Part 6
Service Diagnosis

1. Troubleshooting with LED

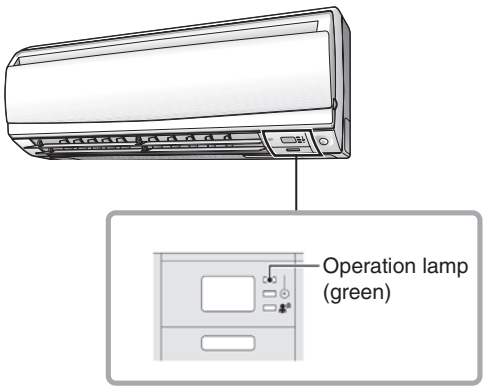
1.1 Indoor Unit

Operation Lamp

The operation lamp blinks when any of the following errors is detected.

1. When a protection device of the indoor or outdoor unit is activated, or when the thermistor malfunctions.
2. When a signal transmission error occurs between the indoor and outdoor units.

In either case, conduct the diagnostic procedure described in the following pages.



(R13534)

* The design of the indoor unit varies depending on the class.

Service Monitor

The indoor unit has one green LED (LED A) on the control PCB. When the microcomputer works in order, the LED A blinks.

1.2 Outdoor Unit

The outdoor unit has one green LED (LED A) on the PCB. When the microcomputer works in order, the LED A blinks.

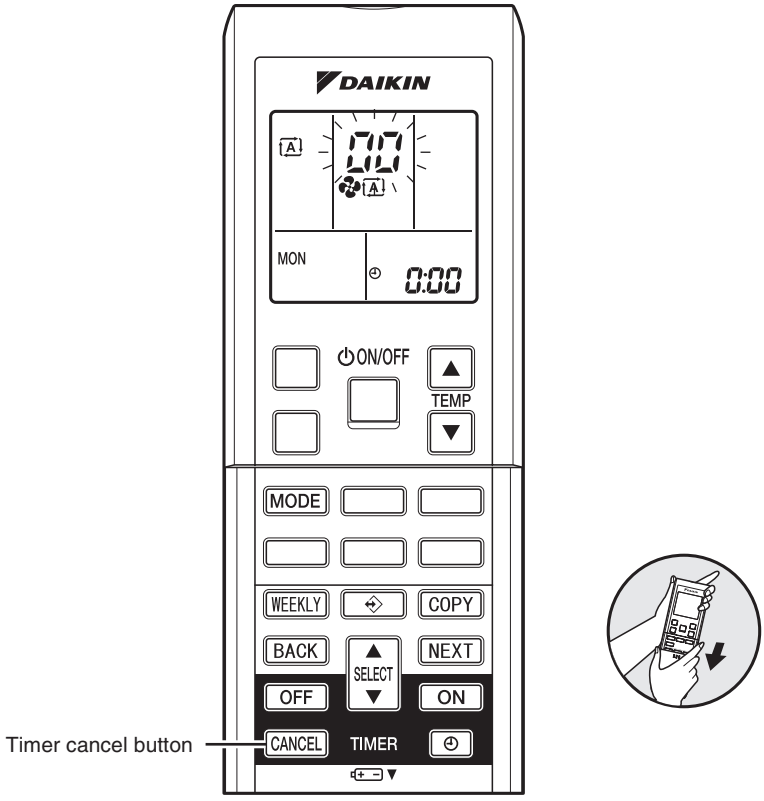
2. Problem Symptoms and Measures

Symptom	Check Item	Details of Measure	Reference Page
The unit does not operate.	Check the power supply.	Check if the rated voltage is supplied.	—
	Check the type of the indoor unit.	Check if the indoor unit type is compatible with the outdoor unit.	—
	Check the outdoor temperature.	Heating operation cannot be used when the outdoor temperature is 24°C or higher, and cooling operation cannot be used when the outdoor temperature is below 10°C.	—
	Diagnose with remote controller indication.	—	85
	Check the remote controller addresses.	Check if address settings for the remote controller and indoor unit are correct.	349
Operation sometimes stops.	Check the power supply.	A power failure of 2 to 10 cycles stops air conditioner operation. (Operation lamp OFF)	—
	Check the outdoor temperature.	Heating operation cannot be used when the outdoor temperature is 24°C or higher, and cooling operation cannot be used when the outdoor temperature is below 10°C.	—
	Diagnose with remote controller indication.	—	85
The unit operates but does not cool, or does not heat.	Check for wiring and piping errors in the connection between the indoor unit and outdoor unit.	—	—
	Check for thermistor detection errors.	Check if the thermistor is mounted securely.	—
	Check for faulty operation of the electronic expansion valve.	Set the unit to cooling operation, and check the temperature of the liquid pipe to see if the electronic expansion valve works.	—
	Diagnose with remote controller indication.	—	85
	Diagnose by service port pressure and operating current.	Check for refrigerant shortage.	93
Large operating noise and vibrations	Check the output voltage of the power module.	—	137
	Check the power module.	—	—
	Check the installation condition.	Check if the required spaces for installation (specified in the installation manual) are provided.	—

3. Service Check Function

Check Method 1

1. When the timer cancel button is held down for 5 seconds, 00 is displayed on the temperature display screen.



< ARC452 Series >

(R14554)

2. Press the timer cancel button repeatedly until a long beep sounds.

■ The code indication changes in the sequence shown below.

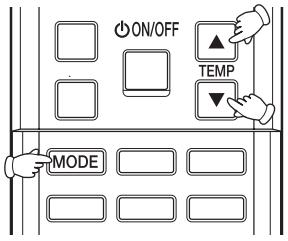
No.	Code	No.	Code	No.	Code
1	00	13	C7	25	UA
2	U4	14	A3	26	UH
3	L5	15	H8	27	P4
4	E6	16	H9	28	L3
5	H6	17	C9	29	L4
6	H0	18	C4	30	H7
7	A6	19	C5	31	U2
8	E7	20	J3	32	EA
9	U0	21	J6	33	AH
10	F3	22	E5	34	FA
11	A5	23	A1		
12	F6	24	E1		

Note:

1. A short beep or two consecutive beeps indicate non-corresponding codes.
2. To return to the normal mode, hold the timer cancel button down for 5 seconds. When the remote controller is left untouched for 60 seconds, it also returns to the normal mode.
3. Not all the error codes are displayed. When you cannot find the error code, try the check method 2. (→ Refer to page 83.)

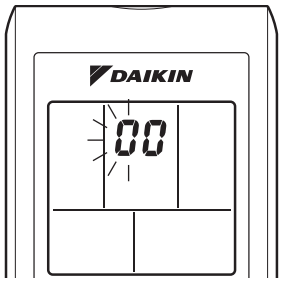
Check Method 2

1. Press the 3 buttons (TEMP▲, TEMP▼, MODE) at the same time to enter the diagnosis mode.



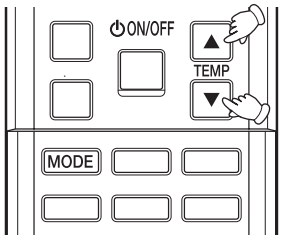
(R8381)

The left-side number blinks.



(R8382)

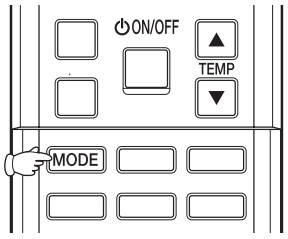
2. Press the [TEMP] ▲ or ▼ button and change the number until you hear the two consecutive beeps or the long beep.



(R8383)

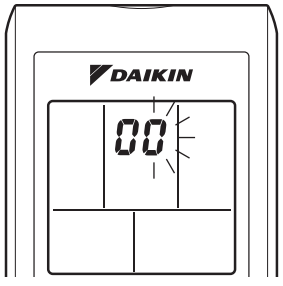
3. Diagnose by the sound.
   ★beep : The left-side number does not correspond with the error code.
   ★two consecutive beeps : The left-side number corresponds with the error code but the right-side number does not.
   ★long beep : Both the left-side and right-side number correspond with the error code. The numbers indicated when you hear the long beep are the error code.
   → Refer to page 85.

4. Press the [MODE] button.



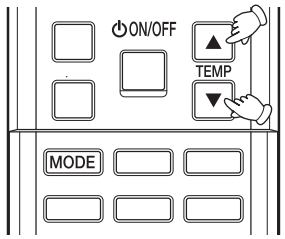
(R8384)

The right-side number blinks.



(R8385)

5. Press the [TEMP] ▲ or ▼ button and change the number until you hear the long beep.

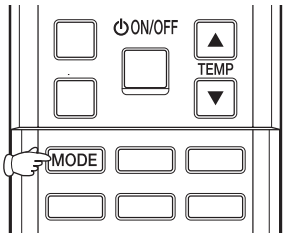


(R8383)

6. Diagnose by the sound.
   ★beep : The left-side number does not correspond with the error code.
   ★two consecutive beeps : The left-side number corresponds with the error code but the right-side number does not.
   ★long beep : Both the left-side and right-side number corresponds with the error code.

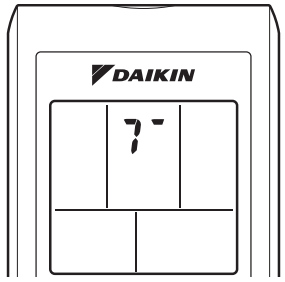
7. Determine the error code.
   The numbers indicated when you hear the long beep are the error code.
   Error codes and description → Refer to page 85.

8. Press the [MODE] button to exit from the diagnosis mode.



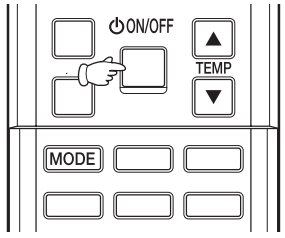
(R8384)

   The display 7- means the trial operation mode.
   Refer to page 348 for trial operation.



(R9659)

9. Press the [ON/OFF] button twice to return to the normal mode.



(R9660)

Note: When the remote controller is left untouched for 60 seconds, it returns to the normal mode.

4. Troubleshooting

4.1 Error Codes and Description

	Error Codes	Description	Reference Page
System	00	Normal	—
	U0★	Refrigerant shortage	93
	U2	Low-voltage detection or over-voltage detection	96
	U4	Signal transmission error (between indoor unit and outdoor unit)	98
	U8	Unspecified voltage (between indoor unit and outdoor unit)	100
Indoor Unit	A1	Indoor unit PCB abnormality	86
	A5	Freeze-up protection control or heating peak-cut control	88
	A6	Fan motor (DC motor) or related abnormality	90
	C4	Indoor heat exchanger thermistor or related abnormality	92
	C9	Room temperature thermistor or related abnormality	92
Outdoor Unit	E1	Outdoor unit PCB abnormality	101
	E5★	OL activation (compressor overload)	103
	E6★	Compressor lock	104
	E7★	DC fan lock	105
	E8	Input overcurrent detection	106
	EA	Four way valve abnormality	107
	F3	Discharge pipe temperature control	109
	F6	High pressure control in cooling	110
	H0	Compressor system sensor abnormality	111
	H6	Position sensor abnormality	113
	H8	DC voltage / current sensor abnormality (20/25/35 class only)	116
		CT or related abnormality (71/85/95 class only)	117
	H9	Outdoor temperature thermistor or related abnormality	119
	J3★	Discharge pipe thermistor or related abnormality	119
	J6	Outdoor heat exchanger thermistor or related abnormality	119
	L3	Electrical box temperature rise	121
	L4	Radiation fin temperature rise	123
	L5★	Output overcurrent detection	125
	P4	Radiation fin thermistor or related abnormality	119
	U7	Signal transmission error on outdoor unit PCB (71/85/95 class only)	99

★: Displayed only when system-down occurs.

4.2 Indoor Unit PCB Abnormality

Remote Controller Display

A1

Method of Malfunction Detection

The system checks if the circuit works properly within the microcomputer of the indoor unit.

Malfunction Decision Conditions

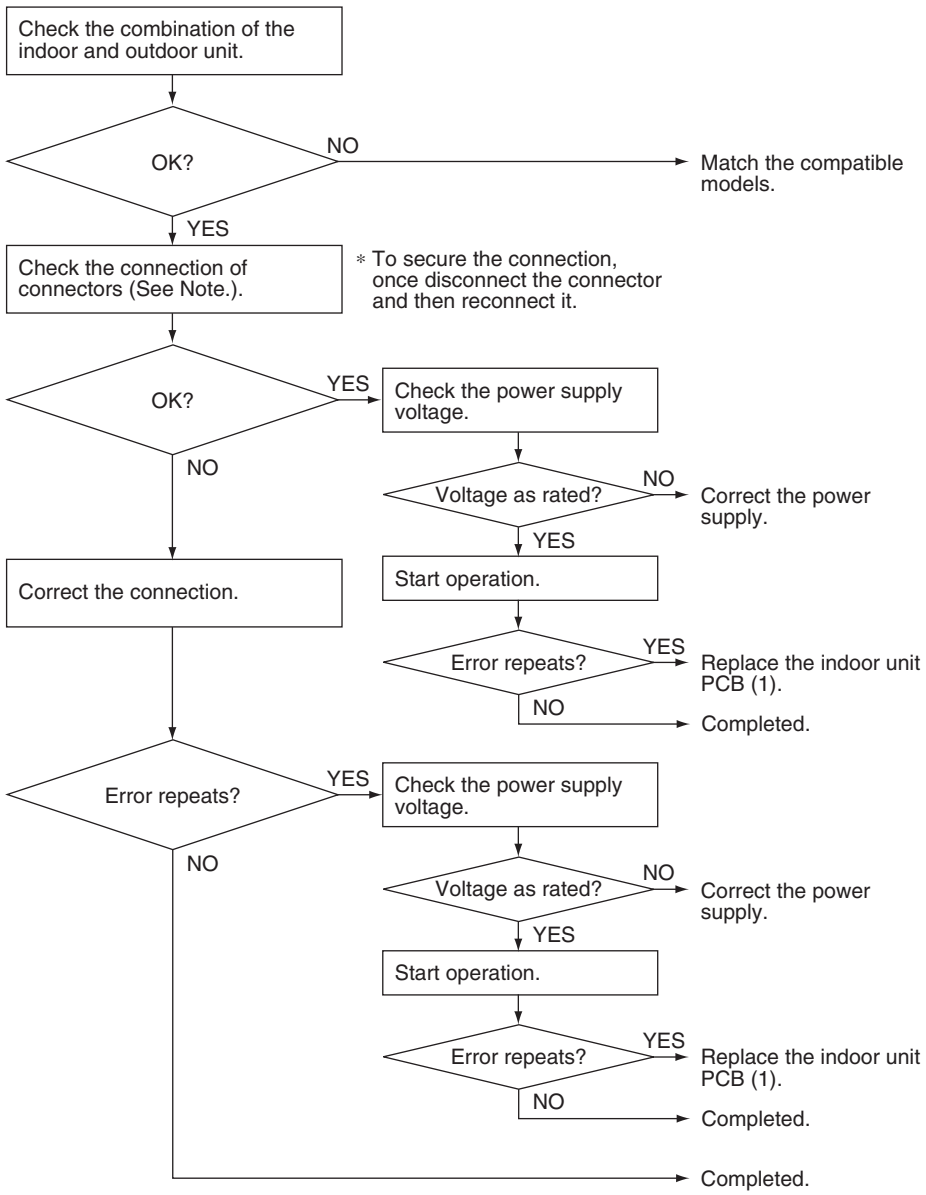
The system cannot set the internal settings.

Supposed Causes

- Wrong models interconnected
- Defective indoor unit PCB
- Disconnection of connector
- Reduction of power supply voltage

Troubleshooting

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.



(R15270)

Note: Check the following connector.

Model Type	Connector
Wall Mounted Type	Terminal board ~ Control PCB

4.3 Freeze-up Protection Control or Heating Peak-cut Control

Remote Controller Display

A5

Method of Malfunction Detection

- Freeze-up protection control
  During cooling operation, the freeze-up protection control (operation halt) is activated according to the temperature detected by the indoor heat exchanger thermistor.
- Heating peak-cut control
  During heating operation, the temperature detected by the indoor heat exchanger thermistor is used for the heating peak-cut control (operation halt, outdoor fan stop, etc.)

Malfunction Decision Conditions

- Freeze-up protection control
  During cooling operation, the indoor heat exchanger temperature is below 0°C.
- Heating peak-cut control
  During heating operation, the indoor heat exchanger temperature is above 60 ~ 65°C (depending on the model).

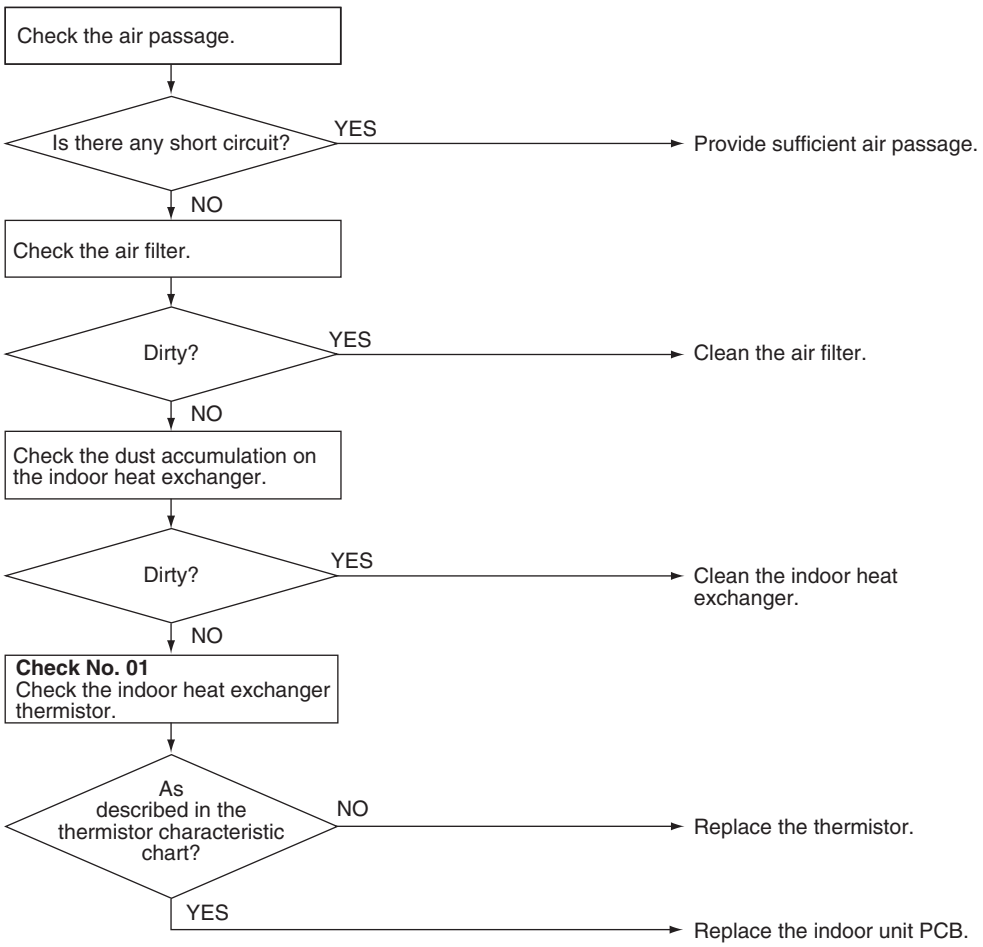
Supposed Causes

- Short-circuited air
- Clogged air filter of the indoor unit
- Dust accumulation on the indoor heat exchanger
- Defective indoor heat exchanger thermistor
- Defective indoor unit PCB

Troubleshooting

Check No.01
Refer to P.127

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.



(R15715)

4.4 Fan Motor (DC Motor) or Related Abnormality

Remote Controller Display

A6

Method of Malfunction Detection

The rotation speed detected by the Hall IC during fan motor operation is used to determine abnormal fan motor operation.

Malfunction Decision Conditions

The detected rotation speed does not reach the demanded rotation speed of the target tap, and is less than 50% of the maximum fan motor rotation speed.

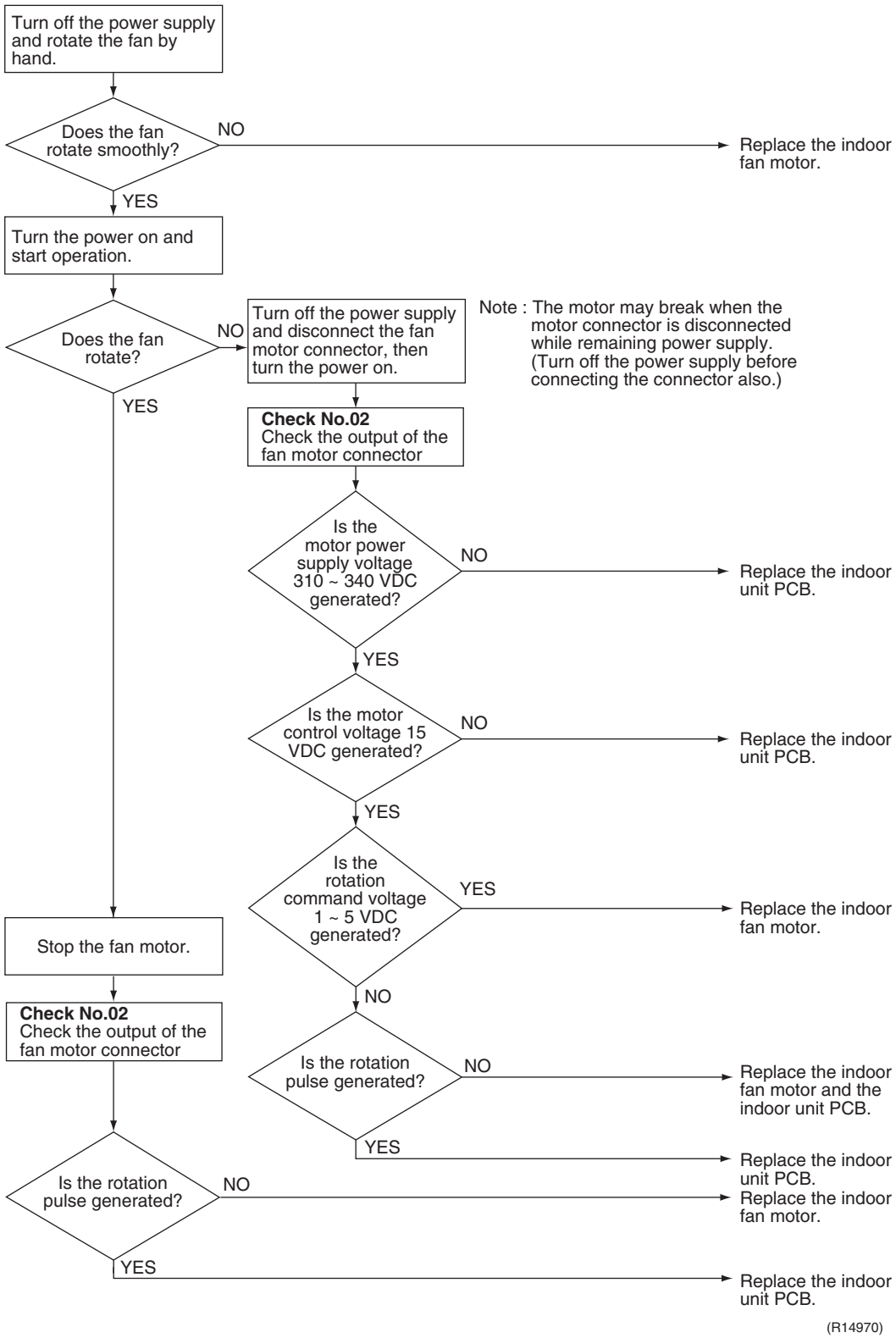
Supposed Causes

- Layer short inside the fan motor winding
- Breaking of wire inside the fan motor
- Breaking of the fan motor lead wires
- Defective capacitor of the fan motor
- Defective indoor unit PCB

Troubleshooting

Check No.02
Refer to P.128

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.



4.5 Thermistor or Related Abnormality (Indoor Unit)

Remote Controller Display

C4, C9

Method of Malfunction Detection

The temperatures detected by the thermistors determine thermistor errors.

Malfunction Decision Conditions

The thermistor input is more than 4.96 V or less than 0.04 V during compressor operation.

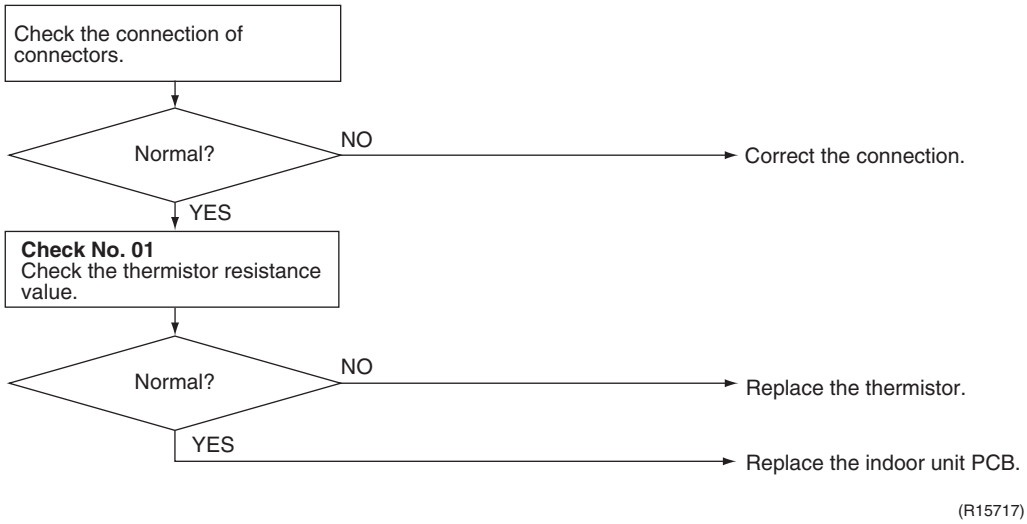
Supposed Causes

- Disconnection of connector
- Defective thermistor
- Defective indoor unit PCB

Troubleshooting

Check No.01
Refer to P.127

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.



(R15717)

C4 : Indoor heat exchanger thermistor
C9 : Room temperature thermistor

4.6 Refrigerant Shortage

Remote Controller Display

Method of Malfunction Detection

Refrigerant shortage detection I:
Refrigerant shortage is detected by checking the input current value and the compressor running frequency. If the refrigerant is short, the input current is lower than the normal value.

Refrigerant shortage detection II:
Refrigerant shortage is detected by checking the discharge pipe temperature and the opening of the electronic expansion valve. If the refrigerant is short, the discharge pipe temperature tends to rise.

Refrigerant shortage detection III:
Refrigerant shortage is detected by checking the difference between suction and discharge temperature.

Malfunction Decision Conditions

Refrigerant shortage detection I:
The following conditions continue for 7 minutes.

<20/25/35 class>

- Input current × input voltage ≤ **A** × output frequency + **B**
- Output frequency > **C**

	A (–)	**B** (W)	**C** (Hz)
20/25/35 class	640/256	0	55

<46/50/60/71/85/95 class>

- Input current ≤ **D** × output frequency + **E**
- Output frequency > **F**

	D (–)	**E** (A)	**F** (Hz)
46/50/60 class	2000/256	–181	55
71/85/95 class	27/1000	2.0	40

Refrigerant shortage detection II:
The following conditions continue for 80 seconds.

- Opening of the electronic expansion valve ≥ **G**
- Discharge pipe temperature > **H** × target discharge pipe temperature + **J**

	G (pulse)	**H** (–)	**J** (°C)
20 class	480	128/128	30
25/35 class	480	128/128	cooling: 63.5, heating: 30
46/50/60 class	480	128/128	cooling: 60, heating: 45
71 class	450	128/128	60
85/95 class	480	128/128	cooling: 50, heating: 45

Refrigerant shortage detection III: (20/25/35 class only)
When the difference of the temperature is smaller than **K**°C, it is regarded as refrigerant shortage.

		K (°C)
Cooling	room thermistor temperature – indoor heat exchanger temperature	4.0
	outdoor heat exchanger temperature – outdoor temperature	4.0
Heating	indoor heat exchanger temperature – room thermistor temperature	3.0
	outdoor temperature – outdoor heat exchanger temperature	3.0

- If the error repeats, the system is shut down.
- Reset condition: Continuous run for about 60 minutes without any other error

Supposed Causes

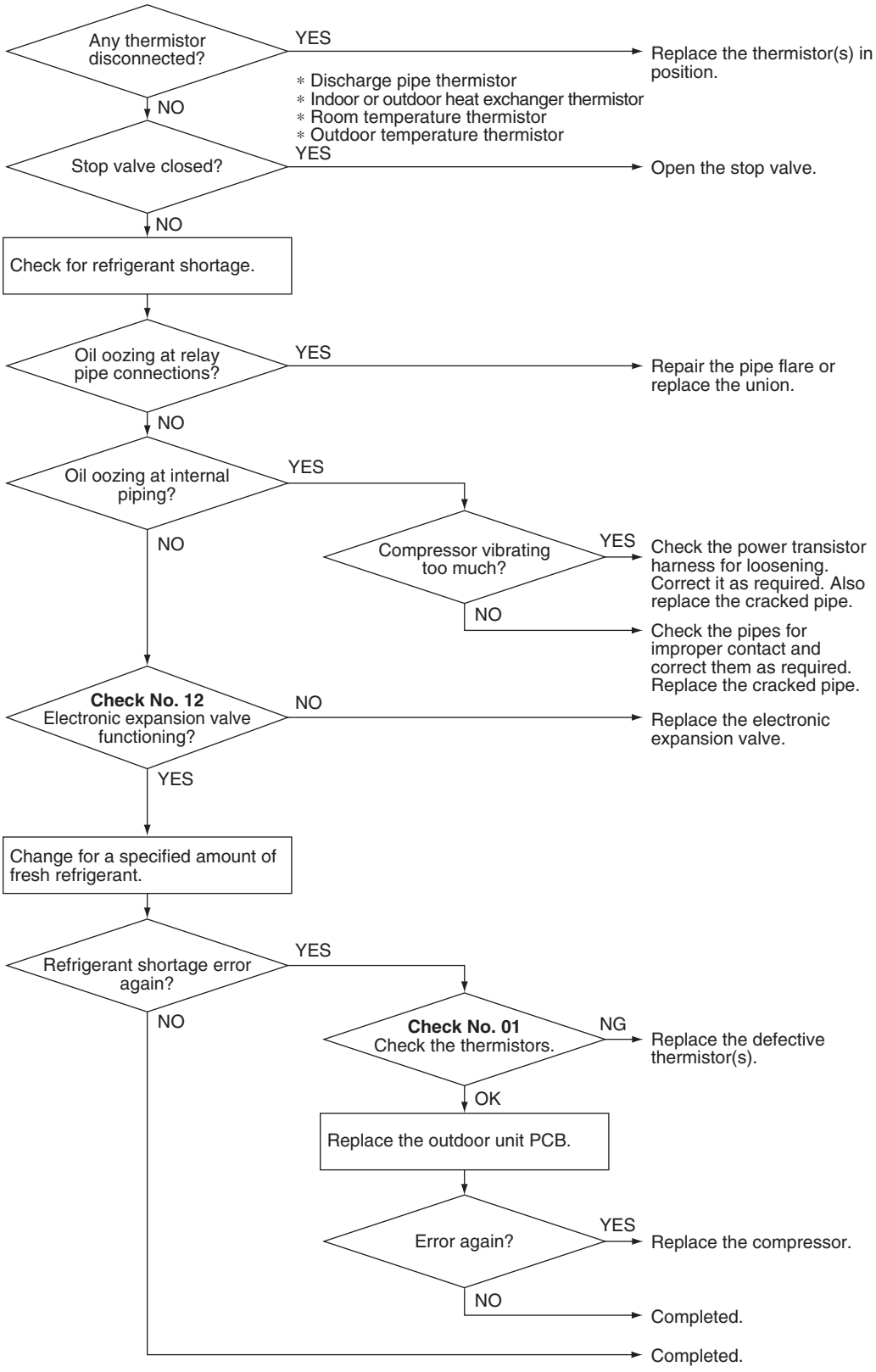
- Disconnection of the discharge pipe thermistor, indoor or outdoor heat exchanger thermistor, room or outdoor temperature thermistor
- Closed stop valve
- Refrigerant shortage (refrigerant leakage)
- Poor compression performance of compressor
- Defective electronic expansion valve

Troubleshooting

Check No.01
Refer to P.127

Check No.12
Refer to P.129

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.



(R16015)

4.7 Low-voltage Detection or Over-voltage Detection

Remote Controller Display

U2

Method of Malfunction Detection

★ **Indoor Unit**

The zero-cross detection of the power supply is evaluated by the indoor unit PCB.

★ **Outdoor Unit**

Low-voltage detection:
An abnormal voltage drop is detected by the DC voltage detection circuit.

Over-voltage detection:
An abnormal voltage rise is detected by the over-voltage detection circuit.

Malfunction Decision Conditions

★ **Indoor Unit**

There is no zero-cross detection in approximately 10 seconds.

★ **Outdoor Unit**

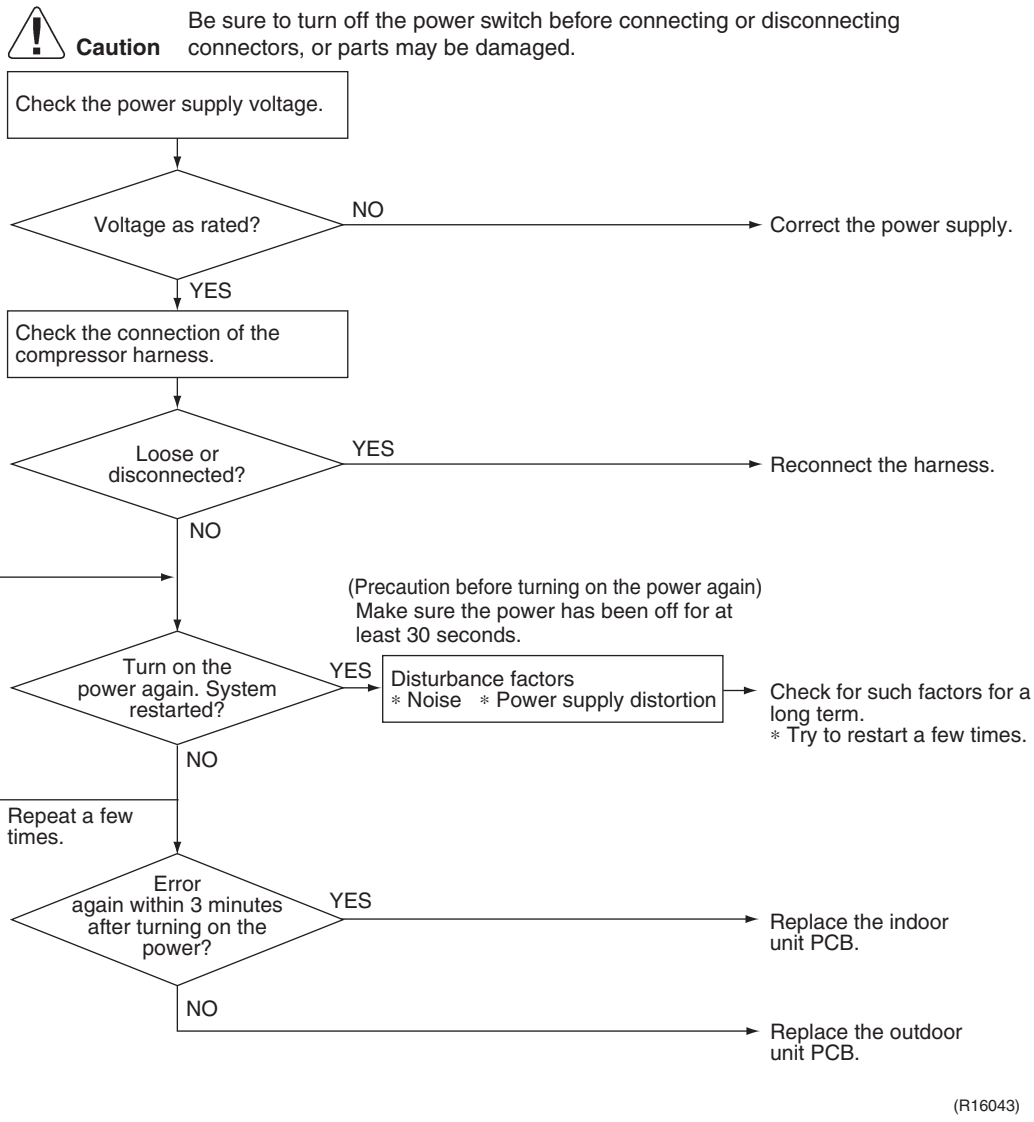
Low-voltage detection:
- The voltage detected by the DC voltage detection circuit is below 150 ~ 200 V (depending on the model).
- The compressor stops if the error occurs, and restarts automatically after 3-minute standby.

Over-voltage detection:
- An over-voltage signal is fed from the over-voltage detection circuit to the microcomputer.
- The compressor stops if the error occurs, and restarts automatically after 3-minute standby.

Supposed Causes

- Supply voltage is not as specified.
- Defective DC voltage detection circuit
- Defective over-voltage detection circuit
- Defective PAM control part
- Disconnection of compressor harness
- Noise
- Momentary fall of voltage
- Momentary power failure
- Defective indoor unit PCB

Troubleshooting



4.8 Signal Transmission Error (between Indoor Unit and Outdoor Unit)

Remote Controller Display

U4

Method of Malfunction Detection

The data received from the outdoor unit in indoor unit-outdoor unit signal transmission is checked whether it is normal.

Malfunction Decision Conditions

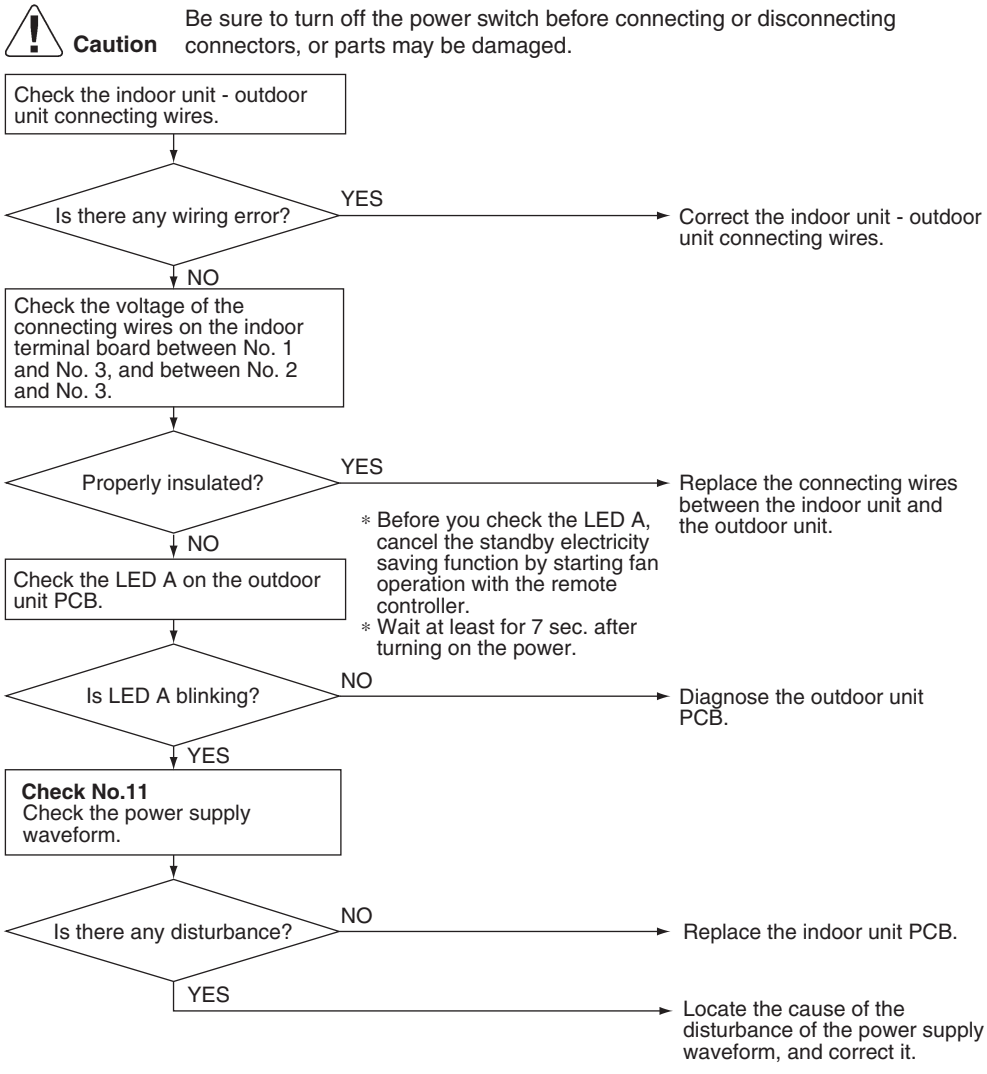
The data sent from the outdoor unit cannot be received normally, or the content of the data is abnormal.

Supposed Causes

- Wiring error
- Breaking of the connecting wires between the indoor and outdoor units (wire No. 3)
- Defective outdoor unit PCB
- Defective indoor unit PCB
- Disturbed power supply waveform

Troubleshooting

Check No.11
Refer to P.128



(R16914)

4.9 Signal Transmission Error on Outdoor Unit PCB (71/85/95 Class Only)

Remote Controller Display

U7

Method of Malfunction Detection

Communication error between microcomputer mounted on the main microcomputer and PM1.

Malfunction Decision Conditions

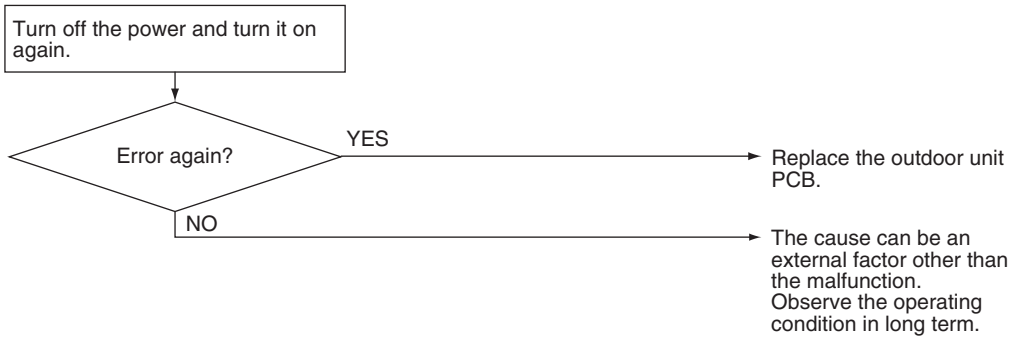
- The abnormality is determined when the data sent from the PM1 can not be received for 9 seconds.
- The error counter is reset when the data from the PM1 can be successfully received.

Supposed Causes

- Defective outdoor unit PCB

Troubleshooting

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.



(R7185)

4.10 Unspecified Voltage (between Indoor Unit and Outdoor Unit)

Remote Controller Display

U9

Method of Malfunction Detection

The supply power is detected for its requirements (different from pair type and multi type) by the indoor / outdoor transmission signal.

Malfunction Decision Conditions

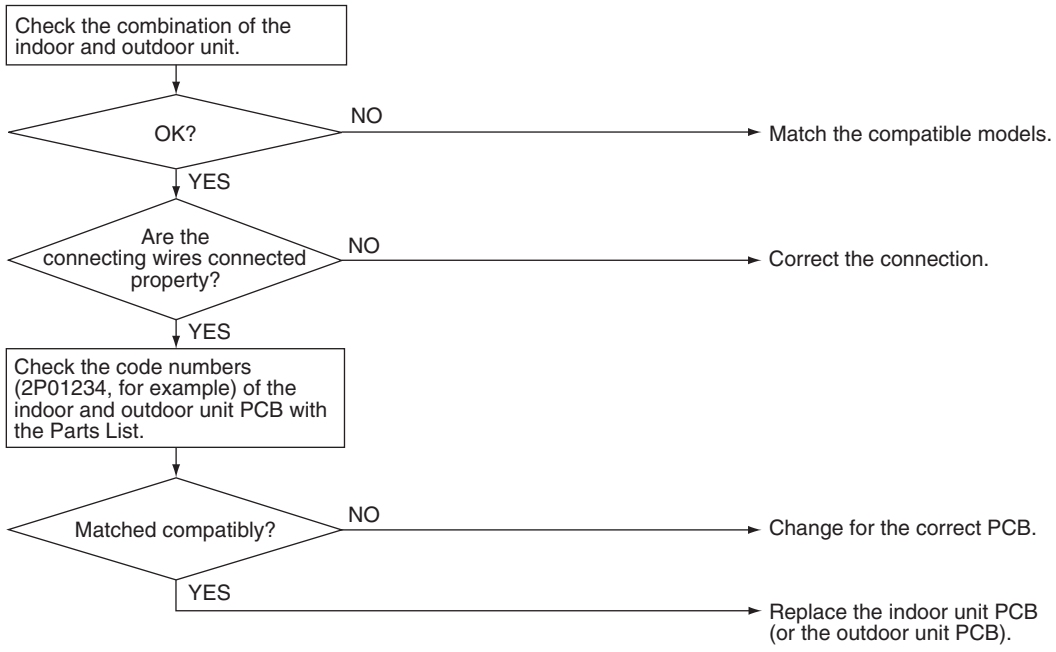
The pair type and multi type are interconnected.

Supposed Causes

- Wrong models interconnected
- Wrong wiring of connecting wires
- Wrong indoor unit PCB or outdoor unit PCB mounted
- Defective indoor unit PCB
- Defective outdoor unit PCB

Troubleshooting

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.



(R11707)

4.11 Outdoor Unit PCB Abnormality

Remote Controller Display

E1

Method of Malfunction Detection

- The system checks if the microprocessor is working in order.
- The system checks if the zero-cross signal comes in properly.

Malfunction Decision Conditions

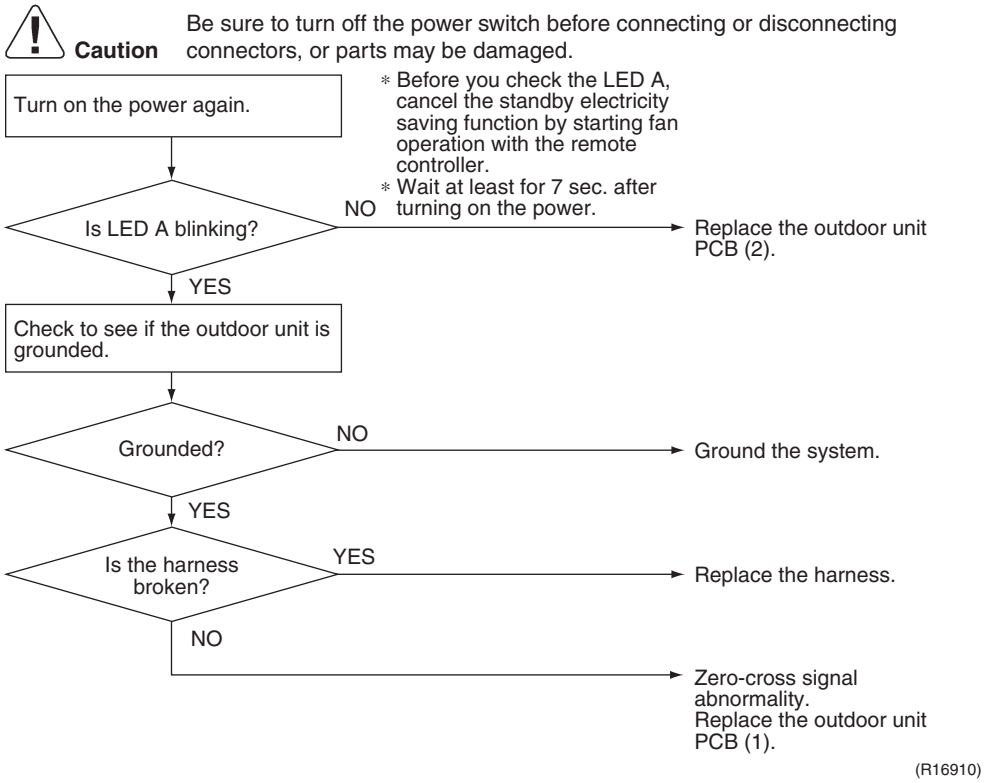
- The microprocessor program runs out of control.
- The zero-cross signal is not detected.

Supposed Causes

- Defective outdoor unit PCB
- Broken harness between PCBs
- Noise
- Momentary fall of voltage
- Momentary power failure, etc.

Troubleshooting

20/25/35/46/50/60 class

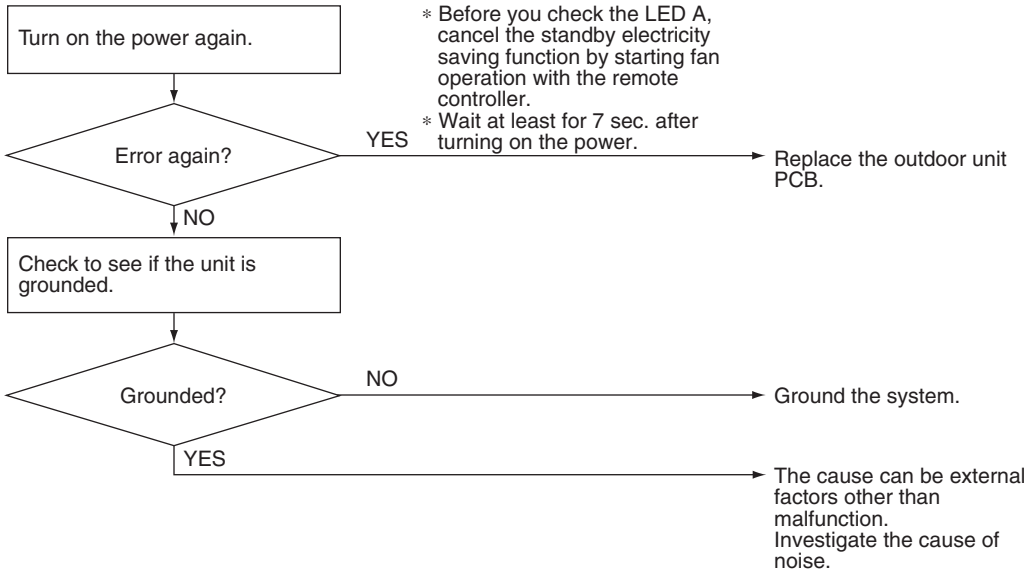


(R16910)

Troubleshooting

71/85/95 class

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.



(R16911)

4.12 OL Activation (Compressor Overload)

Remote Controller Display

E5

Method of Malfunction Detection

A compressor overload is detected through compressor OL.

Malfunction Decision Conditions

- If the error repeats, the system is shut down.
- Reset condition: Continuous run for about 60 minutes without any other error

* The operating temperature condition is not specified.

Supposed Causes

- Defective discharge pipe thermistor
- Defective electronic expansion valve or coil
- Defective four way valve or coil
- Defective outdoor unit PCB
- Refrigerant shortage
- Water mixed in refrigerant
- Defective stop valve

Troubleshooting

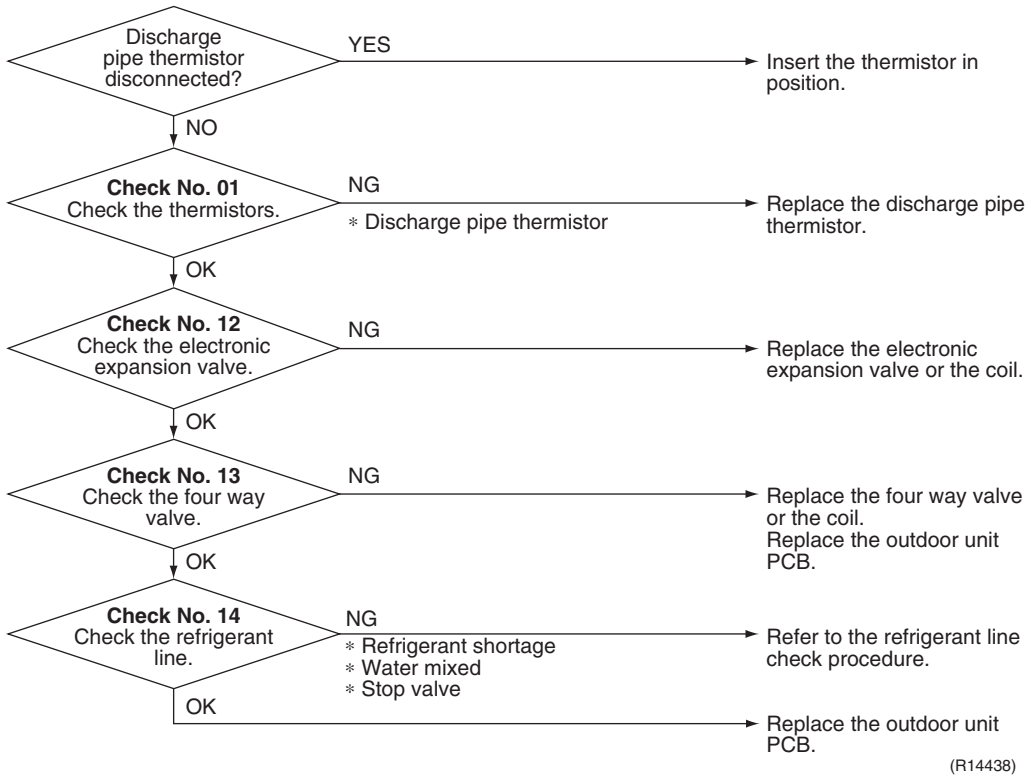
Check No.01 **Refer to P.127**

Check No.12 **Refer to P.129**

Check No.13 **Refer to P.130**

Check No.14 **Refer to P.130**

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.



(R14438)

4.13 Compressor Lock

Remote Controller Display

E6

Method of Malfunction Detection

A compressor lock is detected by checking the compressor running condition through the position detection circuit.

Malfunction Decision Conditions

20/25/35 class

- Operation stops due to overcurrent.
- If the error repeats, the system is shut down.
- Reset condition: Continuous run for about 11 minutes without any other error

46/50/60/71/85/95 class

- A compressor lock is detected by the current waveform generated when applying high-frequency voltage to the motor.
- If the error repeats, the system is shut down
- Reset condition: Continuous run for about 5 minutes without any other error

Supposed Causes

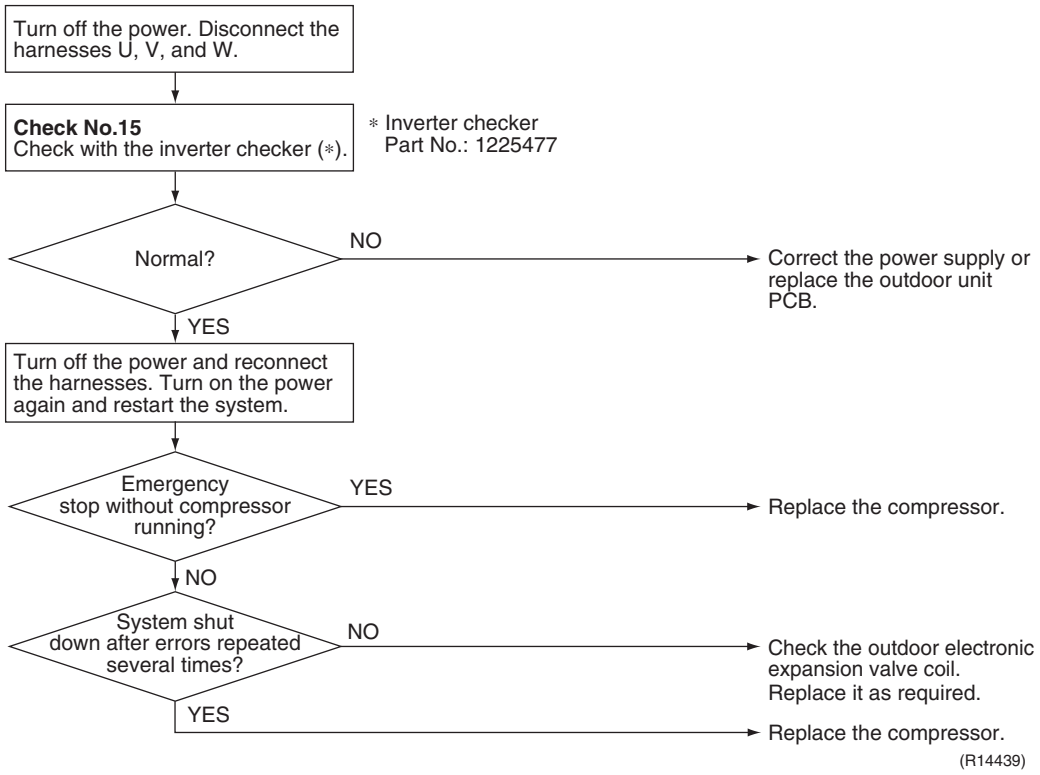
- Compressor locked
- Compressor harness disconnected

Troubleshooting

Check No.15
Refer to P.131

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.

(Precaution before turning on the power again)
Make sure the power has been off for at least 30 seconds.



(R14439)

4.14 DC Fan Lock

Remote Controller Display

E7

Method of Malfunction Detection

An error is determined with the high-voltage fan motor rotation speed detected by the Hall IC.

Malfunction Decision Conditions

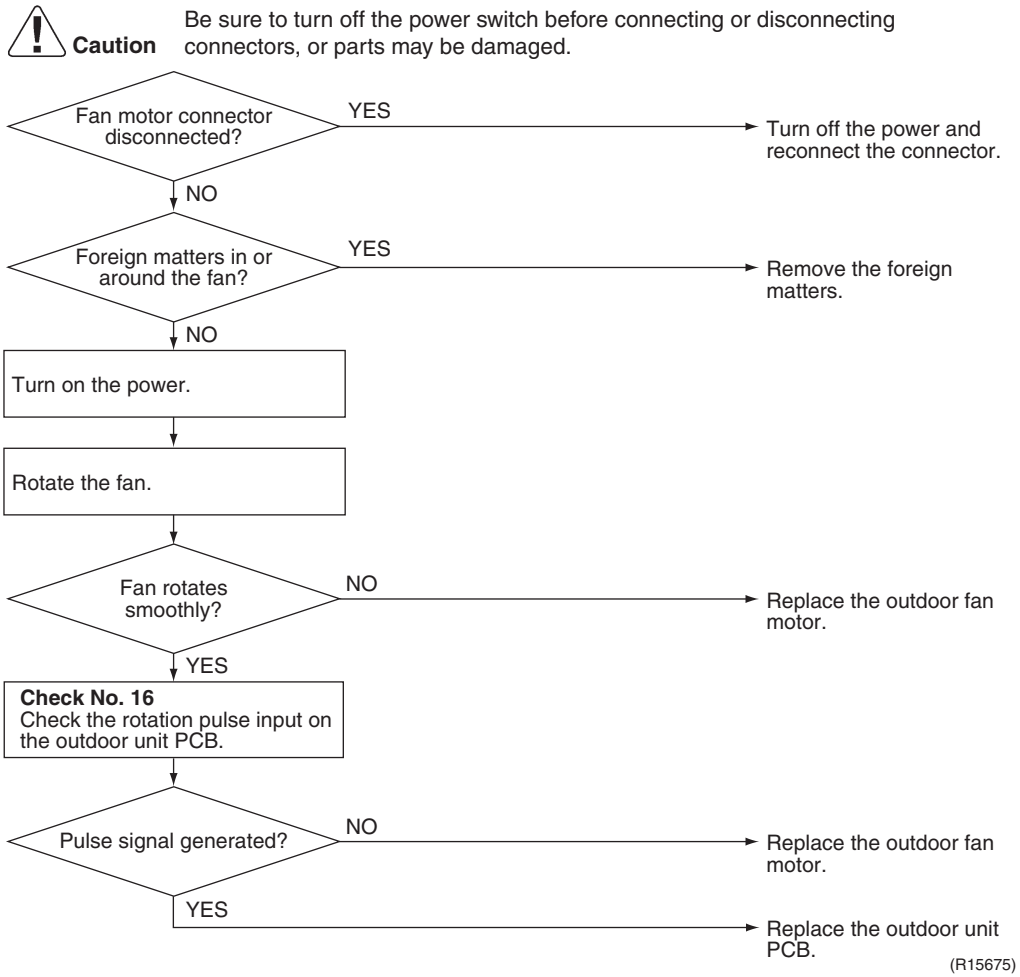
- The fan does not start in 15 ~ 30 seconds (depending on the model) even when the fan motor is running.
- If the error repeats, the system is shut down.
- Reset condition: Continuous run for about 11 minutes (20/25/35 class) or 5 minutes (46/50/60/71/85/95 class) without any other error

Supposed Causes

- Foreign matter stuck in the fan
- Defective fan motor
- Defective outdoor unit PCB

Troubleshooting

Check No.16
Refer to P.133



4.15 Input Overcurrent Detection

Remote Controller Display

E8

Method of Malfunction Detection

An input overcurrent is detected by checking the input current value with the compressor running.

Malfunction Decision Conditions

The current exceeds about 9.25 ~ 20 A for 2.5 seconds with the compressor running.
(The upper limit of the current decreases when the outdoor temperature exceeds a certain level.)

Supposed Causes

- Outdoor temperature is out of operation range.
- Defective compressor
- Defective power module
- Defective outdoor unit PCB
- Short circuit

Troubleshooting

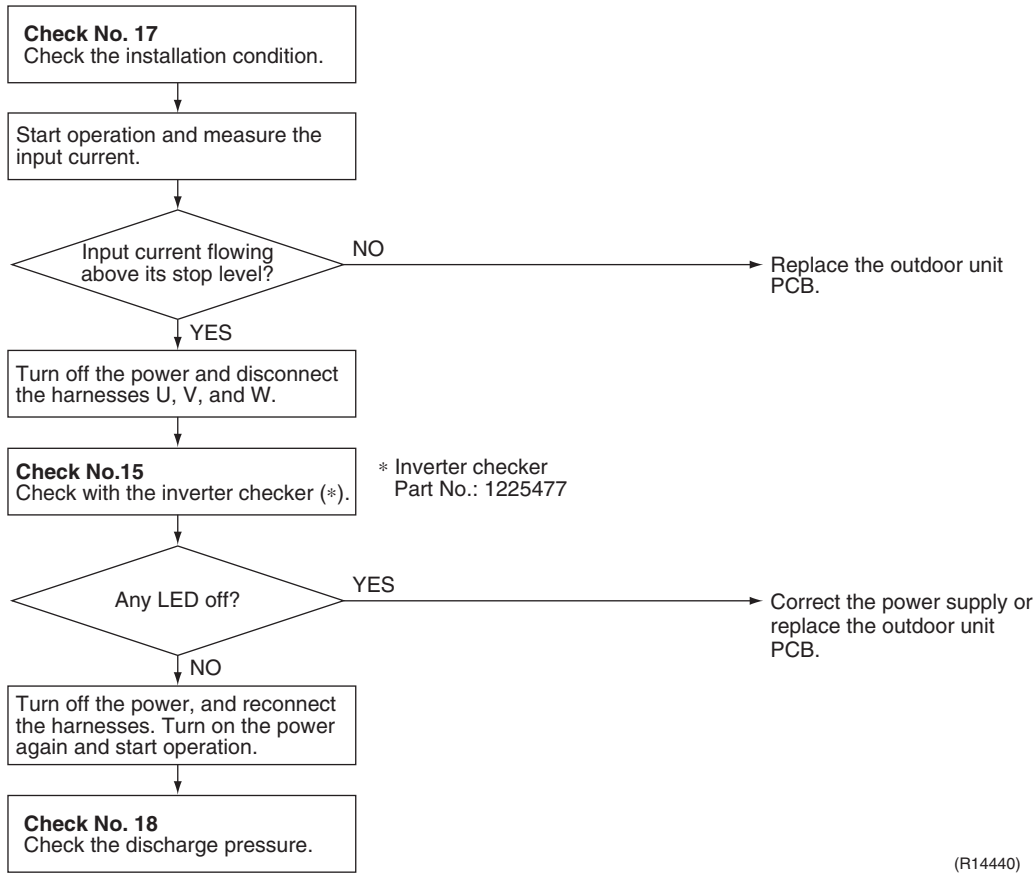
Check No.15
Refer to P.131

Check No.17
Refer to P.134

Check No.18
Refer to P.134

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.

∗ An input overcurrent may result from wrong internal wiring. If the system is interrupted by an input overcurrent after the wires have been disconnected and reconnected for part replacement, check the wiring again.



(R14440)

4.16 Four Way Valve Abnormality

Remote Controller Display

E8

Method of Malfunction Detection

The room temperature thermistor and the indoor heat exchanger thermistor are checked if they function within their normal ranges in each operation mode.

Malfunction Decision Conditions

A following condition continues over 1 ~ 10 minutes after operating for 5 ~ 10 minutes.

- Cooling / Dry
  (room thermistor temp. – indoor heat exchanger temp.) < –5°C
- Heating
  (indoor heat exchanger temp. – room thermistor temp.) < –5°C

- If the error repeats, the system is shut down.
- Reset condition: Continuous run for about 60 minutes without any other error

Supposed Causes

- Disconnection of four way valve coil
- Defective four way valve, coil, or harness
- Defective outdoor unit PCB
- Defective thermistor
- Refrigerant shortage
- Water mixed in refrigerant
- Defective stop valve

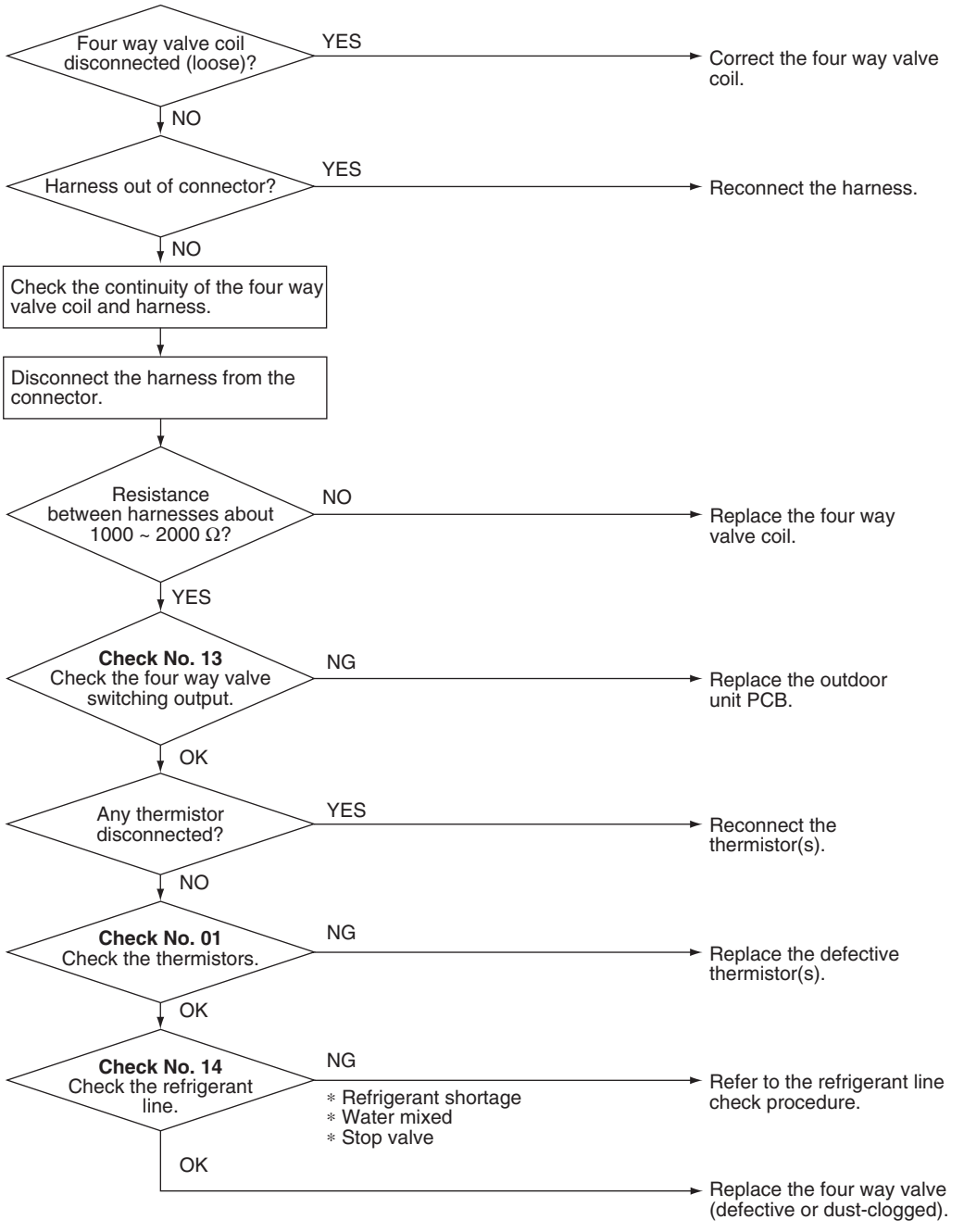
Troubleshooting

Check No.01
Refer to P.127

Check No.13
Refer to P.130

Check No.14
Refer to P.130

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.



(R15824)

4.17 Discharge Pipe Temperature Control

Remote Controller Display

F3

Method of Malfunction Detection

An error is determined with the temperature detected by the discharge pipe thermistor.

Malfunction Decision Conditions

- If the temperature detected by the discharge pipe thermistor rises above **A**°C, the compressor stops.
- The error is cleared when the discharge pipe temperature has dropped below **B**°C.

<20/25/35 class>

	A (°C)	**B** (°C)
(1) above 45 Hz (rising), above 40 Hz (dropping)	110	97
(2) 30 ~ 45 Hz (rising), 25 ~ 40 Hz (dropping)	105	92
(3) below 30 Hz (rising), below 25 Hz (dropping)	99	86

<46/50/60/71/85/95 class>

	A (°C)	**B** (°C)
46/50/60 class	110	95
71/85/95 class	120	107

- If the error repeats, the system is shut down.
- Reset condition: Continuous run for about 60 minutes without any other error

Supposed Causes

- Defective discharge pipe thermistor
  (Defective outdoor heat exchanger thermistor or outdoor temperature thermistor)
- Defective electronic expansion valve or coil
- Refrigerant shortage
- Defective four way valve
- Water mixed in refrigerant
- Defective stop valve
- Defective outdoor unit PCB

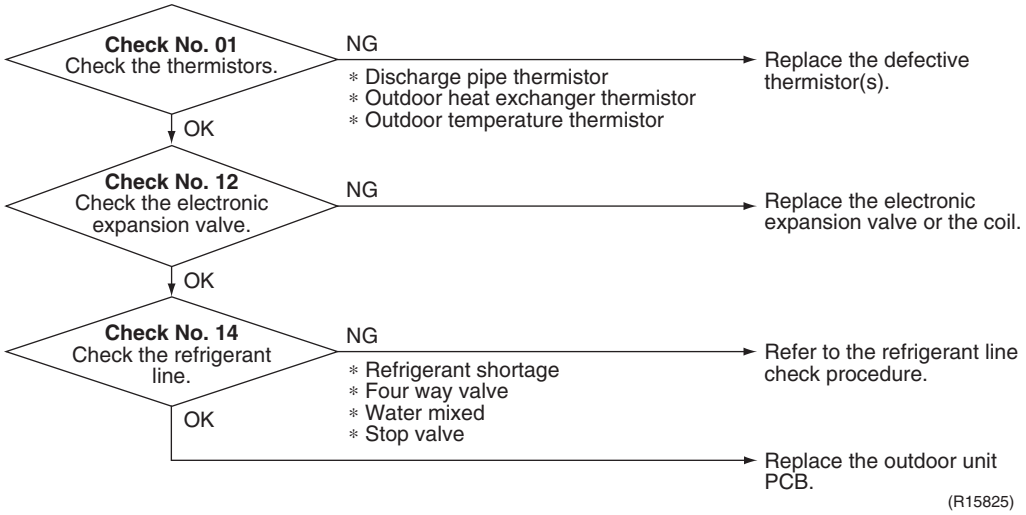
Troubleshooting

Check No.01
Refer to P.127

Check No.12
Refer to P.129

Check No.14
Refer to P.130

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.



(R15825)

4.18 High Pressure Control in Cooling

Remote Controller Display

F6

Method of Malfunction Detection

High-pressure control (operation halt, frequency drop, etc.) is activated in cooling operation if the temperature sensed by the outdoor heat exchanger thermistor exceeds the limit.

Malfunction Decision Conditions

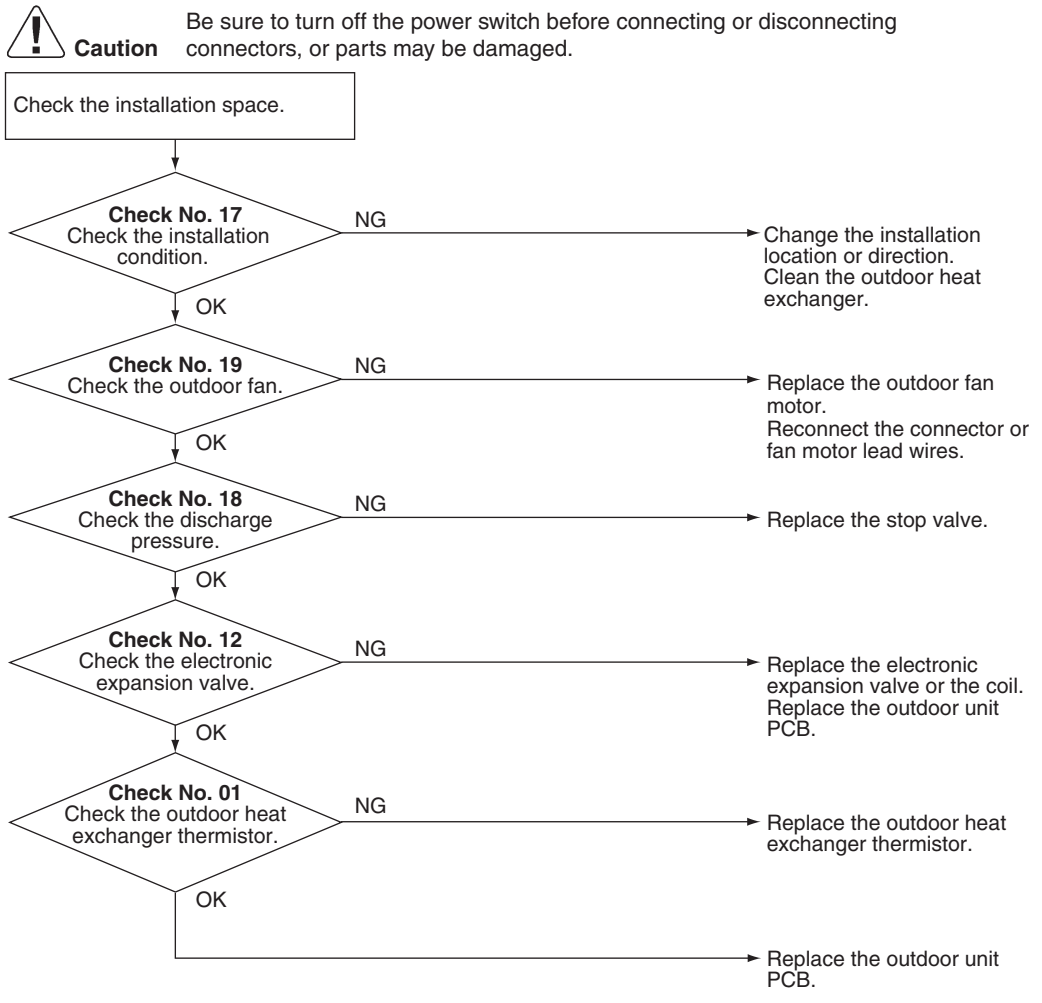
- The temperature sensed by the outdoor heat exchanger thermistor rises above about 60 ~ 65°C.
- The error is cleared when the temperature drops below about 50°C.

Supposed Causes

- The installation space is not large enough.
- Dirty outdoor heat exchanger
- Defective outdoor fan motor
- Defective stop valve
- Defective electronic expansion valve or coil
- Defective outdoor heat exchanger thermistor
- Defective outdoor unit PCB

Troubleshooting

Check No.01 Refer to P.127
Check No.12 Refer to P.129
Check No.17 Refer to P.134
Check No.18 Refer to P.134
Check No.19 Refer to P.135



(R15667)

4.19 Compressor System Sensor Abnormality

4.19.1 20/25/35/46/50/60 Class

Remote Controller Display

H0

Method of Malfunction Detection

The system checks the DC current before the compressor starts.

Malfunction Decision Conditions

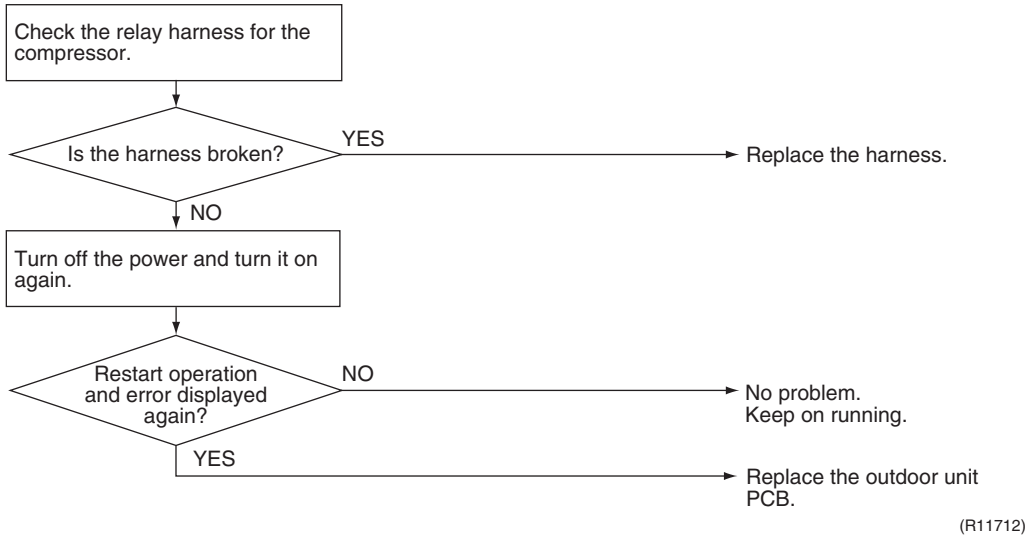
- The DC current before compressor start-up is out of the range 0.5 ~ 4.5 V (sensor output converted to voltage value)
- The DC voltage before compressor start-up is below 50 V.

Supposed Causes

- Broken or disconnected harness
- Defective outdoor unit PCB

Troubleshooting

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.



(R11712)

4.19.2 71/85/95 Class

Remote Controller Display

H0

Method of Malfunction Detection

- The system checks the supply voltage and the DC voltage before the compressor starts.
- The system checks the compressor current right after the compressor starts.

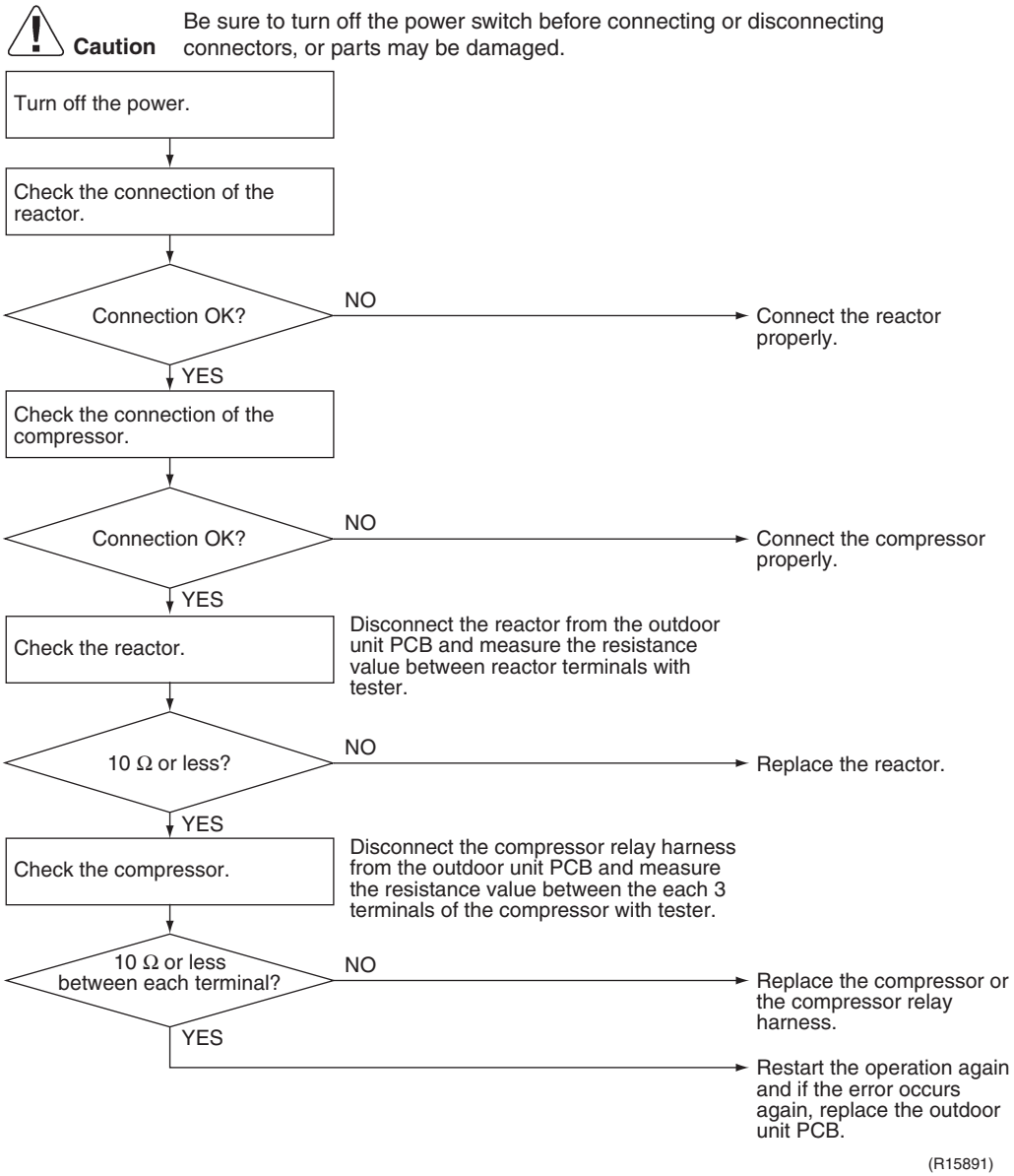
Malfunction Decision Conditions

- The supply voltage and the DC voltage is obviously low or high.
- The compressor current does not run when the compressor starts.

Supposed Causes

- Disconnection of reactor
- Disconnection of compressor harness
- Defective outdoor unit PCB
- Defective compressor

Troubleshooting



4.20 Position Sensor Abnormality

Remote Controller Display

H6

Method of Malfunction Detection

A compressor start-up failure is detected by checking the compressor running condition through the position detection circuit.

Malfunction Decision Conditions

- If the error repeats, the system is shut down.
- Reset condition: Continuous run for about 11 minutes (20/25/35 class) or 5 minutes (46/50/60/71/85/95 class) without any other error

Supposed Causes

- Disconnection of the compressor relay cable
- Defective compressor
- Defective outdoor unit PCB
- Start-up failure caused by the closed stop valve
- Input voltage is outside the specified range.

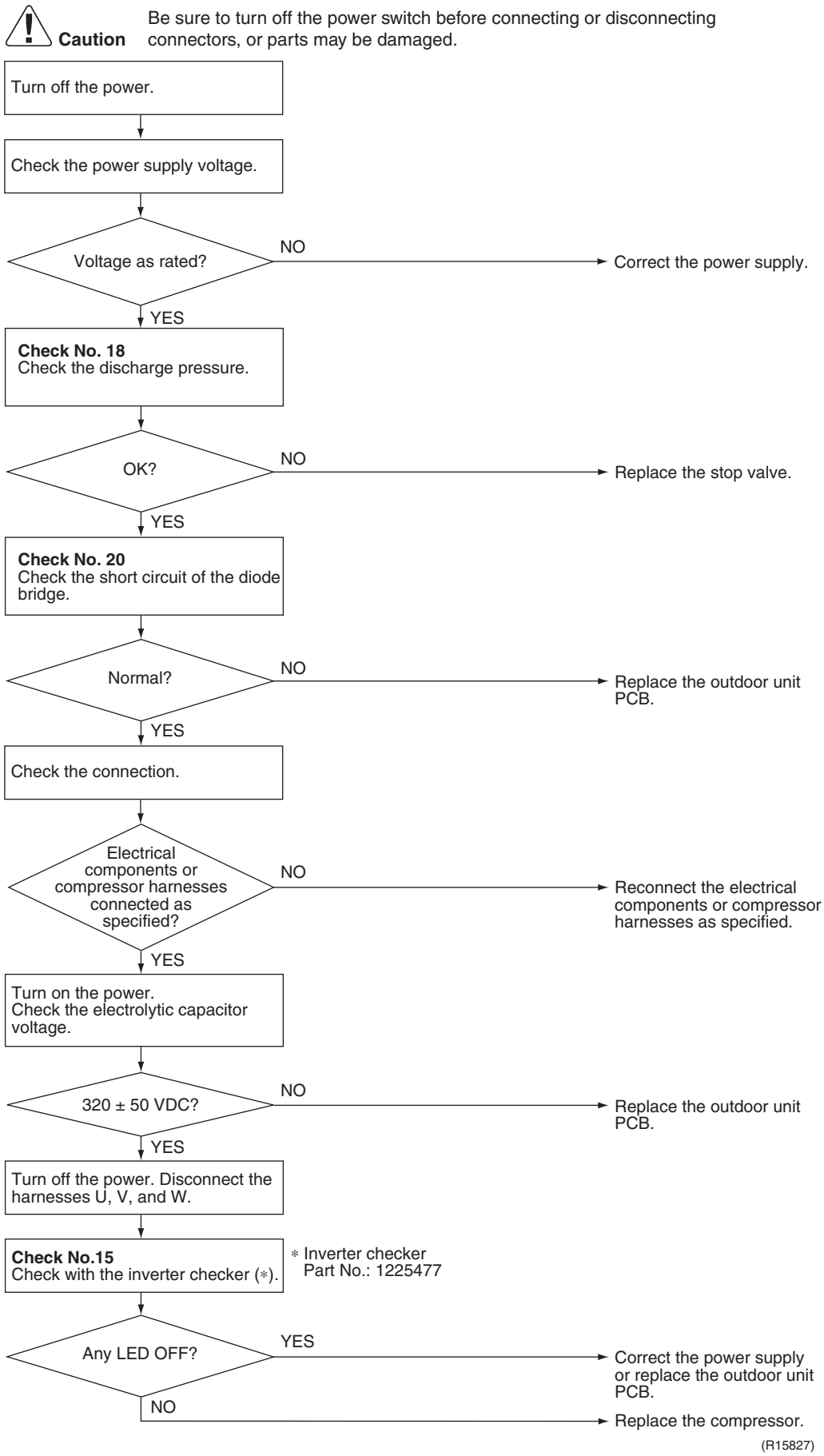
Troubleshooting

20/25/35/46/50/60 class

Check No.15
Refer to P.131

Check No.18
Refer to P.134

Check No.20
Refer to P.135

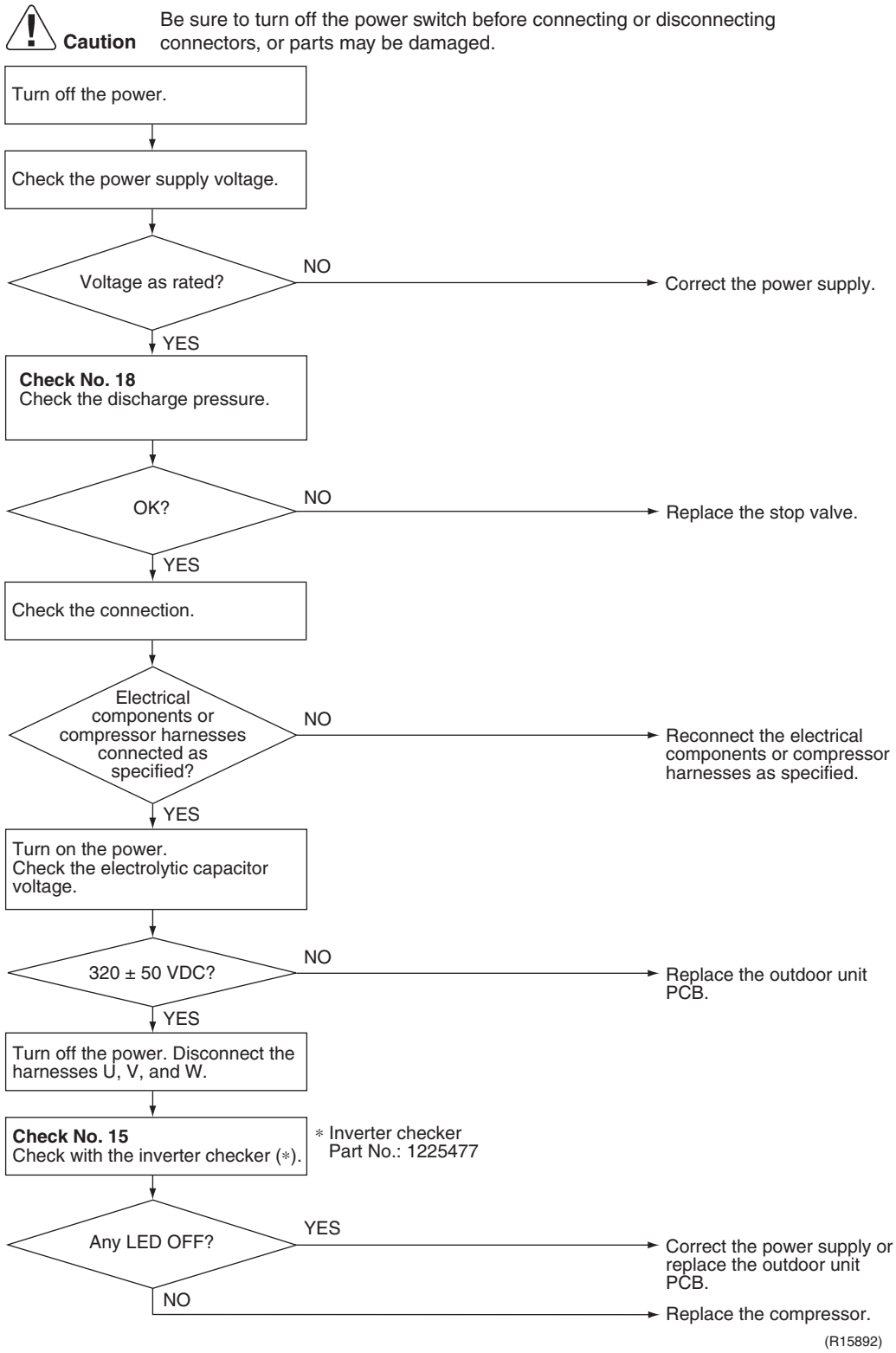


Troubleshooting

71/85/95 class

Check No.15
Refer to P.131

Check No.18
Refer to P.134



4.21 DC Voltage / Current Sensor Abnormality (20/25/35 Class Only)

Remote Controller Display

H8

Method of Malfunction Detection

DC voltage or DC current sensor abnormality is identified based on the compressor running frequency and the input current.

Malfunction Decision Conditions

- If the error repeats, the system is shut down.
- Reset condition: Continuous run for about 60 minutes without any other error

Supposed Causes

- Defective outdoor unit PCB

Troubleshooting

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.

Replace the outdoor unit PCB.

4.22 CT or Related Abnormality (71/85/95 Class Only)

Remote Controller Display

H8

Method of Malfunction Detection

A CT or related error is detected by checking the compressor running frequency and CT-detected input current.

Malfunction Decision Conditions

- The compressor running frequency is more than **A** Hz, and the CT input current is less than **B** A.

A (Hz)	**B** (A)
32	0.5

- If the error repeats, the system is shut down.
- Reset condition: Continuous run for about 60 minutes without any other error

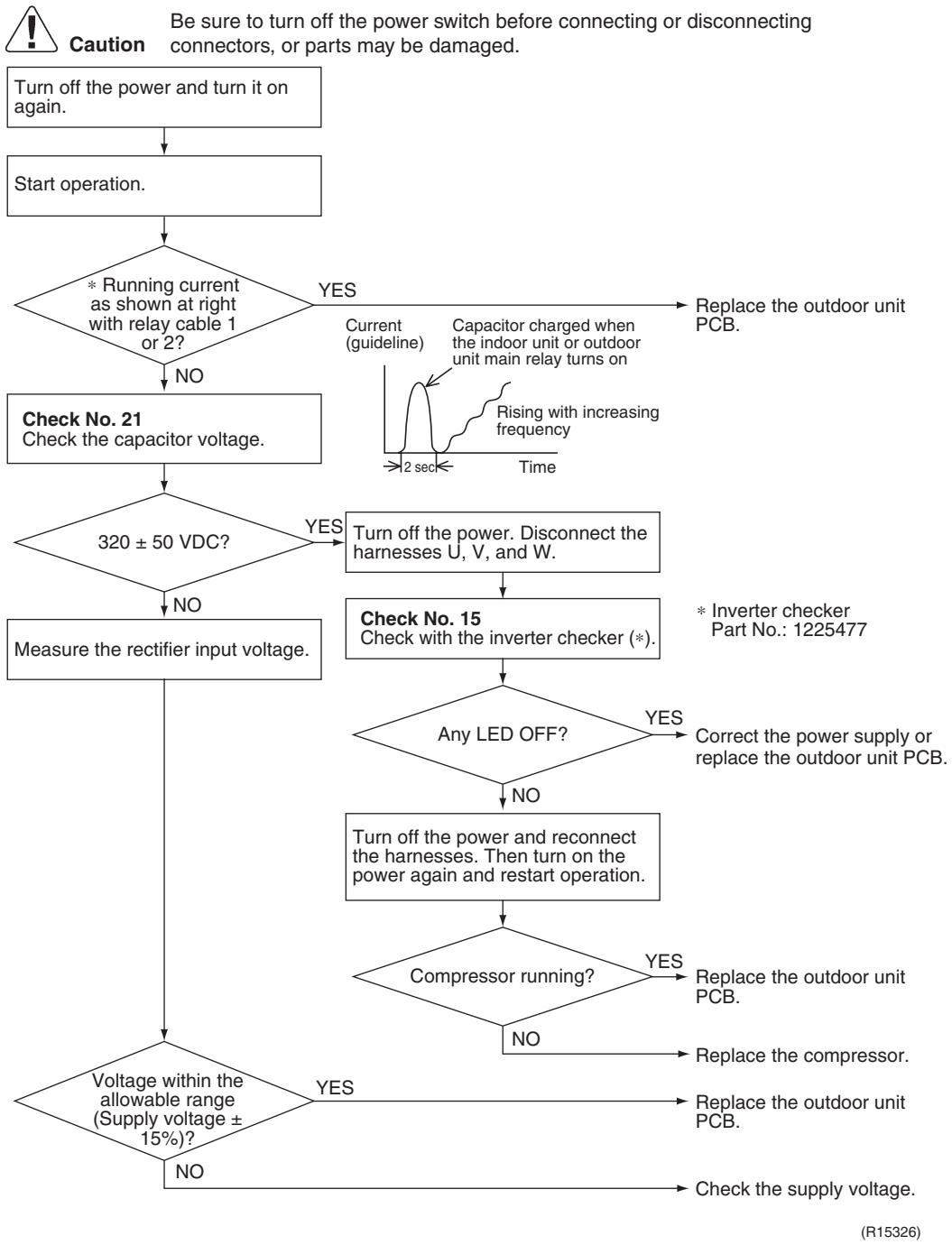
Supposed Causes

- Defective power module
- Broken or disconnected wiring
- Defective reactor
- Defective outdoor unit PCB

Troubleshooting

Check No.15
Refer to P.131

Check No.21
Refer to P.136



4.23 Thermistor or Related Abnormality (Outdoor Unit)

Remote Controller Display

H9, J3, J6, P4

Method of Malfunction Detection

This fault is identified based on the thermistor input voltage to the microcomputer.
A thermistor fault is identified based on the temperature sensed by each thermistor.

Malfunction Decision Conditions

- The thermistor input voltage is above 4.96 V or below 0.04 V with the power on.
- J3 error is judged if the discharge pipe temperature is lower than the heat exchanger temperature.

Supposed Causes

- Disconnection of the connector for the thermistor
- Defective thermistor corresponding to the error code
- Defective heat exchanger thermistor in the case of J3 error (outdoor heat exchanger thermistor in cooling operation, or indoor heat exchanger thermistor in heating operation)
- Defective outdoor unit PCB

Troubleshooting

In case of "P4"

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.

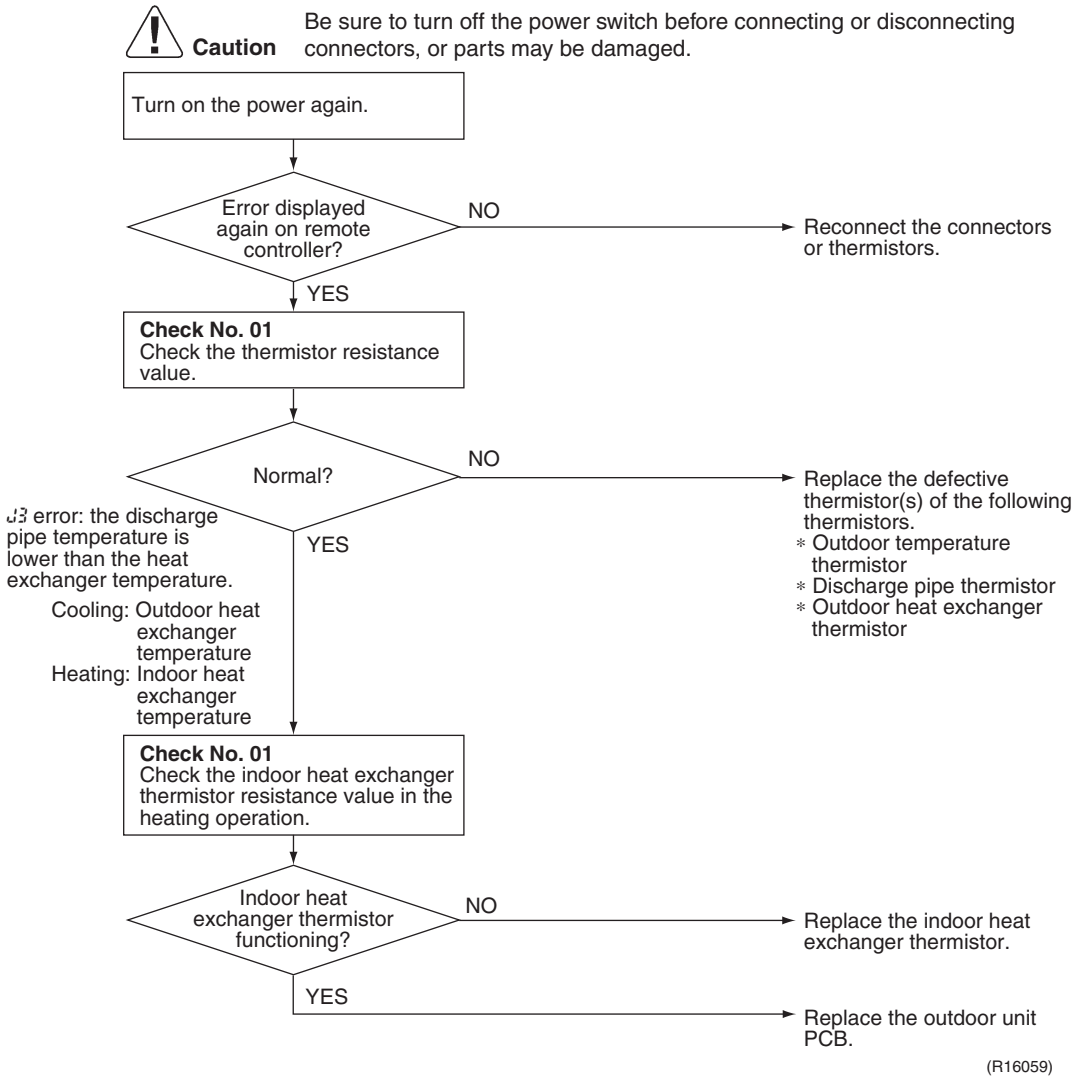
Replace the outdoor unit PCB.

P4 : Radiation fin thermistor

Troubleshooting

In case of "H9" "J3" "J6"

Check No.01
Refer to P.127



H9 : Outdoor temperature thermistor
J3 : Discharge pipe thermistor
J6 : Outdoor heat exchanger thermistor

4.24 Electrical Box Temperature Rise

Remote Controller Display

L3

Method of Malfunction Detection

An electrical box temperature rise is detected by checking the radiation fin thermistor with the compressor off.

Malfunction Decision Conditions

- With the compressor off, the radiation fin temperature is above **A**°C.
- The error is cleared when the radiation fin temperature drops below **B**°C.
- To cool the electrical components, the outdoor fan starts when the radiation fin temperature rises above **C**°C and stops when it drops below **B**°C.

	A (°C)	**B** (°C)	**C** (°C)
20/25/35 class	98	75	83
46/50/60 class	122	64	113
71/85/95 class	100	70	85

Supposed Causes

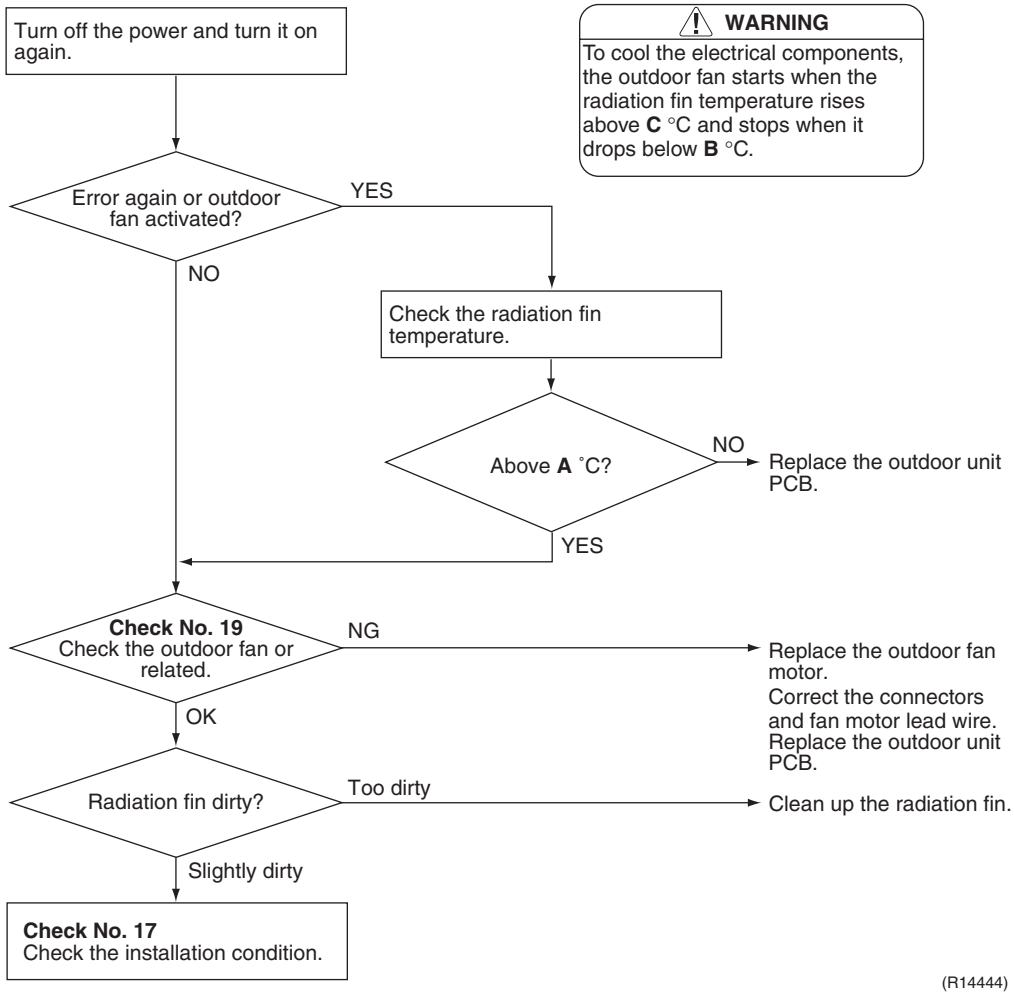
- Defective outdoor fan motor
- Short circuit
- Defective radiation fin thermistor
- Disconnection of connector
- Defective outdoor unit PCB

Troubleshooting

Check No.17
Refer to P.134

Check No.19
Refer to P.135

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.



(R14444)

	A (°C)	**B** (°C)	**C** (°C)
20/25/35 class	98	75	83
46/50/60 class	122	64	113
71/85/95 class	100	70	85

4.25 Radiation Fin Temperature Rise

Remote Controller Display

L4

Method of Malfunction Detection

A radiation fin temperature rise is detected by checking the radiation fin thermistor with the compressor on.

Malfunction Decision Conditions

- If the radiation fin temperature with the compressor on is above **A**°C.
- The error is cleared when the radiation fin temperature drops below **B**°C.
- If the error repeats, the system is shut down.
- Reset condition: Continuous run for about 60 minutes without any other error

	A (°C)	**B** (°C)
20/25/35 class	98	78
46/50/60 class	85	56
71/85/95 class	105	97

Supposed Causes

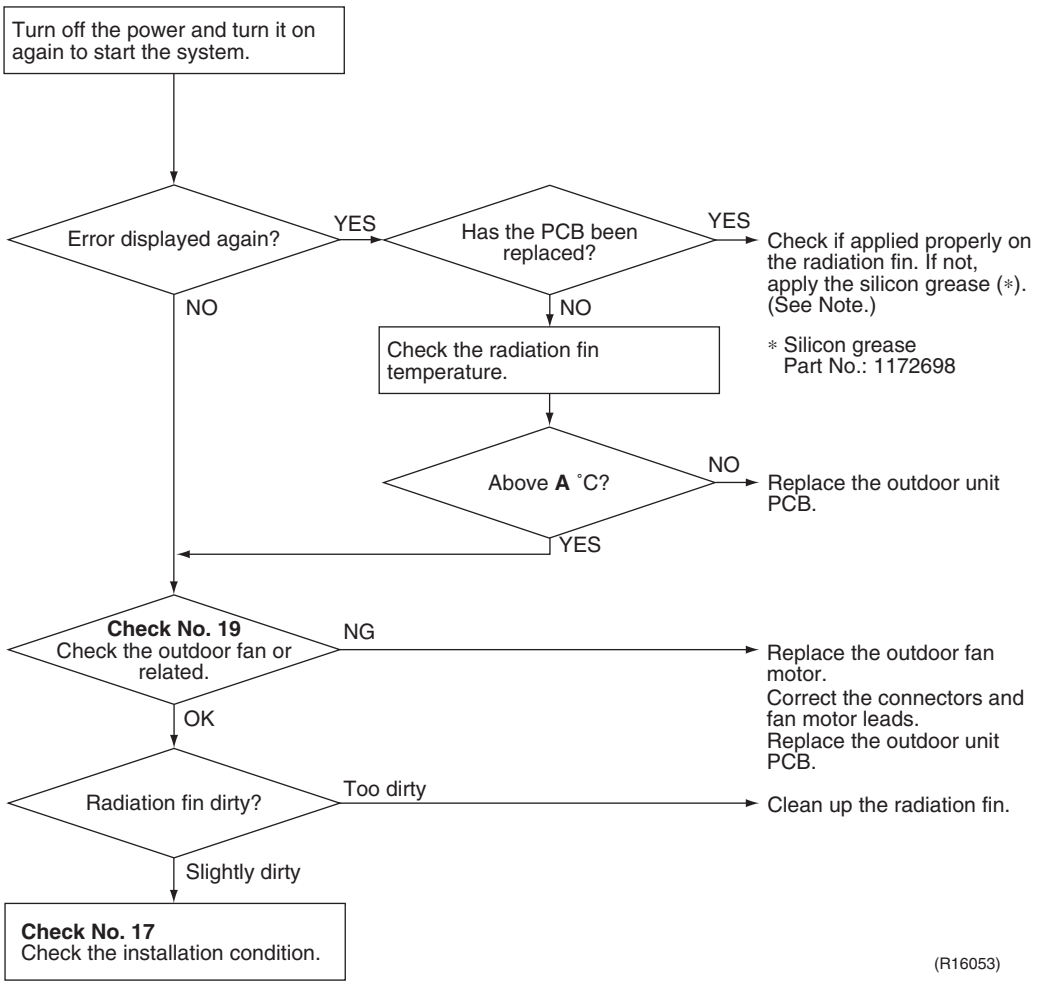
- Defective outdoor fan motor
- Short circuit
- Defective radiation fin thermistor
- Disconnection of connector
- Defective outdoor unit PCB
- Silicon grease is not applied properly on the radiation fin after replacing the outdoor unit PCB.

Troubleshooting

Check No.17
Refer to P.134

Check No.19
Refer to P.135

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.



	A (°C)
20/25/35 class	98
46/50/60 class	85
71/85/95 class	105

Note: Refer to “Application of silicon grease to a power transistor and a diode bridge” on page 351 for detail.

4.26 Output Overcurrent Detection

Remote Controller Display

L5

Method of Malfunction Detection

An output overcurrent is detected by checking the current that flows in the inverter DC section.

Malfunction Decision Conditions

- A position signal error occurs while the compressor is running.
- A speed error occurs while the compressor is running.
- An output overcurrent signal is fed from the output overcurrent detection circuit to the microcomputer.
- If the error repeats, the system is shut down.
- Reset condition: Continuous run for about 11 minutes (20/25/35 class) or 5 minutes (46/50/60/71/85/95 class) without any other error

Supposed Causes

- Poor installation condition
- Closed stop valve
- Defective power module
- Wrong internal wiring
- Abnormal power supply voltage
- Defective outdoor unit PCB
- Defective compressor

Troubleshooting

Check No.15
Refer to P.131

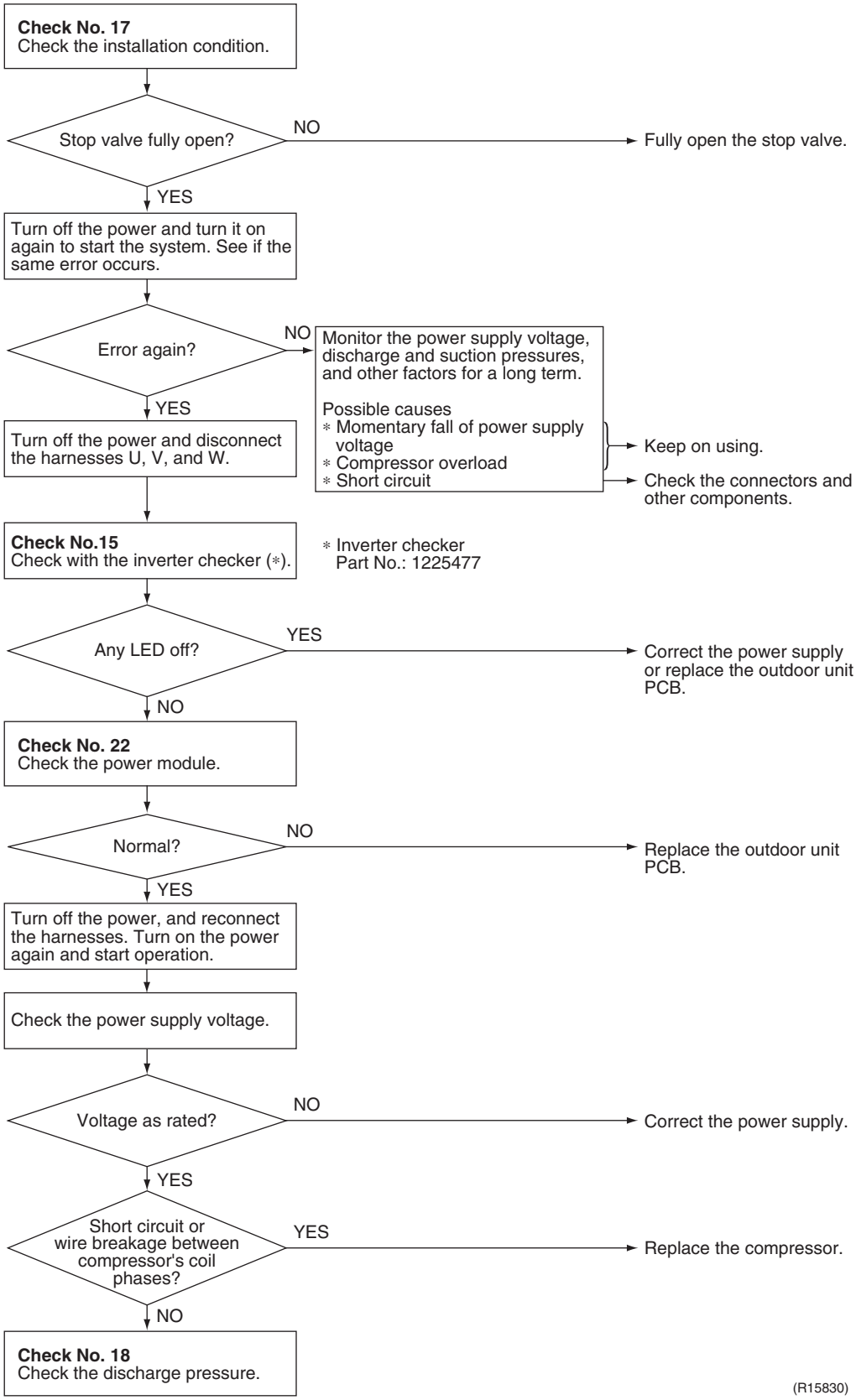
Check No.17
Refer to P.134

Check No.18
Refer to P.134

Check No.22
Refer to P.137

Caution Be sure to turn off the power switch before connecting or disconnecting connectors, or parts may be damaged.

* An output overcurrent may result from wrong internal wiring. If the system is interrupted by an output overcurrent after the wires have been disconnected and reconnected for part replacement, check the wiring again.



(R15830)

5. Check

5.1 Thermistor Resistance Check

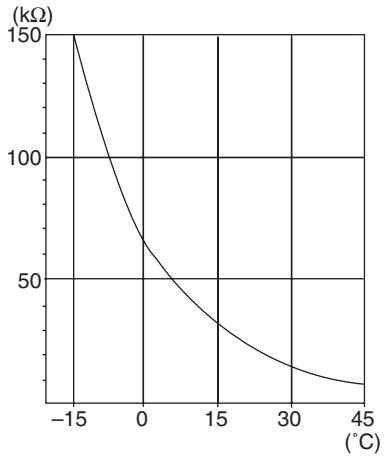
Check No.01

Disconnect the connectors of the thermistors from the PCB, and measure the resistance of each thermistor using tester.
The relationship between normal temperature and resistance is shown in the table and the graph below.

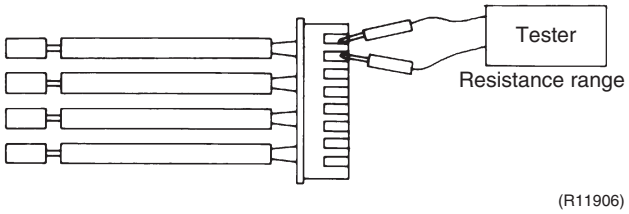
The data is for reference purpose only.

Thermistor temperature (°C)	Resistance (kΩ)
–20	197.8
–15	148.2
–10	112.1
–5	85.60
0	65.93
5	51.14
10	39.99
15	31.52
20	25.02
25	20.00
30	16.10
35	13.04
40	10.62
45	8.707
50	7.176

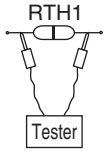
(R25°C = 20 kΩ, B = 3950 K)



(R11905)



(R11906)



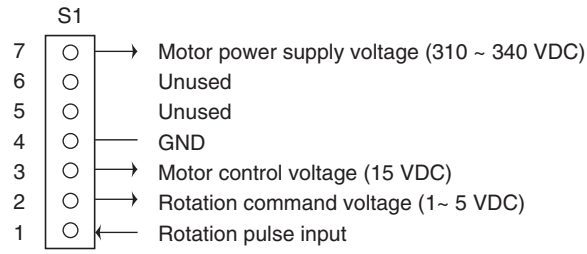
(R3460)

- The room temperature thermistor is directly mounted on the display PCB. Remove the display PCB from the control PCB to measure the resistance.
- When the indoor heat exchanger thermistor is soldered on the PCB, remove the thermistor and measure the resistance.

5.2 Fan Motor Connector Output Check

Check No.02

1. Check the connection of connector.
2. Check the motor power supply voltage output (pins 4 - 7).
3. Check the motor control voltage (pins 4 - 3).
4. Check the rotation command voltage (pins 4 - 2).
5. Check the rotation pulse (pins 4 - 1).



5.3 Power Supply Waveforms Check

Check No.11

Measure the power supply waveform between No. 1 and No. 2 on the terminal board, and check the waveform disturbance.

- Check to see if the power supply waveform is a sine wave. (Fig.1)
- Check to see if there is waveform disturbance near the zero cross. (sections circled in Fig.2)

Fig.1

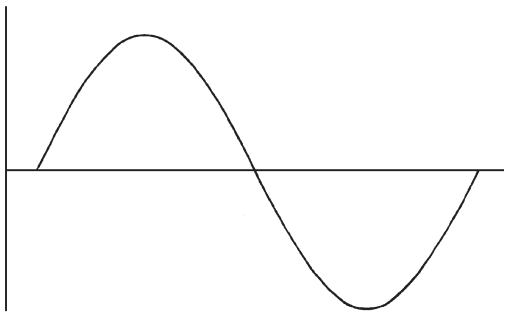
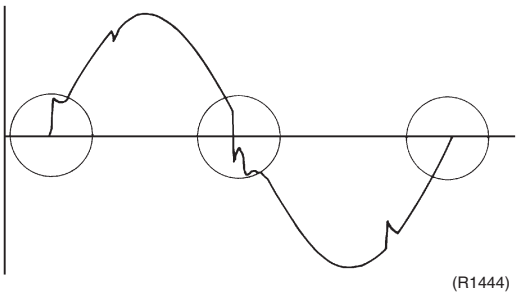


Fig.2

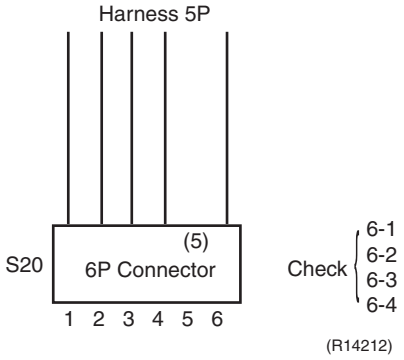


5.4 Electronic Expansion Valve Check

Check No.12

Conduct the followings to check the electronic expansion valve (EV).

1. Check to see if the EV connector is correctly connected to the PCB.
2. Turn the power off and on again, and check to see if the EV generates a latching sound.
3. If the EV does not generate a latching sound in the above step 2, disconnect the connector and check the continuity using a tester.
4. Check the continuity between the pins 1 - 6, 2 - 6, 3 - 6, and 4 - 6. If there is no continuity between the pins, the EV coil is faulty.

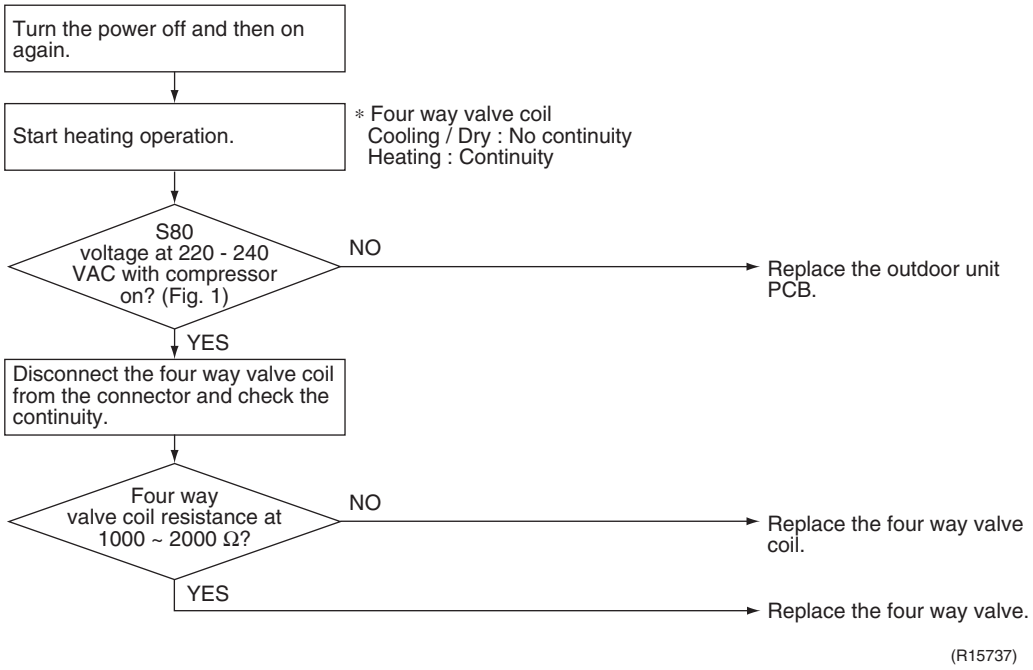


5. If the continuity is confirmed in step 3, the outdoor unit PCB is faulty.

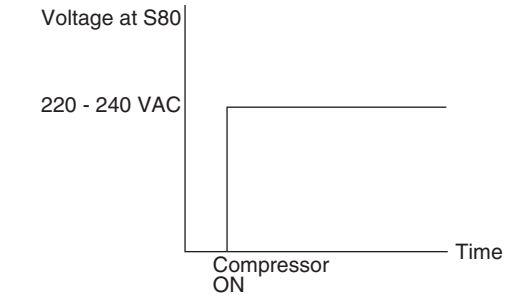
Note: Please note that the latching sound varies depending on the valve type.

5.5 Four Way Valve Performance Check

Check No.13



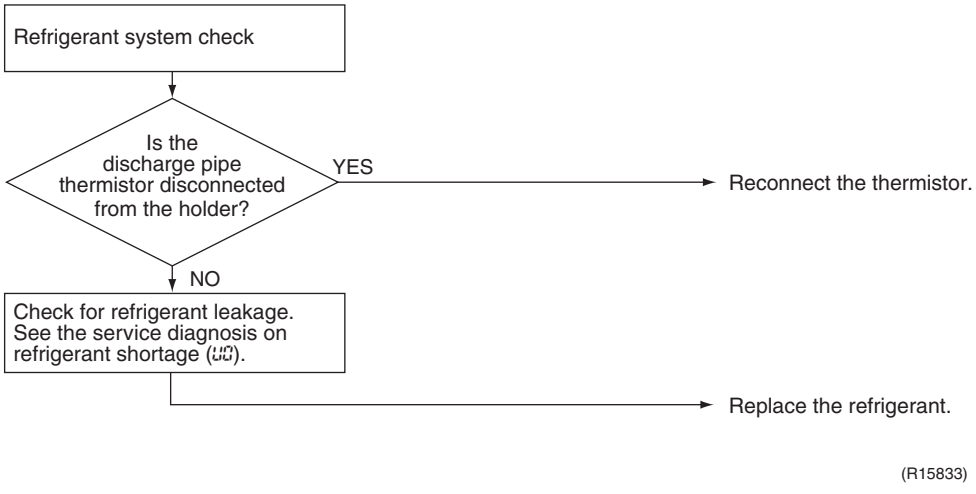
(Fig. 1)



(R11904)

5.6 Inverter Units Refrigerant System Check

Check No.14



5.7 “Inverter Checker” Check

Check No.15

■ **Characteristics**

If an abnormal stop occurs due to compressor startup failure or overcurrent output when using an inverter unit, it is difficult to judge whether the stop is caused by the compressor failure or some other failure (control PCB, power module, etc.). The inverter checker makes it possible to judge the cause of trouble easily and securely. (Connect this checker as a quasi-compressor instead of compressor and check the output of the inverter)

■ **Operation Method**

Step 1

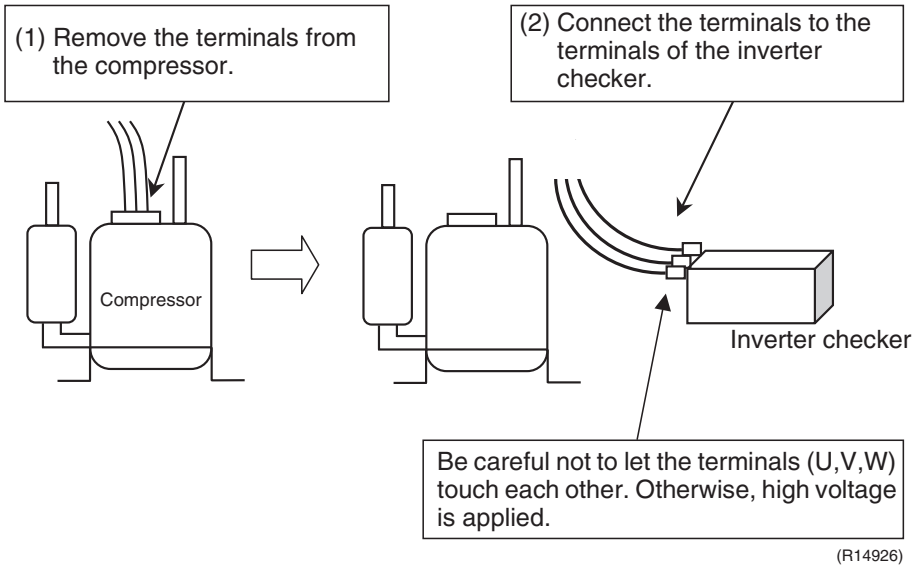
Be sure to turn the power off.

Step 2

Install the inverter checker instead of a compressor.

Note:

Make sure the charged voltage of the built-in smoothing electrolytic capacitor drops to 10 VDC or below before carrying out the service work.



Reference:

If the terminals of the compressor are not FASTON terminals (difficult to remove the wire on the terminals), it is possible to connect wires available on site to the outdoor unit from output side of PCB. (Do not connect them to the compressor at the same time, otherwise it may result in incorrect detection.)

Step 3

Activate the power transistor test operation from the outdoor unit.

1) Press the forced cooling operation [ON/OFF] button for 5 seconds.
(Refer to page 346 for the position.)
→ Power transistor test operation starts.

■ **Diagnose method (Diagnose according to 6 LEDs lighting status.)**

(1) If all the LEDs are lit uniformly, the compressor is defective.
→ Replace the compressor.

(2) If the LEDs are not lit uniformly, check the power module.
→ Refer to **Check No.22**.

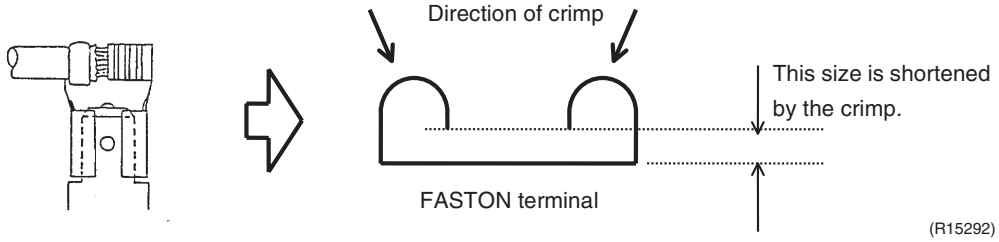
(3) If NG in **Check No.22**, replace the power module.
(Replace the main PCB. The power module is united with the main PCB.)
If OK in **Check No.22**, check if there is any solder cracking on the PCB.

(4) If any solder cracking is found, replace the PCB or repair the soldered section.
If there is no solder cracking, replace the PCB.

Caution

(1) When the output frequency is low, the LEDs blink slowly. As the output frequency increases, the LEDs blink quicker. (The LEDs look like they are lit.)

(2) On completion of the inverter checker diagnosis, be sure to re-crimp the FASTON terminals. Otherwise, the terminals may be burned due to loosening.

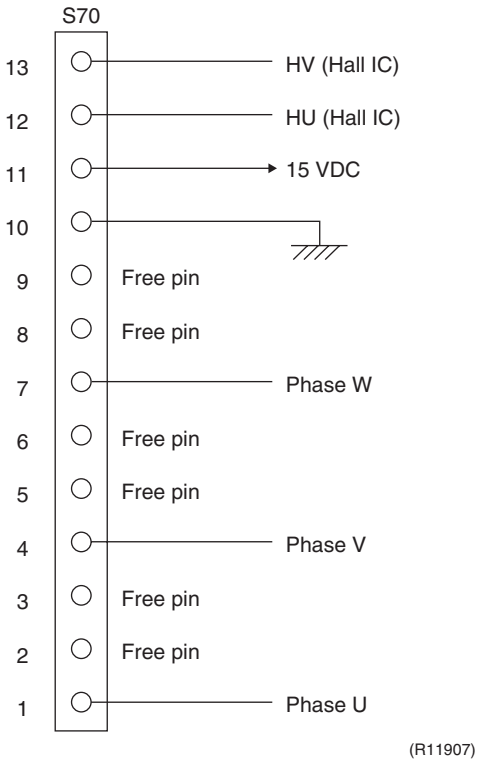


5.8 Rotation Pulse Check on the Outdoor Unit PCB

Check No.16

20/25/35 class

1. Check that the voltage between the pins 10 - 11 is 15 VDC.
2. Check if the Hall IC generates the rotation pulse (0 ~ 15 VDC) 4 times between the pins 10 - 12, 10 - 13, when the fan motor is manually rotated once.



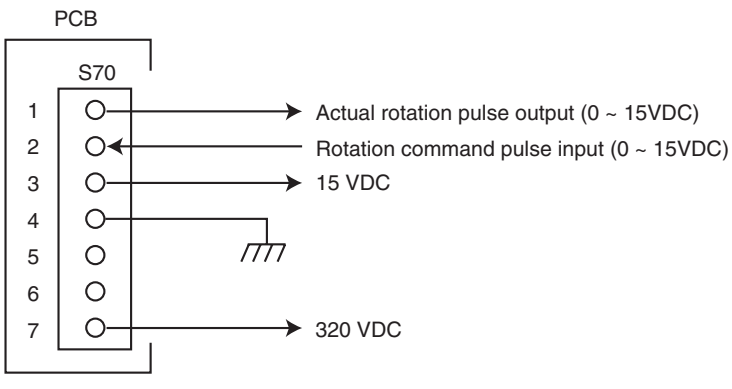
46/50/60/71/85/95 class

Make sure that the voltage of 320 ± 30 V is applied.

1. Set operation off and power off. Disconnect the connector S70.
2. Check that the voltage between the pins 4 - 7 is 320 VDC.
3. Check that the control voltage between the pins 3 - 4 is 15 VDC.
4. Check that the rotation command voltage between the pins 2 - 4 is 0 ~ 15 VDC.
5. Keep operation off and power off. Connect the connector S70.
6. Check whether 2 pulses (0 ~ 15 VDC) are output at the pins 1 - 4 when the fan motor is rotated 1 turn by hand.

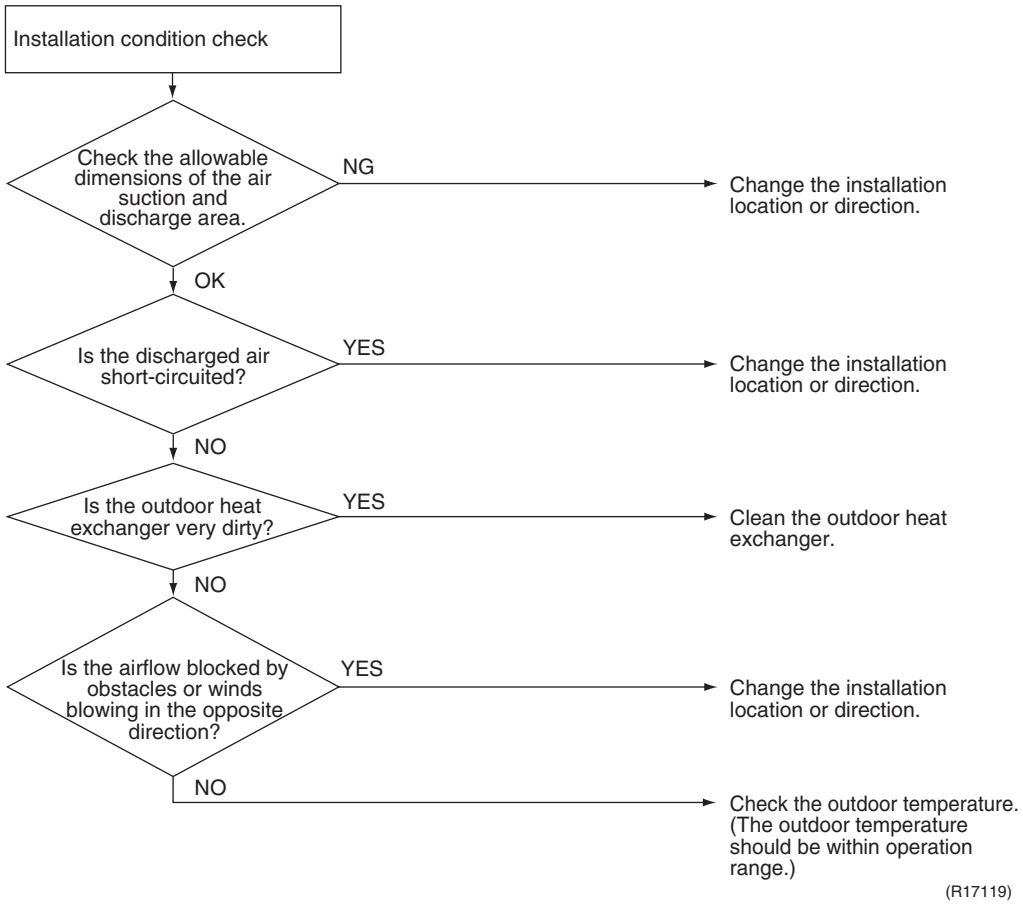
When the fuse is melted, check the outdoor fan motor for proper function.

If NG in step 2 → Defective PCB → Replace the outdoor unit PCB.
If NG in step 4 → Defective Hall IC → Replace the outdoor fan motor.
If OK in both steps 2 and 4 → Replace the outdoor unit PCB.



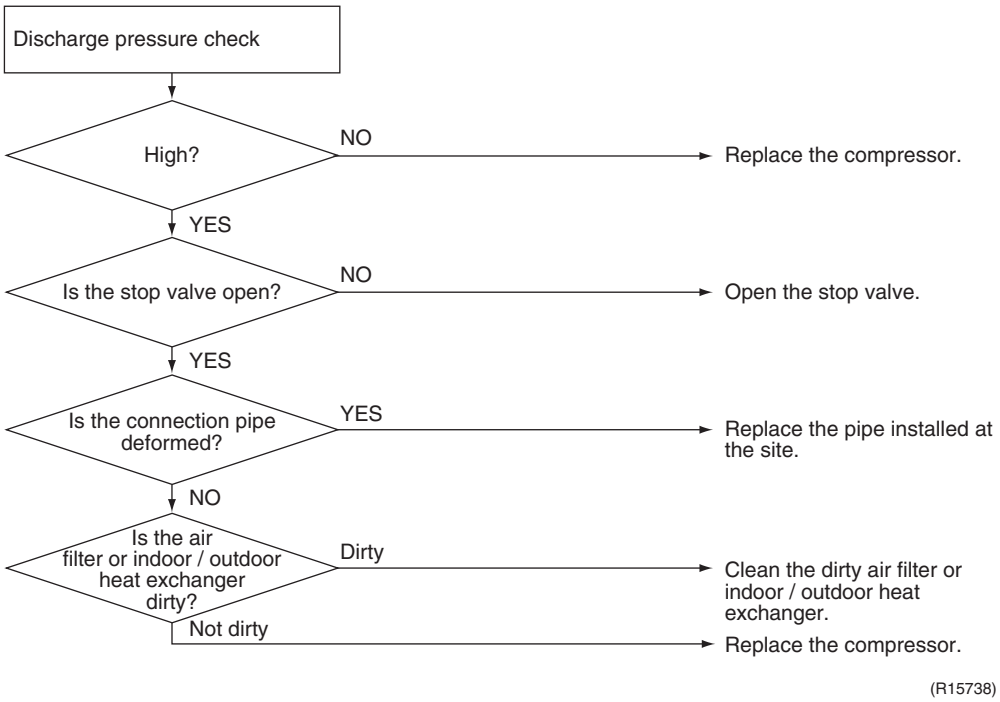
5.9 Installation Condition Check

Check No.17



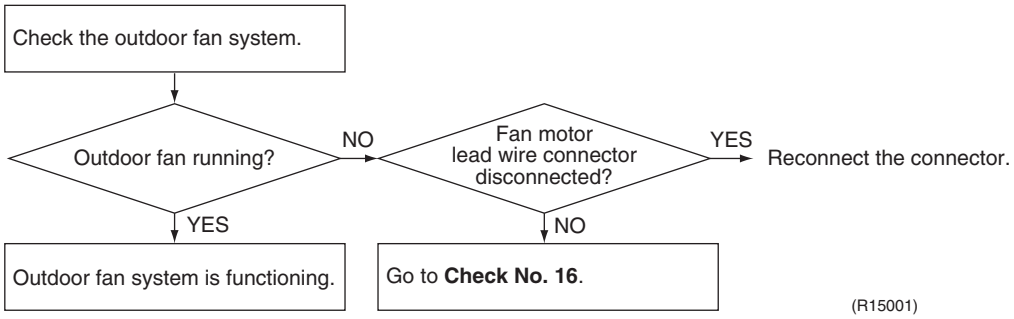
5.10 Discharge Pressure Check

Check No.18



5.11 Outdoor Fan System Check

Check No.19 **DC motor**



5.12 Main Circuit Short Check

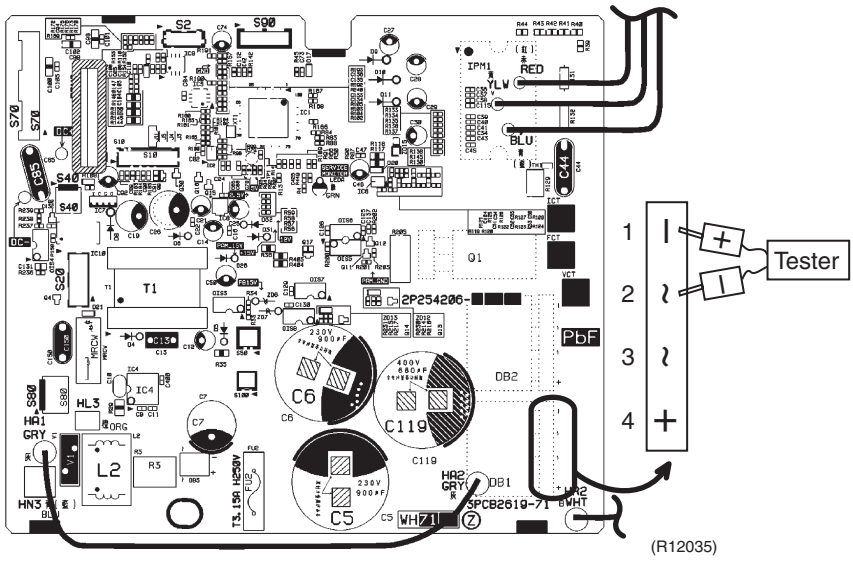
Check No.20

Note: Check to make sure that the voltage between (+) and (–) of the diode bridge (DB1) is approx. 0 V before checking.

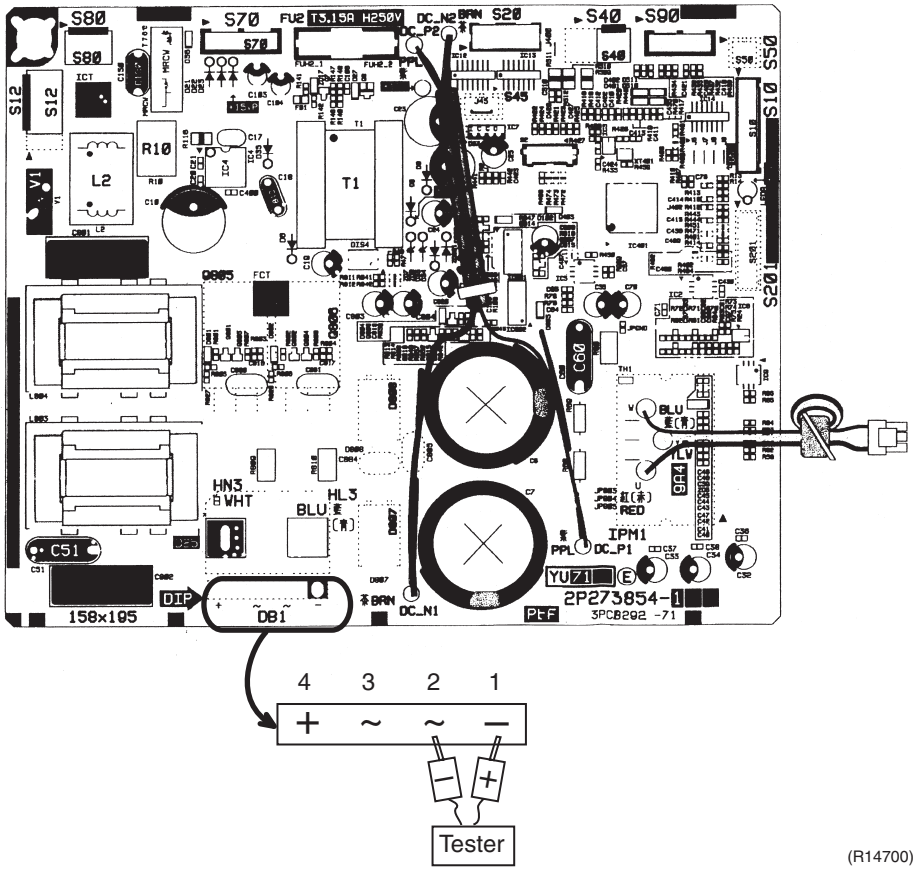
- Measure the resistance between the pins of the DB1 referring to the table below.
- If the resistance is ∞ or less than 1 kΩ, short circuit occurs on the main circuit.

Negative (–) terminal of tester (positive terminal (+) for digital tester)	~ (2, 3)	+ (4)	~ (2, 3)	− (1)
Positive (+) terminal of tester (negative terminal (–) for digital tester)	+ (4)	~ (2, 3)	− (1)	~ (2, 3)
Resistance is OK.	several kΩ ~ several MΩ	∞	∞	several kΩ ~ several MΩ
Resistance is NG.	0 Ω or ∞	0	0	0 Ω or ∞

20/25/35 class



46/50/60 class

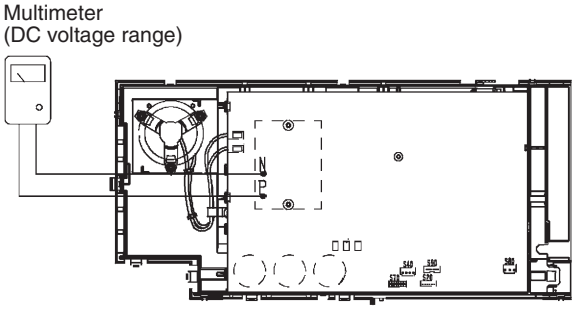


(R14700)

5.13 Capacitor Voltage Check

Check No.21

Before this check, be sure to check the main circuit for short circuit.
With the circuit breaker still on, measure the voltage according to the drawing of the model in question. Be careful never to touch any live parts.



(R13538)

5.14 Power Module Check

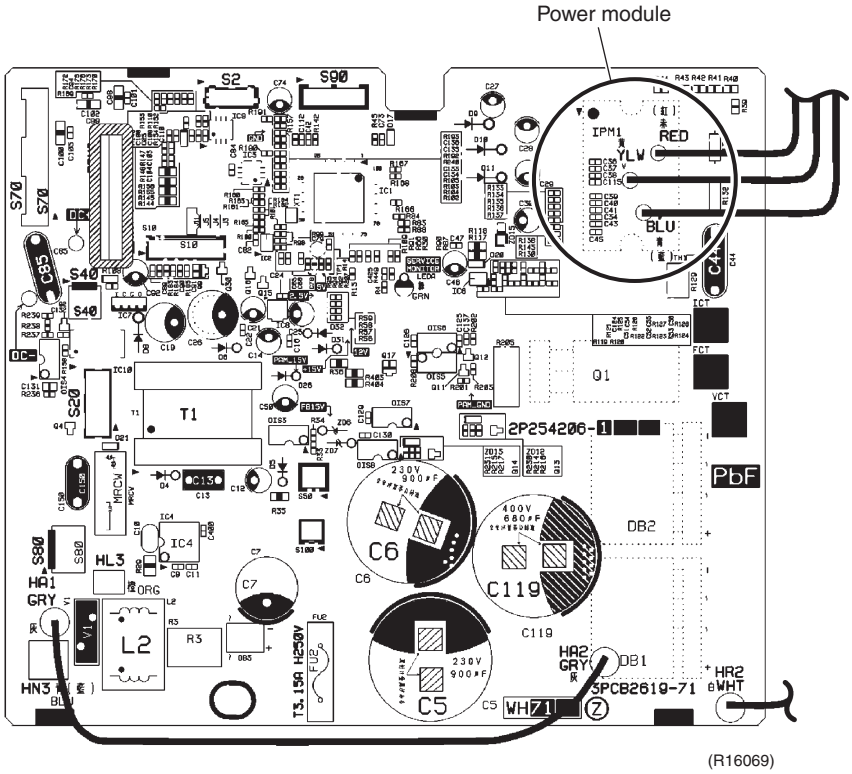
Check No.22

Note: Check to make sure that the voltage between (+) and (–) of the power module is approx. 0 V before checking.

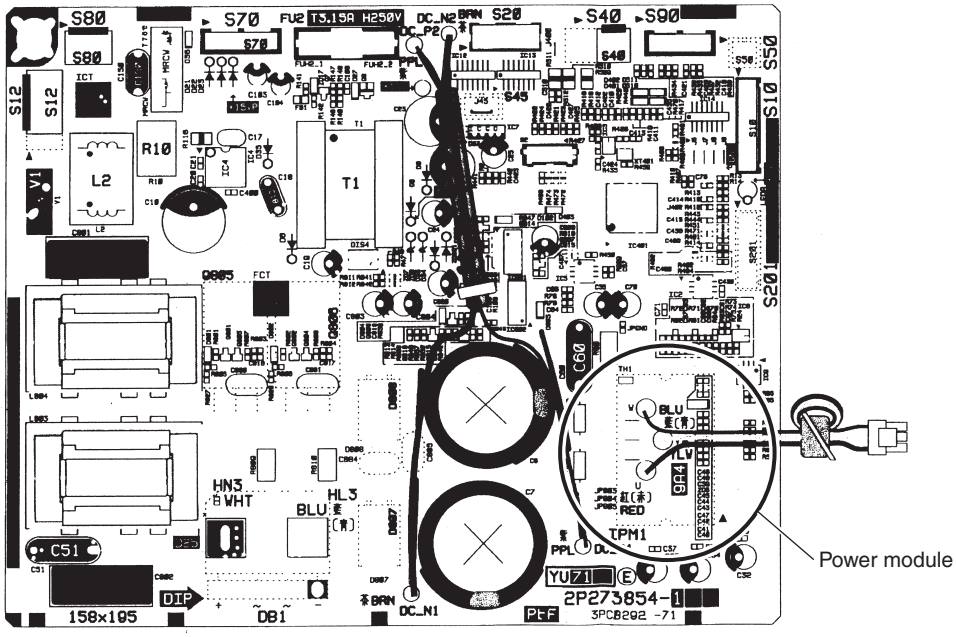
- Disconnect the compressor harness connector from the outdoor unit PCB. To disengage the connector, press the protrusion on the connector.
- Follow the procedure below to measure resistance between the terminals of the power module and the terminals of the compressor with a multi-tester. Evaluate the measurement results referring to the following table.

Negative (–) terminal of tester (positive terminal (+) for digital tester)	Power module (+)	UVW	Power module (–)	UVW
Positive (+) terminal of tester (negative terminal (–) for digital tester)	UVW	Power module (+)	UVW	Power module (–)
Resistance is OK.	several kΩ ~ several MΩ			
Resistance is NG.	0 Ω or ∞			

20/25/35 class

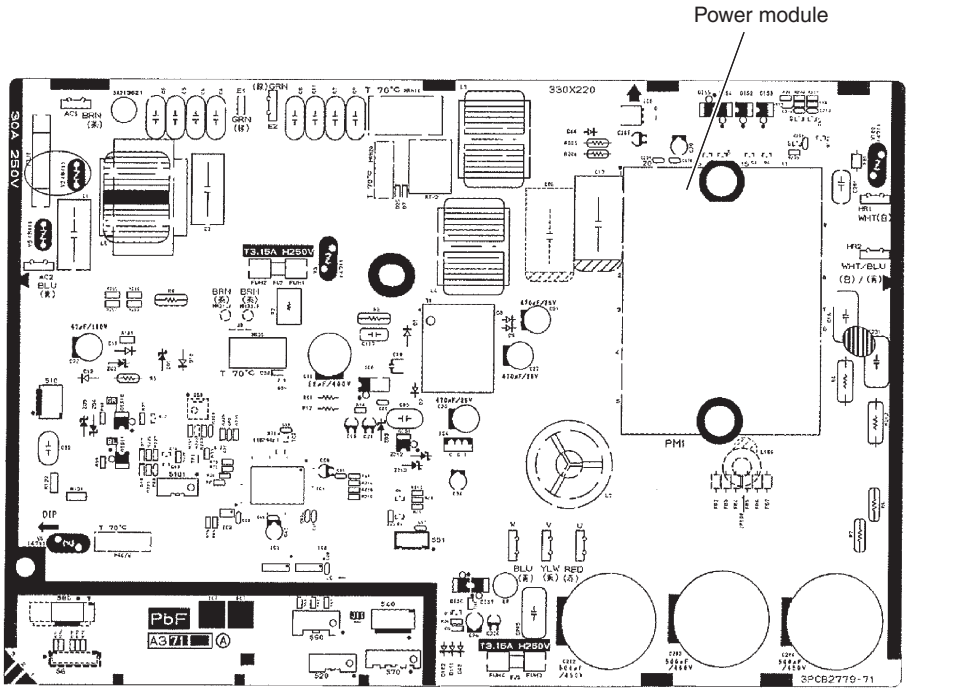


46/50/60 class



(R16692)

71/85/95 class



(R16073)

3. Trial Operation

Outline

1. Measure the supply voltage and make sure that it falls within the specified range.
2. Trial operation should be carried out in either cooling or heating operation.
3. Carry out the trial operation in accordance with the operation manual to ensure that all functions and parts, such as flap movement, are working properly.

- The air conditioner requires a small amount of power in standby mode. If the system is not to be used for some time after installation, shut off the circuit breaker to eliminate unnecessary power consumption.
- If the circuit breaker trips to shut off the power to the air conditioner, the system backs up the operation mode. The system then restarts operation with the previous operation mode when the circuit breaker is restored.

In cooling operation, select the lowest programmable temperature; in heating operation, select the highest programmable temperature.

- Trial operation may be disabled in either operation mode depending on the room temperature.
- After trial operation is complete, set the temperature to a normal level. (26°C ~ 28°C in cooling, 20°C ~ 24°C in heating operation)
- For protection, the system does not start for 3 minutes after it is turned off.

Detail

ARC452 Series

(1) Press the [ON/OFF] button to turn on the system.
(2) Press the both of [TEMP] buttons and the [MODE] button at the same time.
(3) Press the [MODE] button twice.
(7˙appears on the display to indicate that trial operation is selected.)
(4) Press the [MODE] button and select the operation mode.
(5) Trial operation terminates in approx. 30 minutes and switches into normal mode. To quit trial operation, press the [ON/OFF] button.