

ERROR CODE & TROUBLESHOOTING METHODS

(Outdoor lights flashing)	(Indoor display)	(Fault content)	(Troubleshooting method)
25	EE	Indoor EE failure	1. Check all connecting wires of the indoor unit; 2. If there is no problem with the wiring, please replace the indoor PCB.
26	E1	Indoor fan failure	1. Check whether the indoor motor wire and feedback wire are normal; 2. If the wiring is normal, the electric control board or motor may be damaged. Replace the indoor electric control board first, and then choose to replace the motor;
27	E2	Zero crossing of the indoor fan is abnormal	1. please replace the indoor unit electric control board; 2. Please replace the indoor fan motor;
28	E3	Failure of indoor coil temperature sensor	1. Check whether the indoor coil temperature sensor is off; 2. If the connection is normal, use a multimeter to measure the resistance. It should be 10KΩ at 25°C, otherwise it may be short-circuited or broken. Please replace the sensor; 3. Replace the indoor PCB.
29	E4	Failure of indoor room temperature sensor	1. Check whether the indoor room temperature sensor is off; 2. If the connection is normal, use a multimeter to measure the resistance. It should be 10KΩ at 25°C, otherwise it may be short-circuited or broken. Please replace the sensor; 3. Replace the indoor PCB
/	E5	Outdoor unit is abnormal	1. Please judge the outdoor ambient temperature, which may be higher than 43 degrees; 2. Please check the ventilation of the outdoor unit. There may be other items blocking the heat exchanger or the heat exchanger is too dirty. 3. Check whether the outdoor fan is running normally and the speed is too slow or not turning; 4. Check whether the resistance value of the coil temperature sensor in the room is normal; 5. check whether the outdoor unit stop valve is all open, check whether the connecting pipeline has serious bending deformation; 6. Check the operating pressure of the refrigeration system and whether there is refrigerant leakage; 7. Check whether the compressor is running normally;
1	E0	Outdoor EE failure	1. Check all connecting wires of the outdoor unit; 2. If there is no problem with the wiring, please replace the outdoor electrical control board.
2	E6	Communication failure of indoor and outdoor machines	1. Please ensure that the ground wire of the indoor unit power line is properly grounded, and that the ground wire of the indoor and outdoor unit connection line is properly grounded; 2. Check whether the connecting wires of indoor, outdoor and outdoor units are wrong or disconnected. If there is any problem, please re-wire; 3. Turn on the power and measure whether the indoor unit L and N have 220V voltage, if not, replace the indoor electromechanical control board; 4. If the indoor unit L and N have 220V, but there is no 220V when measuring to the outdoor unit, it means that the indoor and outdoor connection lines are faulty. Replace the indoor and outdoor connection lines; 5. If the outdoor unit L and N have 220V voltage, check whether the indicator light of the outdoor electric control board is on. If it does not, please turn off the power and check whether the internal wiring of the outdoor electric control board to the terminal and reactor is good; There is no problem with the wiring, please replace the outdoor electric control board; 6. If the indicator light of the outdoor unit is on, the communication circuit is faulty; when the whole unit is not powered on, use a multimeter to measure the resistance between NS (Need to cross measurement between positive and negative test leads), the normal resistance is infinite, if there is resistance, need disconnect the indoor and outdoor cables and measure again. If the resistance between indoor NS is not infinite, it is an indoor electric control failure; if the outdoor NS is not infinite, it is an outdoor electric control failure;
/	E8	Outdoor PCB failure	1. It is necessary to ensure that the power line of the air conditioner is properly grounded: please check whether the ground line of the power line of the indoor machine is properly grounded, please check whether the ground line of the connection line of the indoor and outdoor machine is properly grounded; 2. Shut down and power off for 3 minutes and then restart, whether the fault is solved; 3. Check whether the power supply voltage is normal; 4. check whether the indoor unit to outdoor unit wiring is normal, measurement of outdoor power supply is normal; 5. Check whether the outdoor unit internal connection line is normal; 6. Experienced engineers in the current circumstances, outdoor carefully open the machine chassis cover and electric control board cover plate (pay attention to pay attention to safety when apart HouGaiBan electric control board, prevent to get an electric shock), after opening please observe machine board outside the red light is flashing and video records, below the red circle marked position, if still flashing, may be a question of serial number 1 ~ 5, please check again, If it does not blink, it can be judged that the outdoor electric control board is faulty.
/	EF	WIFI module fault	The fault code "EF" is displayed only in self-check, not in other cases. Please ignore
4	F1	Compressor starting abnormal(phase error,reverse)	1. Disconnect the power supply and check whether all the outdoor unit cables are normal. 2. Check whether all components of outdoor unit PCB are burned out or cracked; 3. disconnect the compressor connection line, measure the resistance between the compressor U/V/W, normal resistance 0.5~2 ohms; 4. All the above are normal. Please try to replace the outdoor unit PCB first.

5	F2	compressor out-of-step fault:	1. Check whether the power supply is normal; 2. Check whether the power supply line is normal; 3. Check the grounding of indoor and outdoor units; 4. Replace the outdoor unit PCB; 5. If the fault persists after replacing the outdoor unit PCB, check whether the coil resistance of the compressor is normal or even replace the compressor
6	F3	IPM module is faulty	1. check whether the user power supply voltage is normal, check whether the outdoor unit condenser is too dirty to block, check whether the outdoor unit (compressor) wiring is wrong, check whether the refrigerant pressure is normal; 2. After 3 minutes of power-off, restart the indoor unit and check whether F3 fault occurs immediately. If not, please check the operating environment of the outdoor unit, whether the heat dissipation is good, whether the system pressure is normal, and whether the outdoor motor speed is normal; 3. Check whether the compressor wiring is correct; Disconnect the compressor cable and measure the U/V/W resistance of the compressor. The normal resistance is 0.5~2 Ω. 4. replace outdoor PCB; 5. Replace the compressor.
7	F4	Compressor housing top failure/protection	1. Check whether the power supply is normal; 2. Check whether the power supply line is normal; 3. Check the grounding of indoor and outdoor units; 4. Replace the outdoor unit PCB; 5. If the fault persists after replacing the outdoor unit PCB, check whether the coil resistance of the compressor is normal or even replace the compressor
8	F5	Exhaust temperature sensor malfunction	1. Check whether the outdoor exhaust temperature sensor is off; 2. If the connection is normal, use a multimeter to measure the resistance. It should be 50KΩ at 25°C, otherwise it may be short-circuited or broken. Please replace the sensor; 3. Replace the outdoor PCB
9	F6	Suction temperature sensor is faulty	1. Check whether the outdoor suction temperature sensor is off; 2. If the connection is normal, use a multimeter to measure the resistance. It should be 10KΩ at 25°C, otherwise it may be short-circuited or broken. Please replace the sensor; 3. Replace the outdoor PCB
10	F7	Failure of outdoor coil temperature sensor	1. Check whether the outdoor coil temperature sensor is off; 2. If the connection is normal, use a multimeter to measure the resistance. It should be 10KΩ at 25°C, otherwise it may be short-circuited or broken. Please replace the sensor; 3. Replace the outdoor PCB
11	F8	Failure of outdoor room temperature sensor	1. Check whether the outdoor ambient temperature sensor is off; 2. If the connection is normal, use a multimeter to measure the resistance. It should be 10KΩ at 25°C, otherwise it may be short-circuited or broken. Please replace the sensor; 3. Replace the outdoor PCB
12	F9	Outdoor DC fan is faulty	1. check whether the outdoor unit blade is stuck or damaged; 2. check the outdoor fan motor part of the line is not a problem, 3. Replace the outdoor fan motor;
13	P1	The outdoor unit stops with AC current protection	Please try to shut down the machine first, then disconnect the power supply for 3 minutes, and then plug in the power again! 1. please check whether the power supply voltage is normal, the voltage may be unstable, too high or too low; 2. Check whether the ambient temperature of the outdoor unit is too high; 3. please check the indoor or outdoor ventilation, there may be other items blocking the heat exchanger or heat exchanger is too dirty; 4. check whether the outdoor fan is running normally, the speed is too slow or does not turn, replace the outdoor fan motor; 5. check whether the compressor has abnormal sound, shell temperature is too high; 6. Check whether the system is blocked.
14	P2	The compressor stops with phase current protection	Please try to shut down the machine first, then disconnect the power supply for 3 minutes, and then plug in the power again! 1. please check whether the power supply voltage is normal, the voltage may be unstable, too high or too low; 2. Check whether the ambient temperature of the outdoor unit is too high; 3. please check the indoor or outdoor ventilation, there may be other items blocking the heat exchanger or heat exchanger is too dirty; 4. check whether the outdoor fan is running normally, the speed is too slow or does not turn, replace the outdoor fan motor; 5. check whether the compressor has abnormal sound, shell temperature is too high; 6. check whether the system is mixed with air, too much refrigerant, compressor lack of oil and other problems.
15	P3	The outdoor unit AC voltage is too high or too low	Please try to shut down the machine first, then disconnect the power supply for 3 minutes, and then plug in the power again! 1. please check whether the power supply voltage is normal, the voltage may be unstable, too high or too low; 2. Check whether the ambient temperature of the outdoor unit is too high; 3. please check the indoor or outdoor ventilation, there may be other items blocking the heat exchanger or heat exchanger is too dirty; 4. check whether the outdoor fan is running normally, the speed is too slow or does not turn, replace the outdoor fan motor; 5. check whether the compressor has abnormal sound, shell temperature is too high; 6. Check whether the system is blocked.

16	P4	Dc busbar overvoltage and undervoltage protection	Please try to shut down the machine first, then disconnect the power supply for 3 minutes, and then plug in the power again! 1. please check whether the power supply voltage is normal, the voltage may be unstable, too high or too low; 2. Replace the outdoor unit PCB.
17	P5	The IPM stops when the temperature is too high	Please try to shut down the machine first, then disconnect the power supply for 3 minutes, and then plug in the power again! 1. please check whether the power supply voltage is normal, the voltage may be unstable, too high or too low; 2. Replace the outdoor unit PCB.
18	P6	Outdoor Exhaust temperature overheating protection stop	Please try to shut down the machine first, then disconnect the power supply for 3 minutes, and then plug in the power again! 1. Please judge the outdoor environment temperature, it may be that the environment temperature is higher than 43 degrees; 2. Please check the ventilation of the outdoor unit, there may be other items blocking the heat exchanger or the heat exchanger is too dirty; 3. Check whether the outdoor fan is operating normally, the speed is too slow or does not rotate; 4. Check whether the resistance value of the outdoor exhaust temperature sensor is normal; 5. Check whether the shut-off valve of the outdoor unit is fully opened, and check whether the connecting pipeline is severely bent or deformed; 6. Check the operating pressure of the refrigeration system to see if there is refrigerant leakage;
19	P7	Refrigeration internal coil protection against freezing stop	Please try to shut down the machine first, then disconnect the power supply for 3 minutes, and then plug in the power again! 1. Please check the ventilation of the indoor unit. There may be other objects blocking the air inlet, or the filter is too dirty or the heat exchanger is too dirty to affect heat exchange; 2. Check whether the indoor fan is running normally, and the speed is too slow or not rotating; 3. Check whether the resistance value of the indoor coil sensor is normal; 4. Replace the indoor PCB.
20	P8	Cooling outer coil overheating protection stop	Please try to shut down the machine first, then disconnect the power supply for 3 minutes, and then plug in the power again! 1. check whether the outdoor unit heat dissipation is good; 2. Whether the outdoor unit coil temperature sensor is normal; 3. Check whether the outdoor unit refrigerant pressure is normal; 4. Replace the outdoor unit PCB
21	P9	Inner coil overheating protection stop	Please try to shut down the machine first, then disconnect the power supply for 3 minutes, and then plug in the power again! 1. check whether the indoor heat dissipation is good; 2. indoor unit coil temperature sensor is normal; 3. Check whether the outdoor unit refrigerant pressure is normal; 4. Replace indoor unit PCB
22	PC	The cooling system stops when the ambient temperature is too low	Please try to shut down the machine first, then disconnect the power supply for 3 minutes, and then plug in the power again! 1. Determine whether the outdoor unit ambient temperature is too low. 2. Check whether the outdoor unit ambient temperature sensor is normal. 3. Replace indoor unit PCB
23	PH	Heating external environment temperature is too high to protect the shutdown	1. Determine whether the outdoor unit ambient temperature is too high. 2. Check whether the outdoor unit ambient temperature sensor is normal. 3. Replace indoor unit PCB
31	L1	Drive bus overvoltage protection	Please try to shut down the machine first, then disconnect the power supply for 3 minutes, and then plug in the power again! 1. Check whether the power supply voltage is normal; 2. Check whether the outdoor unit circuit is normal; 3. Replace the outdoor unit PCB
32	L2	Drive bus undervoltage protection	Please try to shut down the machine first, then disconnect the power supply for 3 minutes, and then plug in the power again! 1. Check whether the power supply voltage is normal; 2. Check whether the outdoor unit circuit is normal; 3. Replace the outdoor unit PCB

33	L3	The phase current of the outdoor unit is overcurrent	Please try to shut down the machine first, then disconnect the power supply for 3 minutes, and then plug in the power again! 1, please check whether the power supply voltage is normal, the voltage may be unstable or too low; 2 please check the ventilation of the indoor machine, the filter screen may be too dirty, please clean the filter screen; 3, please check the outdoor ventilation, there may be other items to block the heat exchanger or heat exchanger is too dirty; 4. Check whether the resistance value of the outdoor exhaust temperature sensor is normal and replace the abnormal sensor; 5, check the refrigeration system operating pressure, whether there is refrigerant leakage, add refrigerant; 6, check whether the outdoor fan is running normally, the speed is too slow or does not turn, replace the outdoor fan motor; 7, Disconnect the compressor wiring and then start the compressor. If the module protection still occurs, the external controller is faulty and the external controller should be replaced. 8. The resistance values between U, V and W of the compressor are basically the same. If the deviation is too large, the compressor may fail. Measure the resistance of U, V, and W to the ground. If the resistance is less than 2 MΩ, the compressor may be short-circuited. Replace the compressor.
34	L4	Phase current sampling is abnormal	Please try to shut down the machine first, then disconnect the power supply for 3 minutes, and then plug in the power again! 1. Check whether the power supply voltage is normal; 2. Check whether the outdoor unit circuit is normal; 3. Replace the outdoor unit PCB