Trouble Shooting Guide
Guide des Codes Erreurs

WIT-18222.MH
R32

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Trouble Shooting Guide – Guide des Codes Erreurs
WIT-18222.MH

1. Failure code

Code	Reason	Remark
E0	IDU & ODU Communication failure	The IDU & ODU wiring connection correct?
E1	IDU Room Temperature sensor failure.（IDU RT failure）	IDU sensor and PCB.
E2	IDU Coil temperature sensor failure.（IDU IPT failure）	IDU sensor and PCB.
E3	ODU Coil temperature sensor failure. (OPT)	ODU coil sensor and ODU PCB
E4	AC Cooling system abnormal	Gas leakage? 2-way or 3-way valve blocked etc.
E5	IDU/ODU mismatched failure (specially performance test on the production line)	/
E6	IDU PG Fan motor / DC fan motor works abnormal（IDU failure）	Fan motor, fan blade and PCB.
E7	ODU Ambient Temperature sensor failure	ODU ambient sensor and ODU PCB.
E8	ODU Discharge Temperature sensor failure.	ODU discharge sensor and ODU PCB.
E9	IPM / Compressor driving control abnormal.	ODU PCB , compressor, etc.
EA	ODU Current Test circuit failure	ODU PCB broken?
Eb	The Communication abnormal of Main PCB and Display board（IDU failure）	Display board and main PCB.
EE	ODU EEPROM failure.	1. ODU PCB broken? 2. Try to re-power on AC unit.
EF	ODU DC fan motor failure.	Fan motor, ODU PCB.
EU	ODU Voltage test circuit abnormal.	ODU PCB.
P0	IPM module protection.	ODU PCB
P1	Over / under voltage protection.	1. ODU PCB broken? 2. Power supply abnormal?
P2	Over current protection.	1. ODU PCB broken? 2. Power supply abnormal?
P4	ODU Discharge pipe Over temperature protection.	Please check the troubleshooting for detail.
P5	Sub-cooling protection on Cooling mode.	Please check the troubleshooting for detail.
P6	Overheating protection on Cooling mode.	Please check the troubleshooting for detail.
P7	Overheating protection on Heating mode.	Please check the troubleshooting for detail.
P8	Outdoor Over temperature/Under temperature protection.	Please check the troubleshooting for detail.
P9	Compressor driving protection (Load abnormal).	Please check the troubleshooting for detail.
PA	Communication failure for TOP flow unit/ Preset mode conflict. （IDU failure）	Please check the troubleshooting for detail.
F0	Infrared Customer feeling test sensor failure.（IDU failure）	Querying by press remote controller
F1	Electric Power test module failure. （IDU failure）	Querying by press remote controller
F2	Discharge temperature sensor failure PROTECTION.	Please check the troubleshooting for detail.
F3	ODU coil temperature failure PROTECTION..	Please check the troubleshooting for detail.

F4	Cooling system gas flow abnormal PROTECTION.	Please check the troubleshooting for detail.
F5	PFC PROTECTION	Please check the troubleshooting for detail.
F6	The Compressor lack of phase / Anti-phase PROTECTION.	Please check the troubleshooting for detail.
F7	IPM Module temperature PROTECTION	Please check the troubleshooting for detail.
F8	4-Way Value reversing abnormal..	Please check the troubleshooting for detail.
F9	The module temperature test circuit failure.	ODU PCB
FA	The compressor Phase-current test circuit failure.	ODU PCB
Fb	Limiting/Reducing frequency for Over load protection on Cooling/Heating mode.	Querying by press remote controller
FC	Limiting/Reducing frequency for High power consumption protection.	Querying by press remote controller
FE	Limiting/Reducing frequency for Module current protection (phase current of compressor).	Querying by press remote controller
FF	Limiting/Reducing frequency for Module temperature protection.	Querying by press remote controller
FH	Limiting/Reducing frequency for Compressor driving protection.	Querying by press remote controller
FP	Limiting/Reducing frequency for anti-condensation protection.	Querying by press remote controller
FU	Limiting/Reducing frequency for anti-frost protection.	Querying by press remote controller
Fj	Limiting/Reducing frequency for Discharge over temperature protection.	Querying by press remote controller
Fn	Limiting/Reducing frequency for ODU AC Current protection.	Querying by press remote controller
Fy	Gas leakage protection	Please check the troubleshooting for detail.
bf	TVOC sensor failure（IDU failure, optional）	Querying by press remote controller
bc	PM2.5 sensor failure（IDU failure, optional）	Querying by press remote controller
bj	Humidity sensor failure. （IDU failure）	Querying by press remote controller

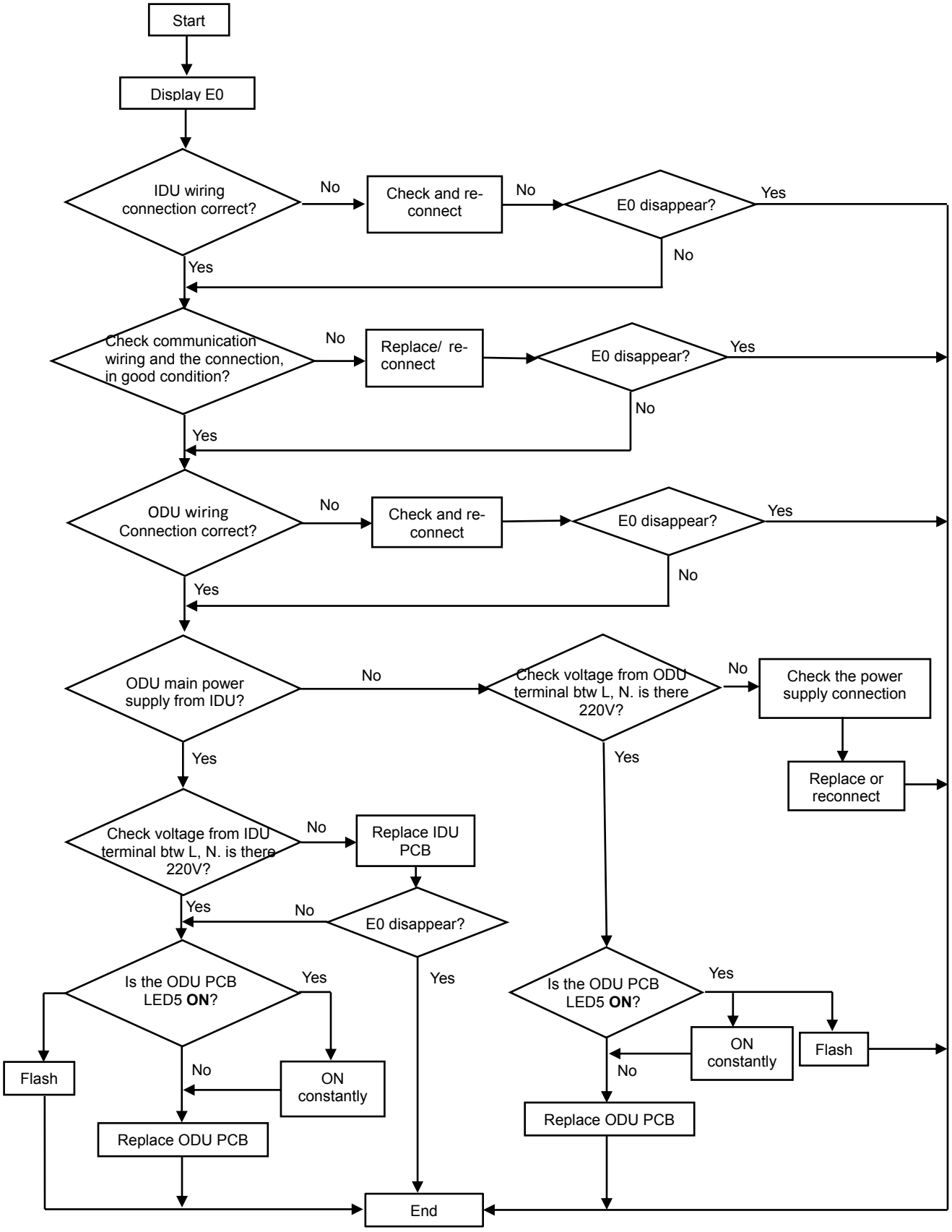
Note: Remote controller FAILURE CODE Querying function

As shown in the failure codes, some of the codes (Fb~bj) need to press remote control for inspection.

While unit on operation, press the ECO button 8 times with 8 seconds, the buzzer BIBI 2 times, you can inspect the special failure code as Fb ~Fn, bj etc.

2. Trouble shooting

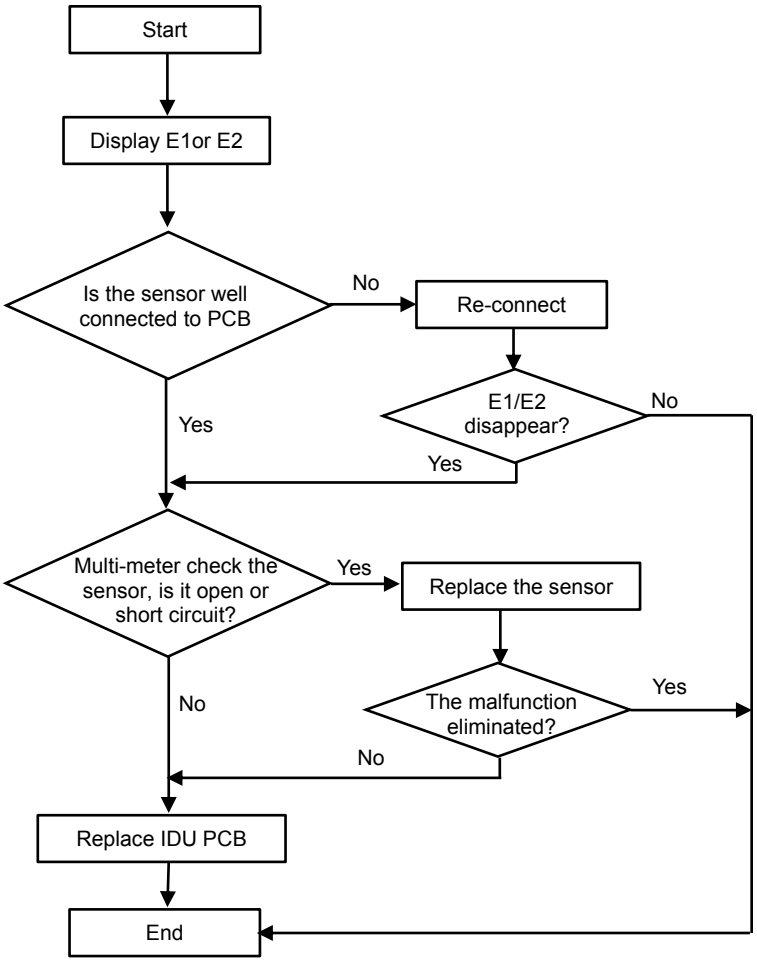
2.1 E0 ---IDU & ODU communication failure



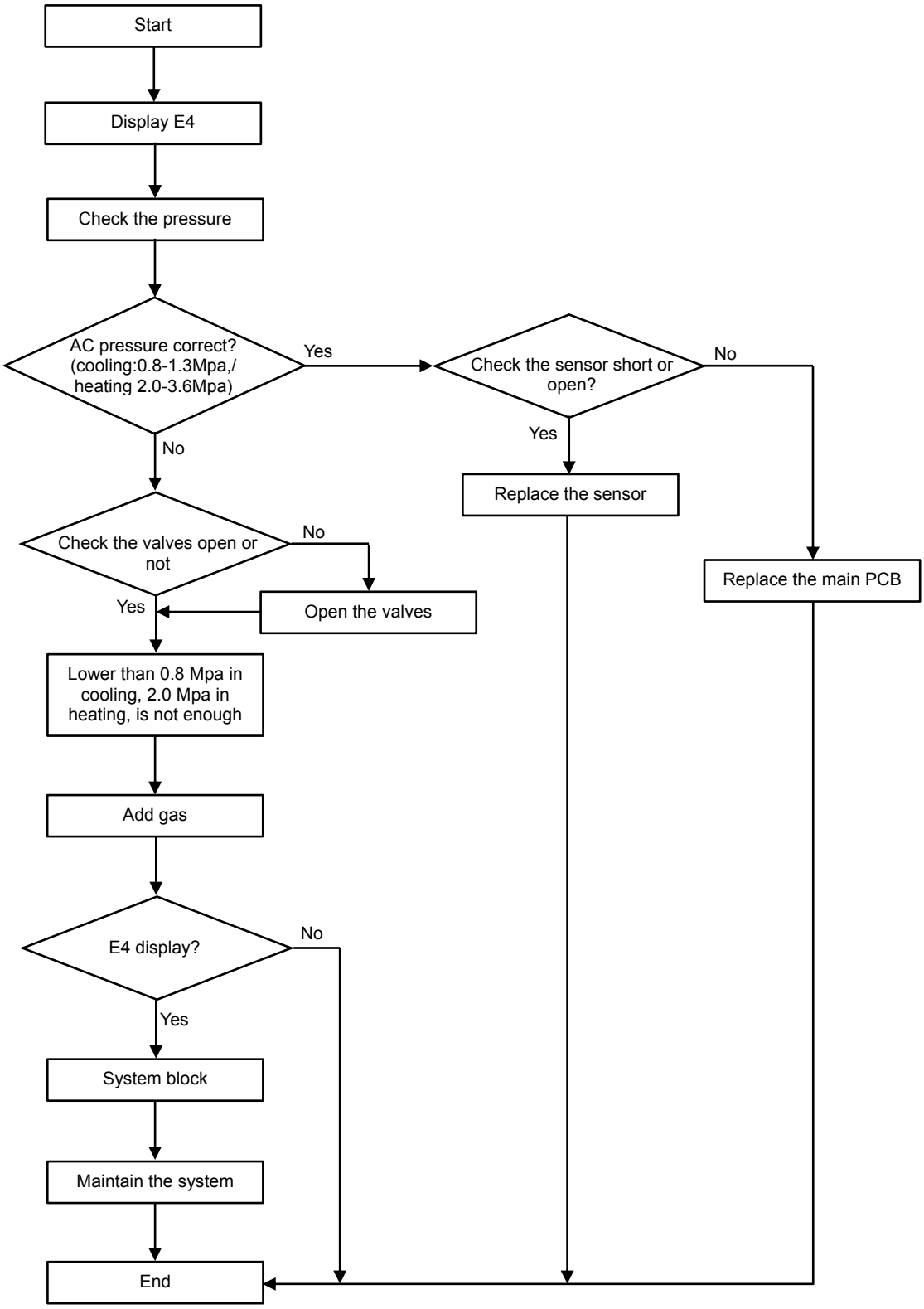
Remark：1. if the communication wiring **1(S)** is not well connected, the ODU LED5 will light **ON** always.

2. When unit works normal, there is a variable DC voltage (**0~24V**) btw **1(S)** & **N**. and LED5 flashes.

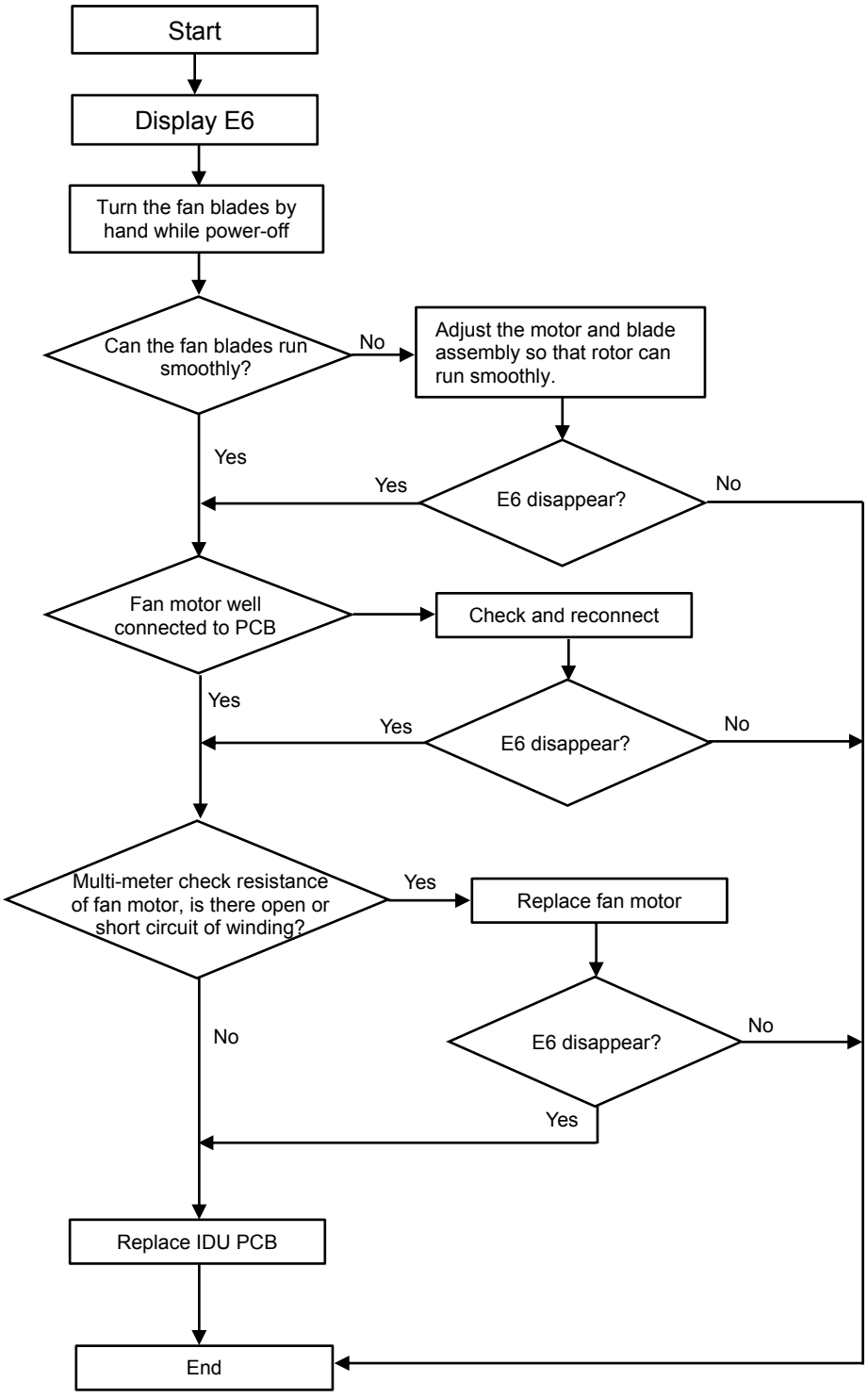
2.2 E1, E2 ---IDU Room temperature sensor and/or coil temperature sensor failure.



2.3 E4 --- AC Cooling system abnormal (Gas not enough)

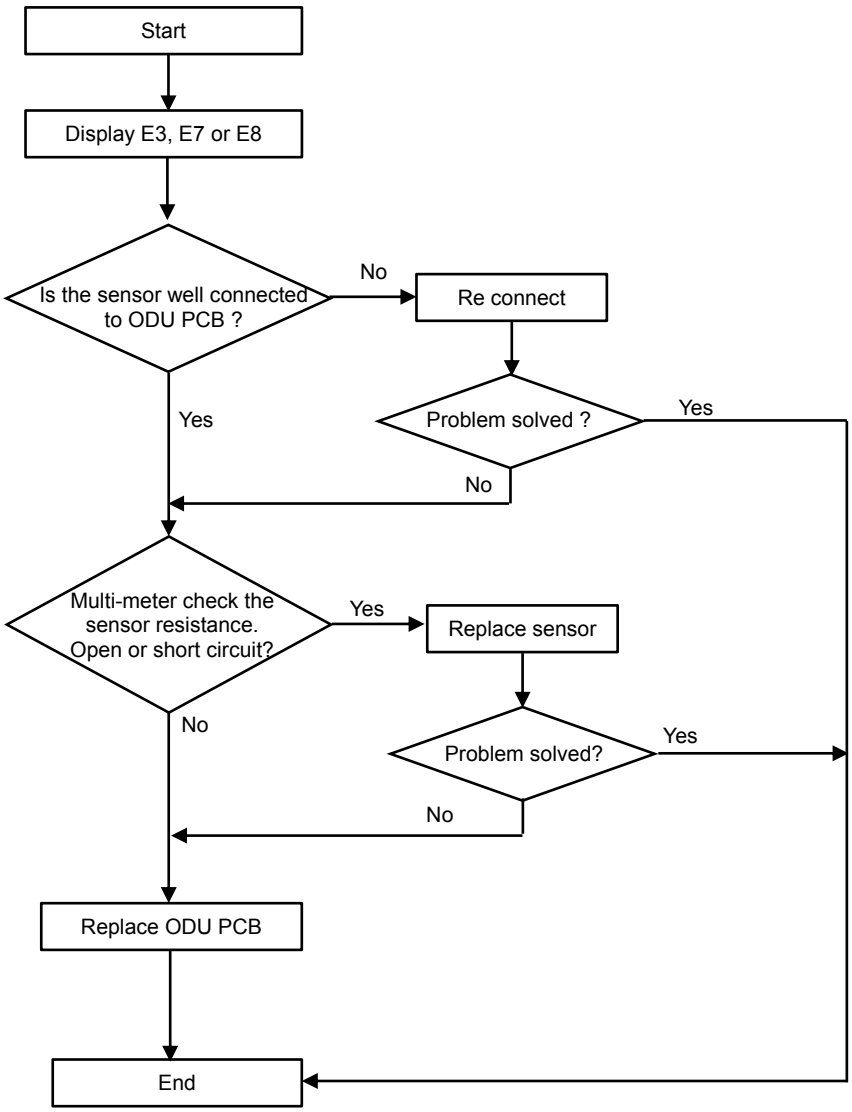


2.4 E6----IDU ventilation failure (PG and DC fan motor only)



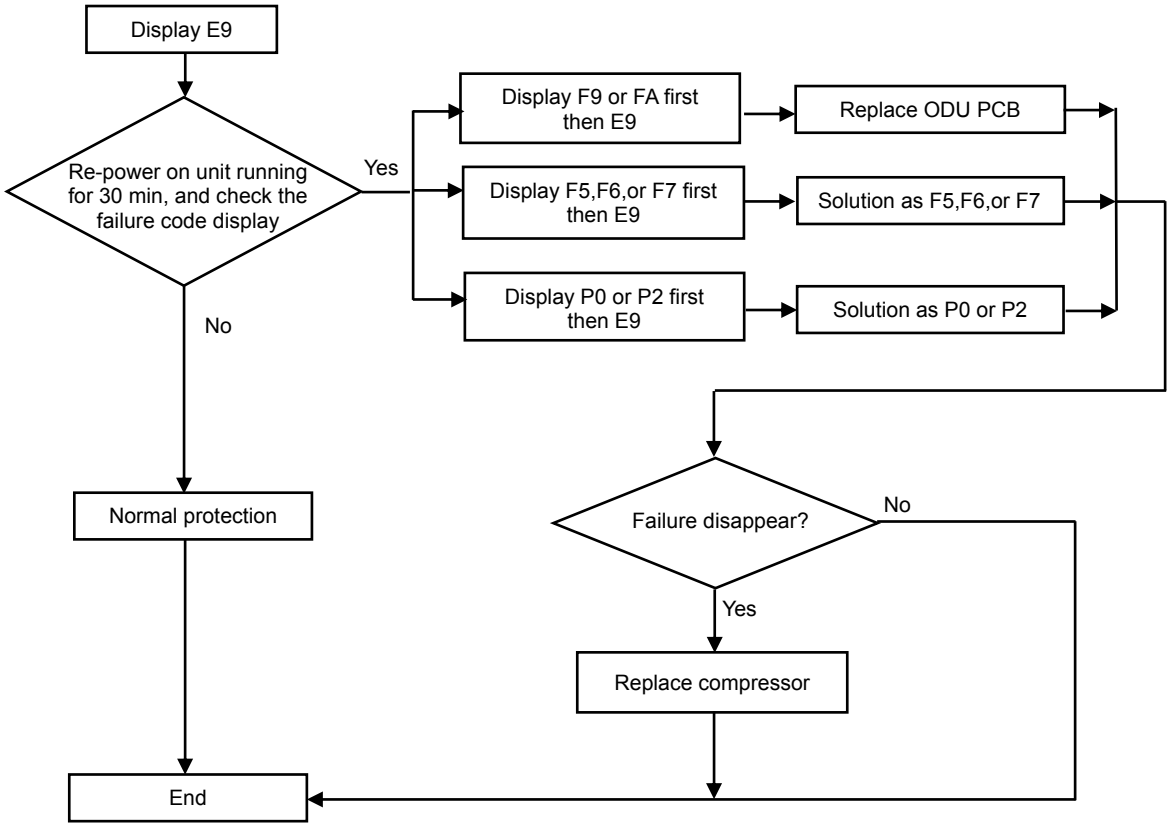
2.5 E3, E7 or E8----ODU Coil temperature sensor, Ambient temperature sensor or Discharge temperature sensor failure.

When any of the sensor resistance open or short circuit , unit will display failure code as E3/E7 or E8, IDU and ODU turns off. When the sensor resistance recovery, unit revert to be standby, customer can switch on the unit directly.



2.6 E9---ODU IPM /Compressor drive fault

If unit have 6 times stopping works for IPM protection (P0) continuously, it will display E9 error, and unit can't be recovered to operation, except press ON/OFF button.



Remark:

1. F9 code

Reason: The IPM module temperature test circuit failure.

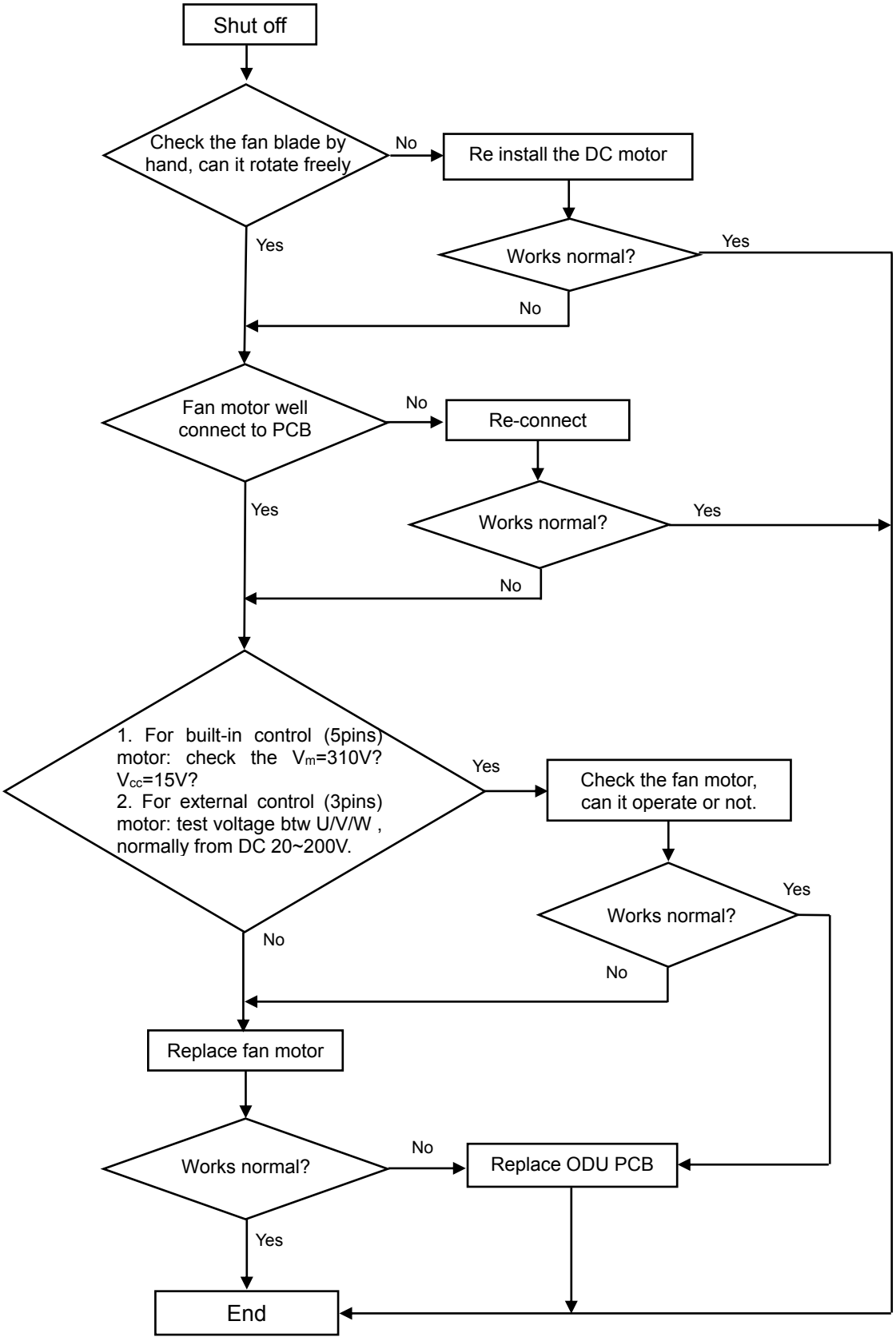
Solution: Replace the ODU PCB.

2. FA code

Reason: The compressor phase-current test circuit failure.

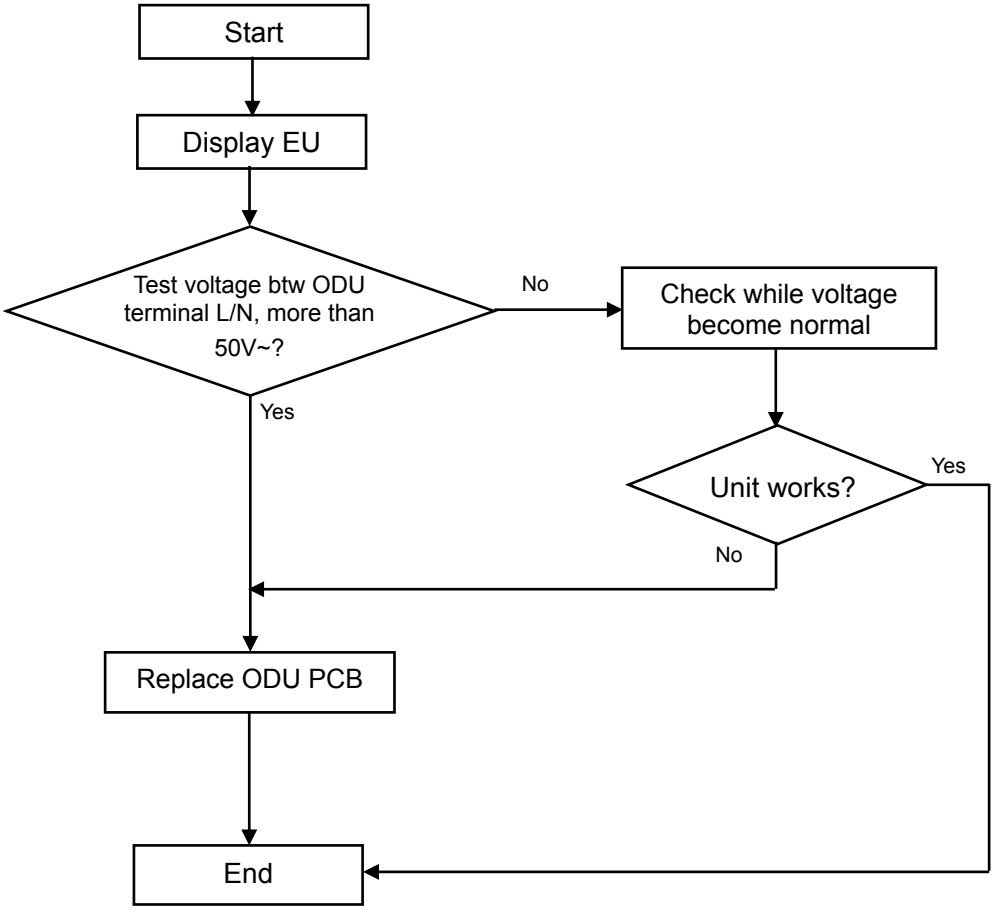
Solution: Replace the ODU PCB.

2.7 EF---ODU DC fan motor failure



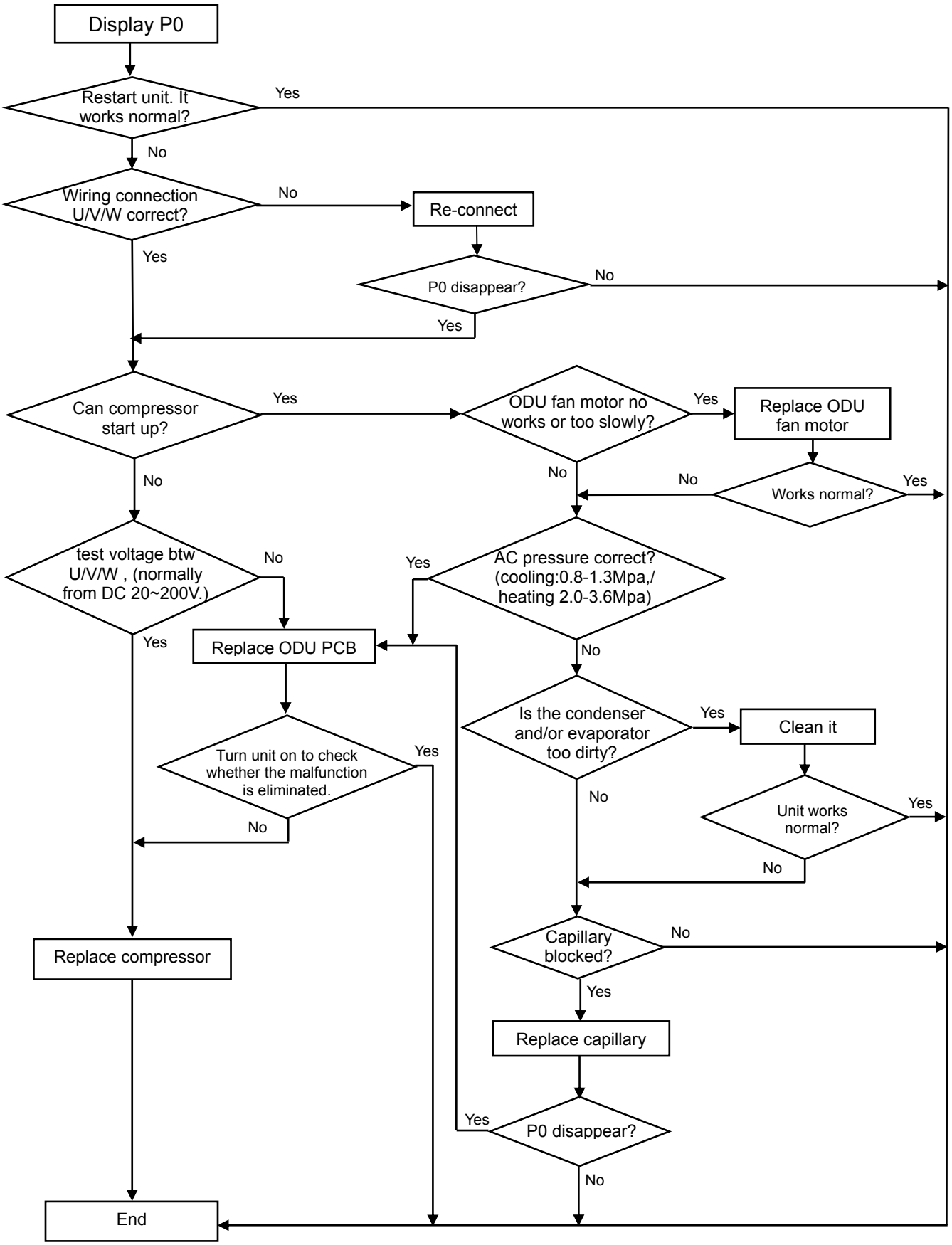
2.8 EU---ODU voltage test sensor failure

After power relay works, when tested voltage effective value less than 50V for 3s continuously, unit will display EU.



2.9 P0---IPM protection

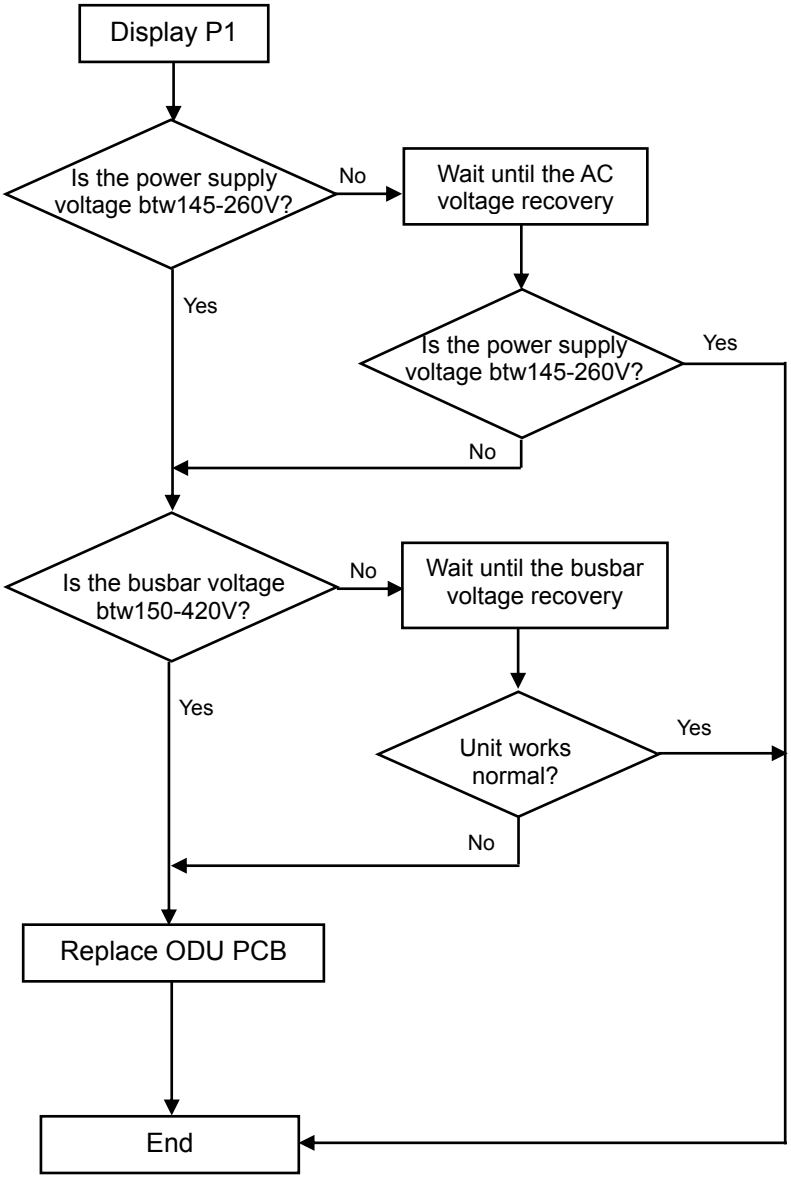
When overheat or overcurrent for IPM, AC unit will display P0protection.



2.10 P1--- Over / under voltage protection

1. Test voltage between L &N, When the power supply V＞AC260V or V＜AC150V, AC will display P1 protection, unit will recover back to previous status while V＞AC155V.

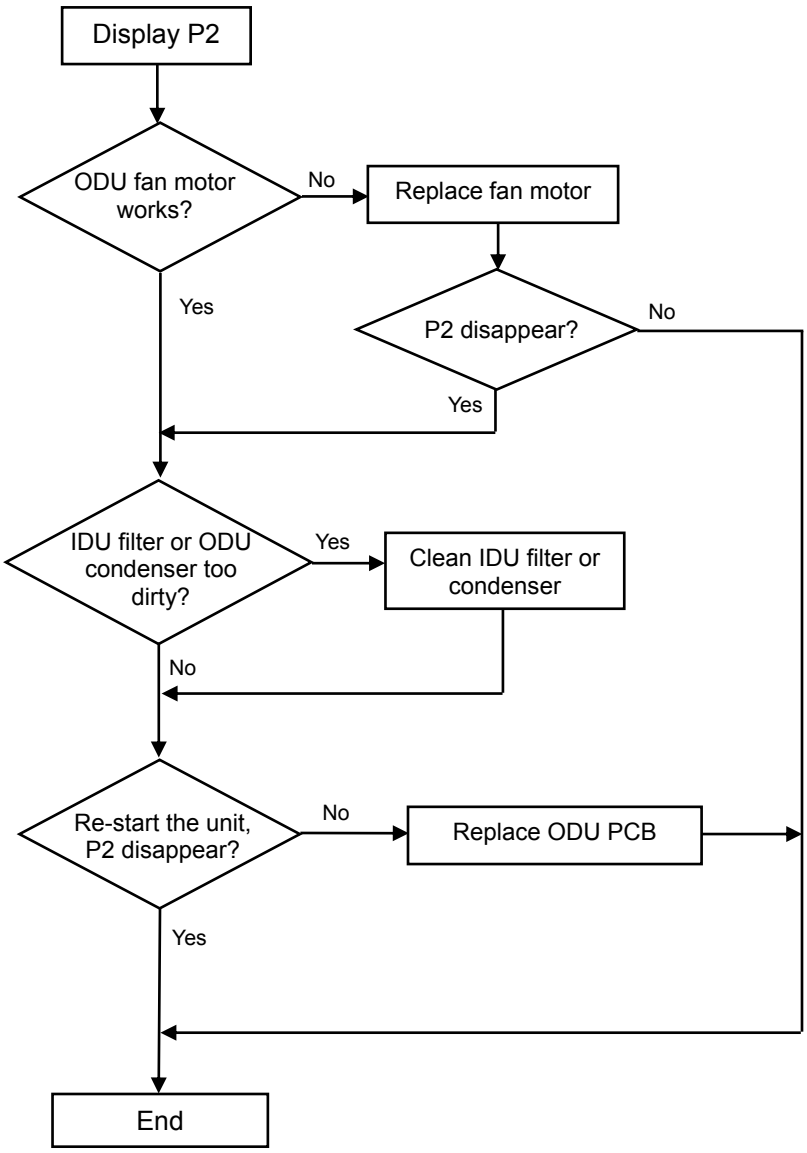
2. Test voltage on the big size electrolytic capacitor of ODU PCB, When DC busbar voltage V＞DC420V or V ＜DC150V, unit will recover back to previous status while DC190V＜V＜DC410V



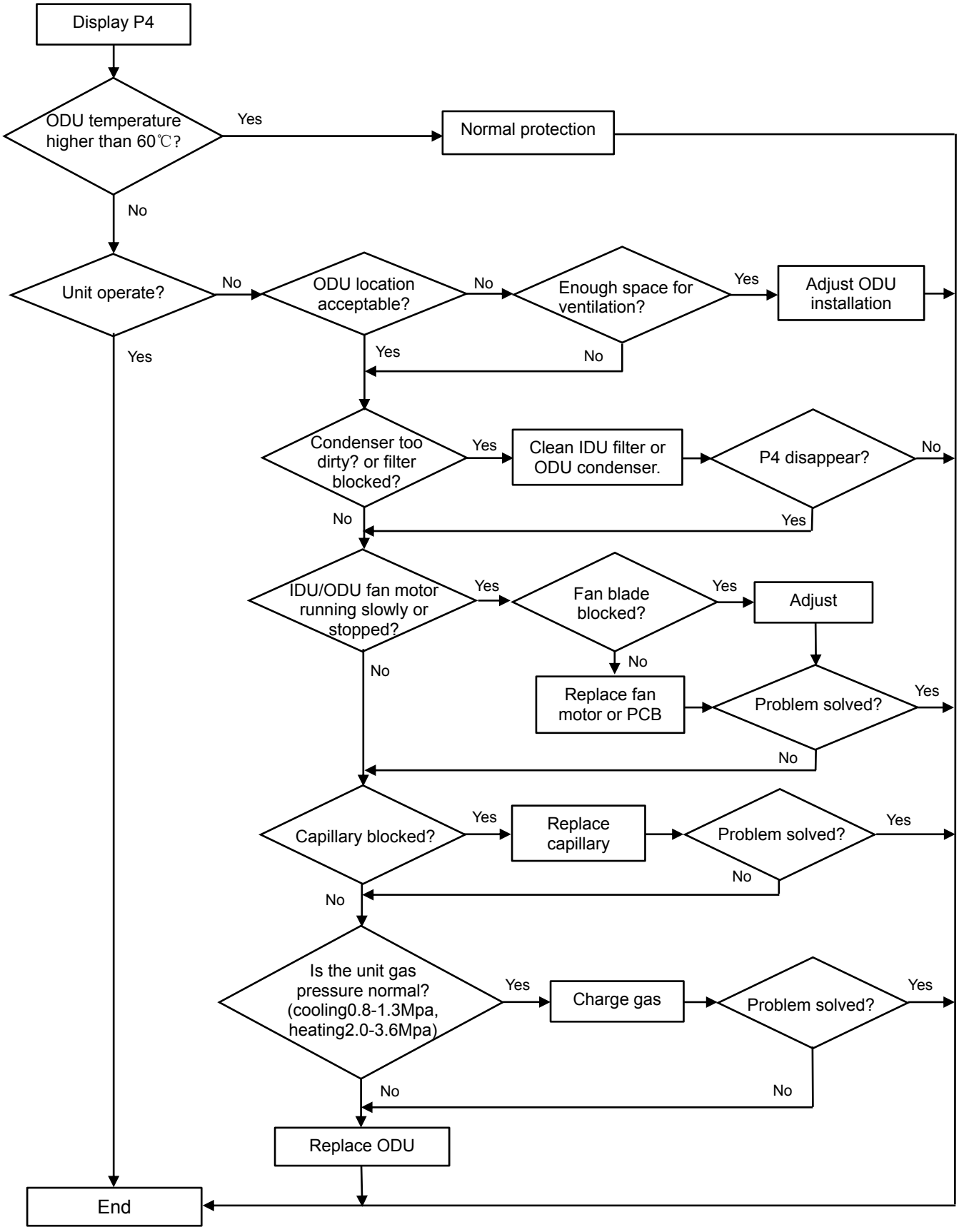
2.11 P2---Over Current protection

When the AC unit running current more than I_{max}, it will stop and display P2 protection.

Note: for different AC model, I_{max} has difference valve.

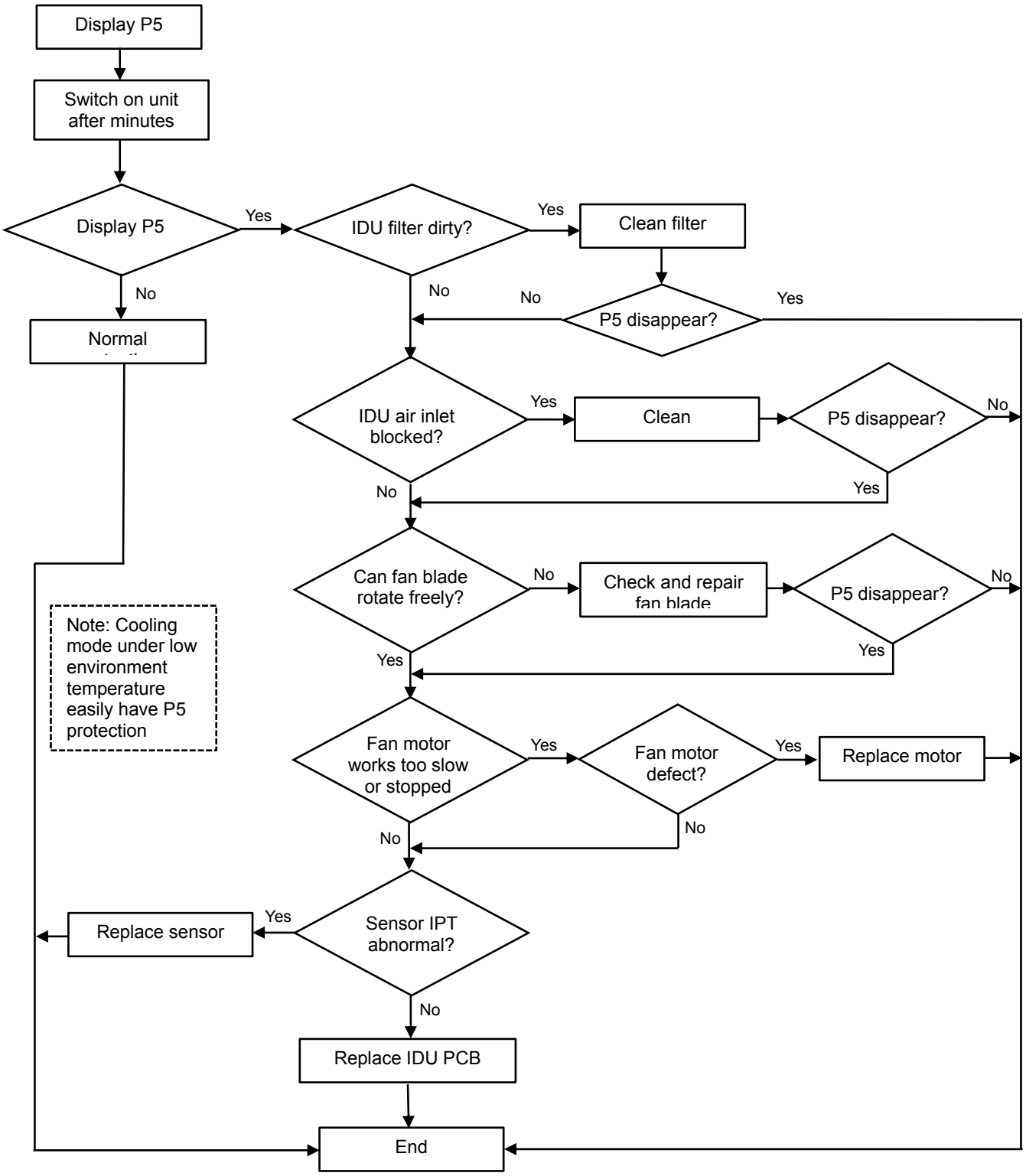


2.12 P4 ---ODU Discharge temperature overheating protection



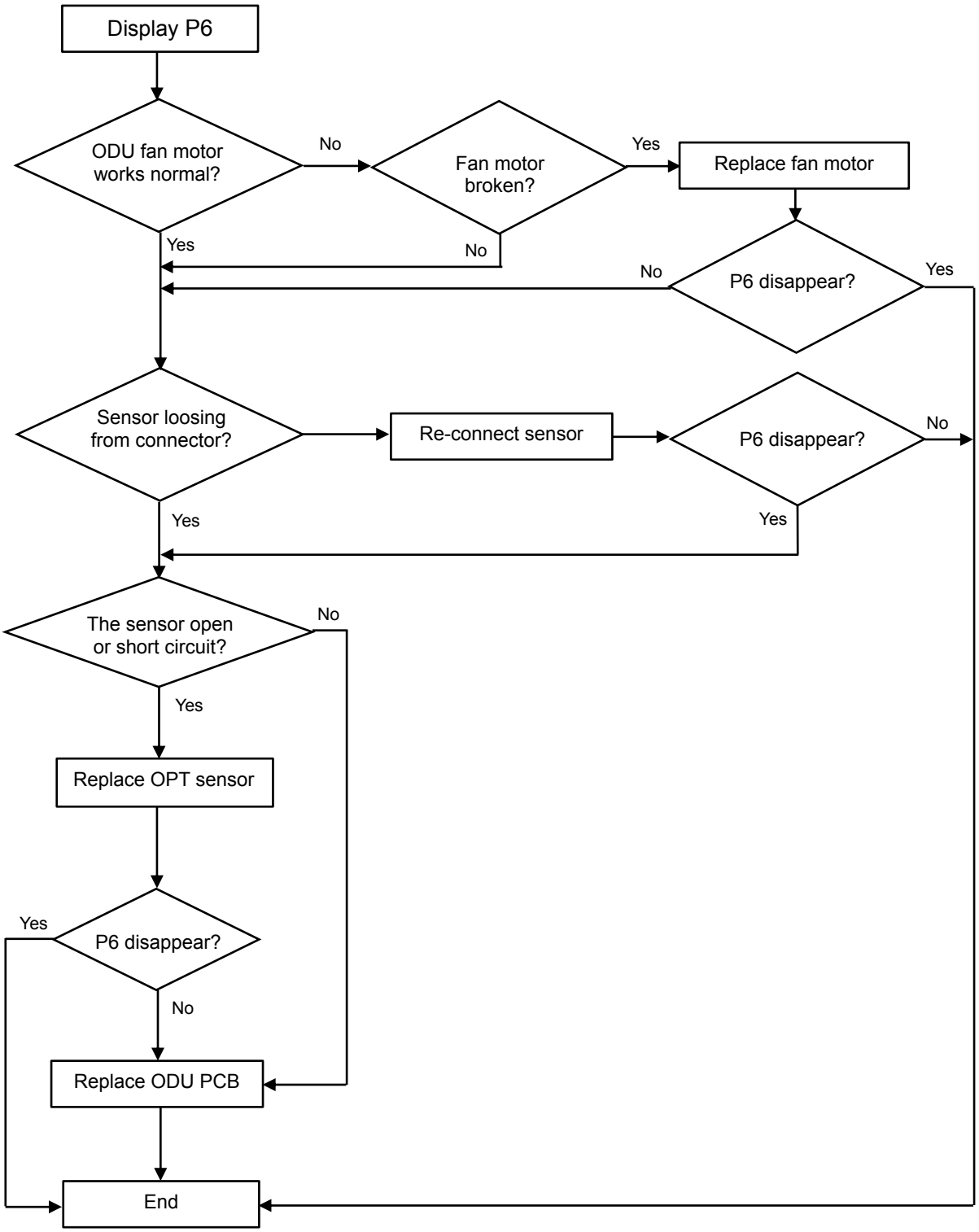
2.13 P5---Sub-cooling protection on Cooling/Dry mode

On Cooling or Dry mode, when IDU evaporator coil temperature **IPT＜1**℃ continuously for 3 min after compressor start up for 6 min, CPU will switch off outdoor unit and show P5 failure code.



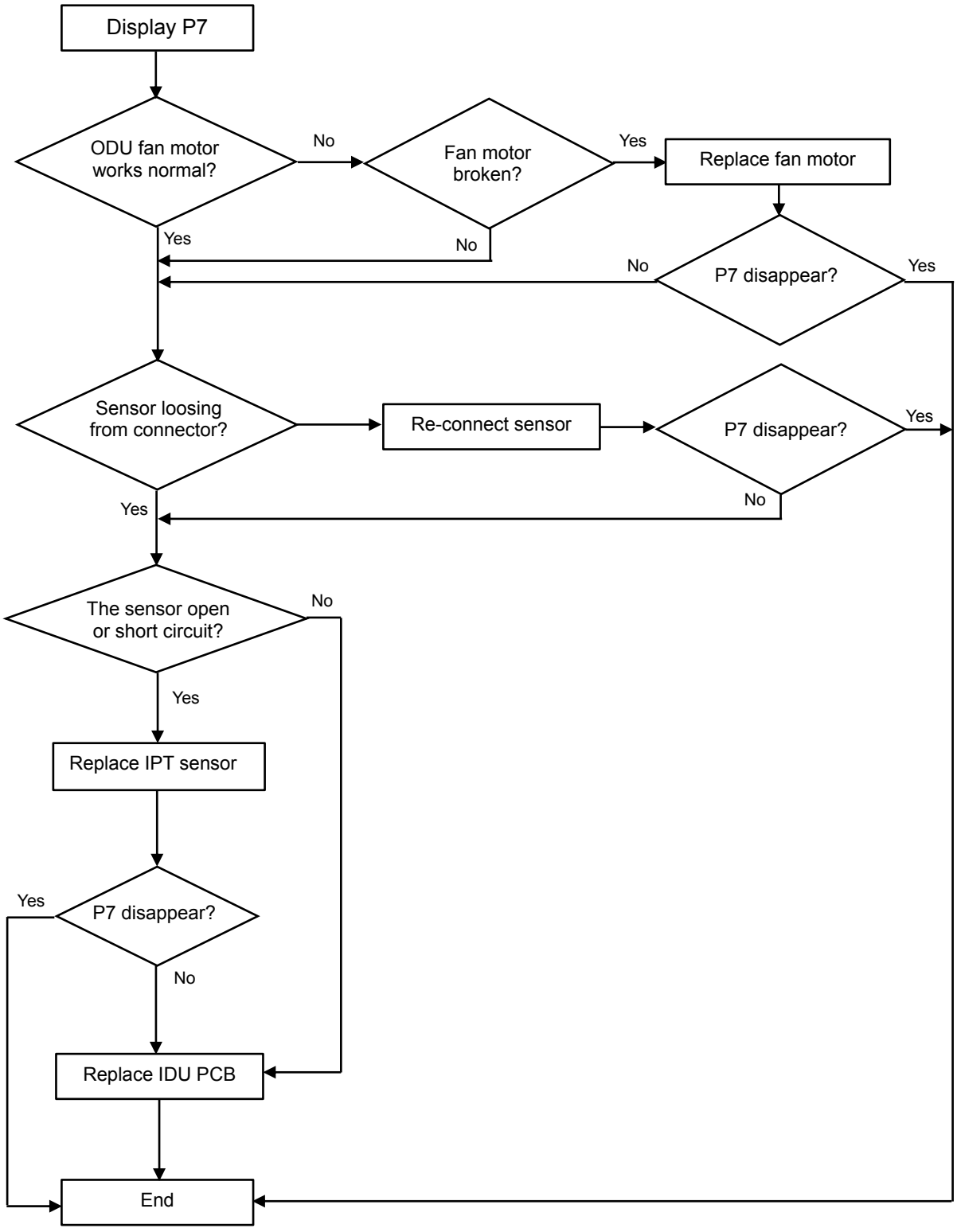
2.14 P6---Overheating protection on Cooling mode

On Cooling or Dry mode, when ODU condenser coil temperature OPT≥62℃ , MCU will switch off outdoor unit and show P6 failure code.



2.15 P7---Overheating protection on Cooling mode

On heating mode, when IDU evaporator coil temperature IPT≥62℃, ODU PCB will switch off outdoor unit and show P7 failure code.



2.16 P8---Outdoor Overtemperature/Under-temperature protection

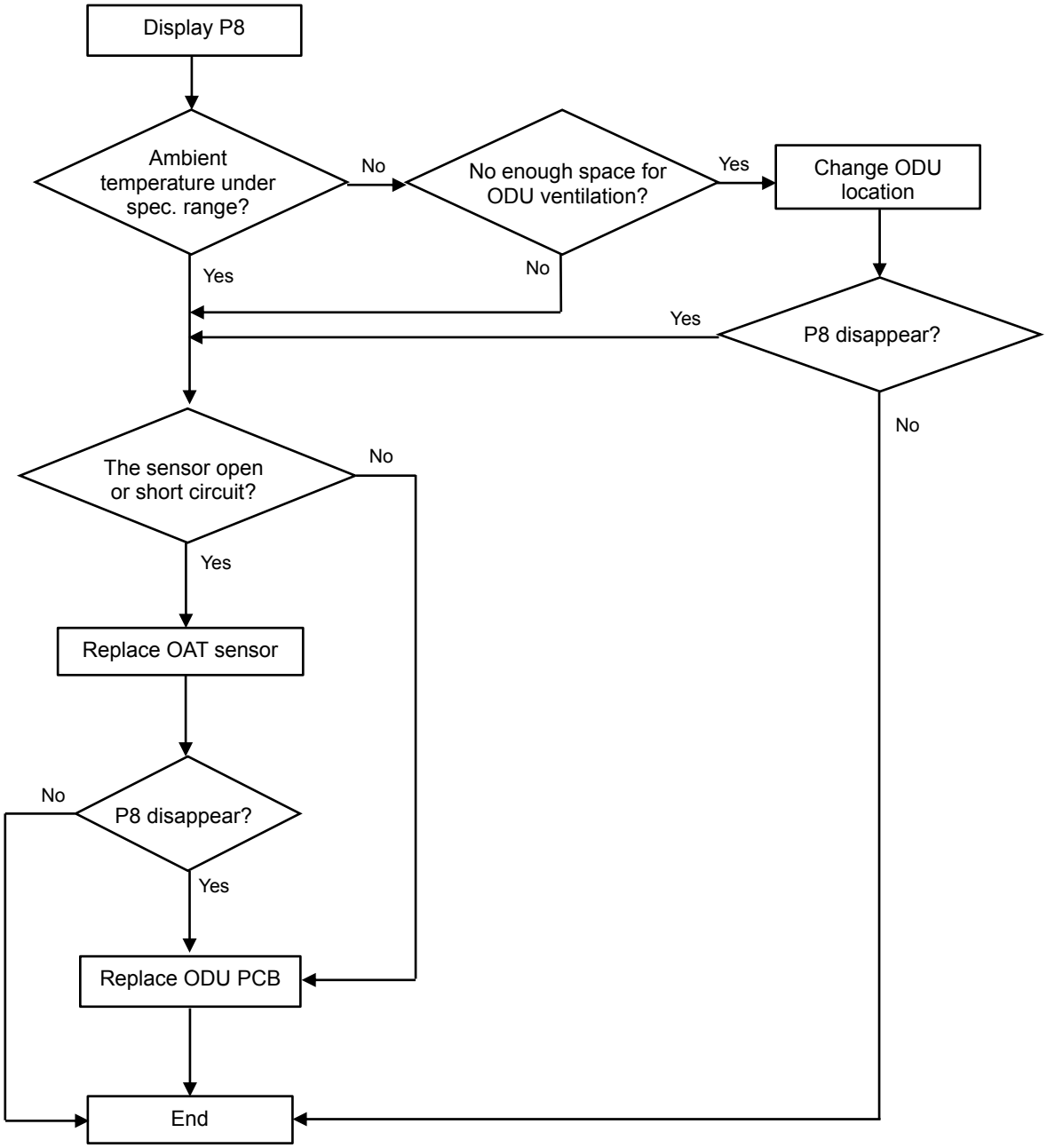
When environment temperature as below condition, the compressor will stop working, after 200s delay, the IDU will show P8 failure code.

(1). **On Cooling or Dry mode**: ODU ambient temperature: OAT＜-20℃ or OAT＞63℃;

(2). **On Heating mode**:

a. OAT≥40℃

b. 30℃＜OAT≤40℃ and RT＞35℃



2.17 P9---The compressor driving protection (the compressor load abnormal)

When compressor start up or in the process of operation, if:

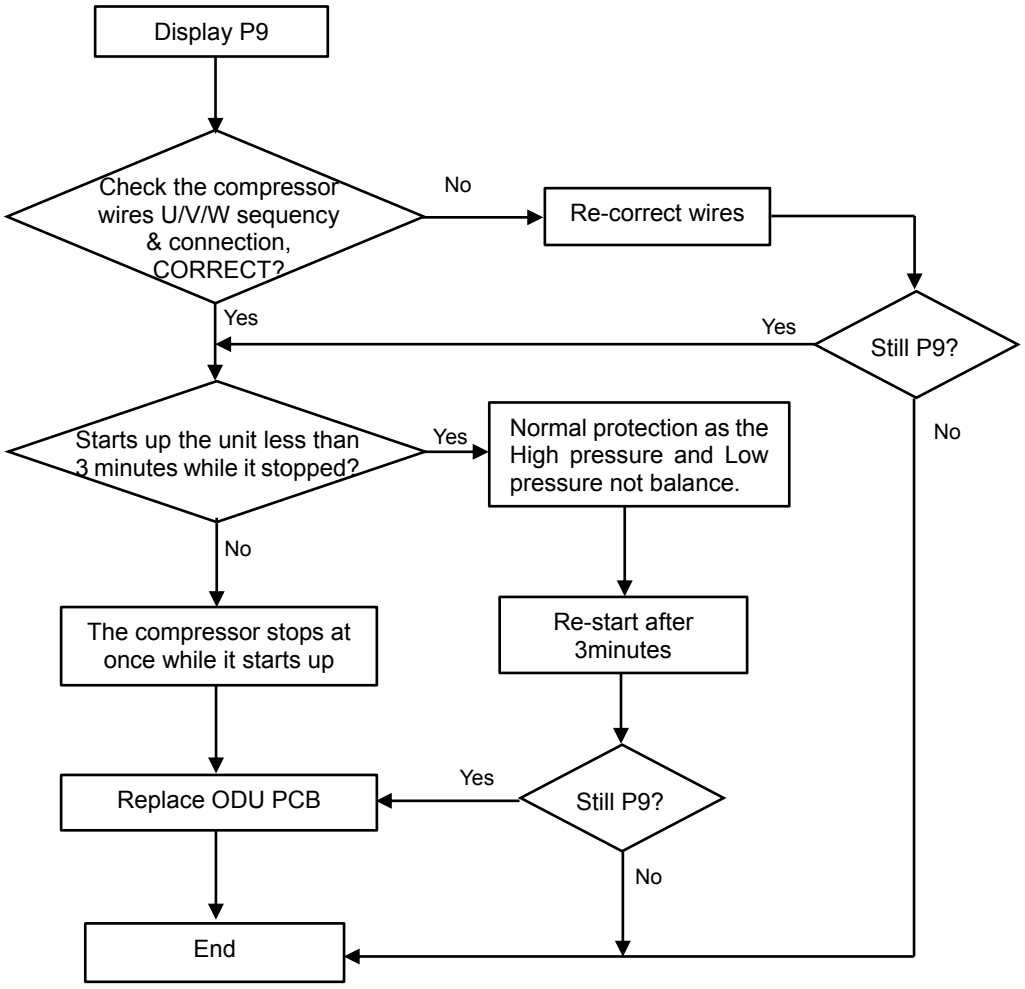
(1). MCU can't test the feedback signal from compressor, or

(2). Tested a abnormal signal from compressor, or

(3). The compressor startup abnormal.

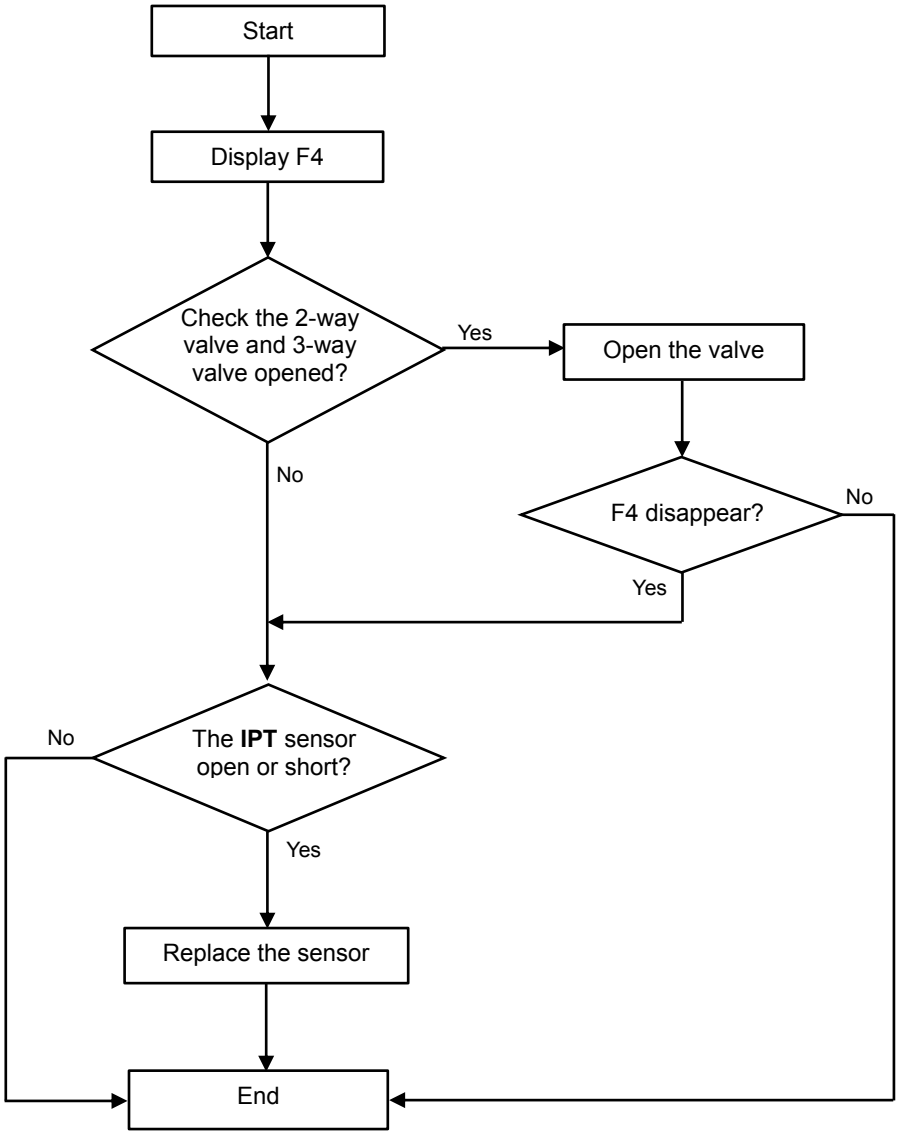
The outdoor unit will shut off, and show P9 protection.

(The unit will re-startup 6 times continuously, if it still can't work normal, then show P9 code)



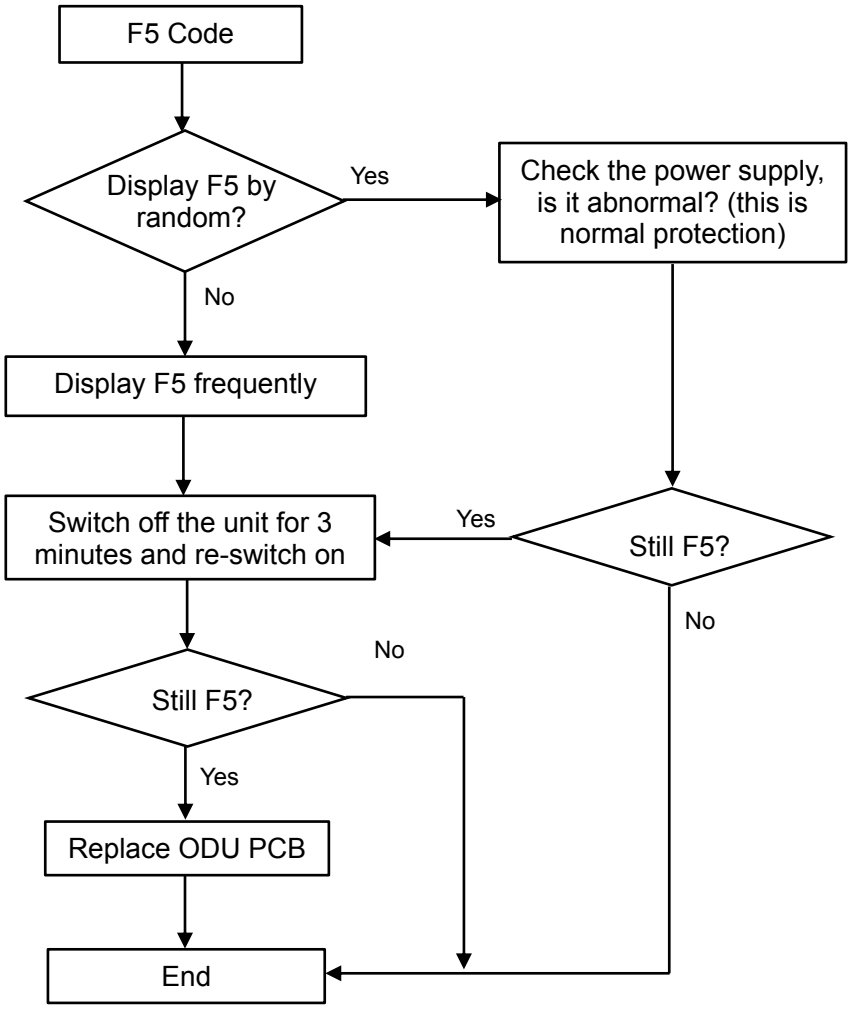
2.18 F4---Cooling system Gas flow abnormal protection

When compressor startup, unit will check the variation of IDU coil temperature. If there is mistake installer forgetting to open the 2-way or 3-way valve on ODU, the gas can't flow in the cooling system, it will show F4 protection.



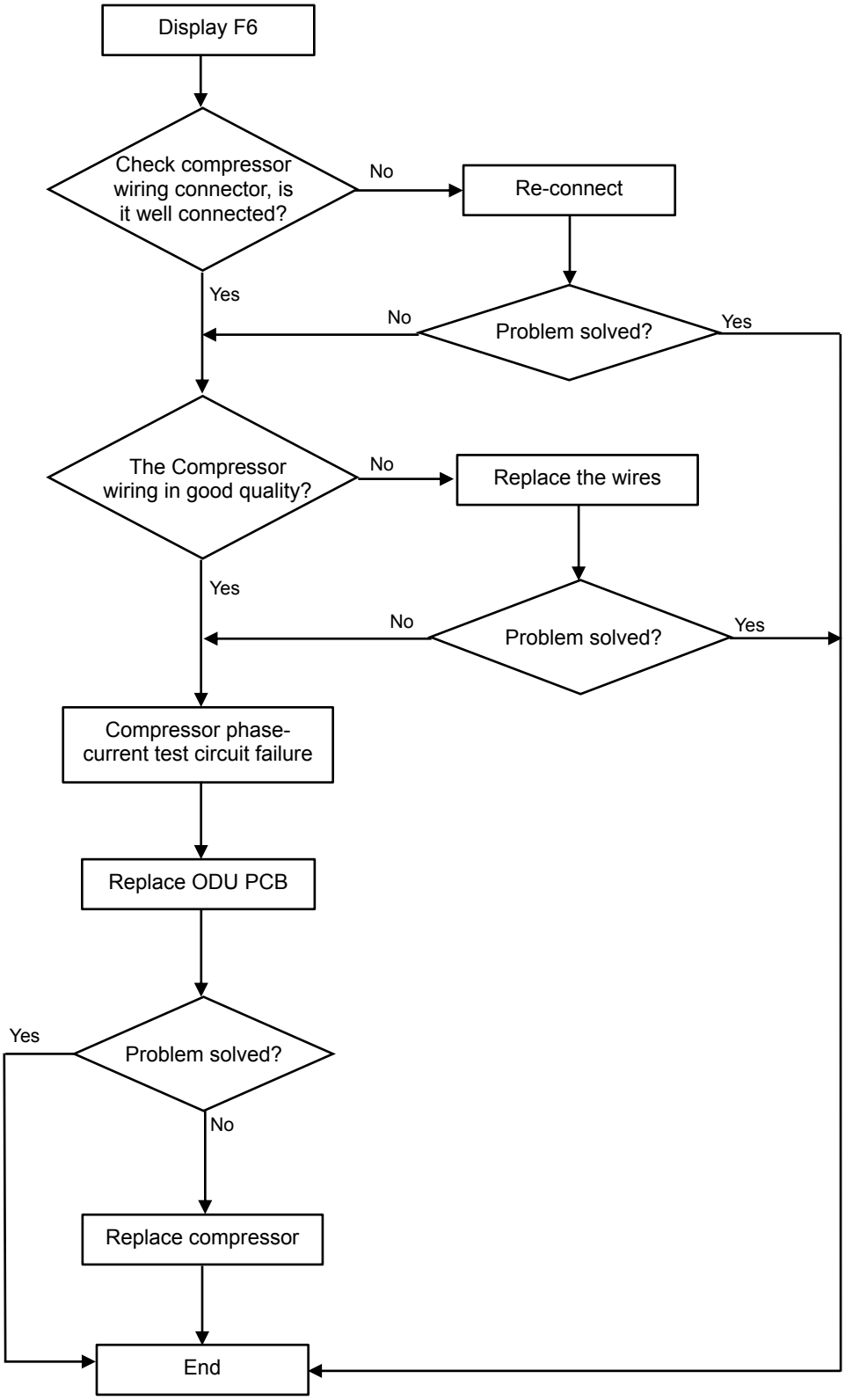
2.19 F5---PFC Protection

PFC Overcurrent protection



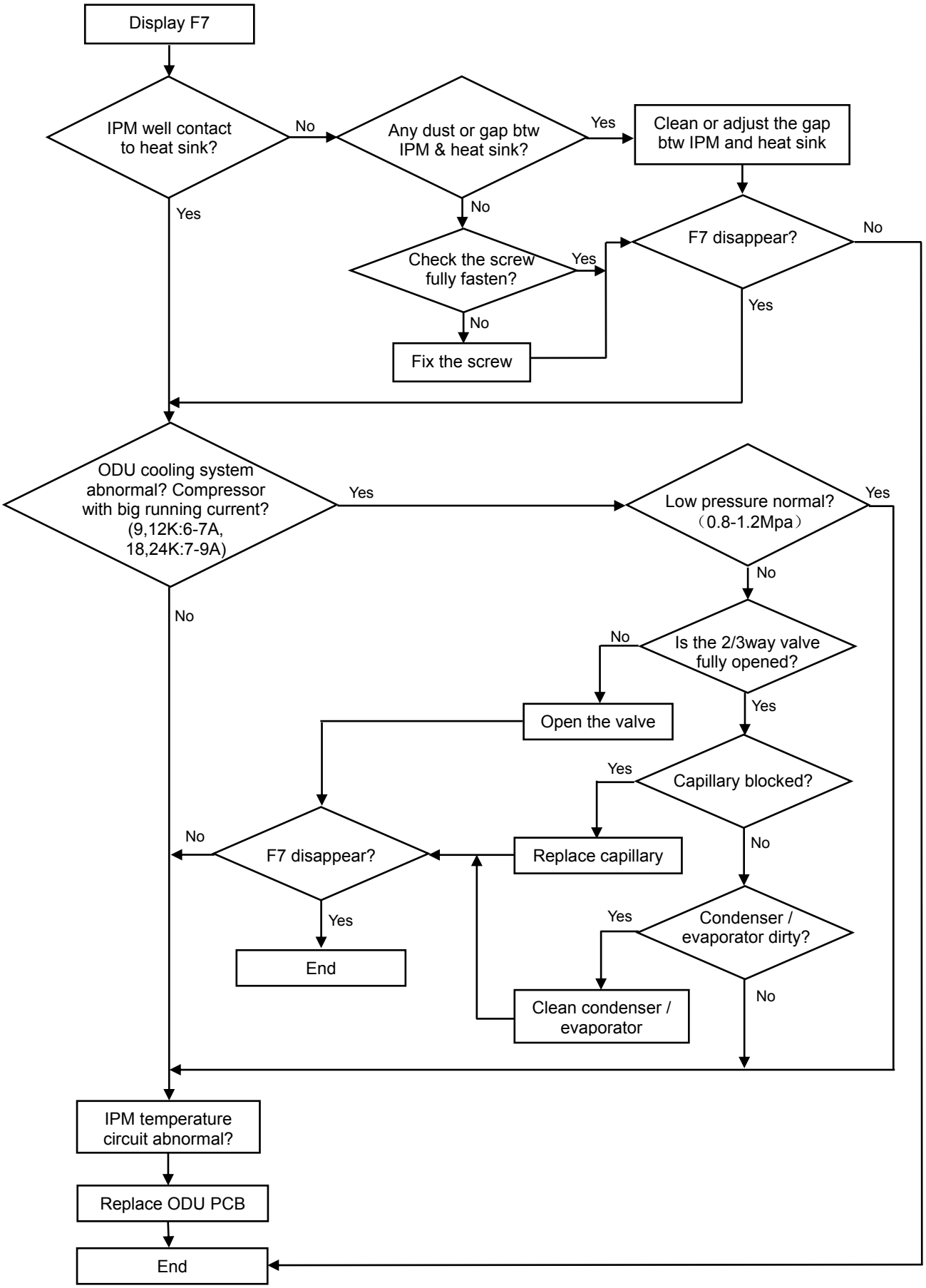
2.20 F6 The Compressor Lack of phase / Anti-phase protection.

If ODU PCB can't test one, or even three phase of compressor current, it will show F6 protection.



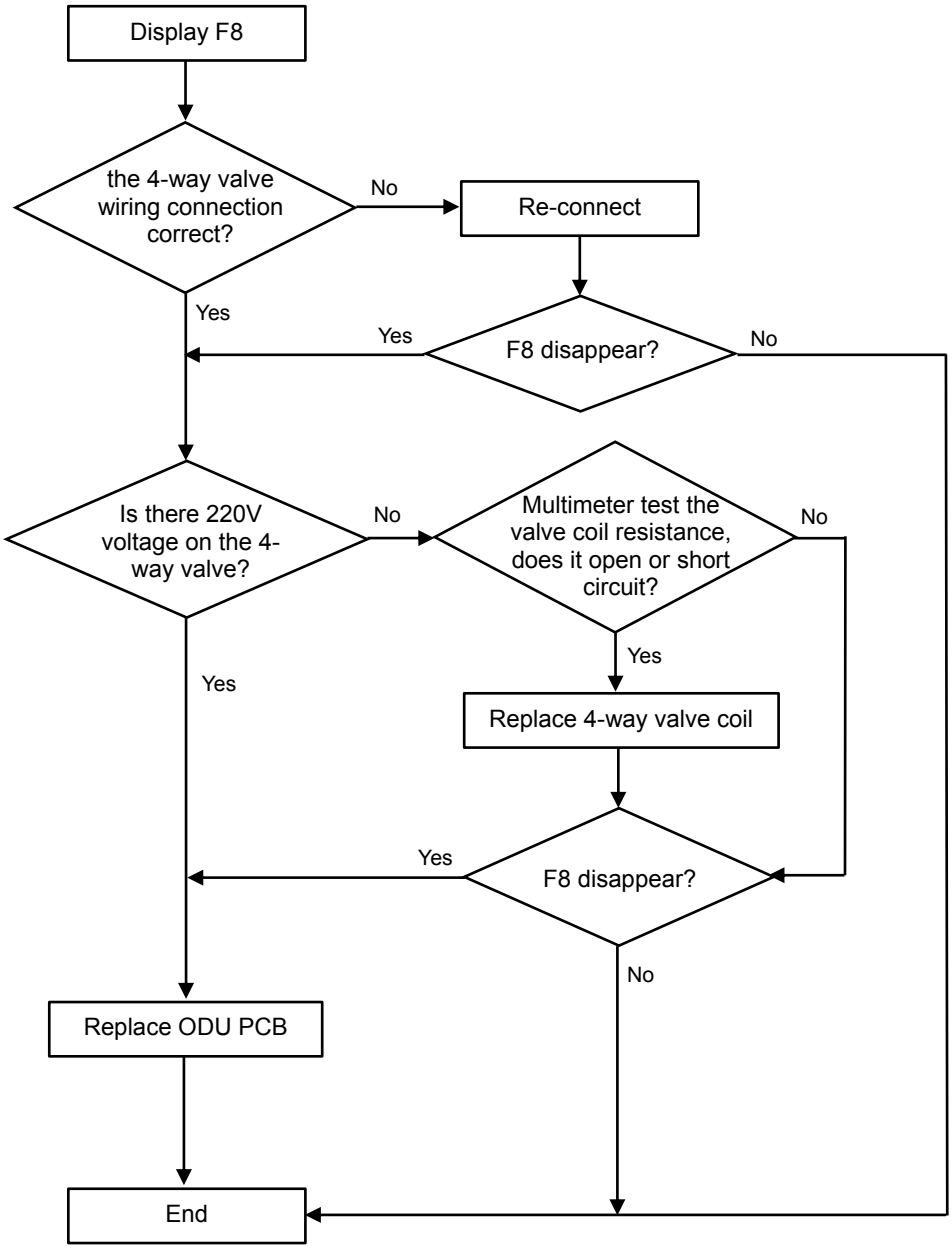
2.21 F7---Module temperature protection.

IPM overtemperature protection, when IPM temperature more than 95℃, it will show F7.



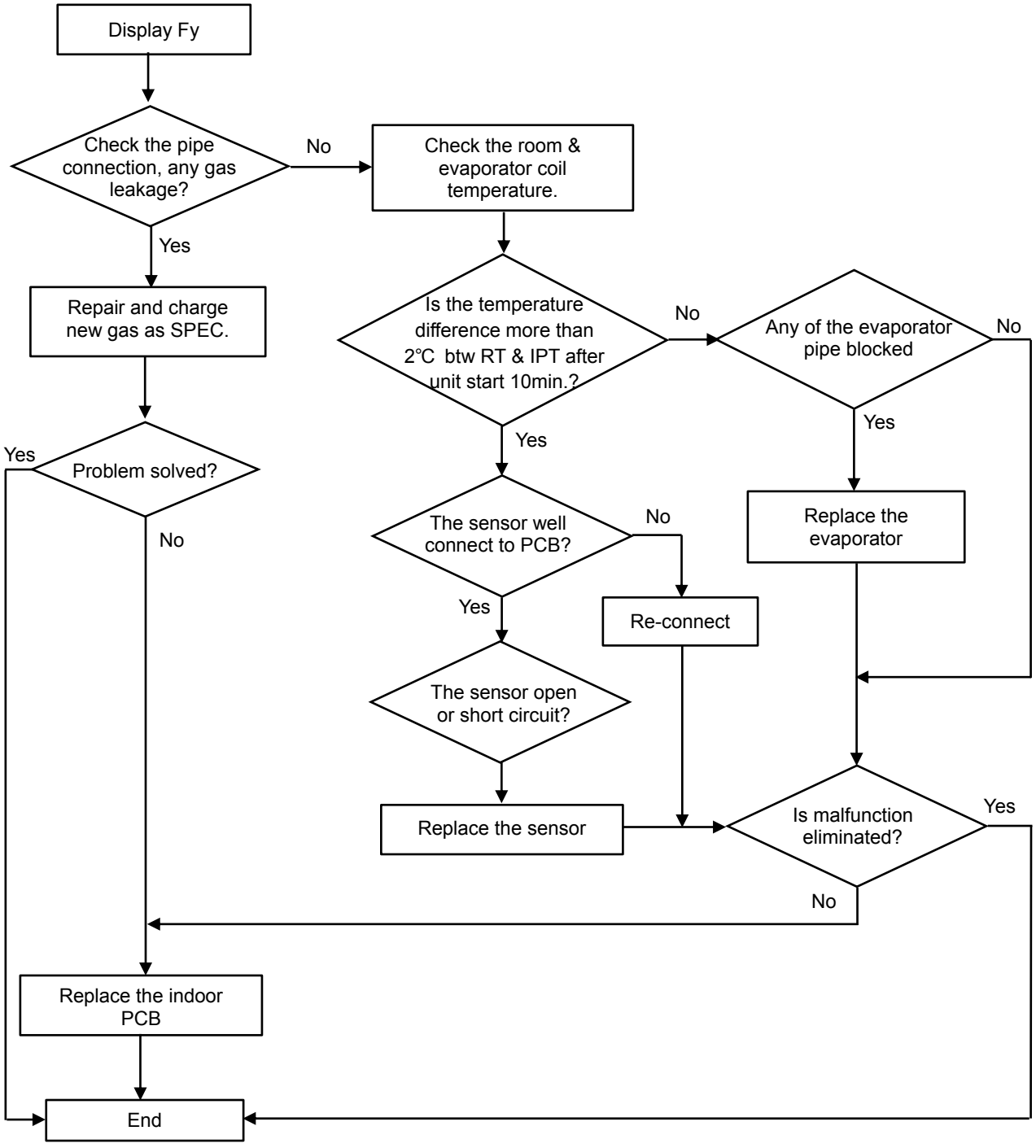
2.22 F8---4-Way Value Reversing abnormal

On heating mode, if IDU Coil temperature tested lower than Room temperature 5℃ or even more after compressor works for 8min, unit will show F8 code.



2.23 Fy--- Gas leakage protection

After compressor works in high frequency for 9 min, if the temperature on IDU evaporator & ODU condenser has only a little variation comparing previous, but, the compressor discharge temperature on high level, then the unit will show Fy failure code.

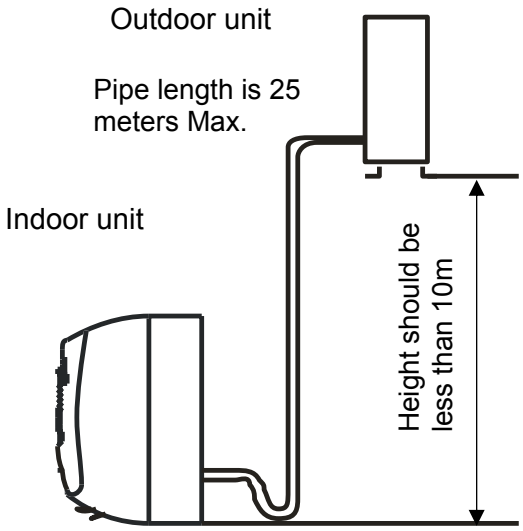


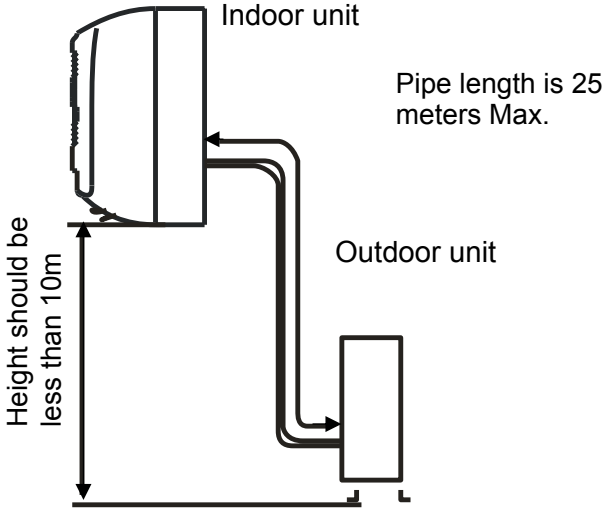
APPENDIX

Appendix 1 The comparison table of Celsius-Fahrenheit temperature

Fahrenheit diplay temperature (℉)	Fahrenheit (℉)	Celsius (℃)	Fahrenheit diplay temperature (℉)	Fahrenheit (℉)	Celsius (℃)	Fahrenheit diplay temperature (℉)	Fahrenheit (℉)	Celsius (℃)
61	60.8	16	69/70	69.8	21	78/79	78.8	26
62/63	62.6	17	71/72	71.6	22	80/81	80.6	27
64/65	64.4	18	73/74	73.4	23	82/83	82.4	28
66/67	66.2	19	75/76	75.2	24	84/85	84.2	29
68	68	20	77	77	25	86	86	30

Appendix 2 The Pipe length and Gas charging





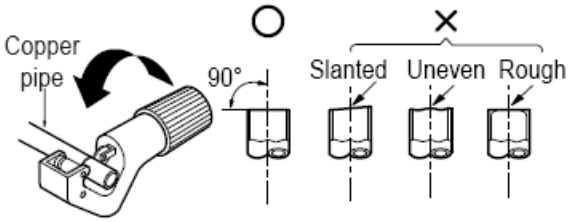
Mode	Standard length (m)	Refrigerant piping Max. length (m) A	Additional refrigerant charging: Xg= B * (A-5m) B
9K	5.0	25	20g/m
12K	5.0	25	20g/m
18K	5.0	25	30g/m
24K	5.0	25	30g/m
30K	5.0	25	30g/m
36K	5.0	25	30g/m

Appendix 3 Pipes Flaring

Main cause for gas leakage is due to defect in flaring work. Carry out correct flaring work in the following procedure.

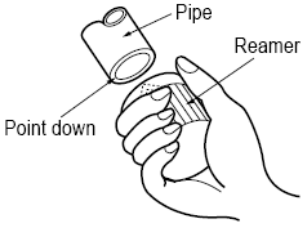
A. Cut the pipes and the cable.

1) Use the piping kit accessory or the pipes purchased locally.
2) Measure the distance between the indoor and the outdoor unit.
3) Cut the pipes a little longer than measured distance.
4) Cut the cable 1.5m longer than the pipe length.



B. Burrs removal

1) Completely remove all burrs from the cut cross section of pipe/tube.
2) Put the end of the copper tube/pipe in a down ward direction as you remove burrs in order to avoid dropping burrs into the tubing.

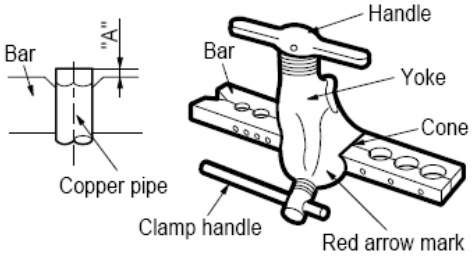


C. Flaring work

• Carry out flaring work using flaring tool as shown below.

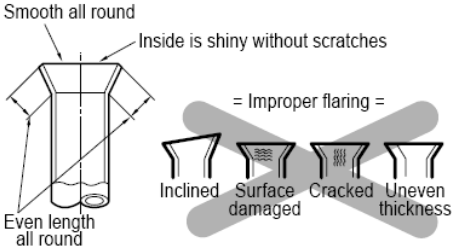
Outside diameter		A
mm	inch	mm
ø6.35	1/4	1.0~1.3
ø9.52	3/8	0.8~1.0
ø12.7	1/2	0.5~0.8
ø15.88	5/8	0.5~0.8

Firmly hold copper pipe in a die in the dimension shown in the table above.



D. Check

1) Compare the flared work with figure below.
2) If flare is noted to be defective, cut off the flared section and do flaring work again.

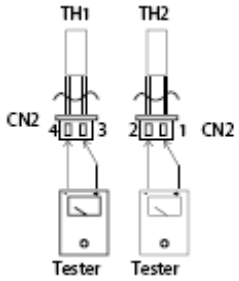


Appendix 4 THERMISTOR TEMPERATURE CHARACTERISTICS

1). Indoor unit and outdoor exchange temperature and outside air temperature sensor temperature characteristics

TEMP. (℃)	Resistance (k Ohm)	Voltage of resistance	TEMP. (℃)	Resistance (k Ohm)	Voltage of resistance	TEMP. (℃)	Resistance (k Ohm)	Voltage of resistance
-30	63.513	4.628	15	7.447	2.968	60	1.464	1.115
-29	60.135	4.609	16	7.148	2.918	61	1.418	1.088
-28	56.956	4.589	17	6.863	2.868	62	1.374	1.061
-27	53.963	4.568	18	6.591	2.819	63	1.331	1.035
-26	51.144	4.547	19	6.332	2.769	64	1.290	1.009
-25	48.488	4.524	20	6.084	2.720	65	1.250	0.984
-24	45.985	4.501	21	5.847	2.671	66	1.212	0.960
-23	43.627	4.477	22	5.621	2.621	67	1.175	0.936
-22	41.403	4.452	23	5.404	2.572	68	1.139	0.913
-21	39.305	4.426	24	5.198	2.524	69	1.105	0.890
-20	37.326	4.399	25	5.000	2.475	70	1.072	0.868
-19	35.458	4.371	26	4.811	2.427	71	1.040	0.847
-18	33.695	4.343	27	4.630	2.379	72	1.009	0.825
-17	32.030	4.313	28	4.457	2.332	73	0.979	0.805
-16	30.458	4.283	29	4.292	2.285	74	0.950	0.785
-15	28.972	4.252	30	4.133	2.238	75	0.922	0.765
-14	27.567	4.219	31	3.981	2.192	76	0.895	0.746
-13	26.239	4.186	32	3.836	2.146	77	0.869	0.728
-12	24.984	4.152	33	3.697	2.101	78	0.843	0.710
-11	23.795	4.117	34	3.563	2.057	79	0.819	0.692
-10	22.671	4.082	35	3.435	2.012	80	0.795	0.675
-9	21.606	4.045	36	3.313	1.969	81	0.773	0.658
-8	20.598	4.008	37	3.195	1.926	82	0.751	0.641
-7	19.644	3.969	38	3.082	1.883	83	0.729	0.625
-6	18.732	3.930	39	2.974	1.842	84	0.709	0.610
-5	17.881	3.890	40	2.870	1.800	85	0.689	0.595
-4	17.068	3.850	41	2.770	1.760	86	0.669	0.580
-3	16.297	3.808	42	2.674	1.720	87	0.651	0.566
-2	15.565	3.766	43	2.583	1.681	88	0.633	0.552
-1	14.871	3.723	44	2.494	1.642	89	0.615	0.538
0	14.212	3.680	45	2.410	1.604	90	0.598	0.525
1	13.586	3.635	46	2.328	1.567	91	0.582	0.512
2	12.991	3.590	47	2.250	1.530	92	0.566	0.499
3	12.426	3.545	48	2.174	1.495	93	0.550	0.487
4	11.889	3.499	49	2.102	1.459	94	0.535	0.475
5	11.378	3.452	50	2.032	1.425	95	0.521	0.463
6	10.893	3.406	51	1.965	1.391	96	0.507	0.452
7	10.431	3.358	52	1.901	1.357	97	0.493	0.441
8	9.991	3.310	53	1.839	1.325	98	0.480	0.430
9	9.573	3.262	54	1.779	1.293	99	0.467	0.419
10	9.174	3.214	55	1.721	1.262	100	0.455	0.409
11	8.795	3.165	56	1.666	1.231			
12	8.433	3.116	57	1.613	1.201			
13	8.089	3.067	58	1.561	1.172			
14	7.760	3.017	59	1.512	1.143			

Resistance at 25℃:5 kΩ.



TH1: indoor room temperature sensor and outside air temperature sensor

TH2: indoor exchange temperature sensor and outside exchange temperature sensor

Before measuring resistance, disconnect connectors as shown above.

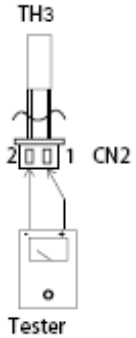
1) Outdoor unit sensor temperature characteristics

TEMP. (℃)	R min (k Ohm)	R(t) (k Ohm)	R max (k Ohm)	TEMP. (℃)	R min (k Ohm)	R(t) (k Ohm)	R max (k Ohm)	TEMP. (℃)	R min (k Ohm)	R(t) (k Ohm)	R max (k Ohm)
-30	283.3	322.9	367.7	24	19.36	20.89	22.52	78	2.563	2.654	2.745
-29	267.4	304.4	346.3	25	18.55	20	21.54	79	2.481	2.567	2.654
-28	252.5	287.1	307.4	26	17.77	19.14	20.6	80	2.402	2.484	2.567
-27	238.5	270.9	307.4	27	17.03	18.32	19.7	81	2.327	2.404	2.483
-26	225.4	255.7	289.8	28	16.32	17.55	18.85	82	2.254	2.327	2.401
-25	213.1	241.4	273.3	29	15.65	16.81	18.04	83	2.183	2.253	2.323
-24	201.5	228	257.9	30	15	16.1	17.27	84	2.115	2.182	2.248
-23	190.6	215.5	243.4	31	14.39	15.43	16.54	85	2.05	2.113	2.176
-22	180.3	203.6	229.8	32	13.81	14.79	15.34	86	1.985	2.047	2.109
-21	170.7	192.5	217	33	13.25	14.18	15.17	87	1.922	1.983	2.045
-20	161.6	182.1	205	34	12.72	13.6	14.54	88	1.861	1.922	1.983
-19	153.1	172.3	193.7	35	12.21	13.05	13.93	89	1.802	1.862	1.923
-18	145	163.1	183.2	36	11.72	12.52	13.36	90	1.746	1.805	1.865
-17	137.5	154.4	173.2	37	11.26	12.01	12.81	91	1.692	1.75	1.809
-16	130.3	146.2	163.9	38	10.82	11.53	12.29	92	1.639	1.697	1.755
-15	123.6	138.5	155.1	39	10.29	11.07	11.78	93	1.589	1.646	1.703
-14	117.3	131.3	146.8	40	9.986	10.63	11.31	94	1.54	1.596	1.653
-13	111.3	124.4	139	41	9.6	10.21	10.85	95	1.493	1.549	1.604
-12	105.6	118	131.7	42	9.231	9.813	10.42	96	1.448	1.502	1.558
-11	100.3	111.9	124.7	43	8.878	9.43	10	97	1.404	1.458	1.512
-10	95.24	106.2	118.2	44	8.54	9.064	9.612	98	1.362	1.415	1.469
-9	90.49	100.8	112.1	45	8.217	8.714	9.233	99	1.321	1.373	1.426
-8	85.99	95.68	106.3	46	7.908	8.38	8.872	100	1.284	1.335	1.387
-7	81.75	90.86	100.8	47	7.612	8.06	8.526	101	1.245	1.296	1.348
-6	77.74	86.31	95.74	48	7.328	7.754	8.196	102	1.209	1.258	1.309
-5	73.94	82.01	90.88	49	7.057	7.461	7.88	103	1.173	1.222	1.272
-4	70.35	77.95	86.29	50	6.797	7.18	7.578	104	1.139	1.187	1.236
-3	66.96	74.11	81.96	51	6.548	6.912	7.289	105	1.105	1.153	1.202

-2	63.74	70.48	77.87	52	6.309	6.655	7.013	106	1.073	1.12	1.168
-1	60.69	67.05	74	53	6.08	6.409	6.748	107	1.042	1.089	1.136
0	57.81	63.8	70.34	54	5.861	6.173	6.495	108	1.013	1.058	1.104
1	55.08	60.72	66.88	55	5.651	5.947	6.253	109	0.9833	1.028	1.074
2	52.49	57.81	63.61	56	5.449	5.73	6.02	110	0.9553	0.9997	1.045
3	50.03	55.05	60.52	57	5.255	5.522	5.798	111	0.9283	0.9719	1.016
4	47.71	52.44	57.59	58	5.07	5.323	5.585	112	0.9021	0.9451	0.9892
5	45.5	49.97	54.82	59	4.891	5.132	5.381	113	0.8765	0.9191	0.9626
6	43.41	47.62	52.2	60	4.72	4.949	5.101	114	0.8524	0.894	0.9367
7	41.42	45.4	49.71	61	4.556	4.774	4.997	115	0.8087	0.8595	0.9117
8	39.53	43.2	42.33	62	4.398	4.605	4.817	116	0.8059	0.8461	0.8875
9	37.74	41.29	45.12	63	4.247	4.448	4.644	117	0.7837	0.8233	0.8641
10	36.04	39.39	43.01	64	4.101	4.288	4.479	118	0.7623	0.8012	0.8413
11	34.42	37.59	41	65	3.961	4.139	4.32	119	0.7415	0.7798	0.8193
12	32.89	35.87	39.1	66	3.827	3.995	4.167	120			
13	31.43	34.25	37.29	67	3.698	3.858	4.021	121	0.702	0.7386	0.7773
14	30.04	32.71	35.58	68				122	0.6631	0.7195	0.7572
15	29.72	31.24	33.95	69				123	0.6649	0.7007	0.7378
16				70	3.339	3.476	3.616	124	0.6472	0.6824	0.7189
17				71	3.229	3.359	3.491	125	0.6301	0.6647	0.7006
18	25.13	27.26	29.55	72	3.122	3.246	3.372	126	0.6135	0.6476	0.6829
19	24.05	26.07	28.23	73	3.02	3.138	3.257	127	0.5974	0.6309	0.6657
20	23.02	24.93	26.97	74	2.921	3.033	3.146	128	0.5818	0.6148	0.649
21	22.04	23.84	25.77	75	2.827	2.933	3.04	129	0.5667	0.5991	0.6328
22	21.1	22.81	24.63	76	2.735	2.836	2.938	130	0.5521	0.5839	0.6171
23	20.21	21.83	23.55	77	2.647	2.743	2.84				

R—Resistance

Resistance at 25℃:20 kΩ



TH3: Outdoor unit discharge pipe sensor

Before measuring resistance, disconnect connectors as shown above.