



SANYO Commercial Solutions

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Technical Service Bulletin

2007.02.10

Category: Normal Troubleshooting Related to Common Installation Error or Broken Wire

Topic: **Unit Will Not Run, Typically New Installation but could be Existing**

Applicable Product: All Sanyo "7 Series R-410a Air Conditioners and Heat Pumps of 26,000 to 42,000 BTU Capacities"

Indoor units: KH2672R, KHH2672R, TH2672R, THH2672R, XH2672R, UH2672R, KH3072R, KH3072R, KH3672R, TH3672R, THH3672R, XH3672R, UH3672R, TH4272R, XH4272R, TH4272R, XH4272R

Indication:

- New or existing installation; System will not run
- If Wired Remote Controller Applied: Error Code "E 04" Displayed
- Wireless Remote Controller: **Operation Light Blinks on Indoor Unit**

Common Cause:

- No control communication between indoor and outdoor units.
- Most common repair: See Item "4e" below.

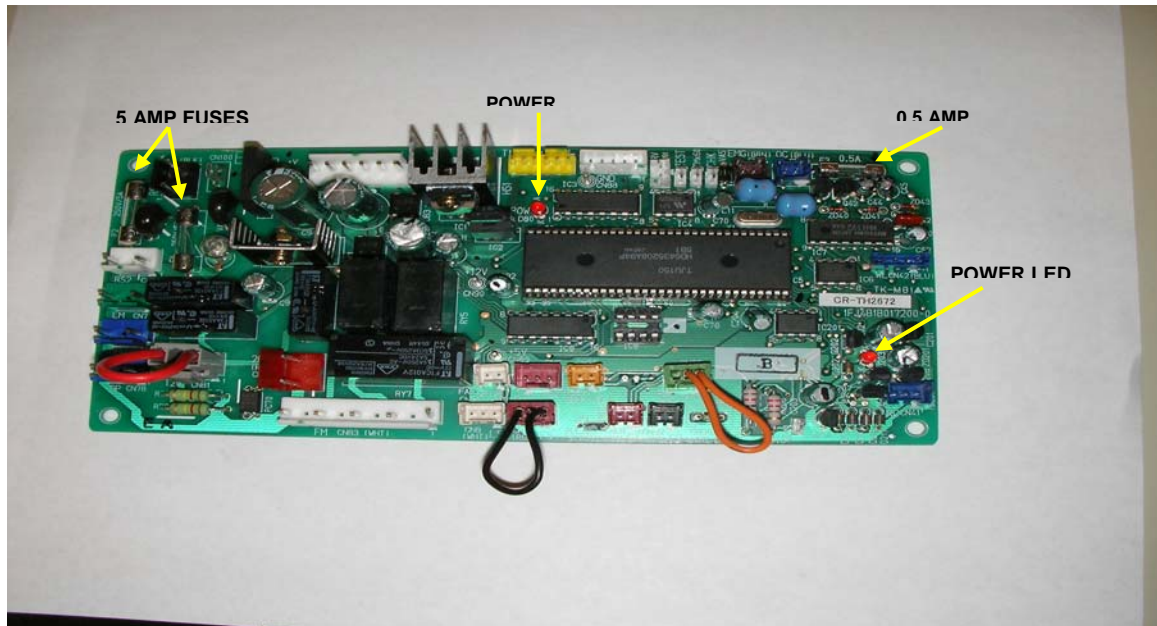
Possible Source of Problem:

- Outdoor unit provided with power supply but no power to indoor unit.
- Control wires broken between indoor and outdoor unit.
- Blown fuse on indoor circuit board.

Diagnostic Procedures:

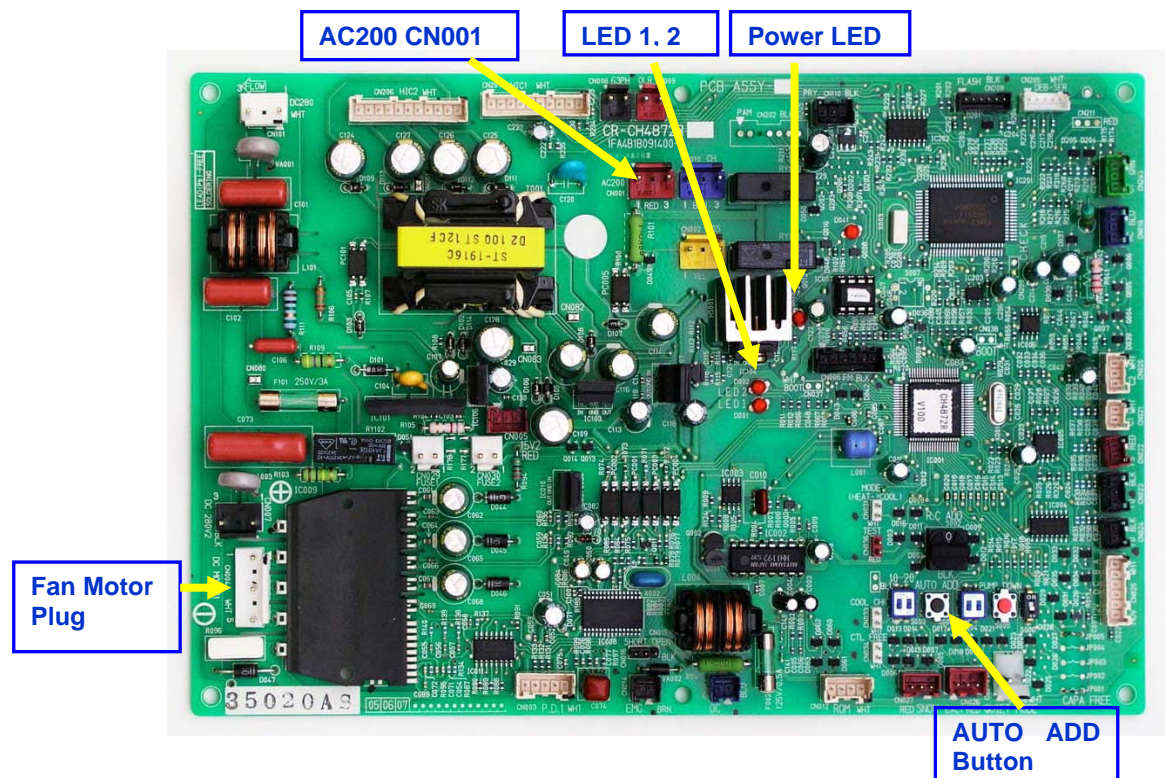
1. Check and confirm line voltage power supply to indoor and outdoor units. Should be 208/230 VAC.
2. Access the indoor circuit board and look for the Power LED marked as "D80" to be illuminated on the indoor board.

INDOOR CIRCUIT BOARD



3. If D80 is Not Lit:
 - a. Check three fuses on board
 - i. Fuse Open:
 1. Remove line voltage power from system. Disconnect fan motor and other electrical devices from board and conduct "Ohm" check for short circuit.
 2. Replace the short circuited device and the indoor board.
 - ii. Fuse Good:
 1. Check indoor unit transformer (marked VCC and connector CN75) for correct secondary voltages.
 - a. 14.8 VAC between Red wires
 - b. 14.8 VAC between Brown wires
 - c. 20.0 VAC between Orange wires

2. If the transformer primary has 208/230 VAC and any of the above voltages are missing, replace the indoor board.
4. If D80 is Lit and all Indoor Voltages are OK:
 - a. Access the main circuit board of the outdoor unit (this board is marked "CR-CH4872R".
 - b. On the outdoor board locate the two LED's identified as "LED 1" and "LED 2".



- c. If LED 1 & 2 is not lit there is either no fault or the outdoor board is not receiving power.
 - i. Check the power input to the outdoor board at AC200 which is a red connector marked as CN001.
 - ii. Replace the outdoor board if voltage is present at connector CN001 (208/230) and the fuse on the board is OK.
- d. If either LED 1 or LED 2 is **Lit CONSTANTLY** or either one is **FLASHING individually** a Fault is indicated. Follow the troubleshooting procedures provided in the technical manual.

- e. If LED 1 & 2 is **FLASHING SIMULTANEOUSLY** (together) an **"Auto Addressing Failure"** is indicated. This is a very easy fault to correct using the following procedure.
- i. Turn power off to the outdoor unit.
 - ii. Wait at least one minute until the LED lights go completely dark insuring that all residual power is eliminated.
 - iii. Locate the black button on the outdoor board marked 'AUTO ADD'.
 - iv. Turn line voltage back on to the outdoor unit (be certain that indoor voltage is also turned on).
 - v. Press and hold the "AUTO ADD" button for at least 4 seconds until LED 1 and LED 2 begin blinking alternately. This indicates that Auto Addressing has begun.
 - vi. In approximately 3 to 5 minutes the LEDs should stop blinking (go completely off) indicating that the system has Auto Addressed.
 - vii. Once the LED's turn off go to the indoor unit and place the system in a call for cooling or heating. The indoor fan will start and after the 3 minute time delay expires the outdoor unit should begin operation.
 - viii. If the LED's do not stop completely you will need to follow the troubleshooting instruction in Sanyo literature to identify the error code.

For additional details please access our technical literature using our website at www.sanyohvac.com or contact our technical service department at 800-851-1235.