| Comment ?? | Comment Answer | Fault Code to display in UI | Fault Code in HEX (reported on IPC bus) | Sub Codes (in decimal) (0=no code) | Dealer Error Message | Possible Causes | Corrective Actions | IDU | ODU | System | Unit Type | Alarm Status | Consumer error message | Model Type |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| [1] | | A0[2] | 0x10 | | External protection device activated | •External protection device on terminals T1-T2 of the indoor unit is activated.<br>•Defective indoor unit PCB.<br>•Improper field setting. | •Verify if all wires are connected to T1 & T2. If yes then set field setting accordingly.<br>•Commonly used mode 22-1-03. | x | | | All models | | Safety error | Indoor unit(VRV, SkyAir) |
| [3] | | AO[4] | 0x10 | 01 | External protection device activated | •Activation of external protection device.<br>•Defective indoor unit PCB.<br>•Indoor unit fuse blown.<br>•24 VAC power is not supplied to TH2 & TR2 terminals (FXTQ-TA) or R and C terminals (CXTQ-TA) on indoor unit PCB. | •Verify if all wires are connected to T1 & T2. If yes then set field setting accordingly.<br>•Replace indoor unit PCB.<br>•Check indoor unit PCB fuse. | x | | | FXTQ-TA, CXTQ-TA | | Safety error | FXTQ-TA, CXTQ-TA |
| [5] | | A1[6] | 0x11 | | Indoor unit PCB abnormality | •Verify correct voltage to the PCB<br>•Verify the HAP green LED is blinking.<br>•Wrong models interconnected.<br>•Defective indoor unit PCB.<br>•Disconnection of connector.<br>•Reduction of power supply voltage. | •Verify correct voltage to the PCB.<br>•Verify the HAP green LED is blinking. | x | | | All models | | System error | VRV, RA, Altherma |
| | | A3[7] | 0x13 | | Float switch error | •Drain clogging.<br>•Defective drain pump.<br>•Defective float switch.<br>•Defective indoor unit PCB.<br>•208~230 VAC power is not provided. | •Check drain for clog.<br>•Check drain pump and replace if needed.<br>•Check indoor unit PCB and replace if needed.<br>•Check for power loss. | x | | | FXFQ-T,FXZQ-TA,FXUQ-P, FXEQ-P,FXDQ-M,FXMQ-PB,FXSQ-TA | | Safety error | FXFQ-T, FXZQ-TA, FXUQ-P, FXEQ-P, FXDQ-M, FXSQ-TA, FXMQ-PB RA |
| | | A4[8] | 0x14 | | Freeze protection error | •Defective water temperature sensor.<br>•Low water temp temperature setting.<br>•Water volume shortage. | •Check water temperature sensor.<br>•Check water temperature setting.<br>•Check water volume. | x | | | | | System error | RA, VRV, SkyAir, Fan Coil |
| | | A5[9] | 0x15 | | Heat exchanger temp error | •Clogged indoor unit air filter.<br>•Defective indoor unit heat exchanger thermistor.<br>•Short-circuited air.<br>•Dust accumulation on the indoor heat exchanger.<br>•Detection error due to faulty hydro-box heat exchanger thermistor.<br>•Detection error due to faulty hydro-box PCB. | | x | | | | | System error | RA, VRV, SkyAir, Fan Coil, Altherma |
| | | A6[10] | 0x16 | | Fan motor error | •Defective fan motor.<br>•Defective indoor unit PCB.<br>•Defective fan motor wire harness.<br>•Abnormal signal output from the fan motor.<br>•Fan motor lock (foreign matter blocking fan blades).<br>•Connector between high-voltage and low-voltage is disconnected.<br>•Bad contact<br>•broken wires.<br>•Indoor unit safety device activated.<br>•High loading conditions.<br>•Wrong system combination. | •Check for obstruction on the fan or motor.<br>•Verify the input voltage at the motor.<br>•Check for loose or broken wires.<br>•Check indoor unit safety device. | x | | | FXFQ-T,FXZQ-TA,FXUQ-P,FXEQ-P,FXSQ05-48TA,FXMQ07-12PB,FXAQ-P,FXSQ54TA,FXMQ15-54PB, | | Fan failure error | RA (CTXS, FTXS, FVXS Series), RA FF( Series, RA CDXS FDXS, FXFQ-T, FXZQ-T FXUQ-P, FXEQ-P, FXSQ05-48TA, FXMQ( 12PB, FXAQ-P, FXDQ-M, FXHQ-M, FXSQ54TA, FXMQ15-54PB, FXMQ-M, FXTQ-TA, VRV |
| | | A6 | | 01 | Indoor Fan Coil Fan Motor Lock or overlaod Fault | •Broken wires in, short circuit of, or disconnection of connectors from the fan motor harness.<br>•Defective fan motor(Broken wires or defective insulation).<br>•Abnormal signal output from the fan motor (defective circuit).<br>• Defective indoor unit control PCB.<br>•Instantaneous disturbance in the power supply voltage.<br>•Fan motor lock(Due to motor or external causes).<br>•The fan does not rotate due to foreign matter blocking the fan.<br>•Disconnection of the connector between the high-power PCB (A1P) and the low-power PCB(A2P) (FXSQ05-48TA, FXMQ07-12PB only). | Refer to Checks 16 and 17. | x | | | | | Fan failure error | VRV IV |
| | | A6 | | 10 | Indoor Fan Coil Fan Motor Over Current Fault | •Defective indoor fan motor, Broken wires , Defective contact. | Refer to Checks 16 and 17. | x | | | | | Fan failure error | VRV IV |
| | | A6 | | 11 | Fan position detection error | •Defective indoor fan motor, Broken wires , Defective contact. | | x | | | | | Fan failure error | VRV IV |
| | | A6 | | 20 | Indoor Fan Motor Status Abnormality | •Fan or motor obstruction.<br>•Blocked filters.<br>•Power interruption (low voltage).<br>•Incorrect wiring.<br>•Blockage in the airflow (ductwork) or ductwork undersized.<br>•High loading conditions. | | x | | | | | Refer to Fan Motor Check 19 | VRV IV |
| | | A6 | | 21 | Low Indoor Airflow | •Fan or motor obstruction.<br>•Blocked filters.<br>•Restrictive ductwork or ductwork undersized.<br>•Wiring disconnected.<br>•Wrong outdoor and indoor combination.<br>•Indoor fan motor failure. | | x | | | | | Refer to Fan Motor Check 19 | FXTQ-TA |
| | | A7[11] | 0x17 | | Swing flap motor error | •Defective swing flap motor.<br>•Defective indoor unit PCB.<br>•Defective connection cable.<br>•Defective airflow direction adjusting flap-cam. | •Check for obstruction or jamming of the swing motor mechanism.check incoming power voltage.IDU with decoration panels swing motor to be connected to IDU PCB also check for service light on swing motor PCB. | x | | | FXHQ-M,FXAQ-P | minor | System error | FXHQ-M, FXAQ-P |
| | | A8[12] | 0x18 | | Power supply voltage error | •Defective power supply voltage.<br>•Loose or improper wiring.<br>•Defective connection on signal line.<br>•Instantaneous power failure by others.<br>•High AC line voltage to indoor blower motor.<br>•Low AC line voltage to indoor blower motor.<br>•Incorrect wiring | •The indoor unit periodically receives control status information from the fan motor.<br>•Error is issued when the information shows abnormality.<br>•Error is detected by checking the input voltage of the fan motor. | x | | | FXMQ-PB,FXSQ-TA | | System error | FXTQ-TA, Indoor Unit (SkyAir, VRV) |
| | | A8 | | 01 | Power supply voltage error | •Defective power supply voltage.<br>•Defective connection on signal line.<br>•Defective wiring.<br>•Instantaneous power failure, others. | | x | | | | | System error | VRV |
| | | A9[13] | 0x19 | | Electronic expansion valve error | •Defective electronic expansion valve coil.<br>•Defective indoor unit PCB.<br>•Defective relay cables. | Refer to Expansion Valve Check 18 | x | | | FXFQ | | System error | VRV |
| | | A9[14] | 0x19 | 01 | Electronic expansion valve error | •Defective electronic expansion valve coil.<br>•Defective indoor unit PCB.<br>•Defective relay cables. | Refer to Expansion Valve Check 18 | x | | | VRV IV | | System error | VRV IV |
| | | A9[15] | 0x19 | 02 | Refrigerant leakage detection error | •Defective electronic expansion valve coil.<br>•Defective indoor unit PCB.<br>•Defective relay cables. | •Check for deformation of the rubber packing on the EEV.<br>•Check for Internal EEV leakage.<br>•Turn Off target indoor unit and turn ON others in Cooling mode.<br>•Operate target indoor unit in Fan Mode for 10 mins, If liquid pipe temperature decreases to evaporation temp the EEV must be replaced. | x | | | VRV IV | | System error | VRV IV |
| | | AA | | | Back up or booster heater error | •Malfunction of the backup heater relays [K1M, K2M].<br>•Incorrect parameter of the solar pump station (maximum tank temperature is too high, etc.).<br>•Fuse FU2 blown. | | x | | | | | System error | Altherma |

**Thermostat VRV, Mini-Split**