

TROUBLESHOOTING TIPS

The following displays indicate an error or problem:

No .	Display code	Problems	What to do
1	E1, E2, E3, E4	Temperature Sensor is off or short-circuit.	Contact service people
2	E5	Communication between indoor and outdoor units failure	Contact service people
3	E10	Suction pressure failure of compressor	Contact service people
4	E13(★)	Default phase of compressor	Contact service people
5	E14(★)	Phase incorrect connection of compressor	Contact service people
6	P4	The temperature of the indoor unit evaporator is extremely low or high , and a compressor protection feature is automatically activated.	Turn off the unit, clean the air filter, then restart the unit. If this operation does not work, please contact service people.
7	P5	The temperature of outdoor unit condenser is too high, and a compressor protection feature is automatically activated.	Turn off the unit, check if there is any obstacle in the air-inlet, otherwise call the service people.
8	P7	Discharge temperature of outdoor unit is too high, compressor protection occurs.	Contact service people
9	P9	Anti-cold air function happens	When the temperature is warm enough, the function stops automatically.
10	P10	Discharge pressure protection	Contact service people
11	P11	Suction pressure protection	Contact service people
12	P12	Current overload protection	Contact service people
13	HS	Defrosting starts	The unit will auto restart after finishing the defrosting and the temperature of indoor Heat Exchanger raises.

★ : This symbol means the display code is not applicable to all the models. Single-phase models do not have E13 and E14 display code.

CAUTION:

- If the supply cord of this appliance is damaged, replacement work shall be performed by authorized personnel only.
- For the unit adopts PTC, the PTC heater is fixed in the middle of bottom of the cabinet. Do not attempt to remove or repair the components by yourself, it may cause a fire or other danger.

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Before long time idleness

1. Clean the indoor unit and air filter.
2. Dry the inner parts by keeping the fan running for half a day.
3. Turn off the unit and switch off the power switch, remove the batteries from the remote control.
4. Periodically check and clean the inner parts of the outdoor unit. Our local dealer will help you handle this if you contact us.

After long time idleness

Before restarting, please check if the air inlet and air outlet of the indoor and outdoor units are blocked up. Clean it so.

Aftersales

If the air conditioner operate abnormally, turn off the unit and switch off the power supply, and contact the local dealer or service centre.

Troubleshooting tips

Before calling for service, please review the following list of common problems and solutions.

Problem	Possible Cause	Solutions
Air conditioner does not operate at all	Power failure	Wait for power restoring
	The power supply is disconnected.	Switch on the main power switch
	The power fuse is blown.	Change the fuse
	The timer is set.	Wait or cancel timer setting
Air conditioner does not cool or heat well	The batteries of the remote control are exhausted	Change the batteries.
	The temperature setting is too high or too low.	Set a more comfortable temperature.
	The air filter is clogged with dust	Clean the filter
	The air inlet or outlet of the outdoor unit is blocked	Clear up the block
Air conditioner does not cool or heat at all	Doors or windows are open	Close the doors or windows
	The air inlet or outlet of the outdoor unit is blocked	Clear up the block first, then begin to operate.
	Three-minute protection feature	Wait for a while
	Unappropriated temperature setting	Set the temperature properly

If you still cannot solve the problem after trying the above, pull out the power plug and call the dealer.