

TOSHIBA (UK) Ltd.

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 LED's 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, energized 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. Condense drain for blockage. Floats switch operation – break on rise.
99	No communication Indoor to Rem. Con.	System stops.	Interconnecting cables. Indoor is set up as a master. Only one master in a group.
18	TE Sensor open circuit	System stops.	Sensor Resistance 20°C = 12.5kΩ, 25°C = 10kΩ
	TE Sensor short circuit	System stops.	Sensor Resistance 20°C = 12.5kΩ, 25°C = 10kΩ
19	TL or TD Sensor open circuit	System stops.	Sensor Resistance TL 20°C = 12.5kΩ, 25°C = 10kΩ TD 23°C = 53kΩ
	TL or TD Sensor short circuit	System stops.	Sensor Resistance TL 20°C = 12.5kΩ, 25°C = 10kΩ TD 23°C = 53kΩ
21	High Pressure Trip	System stops.	Gas Charge – quantity & quality Pipe blockages Air flows
1E	High Discharge Temperature	System stops.	Gas Charge – quantity & quality TE sensor Indoor unit air flow

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Fault Codes – 2 Pipe Super Multi

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 at three locations within the Air Conditioning system. :-

1. Remote Controller - press the check button
2. Multi Controller - rotate the display switch to position 1
3. Outdoor Unit - see following chart

<u>Remote Controller</u> press check			<u>Multi Controller</u> switch position 1			<u>Outdoor Unit</u> Switch position 0	
04	No Communication Interface to Inverter	➔	04	No Communication Interface to Inverter	➔	LED 5 off LED 6 on	No Communication Interface to Inverter
04	No Communication Multi C. to Outdoor	➔	04	No communication Multi C. to Outdoor			
04	No Communication Indoor to Multi C.						
0b	ID water level						
0C	TA Sensor Fault		88	M/C doesn't recognize outdoor capacity		<u>Display Switch set to 8</u> (If lit....)	
0d	TC Sensor Fault		80	Th(A) Sensor Fault	⬅	LED 1	Th(A) Sensor Fault
08	Reverse change temp		81	Th(B) Sensor Fault	⬅	LED 2	Th(B) Sensor Fault
09	Frost or no temp change		82	Th(C) Sensor Fault	⬅	LED 3	Th(C) Sensor Fault
99	No Communication Indoor to Rem Con		83	Th(D) Sensor Fault	⬅	LED 4	Th(D) Sensor Fault
			84	Th(X) Sensor Fault	⬅	LED 5	Th(X) Sensor Fault
15	Refer to Multi Con	↗	0b	M/C water level	⬅		M/C water level
	Preheat/Defrost Flash	➔	89	ID codes set too high	⬅	LED 6	ID codes set too high
				ID codes set to zero		LED 7	M/C 1 Sensor Fault
						LED 8	M/C 2 Sensor Fault
						<u>Display Switch set to 3</u> (If lit....)	
1C	Refer to Outdoor	➔	1C	Refer to Outdoor	➔	LED 1	ThD1 Sensor Fault
						LED 2	ThD2 Sensor Fault
						LED 3	ThS Sensor Fault
						LED 4	HP Trip, by sensor
						LED 5	Pd Sensor Fault
						LED 6	Discharge Pipe >130°C
						LED 7	Suction Pipe > 40°C
						LED 8	Low Pressure Trip
						<u>Inv. PCB SW01 set to Off/Off</u>	
14	Refer to Outdoor	➔	14	Refer to Outdoor	➔	●○○○	Low Inverter Voltage
1d	Refer to Outdoor	➔	1d	Refer to Outdoor	➔	○●○○	High Inverter dc Current
1F	Refer to Outdoor	➔	1F	Refer to Outdoor	➔	○○●○	High Inverter ac Current
18	Refer to Outdoor	➔	18	Refer to Outdoor	➔		ThE Sensor Fault
21	Refer to Outdoor	➔	21	Refer to Outdoor	➔	○○○●	Inverter HP Trip Inv. Comp. overheat
					↘		Phase Rotation / DOL HP Trip / Overload Trip / DOL Comp. overheat

●=LED Flashing ○=LED Lit

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Fault Codes – 3 Pipe Super Multi

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 at three locations within the Air Conditioning system. :-

1. Remote Controller - press the check button
2. Multi Controller - rotate the display switch to position 1
3. Outdoor Unit - see following chart

<u>Remote Controller</u> press check			<u>Multi Controller</u> switch position 1			<u>Outdoor Unit</u> Switch positions 2 & 0	
04	No Communication Interface to Inverter	➔	04	No Communication Interface to Inverter	➔	04	No Communication Interface to Inverter
04	No Communication Multi C. to Outdoor	➔	04	No communication Multi C. to Outdoor			
04	No Communication Indoor to Multi C.						
0b	ID water level						
0C	TA Sensor Fault		88	M/C doesn't recognize outdoor capacity			
0d	TC Sensor Fault		80	Th(A) Sensor Fault	⬅	80	Th(A) Sensor Fault
08	Reverse change temp		81	Th(B) Sensor Fault	⬅	81	Th(B) Sensor Fault
09	Frost or no temp change		82	Th(C) Sensor Fault	⬅	82	Th(C) Sensor Fault
99	No Communication Indoor to Rem Con		83	Th(D) Sensor Fault	⬅	83	Th(D) Sensor Fault
			84	Th(X) Sensor Fault	⬅	84	Th(X) Sensor Fault
15	Refer to Multi Con	↗	0b	M/C water level	⬅	0b	M/C water level
	Preheat/Defrost Flash	➔	89	ID codes set too high	⬅	89	ID codes set too high
				ID codes set to zero			
1C	Refer to Outdoor	➔	1C	Refer to Outdoor	➔	A0	ThD1 Sensor Fault
					➔	A1	ThD2 Sensor Fault
					➔	A2	ThS Sensor Fault
					➔	A3	ThO Sensor Fault
					➔	A5	ThE Sensor Fault
					➔	A6	Discharge Pipe >130°C
					➔	A7	Suction Pipe > 40°C
					➔	AA	Pressure Sensor Fault
					➔	AE	Low Pressure Trip
14	Refer to Outdoor	➔	14	Refer to Outdoor	➔	14	Low Inverter Voltage
1d	Refer to Outdoor	➔	1d	Refer to Outdoor	➔	1d	High Inverter dc Current
1F	Refer to Outdoor	➔	1F	Refer to Outdoor	➔	1F	High Inverter ac Current
21	Refer to Outdoor	➔	21	Refer to Outdoor	➔	21	Inverter HP Trip Inv. Comp. overheat
					↘	Ad	Phase Rotation / DOL HP Trip / Overload Trip / DOL Comp. overheat