

# **Troubleshooting Process Walkthrough**

## **Split Air Conditioner (Inverter)**

### **⚠ Important**

Before troubleshooting, ensure:

- Power supply is stable.
- Remote batteries are working.
- Filters are clean.
- Outdoor and indoor units are not blocked.

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## **1. AC Not Powering On**

### **Possible Causes:**

- Power cord not plugged in properly.
- Remote batteries weak or dead.
- Fuse or MCB tripped.

### **Solutions:**

- Check plug and socket connection.
- Replace remote batteries.
- Reset circuit breaker or replace fuse.

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## **2. Insufficient Cooling / No Cooling**

### **Possible Causes:**

- Dirty air filter.
- Blocked air flow (curtains, furniture).
- Temperature set too high.
- Refrigerant leakage.

### **Solutions:**

- Clean filters every 15 days.
- Remove obstacles near indoor/outdoor unit.
- Set temperature to 24–26°C.
- If still not cooling → call service technician.

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### 3. AC Not Heating (for Hot & Cold Models)

#### Possible Causes:

- Mode not set to *Heat*.
- Outdoor temperature too low.
- Defrost cycle active.

#### Solutions:

- Select *Heat* mode on remote.
- Wait for a few minutes while system stabilizes.
- If problem continues, contact service center.

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### 4. Water Leakage Indoors

#### Possible Causes:

- Drain pipe clogged.
- Indoor unit not installed level.
- Dirty filters causing frost build-up.

#### Solutions:

- Clean and check drain pipe.
- Call service if unit is tilted.
- Regularly clean air filters.

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### 5. Unusual Noise from AC

#### Possible Causes:

- Loose parts or panels.
- Foreign objects inside unit.
- Outdoor unit vibrations.

#### Solutions:

- Tighten screws & panels.
- Remove objects blocking fan.
- Place outdoor unit on stable surface.

## 6. Remote Control Not Working

### Possible Causes:

- Weak or dead batteries.
- Remote sensor blocked.
- Distance too far from unit.

### Solutions:

- Replace batteries.
- Clear line of sight to indoor unit.
- Stand within 6 meters.

## 7. AC Turns Off Automatically

### Possible Causes:

- Timer function activated.
- Voltage fluctuations.
- Overheating protection mode.

### Solutions:

- Check if *Timer* is set on remote.
- Use stabilizer if supply fluctuates.
- Wait, then restart AC.

## 8. Error Codes on Display

S/N	ODU Light Flash	IDU Display	Description
1	25	EE	IDU EE fault
2	26	E1	IDU fan fault
3	27	E2	Indoor fan zero-crossing detection abnormal
4	28	E3	IDU coil & sensor fault
5	29	E4	IDU ambient temperature sensor fault
6	1	E0	ODU EE fault
7	2	E6	IDU-ODU communication fault
8	4	F1	Compressor starting abnormal (phase failure/ reverse)
9	5	F2	Compressor out of step fault
10	6	F3	IPM module fault
11	7	F4	Compressor shell roof fault/protection
12	8	F5	Discharge temperature sensor fault
13	9	F6	Suction temperature sensor fault
14	10	F7	ODU coil temperature sensor fault
15	11	F8	ODU ambient temperature sensor fault
16	12	F9	ODU DC fan fault
17	/	E8	ODU Communication fault
18	13	P1	ODU machine AC current protection
19	14	P2	Compressor phase current protection
20	15	P3	ODU high/low AC voltage protection
21	16	P4	DC voltage high/low protection

S/N	ODU Light Flash	IDU Display	Description
22	17	P5	IPM high-temperature protection
23	18	P6	Discharge temperature overheat protection
24	19	P7	IDU cooling coil anti-freeze protection
25	20	P8	ODU coil overheat protection
26	21	P9	IDU heating coil overheat protection
27	22	PC	ODU cooling ambient temperature low protection
28	23	PH	ODU heating ambient temperature high protection
29	31	L1	Drive bus high voltage protection
30	32	L2	Drive bus low voltage protection
31	33	L3	Drive phase current overload fault
32	34	L4	Phase current sampling abnormal