

Panasonic Troubleshooting

Customer Care Information

No Go, the Power Light is OFF

Check the isolator switch outside and the circuit breaker on the distribution board inside are ON.

Power Light Blinks When First Turned ON

The unit will be doing a pre-heating stage for 3 mins.

Mist Emerges from Indoor Unit

Condensation affect due to cooling process.
Keep the filters and evaporator fins clean.

Water Flowing Sound Heard During Operation

Refrigerant flow inside the unit or unit is defrosting.

The Room has a Peculiar Odour

This maybe due to damp smells emitted by the wall, carpet, furniture or clothing.

Indoor Fan Stops Occasionally During Auto Fan Speed Setting

This helps to remove the surrounding odors.

Operation is Delayed a few Minutes after Restart

The delay is a protection to the unit's compressor, usually about 3 min.

Outdoor Unit Emits Water/Steam

Condensation or evaporation occurs on pipes or the unit is defrosting.

Timer Light is Always ON

The Timer setting repeats daily once set.

Indoor Unit Fan Stops Blowing Heat and the Power Light is Blinking (Louver closed)

The unit is in defrosting mode to melt the ice on outdoor unit coil, the indoor unit will start again within 15 min. (Air Swing set to AUTO)

Indoor Unit Stops Occasionally During Heating Operation

To avoid unintended cooling effect. (Cold draft prevention)

Power Light Blinking before the Unit is Switched ON

This is a preliminary step in preparation for the operation when ON Timer has been set.
(Pre-Heating Stage)

Cracking Sound Heard During Operation

Changes in temperature cause the expansion/contraction of the unit plastic and metal.

Auto Louvers Do Not Swing Automatically Fully in the Heat Mode

Louvers do not swing the same way as in the cooling mode. The Louvers will move in steps dependent on temperature of the indoor unit coil. Louver will blow air horizontally for a while then blows downward.

Indoor Fan Speed Will Not Increase in Heat or Auto Mode

Fan speed will increase automatically and manually according to temperature on the indoor unit coil and the setting temp on the remote controller.

Airflow Continues Even After Operation Has Stopped.

Extraction of remaining heat from the indoor unit coil. (max. 30secs)

2 or More Human Activity Indicator Turns On Simultaneously.

Judgement of heat source and movement area in progress.

Power Indicator Blinks 3 secs ON and 0.5 secs OFF During Operation.

The unit is in Demand Response Mode.

Check Following Points before Calling for Service

Unit Stops Suddenly, Louver Closes and the Timer Light is Blinking

Check filters are clean and reset the isolator switch by the outside unit. Wait 5 mins before turn ON again. If unit does not start or stops again then call your dealer/installer for service. Unit has recorded a fault in the memory.

How to Find Fault Code in the Memory of Remote Controller

1. Press and hold down the check button on the remote with a pen for 5 secs until a beep is heard and the remote display will change.
2. Press the timer up button to scroll through the fault codes until the unit beeps continuously for 4 secs. The Fault code displayed will be the one causing problem. Record the code and call your dealer/installer.
3. Press the check button again for 5 secs to exit back to normal operation.

Heating/Cooling Operation is not Working Efficiently

Set temperature correctly
Close all doors and windows
Clean filters
Clear any obstruction at air inlet and outlet vents

Noisy During Operation

Check if the unit has been installed correctly on wall
Close the front panel correctly
Check there is no object inside the fan blade inside unit.

Remote Control Does Not Work

Replace with new batteries inserted correctly.

Unit Does Not Work

Check the isolator outside and circuit breaker inside has not tripped
Check if timers have been set on remote.

Indoor Unit Doesn't Receive Signal from Wireless Remote Controller

Make sure receiver is not obstructed.
Certain fluorescent lights may interfere with signal transmitter.
Check for other transmitter devices in the home causing interference.

Patrol Sensor or E-Ion Light on Indoor Unit are Blinking

Press Patrol or E-Ion twice.
Clean needle at ion generator below vane with cotton bud.
Reset the power.