Refrigerant
R410A

FLOOR type
INVERTER

2 . TROUBLE SHOOTING

2. TROUBLESHOOTING

2-1 ERROR DISPLAY

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

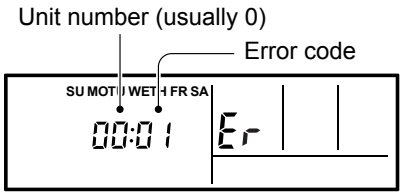
Please refer the flashing pattern as follows.
Indoor Unit : AG*G09/ 12/ 14LVCB
The OPERATION, TIMER and ECONOMY lamps operate as follows according to the error contents.

Error Contents	Indoor Unit Display			Wired Remote Controller Display	Trouble shooting
	OPERATION (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. thermistor error	4 times	2 times	Continuous	42	6
Indoor unit fan motor error	5 times	1 times	Continuous	51	7
Damper error	5 times	7 times	Continuous	57	8
Outdoor unit main PCB error	6 times	2 times	Continuous	62	9
PFC circuit error (09/ 12L) Active filter error (14L)	6 times	4 times	Continuous	64	10
IPM error	6 times	5 times	Continuous	65	11
Discharge thermistor error	7 times	1 times	Continuous	71	12
Heat Ex. liquid outlet thermistor error	7 times	3 times	Continuous	73	13
Outdoor thermistor error	7 times	4 times	Continuous	74	14
Current sensor error	8 times	4 times	Continuous	84	15
Over current error	9 times	4 times	Continuous	94	16
Compressor control error	9 times	5 times	Continuous	95	17
Outdoor unit fan motor error	9 times	7 times	Continuous	97	18
4 Way valve error	9 times	9 times	Continuous	99	19
Discharge temp. error	10 times	1 times	Continuous	A1	20

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 authoilzed servise personnel.



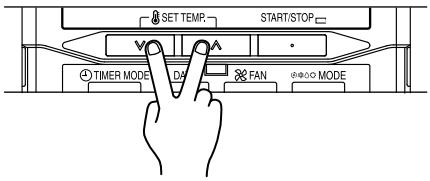
ex. Self-diagnosis check

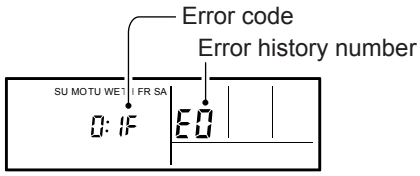
2. ERROR CODE HISTORY DISPLAY

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

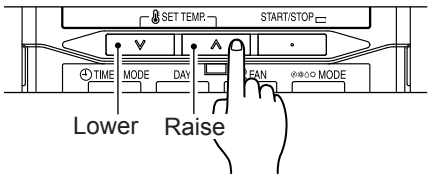
1. Stop the air conditioner operation.

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:** **Refer to error code table.**

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 → **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).

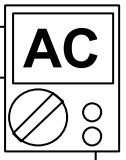
YES ↓

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 ↓

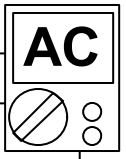
Check Point 3 : Check the voltage of power supply



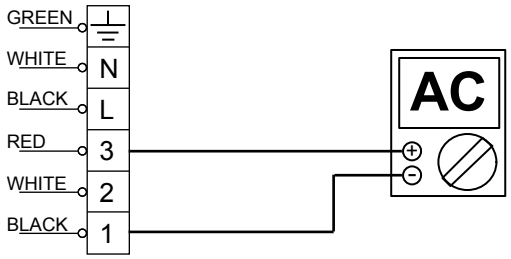
- Check the voltage of power supply
  >> Check if AC207V (AC230V -10%) - 253V (AC230V +10%) appears at Outdoor Unit Terminal L - N.

OK ↓

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



- Check Serial Signal (Reverse Transfer Signal)
  >> Check if Indicated value swings between AC70V and AC130V 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:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Indoor unit Controller PCB Indoor unit Fan motor	When the outdoor unit cannot receive the serial signal from Indoor unit more than 10seconds.

Forecast of Cause:

1. Connection failure 2. External cause 3. Controller PCB failure 4. Indoor unit fan motor failure

Check Point 1-1 : Reset the power and operate

- Does Error indication show again?

NO → **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).

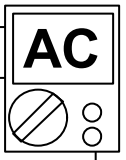
YES ↓

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 ↓

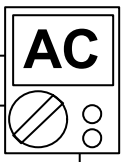
Check Point 3 : Check the voltage of power supply



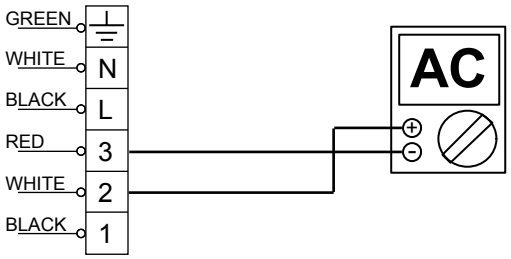
- Check the voltage of power supply
  >> Check if AC207V (AC230V -10%) - 253V (AC230V +10%) appears at Outdoor Unit Terminal L - N.

OK ↓

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



- Check Serial Signal (Forward Transfer Signal)
  >> Check if Indicated value swings between AC70V and AC130V at Outdoor Unit Terminal 2 - 3.
  >> If it is abnormal, replace Controller PCB.
  >> If it is abnormal, Check Indoor unit fan motor. (PARTS INFORMATION 4)
  >> If Indoor unit fan motor is abnormal, replace Indoor unit fan motor and Controller PCB.



Trouble shooting 2 **INDOOR UNIT Error Method:** **Remote controller communication error**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Indoor unit Controller PCB Wired remote control	When the indoor unit cannot receive the signal from Wired Remote Control more than 1minute during normal operation.

Forecast of Cause:

1. Terminal connection abnormal 2. Wired remote control failure 3. Controller PCB failure

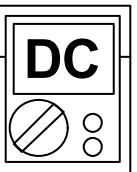
Check Point 1 : Check the connection of terminal

After turning off the power, check & correct the followings.

・Check the connection of terminal between remote control and Indoor unit, and check if there is a disconnection of the cable.

OK

Check Point 2 : Check Remote Control and Controller PCB



・Check Voltage at CN6 (terminal 1-3) of Controller PCB.
(Power supply to Remote Control)

>> If it is DC12V, 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

▶ **Upon correcting the removed connector or mis-wiring, reset the power.**

Trouble shooting 3 **INDOOR UNIT Error Method:** **Indoor unit main PCB error**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Indoor unit Controller PCB	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.

Forecast of Cause:

1. External cause 2. Defective connection of electric components 3. Controller PCB failure

Check Point 1-1 : Reset Power Supply and operate

・Does Error indication show again?

NO → **Check Point 1-2 : Check external cause such as noise**

・Check if the ground connection is proper.
・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).

YES ↓

Check Point 2 : Check Indoor unit electric components

・Check all connectors.
(loose connector or incorrect wiring)
・Check any shortage or corrosion on PCB.

↓

Check Point 3 : Replace Controller PCB

▶ **Change Controller PCB.**

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.

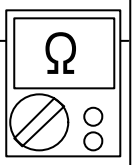
Trouble shooting 4 **INDOOR UNIT Error Method:** **Manual auto switch error**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Indoor unit Controller PCB Indicator PCB Manual auto switch	When the Manual Auto Switch becomes ON for consecutive 60 or more seconds.

Forecast of Cause :

1. Manual auto switch failure 2.Controller PCB and Indicator PCB failure

Check Point 1 : Check the Manual auto switch



- Check if Manual auto switch is kept pressed.
- Check ON/OFF switching operation by using a meter.

>>If Manual Auto Switch is disabled (on/off switching), replace it.

OK

Check Point 2 : Replace Controller PCB

▶ **If Check Point 1 do not improve the symptom, change Controller PCB and Indicator PCB.**

Trouble shooting 5 **INDOOR UNIT Error Method:** **Room temperature sensor error**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Indoor unit Controller PCB Room temperature thermistor	When Room Temperature Thermistor open or short-circuit is detected.

Forecast of Cause :

1. Thermistor failure 2. Controller PCB failure

Check Point 1 : Check connection of Connector

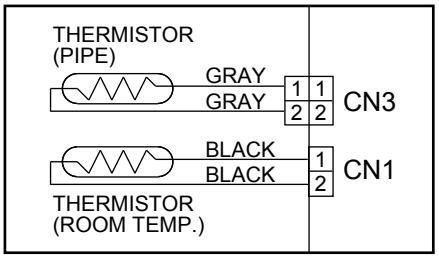
- Check if connector is removed.
- Check erroneous connection.
- Check if thermistor cable is open.

>>Upon correcting the removed connector or mis-wiring, reset the power.

OK

Check Point 2 : Check the voltage value between the terminals at Thermistor

- Check Voltage at CN1 (terminal 1-2) of Controller PCB.



Thermistor Characteristics (Approx. value)

Temperature	-10°C	-5°C	0°C	5°C	10°C	15°C	20°C	25°C	30°C
Voltage value (V)	4.27	4.07	3.85	3.61	3.34	3.06	2.78	2.50	2.23

Temperature	35°C	40°C	45°C
Voltage value (V)	1.97	1.73	1.52

▶ **If the voltage does not appear, replace Controller PCB.**

Trouble shooting 6 **INDOOR UNIT Error Method:** **Indoor unit Heat Ex. sensor error**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Indoor unit Controller PCB Heat Ex. temperature thermistor	When Heat Ex. Temperature Thermistor open or short-circuit is detected.

Forecast of Cause :

1. Connector connection failure 2.Thermistor failure 3. Controller PCB failure

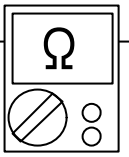
Check Point 1 : Check connection of Connector

- Check if connector is removed.
- Check erroneous connection.
- Check if thermistor cable is open.

>>Upon correcting the removed connector or mis-wiring, reset the power.

OK

Check Point 2 : Remove connector and check Thermistor resistance value



Thermistor Characteristics (Approx. value)

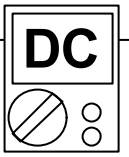
Temperature	-30°C	-20°C	-10°C	-5°C	0°C	5°C	10°C	20°C
Resistance Value (kΩ)	1131.9	579.6	312.3	233.2	176.0	134.2	103.3	62.9

Temperature	30°C	40°C	50°C	60°C	63°C
Resistance Value (kΩ)	39.6	25.6	17.1	11.6	10.4

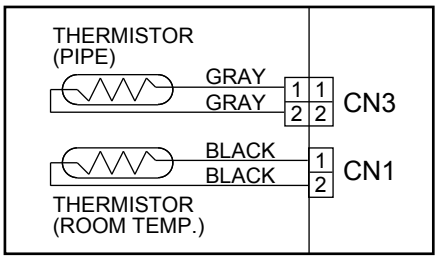
▶ **If Thermistor is either open or shorted, replace it and reset the power.**

OK

Check Point 3 : Check voltage of Controller PCB (DC5.0V)



Make sure circuit diagram of indoor unit and check terminal voltage at Thermistor (DC5.0V)



▶ **If the voltage does not appear, replace Controller PCB.**

Trouble shooting 7 **INDOOR UNIT Error Method:** **Indoor unit fan motor error**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Indoor unit Controller PCB Indoor unit Fan motor	When the condition that actual frequency of Indoor Fan is below 1/3 of target frequency is continued more than 56 seconds.

Forecast of Cause:

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

・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.

OK

Check Point 2 : Check ambient temp. around motor

・Check excessively high temperature around the motor.
(If there is any surrounding equipment that causes heat)
>>Upon the temperature coming down, restart operation.

OK

Check Point 3 : Check Indoor unit fan motor

・Check Indoor unit fan motor. (PARTS INFORMATION 4)
>>If Indoor unit fan motor is abnormal, replace Indoor unit fan motor.

OK

Check Point 4 : Replace Controller PCB

▶ **If Check Point 1- 3 do not improve the symptom, replace Controller PCB.**

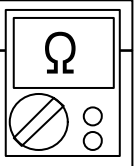
Trouble shooting 8-1 **INDOOR UNIT Error Method:** **Damper error** (Damper(Open/Close) detection Limit switch error)	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Indoor unit Controller PCB Limit switch Damper	When limit switch were not able to detect the close though the damper close. (Upper air flow) When limit switch were not able to detect the open though the damper open. (Upper & Lower air flow)

Forecast of Cause :

1. Limit switch failure
2. Shorted connector/ wire
3. Damper faulure
4. Controller PCB failure

Check Point 1 : Check Limit switch



- Check operation of limit switch. (any blocking by dust, etc.)
- Remove Limit switch and check ON/OFF switching operation by using a meter.

>>If Limit switch is detective, replace it.

OK

Check Point 2 : Check Connector (CN18) / Wire

- Check loose contact of CN18 /shorted wire (pinched wire).

>>Replace Limit switch if the wire is abnormal

OK

Check Point 3 : Check Damper

- Check the obstruction of damper movement.
- Check the damper movement.

>>Replace Damper if the damper is abnormal

OK

Check Point 4 : Replace Controller PCB

▶ **If Check Point 1～3 do not improve the symptom, change Controller PCB.**

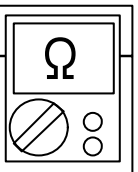
Trouble shooting 8-2 **INDOOR UNIT Error Method:** **Damper error** (Damper(Open/Close) simultaneous detection Limit switch error)	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Indoor unit Controller PCB Limit switch	When the limit switch detects open and close at the simultaneous.

Forecast of Cause :

1. Limit switch failure
2. Shorted connector/ wire
3. Controller PCB failure

Check Point 1 : Check Limit switch



- Check operation of limit switch. (any blocking by dust, etc.)
- Remove Limit switch and check ON/OFF switching operation by using a meter.

>>If Limit switch is detective, replace it.

OK

Check Point 2 : Check Connector (CN18) / Wire

- Check loose contact of CN18 /shorted wire (pinched wire).

>>Replace Limit switch if the wire is abnormal

OK

Check Point 3 : Replace Controller PCB

▶ **If Check Point 1 & 2 do not improve the symptom, change Controller PCB.**

Trouble shooting 9 **OUTDOOR UNIT Error Method:** **Outdoor unit main PCB error**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators: Outdoor unit Main PCB	**Detective details:** Access to EEPROM failed due to some cause after outdoor unit started.

Forecast of Cause:

1. External cause (Noise, temporary open, voltage drop) 2. Main PCB failure

Check Point 1-1 : Reset Power Supply and operate

・Does Error indication show again?

NO →

YES ↓

Check Point 2 : Replace Main PCB

▶ **Change Main PCB.**

Check Point 1-2 : Check external cause

- Check if temporary voltage drop was not generated.
- Check if momentary open was not generated.
- Check if ground is connection correctly or there are no related cables near the power line.

For AO*G09/ 12LVCN

Trouble shooting 10-1 **OUTDOOR UNIT Error Method:** **PFC circuit error**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Outdoor unit Main PCB	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.

Forecast of Cause :

1. External cause 2. Connector connection failure 3. Main PCB 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.

OK

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 mis-wiring, reset the power.

OK

Check Point 3 : Replace Main PCB

▶ **If Check Point 1, 2 do not improve the symptom, change Main PCB.**

For AO*G14LVCN

Trouble shooting 10-2 **OUTDOOR UNIT Error Method:** **Active filter error**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Outdoor unit Main PCB Active filter module	When inverter input DC voltage is higher than 425V or lower than 80V. When a momentary power cut off occurred on low voltage

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.

OK

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 mis-wiring, reset the power.

OK

Check Point 3 : Check Active filter module

- Check Active filter module. **(PARTS INFORMATION 6)**

>>If Active filter module is abnormal, replace it.

OK

Check Point 4 : Replace Main PCB

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

Trouble shooting 11 **OUTDOOR UNIT Error Method:** **IPM error**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Outdoor unit Main PCB Outdoor unit Transistor PCB (14L) Compressor	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 ②repeats 5 times, the compressor stops permanently.

Forecast of Cause :

1. Defective connection of electric components
2. Outdoor Fan Operation failure
3. Outdoor Heat Exchanger clogged
4. Compressor failure
5. Main PCB failure
6. Transistor PCB failure (For 14L)

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 mis-wiring, reset the power.

OK

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.

OK

Check Point 3 : Check Outdoor Fan

- Check Outdoor Fan Motor. (Refer to Trouble shooting 17)

>> If the Fan Motor is failure, replace it.

OK

Check Point 4 : Check Compressor

- Check Compressor. **(PARTS INFORMATION 2)**

OK

Check Point 5 : Check Transistor PCB (For 14L)

- Check Transistor PCB. **(PARTS INFORMATION 7)**

OK

Check Point 6 : Replace Main PCB

▶ **If Check Point 1～ 5 do not improve the symptom, change Main PCB.**

Trouble shooting 12 **OUTDOOR UNIT Error Method:** **Discharge thermistor error**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Outdoor unit Main PCB Discharge pipe temperature thermistor	When Discharge pipe temperature thermistor open or short-circuit is detected at power ON or while running the compressor.

Forecast of Cause :

1. Connector connection failure 2.Thermistor failure 3. Main PCB failure

Check Point 1 : Check connection of Connector

- Check if connector is removed.
- Check erroneous connection.
- Check if thermistor cable is open.

>>Upon correcting the removed connector or mis-wiring, reset the power.

OK

Check Point 2 : Remove connector and check Thermistor resistance value

Thermistor Characteristics (Approx. value)

Temperature	-30°C	-20°C	-10°C	-5°C	0°C	5°C	10°C	20°C	30°C
Resistance Value (kΩ)	1013.1	531.6	292.9	221.1	168.6	129.8	100.9	62.5	40.0

Temperature	40°C	50°C	60°C	70°C	80°C	90°C	100°C	110°C	120°C
Resistance Value (kΩ)	26.3	17.8	12.3	8.7	6.3	4.6	3.4	2.6	2.0

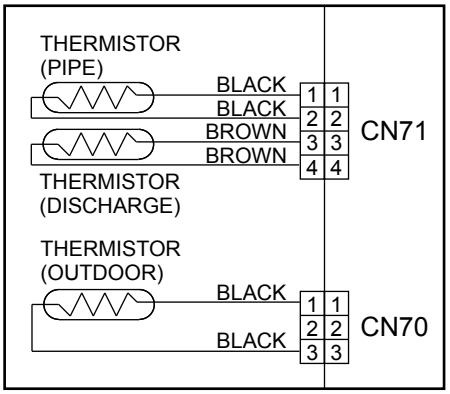
▶ **If Thermistor is either open or shorted, replace it and reset the power.**

OK

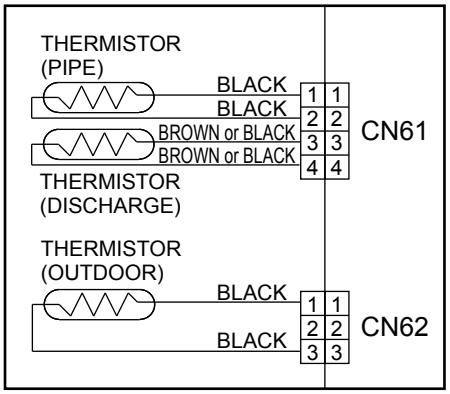
Check Point 3 : Check voltage of Main PCB (DC5.0V)

Make sure circuit diagram of outdoor unit and check terminal voltage at Thermistor (DC5.0V)

AO*G09/ 12LVCN



AO*G14LVCN



▶ **If the voltage does not appear, replace Main PCB.**

Trouble shooting 13 **OUTDOOR UNIT Error Method:** **Outdoor unit Heat Ex. sensor error**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Outdoor unit Main PCB Heat exchanger temperature thermistor	When Heat exchanger temperature thermistor open or short-circuit is detected at power ON or while running the compressor.

Forecast of Cause :

1. Connector connection failure 2.Thermistor failure 3. Main PCB failure

Check Point 1 : Check connection of Connector

- Check if connector is removed.
- Check erroneous connection.
- Check if thermistor cable is open.

>>Upon correcting the removed connector or mis-wiring, reset the power.

OK

Check Point 2 : Remove connector and check Thermistor resistance value

Thermistor Characteristics (Approx. value)

Temperature	-30°C	-20°C	-10°C	-5°C	0°C	5°C	10°C	20°C	30°C
Resistance Value (kΩ)	95.6	50.3	27.8	21.0	16.1	12.4	9.6	6.0	3.8

Temperature	40°C	50°C	60°C	70°C	80°C
Resistance Value (kΩ)	2.5	1.7	1.2	0.8	0.6

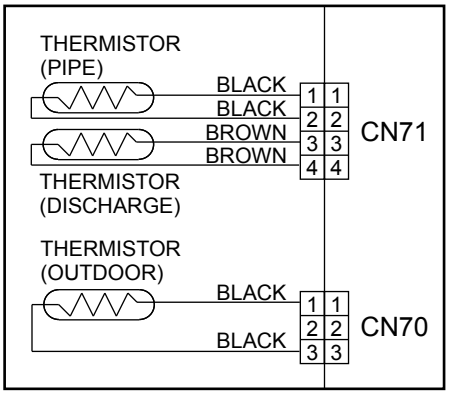
▶ **If Thermistor is either open or shorted, replace it and reset the power.**

OK

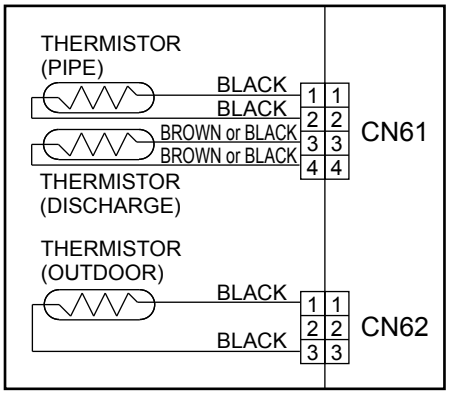
Check Point 3 : Check voltage of Main PCB (DC5.0V)

Make sure circuit diagram of outdoor unit and check terminal voltage at Thermistor (DC5.0V)

AO*G09/ 12LVCN



AO*G14LVCN



▶ **If the voltage does not appear, replace Main PCB.**

Trouble shooting 14 **OUTDOOR UNIT Error Method:** **Outdoor thermistor error**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Outdoor unit Main PCB Outdoor temperature thermistor	When Outdoor temperature thermistor open or short-circuit is detected at power ON or while running the compressor.

Forecast of Cause :

1. Connector connection failure 2.Thermistor failure 3. Main PCB failure

Check Point 1 : Check connection of Connector

- Check if connector is removed.
- Check erroneous connection.
- Check if thermistor cable is open.

>>Upon correcting the removed connector or mis-wiring, reset the power.

OK

Check Point 2 : Remove connector and check Thermistor resistance value

Thermistor Characteristics (Approx. value)

Temperature	-30°C	-25°C	-20°C	-15°C	-10°C	-5°C	0°C	5°C	10°C
Resistance Value (kΩ)	224.3	159.7	115.2	84.2	62.3	46.6	35.2	26.9	20.7

Temperature	15°C	20°C	25°C	30°C	35°C	40°C	45°C	50°C	55°C
Resistance Value (kΩ)	16.1	12.6	10.0	8.0	6.4	5.2	4.2	3.5	2.8

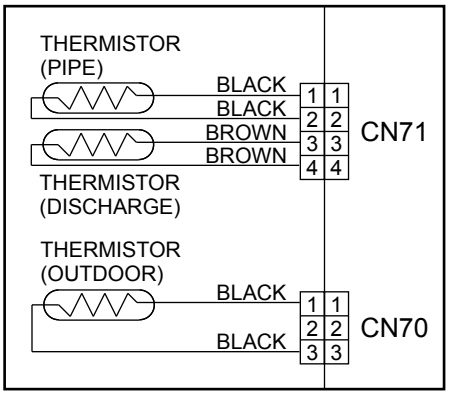
▶ **If Thermistor is either open or shorted, replace it and reset the power.**

OK

Check Point 3 : Check voltage of Main PCB (DC5.0V)

Make sure circuit diagram of outdoor unit and check terminal voltage at Thermistor (DC5.0V)

AO*G09/ 12LVCN



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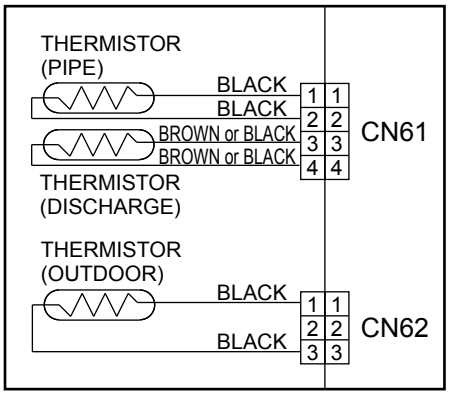


▶ **If the voltage does not appear, replace Main PCB.**

Trouble shooting 15 **OUTDOOR UNIT Error Method:** **Current sensor error**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Outdoor unit Main PCB	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)

Forecast of Cause :

1. Defective connection of electric components 2. External cause 3. Main PCB failure

Check Point 1-1 : Reset Power Supply and operate

- Does Error indication show again?

NO → **Check Point 1-2 : 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.

YES ↓

Check Point 2 : 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 mis-wiring, reset the power.

OK ↓

Check Point 4 : Replace Main PCB

▶ **If Check Point 1, 2 do not improve the symptom, change Main PCB.**

Trouble shooting 16 **OUTDOOR UNIT Error Method:** **Trip detection**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Outdoor unit Main PCB Compressor	・"**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.

Forecast of Cause :
1. Outdoor unit fan operation defective, foreign matter on hear exchanger, excessive rise of ambient temperature
2. Inverter PCB failure
3. Inverter compressor failure (lock, winding short)

Check Point 1 : Check the outdoor unit fan operation, heat exchanger, ambient temperature

・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

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

OK

Check Point 3: Replace Compressor

▶ **If Check Point 2 do not improve the symptom, change Compressor.**

Trouble shooting 17 **OUTDOOR UNIT Error Method:** **Compressor motor control error**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Outdoor unit Main PCB Compressor	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.

Forecast of Cause :

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.

▶ **If an abnormal noise show, replace Compressor.**

OK

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)

>>Upon correcting the removed connector or mis-wiring, reset the power.

OK

Check Point 3: Replace Main PCB

▶ **If Check Point 1,2 do not improve the symptom, change Main PCB.**

OK

Check Point 4: Replace Compressor

▶ **If Check Point 3 do not improve the symptom, change Compressor.**

Trouble shooting 18 **OUTDOOR UNIT Error Method:** **Outdoor unit fan motor error**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Outdoor unit Main PCB Outdoor unit Fan motor	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.

Forecast of Cause:

1. Fan rotation failure 2. Motor protection by surrounding temperature rise 3. Main PCB failure
4. 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.

OK

Check Point 2 : Check ambient temp. around motor

・Check excessively high temperature around the motor.
(If there is any surrounding equipment that causes heat)
>>Upon the temperature coming down, restart operation.

OK

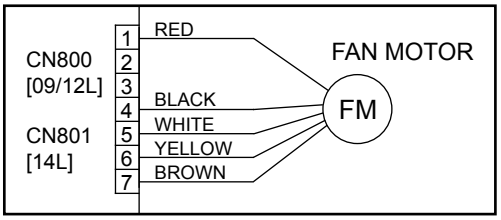
Check Point 3 : Check Outdoor unit fan motor

・Check Outdoor unit fan motor. **(PARTS INFORMATION 5)**
>>If Outdoor unit fan motor is abnormal, replace Outdoor unit fan motor.

OK

Check Point 4 : Check Output Voltage of Main PCB

・Check outdoor unit circuit diagram and the voltage. (Measure at Main PCB side connector)



Read wire	DC voltage
Red - Black (Vm)	240 - 400V
White - Black (Vcc)	15±1.5V

▶ **If the voltage is not correct, replace Main PCB.**

Trouble shooting 19 **INDOOR UNIT Error Method:** **4-way valve error**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Indoor unit Controller PCB Heat Ex. temperature thermistor Room temperature thermistor 4-way valve	When the indoor heat exchanger temperature is compared with the room temperature, and either following condition is detected continuously two times, the compressor stops. ・Cooling or Dry operation [Indoor heat exchanger temp.] - [Room temp.] > 10degC ・Heating operation [Indoor heat exchanger temp.] - [room temp.] < - 10degC If the same operation is repeated 5 times, the compressor stops permanently.

Forecast of Cause :

1. Connector connection failure 2. Thermistor failure 3. Coil failure 4. 4-way valve failure
5. Controller PCB failure

Check Point 1 : Check connection of Connector

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

OK

Check Point 2 : Check each thermistor

・Isn't it fallen off the holder?
・Is there a cable pinched?
>> Check characteristics of thermistor (Refer to Trouble shooting 5, 6), If defective, replace the thermistor

OK

Check Point 3 : Check the solenoid coil and 4-way valve

[Solenoid coil]
・Remove CN30 (For 9/12L) and CN500 (For 14L) from PCB and check the resistance value of coil. Resistance value is 1.88kΩ～2.29kΩ(at 20°C).
>> If it is Open or abnormal resistance value, replace Solenoid Coil.

[4-way valve]
・Check each piping temperature, and the location of the valve by the temperature difference.
>> If the value location is not proper, replace 4-way valve.

OK

Check Point 4 : Replace Controller PCB

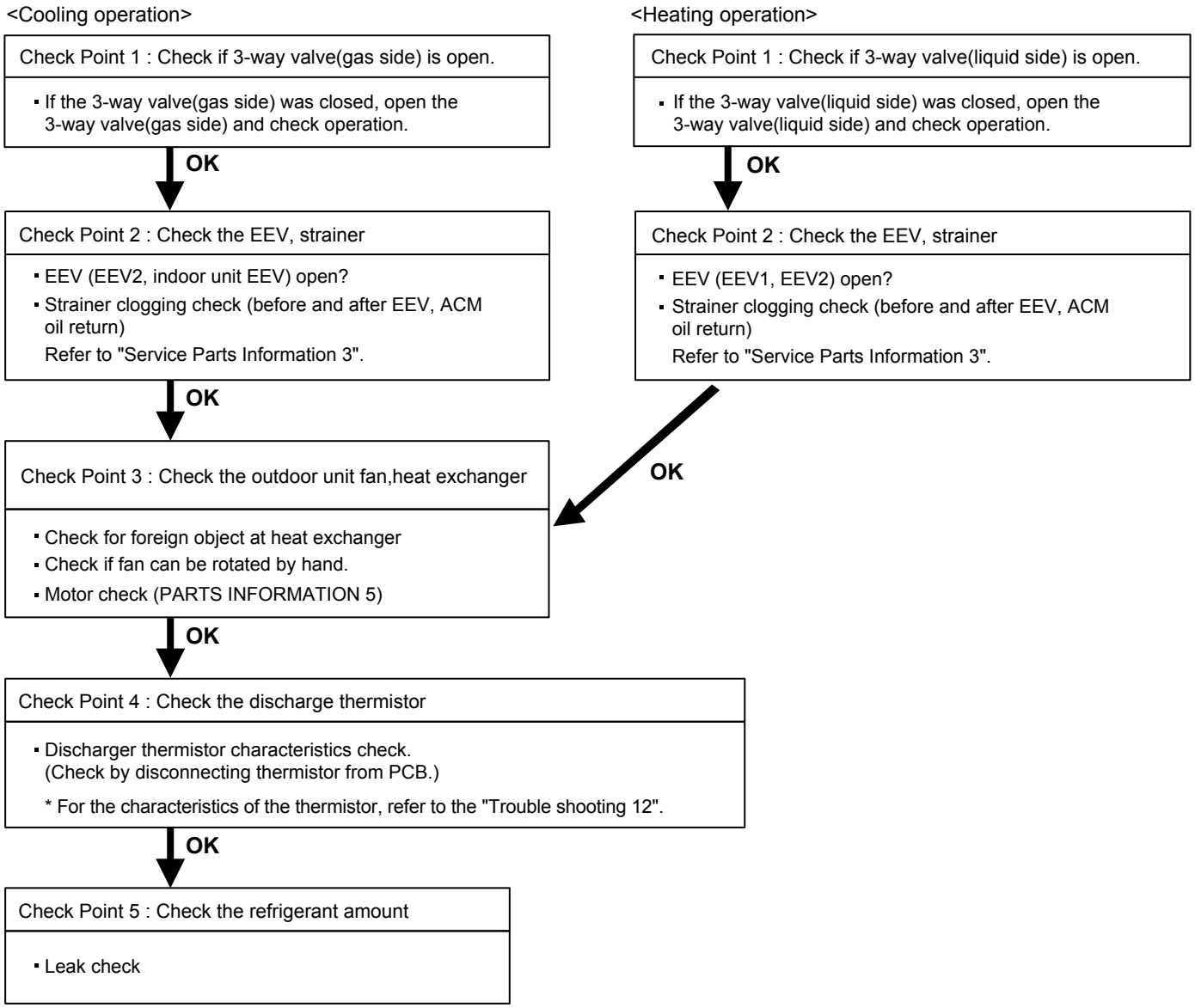
▶ **If Check Point 1- 3 do not improve the symptom, replace Controller PCB.**

Trouble shooting 20 **OUTDOOR UNIT Error Method:** **Discharge temperature error**	**Indicate or Display:** **Refer to error code table.**

Detective Actuators:	**Detective details:**
Outdoor unit Main PCB Discharge temperature thermistor	▪ "Protection stop by "discharge temperature ≧110degC during compressor operation"" generated 2 times within 24 hours.

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



2-3 TROUBLE SHOOTING WITH NO ERROR CODE

Trouble shooting 21

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.

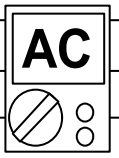
OK

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 AC207 - 253V appears at Outdoor Unit Terminal L - N.

NO

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 22

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.

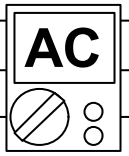
OK

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 AC207 - 253V appears at Outdoor Unit Terminal L - N.

NO

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 23

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 CN6 (terminal 1-3) of Controller PCB.
  (Power supply to Remote Control)

>> If it is DC12V, 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 24

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.

OK

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?

OK

Check Point 3 : Check Site condition

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

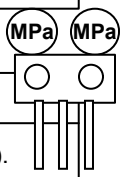
OK

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.

OK



Check Point 5 : Check Refrigeration cycle

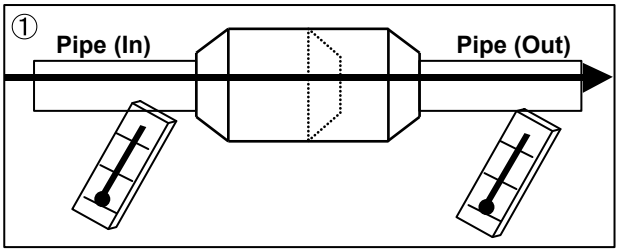
- Check if Strainer is clogged (Refer to the figure at right).
- Measure Gas Pressure and if there is a leakage, correct it.

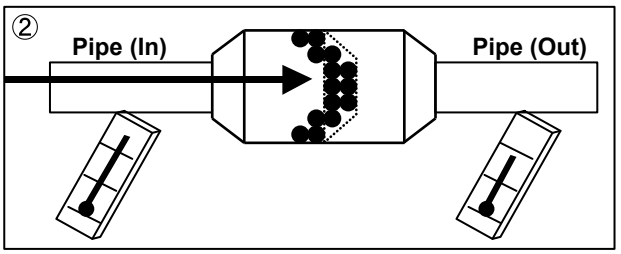
>> When recharging the refrigerant, make sure to perform vacuuming, and recharge the specified amount.

- 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 in① , but if there is a difference like shown in② , there is a possibility of inside clogged. In this case, replace Strainer.





Trouble shooting 25

Abnormal Noise

Forecast of Cause :

1. Abnormal installation (Indoor/ Outdoor)
2. Fan failure (Indoor/ Outdoor)
3. Compressor failure (Outdoor)

Diagnosis method when abnormal noise is occurred

- Abnormal noise is coming from Indoor unit. (Check and correct followings)

- Is Main unit installed in stable condition?
- Is the installation of air suction grille and front panel normal?

OK

- Is Fan broken or deformed?
- Is the screw of Fan loose?
- Is there any object which obstruct the Fan rotation?

- Abnormal noise is coming from Outdoor unit. (Check and correct followings)

- Is Main unit installed in stable condition?
- Is Fan guard installed normally?

OK

- Is Fan broken or deformed?
- Is the screw of Fan loose?
- Is there any object which obstruct the Fan rotation?

OK

- Check if vibration noise by loose bolt or contact noise of piping is happening.

OK

- Is Compressor locked?
  >> Check Compressor (PARTS INFORMATION 1,2)

Trouble shooting 26

Water Leaking

Forecast of Cause:

1. Erroneous installation 2. Drain hose failure

Diagnosis method when water leak occurs

- Is Main unit installed in stable condition?
- Is Main unit broken or deformed at the time of transportation or maintenance?

OK

- Is Drain hose connection loose?
- Is there a trap in Drain hose?
- Is Drain hose clogged?

OK

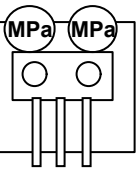
- Is Fan rotating?

Diagnosis method when water is spitting out.

- Is the filter clogged?

OK

- Check Gas pressure and correct it if there was a gas leak.



2-4 SERVICE PARTS INFORMATION

SERVICE PARTS INFORMATION 1

Compressor

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

Does not start up

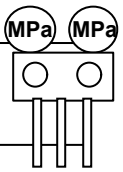
- Is there open or loose connection cable?
- Check Main PCB, connection of Compressor, and winding resistance. (Refer to the next page).

>> If there is no failure, the defect of Compressor is considered (Locked compressor due to clogged dirt or less oil)

Replace Compressor

Stops soon after starting up

- Is there open or loose connection cable?
- Is Gas pipe valve open? (Low pressure is too low)
- Check if Refrigerant is leaking. (Recharge Refrigerant)



- Check if strainer is clogged. (PARTS INFORMATION 3)
- Check Main PCB, connection of Compressor,and winding resistance. (Refer to the next page).

>> If there is no failure, the defect of Compressor can be considered. (Compression part broken or valve defective.)

Replace Compressor

Abnormal noise

- Check if vibration noise by loose bolt or contact noise of piping is happening.

▶Defective Compressor can be considered. (due to inside dirt clogging or broken component)

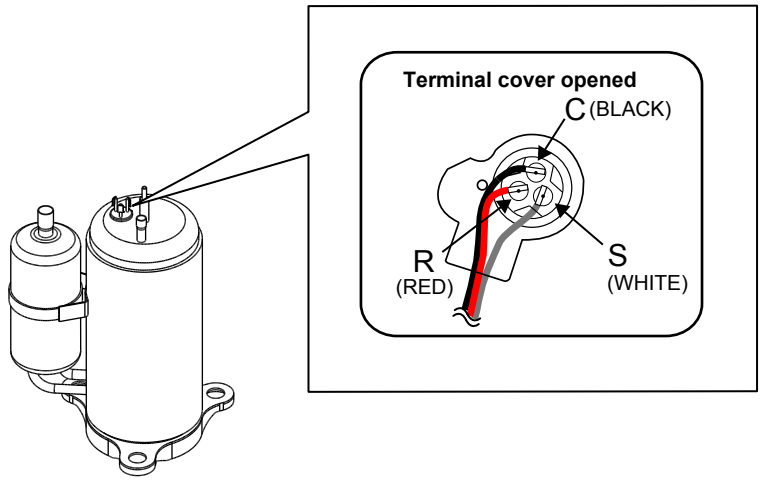
Replace Compressor

SERVICE PARTS INFORMATION 2

Inverter Compressor

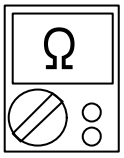
Check Point 1 : Check Connection

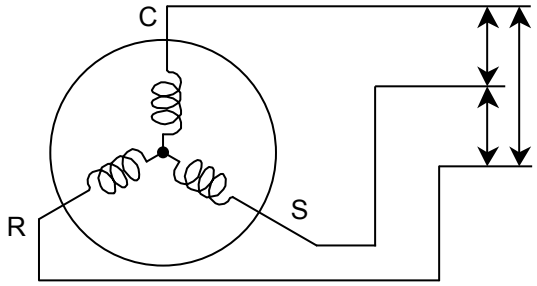
・Check terminal connection of Compressor
(loose or incorrect wiring)



Check Point 2 : Check Winding Resistance

・Check winding resistance of each terminal
▶**If the resistance value is 0Ω or infinite, replace Compressor.**





・**AO*G09/ 12L**
Resistance Value :
1.4Ω at 25°C

・**AO*G14L**
Resistance Value :
0.7Ω at 25°C

Check Point 3 : Replace Main PCB

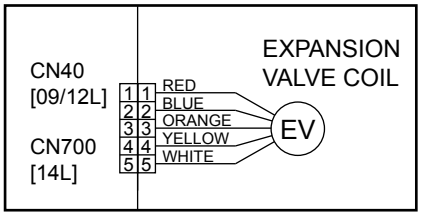
▶**If the symptom does not change with above Check 1, 2, replace Main PCB.**

SERVICE PARTS INFORMATION 3

Outdoor unit Electronic Expansion Valve
(EEV)

Check Point 1 : Check Connections

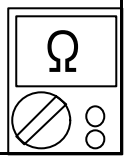
・Check connection of connector (CN40)
(Loose connector or open cable)



Check Point 2 : Check Coil of EEV

・Remove connector, check each winding resistance of Coil.

Read wire	Resistance value
White - Red	**46**Ω ± **4**Ω at 20°C
Yellow - Red	
Orange - Red	
Blue - Red	

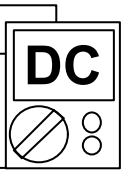


▶ **If Resistance value is abnormal, replace EEV.**

Check Point 3 : Check Voltage from Main PCB.

・Remove Connector and check Voltage (DC12V)

▶ **If it does not appear, replace Main PCB.**



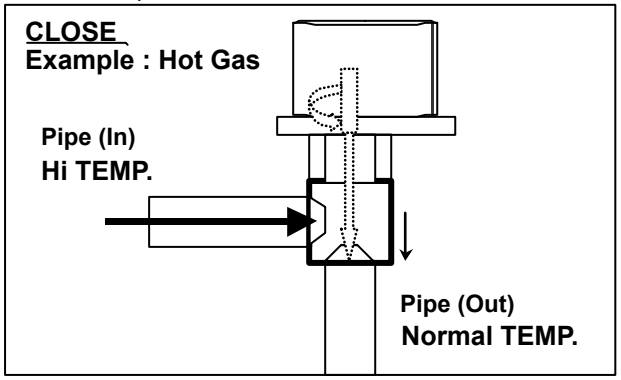
Check Point 4 : Check Noise at start up

・Turn on Power and check operation noise.

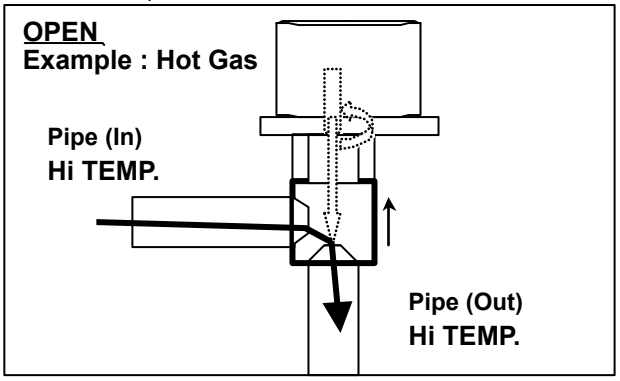
▶ **If an abnormal noise does not show, replace Main PCB.**

Check Point 5 : Check Opening and Closing Operation of Valve

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

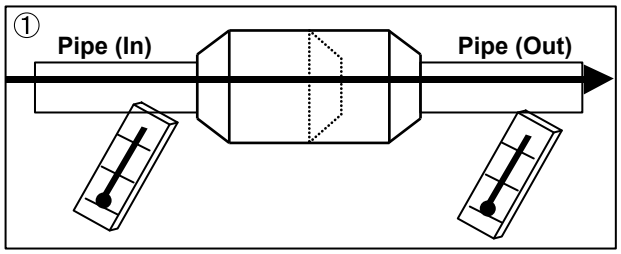


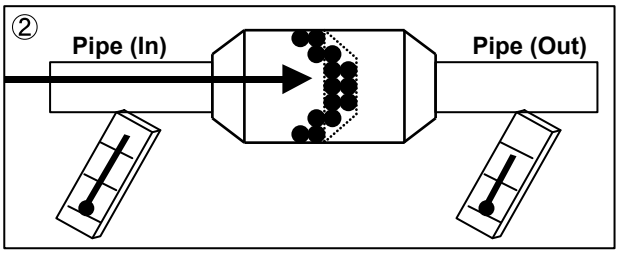
If it is open,
it has no temp. difference between Inlet and Outlet.



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 kΩ), 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 kΩ), replace Outdoor fan motor and Main PCB.

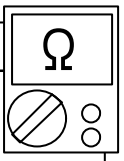
Pin number (wire color)	Terminal function (symbol)
1 (Red)	DC voltage (Vm)
2	No function
3	No function
4 (Black)	Earth terminal (GND)
5 (White)	Control voltage (Vcc)
6 (Yellow)	Speed command (Vsp)
7 (Brown or Blue)	Feed back (FG)

For AO*G14LVCN

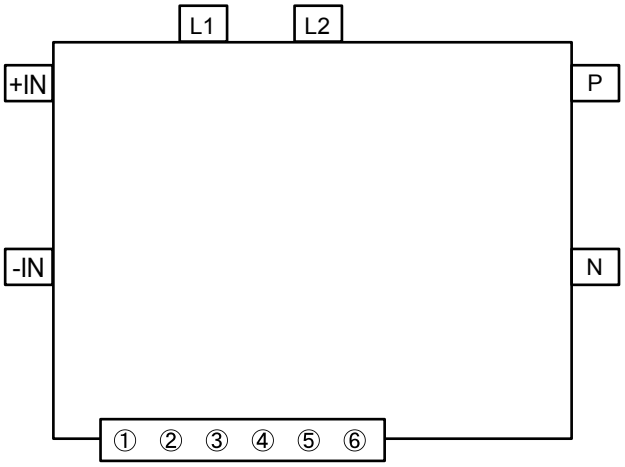
SERVICE PARTS INFORMATION 6

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

Terminal		Resistance value
Tester(+)	Tester(-)	
(+IN)	(–IN)	**360kΩ ±20%**
(–IN)	N	**0 Ω**
P	(+IN)	**720kΩ ±20%**
L1	L2	**1.40MΩ / 2.28MΩ** (Ref. value 1) (Ref. value 2)
P	N	**360kΩ ±20%**
L1,L2	Control Box	**∞ Ω**
L2	N	**1.69MΩ / 1.88MΩ** (Ref. value 1) (Ref. value 2)

Check the diode

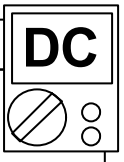
Terminal		Resistance value
Tester(+)	Tester(-)	
L2	P	**1.32MΩ / 1.50MΩ** (Ref. value 1) (Ref. value 2)
P	L2	**1.40MΩ / 1.51MΩ** (Ref. value 1) (Ref. value 2)

Ref. value 1
Specifications for Multimeter
Manufacturer : HIOKI
Model name : 3804
Power source : DC9V.

Ref. value 2
Specifications for Multimeter
Manufacturer : YOKOGAWA
Model name : 7534
Power source : DC3V.

▶ **If it is abnormal,replace ACTIVE FILTER MODULE**

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 detective. >> **Replace Active Filter Module**

For AO*G14LVCN

SERVICE PARTS INFORMATION 7

IPM

(Mounted on Transistor PCB)

Check Point 1

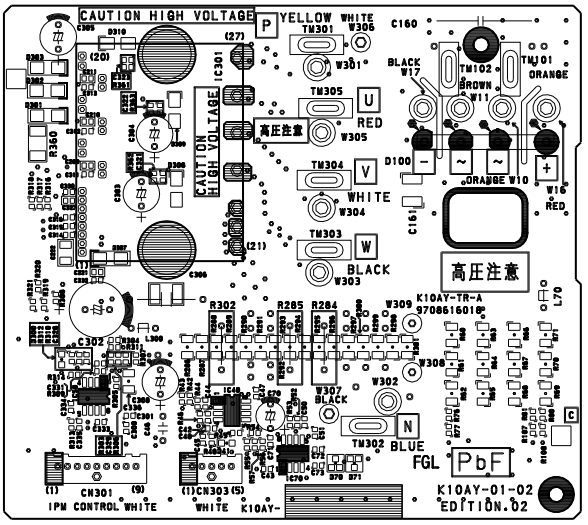
① Disconnect the connection wires between the Transistor PCB - Capacitor PCB and Transistor PCB - Inverter Compressor.

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 2kΩ (Including ∞Ω)
P	V	
P	W	
U	P	Over 20kΩ (Including ∞Ω)
V	P	
W	P	
N	U	
N	V	
N	W	
U	N	Over 2kΩ (Including ∞Ω)
V	N	
W	N	



Check Point 2

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	

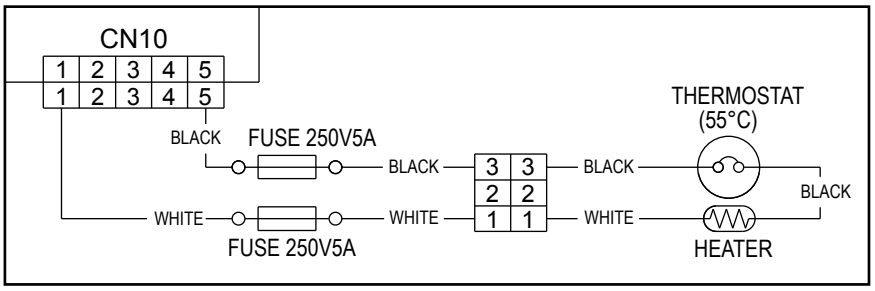
SERVICE PARTS INFORMATION 8

Heater Unit

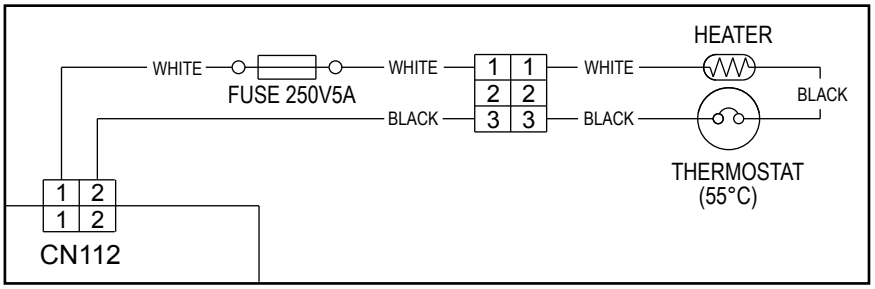
Check Point 1 : Check Connections

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

AO*G09/ 12LVCN



AO*G14LVCN



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 ~ 368Ω (at 25°C)

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