

ERROR CODES – R22 & R407C Units

Black = All Units
 Red = 4, 5, 6 & 7 Series
 Blue = 8 Series
 Green = KX / KX2 / KXR



Technical Support
 Spares & Warranty
 01359 272211



| Check Indications | | | | | | Fault at: | Details of fault |
|-------------------------------|-----------|----------------------|---------------------|-----------------------|---------------------|---------------------------|--|
| Receiver Unit [if applicable] | | Indoor Circuit Board | | Outdoor Circuit Board | | | |
| Error Code | Red LED | Red LED | Green LED | Red LED | Green LED | | |
| No indication | - | Stays Off | Keeps Flashing | Stays Off | Keeps Flashing | No Fault | <ul style="list-style-type: none"> Normal operation. |
| | - | Stays Off | Lights Continuously | Stays Off | Lights Continuously | Indoor circuit board | <ul style="list-style-type: none"> There is a unit, on the same network, where the indoor circuit board or the CPU has a fault. |
| | - | Stays Off | Stays Off | Stays Off | Stays Off | Mains power | <ul style="list-style-type: none"> No mains power detected [power off or power failure]. T phase wire is open circuit. |
| | - | Flashes 3 times | Keeps Flashing | Stays Off | Keeps Flashing | Remote controller wiring | <ul style="list-style-type: none"> Remote controller wires - X & Y connections are reversed. Remote controller wires - Y & Z connections are reversed. Remote controller wiring is open circuit. (X wire broken - a beep is produced and no indication is made. Z wire broken - no beep and no indication). |
| | Stays Off | Flashes 3 times | Keeps Flashing | Stays Off | Keeps Flashing | Infra red receiver wiring | <ul style="list-style-type: none"> Open circuit or poor connection in receiver unit wiring. (Power - red. Ground - black) |

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| E1 | Keeps Flashing | (1) Lights or Stays Off | Undefined | Stays Off | Keeps Flashing | Indoor circuit board | <ul style="list-style-type: none"> Indoor circuit board or CPU failure. |
| | Keeps Flashing | Flashes 3 Times | Keeps Flashing | Stays Off | Keeps Flashing | Infra-red receiver | <ul style="list-style-type: none"> Open circuit or poor connection in the signal cable (white) of the infra red receiver unit. Electrical noise interference of the infra red receiver unit. |
| | - | - | - | - | - | Remote controller wiring | <ul style="list-style-type: none"> Open circuit or poor connection of remote controller wiring. Electrical noise interference of the remote controller wiring. (Other electrical sources are too close to the controller cable causing interference) |
| | - | - | - | - | - | Indoor circuit board | <ul style="list-style-type: none"> Defective communication circuit on indoor circuit board |
| | - | - | - | - | - | Indoor circuit board | <ul style="list-style-type: none"> Indoor circuit board fault. |
| | - | Stays Off | Keeps Flashing | Stays Off | Keeps Flashing | Interconnecting wiring | <ul style="list-style-type: none"> The remote controller wires XY&Z are connected to A & B terminals on the indoor unit terminal block. The indoor/outdoor signal wires A & B are connected in a loop. Indoor circuit board or CPU fault. |
| | - | (3) Flashes 3 times | Keeps Flashing | Stays Off | Keeps Flashing | Remote controller wiring | <ul style="list-style-type: none"> A PAC remote controller is connected to the KX indoor unit. Remote controller wire Y is open circuit. Remote controller wires - X & Y connections are reversed. |

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| E2 | - | Flashes once | Keeps Flashing | Stays Off | Keeps Flashing | Indoor unit address | <ul style="list-style-type: none"> Duplication of indoor unit address. More than 49 indoor units are connected on a network. |
| | - | Stays Off | Keeps Flashing | Stays Off | Keeps Flashing | Indoor unit address | <ul style="list-style-type: none"> Duplication of indoor unit number when addressing with the remote controller. |

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| E3 | Keeps Flashing | Flashes Twice | Keeps Flashing | Stays Off | Stays Off | Power supply | <ul style="list-style-type: none"> No mains power at indoor or outdoor unit [power off or power failure]. Outdoor unit circuit board fault. |
| | Keeps Flashing | Flashes Twice | Keeps Flashing | Stays Off | Keeps Flashing | Interconnecting cable | <ul style="list-style-type: none"> Open circuit or poor connection of the outdoor unit control cable. Incorrect address of the outdoor unit |
| | Keeps Flashing | Flashes Twice | Keeps Flashing | (1) Lights or Stays Off | Undefined | Outdoor unit power | <ul style="list-style-type: none"> No mains power at outdoor unit [power off or power failure]. Outdoor unit circuit board fault. |
| | Keeps Flashing | Flashes Twice | Keeps Flashing | Flashes 3 Times | Keeps Flashing | Outdoor unit address | <ul style="list-style-type: none"> Incorrect address of the outdoor unit. |
| | - | Flashes twice | Keeps Flashing | Lights or Stays Off | Undefined | Outdoor circuit board | <ul style="list-style-type: none"> Outdoor unit circuit board fault. |
| | - | Flashes twice | Keeps Flashing | Stays Off | Keeps Flashing | Incorrect address | <ul style="list-style-type: none"> Incorrect address of the indoor unit. Incorrect address of the indoor unit and/or outdoor unit while trying to auto address [KX2 only]. |
| | - | Flashes twice | Keeps Flashing | Stays Off | Keeps Flashing | Interconnecting cable | <ul style="list-style-type: none"> Open circuit or poor connection of outdoor unit control cable [Outdoor unit address not detected]. |
| | - | Flashes twice | Keeps Flashing | Stays Off | Stays Off | Outdoor unit power | <ul style="list-style-type: none"> No mains power at outdoor unit. |

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| E4 | Keeps Flashing | Flashes Once | Keeps Flashing | Stays Off | Keeps Flashing | Incorrect address | <ul style="list-style-type: none"> Incorrect address of the indoor / outdoor unit. |
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| E5 | Keeps Flashing | Flashes Twice | Keeps Flashing | Flashes Twice | Keeps Flashing | Interconnecting cable | <ul style="list-style-type: none"> Open circuit or poor connection of the outdoor unit control cable. Electrical noise interference of the interconnecting control wiring. (Other electrical sources are too close to the controller cable causing interference) |
| | Keeps Flashing | Flashes Twice | Keeps Flashing | Stays Off | Stays Off | Outdoor unit power | <ul style="list-style-type: none"> No mains power at outdoor unit [power off or power failure]. The power cable is not connected to the outdoor circuit board. |
| | Keeps Flashing | Flashes Twice | Keeps Flashing | (1) Lights or Stays Off | Undefined | Electrical noise | <ul style="list-style-type: none"> The outdoor unit circuit board or CPU is out of control while current is flowing. |
| | - | Flashes twice | Keeps Flashing | 32 sec Time flash | Stays Off or Lights Continuously | Outdoor circuit board | <ul style="list-style-type: none"> Outdoor unit circuit board or CPU failure. |
| | - | Flashes twice | Keeps Flashing | Stays Off | Keeps Flashing | Interconnecting cable | <ul style="list-style-type: none"> Indoor/outdoor unit transmission error. Wires A & B have been swapped after mains power was turned on. |
| | - | Flashes twice | Keeps Flashing | Stays Off | Stays Off | Outdoor unit power | <ul style="list-style-type: none"> No mains power at outdoor unit [power off or power failure]. |

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| E6 | - | Flashes Once | Keeps Flashing | Stays Off | Keeps Flashing | Indoor coil sensor | <ul style="list-style-type: none"> Indoor unit heat exchanger sensor [ThIR] defective (resistance is open circuit or closed circuit). Poor connection of sensor connector on the indoor PCB. |
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| E7 | - | Flashes Once | Keeps Flashing | Stays Off | Keeps Flashing | Indoor return air sensor | <ul style="list-style-type: none"> Indoor unit return sensor [ThIA] defective (resistance is open circuit or closed circuit). Poor connection of sensor connector on the indoor PCB. |
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| E8 | Keeps Flashing | Flashes Once | Keeps Flashing | Stays Off | Keeps Flashing | Heating overload | • Overload in heating (extraordinarily high indoor heat exchanger temperature). |
| | | | | | | Indoor coil sensor | • Indoor unit heat exchanger sensor [ThIR] failure (resistance of sensor is closed circuit). |
| | | | | | | Indoor circuit board | • Abnormality of the heat exchanger sensor input. |
| E9 | - | Flashes Once | Keeps Flashing | Stays Off | Keeps Flashing | Condensate drain motor | • Drain motor [DM] failure (drain motor open circuit or the drain motor is disconnected from the indoor PCB). |
| | | | | | | Condensate float switch | • High limit of condensate still detected in drain tray (the drain motor can not remove the condensate – blockage in discharge pipe or condensate returning to drain tray). • Float switch stuck in high position. |
| | | | | | | Wiring of accessory | • Incorrect wiring of condensate drain kit (typically on wall mounted indoor units). |
| | | | | | | Indoor circuit board | • Defective float switch input circuit on indoor PCB. • Defective drain motor output circuit on indoor PCB. |
| E10 | - | Stays Off | Keeps Flashing | Stays Off | Keeps Flashing | Number of indoor units connected | • 17 or more indoor units are connected to one remote controller (maximum permitted: 16 indoor units) |
| E11 | - | Stays Off | Keeps Flashing | Stays Off | Keeps Flashing | Indoor unit address | • More than one indoor unit is connected to a remote controller while trying to address the unit from the remote controller. |
| E12 | - | Flashes once | Keeps Flashing | Stays Off | Keeps Flashing | Incorrect address | • One or more units (indoor or outdoor) are still addressed at 48 or 49 [factory setting] • While trying to auto address, one or more of the units (either indoor or outdoor) is not set at 49. • Auto address is not possible on the system you are commissioning (Auto address is only possible on a single KX2 system). |
| E14 | - | - | - | - | - | Master / slave set up | • Incorrect setting of SW2 on indoor unit PCB when setting up a master / slave system. • Incorrect control wiring between master and slave(s) [XYZ]. • Open circuit of control wiring between master and slave(s). |
| E28 | - | Stays Off | Keeps Flashing | Stays Off | Keeps Flashing | Remote controller sensor | • Failure of the sensor within the remote controller. |
| E30 | - | Stays Off | Keeps Flashing | Flashes once | Keeps Flashing | - | • Indoor/outdoor unit connected error. |

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| E31 | Keeps Flashing | Stays Off | Keeps Flashing | Flashes Twice | Keeps Flashing | Indoor unit address | <ul style="list-style-type: none"> • Duplication of an indoor unit address number (U00 – U47). |
| | - | Stays Off | Keeps Flashing | 8 Time Flash | Keeps Flashing | Outdoor unit address | <ul style="list-style-type: none"> • Duplication of outdoor unit address. • Incorrect outdoor unit address. • Outdoor unit address number has been changed since the power was turned on. |
| E32 | - | Stays Off | Keeps Flashing | Flashes Once | Keeps Flashing | Outdoor unit power | <ul style="list-style-type: none"> • The anti phase device has detected that two phases of the mains power need to be swapped. • The [L2] phase of the mains power (primary side of contactor) has been detected as open phase. |
| E33 | Keeps Flashing | Stays Off | Keeps Flashing | Flashes Once | Keeps Flashing | Compressor current | <ul style="list-style-type: none"> • Abnormally high current drawn by compressor (CM). • Open phase detected at L1 or L3 (secondary side of contactor). • Faulty outdoor unit PCB. |
| | - | Stays Off | Keeps Flashing | Flashes Once | Keeps Flashing | Compressor current | <ul style="list-style-type: none"> • Abnormal current drawn by inverter compressor (CM1). • Abnormally high current drawn by fixed speed compressor (CM2). |
| E34 | Keeps Flashing | Stays Off | Keeps Flashing | Flashes Twice | Keeps Flashing | Compressor current | <ul style="list-style-type: none"> • Abnormally low current (or no current) detected by [CT] on L3. • Open phase detected at L3 (secondary side of contactor). |
| | - | Stays Off | Keeps Flashing | Flashes Once | Keeps Flashing | Compressor current | <ul style="list-style-type: none"> • Abnormally low current (or no current) detected by [CT] on L3. • Open phase detected at L3 (secondary side of contactor). • Error on inverter board. |
| E35 | - | Stays Off | Keeps Flashing | Flashes Once | Keeps Flashing | Compressor discharge temperature | <ul style="list-style-type: none"> • The discharge gas temperature is abnormally high (>70°C). • Insufficient refrigerant. |
| | | | | | | Outdoor heat exchanger sensor | <ul style="list-style-type: none"> • Outdoor unit heat exchanger sensor [ThOR] defective (resistance is open circuit or closed circuit). • Poor connection of sensor connector on the outdoor unit PCB. |
| E36 | Keeps Flashing | Stays Off | Keeps Flashing | Flashes Once | Keeps Flashing | Compressor discharge temperature | <ul style="list-style-type: none"> • The discharge temperature is abnormally high. • Insufficient refrigerant. • Poor airflow through condenser coil. • Compressor discharge temperature sensor [ThOD] defective. |
| | - | Stays Off | Keeps Flashing | Flashes 5 Times | Keeps Flashing | | |
| | - | Stays Off | Keeps Flashing | Flashes once | Keeps Flashing | | |
| E37 | Keeps Flashing | Stays Off | Keeps Flashing | Flashes Once | Keeps Flashing | Outdoor heat exchanger sensor | <ul style="list-style-type: none"> • Outdoor unit heat exchanger sensor [ThOR] defective (resistance is open circuit). • Poor connection of sensor connection on outdoor unit PCB. |
| | - | Stays Off | Keeps Flashing | Keeps Flashing | Keeps Flashing | | |
| | - | Stays Off | Keeps Flashing | Flashes once | Keeps Flashing | | |

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| E38 | Keeps Flashing | Stays Off | Keeps Flashing | Flashes Once | Keeps Flashing | Outdoor air sensor | <ul style="list-style-type: none"> • Outside air temperature sensor [ThoA] defective (resistance is open circuit). • Poor connection of sensor connection on outdoor unit PCB. |
| | - | Stays Off | Keeps Flashing | Keeps Flashing | Keeps Flashing | | |
| | - | Stays Off | Keeps Flashing | Flashes once | Keeps Flashing | | |
| E39 | Keeps Flashing | Stays Off | Keeps Flashing | Flashes Once | Keeps Flashing | Compressor discharge temperature sensor | <ul style="list-style-type: none"> • Compressor discharge temperature sensor [ThOD] defective (resistance is open circuit). • Poor connection of sensor connection on outdoor unit PCB. |
| | - | Stays Off | Keeps Flashing | Keeps Flashing | Keeps Flashing | | |
| | - | Stays Off | Keeps Flashing | Flashes once | Keeps Flashing | | |
| E40 | - | Stays Off | Keeps Flashing | Flashes Once | Keeps Flashing | High pressure switch | <ul style="list-style-type: none"> • The high-pressure switch [63H or 63H1] has tripped. • System overcharged with refrigerant. • One (or more) of the service valves is shut. • Insufficient airflow (or no airflow) over the condensercoil. |
| | - | Stays Off | Keeps Flashing | Flashes 3 Times | Keeps Flashing | | |
| | - | Stays Off | Keeps Flashing | Flashes once | Keeps Flashing | | |
| E41 | - | Stays Off | Keeps Flashing | Flashes once | Keeps Flashing | Inverter power transistor | <ul style="list-style-type: none"> • The power transistor for the inverter has overheated. |
| E42 | - | Stays Off | Keeps Flashing | Flashes once | Keeps Flashing | Compressor current | <ul style="list-style-type: none"> • Abnormally high current detected in inverter compressor. |
| E43 | - | Stays Off | Keeps Flashing | Flashes once | Keeps Flashing | Number of indoor units | <ul style="list-style-type: none"> • The maximum number of indoor units connected to one outdoor unit has been exceeded. |
| E45 | - | Stays Off | Keeps Flashing | Flashes once | Keeps Flashing | Inverter wiring | <ul style="list-style-type: none"> • Transmission error between inverter and outdoor unit PCB. • Loose connection of [Cn] |
| E46 | - | Stays Off | Keeps Flashing | Flashes once | Keeps Flashing | Address setting | <ul style="list-style-type: none"> • There is a conflict of address settings. • A combination of: automatic / manual / remote control addresses coexist on one network. |
| E57 | - | - | - | - | - | Refrigerant circuit | <ul style="list-style-type: none"> • Refrigerant leak or shortage of refrigerant. |
| | | | | | | Indoor heat exchanger sensor | <ul style="list-style-type: none"> • Indoor unit heat exchanger sensor [ThiR] is defective (short circuit). |
| | | | | | | Indoor unit circuit board | <ul style="list-style-type: none"> • Indoor unit PCB defective (defective sensor input circuit). |
| | | | | | | Address setting | <ul style="list-style-type: none"> • Incorrect addressing of SW1 when commissioning a Multi System. |