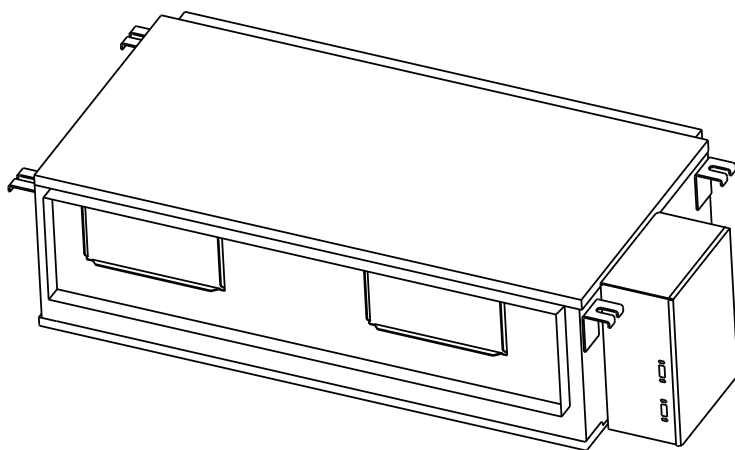


KLIMAIRE® ≈

TROUBLESHOOTING

KDIS *Series*



! CAUTIONS

If one of the following conditions occurs, switch off the power supply immediately and contact your dealer for further assistance.

- The operation light continues to flash rapidly after the unit has been restarted.
- The remote control buttons do not work.
- The unit continually trips fuses or circuit breakers.
- A foreign object or water enters the air conditioner.
- The indoor unit leaks.
- Other malfunctions.

Common Problems

The following symptoms are not a malfunction and in most situations will not require repairs.

Problem	Possible Causes
Unit does not turn on when pressing ON/OFF button	The unit has a 3-minute protection feature that prevents the unit from overloading. The unit cannot be restarted within three minutes of being turned off.
	Cooling and Heating Models: If the Operation light and PRE-DEF (Pre-heating/Defrost) indicators are lit up, the outdoor temperature is too cold and the unit's anti-cold wind is activated in order to defrost the unit.
	In Cooling-only Models: If the "Fan Only" indicator is lit up, the outdoor temperature is too cold and the unit's anti-freeze protection is activated in order to defrost the unit.
The unit changes from COOL mode to FAN mode	The unit changes its setting to prevent frost from forming on the unit. Once the temperature increases, the unit will start operating again.
	The set temperature has been reached, at which point the unit turns off the compressor. The unit will resume operating when the temperature fluctuates again.
The indoor unit emits white mist	In humid regions, a large temperature difference between the room's air and the conditioned air can cause white mist.
Both the indoor and outdoor units emit white mist	When the unit restarts in HEAT mode after defrosting, white mist may be emitted due to moisture generated from the defrosting process.
The indoor unit makes noises	A squeaking sound is heard when the system is OFF or in COOL mode. The noise is also heard when the drain pump (optional) is in operation.
	A squeaking sound may occur after running the unit in HEAT mode due to expansion and contraction of the unit's plastic parts.
Both the indoor unit and outdoor unit make noises	A low hissing sound may occur during operation. This is normal and is caused by refrigerant gas flowing through both the indoor and outdoor units.
	A low hissing sound may be heard when the system starts, has just stopped running or is defrosting. This noise is normal and is caused by the refrigerant gas stopping or changing direction.

Problem	Possible Causes
The outdoor unit makes noises	The unit will make different sounds based on its current operating mode.
Dust is emitted from either the indoor or outdoor unit	The unit may accumulate dust during extended periods of non-use, which will be emitted when the unit is turned on. This can be mitigated by covering the unit during long periods of inactivity.
The unit emits a bad odor	The unit may absorb odors from the environment (such as furniture, cooking, cigarettes, etc.) which will be emitted during operations.
	The unit's filters have become moldy and should be cleaned.
The fan of the outdoor unit does not operate	During operation, the fan speed is controlled to optimize product operation.

Troubleshooting Tips

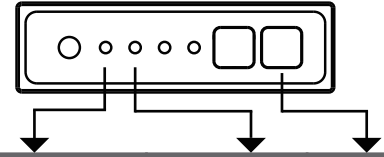
When troubles occur, please check the following points before contacting a repair company.

Problem	Possible Causes	Solution
The unit is not working	Power failure	Wait for the power to be restored
	The power switch is off	Turn on the power
	The fuse is burned out	Replace the fuse
	Remote control batteries are dead	Replace the remote control batteries
	The unit's 3-minute protection has been activated	Wait three minutes after restarting the unit
Poor cooling performance	Temperature setting may be higher than the ambient room temperature	Lower the temperature setting
	The heat exchanger on the indoor or outdoor unit is dirty	Clean the affected heat exchanger
	The air filter is dirty	Remove the filter and clean it according to instructions
	The air inlet or outlet of either unit is blocked	Turn the unit off, remove the obstruction and turn it back on
	Doors and windows are open	Make sure that all doors and windows are closed while operating the unit
	Excessive heat is generated by sunlight	Close windows and curtains during periods of high heat or bright sunshine
	Low refrigerant due to leak or long-term use	Check for leaks, re-seal if necessary and top off refrigerant
The unit starts and stops frequently	There's too much or too little refrigerant in the system	Check for leaks and recharge the system with refrigerant
	There is air, incompressible gas or foreign material in the refrigeration system.	Evacuate and recharge the system with refrigerant
	System circuit is blocked	Determine which circuit is blocked and replace the malfunctioning piece of equipment
	The compressor is broken	Replace the compressor
	The voltage is too high or too low	Install a manostat to regulate the voltage

Problem	Possible Causes	Solution
Poor heating performance	The outdoor temperature is lower than 7°C (44.5°F)	Check for leaks and recharge the system with refrigerant
	Cold air is entering through doors and windows	Make sure that all doors and windows are closed during use
	Low refrigerant due to leak or long-term use	Check for leaks, re-seal if necessary and top off refrigerant

Error Codes

. Fixed-speed Type



Number	Cause	Operation indicator flashes	Timer indicator	Error Code
1	Indoor EEPROM (Electrically Erasable Programmable Read-Only Memory) error	1	Off	E0
2	Indoor fan speed malfunction	4	Off	E3
3	Indoor room temperature sensor error	5	Off	E4
4	Evaporator coil temperature sensor error	6	Off	E5
5	Refrigerant leak malfunction	7	Off	EC
6	Water level alarm malfunction	8	Off	EE
7	Indoor unit communication malfunction *	11	On	FA

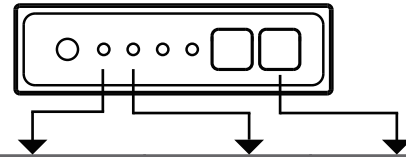
Troubleshooting

Number	Cause	Operation	Timer	DEF.FAN	Alarm	Error Code
1	IDU & ODU communication malfunction	☆	Off	☆	Off	E1
2	Indoor room temperature sensor error	Off	☆	Off	Off	E2
3	Evaporator coil temperature sensor error	☆	Off	Off	Off	E3
4	Outdoor malfunction	☆	☆	☆	☆	E6
5	Indoor EEPROM (Electrically Erasable Programmable Read-Only Memory) error	☆	☆	Off	Off	E7
6	Water-level alarm malfunction	Off	Off	Off	☆	E8
7	Indoor fan speed malfunction *	Off	☆	Off	☆	Eb
8	Outdoor malfunction or protection *	☆	☆	☆	Off	Ed
9	Refrigerant leak malfunction *	☆	Off	Off	☆	EC

* : This symbol means the display code is not applicable to all the units.

☆ Flashing at 5HZ

. Inverter Split Type



Number	Cause	Operation indicator flashes	Timer indicator	Error Code
1	Indoor EEPROM (Electrically Erasable Programmable Read-Only Memory) error	1	Off	E0
2	Indoor and outdoor unit communication malfunction	2	Off	E1
3	Indoor fan speed malfunction	4	Off	E3
4	Indoor room temperature sensor error	5	Off	E4
5	Evaporator coil temperature sensor error	6	Off	E5
6	Refrigerant leak malfunction	7	Off	EC
7	Water level alarm malfunction	8	Off	EE
8	Dual indoor unit (twins model only) communication malfunction	9	Off	E8
9	Other twins model malfunction	10	Off	E9
10	Outdoor malfunction or protection *	11	Off	Ed
11	Overload protection	1	On	F0
12	Outdoor temperature sensor error	2	On	F1
13	Outdoor condenser pipe sensor error	3	On	F2
14	Discharge air temperature sensor error	4	On	F3
15	Outdoor EEPROM (Electrically Erasable Programmable Read-Only Memory) error	5	On	F4
16	Outdoor fan speed (DC fan motor only) malfunction	6	On	F5
17	T2b sensor error *	7	On	F6
18	Inverter module IPM protection	1	Flash	P0
19	High/Low voltage protection	2	Flash	P1
20	Compressor top overheating protection	3	Flash	P2
21	Outdoor temperature too low protection	4	Flash	P3
22	Compressor drive error	5	Flash	P4
23	Mode conflict	6	Flash	P5
24	Compressor low-pressure protection	7	Flash	P6
25	Outdoor IGBT sensor error *	8	Flash	P7
26	Indoor unit communication malfunction	11	On	FR

* : This symbol means the display code is not applicable to all the units.

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