

## Error Code Key

**Finding error code: Press the remote control sleep button 10 times. Wait to hear “beep” between each press of the button. If the indoor unit does not display an error code, repeat button pressing 10 times. If the unit does not show an error code after several tries, see LED display 1,2,3 on the outdoor to diagnose issues.**

**ERROR CODE KEY: Solid On = ★ Flashing = ○ Off = X**

**⚠ WARNING** Disconnect power before servicing.

Error Code	Sleep	Timer	Running	Issue	Possible Cause	Remedy
0				Normal		
1	○	★	★	Outdoor coil temp sensor warning	Sensor loose / bad connection	Ensure sensor connection is secure to board
					Sensor is defective	Replace outdoor temp sensor
					Indoor control board defective	Replace indoor control board
2	○	★	X	Outdoor unit overheating. (compressor exhaust temp sensor warning)	Refrigerant is low	Check for refrigerant leak, add refrigerant
					Sensor loose / bad connection	Ensure temp sensor connection is not loose
					Sensor is defective	Replace compressor exhaust temp sensor
					Outdoor control board defective	Replace outdoor control board
5	★	○	X	Outdoor control board not working	Failed control board	Replace outdoor control board.
6	X	○	X	AC Voltage too high or too low	Supply voltage is higher or lower than normal	Check voltage from breaker box. If too high or too low, correct voltage variance.
7	★	★	X	Communication issue (between units)	Connections don't match up between units	Ensure wiring between units match diagram and is not nicked or cut
					Cable is loose	Tighten connections securely
10	★	X	X	Communication issue (driver)	Connections don't match up between units	Ensure wiring between units match diagram and is not nicked or cut
					Cable is loose	Tighten connections securely
					Faulty outdoor control board	Replace outdoor unit control board
11	○	X	X	Outdoor EEPROM issue	Faulty outdoor control board	Replace outdoor unit control board
13	○	X	★	Compressor exhaust temp too high	Refrigerant is low	Check for leaks, add refrigerant to specs, ensure coil is clean
					Temp sensor failed	Replace temp sensor
14	★	★	○	Outdoor ambient temp sensor issue	Temp sensor failed	Replace temp sensor
15	X	○	★	Compressor shell temp too high	Refrigerant is low	Check for leaks, add refrigerant to specs, ensure coil is clean
					Temp sensor failed	Replace temp sensor
16	★	X	★	Refrigerant temp issue	Refrigerant is low	Check for leaks, add refrigerant to specs, ensure coil is clean
17	X	★	X	Outdoor control board failure	Failed control board	Replace outdoor control board
18	X	★	★	Compressor start failure	Outdoor control board defective	Replace control board
					Compressor defective	Replace compressor
19	X	★	○	Compressor drive issue	Outdoor drive board failed	Replace outdoor drive board
					Compressor defective	Replace compressor
					Outdoor control board defective	Replace control board
20	★	X	○	Outdoor fan motor failed	Motor connection wire loose	Ensure wires are securely connected and not nicked or cut
					Motor failed	Replace motor
					Outdoor control board defective	Replace control board

## Error Code Key Continued

Error Code	Sleep	Timer	Running	Issue	Possible Cause	Remedy
21	X	X	○	Outdoor coil issue	Too much refrigerant	Check refrigerant level, adjust to specs
					Outdoor fan motor defective	Replace fan motor
					Outdoor unit dirty	Check filters for debris, clean if needed
33	★	○	○	Indoor temp sensor Issue	Indoor temp sensor loose	Ensure sensor connection is secure to board
					Indoor temp sensor defective	Replace temp sensor
					Indoor control board defective	Replace indoor control board
34	X	○	○	Indoor coil temp sensor failure	Indoor coil sensor loose	Ensure sensor connection is secure to board
					Indoor coil sensor defective	Replace temp sensor
					Indoor control board defective	Replace indoor control board
36	○	★	○	Communication issue (between units)	Connections don't match up between units	Ensure wiring between units match diagram and is not nicked <u>or</u> cut
					Cable is loose	Tighten connections securely to unit
38	○	○	X	Indoor EEPROM issue	Indoor EEPROM chip loose	Secure chip in place
					Indoor control board defective	Replace indoor control board
39	○	○	★	Indoor fan motor runs abnormally	Motor cord connection loose	Securely tighten if possible
					Motor failed	Replace motor
					Indoor control board defective	Replace indoor control board
41	X	X	★	Indoor grounding issue	Indoor control board defective	Replace indoor control board

## Error Code Key LED: Outdoor Control Board Only

LED display is located on the outdoor control board. **⚠ WARNING** Use caution when removing top panel and reading LED lights as fan blade is within reach and will be running. This step should be done by qualified personnel. To find the LED 1,2,3 lights, remove top panel of outdoor unit(while compressor is running). Top panel is held in place with 3 screws. Remove the back cover from the control board. LED display lights 1,2,3 will be visible.

LED 1,2,3 KEY: Solid On = ★ Flashing = ○ Off = X

Error Code	LED 1	LED 2	LED 3	Issue	Possible Cause	Remedy
1	○	○	○	Normal operation		
2	X	X	★	Decreased frequency	Incoming voltage too high or too low	Check voltage from breaker. Correct the voltage variance
3	X	★	★	Decreased frequency	Check refrigerant	Evacuate refrigerant from unit
4	★	X	★	Decreased frequency	Not enough refrigerant	Add refrigerant
5				No power		
6	★	★	★		Incoming voltage issue	Check voltage from breaker to unit
7	○	X	X		Too much voltage from breaker box to unit	
8	★	X	X	Decreased frequency	Communication issue between indoor and outdoor unit	Ensure wiring between units match diagram, ensure wire isn't nicked <u>or</u> cut
9	X	★	○	Unit overheating	Decreased frequency	Clean outdoor coil and check refrigerant
10	X	★	X	Not applicable to Hessaire units		