

Fault Codes – [RAS Series](#)

Do Not turn off the power supply before reading the fault codes, doing so will clear the diagnostic memory. Caution must be taken when removing the access covers as high voltages are present.

Fault diagnosis is available by pressing the check button on the rear of the remote controller.

Note: Fault diagnosis for these systems is only possible when using infrared remote controller type WC-C2YE or WH-C2YE (which may be ordered under part number 43069666)

Code		Code	Fault	System Status	Check
00	Indoor Fault	0C	TA Sensor open circuit	No cooling operation (Heating operation continuously – heat pumps)	Sensor Resistance 20°C = 12.5kΩ, 25°C = 10kΩ
			TA Sensor short circuit	No heating operation – heat pumps (Cooling operation continuously)	Sensor Resistance 20°C = 12.5kΩ, 25°C = 10kΩ
		0d	TC Sensor open circuit	No cooling operation (Heating operation continuously – heat pumps)	Sensor Resistance 20°C = 12.5kΩ, 25°C = 10kΩ
			TC Sensor short circuit	No heating operation – heat pumps (Cooling operation continuously)	Sensor Resistance 20°C = 12.5kΩ, 25°C = 10kΩ
		11	Fan Motor	System Stop	Seized motor Thermal fuse open circuit
		12	PCB Fault	System Stop	Replace PCB
01	Inter. Cable	04	Inter. Cable	System Stop	Cable / CT termination and thermal fuse
03	Outdoor Fault	09	No change in temp. of indoor unit	Indoor unit operates	Compressor running not pumping / klixon tripped. For cross wiring.
			Frost Condition	Indoor fan low speed, no outdoor unit operation	Gas charge / pipe blockage. Indoor air flow TC Sensor For cross wiring
		1d	Compressor	System Stop	Compressor windings. Current consumption.

The LEDs on the indoor unit will also flash depending on the type of fault :-

Operation display flashing at 1Hz	Restoration of power after a power cut	N/A
Operation display flashing at 5Hz	TA Sensor fault	0C
Operation display flashing at 5Hz	TC Sensor fault	0d
Operation display flashing at 5Hz	Fan motor fault	11
Operation display flashing at 5Hz	PCB fault	12
Operation and timer display flashing at 5Hz	Interconnecting cable	04
Operation, timer and pre-heat display flashing at 5Hz	No temp change or frost condition	09
Operation, timer and pre-heat display flashing at 5Hz	Compressor	1d

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Fault Codes – [RAV Series](#)

Do Not turn off the power supply before reading the fault codes, doing so may clear the diagnostic memory. Caution must be taken when removing the access covers, as high voltages are present.

Fault diagnosis is available by pressing the check button on the remote controller.

Note: The first number displayed is a code for the number of compressor starts the indoor unit has requested. This number is displayed using the hexadecimal format. Numbers displayed after the start number are fault codes.

Code	Fault	System Status	Check
0C	TA Sensor open circuit	No cooling operation (Heating operation continuously – heat pumps)	Sensor Resistance 20°C = 12.5kΩ, 25°C = 10kΩ
	TA Sensor short circuit	No heating operation – heat pumps (Cooling operation continuously)	Sensor Resistance 20°C = 12.5kΩ, 25°C = 10kΩ
0d	TC Sensor open circuit	Indoor fan stays off in the heating mode	Sensor Resistance 20°C = 12.5kΩ, 25°C = 10kΩ
	TC Sensor short circuit	Outdoor unit simulates high temperature release continually	Sensor Resistance 20°C = 12.5kΩ, 25°C = 10kΩ
04	No communication Outdoor to Indoor	Indoor unit operates – outdoor unit does not	Interconnecting cables / isolator Outdoor transformer (240/12vac) Printed Circuit Board
08	Reverse change temp.	Cooling o/p in Heat mode or Heating o/p in Cool mode	Operation of 4 way valve, energised for heating / TC sensor
09	No change in temp. of indoor unit	Indoor unit operates	Compressor running not pumping / klixon tripped. / For cross wiring.
	Frost Condition	Indoor fan low speed, no outdoor unit operation	Gas charge / pipe blockage. Indoor air flow TC Sensor / For cross wiring
0b	Indoor water level	Indoor unit operates – outdoor unit does not	Lift pump operation. Condensate drain for blockage. Float switch operation – break on rise.
97	LAN com. fault	One zone may not be operating	X&Y terminations and wiring continuity. Indoor PCB
98	Duplicated zone address	Dupl. Addresses Stop	SW02 address set up
99	No communication Indoor to Rem. Con.	System stop.	Interconnecting cables. Indoor is set up as a master. Only one master in a group.
18	TE Sensor open circuit	System stop.	Sensor Resistance 20°C = 12.5kΩ, 25°C = 10kΩ
	TE Sensor short circuit	System stop.	Sensor Resistance 20°C = 12.5kΩ, 25°C = 10kΩ
19	TL or TD Sensor open circuit	System stop.	Sensor Resistance TL 20°C = 12.5kΩ, 25°C = 10kΩ TD 23°C = 53kΩ
	TL or TD Sensor short circuit	System stop.	Sensor Resistance TL 20°C = 12.5kΩ, 25°C = 10kΩ TD 23°C = 53kΩ
20	Low Pressure Trip	System stop.	Change Outdoor PCB (No LP Swth)
21	High Pressure Trip	System stop.	Gas Charge – quantity & quality Pipe blockages Air flows
1E	High Discharge Temperature	System stop.	Gas Charge – quantity & quality TE sensor

		overheat
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