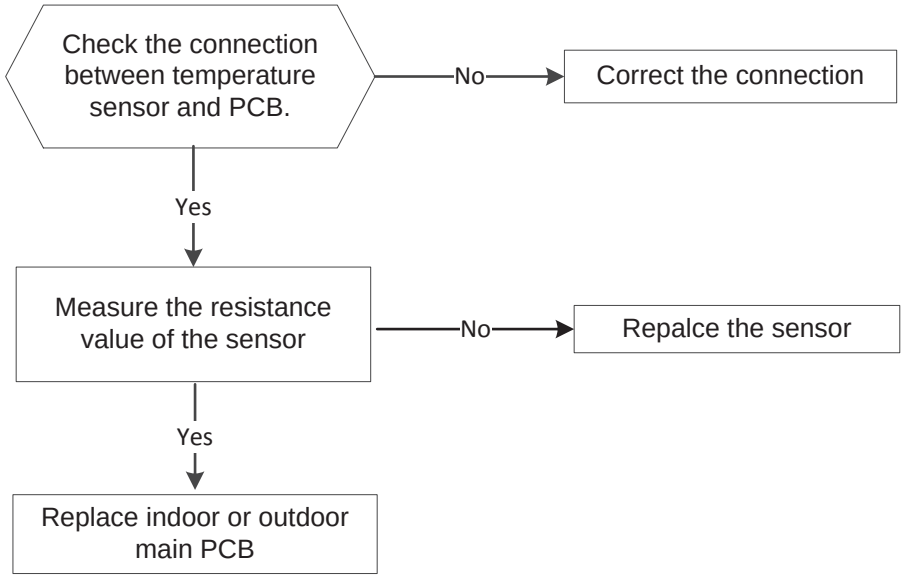
3. Indoor AC Fan Motor

Power on and set the unit running in fan mode at high fan speed. After running for 15 seconds, measure the voltage of pin1 and pin2. If the value of the voltage is less than 100V(208~240V power supply)or 50V(115V power supply), the PCB must has problems and need to be replaced.

1.3.5 Open circuit or short circuit of temperature sensor diagnosis and solution(E5)

Error Code	**E4/E5/F1/F2/F3**
Malfunction decision conditions	**If the sampling voltage is lower than 0.06V or higher than 4.94V, the LED will display the failure.**
Supposed causes	● **Wiring mistake** ● **Sensor faulty** ● **PCB faulty**

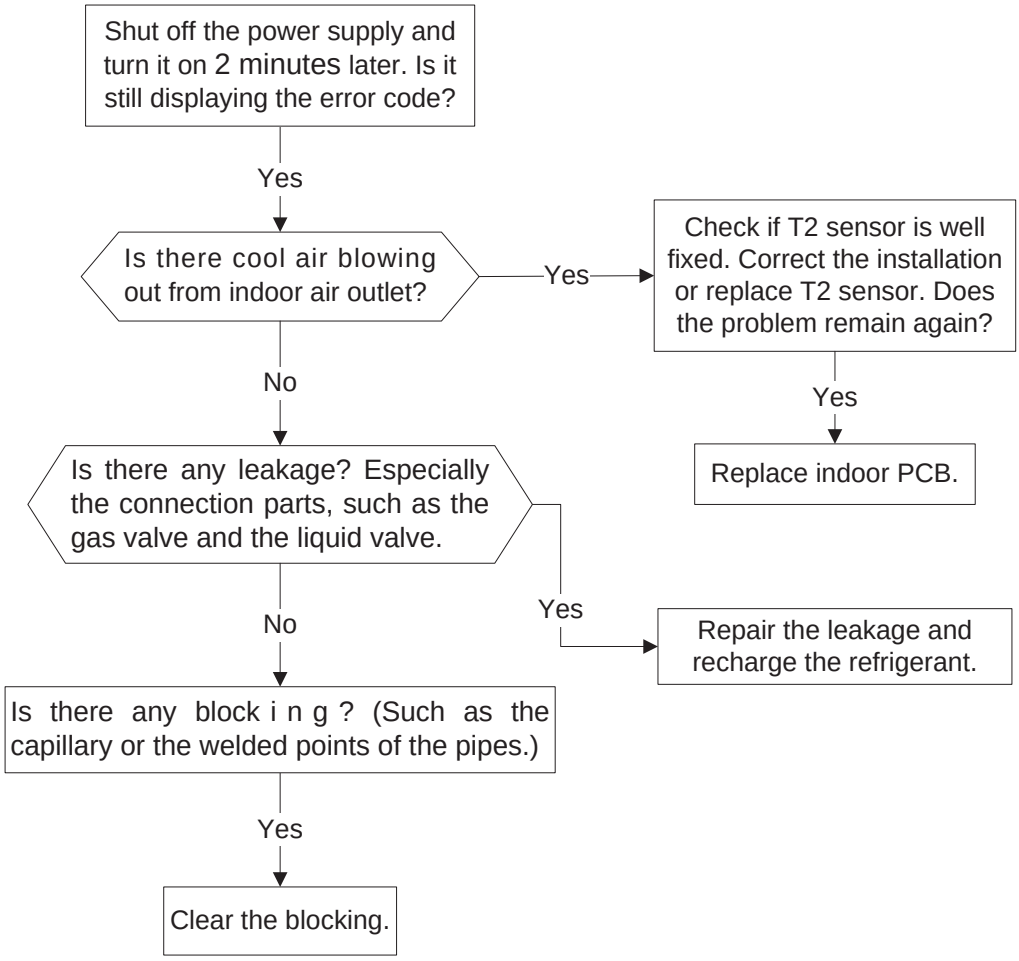
Trouble shooting:



1.3.6 Refrigerant Leakage Detection diagnosis and solution(EC)

Error Code	EC
Malfunction decision conditions	Define the evaporator coil temp.T2 of the compressor just starts running as Tcool. In the beginning 5 minutes after the compressor starts up, if T2 ＜Tcool－2°C(Tcool－35.6°F) does not keep continuous 4 seconds and this situation happens 3 times, the display area will show “EC” and AC will turn off.
Supposed causes	● T2 sensor faulty ● Indoor PCB faulty ● System problems, such as leakage or blocking.

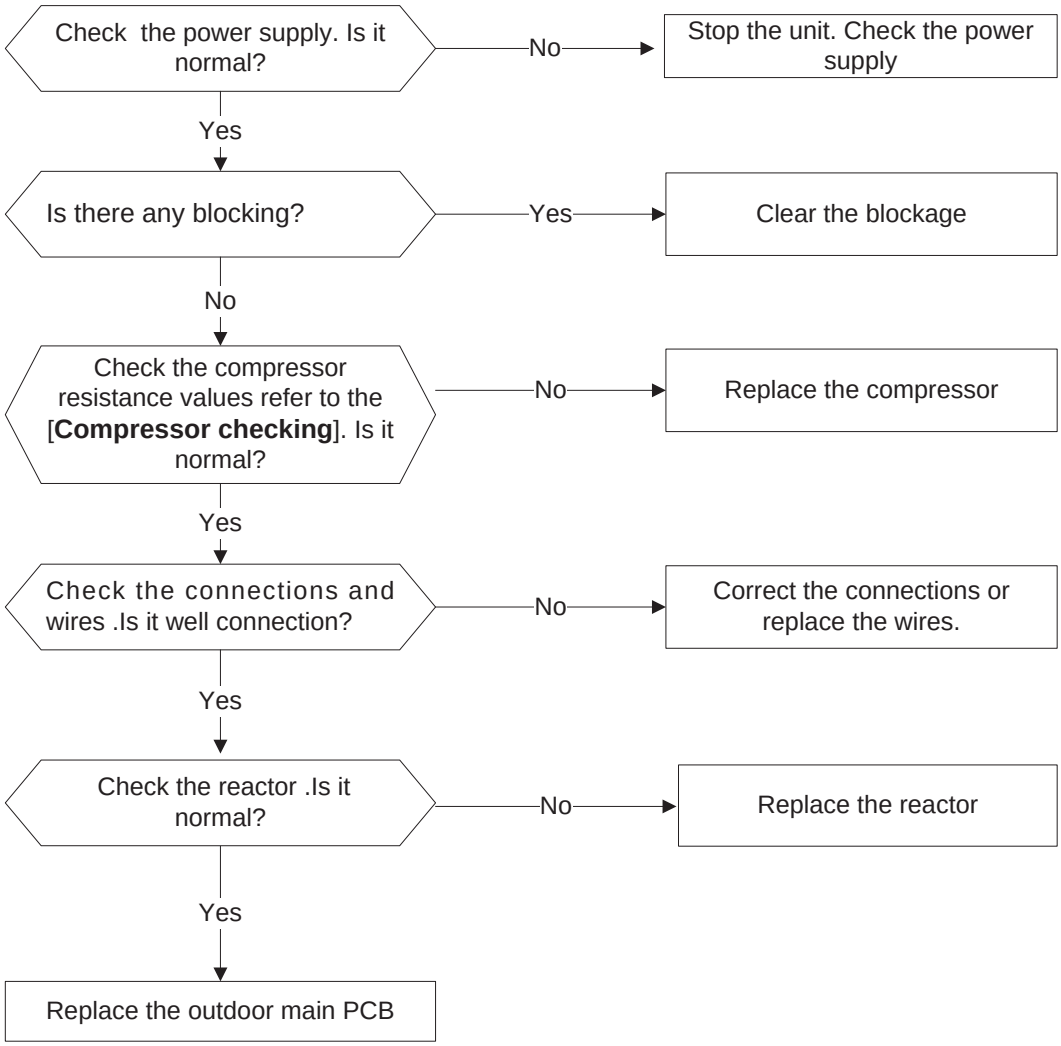
Trouble shooting:



1.3.6 Overload current protection diagnosis and solution(F0)

Error Code	F0
Malfunction decision conditions	An abnormal current rise is detected by checking the specified current detection circuit.
Supposed causes	● Power supply problems. ● System blockage ● PCB faulty ● Wiring mistake ● Compressor malfunction

Trouble shooting:

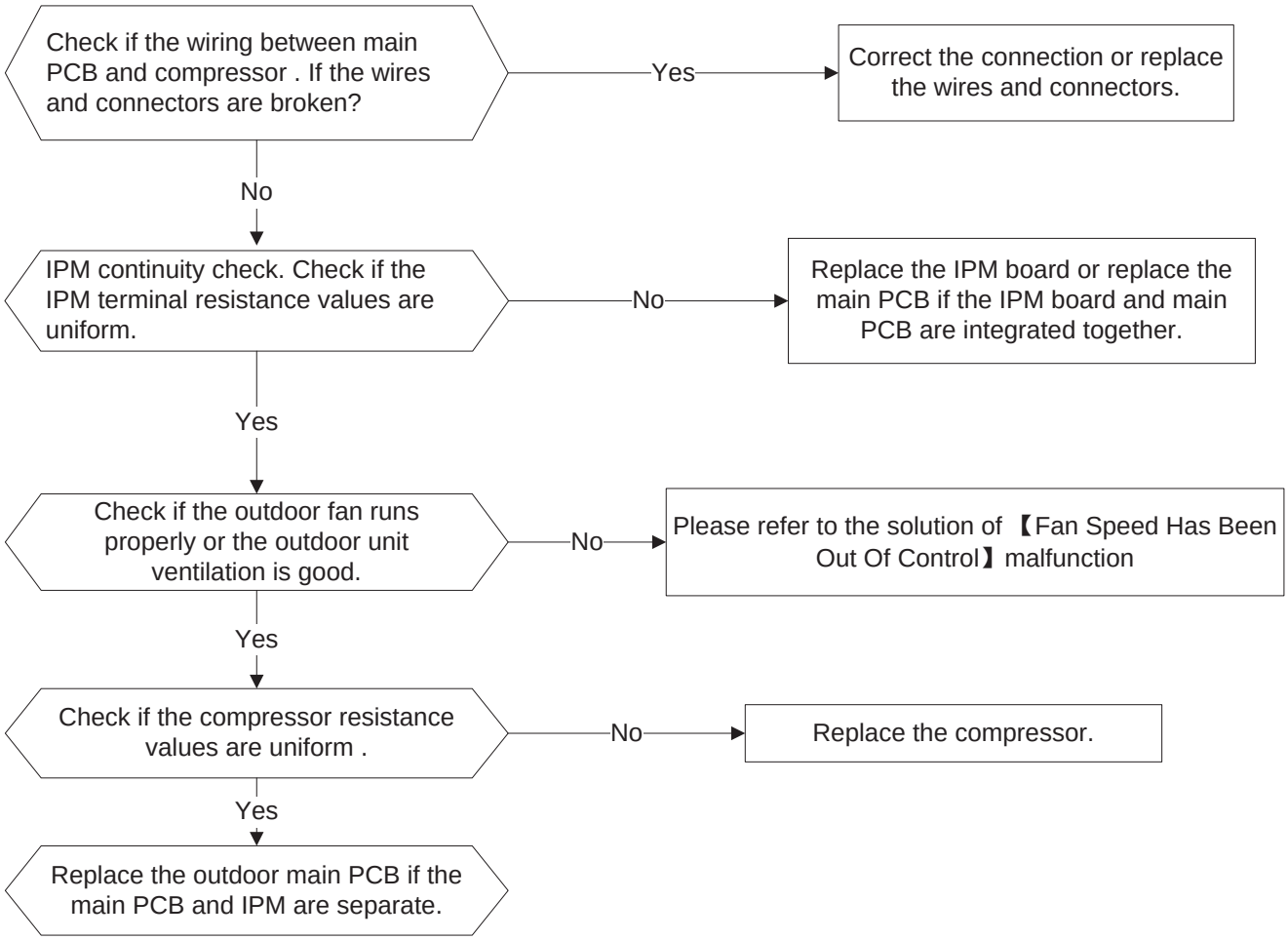


1.3.7 IPM malfunction or IGBT over-strong current protection diagnosis and solution(P0)

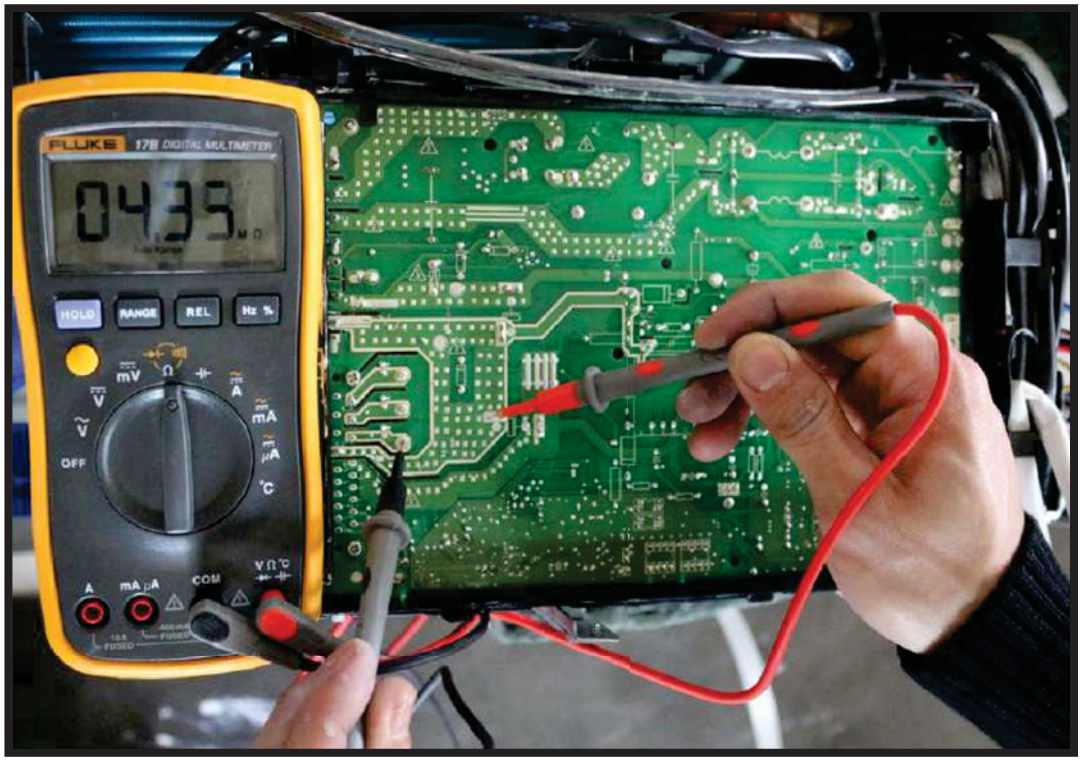
Error Code	P0
Malfunction decision conditions	When the voltage signal that IPM send to compressor drive chip is abnormal, the display LED will show “P0” and AC will turn off.
Supposed causes	● Wiring mistake ● IPM malfunction ● Outdoor fan ass’y faulty ● Compressor malfunction ● Outdoor PCB faulty

Trouble shooting:

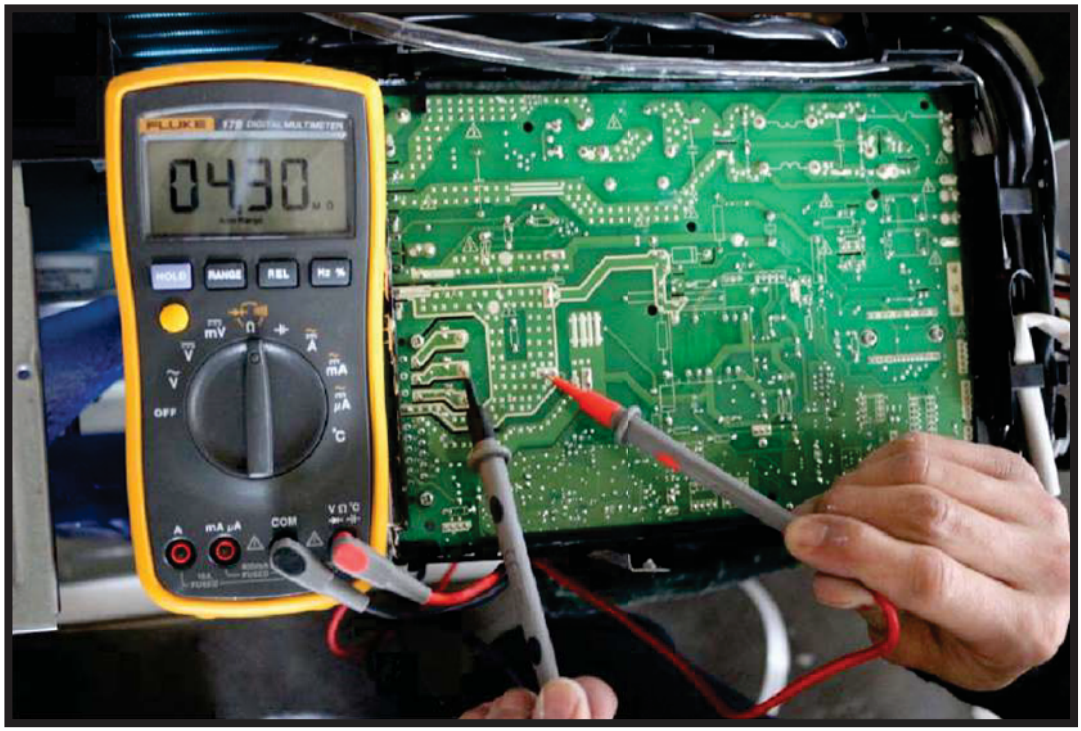
For 9K~24K:



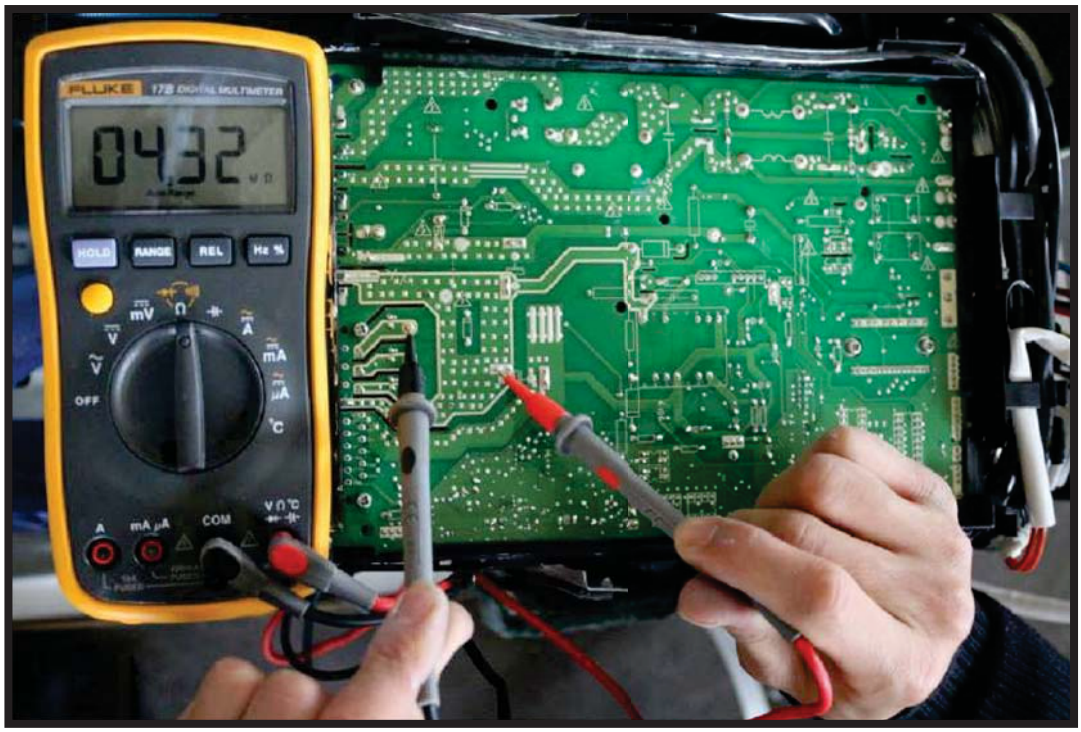
For example:



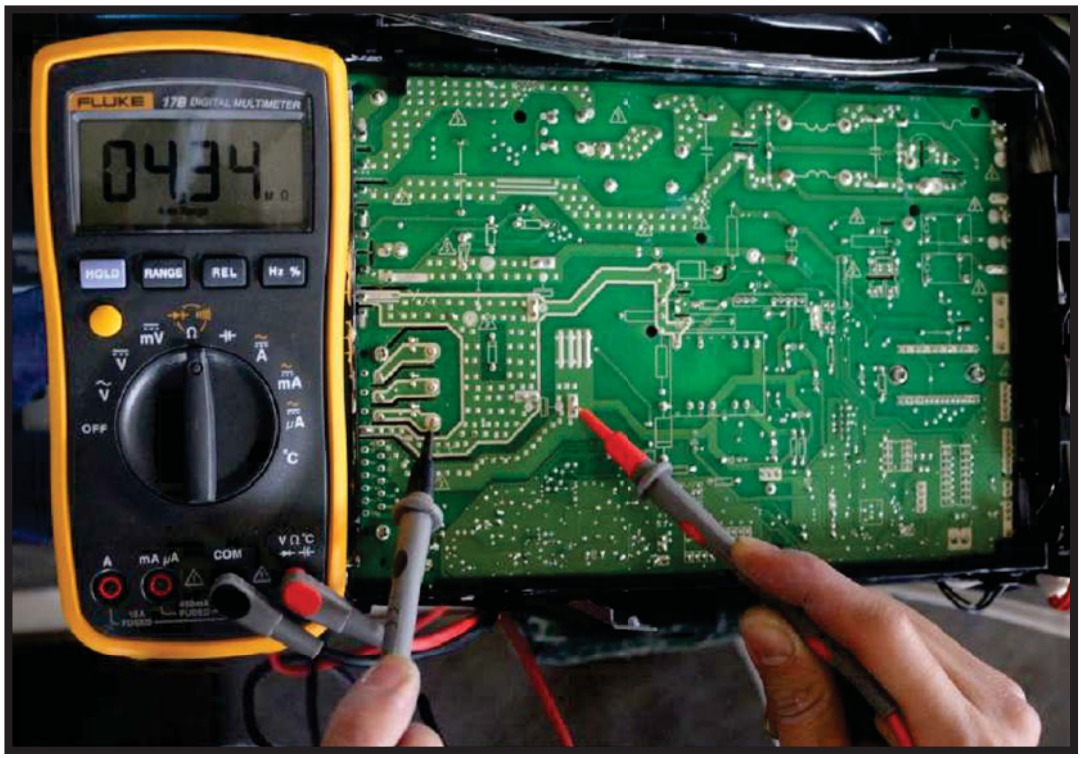
P-U



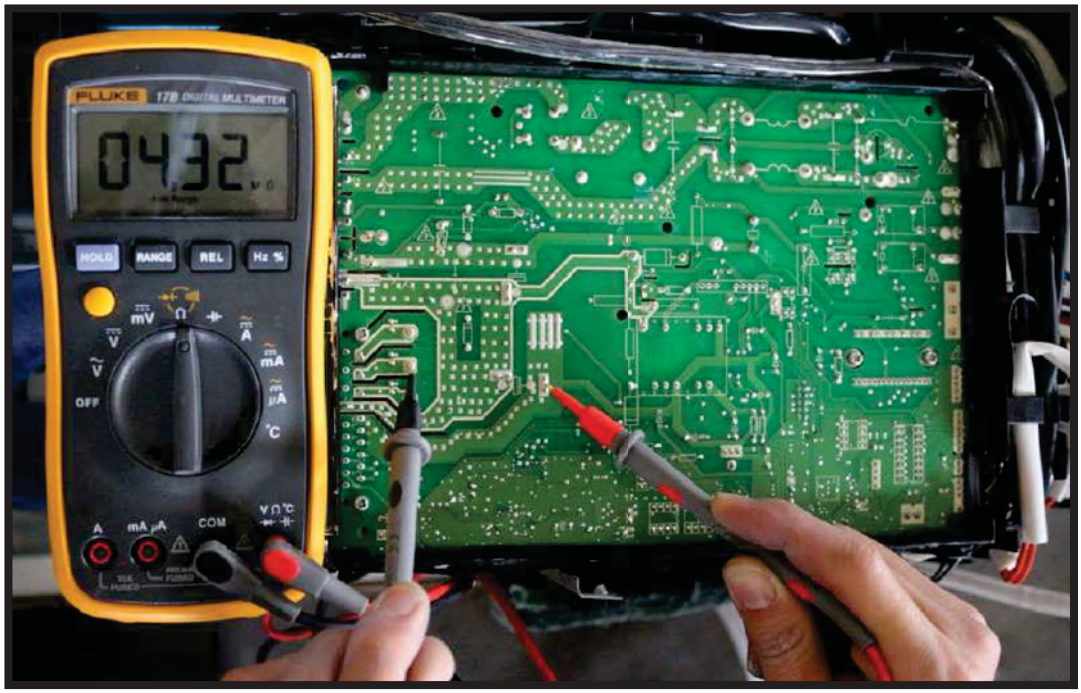
P-V


FLUKE 17B DIGITAL MULTIMETER
04.32
HOLD
RANGE
REL
Hz %
OFF
COM

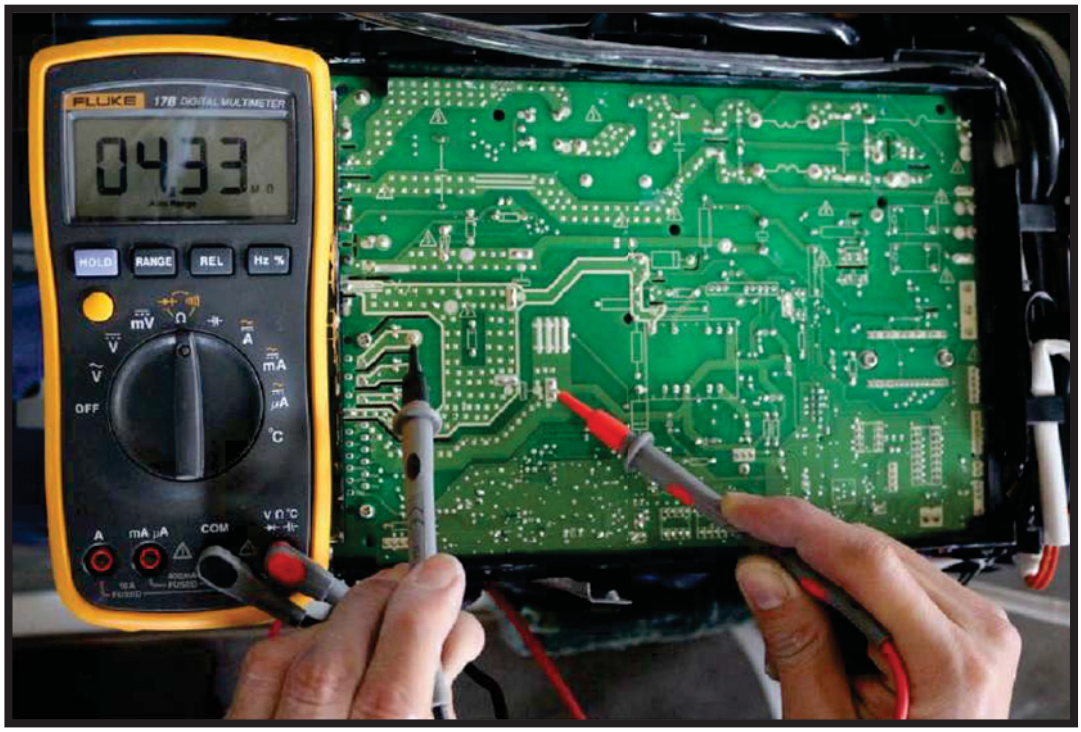
P-W


FLUKE 17B DIGITAL MULTIMETER
04.34
HOLD
RANGE
REL
Hz %
OFF
COM

N-U


FLUKE 17B DIGITAL MULTIMETER
0432
HOLD
RANGE
REL
Hz %
mV
Ω
A
V
mA
µA
OFF
°C
A
mA µA
COM
V Ω °C

N-V


FLUKE 17B DIGITAL MULTIMETER
0433
HOLD
RANGE
REL
Hz %
mV
Ω
A
V
mA
µA
OFF
°C
A
mA µA
COM
V Ω °C

N-W

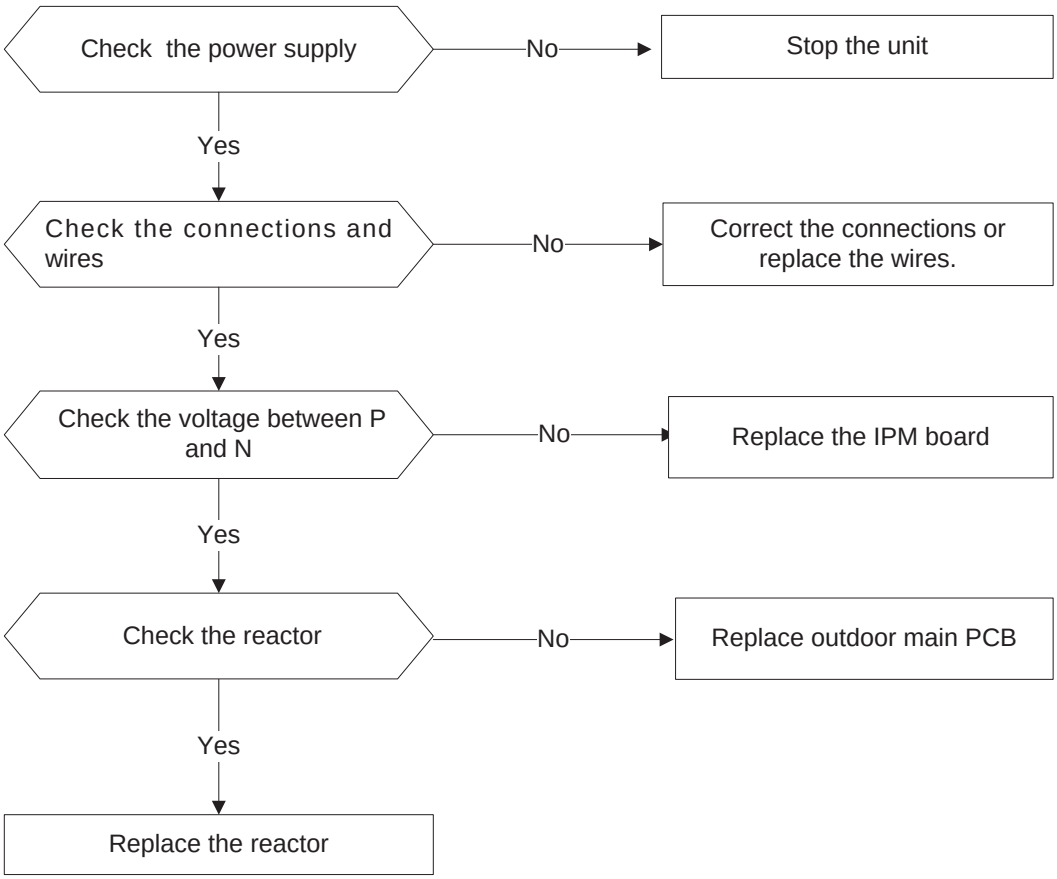
For 30K~36K:

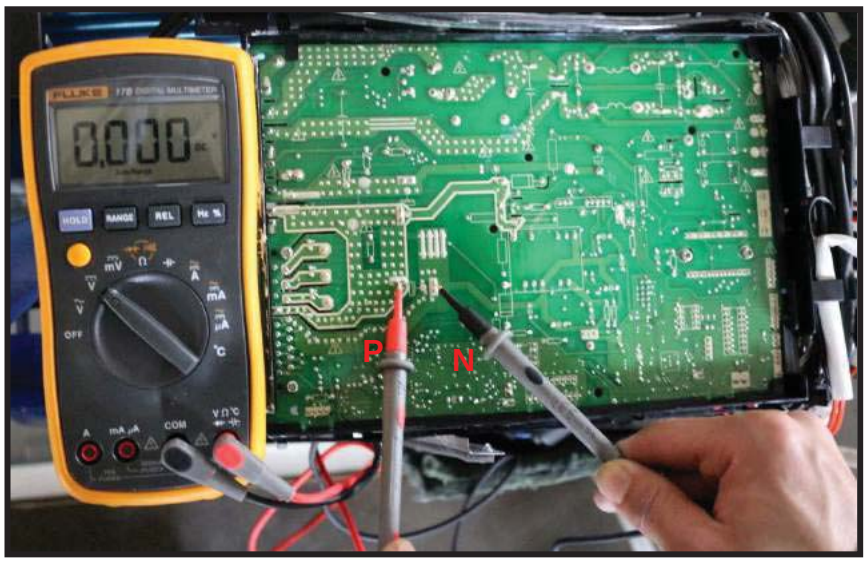
At first test the resistance between every two ports of U, V, W of IPM and P, N. If any result of them is 0 or close to 0, the IPM is defective. Otherwise, please follow the procedure below:

1.3.8 Over voltage or too low voltage protection diagnosis and solution(P1)

Error Code	P1
Malfunction decision conditions	An abnormal voltage rise or drop is detected by checking the specified voltage detection circuit.
Supposed causes	● Power supply problems. ● System leakage or block ● PCB faulty

Trouble shooting:



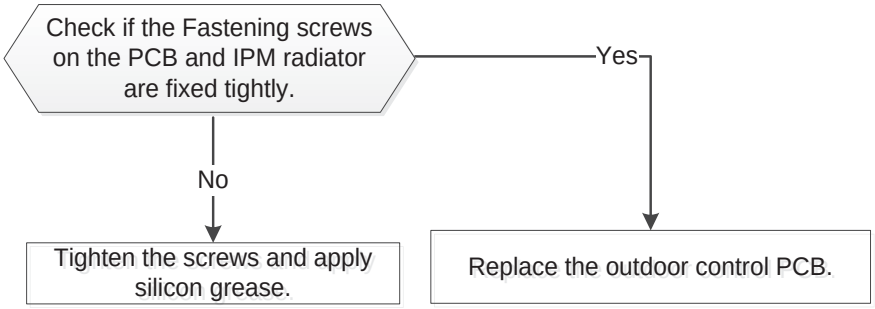


1.3.9 High temperature protection of IPM module or compressor top diagnosis and solution(P2)

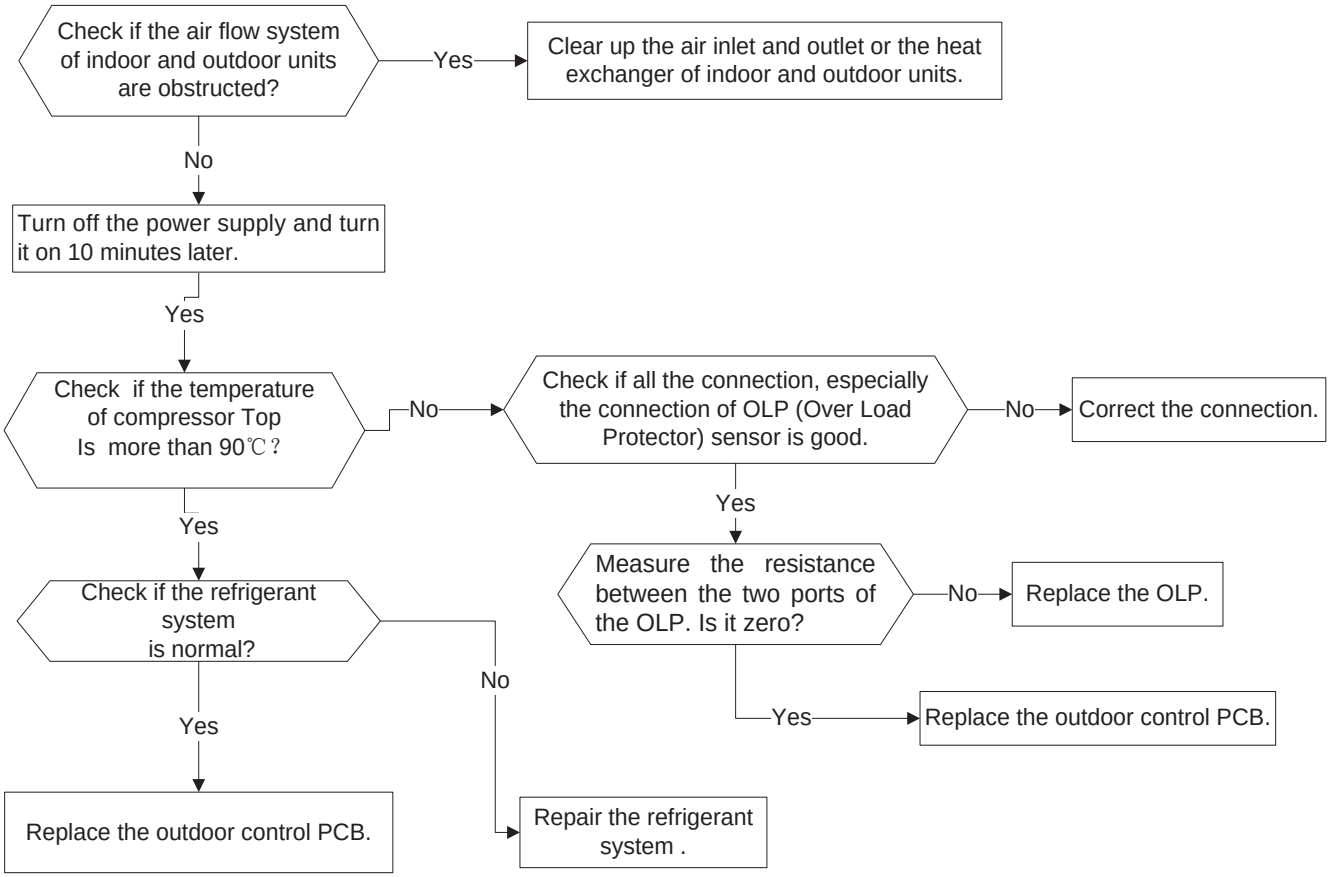
Error Code	**P2**
Malfunction decision conditions	**If the sampling voltage is not 5V, the LED will display the failure.**
Supposed causes	● **Installation mistake** ● **Power supply problems.** ● **System leakage or block** ● **PCB faulty**

Trouble shooting:

For 18K,24K,



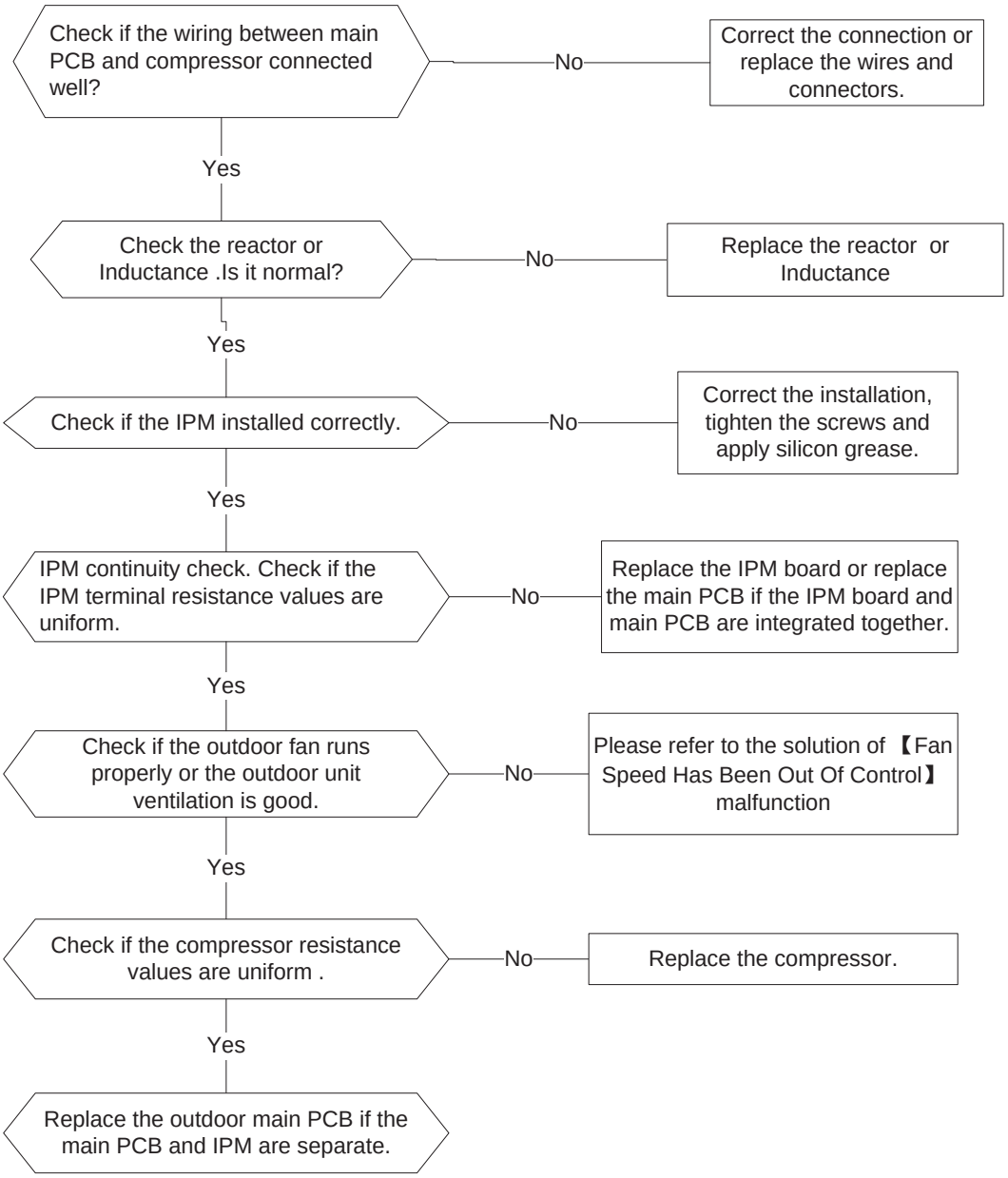
For other models,



1.3.10 Inverter compressor drive error diagnosis and solution(P4)

Error Code	P4
Malfunction decision conditions	An abnormal inverter compressor drive is detected by a special detection circuit, including communication signal detection, voltage detection, compressor rotation speed signal detection and so on.
Supposed causes	● Wiring mistake ● IPM malfunction ● Outdoor fan ass'y faulty ● Compressor malfunction ● Outdoor PCB faulty

Trouble shooting:
For 9K~24K:



IPM continuity check

Turn off the power, let the large capacity electrolytic capacitors discharge completely, and dismount the IPM. Use a digital tester to measure the resistance between P and UVWN; UVW and N.

Digital tester		Normal resistance value	Digital tester		Normal resistance value
(+)Red	(-)Black		(+)Red	(-)Black	
P	N	∞ (Several MΩ)	U	N	∞ (Several MΩ)
	U		V		
	V		W		
	W		(+)Red		

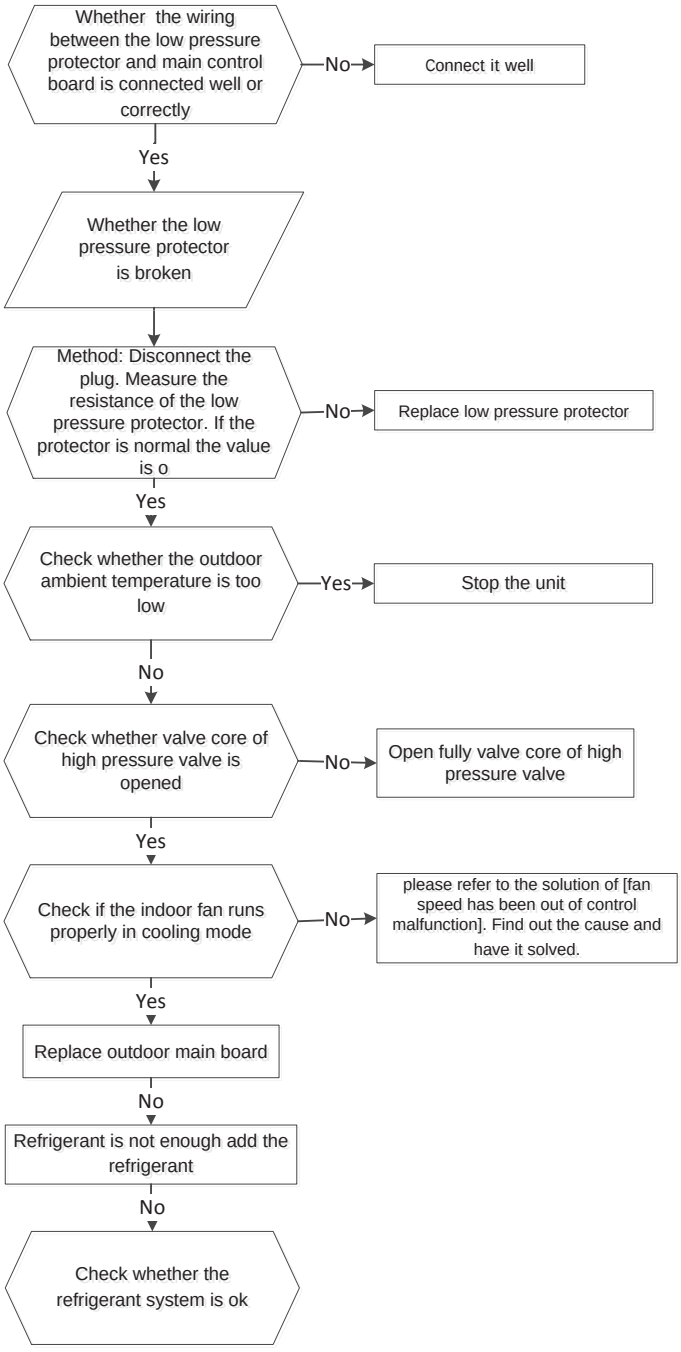
For 30K~36K:

At first test the resistance between every two ports of U, V, W of IPM and P, N. If any result of them is 0 or close to 0, the IPM is defective. Otherwise, please follow the procedure below:

1.3.11 Low pressure protection diagnosis and solution(P6)

Error Code	P6
Malfunction decision conditions	When the pressure of system reach a certain value, the low pressure protector will switch off. After the pressure resume to normal ,the protection code will disappear.
Supposed causes	● Wiring mistake ● Pressure protector faulty ● Fan motor faulty ● PCB faulty ● System problems.

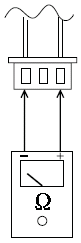
Trouble shooting:



Main parts check

1. Temperature sensor checking

Disconnect the temperature sensor from PCB, measure the resistance value with a tester.



Tester

Temperature sensors.
Room temp.(T1) sensor,
Indoor coil temp.(T2) sensor,
Outdoor coil temp.(T3) sensor,
Outdoor ambient temp.(T4) sensor,
Compressor discharge temp.(TP) sensor.
Measure the resistance value of each winding by using the multi-meter.

Appendix 1 Temperature Sensor Resistance Value Table for T1,T2,T3,T4 (°C--K)

°C	°F	**K Ohm**	°C	°F	**K Ohm**	°C	°F	**K Ohm**	°C	°F	**K Ohm**
-20	-4	115.266	20	68	12.6431	60	140	2.35774	100	212	0.62973
-19	-2	108.146	21	70	12.0561	61	142	2.27249	101	214	0.61148
-18	0	101.517	22	72	11.5	62	144	2.19073	102	216	0.59386
-17	1	96.3423	23	73	10.9731	63	145	2.11241	103	217	0.57683
-16	3	89.5865	24	75	10.4736	64	147	2.03732	104	219	0.56038
-15	5	84.219	25	77	10	65	149	1.96532	105	221	0.54448
-14	7	79.311	26	79	9.55074	66	151	1.89627	106	223	0.52912
-13	9	74.536	27	81	9.12445	67	153	1.83003	107	225	0.51426
-12	10	70.1698	28	82	8.71983	68	154	1.76647	108	226	0.49989
-11	12	66.0898	29	84	8.33566	69	156	1.70547	109	228	0.486
-10	14	62.2756	30	86	7.97078	70	158	1.64691	110	230	0.47256
-9	16	58.7079	31	88	7.62411	71	160	1.59068	111	232	0.45957
-8	18	56.3694	32	90	7.29464	72	162	1.53668	112	234	0.44699
-7	19	52.2438	33	91	6.98142	73	163	1.48481	113	235	0.43482
-6	21	49.3161	34	93	6.68355	74	165	1.43498	114	237	0.42304
-5	23	46.5725	35	95	6.40021	75	167	1.38703	115	239	0.41164
-4	25	44	36	97	6.13059	76	169	1.34105	116	241	0.4006
-3	27	41.5878	37	99	5.87359	77	171	1.29078	117	243	0.38991
-2	28	39.8239	38	100	5.62961	78	172	1.25423	118	244	0.37956
-1	30	37.1988	39	102	5.39689	79	174	1.2133	119	246	0.36954
0	32	35.2024	40	104	5.17519	80	176	1.17393	120	248	0.35982
1	34	33.3269	41	106	4.96392	81	178	1.13604	121	250	0.35042
2	36	31.5635	42	108	4.76253	82	180	1.09958	122	252	0.3413
3	37	29.9058	43	109	4.5705	83	181	1.06448	123	253	0.33246
4	39	28.3459	44	111	4.38736	84	183	1.03069	124	255	0.3239
5	41	26.8778	45	113	4.21263	85	185	0.99815	125	257	0.31559
6	43	25.4954	46	115	4.04589	86	187	0.96681	126	259	0.30754
7	45	24.1932	47	117	3.88673	87	189	0.93662	127	261	0.29974
8	46	22.5662	48	118	3.73476	88	190	0.90753	128	262	0.29216
9	48	21.8094	49	120	3.58962	89	192	0.8795	129	264	0.28482
10	50	20.7184	50	122	3.45097	90	194	0.85248	130	266	0.2777
11	52	19.6891	51	124	3.31847	91	196	0.82643	131	268	0.27078
12	54	18.7177	52	126	3.19183	92	198	0.80132	132	270	0.26408
13	55	17.8005	53	127	3.07075	93	199	0.77709	133	271	0.25757
14	57	16.9341	54	129	2.95896	94	201	0.75373	134	273	0.25125
15	59	16.1156	55	131	2.84421	95	203	0.73119	135	275	0.24512
16	61	15.3418	56	133	2.73823	96	205	0.70944	136	277	0.23916
17	63	14.6181	57	135	2.63682	97	207	0.68844	137	279	0.23338
18	64	13.918	58	136	2.53973	98	208	0.66818	138	280	0.22776
19	66	13.2631	59	138	2.44677	99	210	0.64862	139	282	0.22231

A**ppendix 2** Temperature Sensor Resistance Value Table for TP (°C --K)

°C	°F	**K Ohm**	°C	°F	**K Ohm**	°C	°F	**K Ohm**	°C	°F	**K Ohm**
-20	-4	542.7	20	68	68.66	60	140	13.59	100	212	3.702
-19	-2	511.9	21	70	65.62	61	142	13.11	101	214	3.595
-18	0	483	22	72	62.73	62	144	12.65	102	216	3.492
-17	1	455.9	23	73	59.98	63	145	12.21	103	217	3.392
-16	3	430.5	24	75	57.37	64	147	11.79	104	219	3.296
-15	5	406.7	25	77	54.89	65	149	11.38	105	221	3.203
-14	7	384.3	26	79	52.53	66	151	10.99	106	223	3.113
-13	9	363.3	27	81	50.28	67	153	10.61	107	225	3.025
-12	10	343.6	28	82	48.14	68	154	10.25	108	226	2.941
-11	12	325.1	29	84	46.11	69	156	9.902	109	228	2.86
-10	14	307.7	30	86	44.17	70	158	9.569	110	230	2.781
-9	16	291.3	31	88	42.33	71	160	9.248	111	232	2.704
-8	18	275.9	32	90	40.57	72	162	8.94	112	234	2.63
-7	19	261.4	33	91	38.89	73	163	8.643	113	235	2.559
-6	21	247.8	34	93	37.3	74	165	8.358	114	237	2.489
-5	23	234.9	35	95	35.78	75	167	8.084	115	239	2.422
-4	25	222.8	36	97	34.32	76	169	7.82	116	241	2.357
-3	27	211.4	37	99	32.94	77	171	7.566	117	243	2.294
-2	28	200.7	38	100	31.62	78	172	7.321	118	244	2.233
-1	30	190.5	39	102	30.36	79	174	7.086	119	246	2.174
0	32	180.9	40	104	29.15	80	176	6.859	120	248	2.117
1	34	171.9	41	106	28	81	178	6.641	121	250	2.061
2	36	163.3	42	108	26.9	82	180	6.43	122	252	2.007
3	37	155.2	43	109	25.86	83	181	6.228	123	253	1.955
4	39	147.6	44	111	24.85	84	183	6.033	124	255	1.905
5	41	140.4	45	113	23.89	85	185	5.844	125	257	1.856
6	43	133.5	46	115	22.89	86	187	5.663	126	259	1.808
7	45	127.1	47	117	22.1	87	189	5.488	127	261	1.762
8	46	121	48	118	21.26	88	190	5.32	128	262	1.717
9	48	115.2	49	120	20.46	89	192	5.157	129	264	1.674
10	50	109.8	50	122	19.69	90	194	5	130	266	1.632
11	52	104.6	51	124	18.96	91	196	4.849			
12	54	99.69	52	126	18.26	92	198	4.703			
13	55	95.05	53	127	17.58	93	199	4.562			
14	57	90.66	54	129	16.94	94	201	4.426			
15	59	86.49	55	131	16.32	95	203	4.294			
16	61	82.54	56	133	15.73	96	205	4.167			
17	63	78.79	57	135	15.16	97	207	4.045			
18	64	75.24	58	136	14.62	98	208	3.927			
19	66	71.86	59	138	14.09	99	210	3.812			

Appendix 3:

$$\Delta T(°F) = \frac{9\Delta T(°C)}{5}$$

°C	°F	°C	°F	°C	°F	°C	°F	°C	°F
-5	23	21	69.8	51	123.8	82	179.6	113	235.4
-4	24.8	22	71.6	52	125.6	83	181.4	114	237.2
-3	26.6	23	73.4	53	127.4	84	183.2	115	239
-2	28.4	24	75.2	54	129.2	85	185	116	240.8
-1	30.2	25	77	55	131	86	186.8	117	242.6
0	32	25.5	77.9	56	132.8	87	188.6	118	244.4
0.5	32.9	26	78.8	57	134.6	88	190.4	119	246.2
1	33.8	27	80.6	58	136.4	89	192.2	120	248
1.5	34.7	28	82.4	59	138.2	90	194	121	249.8
2	35.6	29	84.2	60	140	91	195.8	122	251.6
2.5	36.5	30	86	61	141.8	92	197.6	123	253.4
3	37.4	31	87.8	62	143.6	93	199.4	124	255.2
3.5	38.3	32	89.6	63	145.4	94	201.2	125	257
4	39.2	33	91.4	64	147.2	95	203	126	258.8
4.5	40.1	34	93.2	65	149	96	204.8	127	260.6
5	41	35	95	66	150.8	97	206.6	128	262.4
6	42.8	36	96.8	67	152.6	98	208.4	129	264.2
7	44.6	37	98.6	68	154.4	99	210.2	130	266
8	46.4	38	100.4	69	156.2	100	212	131	267.8
9	48.2	39	102.2	70	158	101	213.8	132	269.6
10	50	40	104	71	159.8	102	215.6	133	271.4
11	51.8	41	105.8	72	161.6	103	217.4	134	273.2
12	53.6	42	107.6	73	163.4	104	219.2	135	275
13	55.4	43	109.4	74	165.2	105	221	136	276.8
14	57.2	44	111.2	75	167	106	222.8	137	278.6
15	59	45	113	76	168.8	107	224.6	138	280.4
16	60.8	46	114.8	77	170.6	108	226.4	139	282.2
17	62.6	47	116.6	78	172.4	109	228.2	140	284
18	64.4	48	118.4	79	174.2	110	230	141	285.8
19	66.2	49	120.2	80	176	111	231.8	142	287.6
20	68	50	122	81	177.8	112	233.6	143	289.4

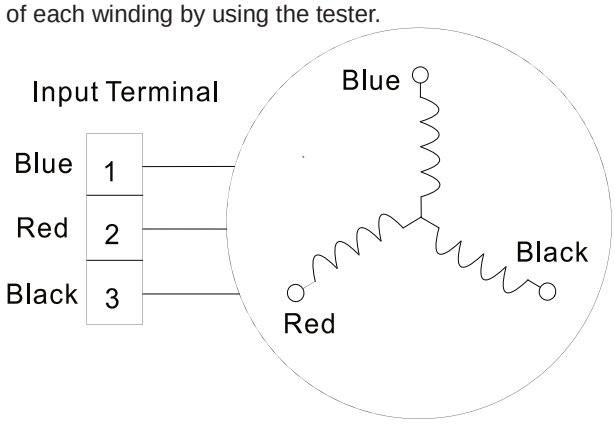
Appendix 4

1.

Normal voltage of P and N			
208-240V(1-phase,3-phase)			380-420V(3-phase)
In standby			
around 310VDC			around 530VDC
In operation			
With passive PFC module	With partial active PFC module	With fully active PFC module	/
>200VDC	>310VDC	>370VDC	>450VDC

2. Compressor checking

Measure the resistance value of each winding by using the tester.



Position	Resistance Value			
	ASN98D22UFZ	ASM135D23UFZ	ATF235D22UMT	ATF250D22UMT
Blue - Red	1.57 Ω	1.75 Ω	0.75 Ω	0.75 Ω
Blue - Black				
Red - Blue				

3. Fan Motor

Measure the resistance value of each winding by using the tester.

Model		YKT-32-6-202L	YKT-32-6-3L	YKT-48-6-206	YKT-63-6-200L
Brand		Tongde	Welling	Welling	Welling
Black – Red Main	Ω	86	213	152	88.5
Blue – Black AUX	Ω	64	156	142	138

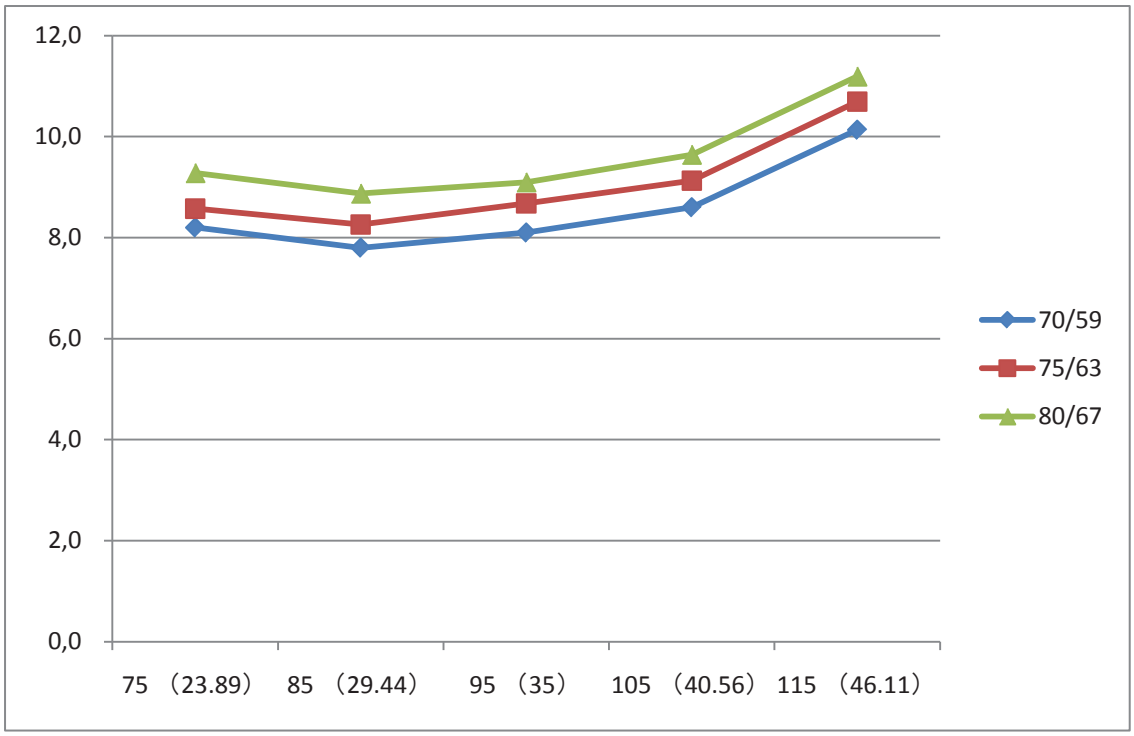
4. Pressure On Service Port

Cooling chart:

°F(°C)	ODT / IDT	75 (23.89)	85 (29.44)	95 (35)	105 (40.56)	115 (46.11)
BAR	70/59	8.2	7.8	8.1	8.6	10.1
BAR	75/63	8.6	8.3	8.7	9.1	10.7
BAR	80/67	9.3	8.9	9.1	9.6	11.2

°F(°C)	ODT / IDT	75 (23.89)	85 (29.44)	95 (35)	105 (40.56)	115 (46.11)
PSI	70/59	119	113	117	125	147
PSI	75/63	124	120	126	132	155
PSI	80/67	135	129	132	140	162

°F(°C)	ODT / IDT	75 (23.89)	85 (29.44)	95 (35)	105 (40.56)	115 (46.11)
MPA	70/59	0.82	0.78	0.81	0.86	1.01
MPA	75/63	0.86	0.83	0.87	0.91	1.07
MPA	80/67	0.93	0.89	0.91	0.96	1.12

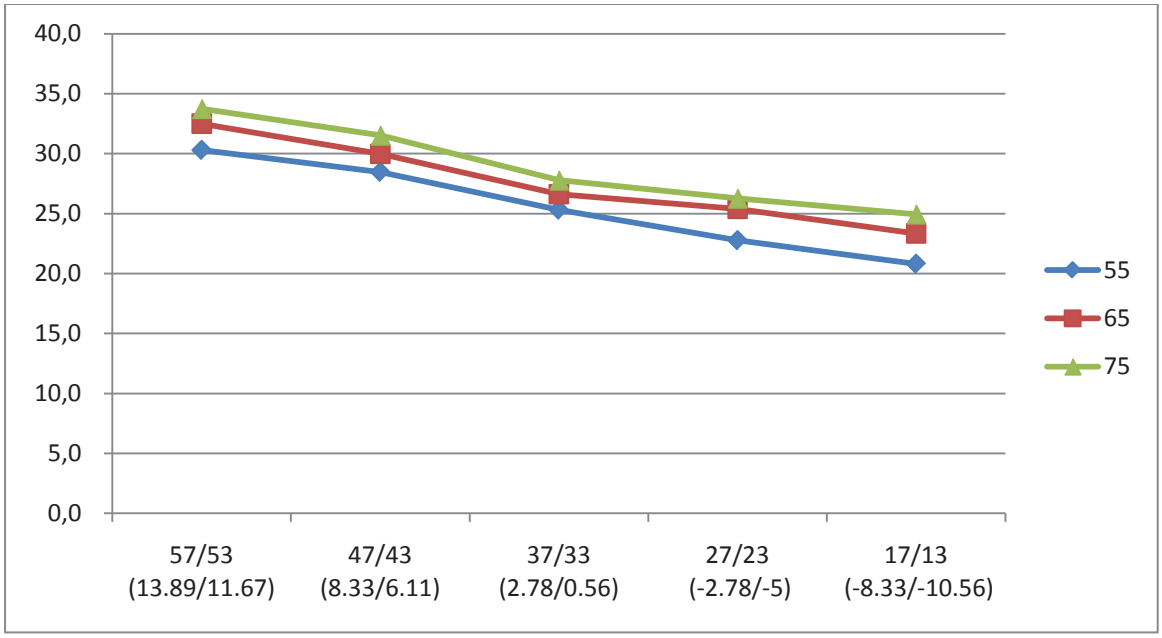


Heating Chart:

°F (°C)	ODT / IDT	57/53 (13.89/11.67)	47/43 (8.33/6.11)	37/33 (2.78/0.56)	27/23 (-2.78/-5)	17/13 (-8.33/-10.56)
BAR	55	30.3	28.5	25.3	22.8	20.8
BAR	65	32.5	30.0	26.6	25.4	23.3
BAR	75	33.8	31.5	27.8	26.3	24.9

°F (°C)	ODT / IDT	57/53 (13.89/11.67)	47/43 (8.33/6.11)	37/33 (2.78/0.56)	27/23 (-2.78/-5)	17/13 (-8.33/-10.56)
PSI	55	439	413	367	330	302
PSI	65	471	435	386	368	339
PSI	75	489	457	403	381	362

°F (°C)	ODT / IDT	57/53 (13.89/11.67)	47/43 (8.33/6.11)	37/33 (2.78/0.56)	27/23 (-2.78/-5)	17/13 (-8.33/-10.56)
MPA	55	3.03	2.85	2.53	2.28	2.08
MPA	65	3.25	3.00	2.66	2.54	2.33
MPA	75	3.38	3.15	2.78	2.63	2.49

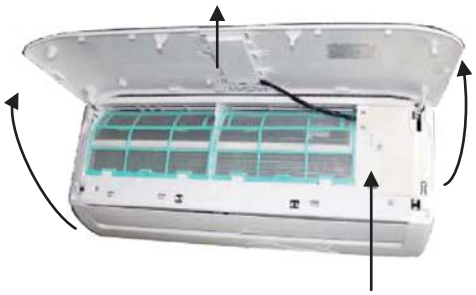
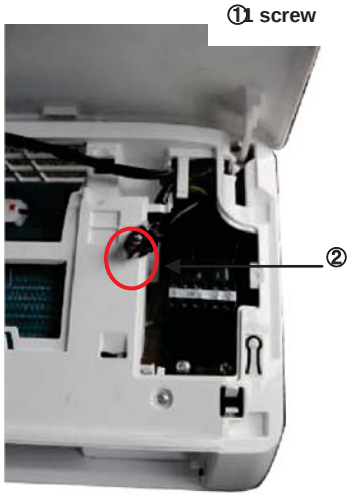


2. Disassembly Instructions

Note: This part is for reference, the photos may have slight difference with your machine.

2.1 Indoor unit

No.	Parts name	Procedures	Remarks

1	Front panel	How to remove the front panel. 1) Pull the below side of the panel toward you and remove screw of the cover. 2) Release the connector of the display ass'y. 3) Release the two clips and then remove the panel. 4) Remove the filter and the horizontal louver. 5) Remove the three screws and then remove the panel ass'y.	 ①1 screw  ②  ⑤

2	Electrical parts	How to remove the electrical parts. 1) Remove the front panel from procedure 1. 2) Pull out the room temp. sensor (T1). Remove the two screws for the ground connection. 3) Remove the fixing screw. 4) Pull out the coil temp. sensor. 5) From the side direction, open the electronic control box cover fixing by clips. Pull out the fan motor connector and swing motor connector. Then remove the electronic control box.