

## TROUBLE

**Trouble:** the air conditioner does not run at all.

**Possible cause:**

1. Power failure.
2. Leakage breaker tripped.
3. Operation button is OFF.
4. Batteries in remote control unit have run down.

**Remedy:**

1. Restore power.
  2. Contact service centre.
  3. Press the button again.
  4. Replace batteries.
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**Trouble:** Poor cooling or heating performance.

**Possible cause:**

1. Dirty or clogged air filters.
2. Heat source or many people in room.
3. Doors and/or windows are open.
4. Obstacle near air intake or air discharge port.
5. The set temperature on the remote control unit is too high.
6. Outdoor temperature is too low (heat pump version).
7. Defrosting system does not work (heat pump version).

**Remedy:**

1. Clean air filters to improve airflow.
  2. Eliminate heat source if possible.
  3. Shut them to keep the heat or cold out.
  4. Remove it to ensure good airflow.
  5. Set the right temperature on the remote control unit.
  6. Try to use a back-up heater.
  7. Consult your dealer.
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**Trouble:** Clicking sound is heard from the air conditioner.

**Possible cause:**

1. During operation, any plastic parts may expand or shrink due to a sudden temperature change. In this event, a clicking sound may occur.

**Remedy:**

1. This is normal, and the sound will disappear when an even temperature is settled.
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**Trouble:** "Water flowing" noise.

**Possible cause:**

1. Was the air conditioner just turned on or off?

**Remedy:**

1. Noise is produced by the refrigerant flowing inside the unit (normal phenomenon).

**AUTO-DIAGNOSIS TABLE**

ERROR	POSSIBLE CAUSE	SYSTEM BEHAVIOUR	SOLUTION
E0	<p>Unit has not been addressed correctly.</p> <hr/> <p>Operating mode selected is not compatible with the system (ex. heating mode has been selected, when the system was in cooling mode, or vice versa).</p>	<p>Fan is stopped and flap is closed. The system restarts automatically as soon as the unit is addressed correctly.</p> <hr/> <p>Fan is stopped and flap is closed. The system restarts automatically as soon as a correct operating mode is selected.</p>	<p>Set the outdoor/indoor unit refrigerant circuit address (see Installation Instructions)</p> <hr/> <p>Select an available or compatible mode with the other units of the system.</p>
E1	<p>Error on the outdoor unit.</p>	<p>Fan is stopped and flap is closed. The system restarts automatically as soon as the problem on the outdoor unit is solved.</p>	<p>Check the error code using the appropriate LEDs on the PCB of the outdoor unit. Follow the indications of the diagnosis for the outdoor unit.</p>

## AUTO-DIAGNOSIS TABLE

ERROR	POSSIBLE CAUSE	SYSTEM BEHAVIOUR	SOLUTION
E3	Communication error between the outdoor unit and the indoor unit	<p>Fan is stopped and flap is closed after 30 seconds of missing communication.</p> <p>The system restarts automatically as soon as the communication is recovered.</p>	<p>Check that connections between C1 and C2 on outdoor and indoor terminal block are correct (C1 terminals connected together, C2 terminals connected together).</p> <hr/> <p>Check that a shielded communication cable has been used.</p> <hr/> <p>Check that the dip-switch SW1 for communication address setting is in the correct position.</p> <hr/> <p>Check that all earth cables are properly connected to every terminal.</p> <hr/> <p>Check that the shield of the communication cable is properly connected to every terminal.</p> <hr/> <p>Check the communication fuse on outdoor and indoor unit.</p> <hr/> <p>Check that the outdoor unit has power supply and that it is working.</p> <hr/> <p>Check that all PCBs are powered on.</p> <hr/> <p>Be sure that power supply has not been connected to the communication terminals.</p> <hr/> <p>Check that there are no burnt signs on the PCBs, in particular close to communication cables.</p> <hr/> <p>Check that the fan motor is not damaged and it doesn't create short circuit on the indoor PCB.</p>

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