

## Commercial Heat Pump

CHP020 and CHP040

### ERROR CODES

Error code	Fault	Action
A05	Tank water temperature probe - failure	<ul style="list-style-type: none"> <li>• Ensure tank sensor connect to terminal "1&amp;2".</li> <li>• Check tank sensor if broken (NTC thermistor: 10KΩ@25°C).</li> </ul>
A06	Outlet water temperature probe - failure	<ul style="list-style-type: none"> <li>• Check outlet water temp sensor connection. Refer to electric diagram located on the back of access door.</li> <li>• Check temp sensor if broken (NTC thermistor: 10KΩ@25°C).</li> </ul>
A13	User pump maintenance	Remind user to check component operation status. Call your installer to book maintenance. This alarm doesn't affect your heat pump operation.
A16	Ambient temperature probe - failure	<ul style="list-style-type: none"> <li>• Check ambient temp sensor connection. Refer to electric diagram located on the back of access door.</li> <li>• Check temp sensor if broken (NTC thermistor: 10KΩ@25°C).</li> </ul>

Error code	Fault	Action
A24	Suction temperature probe - failure	<ul style="list-style-type: none"> <li>• Check suction temp sensor connection. Refer to electric diagram located on the back of access door.</li> <li>• Check temp sensor if broken (NTC thermistor: 10K<math>\Omega</math>@25°C)</li> </ul>
A25	High pressure switch open	<ul style="list-style-type: none"> <li>• Check if stop valves open and hot water loop is filled with water. After fix the issues, switch off/on the unit to restart.</li> <li>• Check if tank sensor is installed in tank thermostat well.</li> <li>• Check if all breakers have switched on in electric enclosure.</li> <li>• Check high pressure switch connection. Refer to electric diagram located on the back of access door (marked as HP).</li> <li>• Check pressure switch if broken (NC type: normal close).</li> </ul>
A26	High pressure transducer exceeds threshold or failure	<ul style="list-style-type: none"> <li>• Check if stop valves open and hot water loop is filled with water. After fix the issues, switch off/on the unit to restart.</li> <li>• Check if tank sensor is installed in tank thermostat well.</li> <li>• Check if all breakers have switched on in electric enclosure.</li> <li>• Check high pressure transducer connection. Refer to electric diagram located on the back of access door (marked as condensing pressure).</li> <li>• Check pressure transducer if broken.</li> </ul>
A27	Low pressure transducer - failure	<ul style="list-style-type: none"> <li>• Check if fan airflow was blocked due to obstacles or dirty coil. After fix the issue, switch off/on the unit to restart.</li> <li>• Check if all breakers have switched on in electric enclosure.</li> <li>• Check if fan and electronic expansion valve work.</li> <li>• Check if refrigerant escaped and leakage spots.</li> <li>• Check low pressure transducer connection. Refer to electric diagram located on the back of access door (marked as evaporating pressure).</li> <li>• Check pressure transducer if broken</li> </ul>

Error code	Fault	Action
A29	Low pressure switch open	<ul style="list-style-type: none"> <li>• Check if fan airflow was blocked due to obstacles or dirty coil. After fix the issue, switch off/on the unit to restart.</li> <li>• Check if all breakers have switched on in electric enclosure.</li> <li>• Check if fan and electronic expansion valve work. <ul style="list-style-type: none"> <li>• Check if refrigerant escaped and leakage spots.</li> <li>• Check low pressure switch connection.</li> </ul> </li> </ul> <p>Refer to electric diagram located on the back of access door (marked as LP).</p> <ul style="list-style-type: none"> <li>• Check pressure switch if broken (NC type: normal close when refrigerant exists in the system).</li> </ul>
A30	Reversed phase of power supply or compressor overload	<ul style="list-style-type: none"> <li>• Check 3 phase order from isolating switch to heat pump</li> <li>• Check current setting on compressor overload. Refer to electric diagram located on the back of access door.</li> <li>• Check 3 phase fail relay if broken.</li> <li>• Check compressor overload if broken.</li> </ul>
A32	Compressor maintenance	Remind user to check component operation status. Call your installer to book maintenance. This alarm doesn't affect your heat pump operation.
A34	Fan maintenance	Remind user to check component operation status. Call your installer to book maintenance. This alarm doesn't affect your heat pump operation.