








SELF-DIAGNOSTIC ALARM CODES			
Alarm Display	Problem	Cause	Corrective Action
	Frost prevention sensor and Abnormal temperature sensor value	<ul style="list-style-type: none"> Indoor heat exchanger temperature too low TH3 temperature sensor has a loose or broken connection 	<ul style="list-style-type: none"> Do not use the air conditioner if ambient temperature is lower than 18°C (64°F) Contact a qualified service agent
	Refrigerant high pressure switch	<ul style="list-style-type: none"> Blocked air filter Blocked / kinked exhaust duct Ambient temperature is too high 	<ul style="list-style-type: none"> Clean air filter Ensure exhaust duct is not blocked / kinked Do not use the air conditioner if ambient temperature is higher than 45°C (113°F)
	Abnormal temperature sensor value	TH1(Outlet) temperature sensor has a loose or broken connection	Contact a qualified service agent
	Abnormal temperature sensor value	TH2(Inlet) temperature sensor has a loose or broken connection	Contact a qualified service agent
	Compressor overloaded	<ul style="list-style-type: none"> Ambient temperature is too high Unstable voltage supply Defective compressor 	<ul style="list-style-type: none"> Do not use the air conditioner if ambient temperature is higher than 45°C (113°F) Contact a qualified service agent Replace compressor
	Condensate water level alarm	Condensate tank is full	<ul style="list-style-type: none"> Empty the water tank After installation of the water tank, press the SPOT/COOL or ROOM/COOL button to resume operation
	Drain pump alarm	Drain pump defective or improper hose connection (including kink or blockage)	<ul style="list-style-type: none"> Check the hose connection and hose Replace drain pump

Table 1 – Alarm Codes

Troubleshooting chart

Symptom	Possible Cause(s)	Corrective Action
Water leakage	High water level in condensate tank	<ol style="list-style-type: none"> 1. Remove blockage from drain hose 2. Remove any object stuck underneath of the black panel under the water tank
The unit doesn't work	<ol style="list-style-type: none"> 1. Check the power supply to verify that power is available to the unit 2. Verify that the power cord is connected 	<ol style="list-style-type: none"> 1. Reset the circuit breaker and restart the unit 2. Connect power cord
No cold air flows from the cold air outlet	<ol style="list-style-type: none"> 1. Ambient air cannot be properly cooled if the filter is dirty and not regularly cleaned 2. Compressor will not work if the unit is turned off and on quickly. 3. The ambient air temperature may be too high 	<ol style="list-style-type: none"> 1. Clean the filter 2. Wait 2 minutes after unit is turned off before turning the unit back on. 3. The temperature of the compressor can be higher when the ambient temperature is too high. The compressor will not work unless the ambient air temperature is within the acceptable operating range of the unit
Water flow can be heard after compressor shuts off	No cause	Common to hear coolant flowing after unit shuts off
Alarm displays "FT" with less than half of condensate water in the tank	Spring is possibly broken	Replace a new spring (See Maintenance page 8)
Spring is possibly broken		