

Note: When a communication error is discovered then the unit will wait for two minutes before switched off and a fault code displayed.
If correct communication starts again then the unit will restart and the fault will clear.

Fault	Display type 1 (Timing indicator)	Display type 2 (Trouble light)	Display type 3 (Wired controller) level	Priority	Phenomenon	Fault			
						Communication between indoor unit and outdoor unit failure	Communication of line controller failure	Drainage system failure	Outdoor protection (phase sequence)
Communication between indoor unit and outdoor unit failure	Blinks 5 times, stops 2 seconds	Blinks 5 times, stops 2 seconds	F1	1	Stop	—	—	—	—
Communication of line controller failure	—	—	E5	1	Stop	—	—	—	—
Drainage system failure	Blinks 4 times, stops 2 seconds	—	E4	3	Stop	—	—	—	—
Outdoor protection (phase sequence)	Blinks 6 times, stops 2 seconds	Blinks 6 times, stops 2 seconds	E6	2	Stop	—	—	—	—
Outdoor protection (over-temperature exhaust)	Blinks 10 times, stops 2 seconds	Blinks 10 times, stops 2 seconds	EA	7	Stop	—	—	—	—
High pressure protection	Blinks 9 times, stops 2 seconds	Blinks 9 times, stops 2 seconds	E9	6	Stop	—	—	—	—
Low pressure protection	Blinks 9 times, stops 2 seconds	Blinks 9 times, stops 2 seconds	E9	6	Stop	—	—	—	—
Indoor temperature sensor is abnormal	Blinks 1 time, stops 2 seconds	—	E1	4	Stop	—	—	—	—
Indoor coil sensor is abnormal	Blinks 3 times, stops 2 seconds	—	E3	5	Stop	—	—	—	—
Outdoor coil sensor is abnormal	Blinks 2 times, stops 2 seconds	Blinks 2 times, stops 2 seconds	E2	8	Non-stop	—	—	—	—
Outdoor condensing temperature sensor is abnormal	Blinks 7 times, stops 2 seconds	Blinks 7 times, stops 2 seconds	E7	9	Non-stop	—	—	—	—
Exhaust temperature sensor is abnormal	Blinks 8 times, stops 2 seconds	Blinks 8 times, stops 2 seconds	E8	10	Non-stop	—	—	—	—
Lack of fluoride protection	Blinks 11 times, stops 2 seconds	Blinks 11 times, stops 2 seconds	E0	11	Stop	—	—	—	—

★ Fault code

optional) flashes

During heating the indoor fan only operates after the unit starts heating and the operation light on the wired controller

Fault

- In order to prevent cold drafts in the room the indoor fan only runs when the air is hot during heating mode. When there is a requirement for heating and the unit starts to heat then the fan will start, after a short time it has a memory function and in case of a power failure, will restart after power is restored in the same mode and with the same settings as before the power failure.

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conditions.

6. E5 will appear when communication failed between indoor and outdoor unit for dual type air

indoor unit

5. Generally, when E4 problem happens, it mustn't be the problem of PG motor, if there are some electronics components are damaged and cut off the feedback circuit, E4 will appear also. So, when this problem happens, first of all, you should check whether there is something wrong with PCB. Because the PCB is easier to be damaged than PG motor. If the PCB is good, you should check the PG motor of

Generally, this problem is easy to be repaired.

4. As for the E2 problem, if the signal cable between indoor unit and outdoor unit has not been connected, for example, the cable is broken or has not been connected with the outdoor socket, the E2 will appear. Generally, it can be caused by the unqualified installers. In domestic market, many customers told us about this problem. After researching it, we found the cable from indoor unit was forgotten to be connected with the outdoor socket. If the outdoor sensor is failed, the E2 will appear as well. For example, the sensor is broken, the resistance is infinite. At this condition, you should check the cable, the socket, the sensor to find where the problem is.

3. The standard resistance value for the two above sensors is 5k Ω in 25 degree. The two different sensors have the same standard values. If the tested value is abnormal, what you need to do is to replace it with a new one.

2. As said above, there is a copper sensor which used to detect the outlet temperature of evaporator. If the sensor's cable broken or sensor's resistance deviating from its original correct value, E3 will appear. Check its value and its cable connection with PCB.

1. E1 and E3 is the problem of temperature sensor in indoor unit. Two temperature sensors are in indoor unit. One is made of plastic material and another one is made of copper material. If the plastic sensor is damaged, for example, its resistance value deviates from its original value greatly, E1 malfunction indication will appear. Or, this sensor's signal cable is broken and no signal will be received from this sensor, E1 will appear as well. So, when E1 appear, maintenance man should test its resistance value and its cable connection with PCB.

Note: if the model is E series, there is no E2 malfunction indication feedback.

Trouble source	Displayed phenomenon	Display priority/class
Communication abnormality between outdoor unit and indoor unit for dual type AC only	E5	1
PG motor of indoor unit feedback abnormality	E4	2
Temperature sensor of air intake abnormality	E1	3
Temperature sensor of indoor unit coil abnormality	E3	4
Temperature sensor of outdoor unit coil abnormality	E2	5

1.HS, HSA, HSL, HSE, HSF series (digital display)

Troubleshooting guide

SPL-7a

Split Units.

- Filter Cleaning reminder
- When the accumulating running time of AC up to or more than 15 days (24*15=360h), the units will reminder the user to fulfill the auto cleaning function and cleaning the filter by hand when the user turn down it.
- Setting: when power is on, making the remote controller at the units, pressing the "health" button 5 times in 3 seconds, if it is successful, the buzzer will whistle 6 seconds, if you want to cancel it, pressing the "health" button 5 times in 3 seconds, the buzzer will whistle 3 times if the cancellation is successful.
- Display reminding method: if the display is "88" format, the "88" will show "CL" word on it, and this CL will light one second and off one second, then repeat the above, it will keep 10 seconds. If the display is instruction light format, the display light will light one second and off one second, then repeat the above, it will keep 10 seconds.
- Noisy reminding method: the buzzer will whistle one second and stop one second and repeat the same, it will keep 10 seconds!

display error code meaning

Note: When the unit displays an error code, please refer to the meaning of the error code in the table below.

Error Code	Meaning	Remedy
E9	Water pump failure	Check water pump
E8	Overheat	Check fan operation
E7	Gas leak	Check gas pipe
E6	Flame out	Check gas valve
E5	Flame lock	Check gas valve
E4	Flame lock	Check gas valve
E3	Flame lock	Check gas valve
E2	Flame lock	Check gas valve
E1	Flame lock	Check gas valve
E0	Flame lock	Check gas valve

【Special Functions】

When the unit displays an error code, please refer to the meaning of the error code in the table below.

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SPLIT UNITS

Note: When a communication error is discovered then the unit will wait for two minutes before the unit is switched off and a fault code displayed.
If correct communication starts again then the unit will restart and the fault will clear.

Fault	Indicator	Display type 1 (trouble light)	Display type 2 (trouble light)	Display type 3 (trouble light)	Priority level	Phenomenon
Communication between indoor unit and outdoor unit failure	Blinks 5 times, stops 2 seconds	Blinks 5 times, stops 2 seconds	Blinks 5 times, stops 2 seconds	E1	1	Stop
Drainage system failure	Blinks 4 times, stops 2 seconds	Blinks 4 times, stops 2 seconds	Blinks 4 times, stops 2 seconds	E2	3	Stop
Outdoor protection (phase sequence)	Blinks 5 times, stops 2 seconds	Blinks 5 times, stops 2 seconds	Blinks 5 times, stops 2 seconds	E3	3	Stop
Outdoor protection (over-temperature exhaust)	Blinks 7 times, stops 2 seconds	Blinks 7 times, stops 2 seconds	Blinks 7 times, stops 2 seconds	E4	2	Stop
Low pressure protection	Blinks 5 times, stops 2 seconds	Blinks 5 times, stops 2 seconds	Blinks 5 times, stops 2 seconds	E5	7	Stop
High pressure protection	Blinks 9 times, stops 2 seconds	Blinks 9 times, stops 2 seconds	Blinks 9 times, stops 2 seconds	E6	6	Stop
Indoor temperature sensor is abnormal	Blinks 3 times, stops 2 seconds	Blinks 3 times, stops 2 seconds	Blinks 3 times, stops 2 seconds	E7	4	Stop
Indoor coil sensor is abnormal	Blinks 2 times, stops 2 seconds	Blinks 2 times, stops 2 seconds	Blinks 2 times, stops 2 seconds	E8	5	Stop
Outdoor coil sensor is abnormal	Blinks 2 times, stops 2 seconds	Blinks 2 times, stops 2 seconds	Blinks 2 times, stops 2 seconds	E9	6	Stop
Outdoor condensing temperature sensor is abnormal	Blinks 7 times, stops 2 seconds	Blinks 7 times, stops 2 seconds	Blinks 7 times, stops 2 seconds	E10	8	Non-stop
Exhaust temperature sensor is abnormal	Blinks 8 times, stops 2 seconds	Blinks 8 times, stops 2 seconds	Blinks 8 times, stops 2 seconds	E11	9	Non-stop
is abnormal	Blinks 8 times, stops 2 seconds	Blinks 8 times, stops 2 seconds	Blinks 8 times, stops 2 seconds	E12	10	Non-stop

flashes at the timer light.
When calling the service centre give them full details of what the unit display is showing and count the number of
The optional wired controller will display a fault code as well.
In case of a problem with the air conditioner the unit timer light will flash along with the outdoor PCB fault indication light.

★ Fault code

Fault	Check
Indoor Unit produces water vapour	● This can occur when the cold air from the unit meets the warm air in the room
The indoor unit makes strange sounds	● When the air conditioner stops, or changes between cooling and heating modes a gurgling or whooshing sound is normally made ● The indoor unit will expand or contract due to the temperature change and may produce creaking or groaning sounds ● A gurgling sound is made by the flow of refrigerant through the pipes
The air conditioner seems to produce unpleasant smells	● The air conditioner cannot produce smells by itself but odours or bacteria taken in from the room may accumulate inside the unit and produce unpleasant odours ● Try cleaning the air filter. If the problem persists the unit must be cleaned by a professional so please contact your dealer or service centre.
During heating the indoor fan only operates after the unit starts heating and the operation light on the wired controller (optional) flashes	● In order to prevent cold drafts in the room the indoor fan only runs when the air is hot during heating mode. When there is a requirement for heating and the unit starts to heat then the fan will start after a short time. ● The unit has a memory function and, in case of a power failure, will restart after power is restored in the same mode and with the same settings as before the power failure.

Cassette

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