

13.8 Error codes

When a safety device is activated, an error code will be displayed on the user interface.

A list of all errors and corrective actions can be found in the table below.

Reset the safety by turning the unit OFF and back ON.

In case this procedure for resetting the safety is not successful, contact your local dealer.

ERROR CODE	MALFUNCTION OR PROTECTION	FAILURE CAUSE AND CORRECTIVE ACTION
<i>E1</i>	Phase loss or neutral wire and live wire are connected reversely(only for three phase unit)	<ol style="list-style-type: none"> 1.Check the power supply cables should be conneted stable,aviod phase loss. 2.Check whether the sequency of neutral wire and live wire are connected reversely.
<i>E5</i>	The condenser outlet refrigerant temperature sensor (T3)error.	<ol style="list-style-type: none"> 1. The T3 sensor connector is loosen. Reconnect it. 2.The T3 sensor connector is wet or there is water in. remove the water, make the connector dry. Add waterproof adhesive 3. The T3 sensor failure, change a new sensor.
<i>E6</i>	The ambient temperature sensor (T4) error.	<ol style="list-style-type: none"> 1. The T4 sensor connector is loosen. Reconnect it. 2.The T4 sensor connector is wet or there is water in. remove the water, make the connector dry. Add waterproof adhesive 3. The T4 sensor failure, change a new sensor.
<i>E9</i>	Suction temperature sensor(Th) error	<ol style="list-style-type: none"> 1. The Th sensor connector is loosen. Re connect it. 2.The Th sensor connector is wet or there is water in. remove the water, make the connector dry. Add waterproof adhesive 3. The Th sensor failure, change a new sensor.
<i>ER</i>	Discharge temperature sensor(Tp) error	<ol style="list-style-type: none"> 1. The Tp sensor connector is loosen. Re connect it. 2.The Tp sensor connector is wet or there is water in. remove the water, make the connector dry. Add waterproof adhesive 3. The Tp sensor failure, change a new sensor.
<i>H0</i>	Communication fault between indoor unit and outdoor unit	<ol style="list-style-type: none"> 1.wire doesn't connect between main control board PCB B and main control board of indoor unit. connect the wire. 2. Whether there is a high magnetic field or high power interfere, such as lifts, large power transformers, etc.. To add a barrier to protect the unit or to move the unit to the other place.
<i>H1</i>	Communication error between inverter module PCB A and main control board PCB B	<ol style="list-style-type: none"> 1. Whether there is power connected to the PCB and driven board. Check the inverter module PCB indicator light is on or off. If Light is off, reconnect the power supply wire. 2.if light is on, check the wire connection between inverter module PCB and main control board PCB, if the wire loosen or broken, reconnect the wire or change a new wire. 3. Replace a new main PCB and driven board in turn.
<i>H4</i>	Three times P6(L0/L1) protect	The sum of the number of times L0 and L1 appear in an hour equals three.See L0 and L1 for fault handling methods

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<i>H6</i>	The DC fan failure	<ol style="list-style-type: none"> 1. Strong wind or typhoon below toward to the fan, to make the fan running in the opposite direction. Change the unit direction or make shelter to avoid typhoon below to the fan. 2. fan motor is broken, change a new fan motor.
<i>H7</i>	Voltage protection	<ol style="list-style-type: none"> 1. Whether the power supply input is in the available range. 2. Power off and power on for several times rapidly in short time. Remain the unit power off for more than 3 minutes than power on. 3. the circuit defect part of Main control board is defective. Replace a new Main PCB.
<i>H8</i>	Pressure sensor failure	<ol style="list-style-type: none"> 1. Pressure sensor connector is loosen, reconnect it. 2. Pressure sensor failure. change a new sensor.
<i>HF</i>	Inverter module board EE prom failure	<ol style="list-style-type: none"> 1. The EEprom parameter is error, rewrite the EEprom data. 2. EEprom chip part is broken, change a new EEprom chip part. 3. Inverter module board is broken, change a new PCB.
<i>HH</i>	H6 displayed 10 times in 2 hours	Refer to H6
<i>HP</i>	Low pressure protection in cooling $P_e < 0.6$ occurred 3 times in an hour	Refer to P0
<i>P0</i>	Low pressure switch protection	<ol style="list-style-type: none"> 1. System is lack of refrigerant volume. Charge the refrigerant in right volume. 2. When at heating mode or DHW mode, the outdoor heating exchanger is dirty or something is block on the surface. Clean the outdoor heating exchanger or remove the obstruction. 3. The water flow is too low in cooling mode. increase the water flow. 4. Electrical expansion valve locked or winding connector is loosen. Tap-tap the valve body and plug in/ plug off the connector for several times to make sure the valve is working correctly.

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<i>P1</i>	High pressure switch protection	Heating mode, DHW mode: 1. The water flow is low; water temp is high, whether there is air in the water system. Release the air. 2. Water pressure is lower than 0.1Mpa, charge the water to let the pressure in the range of 0.15~0.2Mpa. 3. Over charge the refrigerant volume. Recharge the refrigerant in right volume. 4. Electrical expansion valve locked or winding connector is loosen. Tap-tap the valve body and plug in/ plug off the connector for several times to make sure the valve is working correctly. And install the winding in the right location DHW mode: Water tank heat exchanger is smaller .Cooling mode: 1.Heat exchanger cover is not removed. Remove it. 2. Heat exchanger is dirty or something is block on the surface. Clean the heat exchanger or remove the obstruction.
<i>P3</i>	Compressor overcurrent protection.	1.The same reason to P1. 2. Power supply voltage of the unit is low, increase the power voltage to the required range.
<i>P4</i>	High discharge temperature protection.	1.The same reason to P1. 2.TW_out temp.sensor is loosen Reconnect it.. 3. T1 temp.sensor is loosen. Reconnect it. 4. T5 temp.sensor is loosen. Reconnect it.
<i>Pd</i>	High temperature protection of refrigerant outlet temp of condenser.	1. Heat exchanger cover is not removed. Remove it. 2. Heat exchanger is dirty or something is block on the surface. Clean the heat exchanger or remove the obstruction. 3. There is no enough space around the unit for heat exchanging. 4. fan motor is broken, replace a new one.
<i>E7</i>	Transducer module temperature too high protection	1. Power supply voltage of the unit is low, increase the power voltage to the required range. 2. The space between the units is too narrow for heat exchange. Increase the space between the units. 3. Heat exchanger is dirty or something is block on the surface. Clean the heat exchanger or remove the obstruction. 4. Fan is not running. Fan motor or fan is broken, Change a new fan or fan motor. 5. Water flow rate is low, there is air in system, or pump head is not enough. Release the air and reselect the pump. 6. Water outlet temp.sensor is loosen or broken, reconnect it or change a new one.

ERROR CODE	MALFUNCTION OR PROTECTION	FAILURE CAUSE AND CORRECTIVE ACTION
<i>F1</i>	Low DC generatrix voltage protection	<ol style="list-style-type: none"> 1. Check the power supply. 2. If the power supply is OK, and check if LED light is OK, check the voltage PN, if it is 380V, the problem usually comes from the main board. And if the light is OFF, disconnect the power, check the IGBT, check those dioxides, if the voltage is not correct, the inverter board is damaged, change it. 3. And if those IGBT are OK, which means the inverter board is OK, power form rectifier bridge is not correct, check the bridge. (Same method as IGBT, disconnect the power, check those dioxides are damaged or not). 4. Usually if F1 exist when compressor start, the possible reason is main board. If F1 exist when fan start, it may be because of inverter board.
<i>bH</i>	PED PCB failure	<ol style="list-style-type: none"> 1. After 5 minutes of power-off interval, power on again and observe whether it can be recovered; 2. If it can't be restored, replace PED safety plate, power on again, and observe whether it can be restored; 3. If it can not be recovered, the IPM module board should be replaced.