

WALL MOUNTED type INVERTER

2 . TROUBLE SHOOTING

2-1 ERROR DISPLAY

2-1-1 INDOOR UNIT AND WIRED REMOTE CONTROLLER DISPLAY

Please refer the flashing pattern as follows.

Indoor Unit : 09/12/14LZCA

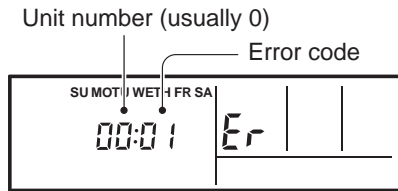
The OPERATION, TIMER and ECONOMY lamps operate as follows according to the error contents.

Error Contents	Indoor Unit Display			Wired Remote Controller Display	Trouble shooting
	OPERATION [I] (Green)	TIMER [⌚] (Orange)	ECONOMY [⌚] (Green)		
Serial Communication Error	1 times	1 times	Continuous	11	1
Wired Remote Controller Communication Error	1 times	2 times	Continuous	12	2
Indoor Unit Model Information Error EEPROM Access Abnormal	3 times	2 times	Continuous	32	3
Manual Auto Switch Error	3 times	5 times	Continuous	35	4
Indoor Room Thermistor Error	4 times	1 times	Continuous	41	5
Indoor Heat Ex.(Pipe) Thermistor Error	4 times	2 times	Continuous	42	6
Indoor Unit Fan Motor Error	5 times	1 times	Continuous	51	7
Outdoor Unit Main PCB Error	6 times	2 times	Continuous	62	8
PFC Circuit Error (9 / 12LZCAN) Active Filter Error (14LZCAN)	6 times	4 times	Continuous	64	9
IPM Error	6 times	5 times	Continuous	65	10
Discharge Thermistor Error	7 times	1 times	Continuous	71	11
Heat Ex. (Pipe) Thermistor Error	7 times	3 times	Continuous	73	12
Outdoor Thermistor Error	7 times	4 times	Continuous	74	13
Current Sensor Error	8 times	4 times	Continuous	84	14
Over Current Error	9 times	4 times	Continuous	94	15
Compressor Control Error	9 times	5 times	Continuous	95	16
Outdoor Unit Fan Motor Error	9 times	7 times	Continuous	97	17
4 Way Valve Error	9 times	9 times	Continuous	99	18
Discharge Temp. Error	10 times	1 times	Continuous	A1	19

2-1-2 WIRED REMOTE CONTROLLER DISPLAY (OPTION)

1. SELF - DIAGNOSIS

When " Er " in Temperature Display is displayed, inspection of the air conditioning system is necessary.
Please consult authorized service personnel.



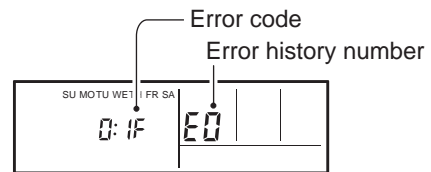
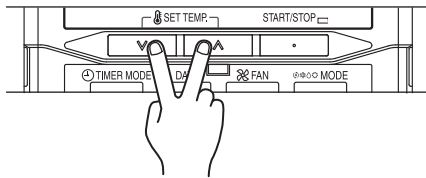
ex. Self-diagnosis check

2. ERROR CODE HISTORY DISPLAY

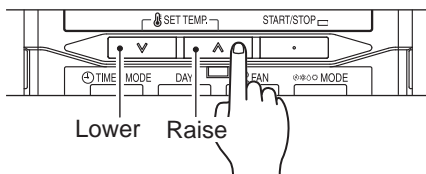
Up to 16 memorized error codes may be displayed for the indoor unit connected to the remote controller.

1. Stop the air conditioner operation.

2. Press the SET TEMPERATURE buttons , simultaneously for 3 seconds or more to start the self-diagnosis.



3. Press the SET TEMPERATURE button to select the error history number.



0 ↔ 1 ↔ 2 ↔ 3 ↔ 4 ↔ 5 ↔ 6 ↔ 7
F ↔ E ↔ d ↔ c ↔ b ↔ A ↔ 9 ↔ 8

4. Press the SET TEMPERATURE buttons , simultaneously for 3 seconds or more or there is no key input for 60 seconds to stop the display.

2-2 TROUBLE SHOOTING WITH ERROR CODE

Trouble shooting 1-1
OUTDOOR UNIT Error Method:
Serial Communication Error
(Serial Reverse Transfer Error)

Indicate or Display:
 Outdoor Unit : No indication
 Indoor Unit : Operation lamp: 1 time Flash, Timer lamp: 1 time Flash
 Economy lamp: Continuous flash.
ERROR CODE : [E : 11]

Detective Actuators:

Outdoor unit Main PCB
 Outdoor unit fan motor

Detective details:

When the indoor unit cannot receive the serial signal from Outdoor unit more than 2minutes after power ON, or the indoor unit cannot receive the serial signal more than 15seconds during normal operation.

Forecast of Cause:

1. Connection failure 2. External cause 3. Main PCB failure 4. Outdoor unit fan motor failure

Check Point 1-1 : Reset the power and operate

• Does Error indication show again?

NO

YES

Check Point 2 : Check Connection

• Check any loose or removed connection line of Indoor unit and Outdoor unit.
>> If there is an abnormal condition, correct it by referring to Installation Manual or Data & Technical Manual.

OK

Check Point 1-2 : Check external cause such as noise

• Check the complete insulation of the grounding.
 • Check if there is any equipment that causes harmonic wave near the power cable (Neon light bulb or any electronic equipment which causes harmonic wave).

Check Point 3 : Check the voltage of power supply

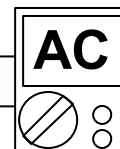
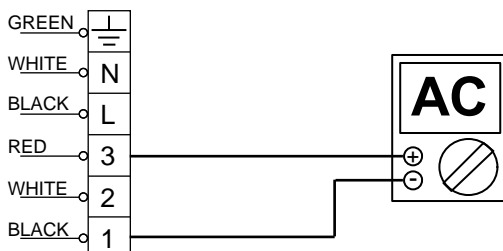
• Check the voltage of power supply
>> Check if AC207V (AC230V -10%) - 253V (AC230V +10%) appears at Outdoor Unit Terminal L - N.



OK

Check Point 4 : Check Serial Signal (Reverse Transfer Signal)

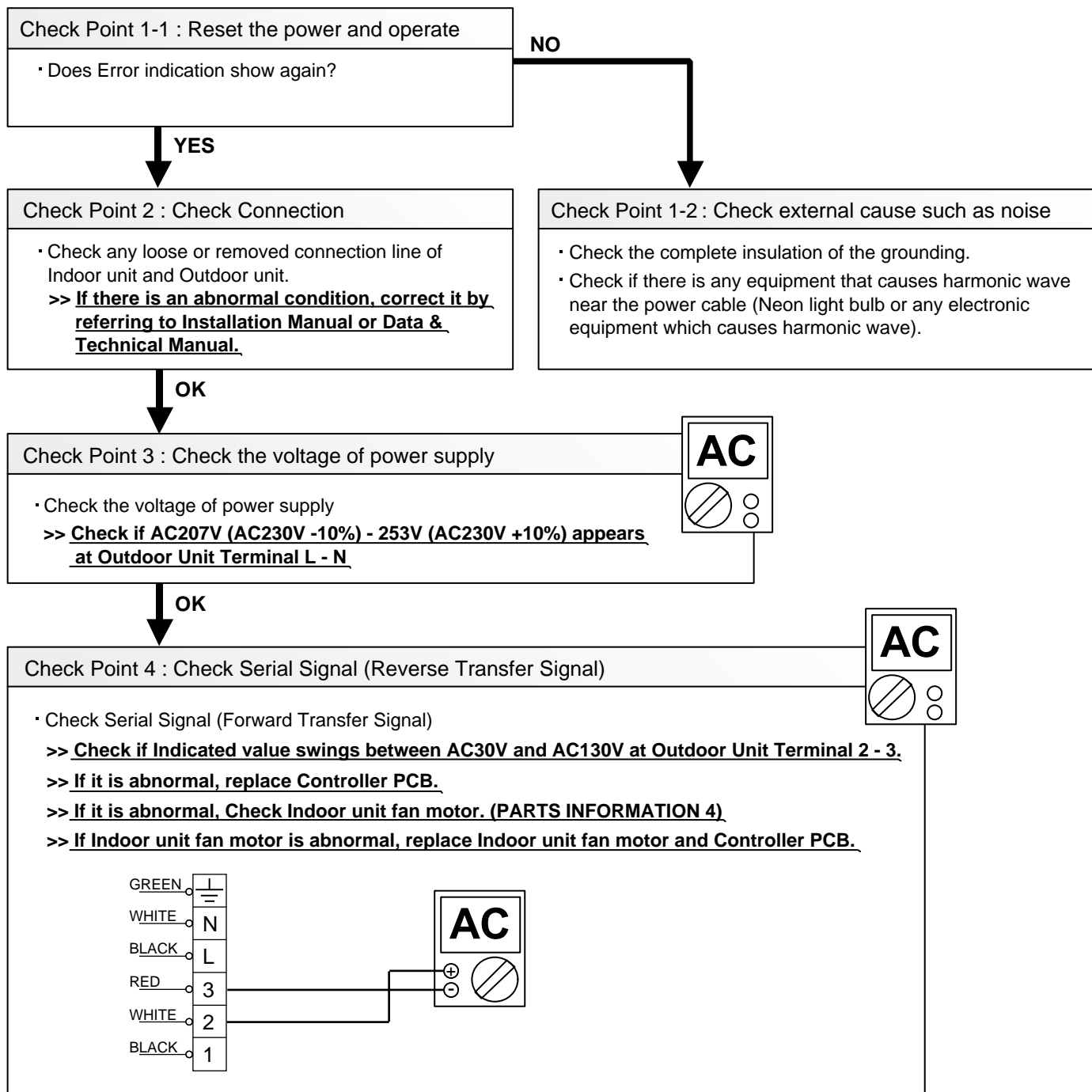
• Check Serial Signal (Reverse Transfer Signal)
>> Check if Indicated value swings between AC90V and AC270V at Outdoor Unit Terminal 1 - 3.
>> If it is abnormal, Check Outdoor unit fan motor. (PARTS INFORMATION 5)
>> If Outdoor fan motor is abnormal, replace Outdoor unit fan motor and Main PCB.
>> If Outdoor fan motor is normal, replace Main PCB.



Trouble shooting 1-2 INDOOR UNIT Error Method: Serial Communication Error (Serial Forward Transfer Error)	Indicate or Display: Outdoor Unit : No indication Indoor Unit : Operation lamp: 1 time Flash, Timer lamp: 1 time Flash Economy lamp: Continuous flash. ERROR CODE : [E : 11]
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Detective Actuators: Indoor unit Controller PCB Indoor unit Fan motor	Detective details: When the outdoor unit cannot receive the serial signal from Indoor unit more than 10seconds.
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Forecast of Cause: 1. Connection failure 2. External cause 3. Controller PCB failure 4. Indoor unit fan motor failure
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Trouble shooting 2 <u>INDOOR UNIT Error Method:</u> Wired Remote Controller Communication Error	<u>Indicate or Display:</u> Outdoor Unit : No indication Indoor Unit : Operation lamp: 1 time Flash, Timer lamp: 2 time Flash Economy lamp: Continuous flash. ERROR CODE : [E : 12]
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<u>Detective Actuators:</u> Indoor unit Controller PCB Wired remote control	<u>Detective details:</u> When the indoor unit cannot receive the signal from Wired Remote Control more than 1minute during normal operation.
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<u>Forecast of Cause:</u> 1. Terminal connection abnormal 2. Wired remote control failure 3. Controller PCB failure

Check Point 1 : Check the connection of terminal
<u>After turning off the power, check & correct the followings.</u> • Check the connection of terminal between remote control and Indoor unit, and check if there is a disconnection of the cable.

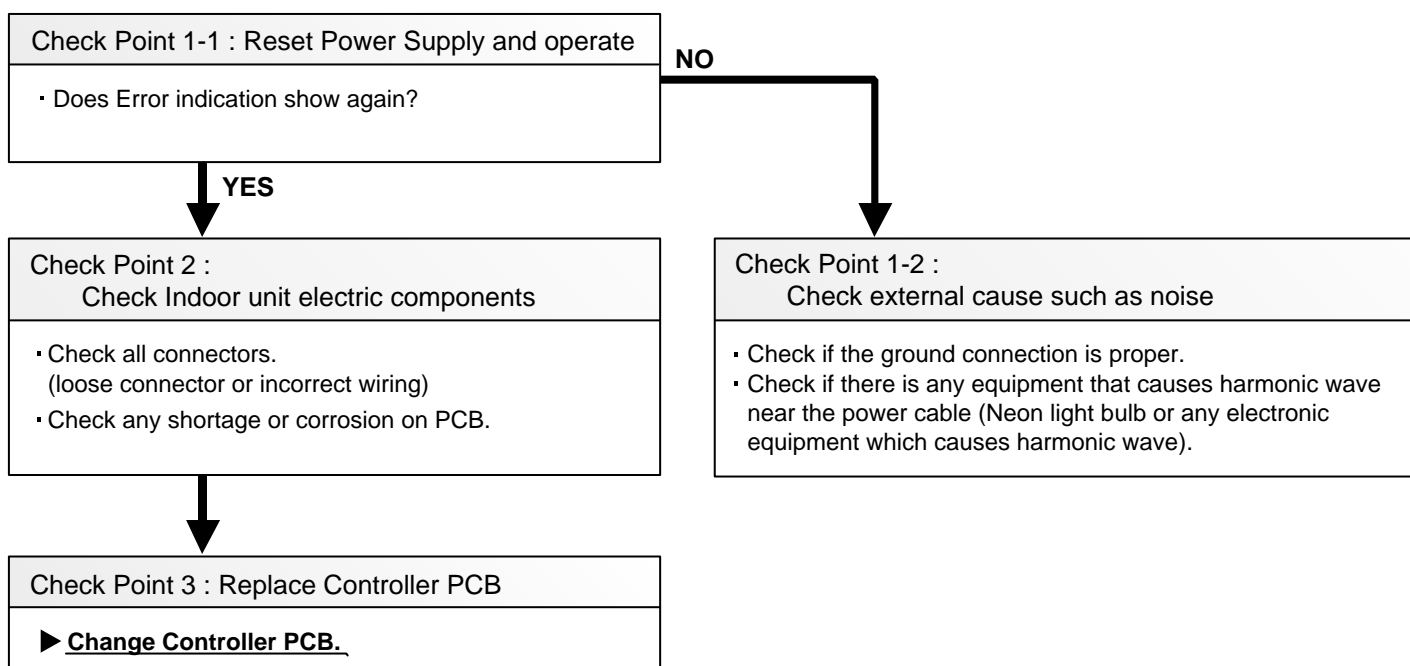


Check Point 2 : Check Remote Control and Controller PCB	
• Check Voltage at CN2 (terminal 1-3) of UTY-TWBXF (Communication kit). (Power supply to Remote Control) >> If it is DC 5V, Remote Control is failure. (Controller PCB is normal) >> Replace Remote Control >> If it is DC 0V, Controller PCB is failure. (Check Remote Control once again) >> Replace Controller PCB ► <u>Upon correcting the removed connector or miss-wiring, reset the power.</u>	

Trouble shooting 3 INDOOR UNIT Error Method: Indoor Unit Model Information Error EEPROM Access Abnormal	Indicate or Display: Outdoor Unit : No indication Indoor Unit : Operation lamp: 3 time Flash, Timer lamp: 2 time Flash Economy lamp: Continuous flash. ERROR CODE : [E : 32]
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Detective Actuators: Indoor unit Controller PCB	Detective details: When power is on and there is some below case. 1. When model information of EEPROM is incorrect. 2. When the access to EEPROM failed.
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Forecast of Cause: 1. External cause 2. Defective connection of electric components 3. Controller PCB failure



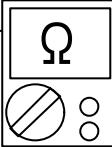
Note : EEPROM

EEPROM(Electronically Erasable and Programmable Read Only Memory) is a non-volatile memory which keeps memorized information even if power is turned off. It can change the contents electronically. To change the contents, it uses higher voltage than normal, and it can not change a partial contents. (Rewriting shall be done upon erasing the all contents.) There is a limit in a number of rewriting.

Trouble shooting 4 INDOOR UNIT Error Method: Manual Auto Switch Error	Indicate or Display: Outdoor Unit : No indication Indoor Unit : Operation lamp: 3 time Flash, Timer lamp: 5 time Flash Economy lamp: Continuous flash. ERROR CODE : [E : 35]
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Detective Actuators: Indoor unit Controller PCB Indicator PCB Manual auto switch	Detective details: When the Manual Auto Switch becomes ON for consecutive 60 or more seconds.
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Forecast of Cause : 1. Manual auto switch failure 2.Controller PCB and Indicator PCB failure

Check Point 1 : Check the Manual auto switch	
<ul style="list-style-type: none"> • Check if Manual auto switch is kept pressed. • Check ON/OFF switching operation by using a meter. <p>>>If Manual Auto Switch is disabled (on/off switching), replace it.</p>	



Check Point 2 : Replace Controller PCB
► If Check Point 1 do not improve the symptom, change Controller PCB and Indicator PCB.

Trouble shooting 7 <u>INDOOR UNIT Error Method:</u> Indoor Unit Fan Motor Error	<u>Indicate or Display:</u> Outdoor Unit : No indication Indoor Unit : Operation lamp: 5 time Flash, Timer lamp: 1 time Flash Economy lamp: Continuous flash. ERROR CODE : [E : 51]
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<u>Detective Actuators:</u> Indoor unit Controller PCB Indoor unit Fan motor	<u>Detective details:</u> When the condition that actual frequency of Indoor Fan is below 1/3 of target frequency is continued more than 56 seconds.
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<u>Forecast of Cause:</u> 1. Fan rotation failure 2. Fan motor winding open 3. Motor protection by surrounding temperature rise 4. Control PCB failure 5. Indoor unit fan motor failure

Check Point 1 : Check rotation of Fan
<ul style="list-style-type: none"> • Rotate the fan by hand when operation is off. (Check if fan is caught, dropped off or locked motor) >><u>If Fan or Bearing is abnormal, replace it.</u>



Check Point 2 : Check ambient temp. around motor
<ul style="list-style-type: none"> • Check excessively high temperature around the motor. (If there is any surrounding equipment that causes heat) >><u>Upon the temperature coming down, restart operation.</u>



Check Point 3 : Check Indoor unit fan motor
<ul style="list-style-type: none"> • Check Indoor unit fan motor. (PARTS INFORMATION 4) >><u>If Indoor unit fan motor is abnormal, replace Indoor unit fan motor.</u>

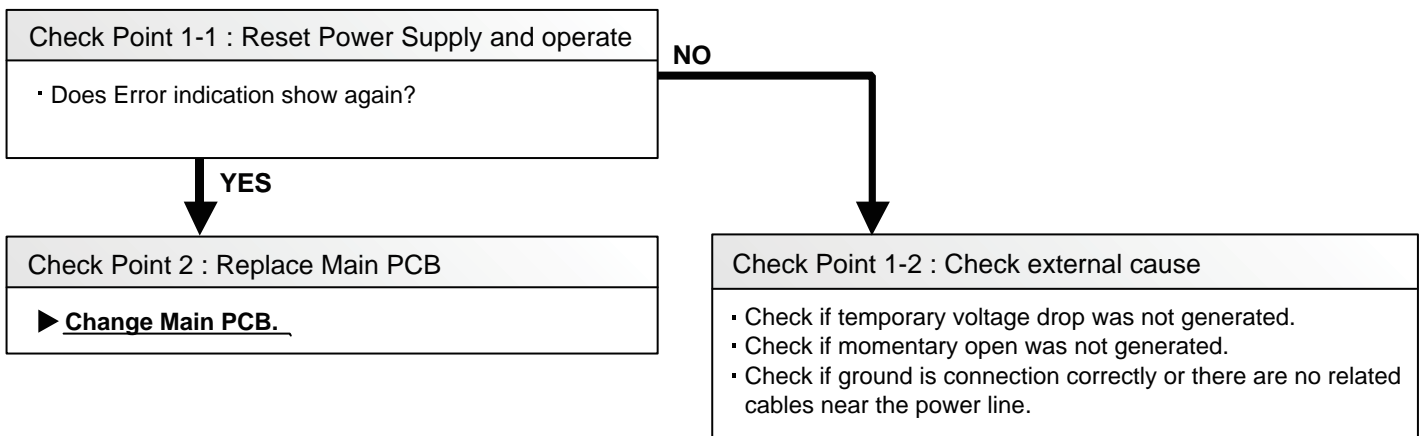


Check Point 4 : Replace Controller PCB
► <u>If Check Point 1- 3 do not improve the symptom, replace Controller PCB.</u>

Trouble shooting 8 <u>OUTDOOR UNIT Error Method:</u> Outdoor Unit Main PCB Error	<u>Indicate or Display:</u> Outdoor Unit : No indication Indoor Unit : Operation lamp: 6 time Flash, Timer lamp: 2 time Flash Economy lamp: Continuous flash. ERROR CODE : [E : 62]
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<u>Detective Actuators:</u> Outdoor unit Main PCB	<u>Detective details:</u> Access to EEPROM failed due to some cause after outdoor unit started.
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<u>Forecast of Cause:</u> 1. External cause (Noise, temporary open, voltage drop) 2. Main PCB failure
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For 09 / 12 LZCAN

Trouble shooting 9-1 <u>OUTDOOR UNIT Error Method:</u> PFC Circuit Error	<u>Indicate or Display:</u> Outdoor Unit : No indication Indoor Unit : Operation lamp: 6 time Flash, Timer lamp: 4 time Flash Economy lamp: Continuous flash. ERROR CODE : [E : 64]
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<u>Detective Actuators:</u> Outdoor unit Main PCB	<u>Detective details:</u> When inverter output DC voltage is higher than 415V for over 3 seconds, the compressor stops. If the same operation is repeated 5 times, the compressor stops permanently.
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<u>Forecast of Cause :</u> 1. External cause 2. Connector connection failure 3. Main PCB failure
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Check Point 1 : Check external cause at Indoor and Outdoor (Voltage drop or Noise)
<ul style="list-style-type: none"> Instant drop : Check if there is a large load electric apparatus in the same circuit. Momentary power failure : Check if there is a defective contact or leak current in the power supply circuit. Noise : Check if there is any equipment causing harmonic wave near electric line. (Neon bulb or electric equipment that may cause harmonic wave) Check the complete insulation of grounding.



Check Point 2 : Check connection of Connector
<ul style="list-style-type: none"> Check if connector is removed. Check erroneous connection. Check if cable is open. >>Upon correcting the removed connector or miss-wiring, reset the power.



Check Point 3 : Replace Main PCB
► If Check Point 1, 2 do not improve the symptom, change Main PCB.

For 14LZCAN

Trouble shooting 9-2 <u>OUTDOOR UNIT Error Method:</u> Active Filter Error	<u>Indicate or Display:</u> Outdoor Unit : No indication Indoor Unit : Operation lamp: 6 time Flash, Timer lamp: 4 time Flash Economy lamp: Continuous flash. ERROR CODE : [E : 64]
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<u>Detective Actuators:</u> Outdoor unit Main PCB Active filter module	<u>Detective details:</u> When inverter input DC voltage is higher than 425V or lower than 80V. When a momentary power cut off occurred on low voltage
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Forecast of Cause :

1. External cause 2. Connector connection failure 3. Main PCB failure 4. Active filter module failure

Check Point 1 : Check external cause at Indoor and Outdoor (Voltage drop or Noise)

- Instant drop : Check if there is a large load electric apparatus in the same circuit.
- Momentary power failure : Check if there is a defective contact or leak current in the power supply circuit.
- Noise : Check if there is any equipment causing harmonic wave near electric line. (Neon bulb or electric equipment that may cause harmonic wave)
Check the complete insulation of grounding.



Check Point 2 : Check connection of Connector

- Check if connector is removed.
 - Check erroneous connection.
 - Check if cable is open.
- >>Upon correcting the removed connector or miss-wiring, reset the power.**



Check Point 3 : Check Active filter module

- Check Active filter module. **(PARTS INFORMATION 6)**
- >>If Active filter module is abnormal, replace it.**



Check Point 4 : Replace Main PCB

- If Check Point 1 - 3 do not improve the symptom, change Main PCB.**

Trouble shooting 10 OUTDOOR UNIT Error Method: IPM Error	Indicate or Display: Outdoor Unit : No indication Indoor Unit : Operation lamp: 6 time Flash, Timer lamp: 5 time Flash Economy lamp: Continuous flash. ERROR CODE : [E : 65]
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Detective Actuators: Outdoor unit Main PCB Outdoor unit Transistor PCB (14LZCAN) Compressor	Detective details: ① When more than normal operating current to IPM in Main PCB flows, the compressor stops. ② After the compressor restarts, if the same operation is repeated within 40sec, the compressor stops again. ③ If ① and ② repeats 5 times, the compressor stops permanently.
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Forecast of Cause : 1. Defective connection of electric components 3. Outdoor Heat Exchanger clogged 5. Main PCB failure	2. Outdoor Fan Operation failure 4. Compressor failure 6. Transistor PCB failure (For 14LZCAN)
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Check Point 1 : Check connections of Outdoor Unit Electrical Components • Check if the terminal connection is loose. • Check if connector is removed. • Check erroneous connection. • Check if cable is open. >>Upon correcting the removed connector or miss-wiring, reset the power.



Check Point 2 : Check Outdoor Fan, Heat Exchanger • Is there anything obstructing the air distribution circuit? • Is there any clogging of Outdoor Heat Exchanger? • Is the Fan rotating by hand when operation is off ? >> If the Fan Motor is locked, replace it.



Check Point 3 : Check Outdoor Fan • Check Outdoor Fan Motor. (Refer to Trouble shooting 17) >> If the Fan Motor is failure, replace it.



Check Point 4 : Check Compressor • Check Compressor. (PARTS INFORMATION 2)
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Check Point 5 : Check Transistor PCB (For 14LZCAN) • Check Transistor PCB. (PARTS INFORMATION 7)

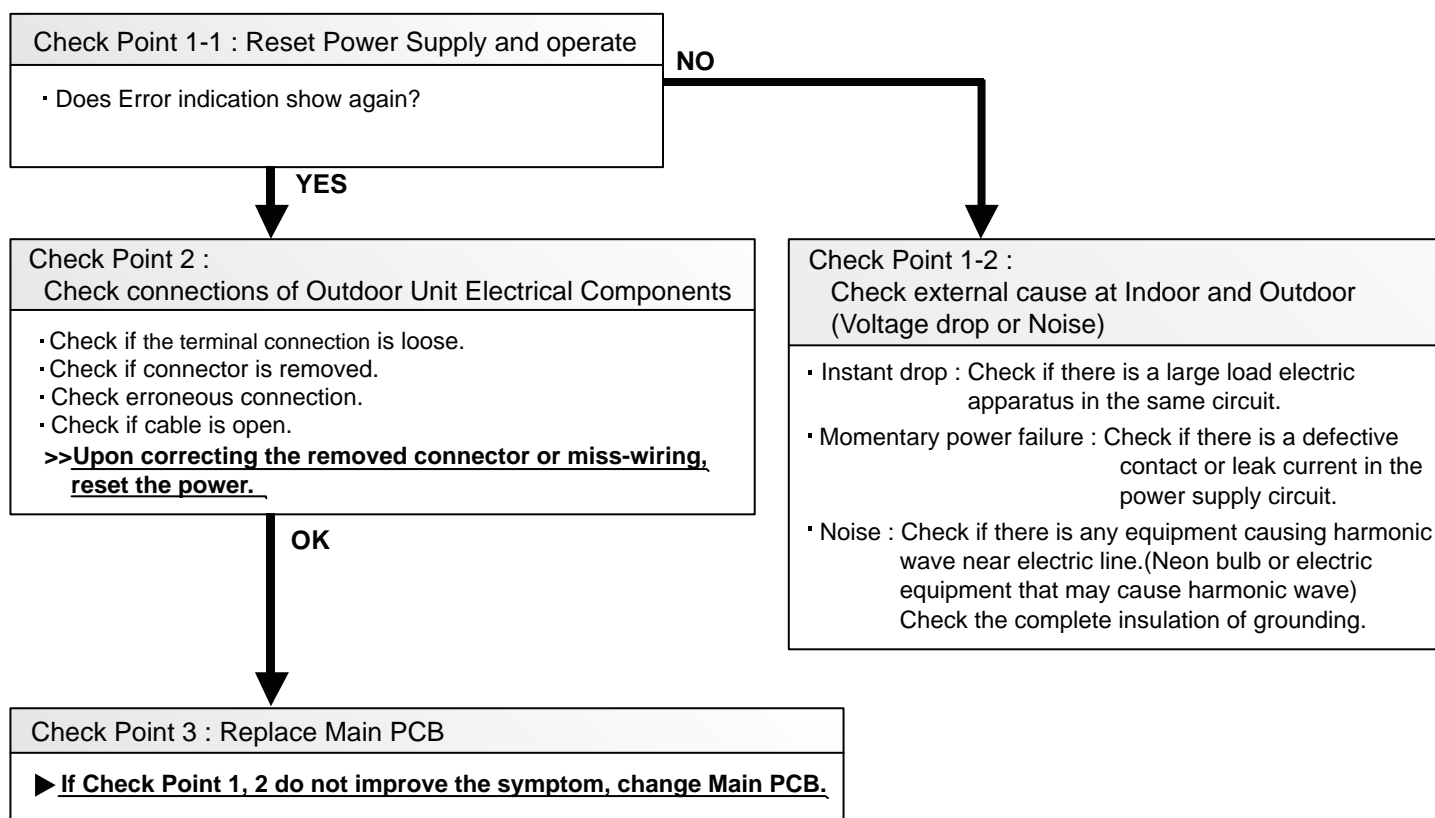


Check Point 6 : Replace Main PCB ► If Check Point 1~ 5 do not improve the symptom, change Main PCB.
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Trouble shooting 14 <u>OUTDOOR UNIT Error Method:</u> Current Sensor Error	<u>Indicate or Display:</u> Outdoor Unit : No indication Indoor Unit : Operation lamp: 8 time Flash, Timer lamp: 4 time Flash Economy lamp: Continuous flash. ERROR CODE : [E : 84]
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<u>Detective Actuators:</u> Outdoor unit Main PCB	<u>Detective details:</u> When Input Current Sensor has detected 0A, while Inverter Compressor is operating at higher than 56rps, after 1minute upon starting the Compressor. (Except during the defrost operation)
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<u>Forecast of Cause :</u> 1. Defective connection of electric components 2. External cause 3. Main PCB failure



Trouble shooting 15 <u>OUTDOOR UNIT Error Method:</u> Trip Detection	<u>Indicate or Display:</u> Outdoor Unit : No indication Indoor Unit : Operation lamp: 9 time Flash, Timer lamp: 4 time Flash Economy lamp: Continuous flash. ERROR CODE : [E : 94]
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<u>Detective Actuators:</u> Outdoor unit Main PCB Compressor	<u>Detective details:</u> ▪ "Protection stop by overcurrent generation after inverter compressor start processing completed" generated consecutively 10 times. * The number of generations is reset if the start-up of the compressor succeeds.
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<u>Forecast of Cause :</u>	1. Outdoor unit fan operation defective, foreign matter on hear exchanger, excessive rise of ambient temperature 2. Main PCB failure 3. Compressor failure (lock, winding short)
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Check Point 1 : Check the outdoor unit fan operation, heat exchanger, ambient temperature
<ul style="list-style-type: none"> • No obstructions in air passages? • Heat exchange fins clogged • Outdoor unit fan motor check • Ambient temperature not raised by the effect of other heat sources? • Discharged air not sucked in?

↓
OK

Check Point 2 : Replace Main PCB
▶ <u>If Check Point 1 do not improve the symptom, change Main PCB.</u>

↓
OK

Check Point 3 : Replace Compressor
▶ <u>If Check Point 2 do not improve the symptom, change Compressor.</u>

Trouble shooting 16 OUTDOOR UNIT Error Method: Compressor Motor Control Error	<u>Indicate or Display:</u> Outdoor Unit : No indication Indoor Unit : Operation lamp: 9 time Flash, Timer lamp: 5 time Flash Economy lamp: Continuous flash. ERROR CODE : [E : 95]
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<u>Detective Actuators:</u> Outdoor unit Main PCB Compressor	<u>Detective details:</u> ① If the detected rotor location is out of phase with actual rotor location more than 90°, the compressor stops. After the compressor restarts, if the same operation is repeated ② within 40sec, the compressor stops again. ③ If ① and ② repeats 5 times, the compressor stops permanently.
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<u>Forecast of Cause :</u> 1. Defective connection of electric components 2. Main PCB failure 3. Compressor failure

Check Point 1 : Check Noise from Compressor
• Turn on Power and check operation noise. ▶ <u>If an abnormal noise show, replace Compressor.</u>



Check Point 2 : Check connection of around the Compressor components
For Compressor Terminal, Main PCB • Check if connector is removed. • Check erroneous connection. • Check if cable is open. (Refer to PARTS INFORMATION 2) >> <u>Upon correcting the removed connector or miss-wiring, reset the power.</u>



Check Point 3 : Replace Main PCB
▶ <u>If Check Point 1,2 do not improve the symptom, change Main PCB.</u>



Check Point 4 : Replace Compressor
▶ <u>If Check Point 3 do not improve the symptom, change Compressor.</u>

Trouble shooting 17 <u>OUTDOOR UNIT Error Method:</u> Outdoor Unit Fan Motor Error	<u>Indicate or Display:</u> Outdoor Unit : No indication Indoor Unit : Operation lamp: 9 time Flash, Timer lamp: 7 time Flash Economy lamp: Continuous flash. ERROR CODE : [E : 97]
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<u>Detective Actuators:</u> Outdoor unit Main PCB Outdoor unit Fan motor	<u>Detective details:</u> ① When outdoor fan rotation speed is less than 100rpm in 20 seconds after fan motor starts, fan motor stops. ② After fan motor restarts, if the same operation within 60sec is repeated 3 times in a row, compressor and fan motor stops. ③ If ① and ② repeats 5 times in a row, compressor and fan motor stops permanently.
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<u>Forecast of Cause:</u> 1. Fan rotation failure 2. Motor protection by surrounding temperature rise 3. Main PCB failure 4. Outdoor unit fan motor
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Check Point 1 : Check rotation of Fan
• Rotate the fan by hand when operation is off. (Check if fan is caught, dropped off or locked motor) >><u>If Fan or Bearing is abnormal, replace it.</u>



Check Point 2 : Check ambient temp. around motor
• Check excessively high temperature around the motor. (If there is any surrounding equipment that causes heat) >><u>Upon the temperature coming down, restart operation.</u>



Check Point 3 : Check Outdoor unit fan motor
• Check Outdoor unit fan motor. (PARTS INFORMATION 5) >><u>If Outdoor unit fan motor is abnormal, replace Outdoor unit fan motor.</u>



Check Point 4 : Check Output Voltage of Main PCB	<div style="border: 1px solid black; padding: 5px; text-align: center;"> DC </div>						
• Check outdoor unit circuit diagram and the voltage. (Measure at Main PCB side connector)							
	<table border="1"> <thead> <tr> <th>Read wire</th><th>DC voltage</th></tr> </thead> <tbody> <tr> <td>Red - Black (Vm)</td><td>240 - 400V</td></tr> <tr> <td>White - Black (Vcc)</td><td>13.5 - 16.5V</td></tr> </tbody> </table>	Read wire	DC voltage	Red - Black (Vm)	240 - 400V	White - Black (Vcc)	13.5 - 16.5V
Read wire	DC voltage						
Red - Black (Vm)	240 - 400V						
White - Black (Vcc)	13.5 - 16.5V						
► <u>If the voltage is not correct, replace Main PCB.</u>							

Trouble shooting 18 <u>OUTDOOR UNIT Error Method:</u> 4-Way Valve Error	<u>Indicate or Display:</u> Outdoor Unit : No indication Indoor Unit : Operation lamp: 9 time Flash, Timer lamp: 9 time Flash Economy lamp: Continuous flash. ERROR CODE : [E : 99]
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<u>Detective Actuators:</u> Indoor unit Controller PCB Heat Ex. temperature thermistor Room temperature thermistor 4-way valve Main PCB	<u>Detective details:</u> When the indoor heat exchanger temperature is compared with the room temperature, and either following condition is detected continuously two times, the compressor stops. <ul style="list-style-type: none"> • Cooling or Dry operation [Indoor heat exchanger temp.] - [Room temp.] > 10°C • Heating operation [Indoor heat exchanger temp.] - [room temp.] < - 10°C If the same operation is repeated 5 times, the compressor stops permanently.
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<u>Forecast of Cause :</u> 1. Connector connection failure 2. Thermistor failure 3. Coil failure 4. 4-way valve failure 5. Main PCB failure 6. Controller PCB failure
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Check Point 1 : Check connection of Connector
<ul style="list-style-type: none"> • Check if connector is removed. • Check erroneous connection. • Check if thermistor cable is open. >> <u>Upon correcting the removed connector or mis-wiring, reset the power.</u>




Check Point 2 : Check each thermistor
<ul style="list-style-type: none"> • Isn't it fallen off the holder? • Is there a cable pinched? >> <u>Check characteristics of thermistor (Refer to Trouble shooting 5, 6),</u> <u>If defective, replace the thermistor</u>



Check Point 3 : Check the solenoid coil and 4-way valve
<p>[Solenoid coil]</p> <ul style="list-style-type: none"> • Remove CN30 (For 9/12LZCAN) and CN500 (For 14LZCAN) from PCB and check the resistance value of coil. Resistance value is 1.88kΩ ~ 2.29kΩ at 20°C. >> <u>If it is Open or abnormal resistance value, replace Solenoid Coil.</u> <p>[4-way valve]</p> <ul style="list-style-type: none"> • Check each piping temperature, and the location of the valve by the temperature difference. >> <u>If the value location is not proper, replace 4-way valve.</u>



Check Point 4 : Check the voltage of 4-way valve	
<ul style="list-style-type: none"> • Check the voltage CN30 (For 09/12LZCAN) or CN500 (For 14LZCAN) of Main PCB. Check if AC207V (AC230V -10%) - 253V (AC230V +10%) appears at CN 30 or CN500 of Main PCB. <p>[Heating operation]</p> >> <u>If it is not voltage, Replace Main PCB.</u> <p>[Cooling operation]</p> >> <u>If it is voltage, Replace Main PCB.</u>	



Check Point 5 : Replace Controller PCB
▶ <u>If Check Point 1- 4 do not improve the symptom, replace Controller PCB.</u>

Trouble shooting 19 OUTDOOR UNIT Error Method: Discharge Temperature Error	Indicate or Display: Outdoor Unit : No indication Indoor Unit : Operation lamp: 10 time Flash, Timer lamp: 1 time Flash Economy lamp: Continuous flash. ERROR CODE : [E : A1]
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Detective Actuators: Outdoor unit Main PCB Discharge temperature thermistor	Detective details: <ul style="list-style-type: none"> "Protection stop by "discharge temperature $\geq 110^{\circ}\text{C}$ during compressor operation"" generated 2 times within 24 hours.
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Forecast of Cause :	1. 3-way valve not opened 2. EEV defective, strainer clogged 3. Outdoor unit operation failure, foreign matter on heat exchanger 4. Discharge temperature thermistor failure 5. Insufficient refrigerant 6. Main PCB failure
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<Cooling operation>

Check Point 1 : Check if 3-way valve(gas side) is open.
<ul style="list-style-type: none"> If the 3-way valve(gas side) was closed, open the 3-way valve(gas side) and check operation.

OK

Check Point 2 : Check the EEV, strainer
<ul style="list-style-type: none"> EEV open? Strainer clogging check (before and after EEV, ACM oil return) Refer to "Service Parts Information 3".

OK

Check Point 3 : Check the outdoor unit fan,heat exchanger
<ul style="list-style-type: none"> Check for foreign object at heat exchanger Check if fan can be rotated by hand. Motor check (PARTS INFORMATION 5)

OK

Check Point 4 : Check the discharge thermistor
<ul style="list-style-type: none"> Discharger thermistor characteristics check. (Check by disconnecting thermistor from PCB.) * For the characteristics of the thermistor, refer to the "Trouble shooting 11".

OK

Check Point 5 : Check the refrigerant amount
<ul style="list-style-type: none"> Leak check

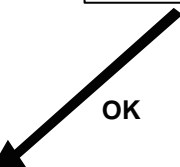
<Heating operation>

Check Point 1 : Check if 3-way valve(liquid side) is open.
<ul style="list-style-type: none"> If the 3-way valve(liquid side) was closed, open the 3-way valve(liquid side) and check operation.

OK

Check Point 2 : Check the EEV, strainer
<ul style="list-style-type: none"> EEV open? Strainer clogging check (before and after EEV, ACM oil return) Refer to "Service Parts Information 3".

OK



OK

2-3 TROUBLE SHOOTING WITH NO ERROR CODE

Trouble shooting 20

Indoor Unit - No Power

Forecast of Cause:

1. Power supply failure
2. External cause
3. Electrical components defective

Check Point 1 : Check Installation Condition

- Isn't the breaker down?
- Check loose or removed connection cable.
- >> **If abnormal condition is found, correct it by referring to Installation Manual or Data & Technical Manual.**

↓ OK

Check Point 2 : Check external cause at Indoor and Outdoor (Voltage drop or Noise)

- Instant drop ----- Check if there is a large load electric apparatus in the same circuit.
- Momentary power failure ----- Check if there is a defective contact or leak current in the power supply circuit.
- Noise ----- Check if there is any equipment causing harmonic wave near electric line.
(Neon bulb or electric equipment that may cause harmonic wave)
Check the complete insulation of grounding.

↓ OK

Check Point 3 : Check Electrical Components



- Check the voltage of power supply.
- >> **Check if AC187 - 253V appears at Outdoor Unit Terminal L - N.**

↓ YES

- Check Fuse in Main PCB.
- >> **If Fuse is open, check if the wiring between Terminal and Main PCB is loose, and replace Fuse.**
- Check Varistor in Main PCB.
- >> **If Varistor is defective, there is a possibility of an abnormal power supply. Check the correct power supply and replace Varistor. Upon checking the normal power supply, replace Varistor.**

Trouble shooting 21

Outdoor Unit - No Power

Forecast of Cause:

1. Power supply failure
2. External cause
3. Electrical Components defective

Check Point 1 : Check Installation Condition

- Isn't the breaker down?
 - Check loose or removed connection cable.
- >> If abnormal condition is found, correct it by referring to Installation Manual or Data & Technical Manual.**

OK

Check Point 2 : Check external cause at Indoor and Outdoor (Voltage drop or Noise)

- Instant drop ----- Check if there is a large load electric apparatus in the same circuit.
- Momentary power failure ----- Check if there is a defective contact or leak current in the power supply circuit.
- Noise ----- Check if there is any equipment causing harmonic wave near electric line.
(Neon bulb or electric equipment that may cause harmonic wave)
Check the complete insulation of grounding.

OK

Check Point 3 : Check Electrical Components



- Check the voltage of power supply.
- >> Check if AC187 - 253V appears at Outdoor Unit Terminal L - N.**

YES

- Check Fuse in Main PCB.
>> If Fuse is open, check if the wiring between Terminal and Main PCB is loose, and replace Fuse.
- Check Varistor in Main PCB.
>> If Varistor is defective, there is a possibility of an abnormal power supply. Check the correct power supply and replace Varistor. Upon checking the normal power supply, replace Varistor.

OK

► **If the symptom does not change by above Check 3, replace Main PCB.**

Trouble shooting 22

No Operation (Power is ON)

Forecast of Cause:

1. Setting/ Connection failure
2. External cause
3. Electrical component defective

Check Point 1 : Check indoor and outdoor installation condition

- Indoor Unit - Check incorrect wiring between Indoor Unit - Remote Control.
Or, check if there is an open cable connection.
- Are these Indoor Unit, Outdoor Unit, and Remote Control suitable model numbers to connect?
>> If there is some abnormal condition, correct it by referring to Installation manual and Data & Technical Manual.

OK

Turn off Power and check/ correct followings.

- Is there loose or removed communication line of Indoor Unit and Outdoor Unit?

OK

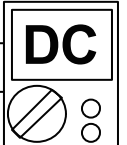
Check Point 2 : Check external cause at Indoor and Outdoor (Voltage drop or Noise)

- Instant drop ----- Check if there is a large load electric apparatus in the same circuit.
- Momentary power failure ----- Check if there is a defective contact or leak current in the power supply circuit.
- Noise ----- Check if there is any equipment causing harmonic wave near electric line.
(Neon bulb or electric equipment that may cause harmonic wave)
Check the complete insulation of grounding.

OK

Check Point 3 : Check Electrical Components at Indoor and Outdoor

- Check Voltage at CN2 (terminal 1-3) of UTY-TWBXF1(Communication kit).
(Power supply to Remote Control)
>> If it is DC 5V, Remote Control is failure. (Controller PCB is normal) >> Replace Remote Control
>> If it is DC 0V, Controller PCB is failure. (Check Remote Control once again)
>> Check Indoor unit fan motor. (PARTS INFORMATION 4)
If it is normal, replace Controller PCB.
If it is abnormal, replace Indoor unit fan motor and Controller PCB.
>> If the symptom does not change by above Check 1, 2, 3, replace Main PCB of Outdoor unit.



Trouble shooting 23

No Cooling / No Heating

Forecast of Cause:

1. Indoor Unit error
2. Outdoor Unit error
3. Effect by surrounding environment
4. Connection pipe / Connection wire failure
5. Refrigeration cycle failure

Check Point 1 : Check Indoor unit

- Does Indoor unit Fan run on High fan?
- Is Air filter dirty?
- Is Heat exchanger clogged?
- Check if Energy save function is operated.



Check Point 2 : Check Outdoor unit operation

- Check if Outdoor unit is operating
- Check any objects that obstruct the air flow route.
- Check clogged Heat Exchanger.
- Is the Valve open?



Check Point 3 : Check Site condition

- Is capacity of Indoor unit fitted to room size?
- Any windows open? or direct sunlight ?



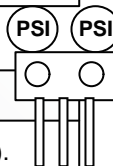
Check Point 4 : Check Indoor / Outdoor installation condition

- Check connection pipe
(specified pipe length & Pipe diameter?)
- Check any loose or removed communication line.
- >> If there is an abnormal condition, correct it by referring to Installation Manual or Data & Technical Manual.**



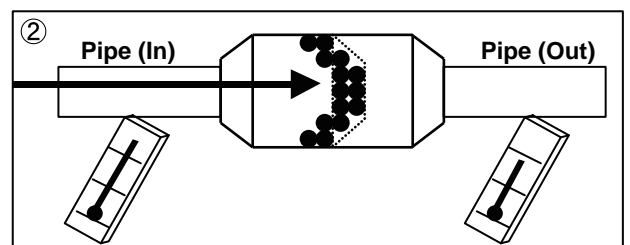
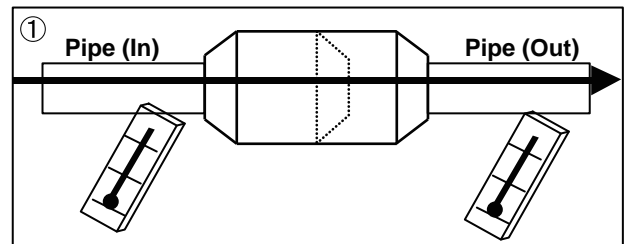
Check Point 5 : Check Refrigeration cycle

- Check if Strainer is clogged (Refer to the figure at right).
- Measure Gas Pressure and if there is a leakage, correct it.
- >> When recharging the refrigerant, make sure to perform vacuuming, and recharge the specified amount.**
- Check EEV (PARTS INFORMATION 3)
- Check Compressor (PARTS INFORMATION 1,2)
- Check Heater Unit (PARTS INFORMATION 8)



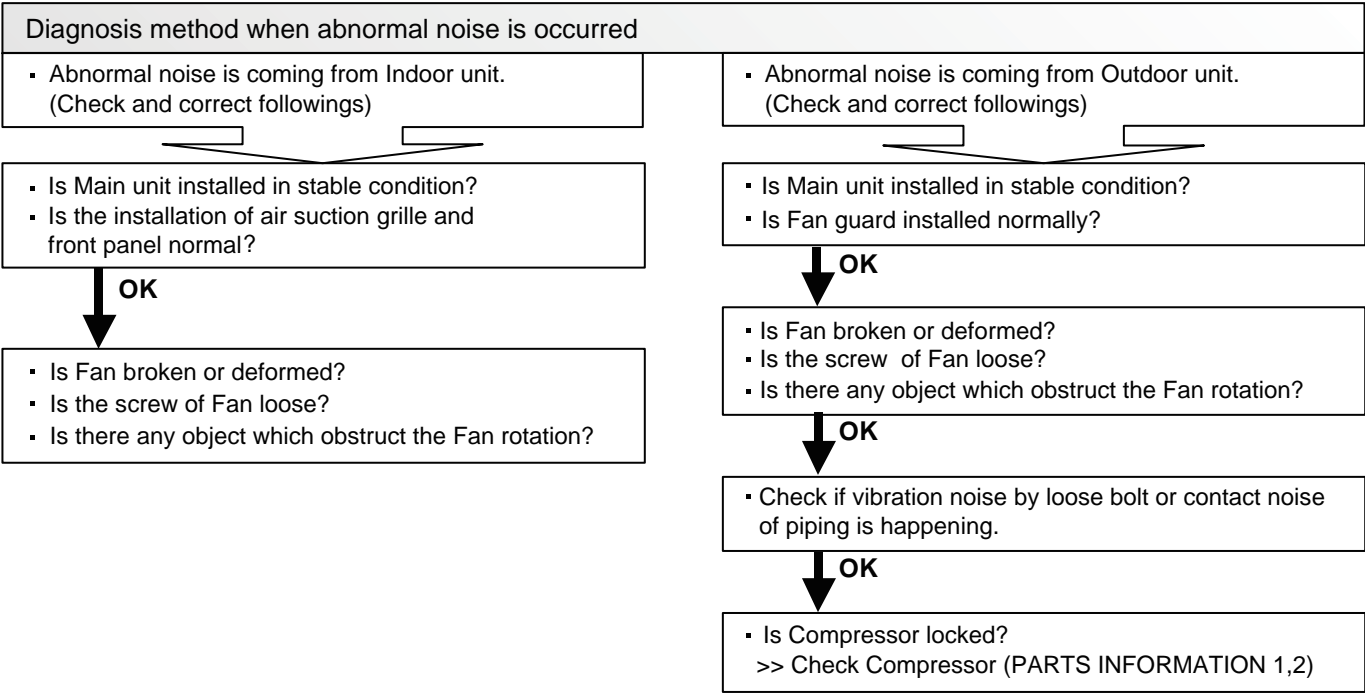
Attention

Strainer normally does not have temperature difference between inlet and outlet as shown in ①, but if there is a difference like shown in ②, there is a possibility of inside clogged. In this case, replace Strainer.



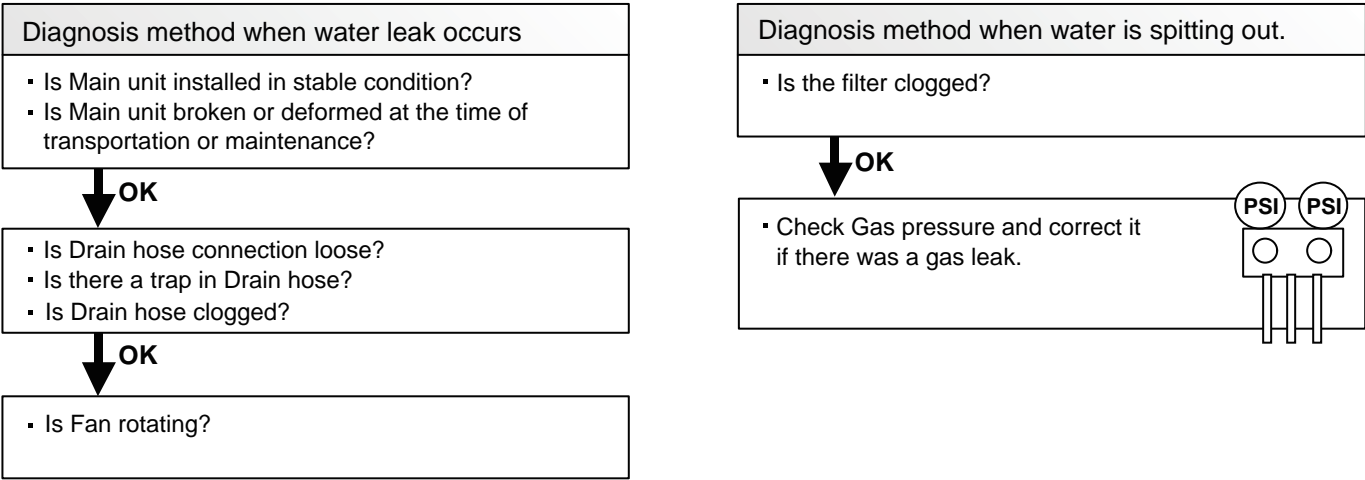
Trouble shooting 24
Abnormal Noise

Forecast of Cause :
1. Abnormal installation (Indoor/ Outdoor)
2. Fan failure (Indoor/ Outdoor)
3. Compressor failure (Outdoor)



Trouble shooting 25
Water Leaking

Forecast of Cause:
1. Erroneous installation 2. Drain hose failure

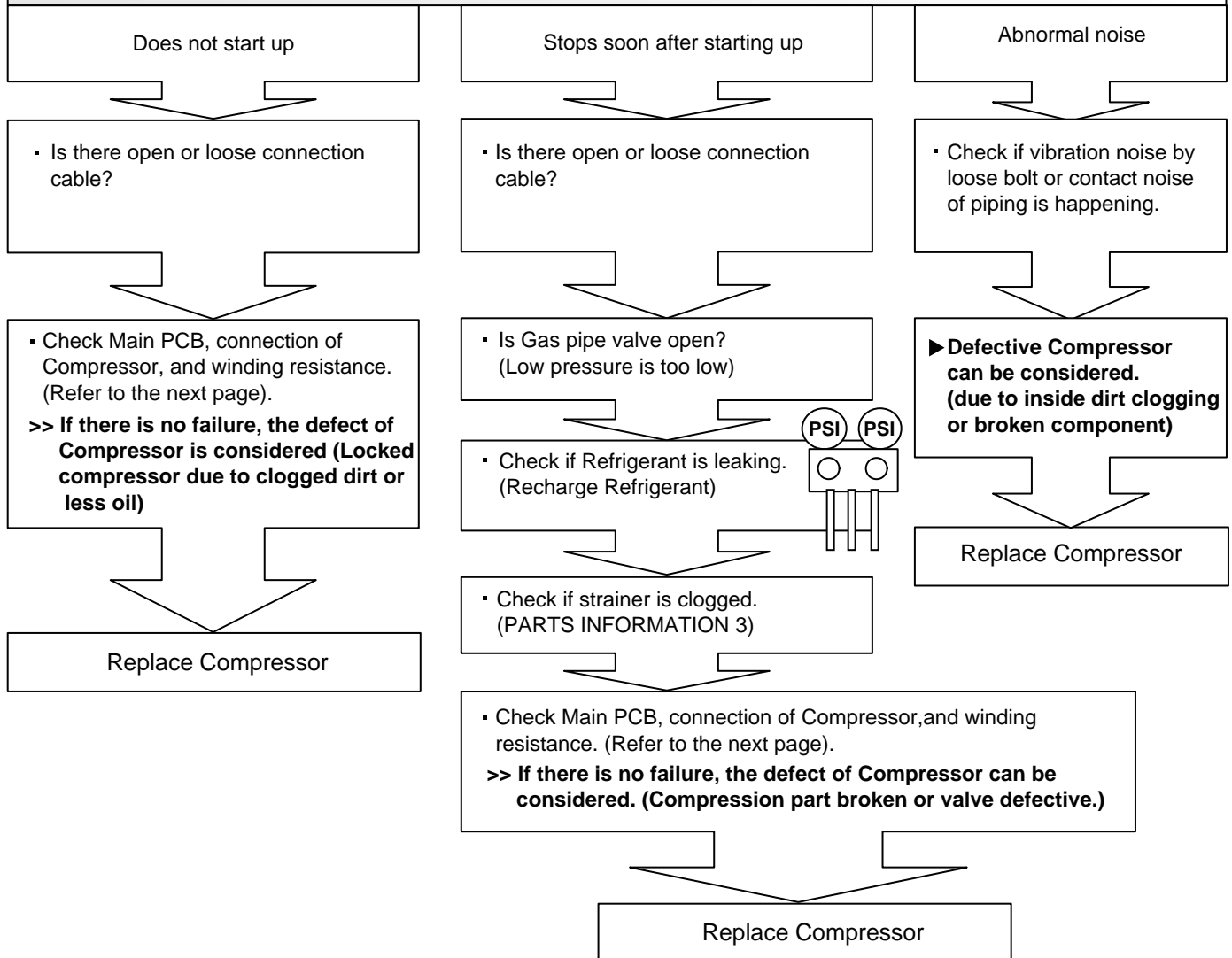


2-4 SERVICE PARTS INFORMATION

SERVICE PARTS INFORMATION 1

Compressor

Diagnosis method of Compressor (If Outdoor Unit LED displays Error, refer to Trouble shooting)

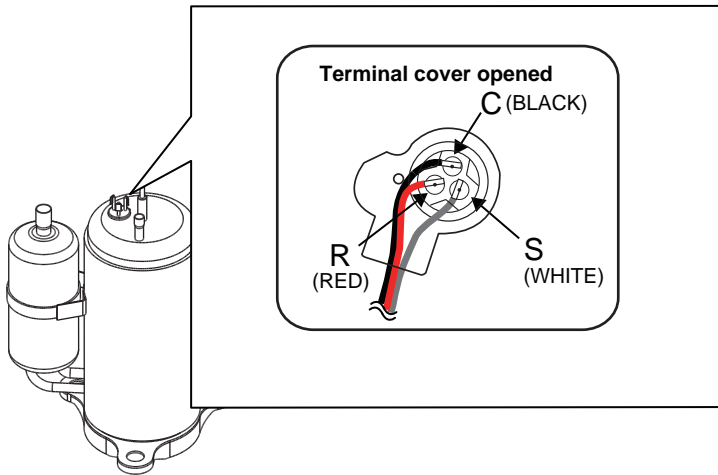


SERVICE PARTS INFORMATION 2

Compressor

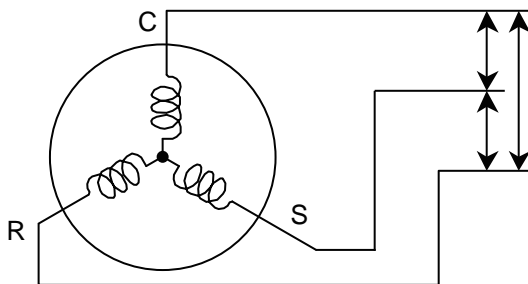
Check Point 1 : Check Connection

- Check terminal connection of Compressor (loose or incorrect wiring)



Check Point 2 : Check Winding Resistance

- Check winding resistance of each terminal
► If the resistance value is 0Ω or infinite, replace Compressor.



- **09 / 12 LZCAN**
Resistance Value :
1.4Ω at 25°C
- **14 LZCAN**
Resistance Value :
0.7Ω at 25°C

Check Point 3 : Replace Main PCB

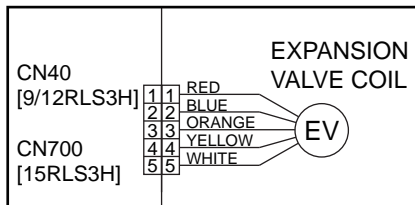
- If the symptom does not change with above Check 1, 2, replace Main PCB.

SERVICE PARTS INFORMATION 3

Outdoor unit Electronic Expansion Valve (EEV)

Check Point 1 : Check Connections

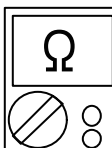
- Check connection of connector (CN40 or CN700) (Loose connector or open cable)



Check Point 2 : Check Coil of EEV

- Remove connector, check each winding resistance of Coil.

Read wire	Resistance value
White - Red	$46 \Omega \pm 4 \Omega$ at 20°C
Yellow - Red	
Orange - Red	
Blue - Red	



► If Resistance value is abnormal, replace EEV.

Check Point 3 : Check Voltage from Main PCB.

- Remove Connector and check Voltage (DC12V)
- If it does not appear, replace Main PCB.



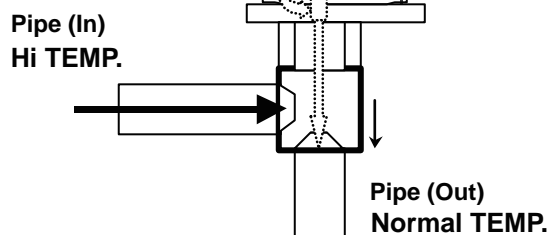
Check Point 4 : Check Noise at start up

- Turn on Power and check operation noise.
- If an abnormal noise does not show, replace Main PCB.

Check Point 5 : Check Opening and Closing Operation of Valve

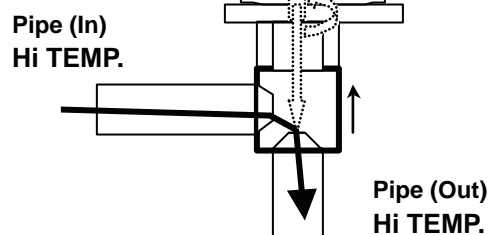
When Valve is closed, it has a temp. difference between Inlet and Outlet.

CLOSE
Example : Hot Gas



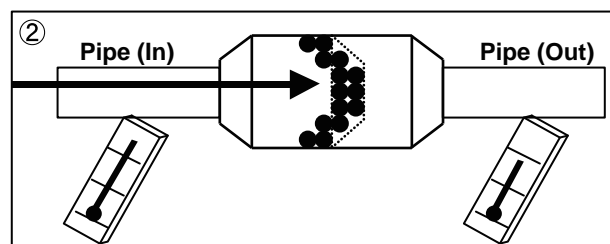
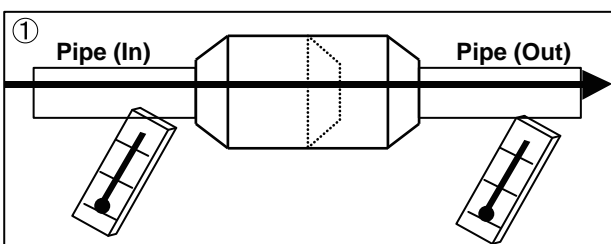
If it is open, it has no temp. difference between Inlet and Outlet.

OPEN
Example : Hot Gas



Check Point 6 : Check Strainer

Strainer normally does not have temperature difference between inlet and outlet as shown in ①, but if there is a difference as shown in ②, there is a possibility of inside clogged. In this case, replace Strainer.



SERVICE PARTS INFORMATION 4

Indoor unit fan motor

Check Point 1 : Check rotation of Fan

- Rotate the fan by hand when operation is off.
(Check if fan is caught, dropped off or locked motor)

>>If Fan or Bearing is abnormal, replace it.

Check Point 2 : Check resistance of Indoor Fan Motor

- Refer to below. Circuit-test "Vm" and "GND" terminal.
(Vm: DC voltage, GND: Earth terminal)

>>If they are short-circuited (below 300 k Ω), replace Indoor fan motor and Controller PCB.

Pin number (wire color)	Terminal function (symbol)
1 (Blue)	Feed back (FG)
2 (Yellow)	Speed command (Vsp)
3 (White)	Control voltage (Vcc)
4 (Black)	Earth terminal (GND)
5	No function
6 (Red)	DC voltage (Vm)

SERVICE PARTS INFORMATION 5

Outdoor unit fan motor

Check Point 1 : Check rotation of Fan

- Rotate the fan by hand when operation is off.
(Check if fan is caught, dropped off or locked motor)

>>If Fan or Bearing is abnormal, replace it.

Check Point 2 : Check resistance of Outdoor Fan Motor

- Refer to below. Circuit-test "Vm" and "GND" terminal.
(Vm: DC voltage, GND: Earth terminal)

>>If they are short-circuited (below 300 k Ω), replace Outdoor fan motor and Main PCB.

Pin number (wire color)	Terminal function (symbol)
1 (Red)	DC voltage (Vm)
2	No function
3	No function
4 (Black)	Earth terminal (GND)
5 (White)	Control voltage (Vcc)
6 (Yellow)	Speed command (Vsp)
7 (Brown)	Feed back (FG)

For 14LZCAN

SERVICE PARTS INFORMATION 6

Active filter module

Check Point 1 : Check Open or Short-circuit and Diode (D1)

- Remove connector, check the open or short-circuit and the diode in the module

Check the open or short-circuit

Table.1 Each type standard value

Terminal		Resistance value	
		Type A	Type B
multimeter (+)	multimeter (-)	SACT32010 [HITACHI] LACT33020 [HITACHI]	PM-604 [FGEL] PM-703 [FGEL]
		PM-601 [FGEL] LOT No. - 1302931395	PM-601 [FGEL] LOT No. 1302931396 -
+ (+IN)*	- (-IN)*	360kΩ ± 20%	360kΩ ± 20%
- (-IN)*	N1 (N)*	0 Ω	0 Ω
※ P	+ (+IN)*	720kΩ ± 20%	900kΩ ± 20%
L1	L2	1.01MΩ / 0.76MΩ (Ref. value 1) (Ref. value 2)	1.01MΩ / 0.76MΩ (Ref. value 1) (Ref. value 2)
P	N1 (N)*	360kΩ ± 20%	540kΩ ± 20%
L1 , L2	Control Box	∞ Ω	∞ Ω
※ L2	N1 (N)*	1.65MΩ / 1.14MΩ (Ref. value 1) (Ref. value 2)	1.65MΩ / 1.14MΩ (Ref. value 1) (Ref. value 2)

* () is FGEL terminal name.

Table.2 Standard value is changed by the tool specification
(Type A and B are the same value)

Terminal		Resistance value
multimeter (+)	multimeter (-)	
※ L2	P	1.32MΩ / 0.66MΩ (Ref. value 1) (Ref. value 2)
※ P	L2	1.01MΩ / 0.76MΩ (Ref. value 1) (Ref. value 2)

※ By kind of multimeter , the value may change significantly.

Ref. value 1

Specifications for Multimeter
Manufacturer : FLUKE
Model name : FLUKE11
Power source : DC9V.

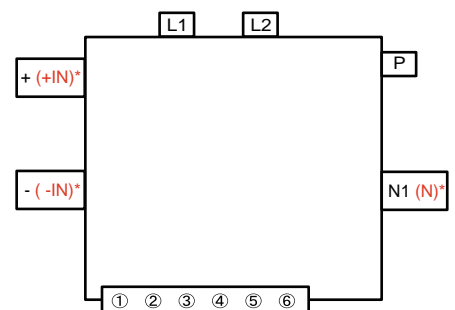
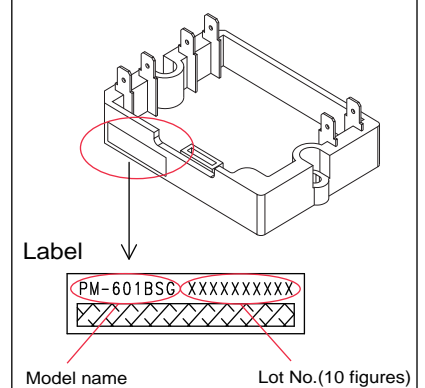
Ref. value 2

Specifications for Multimeter
Manufacturer : SANWA
Model name : PM3
Power source : DC3V.

► If it is abnormal,replace ACTIVE FILTER MODULE

LOT No. of PM-601 [FGEL] type

Label position



Check Point 2 : Check the Output DC voltage (between P and N)

- Check the Output DC voltage (between P and N) of compressor stopping and operating.
- >> If the output voltage of compressor operating is less than the output voltage of compressor stopping, Active Filter Module is defective. >> Replace Active Filter Module

For 14LZCAN

SERVICE PARTS INFORMATION 7

IPM

(Mounted on Transistor PCB)

Check Point 1 : Check the Transistor of PCB (for Resistance)

- ① Disconnect the connection wires between the Transistor PCB - Capacitor PCB and Transistor PCB - Inverter Compressor.

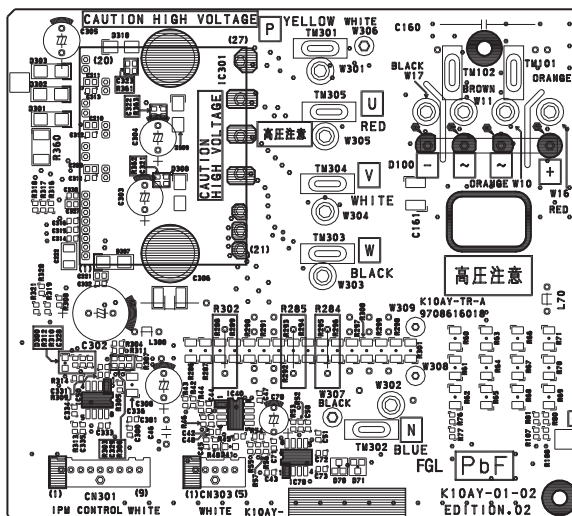
- ② Set the tester to the "Resistance" mode, and measure the resistance between the following terminals.

TM301 (P) - TM305(U) / TM304(V) / TM303(W)

TM302 (N) - TM305(U) / TM304(V) / TM303(W)

- ③ Judge the result of ② as follows:

Terminal		Resistance value
Tester(+)	Tester(-)	
P	U	Over 2k Ω (Including $\infty\Omega$)
P	V	
P	W	
U	P	Over 20k Ω (Including $\infty\Omega$)
V	P	
W	P	
N	U	
N	V	
N	W	
U	N	
V	N	Over 2k Ω (Including $\infty\Omega$)
W	N	



Check Point 2 : Check the Transistor of PCB (for Diode)

- ④ Set the tester to the "Diode" mode, and measure the voltage value between the following terminals.

- ⑤ Judge the result of ④ as follows:

Terminal		Tester display
Tester(+)	Tester(-)	
P	U	∞
P	V	
P	W	
U	P	0.3V ~ 0.7V
V	P	
W	P	
N	U	
N	V	
N	W	
U	N	∞
V	N	
W	N	

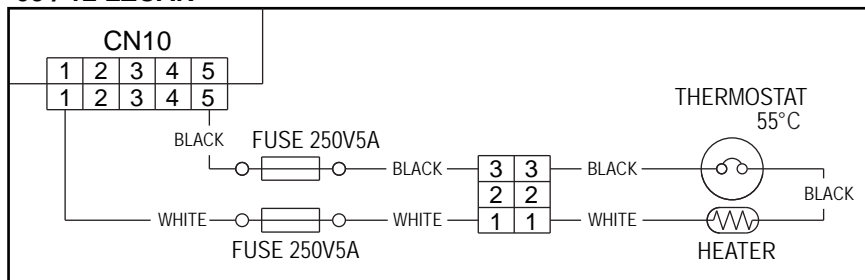
SERVICE PARTS INFORMATION 8

Heater Unit

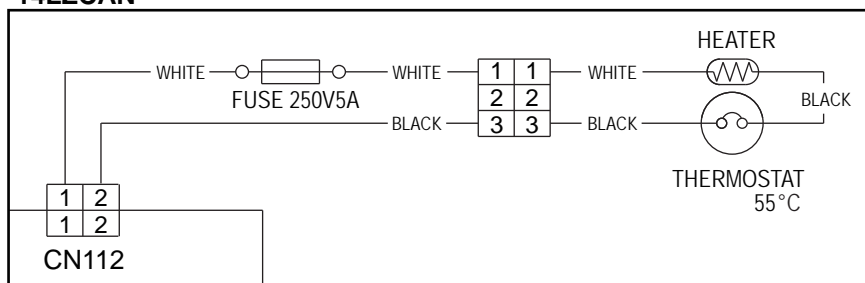
Check Point 1 : Check Connections

- Check connection of connector
(Loose connector or open cable)

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Check Point 2 : Check electrical components

- Check Check Fuses.
>> If Fuse is open, check connection, and replace Fuse.

Check Point 3 : Check Heater wire.

- Remove connector, check resistance of Heater wire.

Read wire	Resistance value
Black - White	321 ~ 368 Ω at 25°C

- **If Resistance value is abnormal, replace Heater Unit.**