

# Troubleshooting - Heatseeker Nova

## Error Code Displayed on LED Controller

MALFUNCTIONS	ERROR	REASONS	SOLUTIONS
Inlet water temperature sensor failure	PP01	The sensor has an open or short circuit	Check or change the sensor
Outlet water temperature sensor failure	PP02	The sensor has an open or short circuit	Check or change the sensor
Heating condenser sensor failure	PP03	The sensor has an open or short circuit	Check or change the sensor
Gas return sensor failure	PP04	The sensor has an open or short circuit	Check or change the sensor
Ambient temperature sensor failure	PP05	The sensor has an open or short circuit	Check or change the sensor
Condenser gas exit failure	PP06	The sensor has an open or short circuit	Check or change the sensor
Antifreeze protection in winter	PP07	Ambient temperature or water inlet temperature is too low	
Low ambient temperature protection	PP08	Ambient temperature or water inlet temperature is too low	
High pressure failure	EE01	1. Too much refrigerant 2. Insufficient air flow	1. Discharge redundant refrigerant from heat pump gas system 2. Clean the air exchange
Low pressure failure	EE02	1. Insufficient refrigerant 2. Insufficient water flow 3. Filter or capillary jammed	1. Check for gas leakage, re-fill the refrigerant 2. Clean the air exchanger 3. Replace the filter or capillary
Water flow failure	EE03 or "ON"	Low water flow, wrong flow direction, or flow switch failure	Check if the water flow is high enough and flow is in the correct direction. Or the flow switch may have failed.
The water is overheating	EE04	Water flow low or no water	1. Repair the circulating pump 2. Clean the water pipe 3. Check the water switch

MALFUNCTIONS	ERROR	REASONS	SOLUTIONS
<b>Gas exhaust temperature sensor failure</b>	<b>EE05</b>	1. Insufficient gas 2. The throttling device is jammed 3. Low water flow	1. Change the throttling device 2. Check the water pump
<b>Controller failure</b>	<b>EE06</b>	1. Wire connection is not correct 2. Controller failure	1. Check or change the signal wire 2. Restart the power supply or change the controller
<b>Converter failure</b>	<b>EE07</b>	Converter board failure	Restart the power or change the converter board
<b>Communication failure between controller and converter board</b>	<b>EE08</b>	1. Insufficient wire connection 2. Controller failure	1. Check the wire connection. 2. Restart the power supply 3. Change the controller.
<b>Communication failure between converter and outdoor board</b>	<b>EE09</b>	Wire connection between communication wire and outdoor board is incorrect.	Restart the power supply or change the outdoor board.
<b>Module board failure between outdoor board and module board</b>	<b>EE10</b>	1. Communication wire is broken. 2. Outdoor board or module board failure.	Restart the power or change the broken board.
<b>Module board failure</b>	<b>EE11</b>	Data is incorrect or module board failure.	Restart the power or change the broken board.
<b>Direct main current's voltage too high or too low protection</b>	<b>EE12</b>	1. The pressure is too high or too low. 2. The inner communication contactor is broken.	1. Check the power supply 2. Change the contactor
<b>Over current protection</b>	<b>EE13</b>	1. Electric supply pressure is too low. 2. The Heat Pump is overloaded.	1. Check the power supply 2. Check whether the water temperature is too high.
 <b>The heating light is on</b>	<b>Defrosting</b>		