

NORTH AMERICAN HVAC PRODUCTS

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Hybrid Heat Pump Water Heater

Trouble shooting

Error code	Meaning	Solutions
E0	T2 sensor malfunction	1. Check wires damage or not
		2. Check Wires connect correct or not
		3. Check T2 sensor damage or not
		4. Check T2 whether interfere with strong magnetic field
		5. Check actual temp. whether in 0°C~60°C (tolerance +5°C)
E1	T3a sensor malfunction	1. Check wires damage or not
		2. Check Wires connect correct or not
		3. Check T3a sensor damage or not (resistance)
		4. Check T3a whether interfere with strong magnetic field
		5. Check actual temp. whether in -5°C~30°C (tolerance +5°C)
		6. Check TXV damage or not , it should be cause this problem if controlling bad
E4	T3b sensor malfunction	1. Check wires damage or not
		2. Check Wires connect correct or not
		3. Check T3b sensor damage or not (resistance)
		4. Check T3b whether interfere with strong magnetic field
		5. Check actual temp. whether in 0°C~30°C
E5	T4 sensor malfunction	1. Check wires damage or not
		2. Check Wires connect correct or not
		3. Check T4 sensor damage or not (resistance)
		4. Check T4 whether interfere with strong magnetic field
		5. Check actual temp. whether in 30°C~110°C (tolerance ±5°C)
		6. Check pipe system whether damage , it should be affect refrigerant flowing well
		7. Check refrigerant leakage , it should cause this malfunction if refrigerant not enough

E6	T5 sensor malfunction	1. Check wires damage or not
		2. Check Wires connect correct or not
		3. Check T5 sensor damage or not (resistance)
		4. Check T5 whether interfere with strong magnetic field
E7	Heat pump malfunction	<ol style="list-style-type: none"> 1. Power off can resume 2. Spot inspection, please check the last 3 times malfunction code and solve it according which code happen “LOCK + UP” Enter spot inspection
E8	Water temperature is too high ($T2 \geq 165F$)	<ol style="list-style-type: none"> 1. Power off can resume 2. Check actual temp. , if it is true ,then change T2 sensor
P0	Out of Run condition C	<p>Run condition C: $T3a(30min) > 20F$ Cont. check after 30 min.</p>
P1	Out of Run condition D	<p>Run condition D: $(T3b-T3a) > 3F$ Cont. check after 30 min.</p>
P2	Out of Run condition E	<p>Run condition E: $T4 < 240F$ Cont check.</p>
P4	Compressor current is too high	<ol style="list-style-type: none"> 1. Check power voltage whether over high 2. Check compressor damage or not
P5	Air filter is dirty	<ol style="list-style-type: none"> 1. Take it out to clean 2. Press <lock> and <down> key to cancel malfunction
P6	Out of Run condition A	<p>Run condition A: $T4(5min) > T4(0min)+15F$ One-time check</p>
P7	Out of Run condition B	<p>Run condition B: $T4 > 100F$ Continue Check after 30 min.</p>
P8	UE has no current	<ol style="list-style-type: none"> 1. Power off can resume 2. Check power voltage whether in normal working range 3. Check power code connect correct or not 4. Check thermostat whether on “on” side 5. Check electric heating element damage or not 6. Check the wire whether through current sensor in PCB

PA	LE has no current	<ol style="list-style-type: none">1. Power off can resume2. Power off can resume3. Check power voltage whether in normal working range4. Check power code connect correct or not5. Check thermostat whether on "on" side6. Check electric heating element damage or not
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