

7-4-3 Error Code [2502] (Models with a drain sensor)

1. Error code definition

Drain pump fault

2. Error definition and error detection method

- 1) Make the drain sensor thermistor self-heat. If the temperature rise is small, it is interpreted that the sensor is immersed in water. This condition is considered to be a preliminary error, and the unit goes into the 3-minute restart delay mode.
- 2) If another episode of the above condition is detected during the preliminary error, this is considered a drain pump error, and "2502" appears on the monitor.
- 3) This error is always detected while the drain pump is in operation.
- 4) The following criteria are met when the criteria for the forced stoppage of outdoor unit (system stoppage) are met.
 - *"Liquid pipe temperature-inlet temperature $\leq -10^{\circ}\text{C}$ [-18°F]" has been detected for 30 minutes.
 - *The immersion of drain sensor is detected 10 consecutive times.
 - *The conditions that are listed under items 1) through 3) above are always met before the criteria for the forced stoppage of the outdoor unit.
- 5) The indoor unit that detected the conditions that are listed in item 4) above brings the outdoor unit in the same refrigerant circuit to an error stop (compressor operation prohibited), and the outdoor unit brings all the indoor units in the same refrigerant circuit that are in any mode other than Fan or Stop to an error stop. "2502" appears on the monitor of the units that came to an error stop.
- 6) Forced stoppage of the outdoor unit
Detection timing: The error is detected whether the unit is in operation or stopped.
- 7) Ending criteria for the forced stoppage of outdoor unit
Power reset the indoor unit that was identified as the error source and the outdoor unit that is connected to the same refrigerant circuit.
Forced stoppage of the outdoor unit cannot be cancelled by stopping the unit via the remote controller.
(Note) Items 1) - 3) and 4) - 7) are detected independently from each other.

Note

The address and attribute that appear on the remote controller are those of the indoor unit (or OA processing unit) that caused the error.

3. Cause, check method and remedy

Cause	Check method and remedy
(1) Drain pump failure	Check for proper functioning of the drain pump.
(2) Drain water drainage problem •Clogged drain pump •Clogged drain piping	Check for proper drainage.
(3) Adhesion of water drops to the drain sensor •Trickling of water along the lead wire •Rippling of drain water caused by filter clogging	1) Check for proper lead wire installation. 2) Check for clogged filter.
(4) Indoor unit control board failure •Drain pump drive circuit failure •Drain heater output circuit failure	If the above item checks out OK, replace the indoor unit control board.
(5) Items (1) through (4) above and an indoor unit electronic valve closure failure (leaky valve) occurred simultaneously.	Check the solenoid valves on the indoor unit for leaks.

7-4-4 Error Code [2502] (Models with a float switch)

1. Error code definition

Drain pump fault

2. Error definition and error detection method

- 1) The immersion of sensor tip in water is detected by the ON/OFF signal from the float switch.
 - *Submergence of the sensor
When it is detected that the float switch has been ON for 15 seconds, it is interpreted that the sensor tip is immersed in water.
 - *Sensor in the air
When it is detected that the float switch has been OFF for 15 seconds, it is interpreted that the sensor tip is not immersed in water.
- 2) If it is detected that the float switch has been ON for 3 minutes after the immersion of the sensor tip was detected, this is considered a drain pump failure, and "2502" appears on the monitor.
 - *The total time it takes for this error to be detected is 3 minutes and 15 seconds, including the time it takes for the first immersion of the sensor tip to be detected.
- 3) Detection of drain pump failure is performed while the unit is stopped.
- 4) The following criteria are met when the criteria for the forced stoppage of outdoor unit (system stoppage) are met.
 - *"Liquid pipe temperature-inlet temperature $\leq -10^{\circ}\text{C}$ [-18°F]" has been detected for 30 minutes.
 - *It is detected by the float switch that the sensor tip has been immersed in water for 15 minutes or more.
 - *The conditions that are listed under items 1) through 3) above are always met before the criteria for the forced stoppage of the outdoor unit.
- 5) The indoor unit that detected the conditions that are listed in item 4) above brings the outdoor unit in the same refrigerant circuit to an error stop (compressor operation prohibited), and the outdoor unit brings all the indoor units in the same refrigerant circuit that are in any mode other than Fan or Stop to an error stop.
- 6) Forced stoppage of the outdoor unit
Detection timing: The error is detected whether the unit is in operation or stopped.
This error is detected whether the unit is in operation or stopped.
- 7) Ending criteria for the forced stoppage of outdoor unit
Power reset the indoor unit that was identified as the error source and the outdoor unit that is connected to the same refrigerant circuit.
Forced stoppage of the outdoor unit cannot be cancelled by stopping the unit via the remote controller.
(Note) Items 1) - 3) and 4) - 7) are detected independently from each other.

Note

The address and attribute that appear on the remote controller are those of the indoor unit (or OA processing unit) that caused the error.

3. Cause, check method and remedy

Cause		Check method and remedy
(1)	Drain pump failure	Check for proper functioning of the drain pump mechanism
(2)	Drain water drainage problem •Clogged drain pump •Clogged drain piping	Check for proper drainage.
(3)	Stuck float switch Check for slime in the moving parts of the float switch.	Check for normal operation of the float switch.
(4)	Float switch failure	Check the resistance with the float switch turned on and turned off.
(5)	Indoor unit control board failure •Drain pump drive circuit failure •Float switch input circuit failure	Replace indoor unit control board.
(6)	Items (1) through (5) above and an indoor unit electronic valve closure failure (leaky valve) occurred simultaneously.	Check the solenoid valves on the indoor unit for leaks.