



Trouble 1: The air conditioner can't be turned on at all.

Check to see if there is power supply to the air conditioner. If there's no power supply to the unit, insure the fuse or circuit breaker is ok. If there's still no power after confirming the fuse and circuit breaker, you need to check the power supply to the socket. If there is power supply to the unit but the unit can't be turned.

The possible cause is:

- Broken or burnt of wiring.
- PCB or Thermostat fail.
- Compressor.
- Selector switch .(For window type)
- Overloads.

Trouble 2: The remote controller can't start the machine.

1) Use the emergency switch to start the machine, If it is normal.

The possible cause is:

- Remote receiver broken.
Check and/or Replace the remote receiver.
- Remote controller broken.
Check and/or Replace the remote controller.
- Battery in remote controller run out.
Check and/or Replace the battery.

2) If the emergency switch can't start the machine

See Trouble 1

Trouble 3: The unit runs for a few seconds and then stops.

If the compressor or its electrical controls are defective, the compressor may run for a few seconds, then stops due to its electrical





overload protection function. Every compressor circuit is equipped with an overload safety switch. The safety switch is designed to protect the compressor from burning out. When the unit does create an overload, the safety switch will cut the power supply to the compressor for a certain length of time and then reset itself. When it resets it will allow the electricity to flow to the compressor once again. If the compressor then starts, the unit should function normally. If the compressor doesn't start when the overload resets, the overload will again cut the electricity to the compressor. This cycle will continue indefinitely. (Generally allow three to five minutes before restarting the compressor.)

The possible problem is:

- Compressor
- Compressor safety switch
- Wiring (or the power supply)
- PCB

Trouble 4: The machine stop and the Run Lamp flash once time per cycle or display E1.

The problem is:

- Failure of the room temperature sensor.

Use a measuring instrument (multimeter) to check the resistance of room temperature sensor.

★ The temperature sensor is a negative temperature constant resistance. The higher of the environment temperature, the lower of the sensor's resistance

Trouble 5: The machine stop and the Run Lamp flash 2 times per cycle or display E2.





The problem is:

- Failure of the indoor pipe temperature sensor.

Use a measuring instrument (multimeter) to check the resistance of room temperature sensor.

Trouble 6: Water leaks from Indoor unit.

The possible cause is:

- The wall-hole for interconnect pipe is improperly made. Such as the inside face is lower than the outside face.

Reinstall the unit according to the manual instruction.

- Improper installation of the drainage pipe which is improperly bended or made flat.

Reinstall drainage pipe properly, or replace the damaged one.

- Water plate dirty, drainage hole blocked or drainage pipe is not connected correctly.

Clean the water plate and drainage hole, connect drainage pipe properly and seal it well.

Trouble 7: Indoor unit creates annoying noise.

The possible cause is:

- The indoor unit isn't correctly installed.

Reinstall and/or adjust the unit .

- Improper installation of cross fan.

Adjust it.

- The motor of the inner fan is noisy

Replace and/or adjust the fan motor .

- The filter is loose.

Fix the filter tightly.

Trouble 8: The air is cool but doesn't seem cold enough.



If the air is not cool enough it is necessary to use a thermometer to check the temperature difference between the temperature in the air inlet and the air outlet. Ideally, the temperature difference should be more than 8°C. For example, if the temperature in air inlet position is 35°C, the temperature in air outlet position should be at least 27°C or less. If the difference is 8°C or more there is probably no cause for concern. If the temperature difference is less than 8°C :

We should check the following:

- Back cover

During the winter season many people cover their air conditioners to protect the unit from the dust. In the spring or summer they will sometimes forget to remove the cover. If the unit has a cover on the outside portion of the air conditioner remove the cover first.

- Is the unit used to cool an area that is too large for its capacity?

- Inside Air Filter

Check to make sure the air filter is cleaned.

- There is atmosphere in the cooling system

Re-emptying the cooling system and re-vaccumize it, add refrigerant once more.

- Condenser, Evaporator

Is the condenser and/or evaporator dirty ? If so, the cooling system can't create enough cooling capacity. They should be cleaned by blowing compressed air at them or by using a soft bristle brush to wipe the dirt off.

- Compressor capacity.

When the compressor is inefficient, it will influence the cooling capacity of air conditioner

- Lack of refrigerant.

Is there leaking refrigerant somewhere of the system? Check to ensure the cooling system pressure is enough after add refrigerant to normal level.



Trouble 9: The compressor is running but there is no air blowing.

If the compressor is running normally. Probably, there is something wrong with the fan motor.

(1)、The fan blade does not rotate, Please check the following parts:

- The fan motor.
- The fan blade bearing.
- The fan blade.

(2)、The fan blade can turn freely, please check the following parts:

- PCB.
- Fan motor capacitor.
- Fan motor.

Usually when the inside fan motor is out of function for a few seconds, TCL air conditioner will protect itself after detecting the feedback signal of fan motor.

Trouble 10: The inner fan motor stops for 10 seconds and starts again. After 5 seconds the inner blower stops again and the Run Lamp flash 6 times per cycle or display E6.

The problem is:

- There isn't fan motor speed signal feedback to the PCB
Check and replace the inner fan motor.

Trouble 11: The fan runs but there's no cold air.

Is the setting temperature properly? Is the compressor motor running? Is the compressor humming or making any kind of continuous noise or causing the lights to dim?





If it is making a continuous noise, and the air conditioner is still not cooling at all.

The problem maybe as follow :

- Compressor
- Cooling system (somewhere as condenser, evaporator or interconnect pipe leaks of refrigerant)

If the compressor is not running.

The problem maybe as follow :

- Compressor
- Overload of relay
- PCB or Thermostat
- Burnt wiring
- The set temperature isn't properly
- Compressor capacitor

Trouble 12: The cooling system works normally but it couldn't heating.

The possible cause is:

- incorrect connection of the signal wire between the indoor unit and outdoor unit.
- 4-way valve problem.
Check and / or replace the 4-way valve.

Trouble 13: Poor heating.

The problem maybe as follow :

- Environment is too cool outside.
Heat-pump type air conditioner is recommended to be used at the temperature above -5°C .
- The PCB is out of function.





To replace the PCB board.

- The refrigerant is not enough.

To add enough refrigerant.

- Is the unit used to heat an area that is too large for its capacity?

Trouble 14: Outdoor unit noisy.

The possible cause:

- Outdoor fan motor.

Adjust and/or replace the outdoor motor.

- Axial fan blades.

Adjust and/or replace the axial fan blades,

- Cover vibration.

Adjust the gap between copper pipe and cover, fix an anti-vibrator at the place where there is too much vibration etc.

- vibration of copper piping.

To fix an anti-vibrator at the place where there is too much vibration.

- Compressor noise.

Add the deadening around the compressor.

- Improper installation of outside unit.

Adjust and/or reinstall the outside unit.

Trouble 15: The unit rattles loudly when it turns off.

The compressor in an air conditioner is a powerful motor. When it starts up - and especially when it shuts off - the whole air conditioner would shake, sometimes loudly. Usually there is nothing can be done to solve this problem. However, it is possible that the compressor mounting pads and brackets are worn out or missing after use for a





long time. If the pads and brackets are worn out or missing, please replace them with new ones.

Trouble 16 : Why the heating of the air conditioner does not function?

Our remote control is designed to have both 'cooling only' mode and 'cooling & heating' mode. Users need to activate either the 'cooling only' mode or the 'cooling & heating' mode. If 'cooling only' mode is activated, the heating function of the air conditioner will not work, it will start heating up the room temperature only when you turn it into 'cooling & heating' mode. The way of setting is demonstrated in detail in the user's manual.

Trouble 17 : Why the air conditioner does not blow out hot air until several minutes after it is activated?

This is because when the heating mode just started, the temperature of the evaporator is relatively low and the wind blow out would be cool. Therefore, there has designed a function of cool air protection, which will stop the indoor fan from working until the evaporator reaches the set temperature. Thus, there will not be any wind blow out at the beginning.

Trouble 18 : Why the air conditioner does not work for the first 3 minutes, after it is restarted after a sudden power lost?

This is because our air conditioning has been set up with the power lost memory function (AUTO - RESTART), when suddenly power off and then immediately power on, the air conditioner will operate



according to the same setting before the power off. Therefore, in order to prevent the impact of imbalance system to the compressor on its startup, the compressor will re-start operating 3 minutes delay. Thus, the condition will not either heat up or cool down the room temperature in these 3 minutes.

Trouble 19 : Why the capacity of new air condition seemed not strong enough to cool down the room temperature?

There could be various reasons:

1) The capacity is insufficient, professional will be necessary for checking.

2) Wrong mode of air conditioner is brought, as the choice of models has a direct relationship with the following conditions:

A. The area of the room.

B. The cooling load of the room. It is related to the heat leakage, which is affected by the thermal insulation of room wall, large glass window and no. of heating source such as high voltage home appliances. The heat leakage will also be affected in places such as dining room and living room.

To our experience, capacity of air conditioner = room area X cooling load, cooling load can be between 160 to 220, depend on the heat leakage. For example, if there are not any large voltage home appliances and the thermal insulation is ok, the cooling load of a single room can be estimated as 160, and 170 for a double room, 200 for a living room and 220 for a dining room. Commercial areas should be estimated according to real situations.