

# Troubleshooting

## ⚠ WARNING

In following events, immediately stop operation of the air conditioner, and disconnect all the power supply by turning off the electrical breaker or disconnect the power plug. Then consult your dealer or authorized service personnel.

As long as the unit is connected to the power supply, it is not insulated from the power supply even if the unit is turned off.

- Unit smells of something burning or emits smoke
- Water leaks from the unit

Following symptoms do not indicate the product malfunction, but they are normal functions or characteristics of this product.

Symptom	Cause	See page
Operation is delayed after restart.	To prevent blowout of the fuse, the compressor will not operate during the protection circuit is working for about 3 minutes after sudden OFF→ON operation of the power supply.	-
Noise is heard.	<ul style="list-style-type: none"> <li>• During the operation or immediately after stopping the air conditioner, refrigerant flowing sound may be heard. And it is particularly noticeable for 2–3 minutes after starting operation.</li> <li>• During the operation, a slight squeaking sound produced by the minute expansion and contraction of the front panel caused by temperature change may be heard.</li> </ul>	-
	During heating operation, a sizzling sound produced by the automatic defrosting operation may be heard.	7
Smell coming from the unit.	Absorbed room smell generated from interior textile, furniture, or cigarette smoke into the air conditioner may be emitted.	-
Mist or steam is emitted from the unit.	In COOL or DRY mode, a thin mist generated by condensation formed with sudden cooling process may be emitted.	-
	During heating operation, the fan built-in the outdoor unit may stops and rising steam generated by the automatic defrosting operation may be seen.	7
Airflow is weak or stops.	<ul style="list-style-type: none"> <li>• Immediately after the heating operation is started, the fan speed stays temporarily very low to warm up the internal parts of the unit.</li> <li>• In HEAT mode, the outdoor unit stops and the indoor unit operates at very low fan speed if the room temperature rises above the set temperature.</li> </ul>	-
	In HEAT mode, the indoor unit temporarily stops for maximum of 15 minutes to perform the automatic defrosting operation while the OPERATION indicator is flashing.	7
	In DRY mode, the indoor unit operates at low fan speed to adjust the room humidity, and may stop from time to time.	-
	When the fan speed is set to "QUIET", the fan rotates at very low speed and the airflow is reduced.	-
	When monitoring operation is performed in AUTO mode, the fan rotates at very low speed.	-
Outdoor unit emits water.	During heating operation, the outdoor unit may emit water generated by the automatic defrosting operation.	-

Before you call for or request servicing, troubleshoot a problem by performing following checks:

Symptom	Diagnostic	See page
Does not operate at all.	<input type="checkbox"/> Has the circuit breaker been turned off? <input type="checkbox"/> Has there been a power outage? <input type="checkbox"/> Has a fuse blown out or the circuit breaker been tripped?	-
	<input type="checkbox"/> Is the timer operating?	5
Poor cooling or heating performance.	<input type="checkbox"/> Is the air filter dirty?	9
	<input type="checkbox"/> Is the intake grill or outlet port of indoor unit blocked?	-
	<input type="checkbox"/> Is the room temperature adjusted appropriately?	3
	<input type="checkbox"/> Is a window or door left opened? <input type="checkbox"/> Is direct or strong sunlight shinning into the room in cooling operation? <input type="checkbox"/> Are there other heating apparatus or computers operating, or too many people in the room in cooling operation?	-
	<input type="checkbox"/> Is the fan speed set to "QUIET"? When the fan speed setting is set to "QUIET", noise reduction is prioritized and the air-conditioning performance may become lower. If the volume of provided airflow is not agreeable to your preference, set the fan speed to "LOW" or higher fan speed.	4
The unit operates differently from the remote controller setting.	<input type="checkbox"/> Are the batteries used in the remote controller exhausted? <input type="checkbox"/> Are the batteries used in the remote controller loaded properly?	3

Immediately stop operation and turn off the electrical breaker in following cases. Then consult authorized service personnel.

- The problem persists even if you perform these checks or diagnostics.
- The OPERATION indicator and TIMER indicator blink while the ECONOMY indicator is blinking fast.