

## 15.4 Solving problems based on error codes

If the unit runs into a problem, the user interface displays an error code. It is important to understand the problem and to take measures before resetting an error code. This should be done by a licensed installer or by your local dealer.

This chapter gives you an overview of most possible error codes and their descriptions as they appear on the user interface.



### INFORMATION

See the service manual for:

- The complete list of error codes
- A more detailed troubleshooting guideline for each error

### 15.4.1 To display the help text in case of a malfunction

In case of a malfunction, the following will appear on the home screen depending on the severity:

- : Error
- : Malfunction





























You can get a short and a long description of the malfunction as follows:
































<b>1</b>	Press the left dial to open the main menu and go to <b>Malfunctioning</b> . <b>Result:</b> A short description of the error and the error code is displayed on the screen.	
<b>2</b>	Press <b>?</b> in the error screen. <b>Result:</b> A long description of the error is displayed on the screen.	<b>?</b>

























### 15.4.2 Error codes of the unit

= Compressor module, = Hydro module

Error code	Description	
7H-01		Water flow problem
7H-04		Water flow problem during domestic hot water production
7H-05		Water flow problem during heating/sampling
7H-06		Water flow problem during cooling/defrost
7H-07		Water flow problem. Pump deblocking active
7H-08		Pump abnormality during operation (pump feedback)
80-00		Returning water temperature sensor problem
81-00		Leaving water temperature sensor problem
81-01		Mixed water thermistor abnormality.

Error code	Description	
89-01		Heat exchanger freeze-up protection activated during defrost (error)
89-02		Heat exchanger freeze-up protection activated during heating / DHW operation. (warning)
89-03		Heat exchanger freeze-up protection activated during defrost (warning)
89-05		Heat exchanger freeze-up protection activated during cooling operation. (error)
89-06		Heat exchanger freeze-up protection activated during cooling operation. (warning)
8F-00		Abnormal increase outlet water temperature (DHW)
8H-00		Abnormal increase outlet water temperature
8H-01		Overheating mixed water circuit
8H-02		Overheating mixed water circuit (thermostat)
8H-03		Overheating water circuit (thermostat)
A1-00		Zero cross detection problem
A5-00		OU: High pressure peak cut / freeze protection problem
AA-01		Backup heater overheated or BUH power cable not connected
AC-00		Booster heater overheated
AH-00		Tank disinfection function not completed correctly
AJ-03		Too long DHW heat-up time required
C0-00		Flow sensor malfunction
C0-01		Flow sensor malfunction
C0-02		Flow sensor malfunction
C4-00		Heat exchanger temperature sensor problem
C5-00		Heat exchanger thermistor abnormality
CJ-02		Room temperature sensor problem
E1-00		OU: PCB defect
E2-00		Leakage current detection error
E3-00		OU: Actuation of high pressure switch (HPS)
E3-24		High pressure sensor abnormality
E4-00		Abnormal suction pressure
E5-00		OU: Overheat of inverter compressor motor

Error code	Description	
E6-00		OU: Compressor startup defect
E7-00		OU: Malfunction of outdoor unit fan motor
E8-00		OU: Power input overvoltage
E9-00		Malfunction of electronic expansion valve
EA-00		OU: Cool/heat switchover problem
EC-00		Abnormal increase tank temperature
EC-04		Tank preheating
F3-00		OU: Malfunction of discharge pipe temperature
F6-00		OU: Abnormal high pressure in cooling
FA-00		OU: Abnormal high pressure, actuation of HPS
H0-00		OU: Voltage/current sensor problem
H1-00		External temperature sensor problem
H3-00		OU: Malfunction of high pressure switch (HPS)
H5-00		Malfunction of compressor overload protection
H6-00		OU: Malfunction of position detection sensor
H8-00		OU: Malfunction of compressor input (CT) system
H9-00		OU: Malfunction of outdoor air thermistor
HC-00		Tank temperature sensor problem
HC-01		Second tank temperature sensor problem
HJ-10		Water pressure sensor abnormality
J3-00		OU: Malfunction of discharge pipe thermistor
J6-00		OU: Malfunction of heat exchanger thermistor
J6-07		OU: Malfunction of heat exchanger thermistor
J8-00		Malfunction of refrigerant liquid thermistor
JA-00		OU: Malfunction of high pressure sensor
JA-17		Refrigerant pressure sensor abnormality
L1-00		Malfunction of INV PCB
L3-00		OU: Electrical box temperature rise problem
L4-00		OU: Malfunction of inverter radiating fin temperature rise
L5-00		OU: Inverter instantaneous overcurrent (DC)
L8-00		Malfunction triggered by a thermal protection in the inverter PCB

Error code	Description	
L9-00		Prevention of compressor lock
LC-00		Malfunction in communication system of outdoor unit
P1-00		Open-phase power supply imbalance
P3-00		Abnormal direct current
P4-00		OU: Malfunction of radiating fin temperature sensor
PJ-00		Capacity setting mismatch
U0-00		OU: Shortage of refrigerant
U1-00		Malfunction by reverse phase/open-phase
U2-00		OU: Defect of power supply voltage
U3-00		Underfloor heating screed dryout function not completed correctly
U4-00		Indoor/outdoor unit communication problem
U5-00		User interface communication problem
U7-00		OU: Transmission malfunction between main CPU-INV CPU
U8-02		Connection with room thermostat lost
U8-03		No connection with room thermostat
U8-04		Unknown USB device
U8-05		File malfunction
U8-06		MMI/bizone kit communication problem
U8-07		P1P2 communication error
U8-09		MMI software version {version_MMI_software} / Indoor unit [version_IU_modelname] compatibility error
U8-11		Connection with the Wireless gateway lost
UA-00		Indoor unit, outdoor unit matching problem
UA-17		Tank type problem
UF-00		Reversed piping or bad communication wiring detection.