9.2 Procedure of Troubleshooting

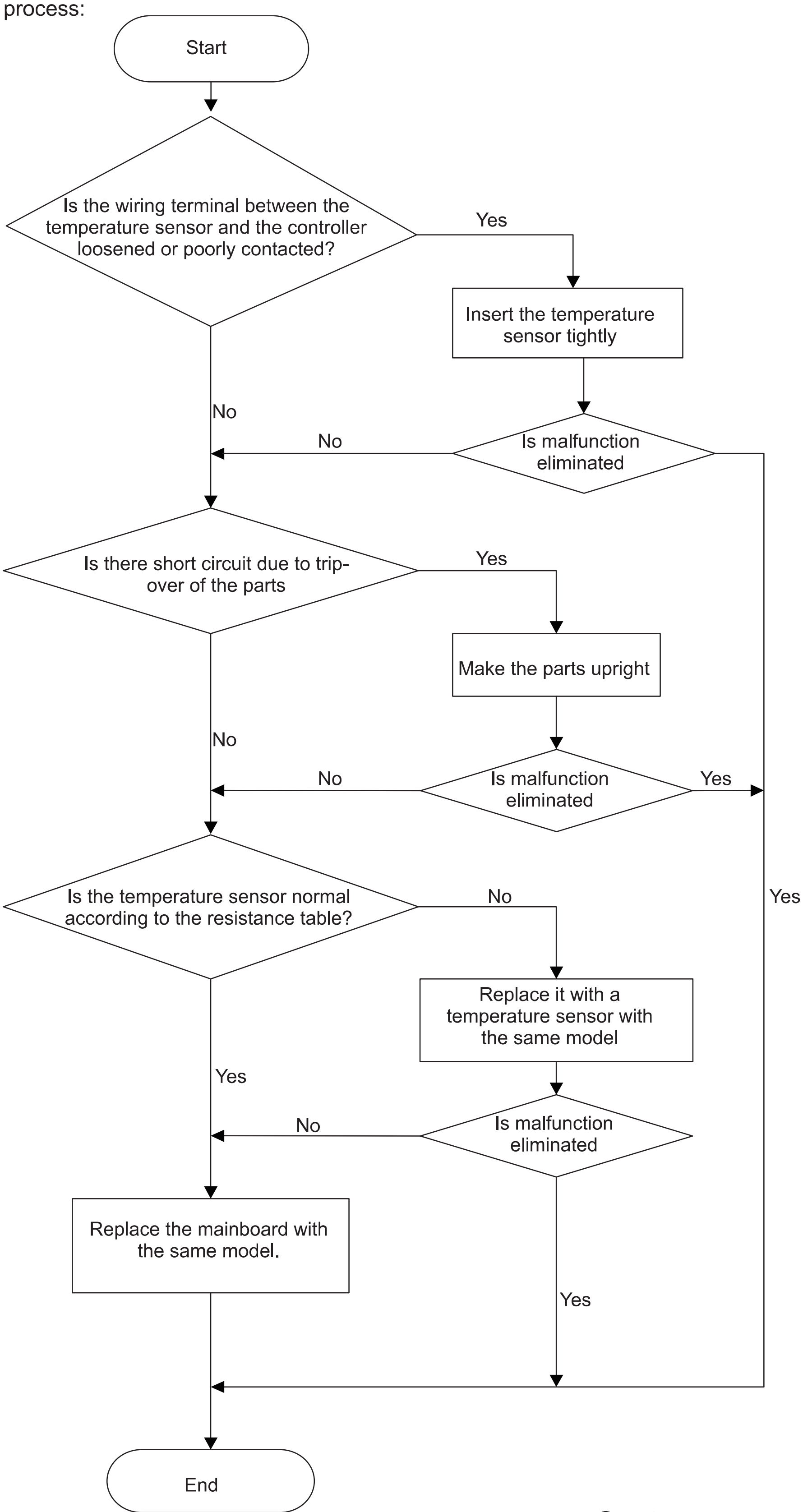
Indoor Unit

1. Malfunction of Temperature Sensor F1, F2

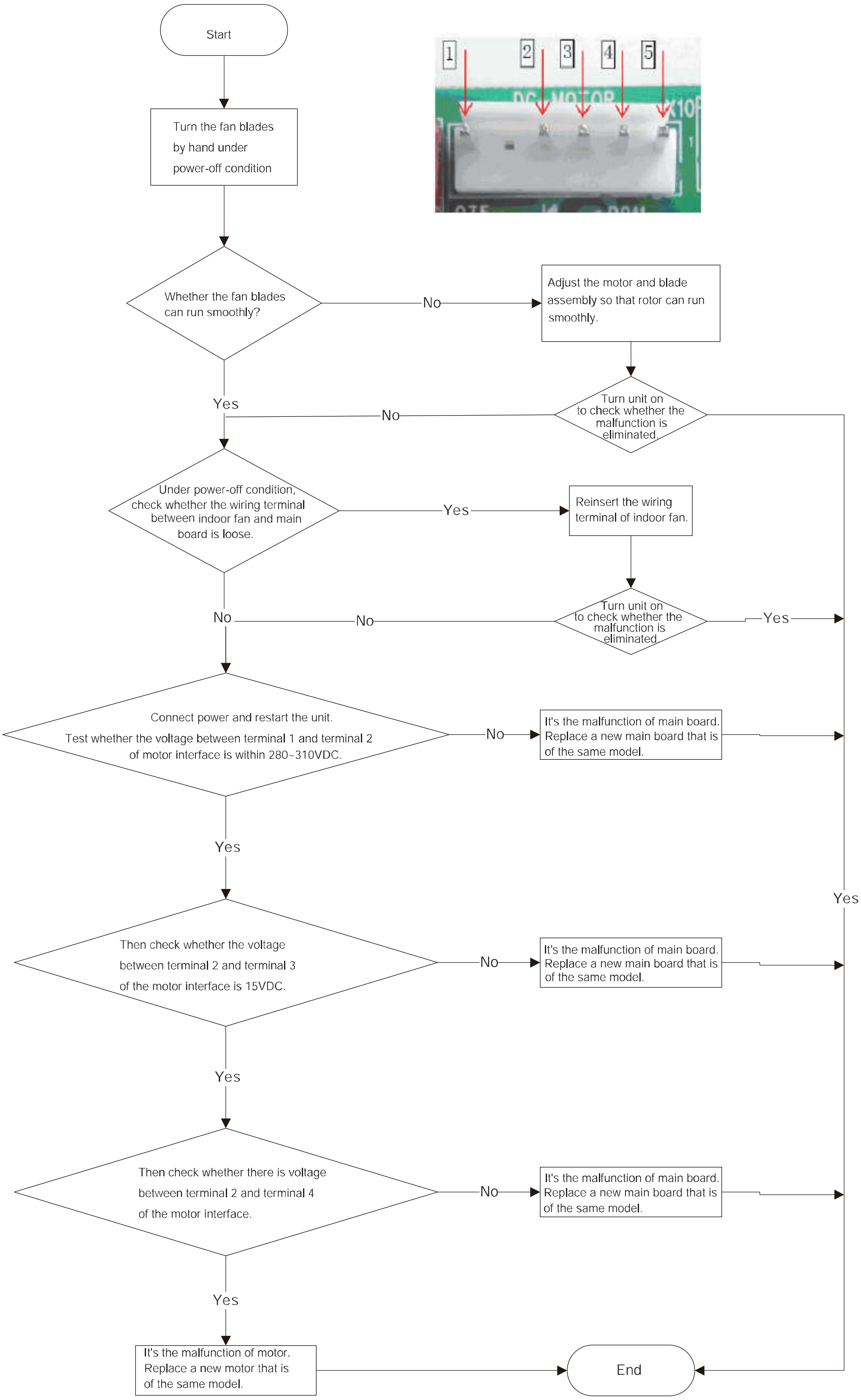
Main detection points:

- Is the wiring terminal between the temperature sensor and the controller loosened or poorly contacted?
- Is there short circuit due to trip-over of the parts?
- Is the temperature sensor broken?
- Is mainboard broken?

Malfunction diagnosis process:



2. Malfunction of Blocked Protection of IDU Fan Motor H6

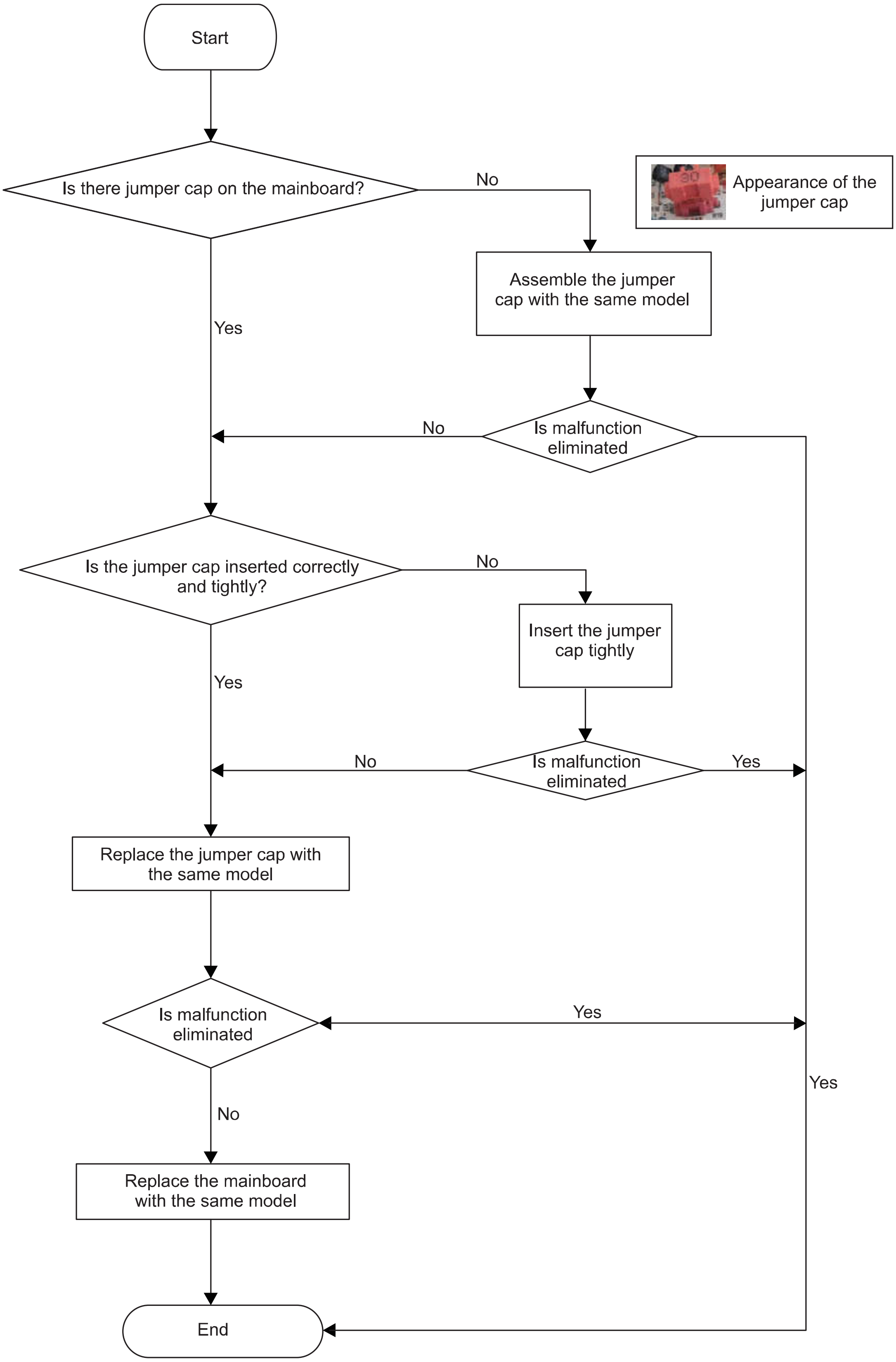


3. Malfunction of Protection of Jumper Cap C5

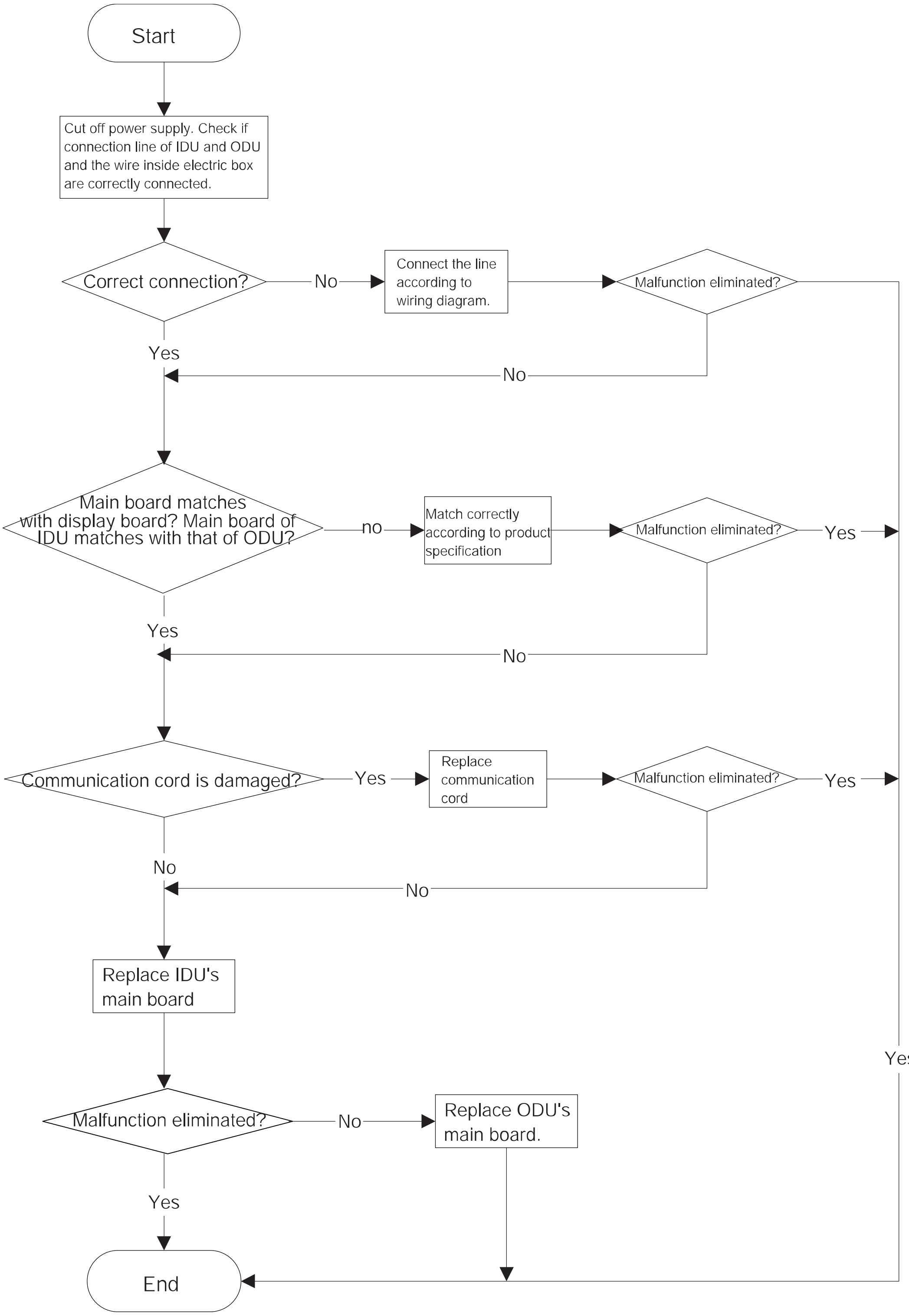
Main detection points:

- Is there jumper cap on the mainboard?
- Is the jumper cap inserted correctly and tightly?
- The jumper is broken?
- The motor is broken?
- Detection circuit of the mainboard is defined abnormal?

Malfunction diagnosis process:



4. Communication Malfunction E6



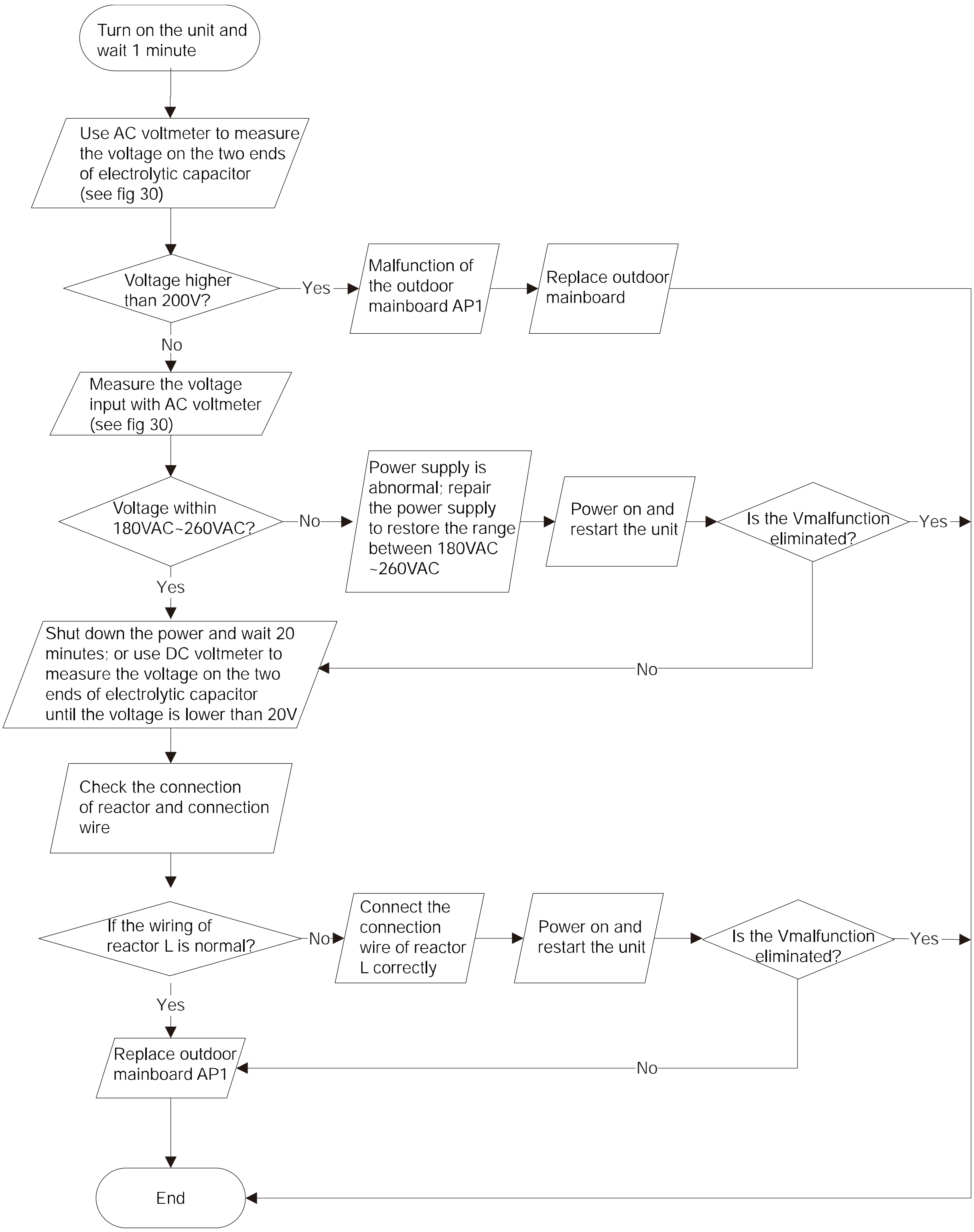
Outdoor Unit

09K/12K

1. Capacity charging malfunction (outdoor unit malfunction) (AP1 below means control board of outdoor unit)

Main detection points:

- Detect if the voltage of L and N terminal of XT wiring board is between 210VAC-240VAC by alternating voltage meter;
- Is reactor (L) well connected? Is connection wire loosened or pulled out? Is reactor (L) damaged?

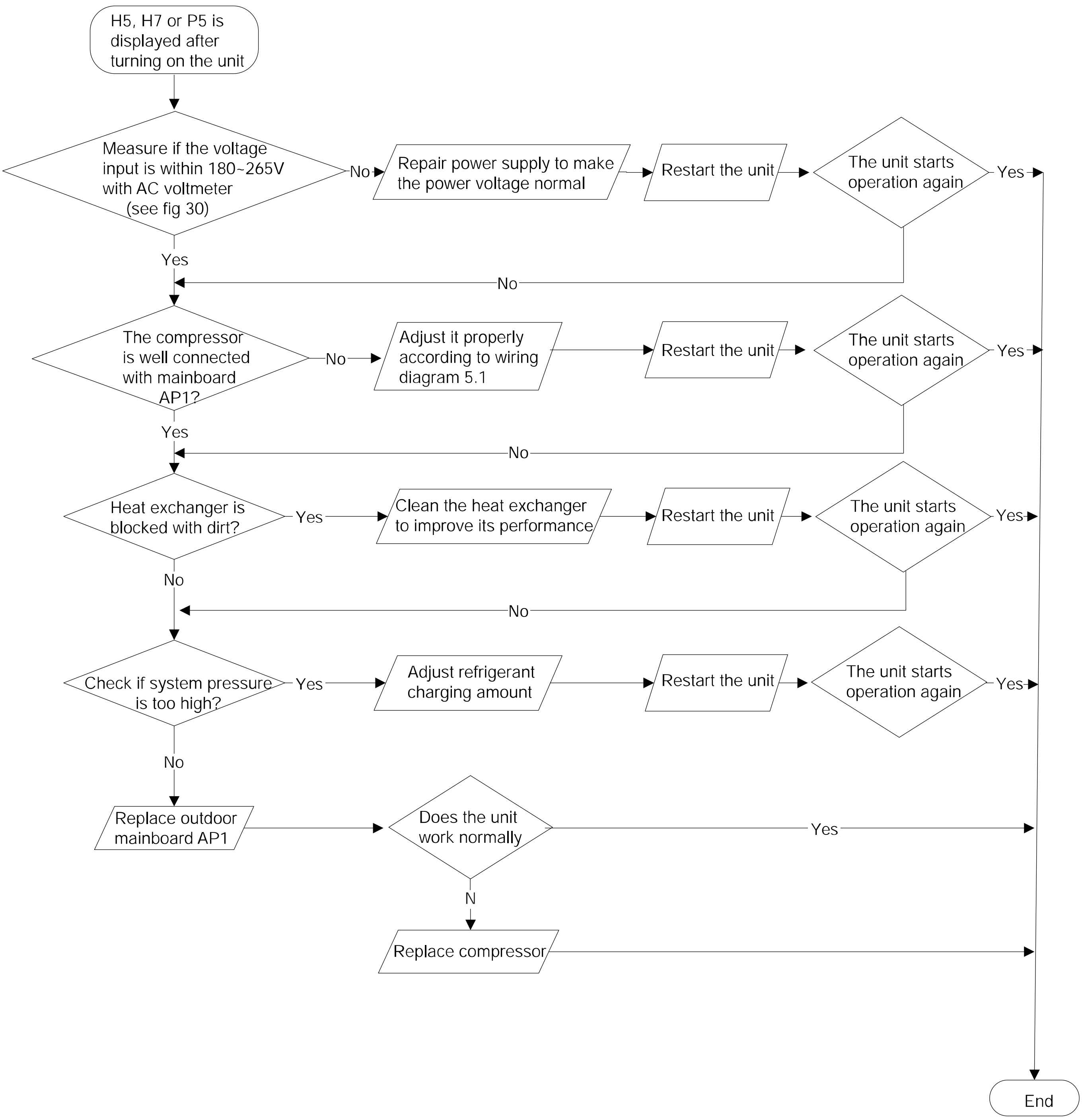


2. IPM protection(H5), desynchronizing malfunction(H7), overcurrent of compressor phase current (P5) (AP1 below means control board of outdoor unit)

Main detection points:

- Is voltage input within the normal range
- If the control board AP1 is well connected with compressor COMP? If they are loosened? If the connection sequence is correct?
- Heat exchange of unit is not good (heat exchanger is dirty and unit radiating environment is bad);
- If the system pressure is too high?
- If the refrigerant charging amount is appropriate?
- If coil resistance of compressor is normal? Is compressor coil insulating to copper pipe well?
- If the work load of unit is heavy? If radiating of unit is good?

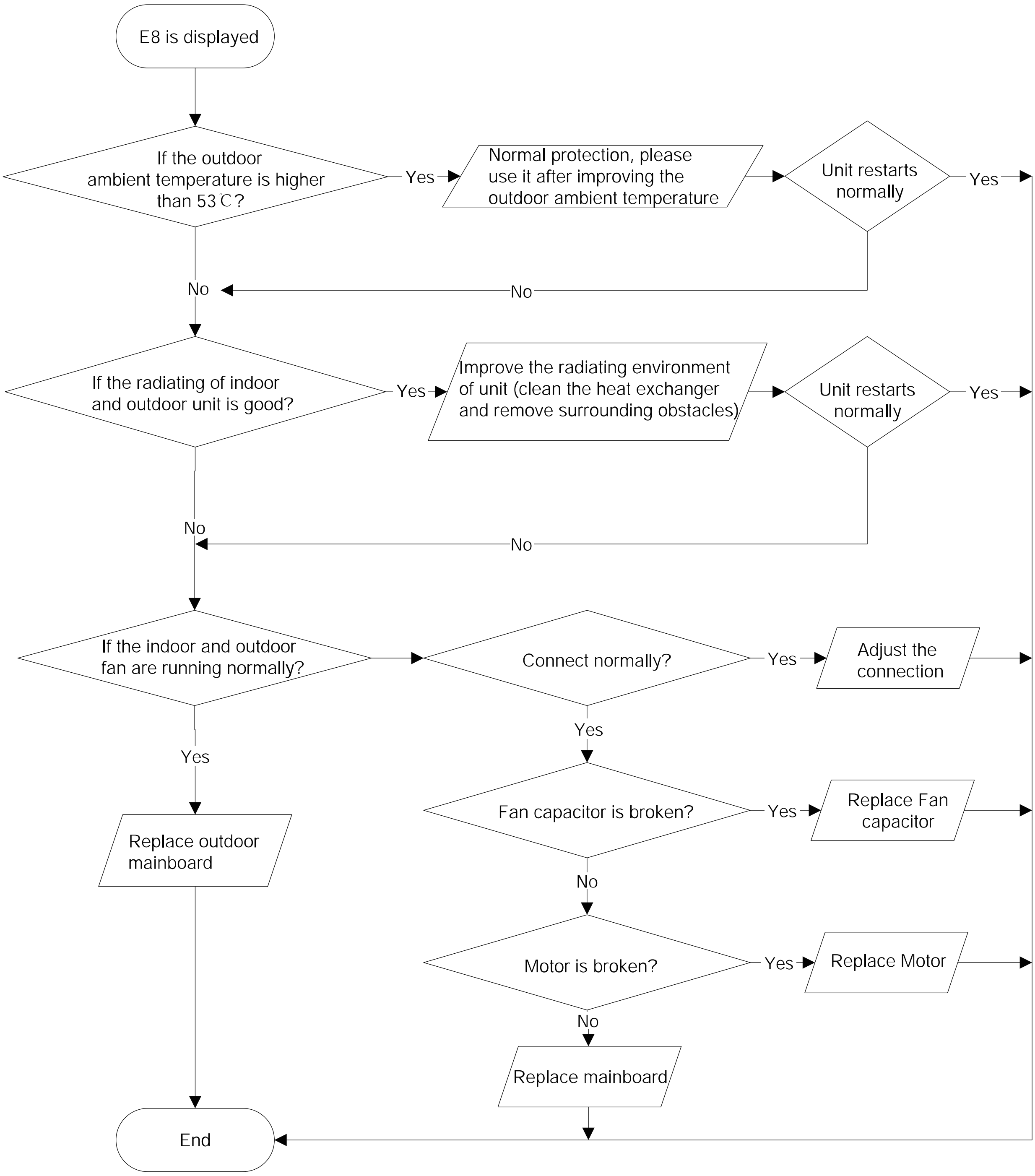
Malfunction diagnosis process:



3. High temperature and overload protection (E8)(AP1 below means control board of outdoor unit)

Main detection points:

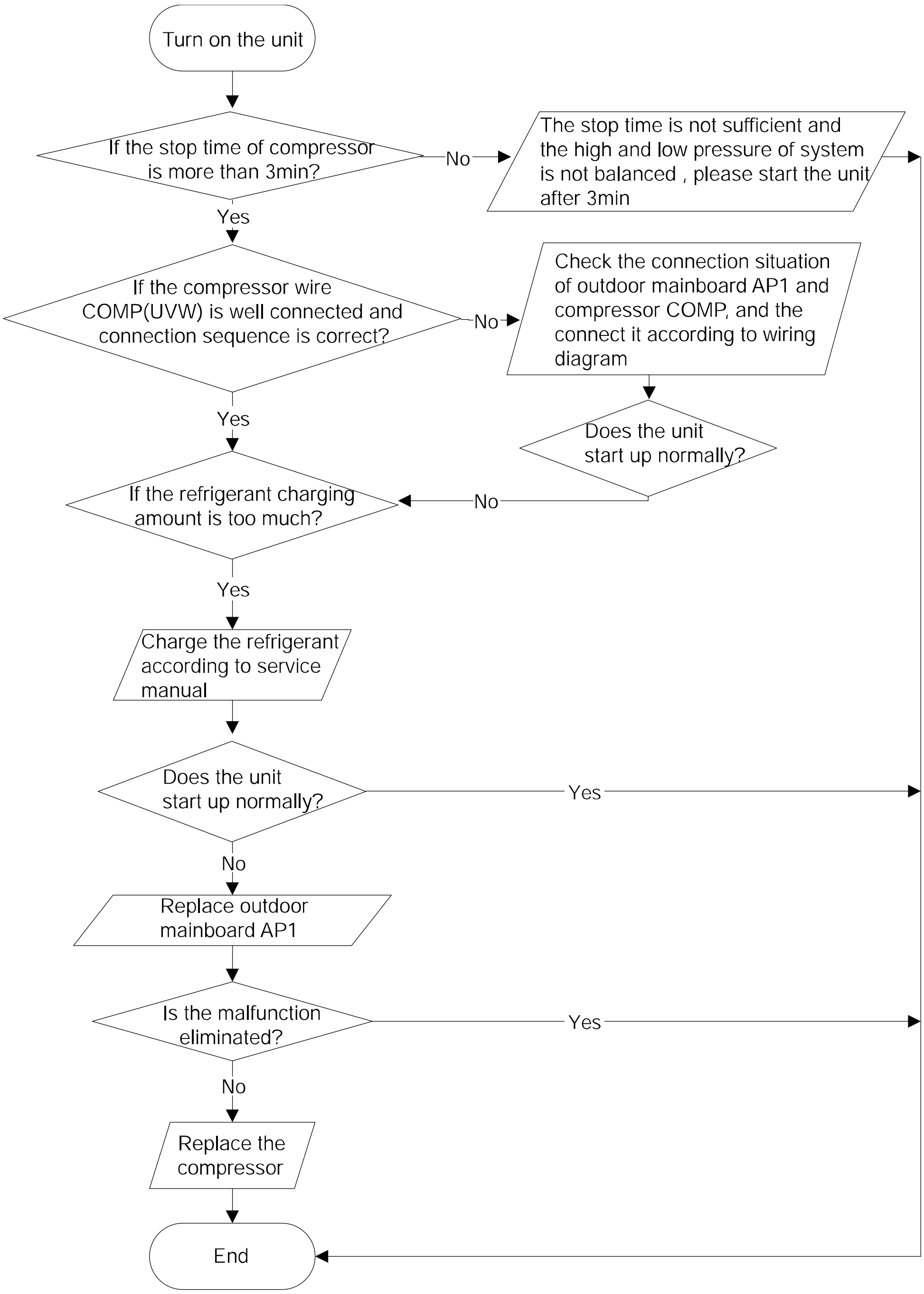
- If the outdoor ambient temperature is in normal range;
- If the indoor and outdoor fan are running normally;
- If the radiating environment of indoor and outdoor unit is good.



4. Start-up failure (LC) (AP1 below means control board of outdoor unit)

Main detection points:

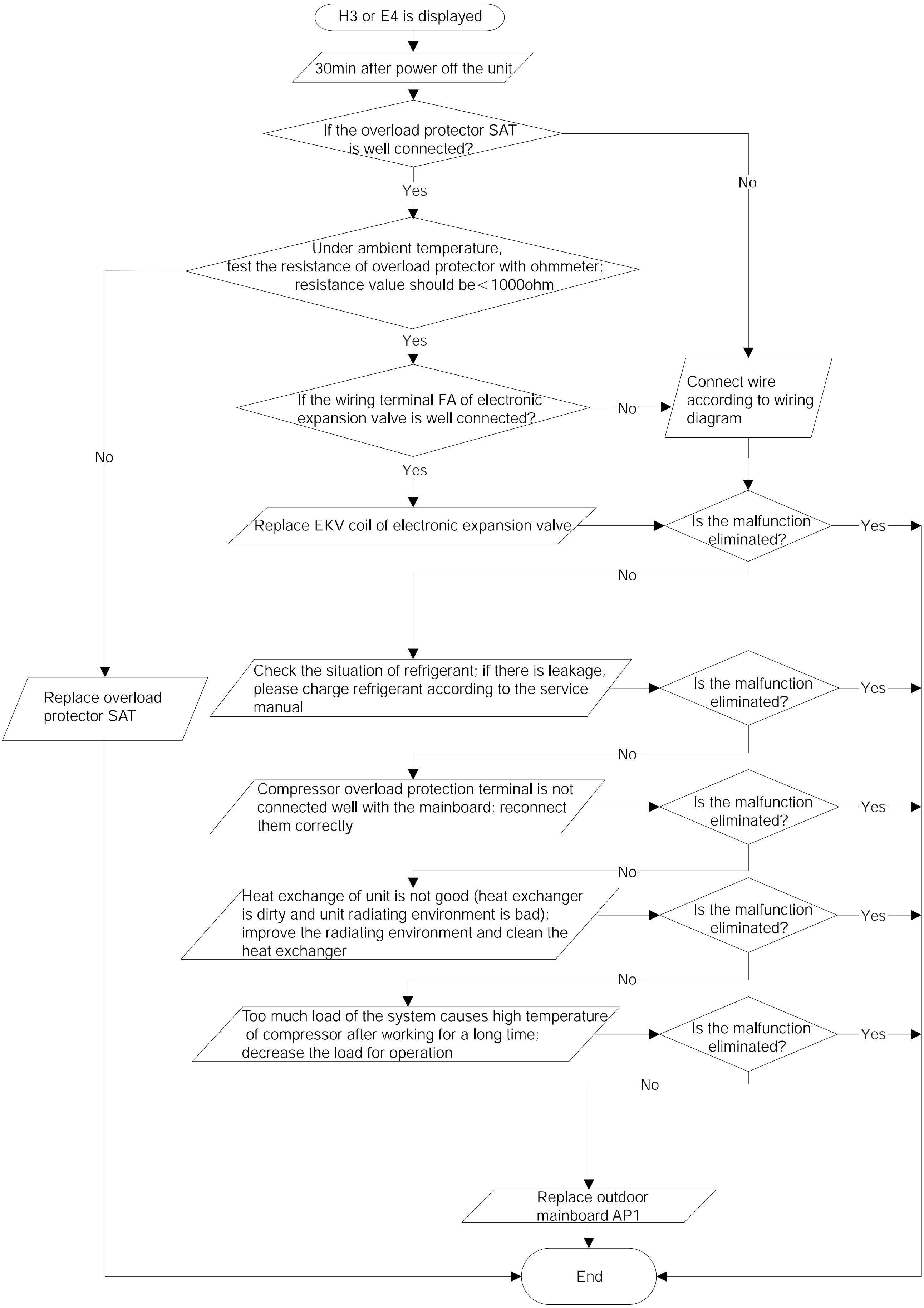
- If the compressor wiring is correct?
- If the stop time of compressor is sufficient?
- If the compressor is damaged?
- If the refrigerant charging amount is too much?



5. Overload and high discharge temperature malfunction

Main detection points:

- If the electronic expansion valve is connected well? Is the electronic expansion valve damaged?
- If the refrigerant is leaked?
- The compressor overload protection terminal is not connected well with the mainboard?
- If the overload protector is damaged?
- Heat exchange of unit is not good? (heat exchanger is dirty and unit radiating environment is bad)
- Too much load of the system causes high temperature of compressor after working for a long time?
- Malfunction of discharge temperature sensor?

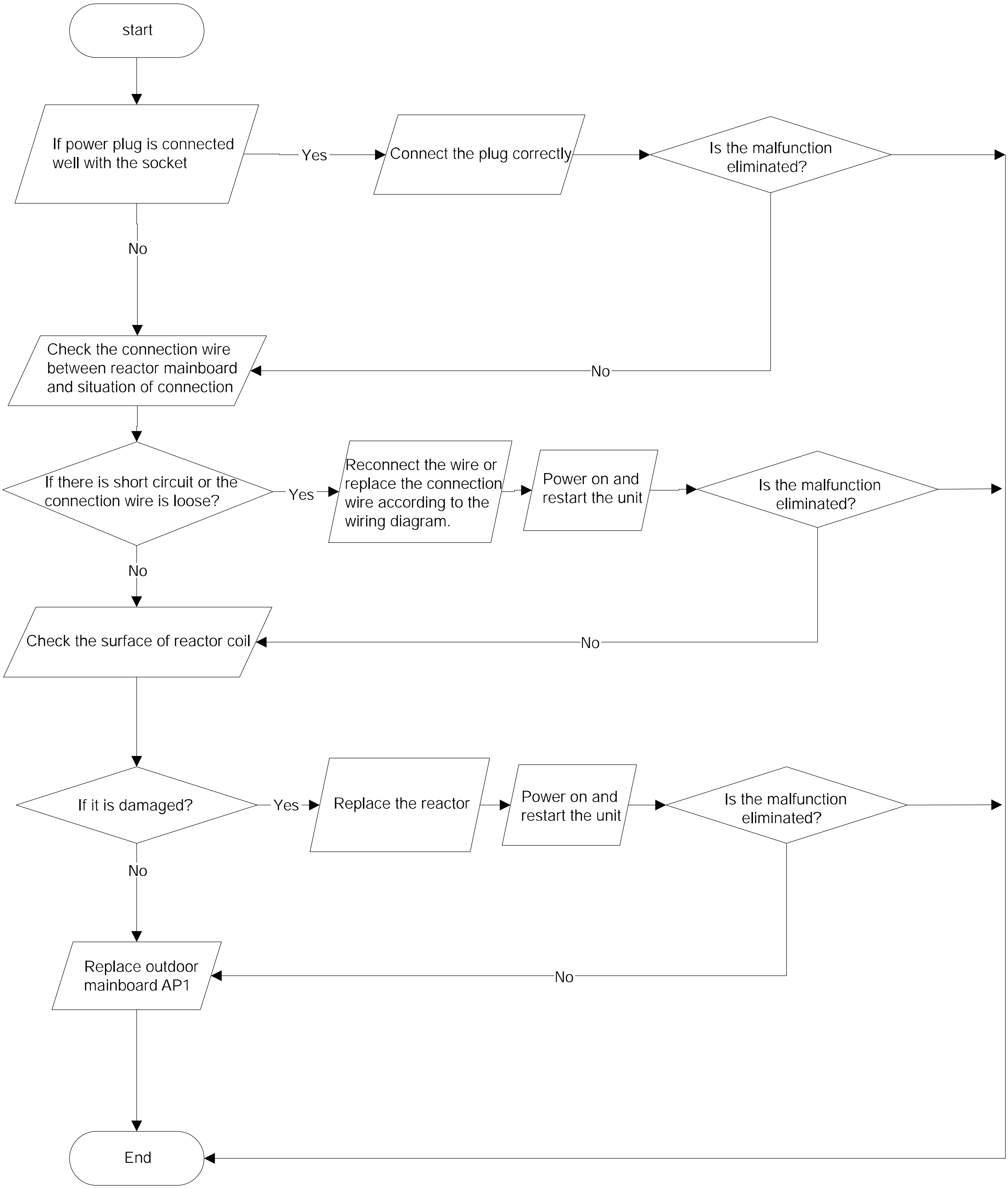

H3 or E4 is displayed
30min after power off the unit
If the overload protector SAT is well connected?
Yes
No
Under ambient temperature, test the resistance of overload protector with ohmmeter; resistance value should be<1000ohm
Yes
No
If the wiring terminal FA of electronic expansion valve is well connected?
No
Connect wire according to wiring diagram
Yes
Replace EKV coil of electronic expansion valve
Is the malfunction eliminated?
Yes
No
Replace overload protector SAT
Check the situation of refrigerant; if there is leakage, please charge refrigerant according to the service manual
Is the malfunction eliminated?
Yes
No
Compressor overload protection terminal is not connected well with the mainboard; reconnect them correctly
Is the malfunction eliminated?
Yes
No
Heat exchange of unit is not good (heat exchanger is dirty and unit radiating environment is bad); improve the radiating environment and clean the heat exchanger
Is the malfunction eliminated?
Yes
No
Too much load of the system causes high temperature of compressor after working for a long time; decrease the load for operation
Is the malfunction eliminated?
Yes
No
Replace outdoor mainboard AP1
End

6. PFC (correction for power factor) malfunction (outdoor unit malfunction)

Main detection points:

- Check if power plug is connected well with the socket
- Check if the reactor of outdoor unit is damaged?

Malfunction diagnosis process:

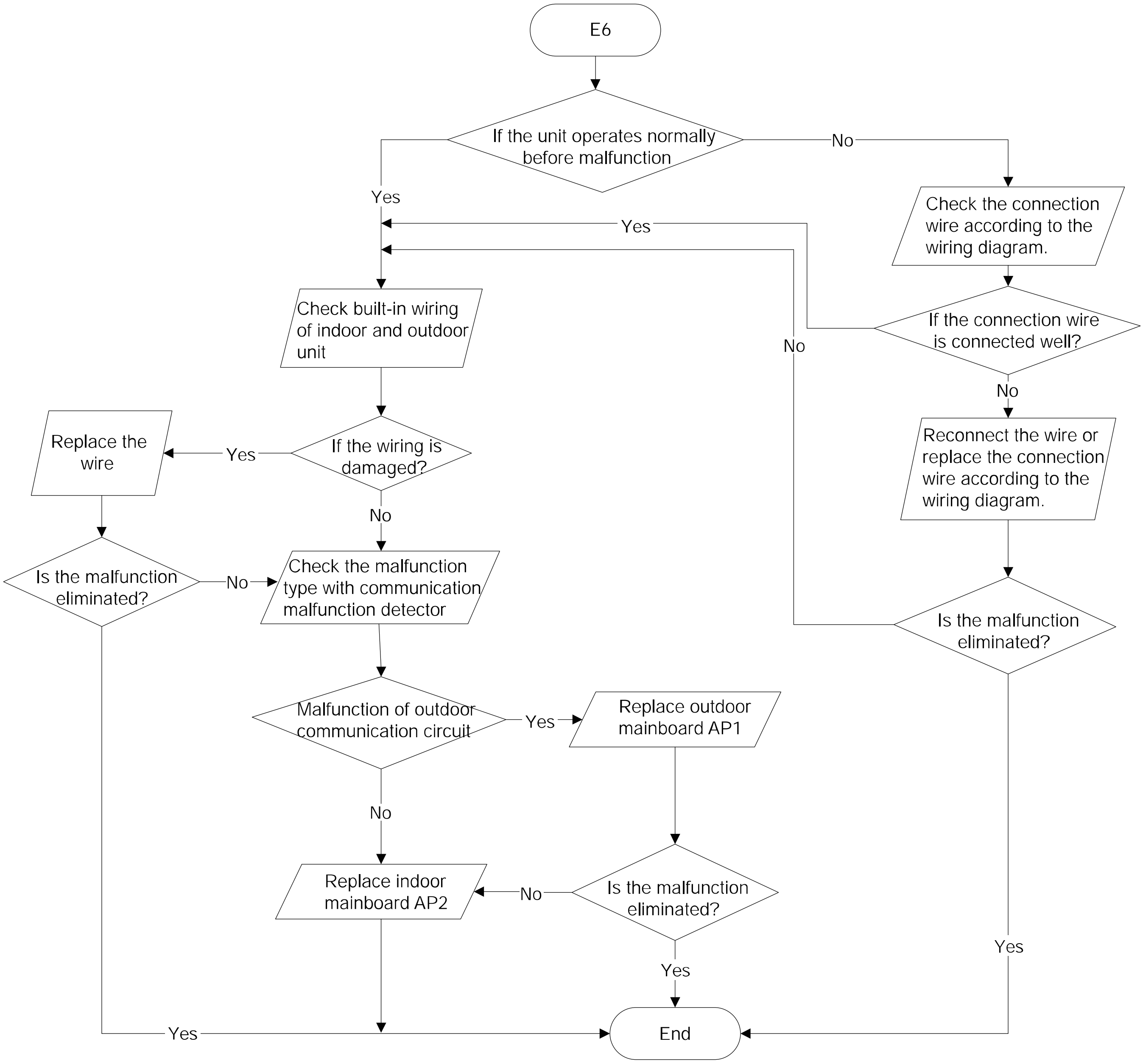


7. Communication malfunction (E6)

Main detection points:

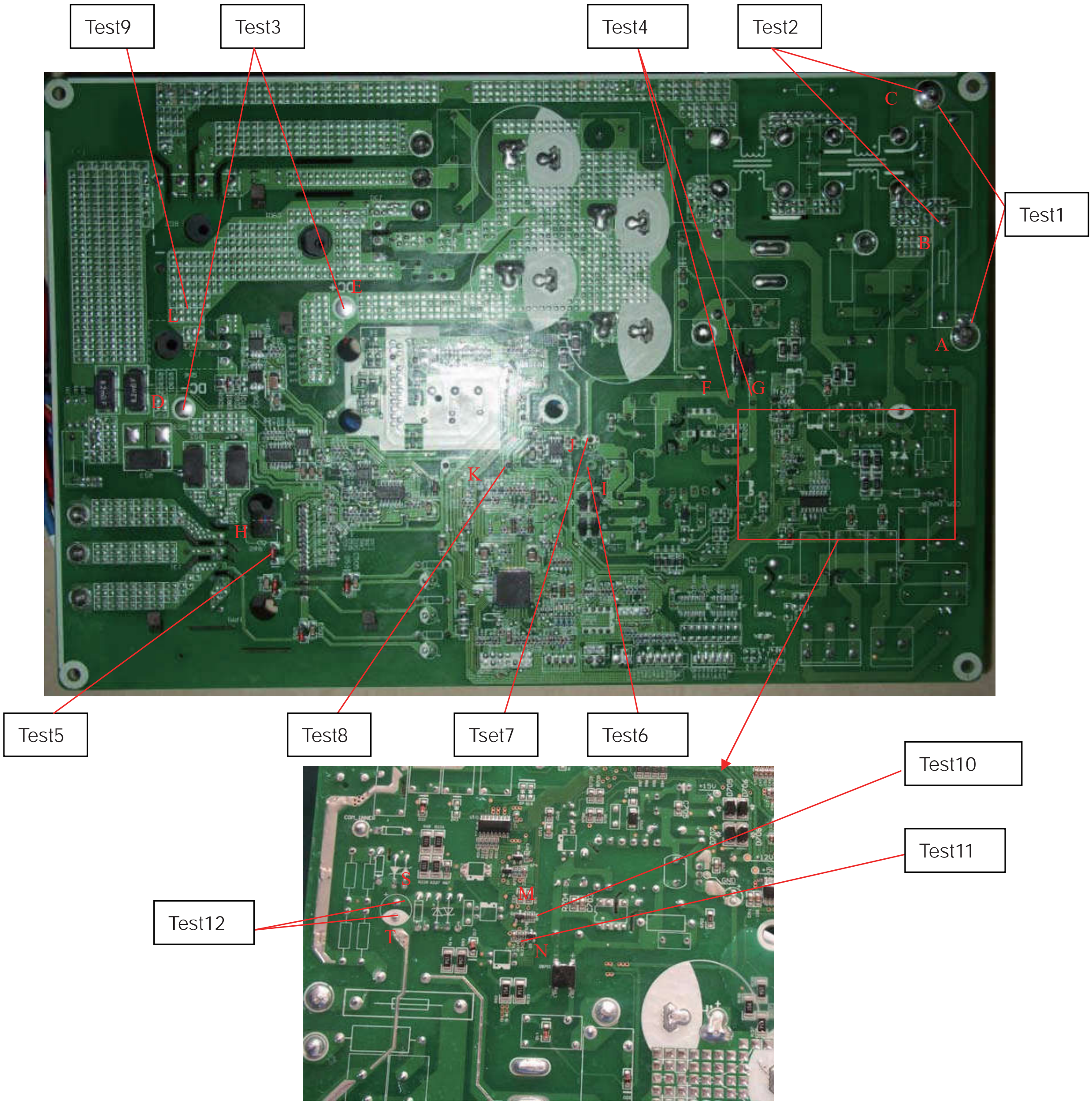
- Check if the connection wire and the built-in wiring of indoor and outdoor unit are connected well and without damage;
- If the communication circuit of indoor mainboard is damaged? If the communication circuit of outdoor mainboard (AP1) is damaged?

Malfunction diagnosis process:



18K

1. Key detection point



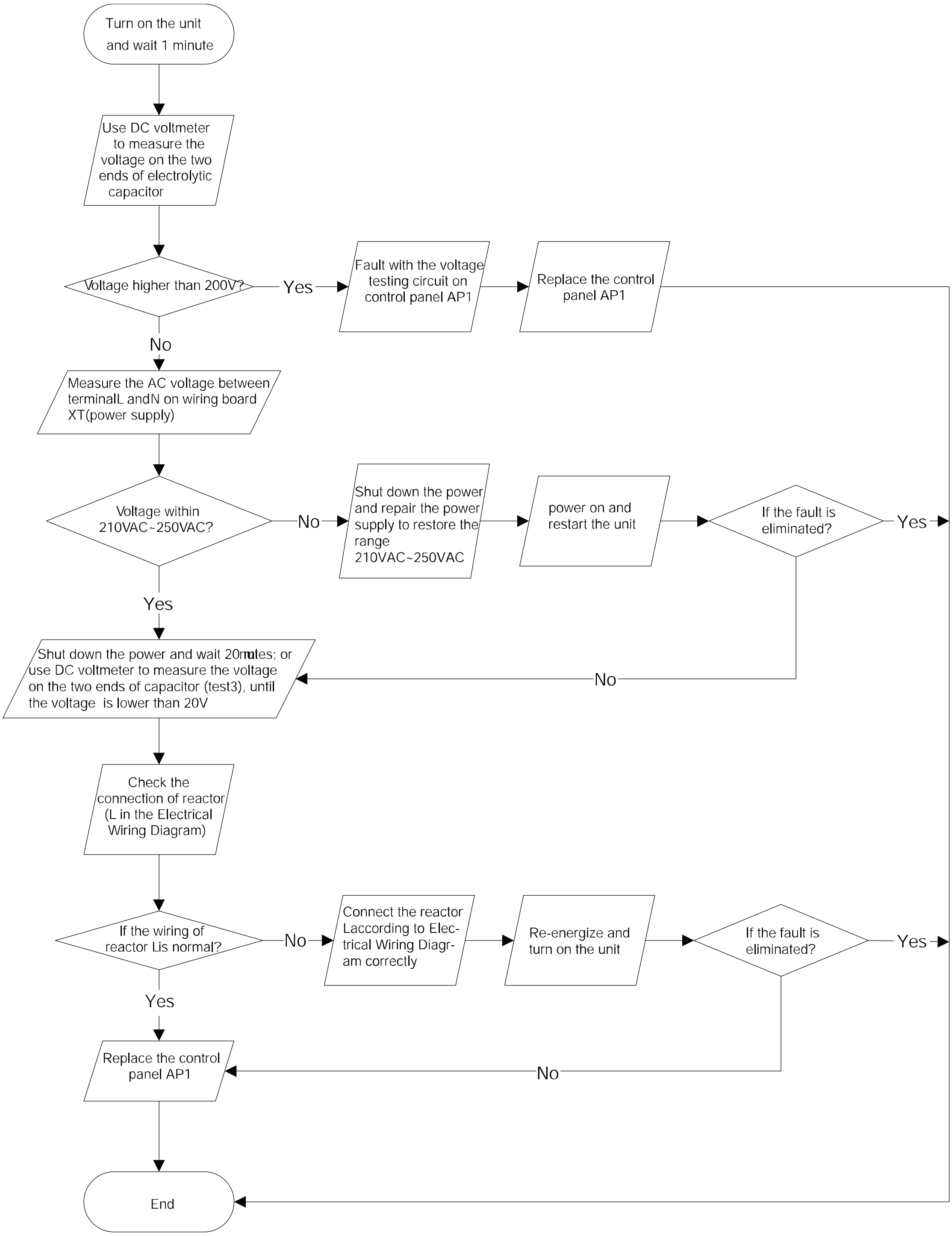
Test NO	Test point	Corresponding component	Test value under normal condition
Test 1	Between A and C	Neutral and live wires	160V~265V
Test 2	Between B and C	Neutral and live wires	160V~265V
Test 3	Between D and E	DC busbar electrolytic capacitor	DC 180V~380V
Test 4	Between F and G	Electrolytic capacitor of power	DC 180V~380V
Test 5	Two ends of diode D15	D15(IPM modular +15V power supply)	DC 14.5V~15.6V
Test 6	Two ends of electrolytic capacitor C715	C715(+12V power supply)	DC 12V~13V
Test 7	Two ends of electrolytic capacitor C710	C710(+5V power supply)	DC 5V
Test 8	Two ends of electrolytic capacitor C226	C226(+3.3V power supply)	DC 3.3V
Test 9	Two ends of chip capacitor C912	C912(+17V power supply)	DC 15V~18V
Test 10	Between M to GND	Point M of R75 to ground (signal sending port of ODU)	Fluctuate between 0~3.3V
Test 11	Between N to GND	Point N of R123 to ground (signal receiving port of ODU)	Fluctuate between 0~3.3V
Test 12	Between S and T	Power supply of communication ring	DC 56V

2. Capacity charging malfunction (outdoor unit malfunction) (AP1 below is control board of outdoor unit)

Main detection point:

● Detect if the voltage of L and N terminal of wiring board is between 210AC-240AC by alternating voltage meter;
● Is reactor (L) well connected? Is connection wire loosened or pull-out? Is reactor (L) damaged?

Malfunction diagnosis process:

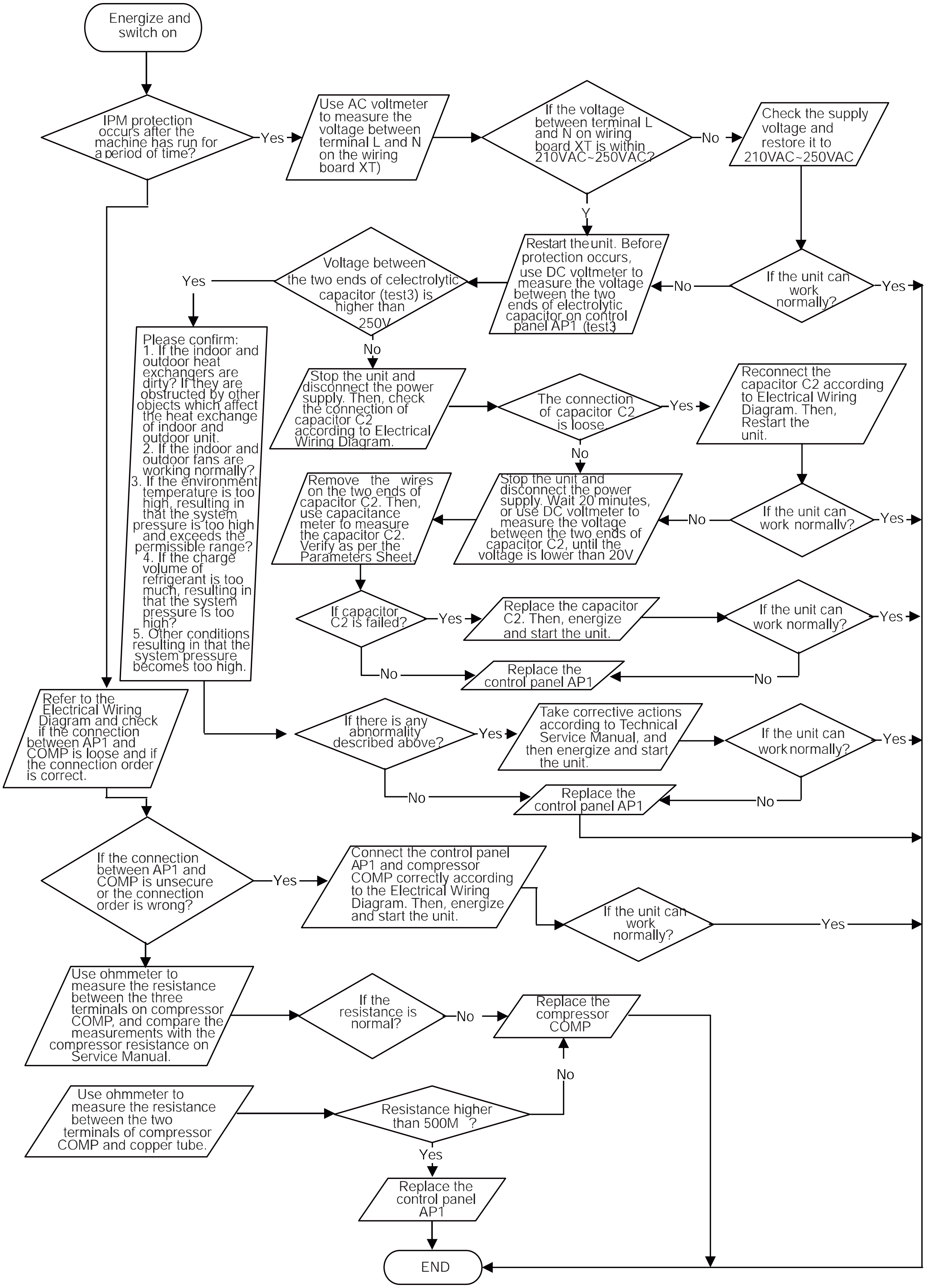


3. IPM protection, desynchronizing malfunction, phase current of compressor is overcurrent (AP1 below is control board of outdoor unit)

Main detection point:

- If control board AP1 and compressor COMP is well connected? If they are loosened? If the connection sequence is correct?
- Is voltage input in the normal range (Test the voltage between L, N of wiring board XT by DC voltage meter)?
- If coil resistance of compressor is normal? Is compressor coil insulating to copper pipe well?
- If the work load of unit is heavy? If radiating of unit is well?
- If the refrigerant charging is appropriate?

Malfunction diagnosis process:

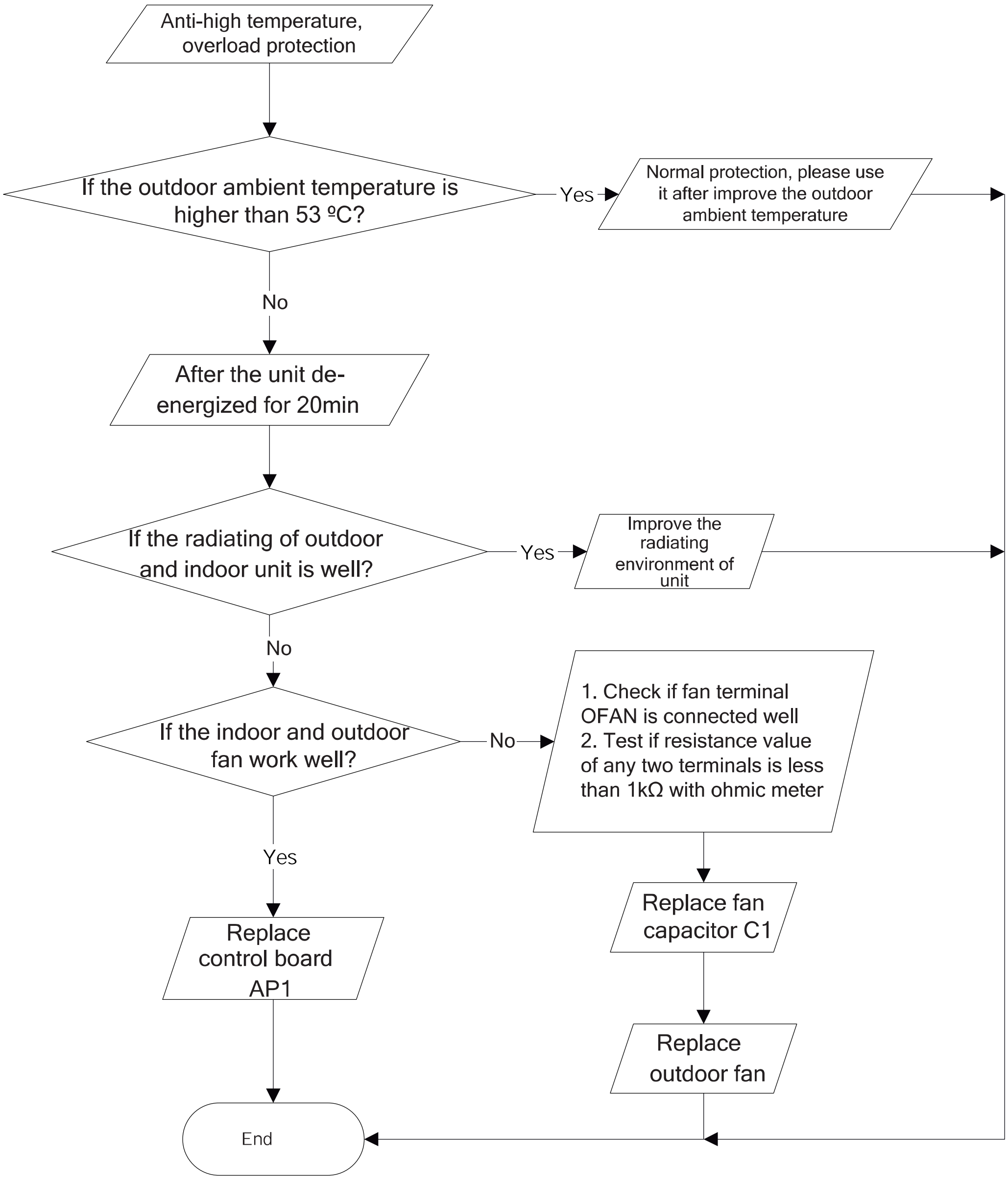

Energize and switch on
IPM protection occurs after the machine has run for a period of time?
Yes
Use AC voltmeter to measure the voltage between terminal L and N on the wiring board XT)
If the voltage between terminal L and N on wiring board XT is within 210VAC~250VAC?
No
Check the supply voltage and restore it to 210VAC~250VAC
Y
Restart the unit. Before protection occurs, use DC voltmeter to measure the voltage between the two ends of electrolytic capacitor on control panel AP1 (test3
If the unit can work normally?
Yes
No
Voltage between the two ends of celectrolytic capacitor (test3) is higher than 250V
Yes
No
Please confirm:
1. If the indoor and outdoor heat exchangers are dirty? If they are obstructed by other objects which affect the heat exchange of indoor and outdoor unit.
2. If the indoor and outdoor fans are working normally?
3. If the environment temperature is too high, resulting in that the system pressure is too high and exceeds the permissible range?
4. If the charge volume of refrigerant is too much, resulting in that the system pressure is too high?
5. Other conditions resulting in that the system pressure becomes too high.
Stop the unit and disconnect the power supply. Then, check the connection of capacitor C2 according to Electrical Wiring Diagram.
The connection of capacitor C2 is loose
Yes
Reconnect the capacitor C2 according to Electrical Wiring Diagram. Then, Restart the unit.
No
Stop the unit and disconnect the power supply. Wait 20 minutes, or use DC voltmeter to measure the voltage between the two ends of capacitor C2, until the voltage is lower than 20V
If the unit can work normally?
Yes
No
Remove the wires on the two ends of capacitor C2. Then, use capacitance meter to measure the capacitor C2. Verify as per the Parameters Sheet.
If capacitor C2 is failed?
Yes
Replace the capacitor C2. Then, energize and start the unit.
If the unit can work normally?
Yes
No
Replace the control panel AP1
No
Refer to the Electrical Wiring Diagram and check if the connection between AP1 and COMP is loose and if the connection order is correct.
If there is any abnormality described above?
Yes
Take corrective actions according to Technical Service Manual, and then energize and start the unit.
If the unit can work normally?
Yes
No
Replace the control panel AP1
No
If the connection between AP1 and COMP is unsecure or the connection order is wrong?
Yes
Connect the control panel AP1 and compressor COMP correctly according to the Electrical Wiring Diagram. Then, energize and start the unit.
If the unit can work normally?
Yes
Use ohmmeter to measure the resistance between the three terminals on compressor COMP, and compare the measurements with the compressor resistance on Service Manual.
If the resistance is normal?
No
Replace the compressor COMP
No
Use ohmmeter to measure the resistance between the two terminals of compressor COMP and copper tube.
Resistance higher than 500M ?
Yes
Replace the control panel AP1
END

4. Diagnosis for anti-high temperature, overload protection (AP1 below is control board of outdoor unit)

Main detection point:

- If the outdoor ambient temperature is in normal range;
- If the indoor and outdoor fan is running normal;
- If the radiating environment of indoor and outdoor unit is well.

Malfunction diagnosis process:

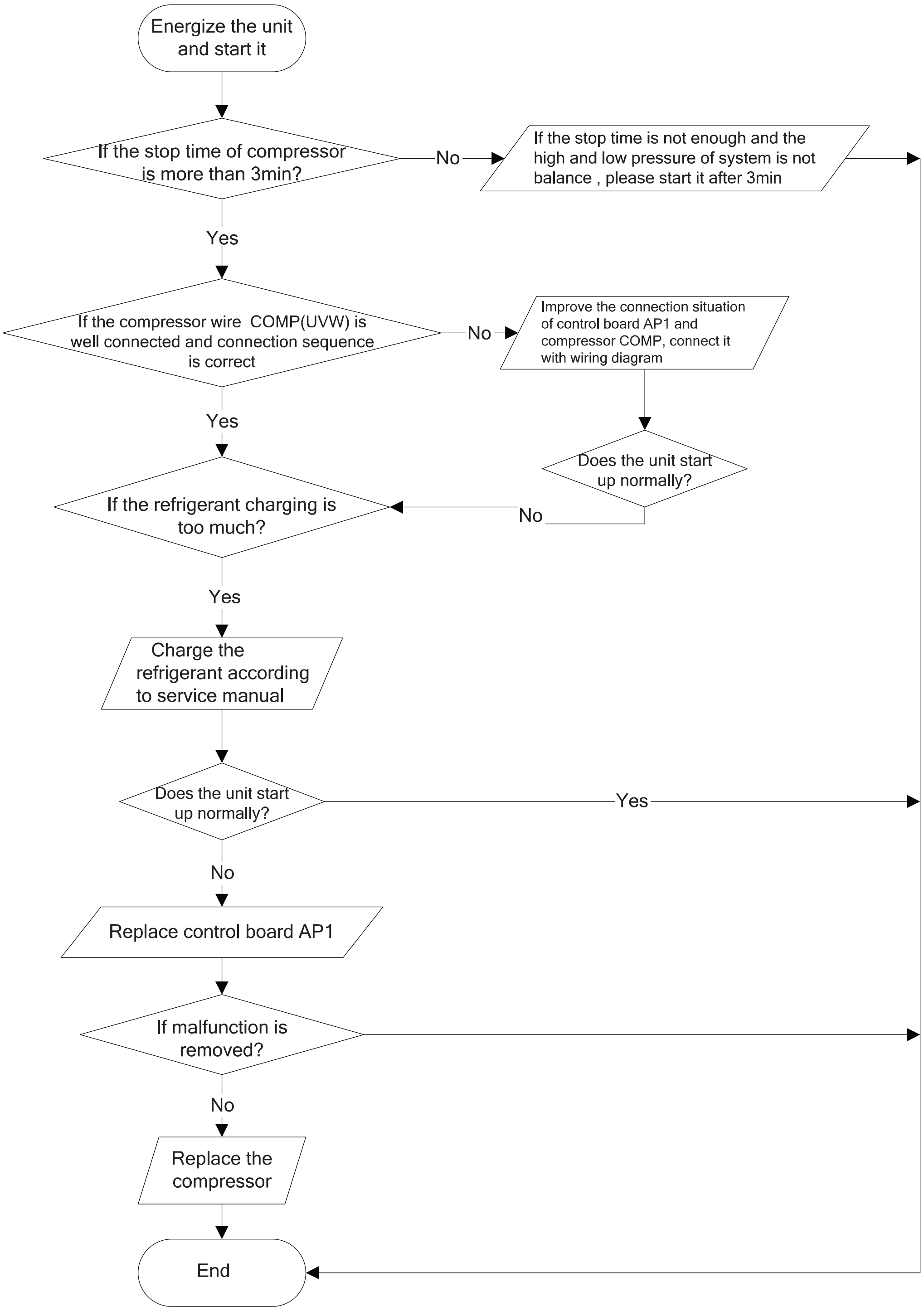


5. Diagnosis for failure start up malfunction (AP1 below is control board of outdoor unit)

Main detection point:

- If the compressor wiring is correct?
- If the stop time of compressor is enough?
- If the compressor is damaged?
- If the refrigerant charging is too much?

Malfunction diagnosis process:

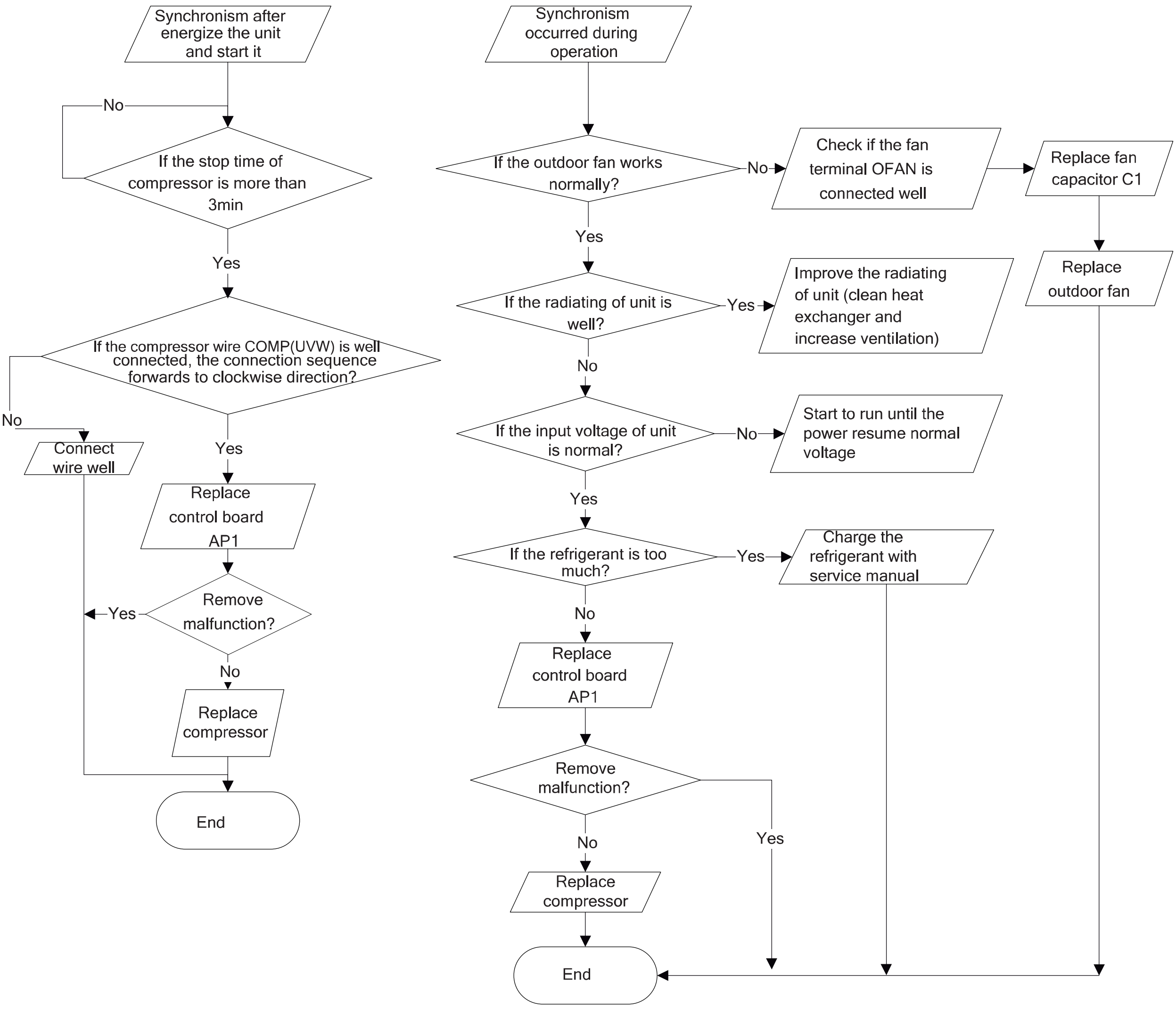


6. Diagnosis for compressor synchronism (AP1 below is control board of outdoor unit)

Main detection point:

● If the system pressure is over-high?
● If the work voltage is over-low?

Malfunction diagnosis process:

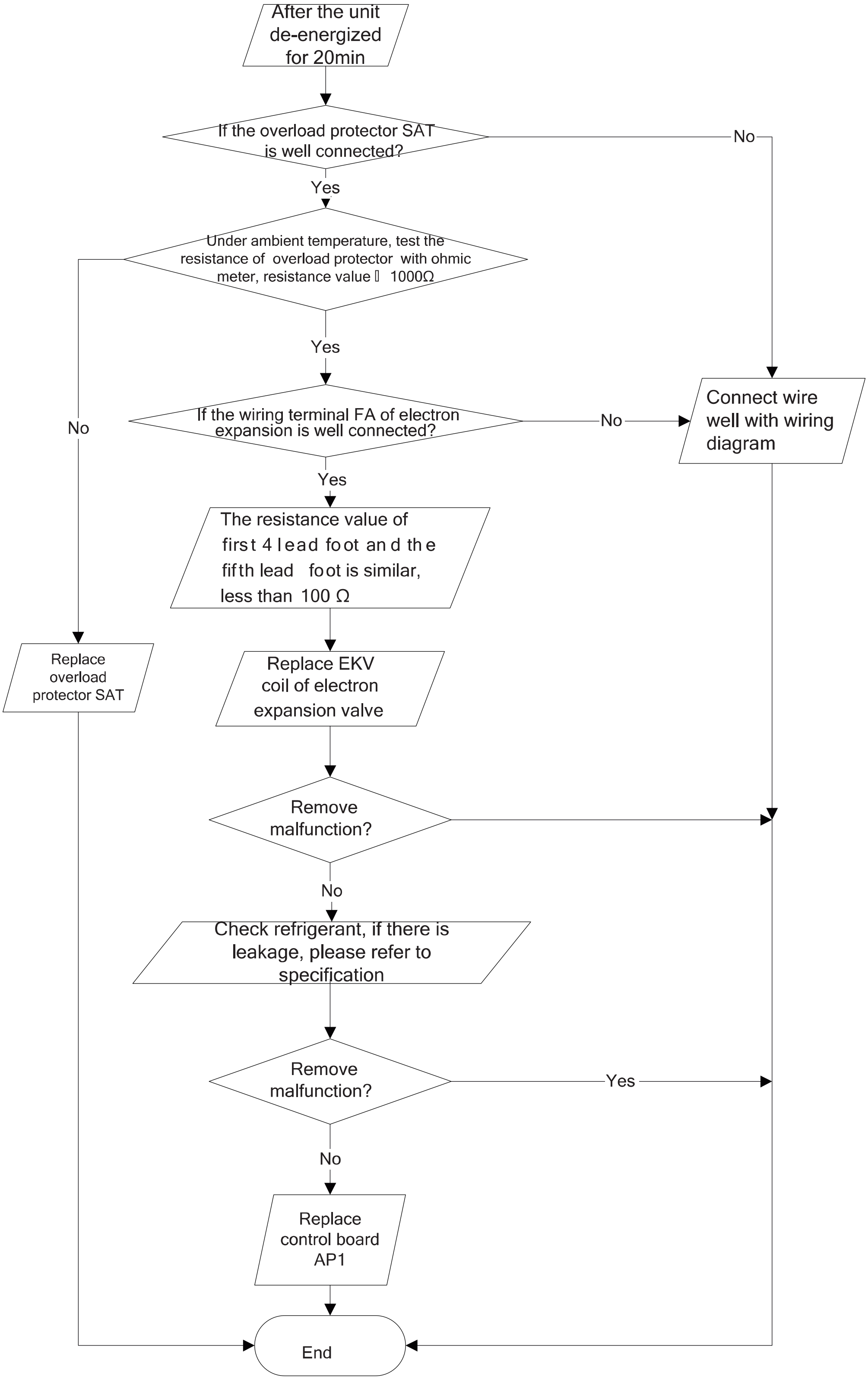


7. Diagnosis for overload and discharge malfunction (AP1 below is control board of outdoor unit)

Main detection point:

- If the electron expansion valve is connected well? Is the expansion valve damaged?
- If the refrigerant is leakage?
- If the overload protector is damaged?

Malfunction diagnosis process:

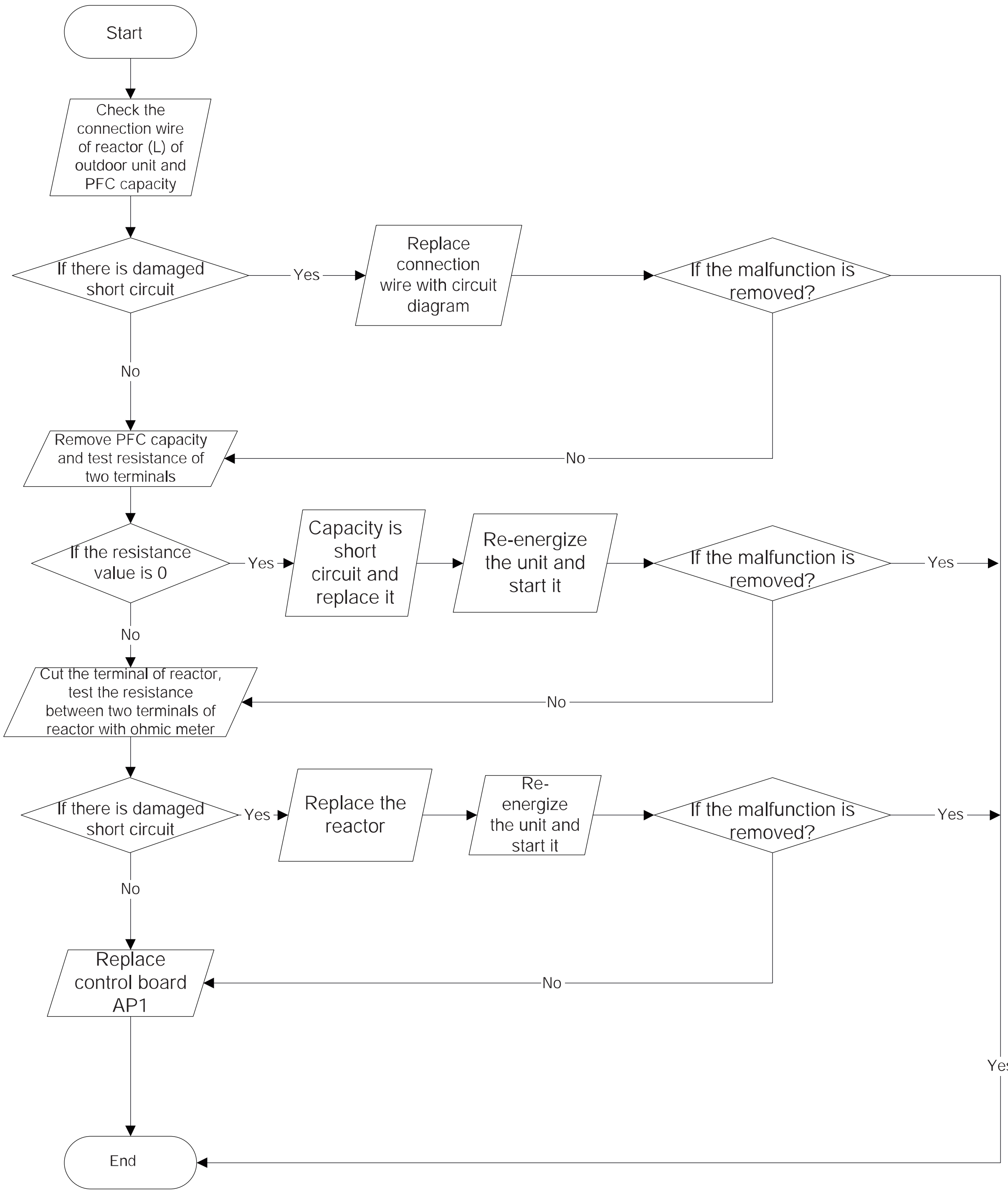


8. PFC (correction for power factor) malfunction (outdoor unit malfunction) (AP1 below is control board of outdoor unit)

Main detection point:

● Check if reactor (L) of outdoor unit and PFC capacity are damaged.

Malfunction diagnosis process:

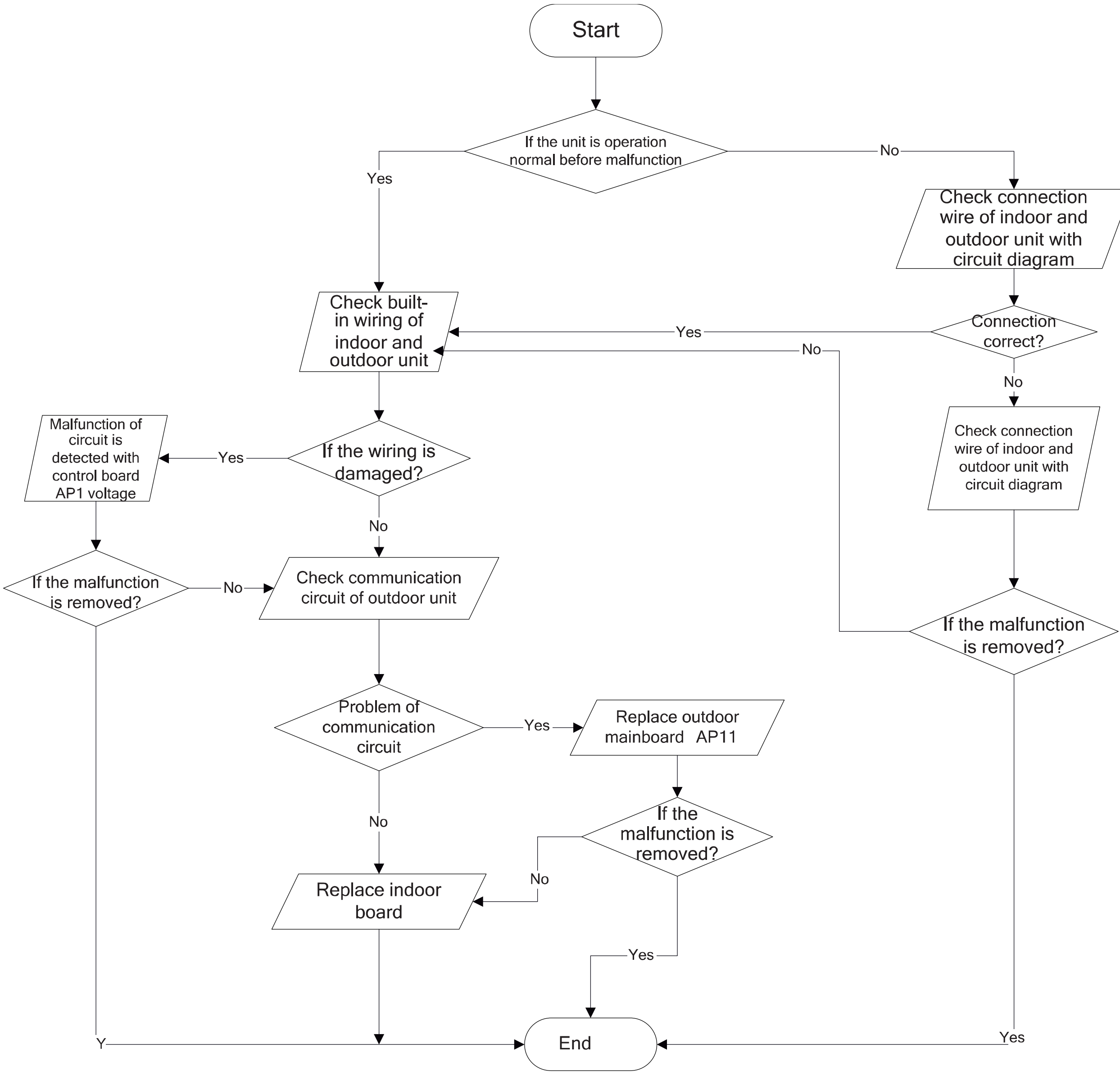


9. Communication malfunction (AP1 below is control board of outdoor unit)

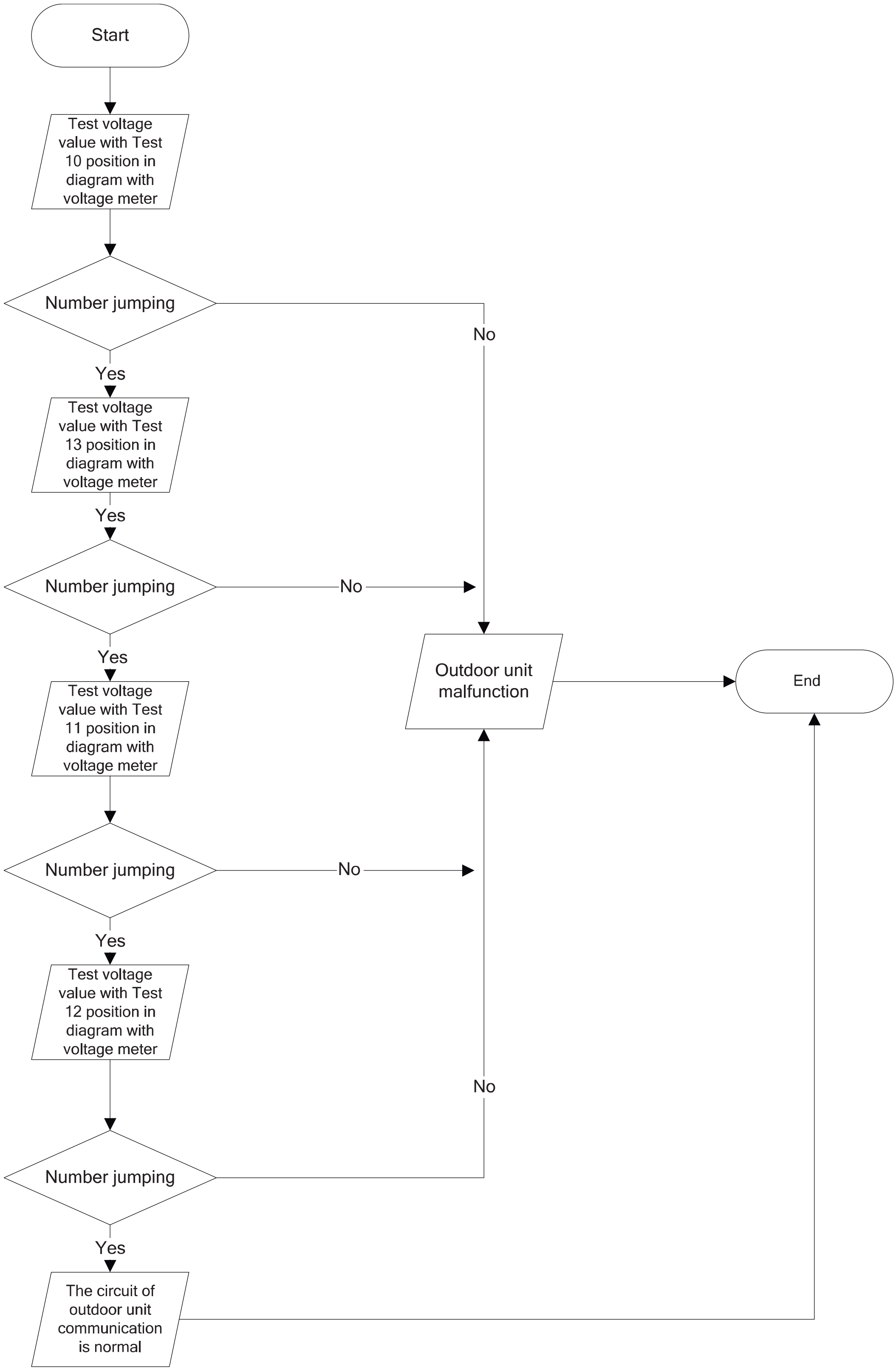
Main detection point:

● Check if the connection wire and the built-in wiring of indoor and outdoor unit is connected well and no damaged;
● If the communication circuit of indoor mainboard is damaged? If the communication circuit of outdoor mainboard (AP1) is damaged

Malfunction diagnosis process:



10. Diagnosis process for outdoor communication circuit



11. Malfunction of Overcurrent Protection E5

Main detection points:

● Is the supply voltage unstable with big fluctuation?

● Is the supply voltage too low with overload?

● Hardware trouble?

Malfunction diagnosis process: