MITSUBISHI ELECTRIC

SPLIT-TYPE AIR CONDITIONERS

**Revision A:**
- The descriptions of the expansion valve coil have been corrected. (10-4.)
- Some descriptions have been modified.

Please void OBH686.

# OUTDOOR UNIT

# SERVICE MANUAL

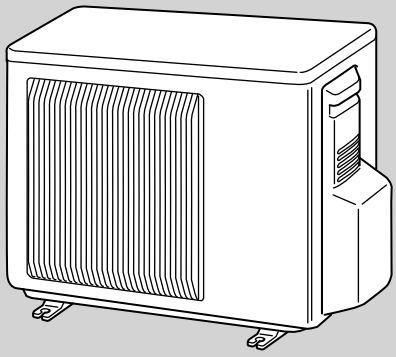
HFC utilized R410A

**No. OBH686**
**REVISED EDITION-A**

**Models**

# MUZ-HE09NA
# MUZ-HE12NA
# MUZ-HE15NA
# MUZ-HE18NA
# MUZ-HE24NA

**Indoor unit service manual**
**MSZ-HE•NA Series (OBH685)**



**MUZ-HE09NA**
**MUZ-HE12NA**
**MUZ-HE15NA**

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PARTS CATALOG (OBB686)

**NOTE:**
RoHS compliant products have <G> mark on the spec name plate.

Mr.SLIM™

# Use the specified refrigerant only

**Never use any refrigerant other than that specified.**

Doing so may cause a burst, an explosion, or fire when the unit is being used, serviced, or disposed of.
Correct refrigerant is specified in the manuals and on the spec labels provided with our products.
We will not be held responsible for mechanical failure, system malfunction, unit breakdown or accidents caused by failure to follow the instructions.

**Revision A:**

- The descriptions of the expansion valve coil have been corrected. (10-4.)
- Some descriptions have been modified.

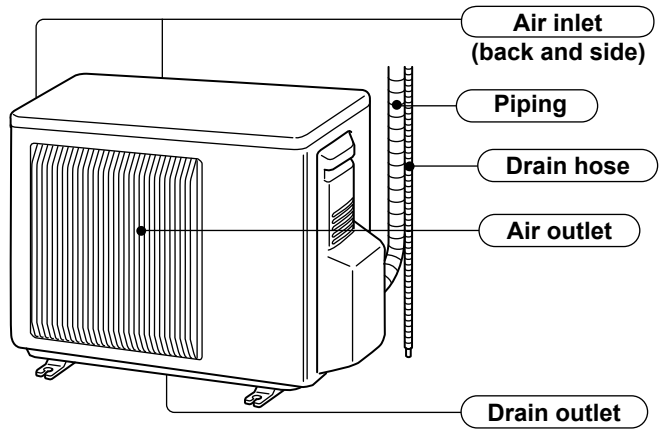
# 1 TECHNICAL CHANGES

**MUZ-HE09NA**
**MUZ-HE12NA**
**MUZ-HE15NA**
**MUZ-HE18NA**
**MUZ-HE24NA**

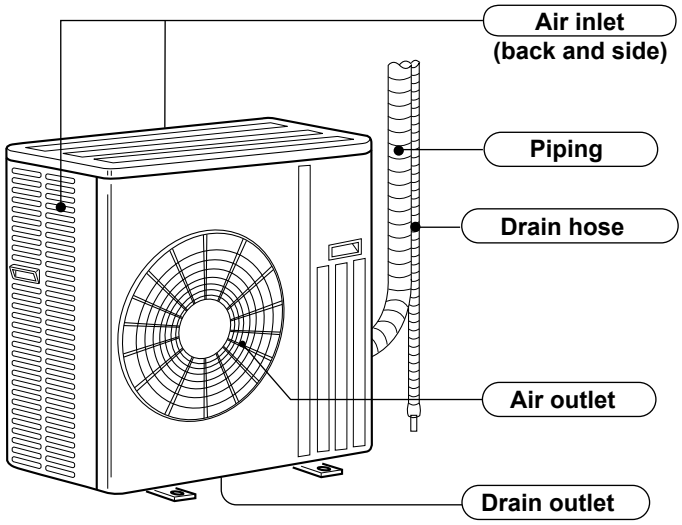
1. New model

# 2 PART NAMES AND FUNCTIONS

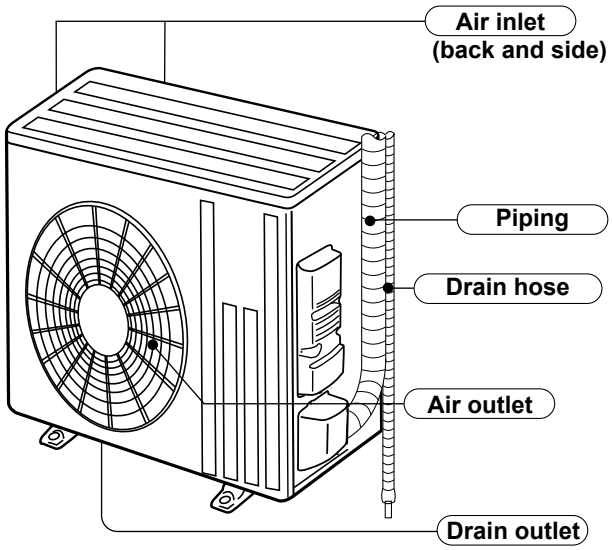
**MUZ-HE09NA MUZ-HE12NA MUZ-HE15NA**




**MUZ-HE18NA**




**MUZ-HE24NA**



# 3 SPECIFICATION

| Outdoor unit model | | | MUZ-HE09NA | MUZ-HE12NA | MUZ-HE15NA | MUZ-HE18NA |
|---|---|---|---|---|---|---|
| Capacity Rated (Minimum~Maximum) | Cooling ❊1 | Btu/h | 9,000 ( 3,800 ~ 10,000 ) | 12,000 ( 3,800 ~ 12,200 ) | 14,000 ( 3,100 ~ 16,000 ) | 17,200 ( 3,700 ~ 18,000 ) |
| | Heating 47 ❊1 | Btu/h | 10,900 ( 4,500 ~ 11,800 ) | 12,200 ( 5,500 ~ 14,500 ) | 18,000 ( 4,800 ~ 18,500 ) | 18,000 ( 3,500 ~ 20,900 ) |
| Power consumption Rated | Cooling ❊1 | W | 750 | 1,210 | 1,170 | 1,640 |
| | Heating 47 ❊1 | W | 900 | 990 | 1,600 | 1,590 |
| EER ❊1 [SEER] ❊2 | Cooling | | 12.0 [ 18.0 ] | 9.9 [ 18.0 ] | 12.0 [ 18.0 ] | 10.5 [ 18.0 ] |
| HSPF IV ❊3 | Heating | | 8.5 | | | |
| COP | Heating ❊1 | | 3.55 | 3.61 | 3.30 | 3.32 |
| Power supply | V , phase , Hz | | 208/230 , 1 , 60 | | | |
| Max. fuse size (time delay) | | A | 15 | | | |
| Min. circuit ampacity | | A | 12 | | | 14 |
| Fan motor | | F.L.A | 0.50 | | | 0.93 |
| Compressor | Model | | KNB073FQDHC | KNB092FQAHC | SNB130FQBHT | |
| | | R.L.A | 6.6 | | 7.4 | 10.0 |
| | | L.R.A | 8.2 | | 9.3 | 12.5 |
| | Refrigeration oil (Model) | L | 0.32 (NEO22) | | 0.45 (NEO22) | |
| Refrigerant control | | | Linear expansion valve | | | |
| Sound level ❊1 | Cooling | dB(A) | 46 | 49 | | 54 |
| | Heating | dB(A) | 50 | 51 | | 56 |
| Defrost method | | | Reverse cycle | | | |
| Dimensions | W | in. | 31-1/2 | | | 33-1/16 |
| | D | in. | 11-1/4 | | | 13 |
| | H | in. | 21-5/8 | | | 33-7/16 |
| Weight | | lb. | 66 | 77 | 80 | 119 |
| External finish | | | Munsell 3Y 7.8/1.1 | | | |
| Remote controller | | | Wireless type | | | |
| Control voltage (by built-in transformer) | | VDC | 12 - 24 | | | |
| Refrigerant piping | | | Not supplied | | | |
| Refrigerant pipe size (Min. wall thickness) | Liquid | in. | 1/4 (0.0315) | | | |
| | Gas | in. | 3/8 (0.0315) | | 1/2 (0.0315) | |
| Connection method | Indoor | | Flared | | | |
| | Outdoor | | Flared | | | |
| Between the indoor & outdoor units | Height difference | ft. | 40 | | | 50 |
| | Piping length | ft. | 65 | | | 100 |
| Refrigerant charge (R410A) | | | 1 lb. 12 oz. | 2 lb. 9 oz. | | 3 lb. 7 oz. |

**NOTE**: Test conditions are based on AHRI 210/240.

❊1: Rating conditions (Cooling) — Indoor: 80˚FDB, 67˚FWB, Outdoor: 95˚FDB, (75˚FWB)

(Heating) — Indoor: 70˚FDB, 60˚FWB, Outdoor: 47˚FDB, 43˚FWB

| Outdoor unit model | | | **MUZ-HE24NA** |
|---|---|---|---|
| Capacity<br>Rated (Minimum~Maximum) | Cooling ❄1 | Btu/h | 22,500<br>(8,200 ~ 22,500) |
| | Heating 47 ❄1 | Btu/h | 26,600<br>(7,500 ~ 30,000) |
| Power consumption<br>Rated | Cooling ❄1 | W | 2,620 |
| | Heating 47 ❄1 | W | 2,150 |
| EER ❄1 [SEER] ❄2 | Cooling | | 8.6 [18.0] |
| HSPF IV ❄3 | Heating | | 8.5 |
| COP | Heating ❄1 | | 3.62 |
| Power supply | V , phase , Hz | | 208/230 , 1 , 60 |
| Max. fuse size (time delay) | | A | 20 |
| Min. circuit ampacity | | A | 17.1 |
| Fan motor | | F.L.A | 0.93 |
| Compressor | Model | | SNB172FQKMT |
| | R.L.A | | 12.9 |
| | L.R.A | | 16.1 |
| | Refrigeration oil (Model) | L | 0.40 (FV50S) |
| Refrigerant control | | | Linear expansion valve |
| Sound level ❄1 | Cooling | dB(A) | 55 |
| | Heating | dB(A) | 55 |
| Defrost method | | | Reverse cycle |
| Dimensions | W | in. | 33-1/16 |
| | D | in. | 13 |
| | H | in. | 34-5/8 |
| Weight | | lb. | 119 |
| External finish | | | Munsell 3Y 7.8/1.1 |
| Remote controller | | | Wireless type |
| Control voltage (by built-in transformer) | | VDC | 12-24 |
| Refrigerant piping | | | Not supplied |
| Refrigerant pipe size<br>(Min. wall thickness) | Liquid | in. | 3/8 (0.0315) |
| | Gas | in. | 5/8 (0.0315) |
| Connection method | Indoor | | Flared |
| | Outdoor | | Flared |
| Between the indoor & outdoor units | Height difference | ft. | 50 |
| | Piping length | ft. | 100 |
| Refrigerant charge (R410A) | | | 4 lb. 3 oz. |

**NOTE**: Test conditions are based on AHRI 210/240.

❄1: Rating conditions (Cooling) — Indoor: 80˚FDB, 67˚FWB, Outdoor: 95˚FDB, (75˚FWB)
(Heating) — Indoor: 70˚FDB, 60˚FWB, Outdoor: 47˚FDB, 43˚FWB

## Test condition

❊2,❊3

| ARI | Mode | Test | Indoor air condition (°F) | | Outdoor air condition (°F) | |
|---|---|---|---|---|---|---|
| | | | Dry bulb | Wet bulb | Dry bulb | Wet bulb |
| | SEER (Cooling) | "A-2" Cooling Steady State at rated compressor Speed | 80 | 67 | 95 | (75) |
| | | "B-2" Cooling Steady State at rated compressor Speed | 80 | 67 | 82 | (65) |
| | | "B-1" Cooling Steady State at minimum compressor Speed | 80 | 67 | 82 | (65) |
| | | "F-1" Cooling Steady State at minimum compressor Speed | 80 | 67 | 67 | (53.5) |
| | | "E-V" Cooling Steady State at Intermediate compressor Speed ❊4 | 80 | 67 | 87 | (69) |
| | HSPF (Heating) | "H1-2" Heating Steady State at rated compressor Speed | 70 | 60 | 47 | 43 |
| | | "H3-2" Heating at rated compressor Speed | 70 | 60 | 17 | 15 |
| | | "H0-1" Heating Steady State at minimum compressor Speed | 70 | 60 | 62 | 56.5 |
| | | "H1-1" Heating Steady State at minimum compressor Speed | 70 | 60 | 47 | 43 |
| | | "H2-V" Heating at Intermediate compressor Speed ❊4 | 70 | 60 | 35 | 33 |

❊4: At Intermediate compressor Speed
= ("Cooling rated compressor speed" - "minimum compressor speed") / 3 + "minimum compressor speed".

### 3-1. OPERATING RANGE

(1) POWER SUPPLY

| | Rated voltage | Guaranteed voltage (V) |
|---|---|---|
| Outdoor unit | 208/230 V<br>1 phase<br>60 Hz | Min. 187 — 208 — 230 — Max. 253 |

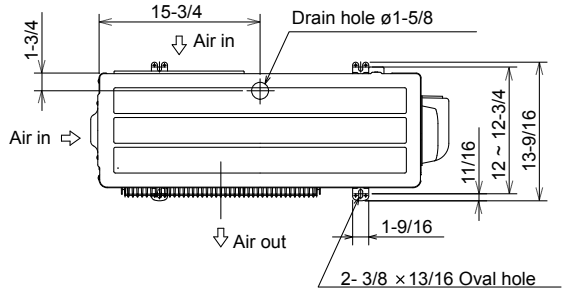
(2) OPERATION

| Mode | Condition | Intake air temperature (°F) | | | |
|---|---|---|---|---|---|
| | | Indoor | | Outdoor | |
| | | DB | WB | DB | WB |
| Cooling | Standard temperature | 80 | 67 | 95 | — |
| | Maximum temperature | 90 | 73 | 115 | — |
| | Minimum temperature | 67 | 57 | 14 | — |
| | Maximum humidity | 78 % | | — | |
| Heating | Standard temperature | 70 | 60 | 47 | 43 |
| | Maximum temperature | 80 | 67 | 75 | 65 |
| | Minimum temperature | 70 | 60 | -4 | -5 |

# 4 OUTLINES AND DIMENSIONS

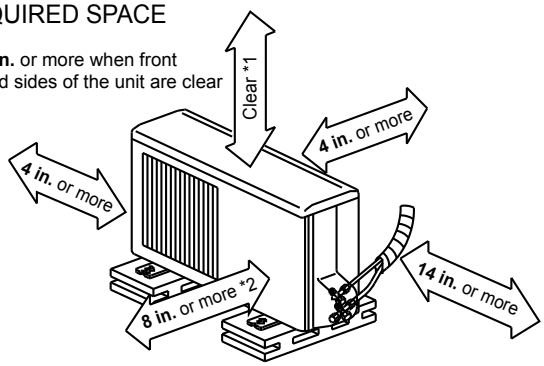
## MUZ-HE09NA MUZ-HE12NA MUZ-HE15NA

**Unit: inch**

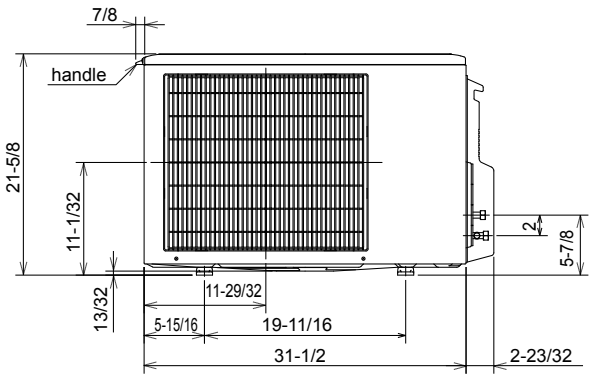


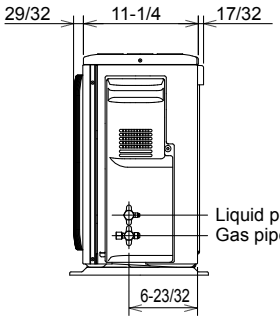

REQUIRED SPACE

*1 **4 in.** or more when front and sides of the unit are clear




*2 When any 2 sides of left, right and rear of the unit are clear

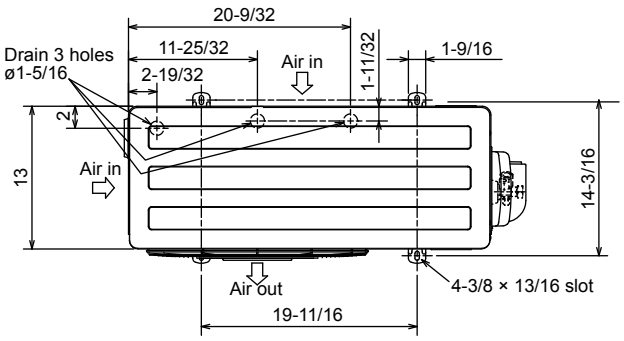



Liquid pipe :1/4 (flared)
Gas pipe :3/8 (flared) **(HE09/12)**
1/2 (flared) **(HE15)**

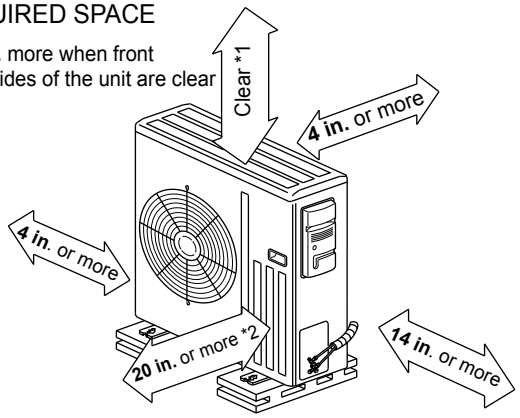
## MUZ-HE18NA

**Unit: inch**

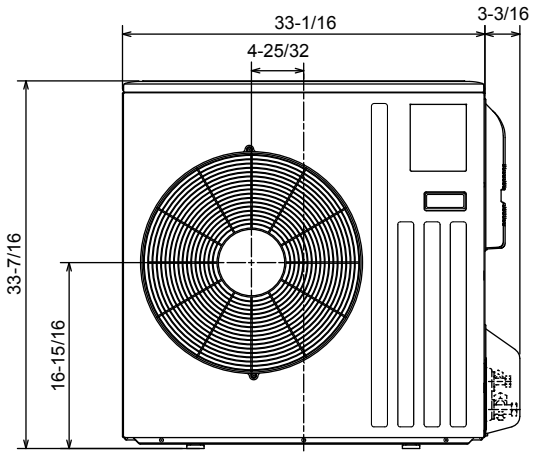


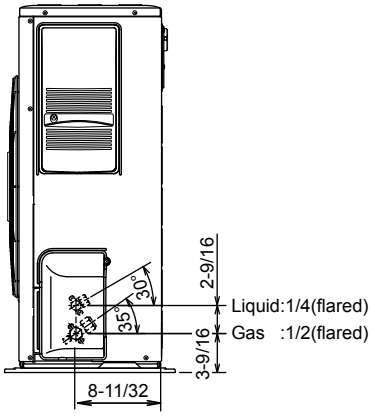

REQUIRED SPACE

*1 **20 in.** more when front and sides of the unit are clear



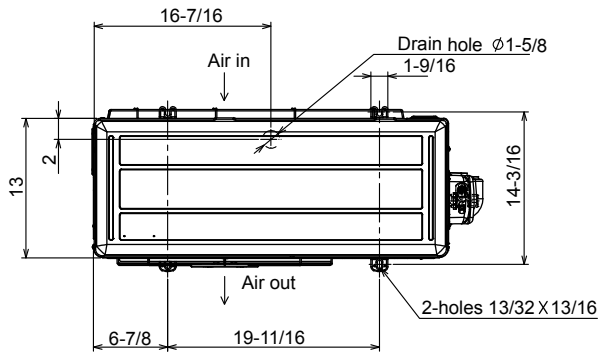

*2 When any 2 sides of left, right and rear of the unit are clear



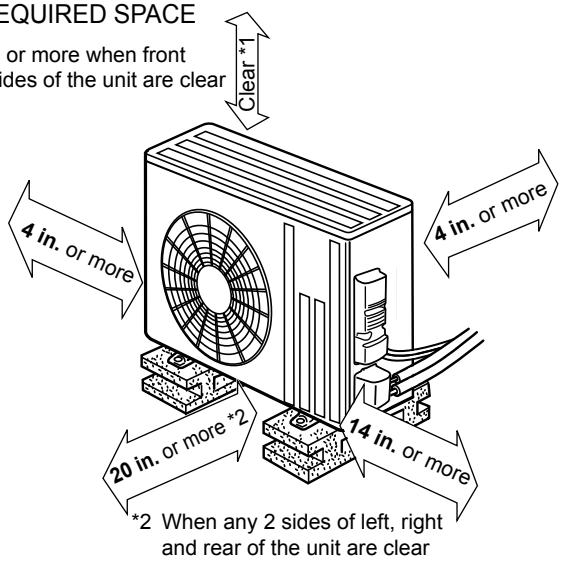
## MUZ-HE24NA

**Unit: inch**

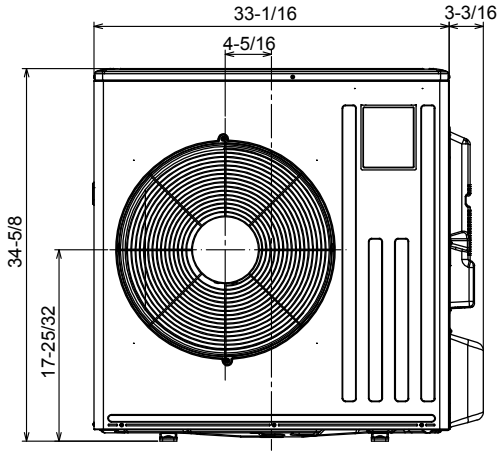


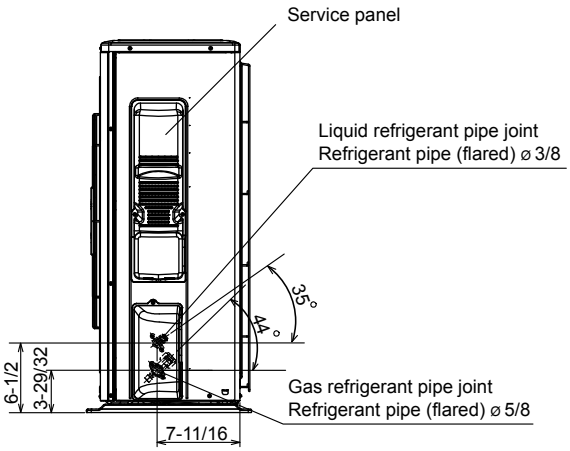

REQUIRED SPACE

*1 **20 in.** or more when front and sides of the unit are clear



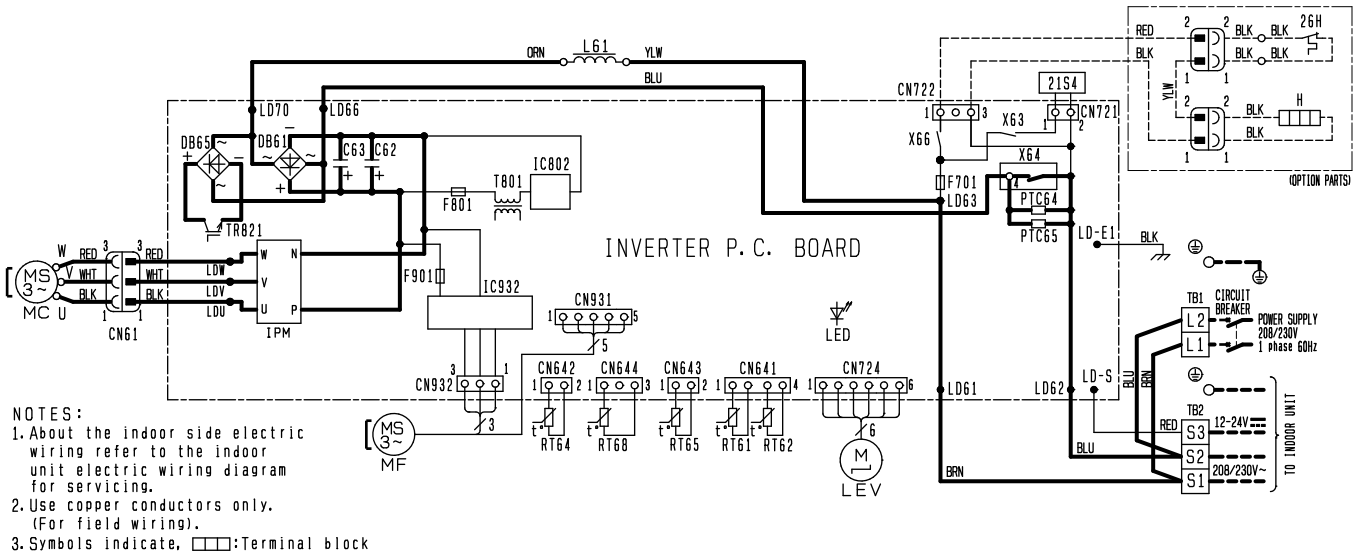

*2 When any 2 sides of left, right and rear of the unit are clear



# 5 WIRING DIAGRAM

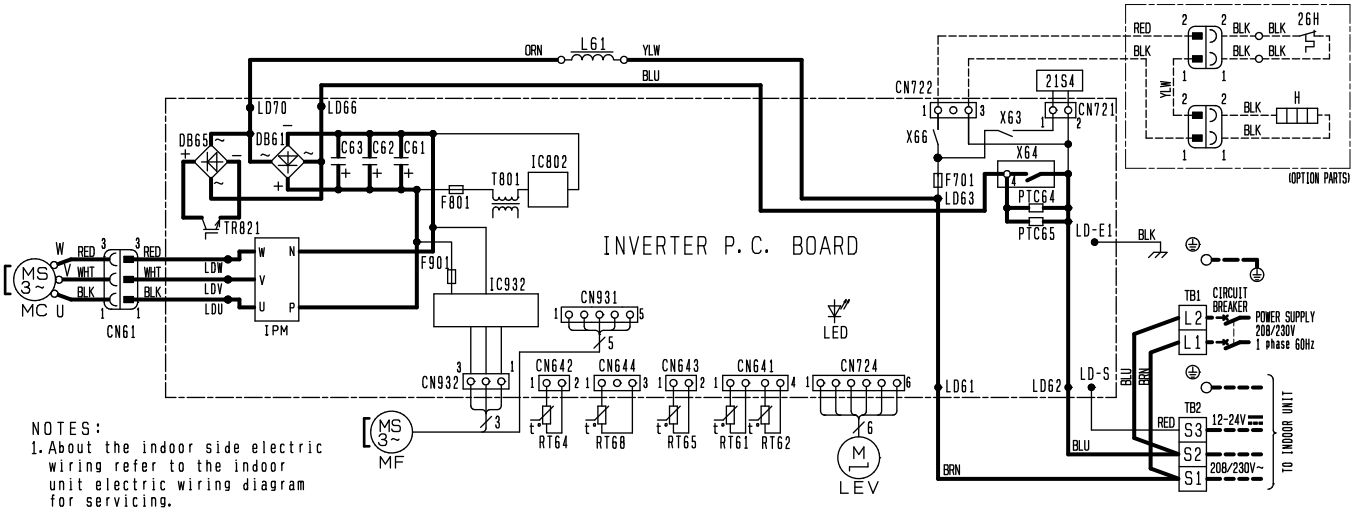
## MUZ-HE09NA MUZ-HE12NA




NOTES:
1. About the indoor side electric wiring refer to the indoor unit electric wiring diagram for servicing.
2. Use copper conductors only. (For field wiring).
3. Symbols indicate, □□□:Terminal block

| SYMBOL | NAME | SYMBOL | NAME | SYMBOL | NAME |
|---|---|---|---|---|---|
| C62, C63 | SMOOTHING CAPACITOR | LEV | EXPANSION VALVE COIL | RT68 | OUTDOOR HEAT EXCHANGER TEMP. THERMISTOR. |
| DB61, DB65 | DIODE MODULE | MC | COMPRESSOR | | |
| F701, F801, F901 | FUSE (T3.15AL250V) | MF | FAN MOTOR | TB1, TB2 | TERMINAL BLOCK |
| H | DEFROST HEATER(OPTION PARTS) | PTC64, PTC65 | CIRCUIT PROTECTION | TR821 | SWITCHING POWER TRANSISTOR |
| IC802 | POWER DEVICE | RT61 | DEFROST THERMISTOR | T801 | TRANSFORMER |
| IPM, IC932 | POWER MODULE | RT62 | DISCHARGE TEMP. THERMISTOR | X63, X64, X66 | RELAY |
| L61 | REACTOR | RT64 | FIN TEMP. THERMISTOR | 21S4 | REVERSING VALVE COIL |
| LED | LED | RT65 | AMBIENT TEMP. THERMISTOR | 26H | HEATER PROTECTOR(OPTION PARTS) |

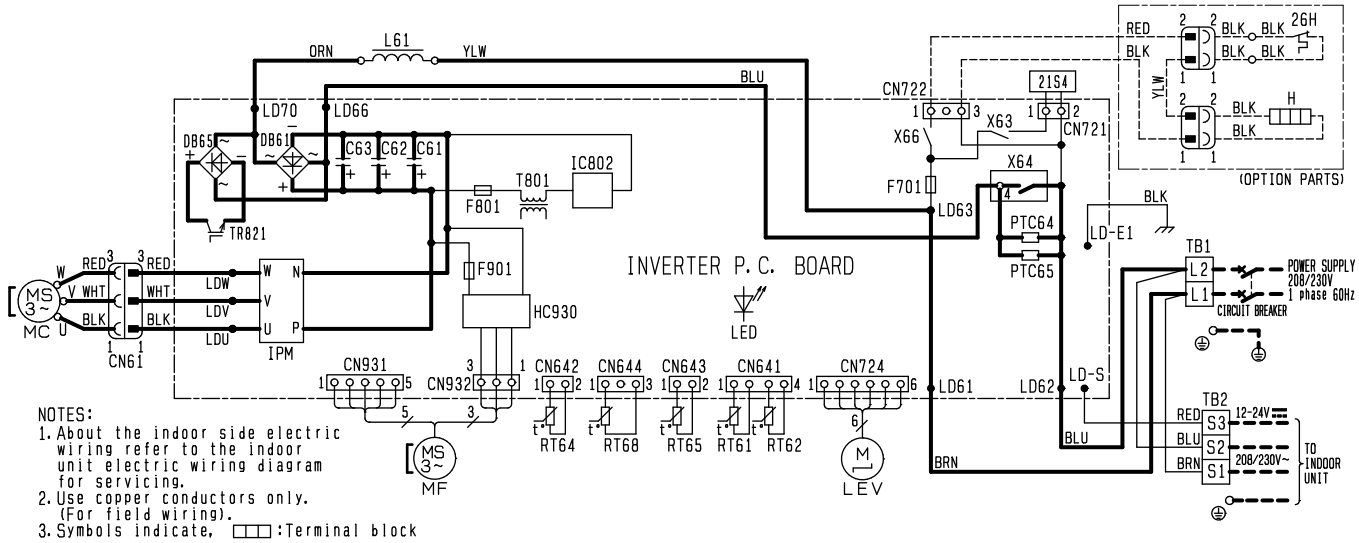
## MUZ-HE15NA




NOTES:
1. About the indoor side electric wiring refer to the indoor unit electric wiring diagram for servicing.
2. Use copper conductors only. (For field wiring).
3. Symbols indicate, □□□:Terminal block

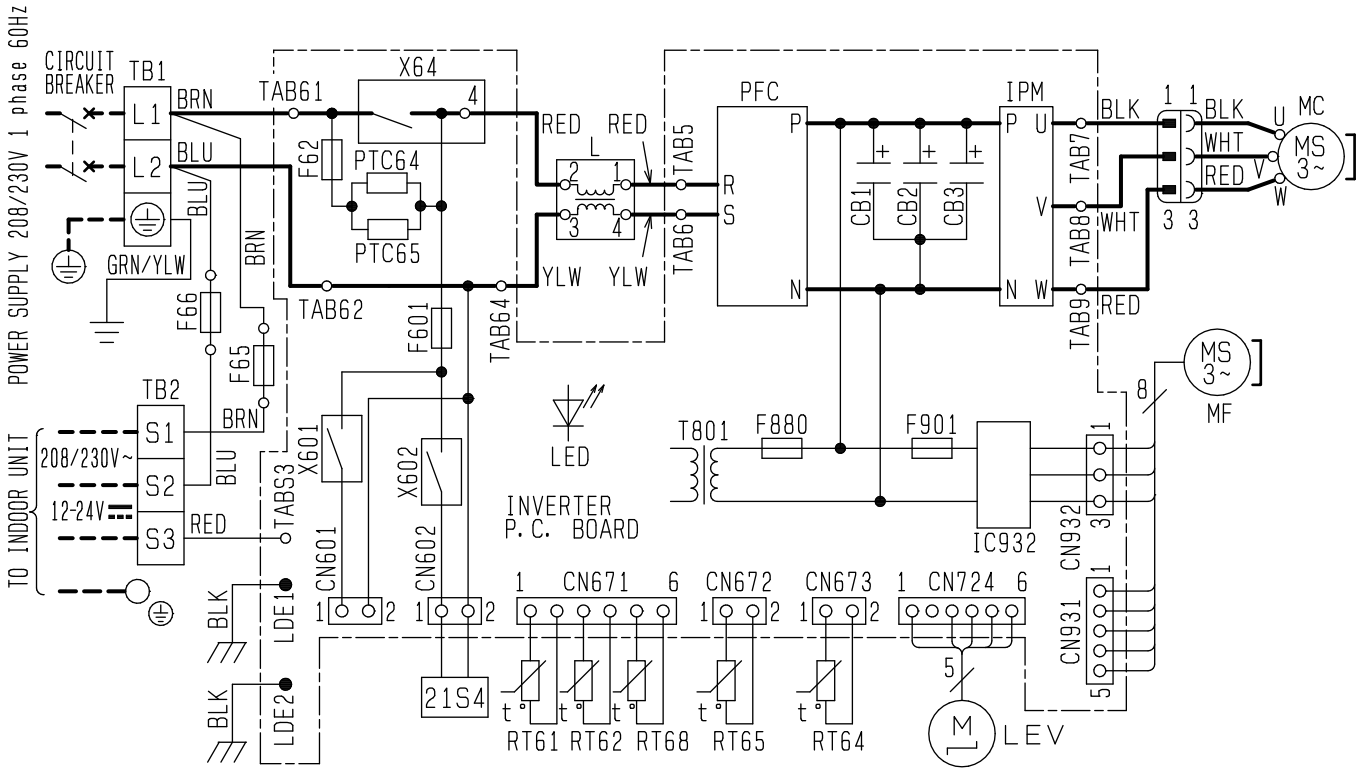
| SYMBOL | NAME | SYMBOL | NAME | SYMBOL | NAME |
|---|---|---|---|---|---|
| C61, C62, C63 | SMOOTHING CAPACITOR | LEV | EXPANSION VALVE COIL | RT68 | OUTDOOR HEAT EXCHANGER TEMP. THERMISTOR. |
| DB61, DB65 | DIODE MODULE | MC | COMPRESSOR | | |
| F701, F801, F901 | FUSE (T3.15AL250V) | MF | FAN MOTOR | TB1, TB2 | TERMINAL BLOCK |
| H | DEFROST HEATER(OPTION PARTS) | PTC64, PTC65 | CIRCUIT PROTECTION | TR821 | SWITCHING POWER TRANSISTOR |
| IC802 | POWER DEVICE | RT61 | DEFROST THERMISTOR | T801 | TRANSFORMER |
| IPM, IC932 | POWER MODULE | RT62 | DISCHARGE TEMP. THERMISTOR | X63, X64, X66 | RELAY |
| L61 | REACTOR | RT64 | FIN TEMP. THERMISTOR | 21S4 | REVERSING VALVE COIL |
| LED | LED | RT65 | AMBIENT TEMP. THERMISTOR | 26H | HEATER PROTECTOR(OPTION PARTS) |

## MUZ-HE18NA




| SYMBOL | NAME | SYMBOL | NAME | SYMBOL | NAME |
|---|---|---|---|---|---|
| C61, C62, C63 | SMOOTHING CAPACITOR | LEV | EXPANSION VALVE COIL | RT68 | OUTDOOR HEAT EXCHANGER TEMP. THERMISTOR. |
| DB61, DB65 | DIODE MODULE | MC | COMPRESSOR | | |
| F701, F801, F901 | FUSE (T3.15AL250V) | MF | FAN MOTOR | TB1, TB2 | TERMINAL BLOCK |
| H | DEFROST HEATER (OPTION PARTS) | PTC64, PTC65 | CIRCUIT PROTECTION | TR821 | SWITCHING POWER TRANSISTOR |
| HC930, IPM | POWER MODULE | RT61 | DEFROST THERMISTOR | T801 | TRANSFORMER |
| IC802 | POWER DEVICE | RT62 | DISCHARGE TEMP. THERMISTOR | X63, X64, X66 | RELAY |
| L61 | REACTOR | RT64 | FIN TEMP. THERMISTOR | 21S4 | REVERSING VALVE COIL |
| LED | LED | RT65 | AMBIENT TEMP. THERMISTOR | 26H | HEATER PROTECTOR (OPTION PARTS) |

## MUZ-HE24NA



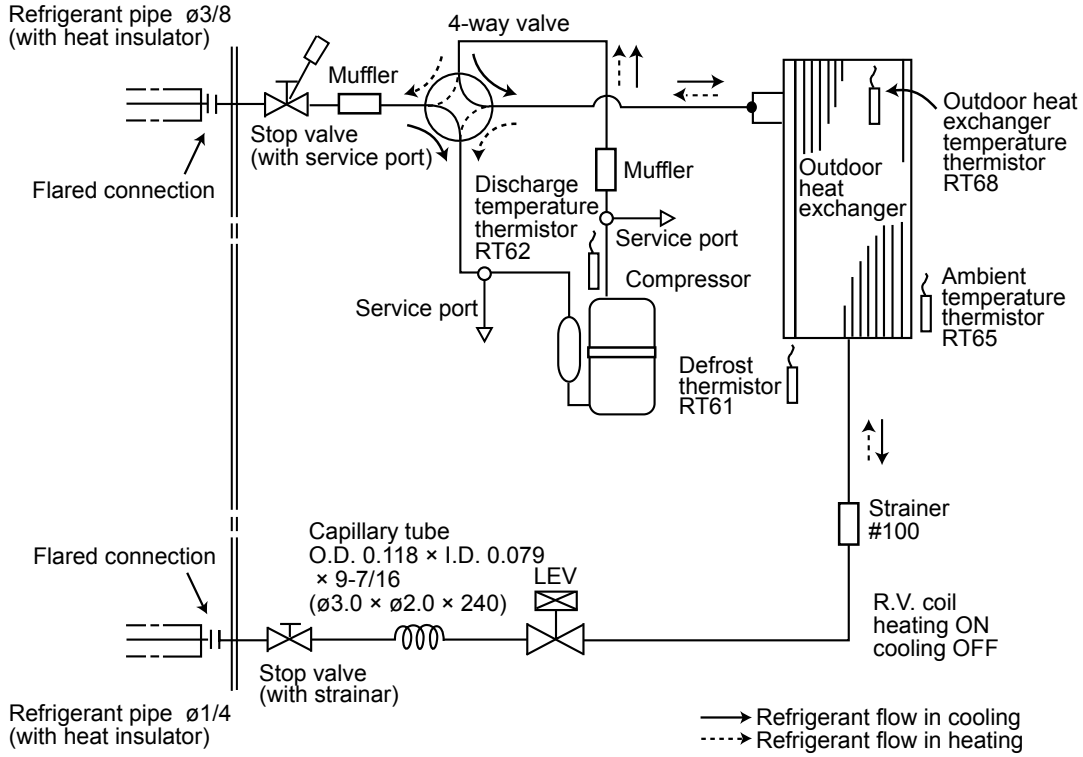

| SYMBOL | NAME | SYMBOL | NAME |
|---|---|---|---|
| CB1~3 | SMOOTHING CAPACITOR | PTC64 | CIRCUIT PROTECTION |
| F601 | FUSE(T3.15AL250V) | PTC65 | CIRCUIT PROTECTION |
| F62 | FUSE(T2AL250V) | RT61 | DEFROST THERMISTOR |
| F65,F66 | FUSE(T6.3AL250V) | RT62 | DISCHARGE TEMP.THERMISTOR |
| F880 | FUSE(T3.15AL250V) | RT64 | FIN TEMP.THERMISTOR |
| F901 | FUSE(T3.15AL250V) | RT65 | AMBIENT TEMP.THERMISTOR |
| IC932 | INTELLIGENT POWER MODULE | RT68 | OUTDOOR HEAT EXCHANGER TEMP.THERMISTOR |
| IPM | INTELLIGENT POWER MODULE | | |
| L | REACTOR | TB1,TB2 | TERMINAL BLOCK |
| LEV | EXPANSION VALVE COIL | T801 | TRANSFORMER |
| MC | COMPRESSOR | X601,X602 | RELAY |
| MF | FAN MOTOR | X64 | RELAY |
| PFC | POWER FACTOR CONTROLLER | 21S4 | REVERSING VALVE COIL |

NOTES 1. About the indoor side electric wiring,
refer to the indoor unit electric wiring diagram for servicing.
2. Use copper conductors only(for field wiring).
3. Symbols indicate. □□□ :Terminal block

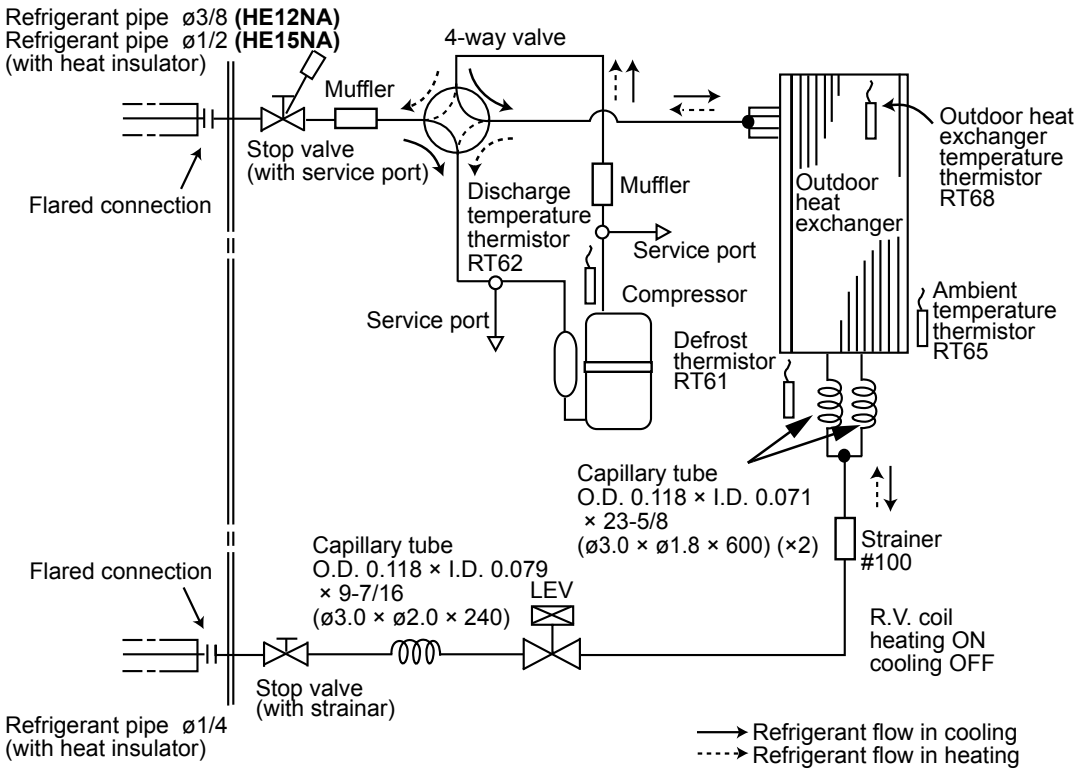
# 6 REFRIGERANT SYSTEM DIAGRAM

## MUZ-HE09NA

**Unit: inch**

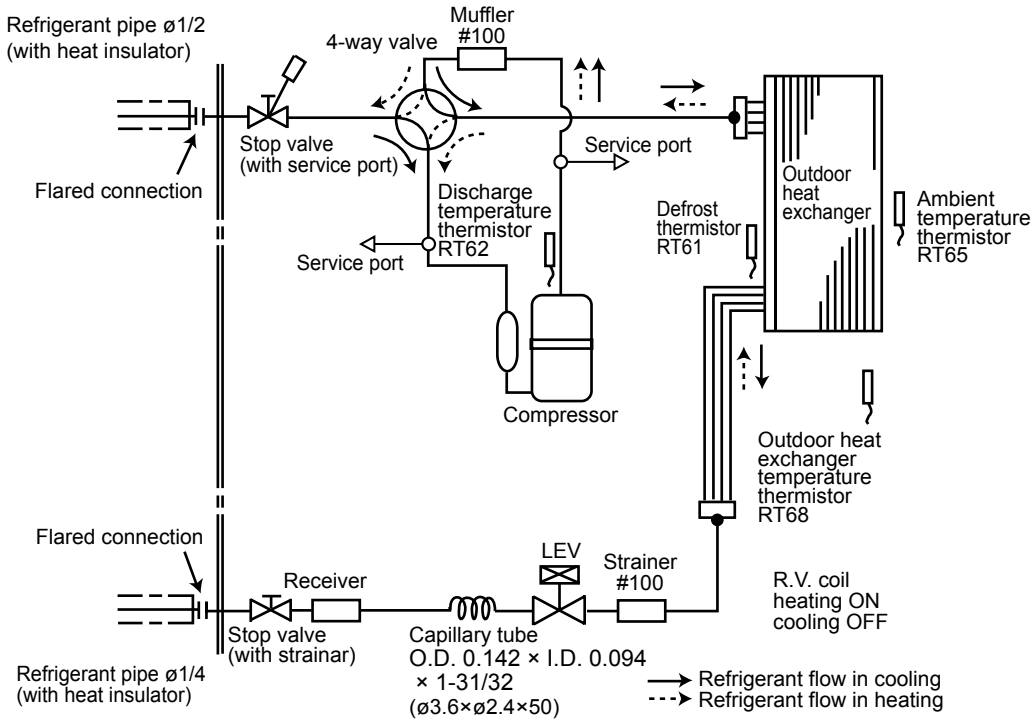



## MUZ-HE12NA MUZ-HE15NA

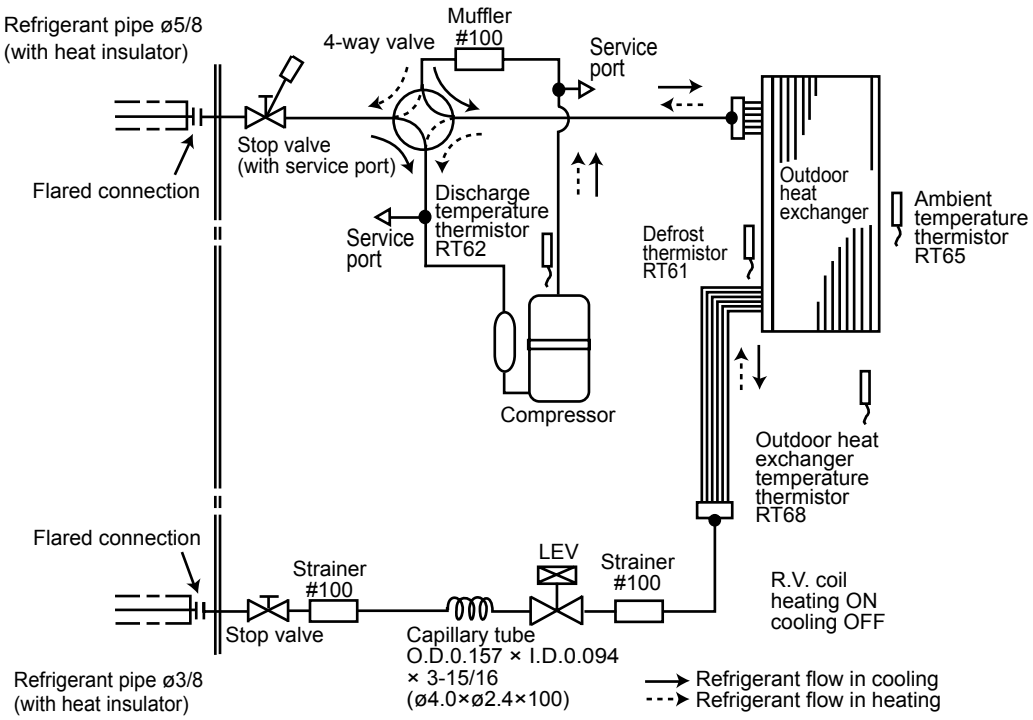


## MUZ-HE18NA

**Unit: inch**

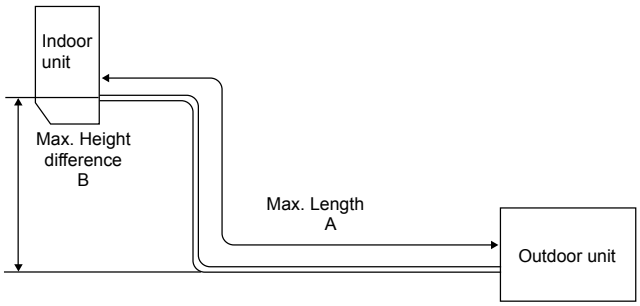



## MUZ-HE24NA



## MAX. REFRIGERANT PIPING LENGTH and MAX. HEIGHT DIFFERENCE

| Model | Refrigerant piping: ft. | | Piping size O.D: in. | |
|---|---|---|---|---|
| | Max. Length A | Max. Height difference B | Gas | Liquid |
| **MUZ-HE09/12/15NA** | 65 | 40 | 3/8 **(HE09/12)**<br>1/2 **(HE15)** | 1/4 |
| **MUZ-HE18NA** | 100 | 50 | 1/2 | |
| **MUZ-HE24NA** | 100 | 50 | 5/8 | 3/8 |




## ADDITIONAL REFRIGERANT CHARGE (R410A: oz.)

**NOTE**: Refrigerant piping exceeding 25 ft. requires additional refrigerant charge according to the calculation.

| Model | Outdoor unit precharged | Refrigerant piping length (one way): ft. | | | | | |
|---|---|---|---|---|---|---|---|
| | | 25 | 30 | 40 | 50 | 60 | 65 |
| **MUZ-HE09NA** | 1 lb. 12 oz. | 0 | 1.62 | 4.86 | 8.10 | 11.34 | 12.96 |
| **MUZ-HE12NA** | 2 lb. 9 oz. | | | | | | |
| **MUZ-HE15NA** | | | | | | | |

Calculation: X oz. = 1.62/5 oz. / ft. × (Refrigerant piping length (ft.) - 25)

| Model | Outdoor unit precharged | Refrigerant piping length (one way): ft. | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | 25 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
| **MUZ-HE18NA** | 3 lb. 7 oz. | 0 | 1.08 | 3.24 | 5.40 | 7.56 | 9.72 | 11.88 | 14.04 | 16.20 |

Calculation: X oz. = 1.08/5 oz. / ft. × (Refrigerant piping length (ft.) - 25)

**NOTE**: Refrigerant piping exceeding 33 ft. requires additional refrigerant charge according to the calculation.

| Model | Outdoor unit precharged | Refrigerant piping length (one way): ft. | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | 33 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
| **MUZ-HE24NA** | 4 lb. 3 oz. | 0 | 4.14 | 10.06 | 15.98 | 21.90 | 27.82 | 33.74 | 39.66 |

Calculation: X oz. = 2.96/5 oz. / ft. × (Refrigerant piping length (ft.) - 33)

# 7 DATA

## 7-1. PERFORMANCE DATA

### 1) COOLING CAPACITY

**MUZ-HE09NA MUZ-HE12NA MUZ-HE15NA MUZ-HE18NA MUZ-HE24NA**

| Model | Indoor air IWB (˚F) | Outdoor intake air DB temperature (˚F) | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 75 | | | 85 | | | 95 | | | 105 | | | 115 | | |
| | | TC | SHC | TPC | TC | SHC | TPC | TC | SHC | TPC | TC | SHC | TPC | TC | SHC | TPC |
| **MUZ-HE09NA** | 71 | 11.0 | 7.6 | 0.67 | 10.3 | 7.1 | 0.73 | 9.7 | 6.6 | 0.79 | 9.0 | 6.2 | 0.83 | 8.3 | 5.7 | 0.86 |
| | 67 | 10.4 | 8.6 | 0.63 | 9.7 | 8.0 | 0.69 | 9.0 | 7.4 | 0.75 | 8.4 | 6.9 | 0.80 | 7.7 | 6.3 | 0.83 |
| | 63 | 9.8 | 9.4 | 0.60 | 9.1 | 8.7 | 0.66 | 8.5 | 8.1 | 0.72 | 7.7 | 7.3 | 0.77 | 7.0 | 6.7 | 0.80 |
| **MUZ-HE12NA** | 71 | 14.7 | 9.4 | 1.08 | 13.7 | 8.7 | 1.18 | 12.9 | 8.2 | 1.27 | 12.0 | 7.6 | 1.34 | 11.0 | 7.0 | 1.39 |
| | 67 | 13.9 | 10.7 | 1.02 | 13.0 | 10.0 | 1.12 | 12.0 | 9.2 | 1.21 | 11.2 | 8.6 | 1.28 | 10.3 | 7.9 | 1.34 |
| | 63 | 13.1 | 11.8 | 0.97 | 12.1 | 10.9 | 1.07 | 11.3 | 10.2 | 1.16 | 10.3 | 9.3 | 1.23 | 9.4 | 8.5 | 1.28 |
| **MUZ-HE15NA** | 71 | 17.2 | 11.1 | 1.04 | 16.0 | 10.4 | 1.14 | 15.1 | 9.7 | 1.23 | 14.0 | 9.1 | 1.29 | 12.9 | 8.3 | 1.35 |
| | 67 | 16.2 | 12.7 | 0.98 | 15.1 | 11.8 | 1.08 | 14.0 | 10.9 | 1.17 | 13.0 | 10.2 | 1.24 | 12.0 | 9.3 | 1.30 |
| | 63 | 15.3 | 13.9 | 0.94 | 14.1 | 12.9 | 1.04 | 13.2 | 12.0 | 1.12 | 12.0 | 10.9 | 1.19 | 10.9 | 10.0 | 1.24 |
| **MUZ-HE18NA** | 71 | 21.1 | 12.2 | 1.46 | 19.7 | 11.4 | 1.60 | 18.5 | 10.7 | 1.72 | 17.2 | 9.9 | 1.81 | 15.8 | 9.1 | 1.89 |
| | 67 | 20.0 | 14.2 | 1.38 | 18.6 | 13.2 | 1.52 | 17.2 | 12.2 | 1.64 | 16.0 | 11.4 | 1.74 | 14.7 | 10.4 | 1.82 |
| | 63 | 18.7 | 15.8 | 1.31 | 17.4 | 14.7 | 1.45 | 16.2 | 13.6 | 1.57 | 14.7 | 12.4 | 1.67 | 13.4 | 11.3 | 1.74 |
| **MUZ-HE24NA** | 71 | 27.6 | 17.0 | 2.33 | 25.8 | 15.9 | 2.55 | 24.2 | 14.9 | 2.75 | 22.5 | 13.9 | 2.90 | 20.7 | 12.8 | 3.01 |
| | 67 | 26.1 | 19.6 | 2.20 | 24.3 | 18.2 | 2.42 | 22.5 | 16.9 | 2.62 | 20.9 | 15.7 | 2.78 | 19.2 | 14.4 | 2.91 |
| | 63 | 24.5 | 21.7 | 2.10 | 22.7 | 20.1 | 2.32 | 21.1 | 18.7 | 2.50 | 19.2 | 17.0 | 2.67 | 17.6 | 15.5 | 2.78 |

**NOTE**: 1. IWB: Intake air wet-bulb temperature
TC: Total Capacity ($\times 10^3$ Btu/h)
SHC: Sensible Heat Capacity ($\times 10^3$ Btu/h)
TPC: Total Power Consumption (kW)
2. SHC is based on 80˚F of indoor Intake air DB temperature.

### 2) COOLING CAPACITY CORRECTIONS

| Model | Refrigerant piping length (one way: ft.) | | | |
|---|---|---|---|---|
| | 25 (std.) | 40 | 65 | 100 |
| **MUZ-HE09NA**<br>**MUZ-HE12NA**<br>**MUZ-HE15NA**<br>**MUZ-HE18NA** | 1.0 | 0.954 | 0.878 | — |
| **MUZ-HE24NA** | 1.0 | 0.954 | 0.878 | 0.771 |

**3) HEATING CAPACITY**

| Model | Indoor air IDB (˚F) | Outdoor intake air WB temperature (˚F) | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 5 | | 15 | | 25 | | 35 | | 43 | | 45 | | 55 | |
| | | TC | TPC | TC | TPC | TC | TPC | TC | TPC | TC | TPC | TC | TPC | TC | TPC |
| **MUZ-HE09NA** | 75 | 4.8 | 0.53 | 6.3 | 0.67 | 7.9 | 0.79 | 9.4 | 0.88 | 10.6 | 0.92 | 11.0 | 0.94 | 12.4 | 0.97 |
| | 70 | 5.2 | 0.51 | 6.7 | 0.65 | 8.2 | 0.77 | 9.6 | 0.86 | 10.9 | 0.90 | 11.2 | 0.92 | 12.7 | 0.95 |
| | 65 | 5.5 | 0.49 | 6.9 | 0.62 | 8.6 | 0.74 | 10.0 | 0.83 | 11.2 | 0.88 | 11.6 | 0.89 | 13.0 | 0.94 |
| **MUZ-HE12NA** | 75 | 5.4 | 0.58 | 7.1 | 0.74 | 8.8 | 0.87 | 10.6 | 0.97 | 11.9 | 1.01 | 12.3 | 1.03 | 13.9 | 1.07 |
| | 70 | 5.8 | 0.56 | 7.5 | 0.71 | 9.2 | 0.85 | 10.8 | 0.94 | 12.2 | 0.99 | 12.6 | 1.01 | 14.2 | 1.05 |
| | 65 | 6.1 | 0.53 | 7.7 | 0.68 | 9.6 | 0.82 | 11.2 | 0.92 | 12.6 | 0.97 | 12.9 | 0.98 | 14.5 | 1.03 |
| **MUZ-HE15NA** | 75 | 7.9 | 0.94 | 10.4 | 1.19 | 13.1 | 1.40 | 15.6 | 1.56 | 17.6 | 1.64 | 18.1 | 1.66 | 20.5 | 1.73 |
| | 70 | 8.6 | 0.90 | 11.1 | 1.15 | 13.5 | 1.37 | 15.9 | 1.52 | 18.0 | 1.60 | 18.5 | 1.63 | 21.0 | 1.70 |
| | 65 | 9.0 | 0.86 | 11.3 | 1.10 | 14.1 | 1.32 | 16.5 | 1.48 | 18.5 | 1.56 | 19.1 | 1.58 | 21.4 | 1.66 |
| **MUZ-HE18NA** | 75 | 7.9 | 0.94 | 10.4 | 1.18 | 13.1 | 1.39 | 15.6 | 1.55 | 17.6 | 1.63 | 18.1 | 1.65 | 20.5 | 1.72 |
| | 70 | 8.6 | 0.90 | 11.1 | 1.14 | 13.5 | 1.36 | 15.9 | 1.51 | 18.0 | 1.59 | 18.5 | 1.62 | 21.0 | 1.69 |
| | 65 | 9.0 | 0.86 | 11.3 | 1.10 | 14.1 | 1.31 | 16.5 | 1.47 | 18.5 | 1.55 | 19.1 | 1.57 | 21.4 | 1.65 |
| **MUZ-HE24NA** | 75 | 11.7 | 1.27 | 15.4 | 1.60 | 19.3 | 1.88 | 23.0 | 2.10 | 25.9 | 2.20 | 26.7 | 2.24 | 30.3 | 2.32 |
| | 70 | 12.6 | 1.21 | 16.4 | 1.55 | 20.0 | 1.84 | 23.5 | 2.04 | 26.6 | 2.15 | 27.4 | 2.19 | 31.0 | 2.28 |
| | 65 | 13.3 | 1.16 | 16.8 | 1.48 | 20.9 | 1.77 | 24.3 | 1.99 | 27.4 | 2.10 | 28.2 | 2.13 | 31.7 | 2.24 |

**NOTE**: 1. IDB: Intake air dry-bulb temperature
TC: Total Capacity ($x10^3$ Btu/h)
TPC: Total Power Consumption (kW)
2. Above data is for heating operation without any frost.

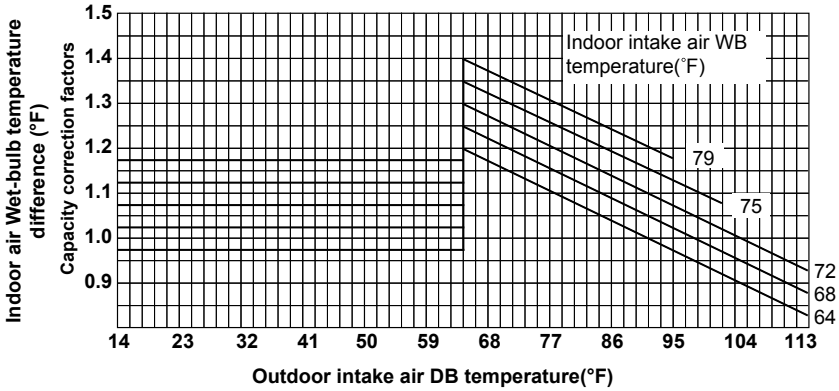
How to operate with fixed operational frequency of the compressor.

1. Press the EMERGENCY OPERATION switch on the front of the indoor unit, and select either EMERGENCY COOL mode or EMERGENCY HEAT mode before starting to operate the air conditioner.
2. The compressor starts with operational frequency.
3. The fan speed of the indoor unit is High.
4. This operation continues for 30 minutes.
5. In order to release this operation, press the EMERGENCY OPERATION switch twice or once, or press any button on the remote controller.

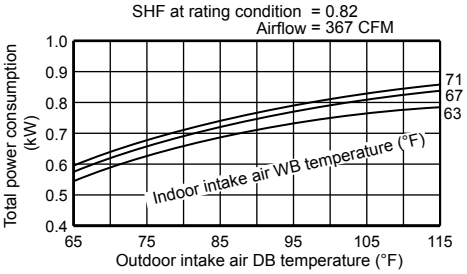
## 7-2. PERFORMANCE CURVE

### Cooling

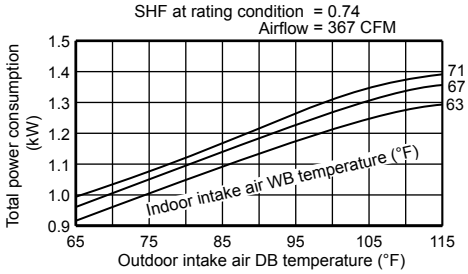
**Cooling capacity (at Rated frequency)**



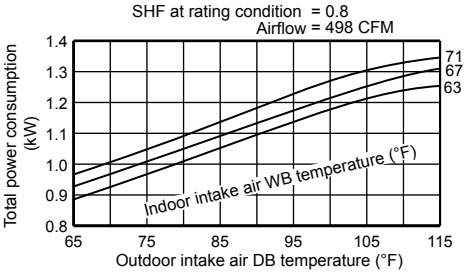

### MUZ-HE09NA



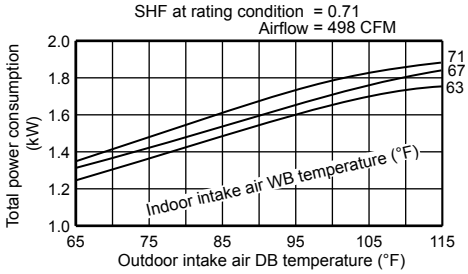

### MUZ-HE12NA



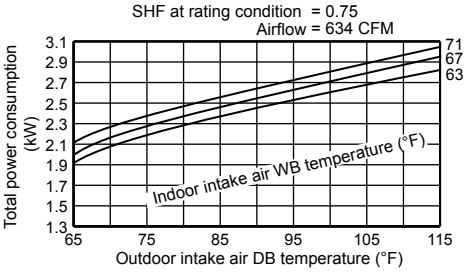

### MUZ-HE15NA



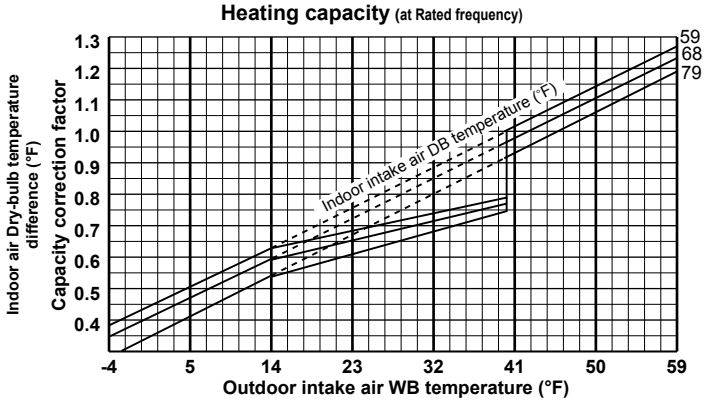

### MUZ-HE18NA



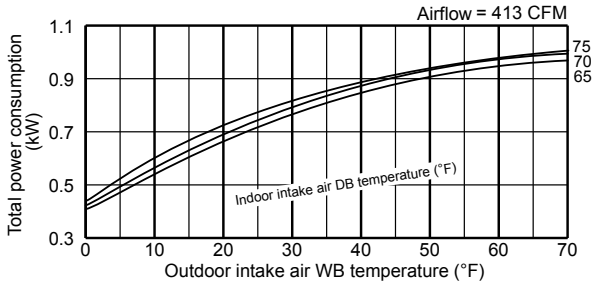

### MUZ-HE24NA



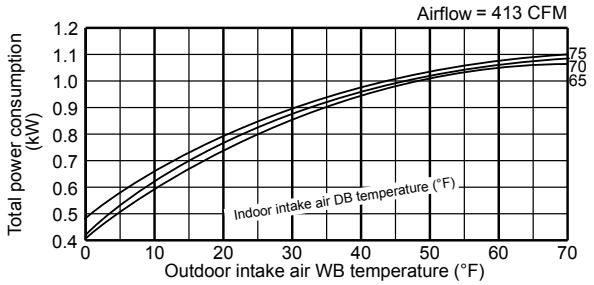
## Heating



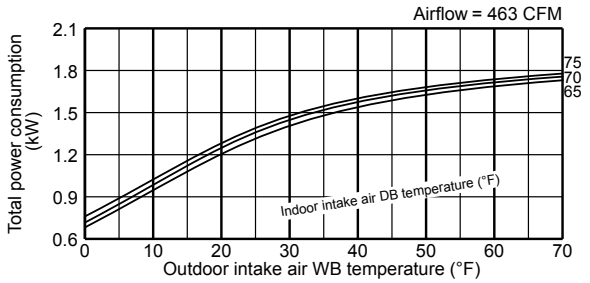

### MUZ-HE09NA




### MUZ-HE12NA

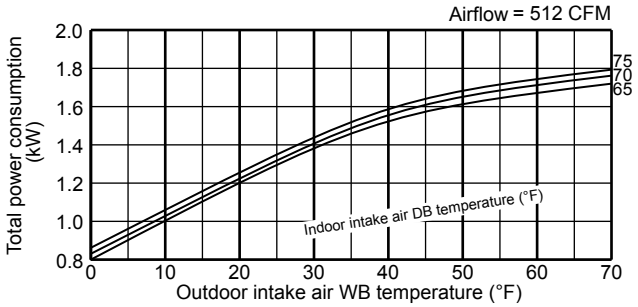



### MUZ-HE15NA

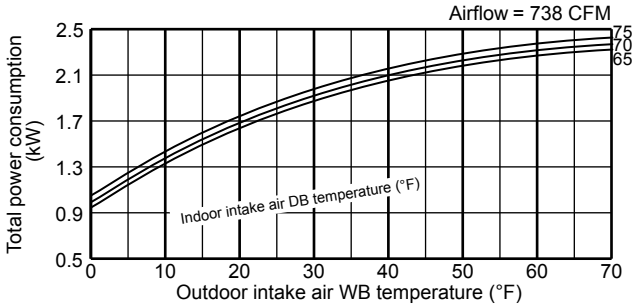



This value of frequency is not the same as the actual frequency in operating. Refer to 7-5 and 7-6 for the relationships between frequency and capacity.

**MUZ-HE18NA**




**MUZ-HE24NA**



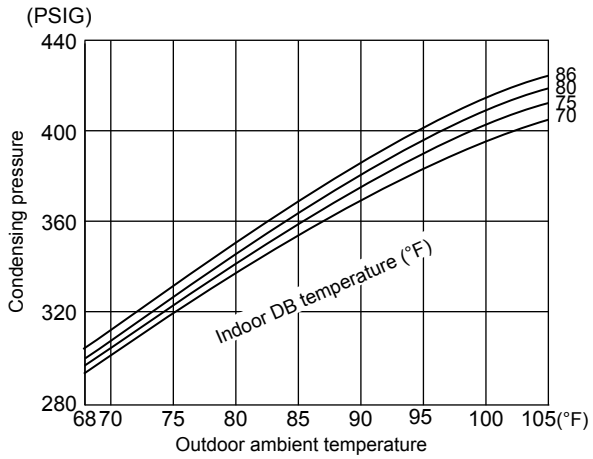

This value of frequency is not the same as the actual frequency in operating. Refer to 7-5 and 7-6 for the relationships between frequency and capacity.

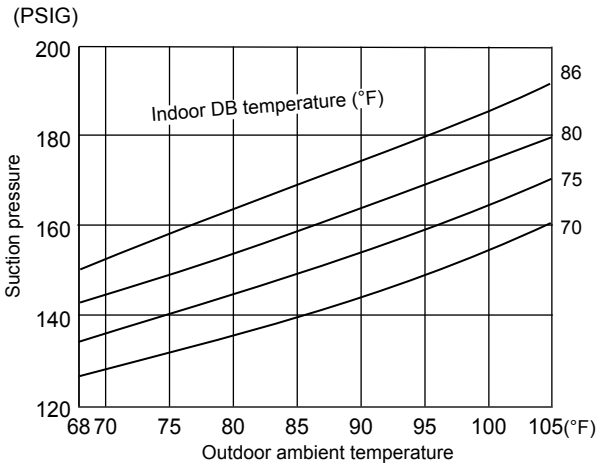
## 7-3. CONDENSING PRESSURE

**Cooling**

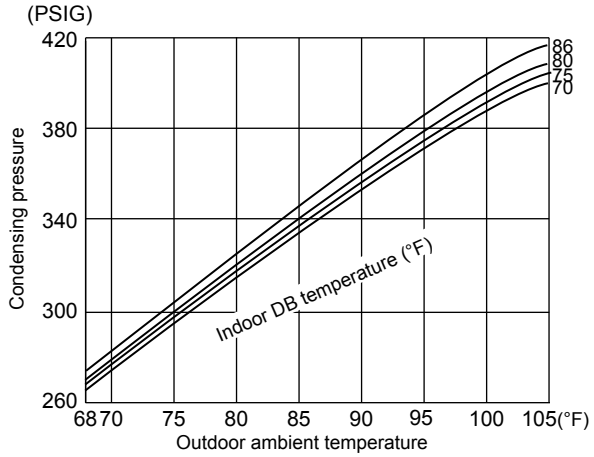
Data is based on the condition of indoor humidity 50 %.
Air flow should be set to High speed.

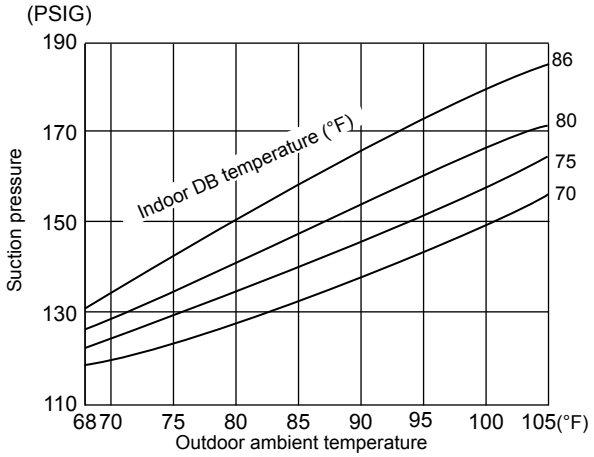
**MUZ-HE09NA**



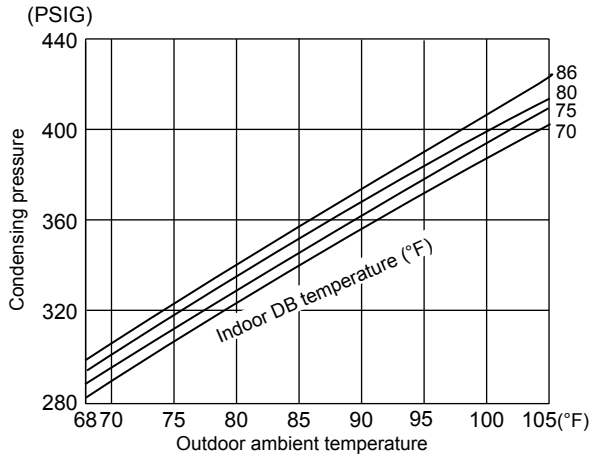



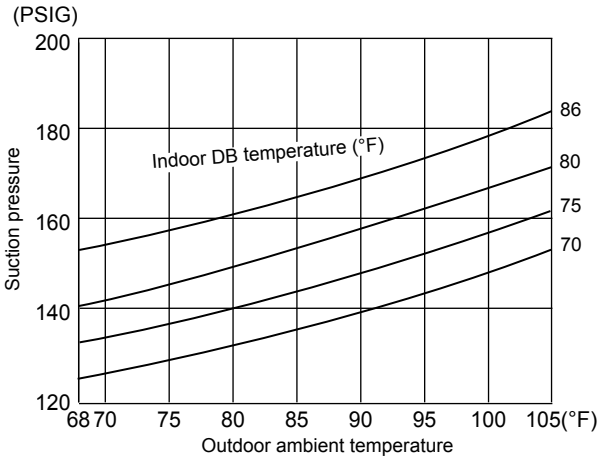
**MUZ-HE12NA**



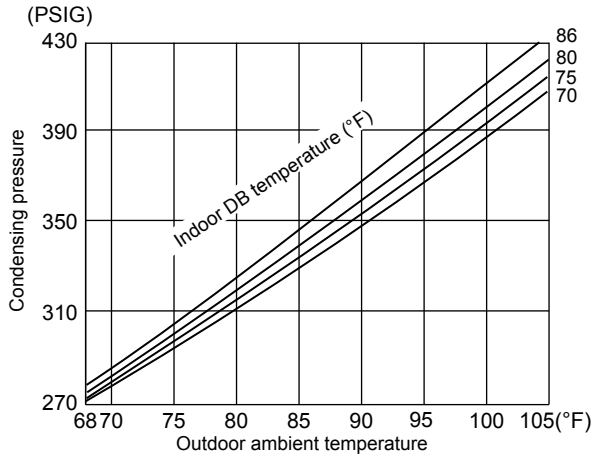



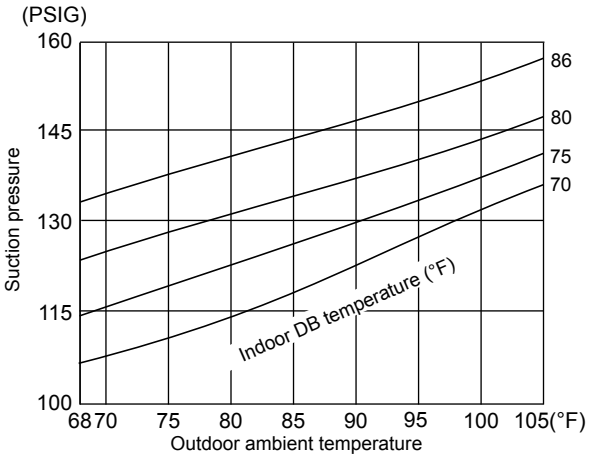

**MUZ-HE15NA**



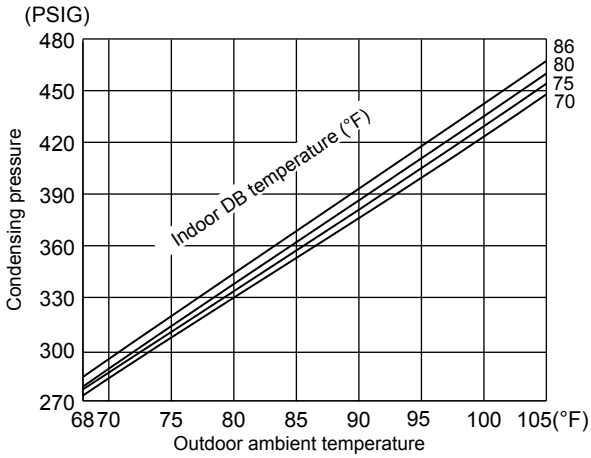



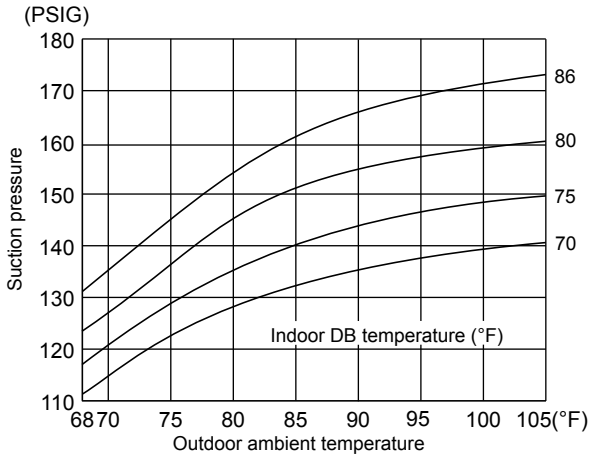

**MUZ-HE18NA**



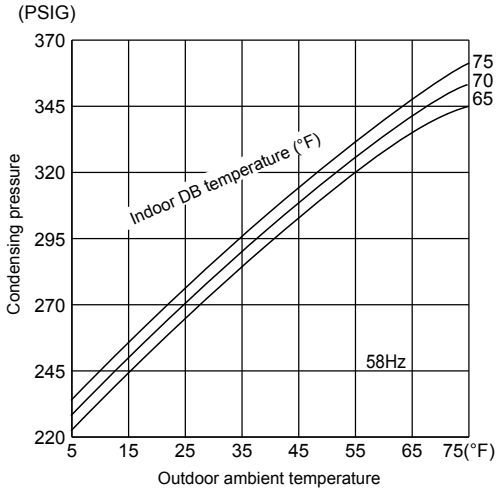
**MUZ-HE24NA**

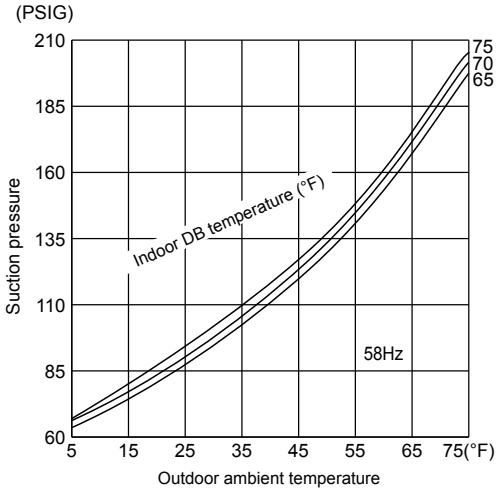


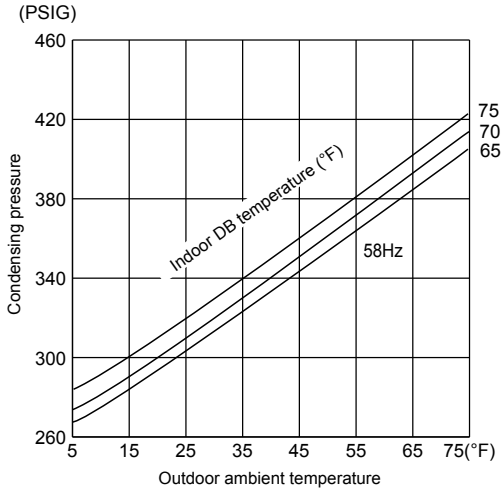

**Heating**
Data is based on the condition of outdoor humidity 75%.
Air flow should be set to High speed.
Data is for heating operation without any frost.

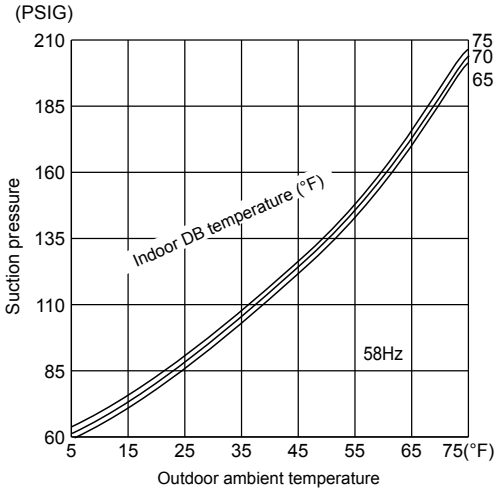
**MUZ-HE09NA**



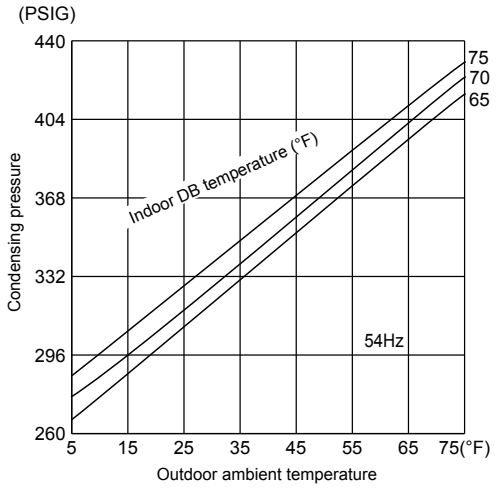



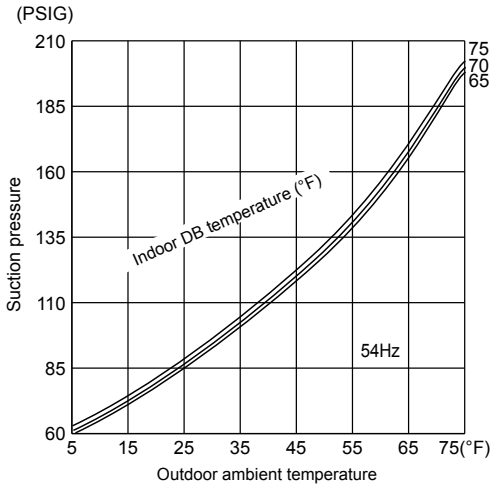
**MUZ-HE12NA**



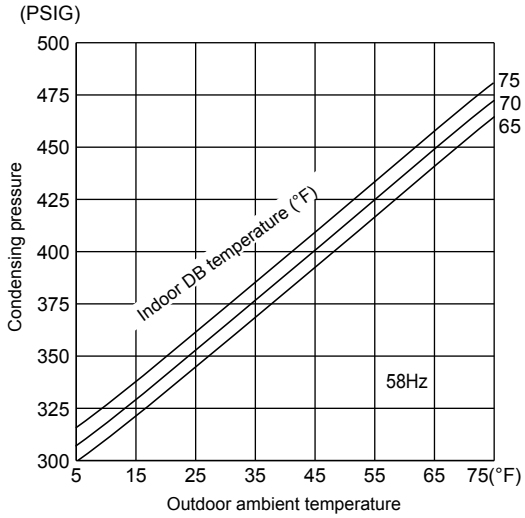



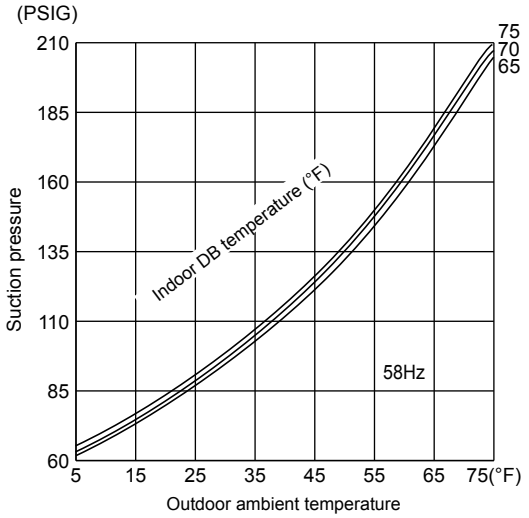

**MUZ-HE15NA**



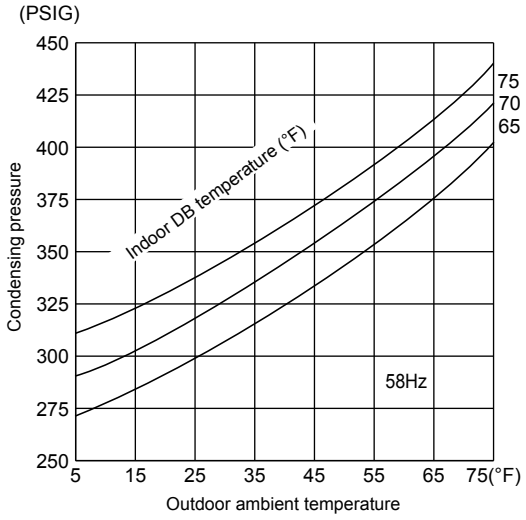



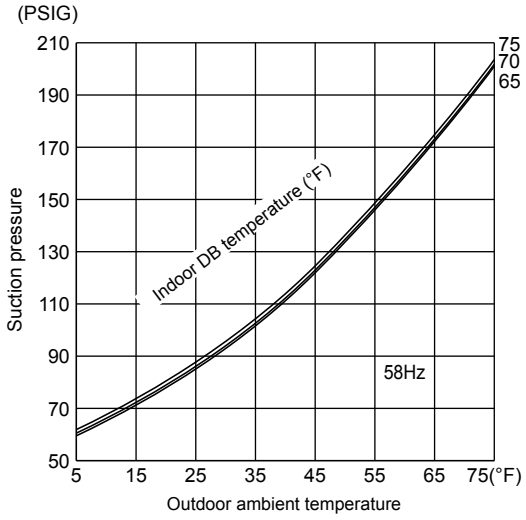

**MUZ-HE18NA**



**MUZ-HE24NA**


(PSIG)
450
425
400
375
350
325
300
275
250
Condensing pressure
Indoor DB temperature (°F)
75
70
65
58Hz
5
15
25
35
45
55
65
75(°F)
Outdoor ambient temperature


(PSIG)
210
190
170
150
130
110
90
70
50
Suction pressure
Indoor DB temperature (°F)
75
70
65
58Hz
5
15
25
35
45
55
65
75(°F)
Outdoor ambient temperature

## 7-4. STANDARD OPERATION DATA

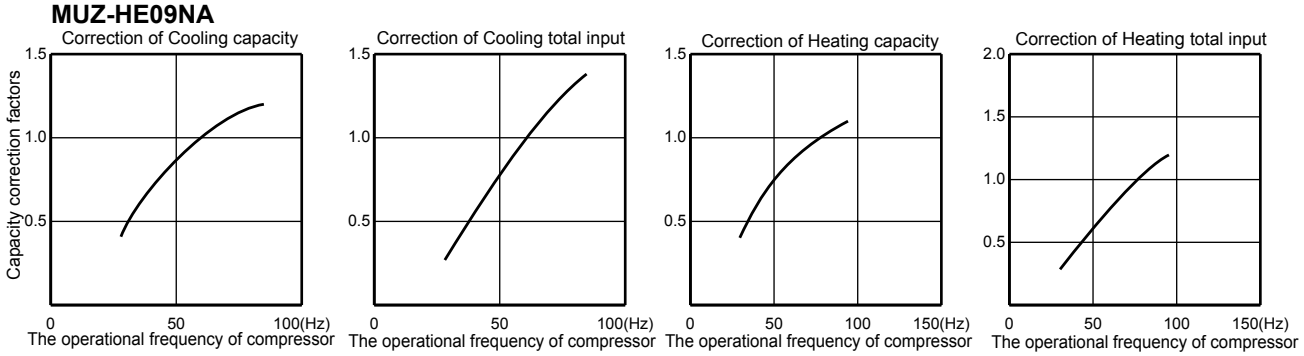
| Model | | | | MSZ-HE09NA | | MSZ-HE12NA | |
|---|---|---|---|---|---|---|---|
| Item | | | Unit | Cooling | Heating | Cooling | Heating |
| Total | Capacity | | Btu/h | 9,000 | 10,900 | 12,000 | 14,400 |
| | SHF | | - | 0.82 | — | 0.77 | — |
| | Input | | kW | 0.750 | 0.900 | 1.210 | 0.990 |
| | Rated frequency | | Hz | 59.5 | 77.5 | 69.0 | 77.0 |
| Electrical circuit | Indoor unit | | | MSZ-HE09NA | | MSZ-HE12NA | |
| | Power supply (V, Phase, Hz) | | | 208/230, 1, 60 | | | |
| | Input | | kW | 0.022 | 0.023 | 0.022 | 0.023 |
| | Fan motor current | | A | 0.24/0.22 | 0.25/0.23 | 0.24/0.22 | 0.25/0.23 |
| | Outdoor unit | | | MUZ-HE09NA | | MUZ-HE12NA | |
| | Power supply (V, phase, Hz) | | | 208/230, 1, 60 | | | |
| | Input | | kW | 0.728 | 0.877 | 1.188 | 0.967 |
| | Comp. current | | A | 3.32/3.00 | 3.66/3.31 | 4.39/3.97 | 5.41/4.89 |
| | Fan motor current | | A | 0.27/0.24 | 0.30/0.27 | 0.34/0.31 | 0.31/0.28 |
| Refrigerant circuit | Condensing pressure | | PSIG | 389 | 331 | 389 | 397 |
| | Suction pressure | | PSIG | 151 | 103 | 133 | 104 |
| | Discharge temperature | | °F | 154 | 152 | 163 | 162 |
| | Condensing temperature | | °F | 115 | 103 | 115 | 116 |
| | Suction temperature | | °F | 59 | 39 | 56 | 35 |
| | Comp. shell bottom temp | | °F | 151 | 149 | 158 | 158 |
| | Ref. pipe length | | ft. | 25 | | | |
| | Refrigerant charge (R410A) | | - | 1 lb. 12 oz. | | 2 lb. 9 oz. | |
| Indoor unit | Intake air temperature | DB | °F | 80 | 70 | 80 | 70 |
| | | WB | °F | 67 | 60 | 67 | 60 |
| | Discharge air temperature | DB | °F | 60 | 97 | 56 | 108 |
| | | WB | °F | 58 | — | 55 | — |
| | Fan speed (High) | | rpm | 1,020 | 1,040 | 1,020 | 1,040 |
| | Airflow (High) | | CFM | 367 (Wet) | 413 | 367 (Wet) | 413 |
| Outdoor unit | Intake air temperature | DB | °F | 95 | 47 | 95 | 47 |
| | | WB | °F | — | 43 | — | 43 |
| | Fan speed | | rpm | 800 | 850 | 900 | 860 |
| | Airflow | | CFM | 1151 | 1225 | 1229 | 1172 |

| Model | | | | MSZ-HE15NA | | MSZ-HE18NA | |
|---|---|---|---|---|---|---|---|
| Item | | | Unit | Cooling | Heating | Cooling | Heating |
| Total | Capacity | | Btu/h | 14,000 | 18,000 | 17,200 | 18,000 |
| | SHF | | - | 0.78 | — | 0.71 | — |
| | Input | | kW | 1.170 | 1.600 | 1.640 | 1.590 |
| | Rated frequency | | Hz | 55.5 | 74.0 | 83.0 | 84.0 |
| Electrical circuit | Indoor unit | | | MSZ-HE15NA | | MSZ-HE18NA | |
| | Power supply (V, Phase, Hz) | | | 208/230, 1, 60 | | | |
| | Input | | kW | 0.043 | 0.030 | 0.043 | 0.039 |
| | Fan motor current | | A | 0.50/0.45 | 0.35/0.32 | 0.43/0.39 | 0.40/0.36 |
| | Outdoor unit | | | MUZ-HE15NA | | MUZ-HE18NA | |
| | Power supply (V, phase, Hz) | | | 208/230, 1, 60 | | | |
| | Input | | kW | 1.127 | 1.570 | 1.597 | 1.551 |
| | Comp. current | | A | 4.86/4.40 | 7.38/6.67 | 6.97/6.29 | 8.36/7.55 |
| | Fan motor current | | A | 0.33/0.30 | 0.34/0.31 | 0.80/0.72 | 0.64/0.59 |
| Refrigerant circuit | Condensing pressure | | PSIG | 400 | 431 | 376 | 458 |
| | Suction pressure | | PSIG | 139 | 99 | 117 | 102 |
| | Discharge temperature | | °F | 164 | 179 | 177 | 184 |
| | Condensing temperature | | °F | 117 | 122 | 112 | 127 |
| | Suction temperature | | °F | 57 | 31 | 59 | 33 |
| | Comp. shell bottom temp | | °F | 148 | 165 | 164 | 170 |
| | Ref. pipe length | | ft. | 25 | | | |
| | Refrigerant charge (R410A) | | - | 2 lb. 9 oz. | | 3 lb. 7 oz. | |
| Indoor unit | Intake air temperature | DB | °F | 80 | 70 | 80 | 70 |
| | | WB | °F | 67 | 60 | 67 | 60 |
| | Discharge air temperature | DB | °F | 60 | 114 | 56 | 117 |
| | | WB | °F | 57 | — | 54 | — |
| | Fan speed (High) | | rpm | 1,280 | 1,140 | 1,280 | 1,240 |
| | Airflow (High) | | CFM | 498 (Wet) | 463 | 498 (Wet) | 512 |
| Outdoor unit | Intake air temperature | DB | °F | 95 | 47 | 95 | 47 |
| | | WB | °F | — | 43 | — | 43 |
| | Fan speed | | rpm | 910 | 900 | 780 | 740 |
| | Airflow | | CFM | 1,243 | 1,229 | 1,730 | 1,659 |

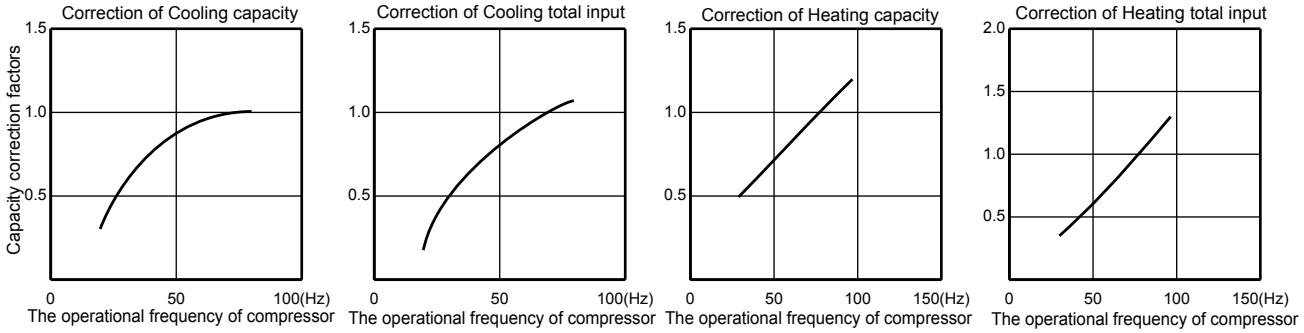
| Model | | | | MSZ-HE24NA | |
|---|---|---|---|---|---|
| Item | | | Unit | Cooling | Heating |
| Total | Capacity | | Btu/h | 22,500 | 26,600 |
| | SHF | | - | 0.75 | — |
| | Input | | kW | 2.620 | 2.150 |
| | Rated frequency | | Hz | 66.5 | 82.0 |
| Electrical circuit | Indoor unit | | | MSZ-HE24NA | |
| | Power supply (V, Phase, Hz) | | | 208/230, 1, 60 | |
| | Input | | kW | 0.058 | |
| | Fan motor current | | A | 0.56/0.51 | |
| | Outdoor unit | | | MUZ-HE24NA | |
| | Power supply (V, phase, Hz) | | | 208/230, 1, 60 | |
| | Input | | kW | 2.562 | 2.092 |
| | Comp. current | | A | 7.01/6.34 | 9.59/8.67 |
| | Fan motor current | | A | 1.61/1.05 | 1.13/1.02 |
| Refrigerant circuit | Condensing pressure | | PSIG | 395 | 405 |
| | Suction pressure | | PSIG | 141 | 102 |
| | Discharge temperature | | °F | 158 | 171 |
| | Condensing temperature | | °F | 115 | |
| | Suction temperature | | °F | 52 | 33 |
| | Comp. shell bottom temp | | °F | 140 | 148 |
| | Ref. pipe length | | ft. | 25 | |
| | Refrigerant charge (R410A) | | - | 4 lb. 3 oz. | |
| Indoor unit | Intake air temperature | DB | °F | 80 | 70 |
| | | WB | °F | 67 | 60 |
| | Discharge air temperature | DB | °F | 56 | 111 |
| | | WB | °F | 53 | — |
| | Fan speed (High) | | rpm | 1,300 | |
| | Airflow (High) | | CFM | 634 (Wet) | 738 |
| Outdoor unit | Intake air temperature | DB | °F | 95 | 47 |
| | | WB | °F | — | 43 |
| | Fan speed | | rpm | 840 | 810 |
| | Airflow | | CFM | 1,769 | 1,701 |

## 7-5. CAPACITY AND INPUT CORRECTION BY INVERTER OUTPUT FREQUENCY

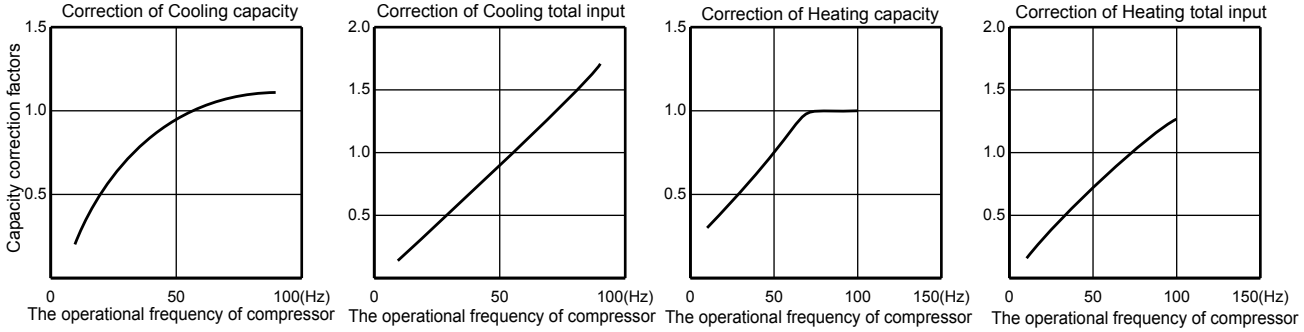
### MUZ-HE09NA



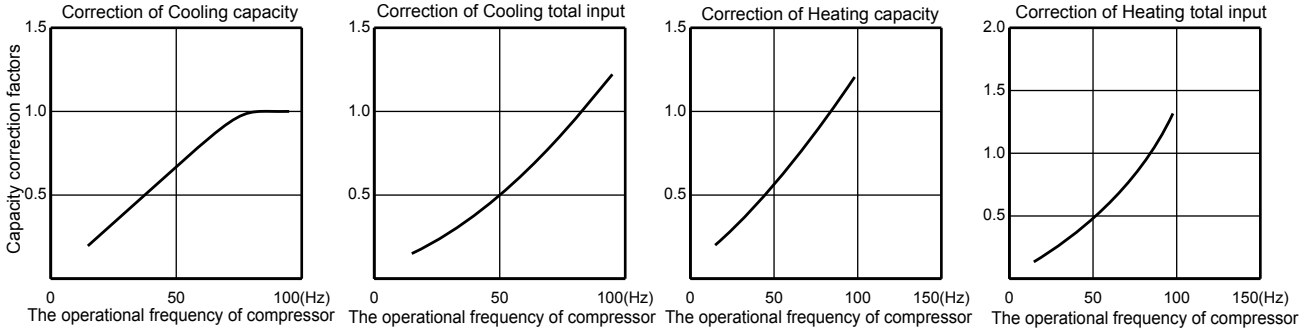

### MUZ-HE12NA



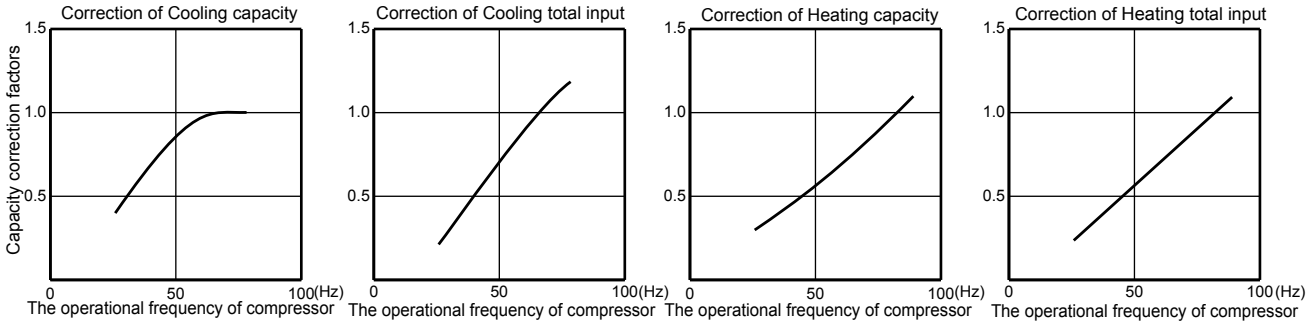

### MUZ-HE15NA




### MUZ-HE18NA



**MUZ-HE24NA**




## 7-6. HOW TO OPERATE FIXED-FREQUENCY OPERATION (Test run operation)

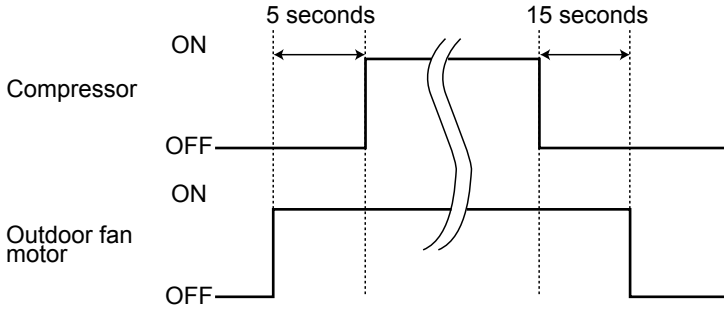
1. Press EMERGENCY OPERATION switch to start COOL or HEAT mode (COOL: Press once, HEAT: Press twice).
2. Test run operation starts and continues to operate for 30 minutes.
3. Compressor operates at rated frequency in COOL mode or 58 Hz in HEAT mode.
4. Indoor fan operates at High speed.
5. After 30 minutes, test run operation finishes and EMERGENCY OPERATION starts (operation frequency of compressor varies).
6. To cancel test run operation (EMERGENCY OPERATION), press EMERGENCY OPERATION switch or any button on remote controller.

# 8 ACTUATOR CONTROL

## MUZ-HE09NA MUZ-HE12NA MUZ-HE15NA MUZ-HE18NA MUZ-HE24NA

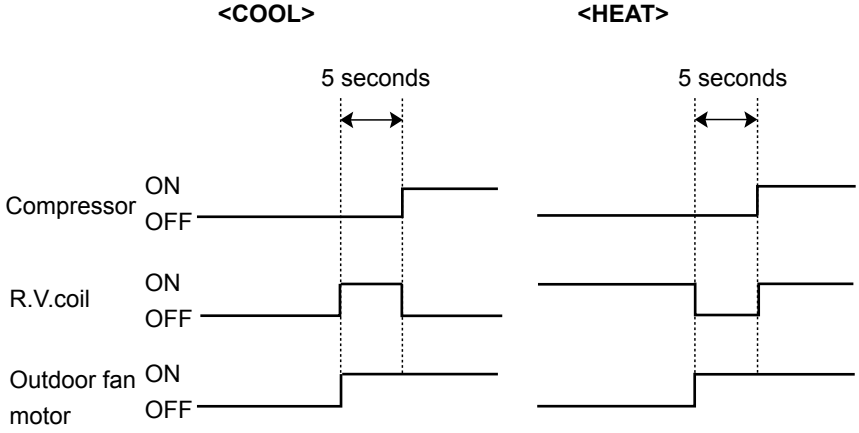
### 8-1. OUTDOOR FAN MOTOR CONTROL

The fan motor turns ON/OFF, interlocking with the compressor.
[ON] The fan motor turns ON 5 seconds before the compressor starts up.
[OFF] The fan motor turns OFF 15 seconds after the compressor has stopped running.




### 8-2. R.V. COIL CONTROL

Heating · · · · · · · · · · · · · · · · · ON
Cooling · · · · · · · · · · · · · · · · · OFF
Dry · · · · · · · · · · · · · · · · · · · OFF
**NOTE**: The 4-way valve reverses for 5 seconds right before start-up of the compressor.




### 8-3. RELATION BETWEEN MAIN SENSOR AND ACTUATOR

| Sensor | Purpose | Actuator | | | | |
|---|---|---|---|---|---|---|
| | | Compressor | LEV | Outdoor fan motor | R.V.coil | Indoor fan motor |
| Discharge temperature thermistor | Protection | ○ | ○ | | | |
| Indoor coil temperature thermistor | Cooling: Coil frost prevention | ○ | | | | |
| | Heating: High pressure protection | ○ | ○ | | | |
| Defrost thermistor | Heating: Defrosting | ○ | ○ | ○ | ○ | ○ |
| Fin temperature thermistor | Protection | ○ | | ○ | | |
| Ambient temperature thermistor | Cooling: Low ambient temperature operation | ○ | ○ | ○ | | |
| Outdoor heat exchanger temperature thermistor | Cooling: Low ambient temperature operation | ○ | ○ | ○ | | |
| | Cooling: High pressure protection | ○ | ○ | ○ | | |

# 9 SERVICE FUNCTIONS

## MUZ-HE09NA MUZ-HE12NA MUZ-HE15NA MUZ-HE18NA MUZ-HE24NA

### 9-1. CHANGE IN DEFROST SETTING

**Changing defrost finish temperature**

<JS> To change the defrost finish temperature, cut/solder the JS wire of the outdoor inverter P.C. board. (Refer to 10-6.1.)

| Jumper | | Defrost finish temperature | | | | |
|---|---|---|---|---|---|---|
| | | MUZ-HE09 | MUZ-HE12 | MUZ-HE15 | MUZ-HE18 | MUZ-HE18/24 |
| JS | Soldered (Initial setting) | 41°F (5°C) | 50°F (10°C) | 41°F (5°C) | 48°F (9°C) | 50°F (10°C) |
| | None (Cut) | 46°F (8°C) | 55°F (13°C) | 50°F (10°C) | 64°F (18°C) | 64°F (18°C) |

### 9-2. PRE-HEAT CONTROL SETTING

**PRE-HEAT CONTROL**

When moisture gets into the refrigerant cycle, it may interfere the start-up of the compressor at low outside temperature. The pre-heat control prevents this interference. The pre-heat control turns ON when the discharge temperature thermistor is 68°F (20°C) or below. When pre-heat control turns ON, compressor is energized. (About 50 W)

**Pre-heat control setting**

<JK> ON: To activate the pre-heat control, cut the JK wire of the inverter P.C. board. (Refer to 10-6.1.)
OFF: To deactivate the pre-heat control, solder JK wire of the inverter P.C. board. (Refer to 10-6.1.)

**NOTE:** When the inverter P.C. board is replaced, check the Jumper wires, and cut/solder them if necessary.

# 10 TROUBLESHOOTING

## MUZ-HE09NA MUZ-HE12NA MUZ-HE15NA MUZ-HE18NA MUZ-HE24NA

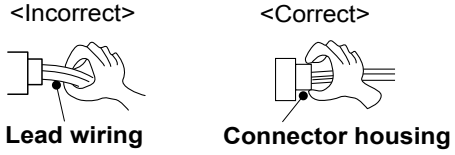
### 10-1. CAUTIONS ON TROUBLESHOOTING

**1. Before troubleshooting, check the following**

1) Check the power supply voltage.
2) Check the indoor/outdoor connecting wire for miswiring.

**2. Take care of the following during servicing**

1) Before servicing the air conditioner, be sure to turn OFF the main unit first with the remote controller, then after confirming the horizontal vane is closed, turn off the breaker and/or disconnect the power plug.
2) Be sure to turn OFF the power supply before removing the front panel, the cabinet, the top panel, and the electronic control P.C. board.
3) When removing the electrical parts, be careful of the residual voltage of smoothing capacitor.
4) When removing the electronic control P.C. board, hold the edge of the board with care NOT to apply stress on the components.
5) When connecting or disconnecting the connectors, hold the connector housing. DO NOT pull the lead wires.



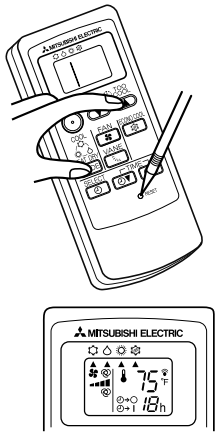

**3. Troubleshooting procedure**

1) Check if the OPERATION INDICATOR lamp on the indoor unit is flashing ON and OFF to indicate an abnormality. To make sure, check how many times the OPERATION INDICATOR lamp is flashing ON and OFF before starting service work.
2) Before servicing, check that the connector and terminal are connected properly.
3) When the electronic control P.C. board seems to be defective, check the copper foil pattern for disconnection and the components for bursting and discoloration.
4) Refer to 10-2. and 10-3.

## 10-2. FAILURE MODE RECALL FUNCTION

Outline of the function
This air conditioner can memorize the abnormal condition which has occurred once.
Even though LED indication listed on the troubleshooting check table (10-3.) disappears, the memorized failure details can be recalled.

### 1. Flow chart of failure mode recall function for the indoor/outdoor unit




Operational procedure

The cause of abnormality cannot be found because the abnormality does not recur.

Setting up the failure mode recall function

Turn ON the power supply.
<Preparation of the remote controller>
① While pressing both OPERATION SELECT button and TOO COOL button on the remote controller at the same time, press RESET button.
② First, release RESET button.
Hold down the other two buttons for another 3 seconds. Make sure that the indicators on the LCD screen shown in the right figure are all displayed. Then release the buttons.

Press OPERATE/STOP (ON/OFF) button of the remote controller (the set temperature is displayed) with the remote controller headed towards the indoor unit. ※1

※1. Regardless of normal or abnormal condition, a short beep is emitted once the signal is received.

Does the upper lamp of OPERATION INDICATOR lamp on the indoor unit blink at the interval of 0.5 seconds?
Blinks: Either indoor or outdoor unit is abnormal. Beep is emitted at the same timing as the blinking of the upper lamp of OPERATION INDICATOR lamp. ※2

No (OFF) → Indoor unit is normal.
But the outdoor unit might be abnormal because there are some abnormalities that cannot be recalled with this way.
Check if outdoor unit is abnormal according to the detailed outdoor unit failure mode recall function. (Refer to 10-2.2)

Yes (Blinks)

Judgment of indoor/outdoor abnormality

Before blinking, does the upper lamp of OPERATION INDICATOR lamp stay ON for 3 seconds?
When it stays ON for 3 seconds (without beep): The outdoor unit is abnormal.

Yes → The outdoor unit is abnormal.
Check the blinking pattern, and identify the abnormal point by referring to outdoor unit failure mode table. (Refer to 10-2.3)
Make sure to check at least two consecutive blinking cycles. ※3

No → The indoor unit is abnormal.
Check the blinking pattern, and identify the abnormal point by referring to indoor unit failure mode table. (Refer to indoor unit service manual.)
Make sure to check at least two consecutive blinking cycles. ※2

Releasing the failure mode recall function

Release the failure mode recall function by the following procedures.
Turn OFF the power supply and turn it ON again.
Press RESET button of the remote controller.

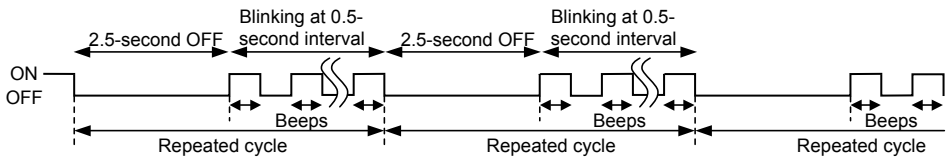
Repair the failure parts.

Deleting the memorized abnormal condition

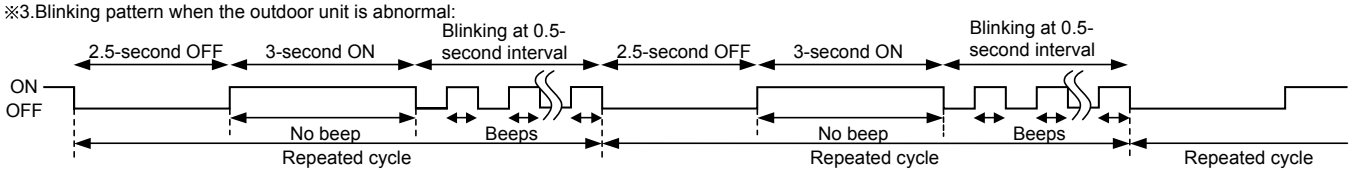
① After repairing the unit, recall the failure mode again according to "Setting up the failure mode recall function" mentioned above.
② Press OPERATE/STOP (ON/OFF) button of the remote controller (the set temperature is displayed) with the remote controller headed towards the indoor unit.
③ Press EMERGENCY OPERATION switch so that the memorized abnormal condition is deleted.
④ Release the failure mode recall function according to "Releasing the failure mode recall function" mentioned above.

**NOTE:** 1. Make sure to release the failure mode recall function after it is set up, otherwise the unit cannot operate properly.
2. If the abnormal condition is not deleted from the memory, the last abnormal condition is kept memorized.

※2. Blinking pattern when the indoor unit is abnormal:




※3.Blinking pattern when the outdoor unit is abnormal:



## 2. Flow chart of the detailed outdoor unit failure mode recall function

Operational procedure

The outdoor unit might be abnormal.
Check if outdoor unit is abnormal according to the following procedures.

Make sure that the remote controller is set to the failure mode recall function.

With the remote controller headed towards the indoor unit, press TOO COOL or TOO WARM button to adjust the set temperature to 77°F (25°C). ※1

※1. Regardless of normal or abnormal condition, 2 short beeps are emitted as the signal is received.

Does the upper lamp of OPERATION INDICATOR lamp on the indoor unit blink at the interval of 0.5 seconds?
Blinks: The outdoor unit is abnormal. Beep is emitted at the same timing as the blinking of the upper lamp of OPERATION INDICATOR lamp. ※2

No (OFF)

Yes (Blinks)

The outdoor unit is abnormal.
Check the blinking pattern, and identify the abnormal point by referring to outdoor unit failure mode table (10-2.3.).
Make sure to check at least two consecutive blinking cycles. ※2

The outdoor unit is normal.

Releasing the failure mode recall function

Release the failure mode recall function by the following procedures.
Turn OFF the power supply and turn it ON again.
Press RESET button of the remote controller.

Release the failure mode recall function according to the left mentioned procedure.

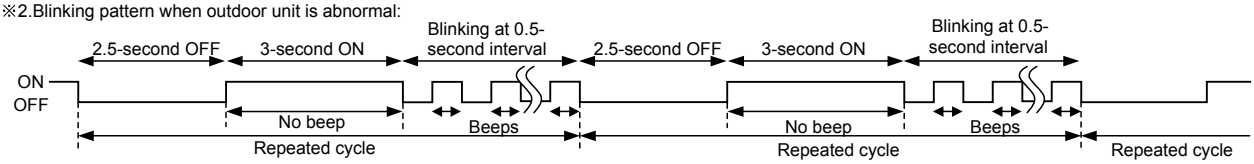
Repair the failure parts.

Deleting the memorized abnormal condition

① After repairing the unit, recall the failure mode again according to "Setting up the failure mode recall function" (10-2.1.).
② Press OPERATE/STOP (ON/OFF) button of the remote controller (the set temperature is displayed) with the remote controller headed towards the indoor unit.
③ Press EMERGENCY OPERATION switch so that the memorized abnormal condition is deleted.
④ Release the failure mode recall function according to "Releasing the failure mode recall function" mentioned above.

**NOTE**: 1. Make sure to release the failure mode recall function after it is set up, otherwise the unit cannot operate properly.
2. If the abnormal condition is not deleted from the memory, the last abnormal condition is kept memorized.

※2.Blinking pattern when outdoor unit is abnormal:



### 3. Outdoor unit failure mode table

| OPERATION INDICATOR upper lamp (Indoor unit) | Abnormal point (Failure mode / protection) | LED indication (Outdoor P.C. board) | Condition | Remedy | Indoor/ outdoor unit failure mode recall function | Outdoor unit failure mode recall function |
|---|---|---|---|---|---|---|
| OFF | None (Normal) | — | — | — | — | — |
| 2-time flash 2.5 seconds OFF | Outdoor power system | — | Overcurrent protection cut-out operates 3 consecutive times within 1 minute after the compressor gets started. | •Reconnect connectors.<br>•Refer to 10-5. Ⓐ"How to check inverter/ compressor".<br>•Check the stop valve. | ○ | ○ |
| 3-time flash 2.5 seconds OFF | Discharge temperature thermistor | 1-time flash every 2.5 seconds | Thermistor shorts or opens during compressor running. | •Refer to 10-5.Ⓖ"Check of outdoor thermistors". Defective outdoor thermistors can be identified by checking the blinking pattern of LED. | ○ | ○ |
| | Defrost thermistor | | | | | |
| | Fin temperature thermistor | 3-time flash 2.5 seconds OFF | | | | |
| | P.C. board temperature thermistor | 4-time flash 2.5 seconds OFF | | | | |
| | Ambient temperature thermistor | 2-time flash 2.5 seconds OFF | | | | |
| | Outdoor heat exchanger temperature thermistor **(MUZ-HE24)** | | | | | |
| 4-time flash 2.5 seconds OFF | Overcurrent | 11-time flash 2.5 seconds OFF | Large current flows into intelligent power module/ power module ※1. | •Reconnect compressor connector.<br>•Refer to 10-5.Ⓐ"How to check inverter/ compressor".<br>•Check the stop valve. | — | ○ |
| | Compressor synchronous abnormality (Compressor start-up failure protection) | 12-time flash 2.5 seconds OFF | Waveform of compressor current is distorted. | •Reconnect compressor connector.<br>•Refer to 10-5.Ⓐ"How to check inverter/ compressor". | — | ○ |
| 5-time flash 2.5 seconds OFF | Discharge temperature | — | Temperature of discharge temperature thermistor exceeds 241°F (116°C), compressor stops. Compressor can restart if discharge temperature thermistor reads 212°F (100°C) or less 3 minutes later. | •Check the refrigerant circuit and the refrigerant amount.<br>•Refer to 10-5.Ⓚ"Check of LEV". | — | ○ |
| 6-time flash 2.5 seconds OFF | High pressure | — | Temperature of indoor coil thermistor exceeds 158°F (70°C) in HEAT mode. Temperature of outdoor heat exchanger temperature thermistor exceeds 158°F (70°C) in COOL mode. | •Check the refrigerant circuit and the refrigerant amount.<br>•Check the stop valve. | — | ○ |
| 7-time flash 2.5 seconds OFF | Fin temperature/ P.C. board temperature | 7-time flash 2.5 seconds OFF | Temperature of fin temperature thermistor on the inverter P.C. board exceeds 167 ~ 176°F (75 ~ 80°C), or temperature of P.C. board temperature thermistor on the inverter P.C. board exceeds 158 ~ 167°F (70 ~ 75°C). | •Check around the outdoor unit.<br>•Check the outdoor unit air passage.<br>•Refer to 10-5.Ⓘ"Check of outdoor fan motor". | — | ○ |
| 8-time flash 2.5 seconds OFF | Outdoor fan motor | — | Outdoor fan has stopped 3 times in a row within 30 seconds after outdoor fan start-up. | •Refer to 10-5.Ⓘ"Check of outdoor fan motor". Refer to 10-5.Ⓛ"Check of inverter P.C. board". | — | ○ |
| 9-time flash 2.5 seconds OFF | Nonvolatile memory data | 5-time flash 2.5 seconds OFF | Nonvolatile memory data cannot be read properly. | •Replace the inverter P.C. board. | ○ | ○ |
| | Power module **(MUZ-HE24NA)** | 6-time flash 2.5 seconds OFF | The interphase short circuit occurs in the output of the intelligent power module (IPM)/power module (IPM) ※1. The compressor winding shorts circuit. | •Refer to 10-5.Ⓐ"How to check inverter/ compressor". | | |
| 10-time flash 2.5 seconds OFF | Discharge temperature | — | Temperature of discharge temperature thermistor has been 122°F (50°C) or less for 20 minutes. | •Refer to 10-5.Ⓚ"Check of LEV".<br>•Check the refrigerant circuit and the refrigerant amount. | — | ○ |

**NOTE**: Blinking patterns of this mode differ from the ones of Troubleshooting check table (10-3.).

※1

Intelligent power module: **MUZ-HE24NA**

Power module: **Other models**

| OPERATION INDICATOR upper lamp (Indoor unit) | Abnormal point (Failure mode / protection) | LED indication (Outdoor P.C. board) | Condition | Remedy | Indoor/ outdoor unit failure mode recall function | Outdoor unit failure mode recall function |
|---|---|---|---|---|---|---|
| 11-time flash 2.5 seconds OFF | DC voltage | 8-time flash 2.5 seconds OFF | DC voltage of inverter cannot be detected normally. | •Refer to 10-5.Ⓐ"How to check inverter/ compressor". | — | ○ |
| | Each phase current of compressor | 9-time flash 2.5 seconds OFF | Each phase current of compressor cannot be detected normally. | | | |
| 12-time flash 2.5 seconds OFF | Overcurrent Compressor open-phase | 10-time flash 2.5 seconds OFF | Large current flows into intelligent power module (IPM)/power module (IPM) ※1.<br>The open-phase operation of compressor is detected.<br>The interphase short circuit occurs in the output of the intelligent power module (IPM)/power module (IPM) ※1.<br>The compressor winding shorts circuit. | •Reconnect compressor connector.<br>•Refer to 10-5. Ⓐ"How to check inverter/ compressor". | — | ○ |
| 14-time flash 2.5 seconds OFF | Stop valve (Closed valve) | 14-time flash 2.5 seconds OFF | Closed valve is detected by compressor current. | •Check the stop valve | ○ | ○ |
| | 4-way valve/ Pipe temperature | 16-time flash 2.5 seconds OFF | The 4-way valve does not work properly.<br>The indoor coil thermistor detects an abnormal temperature. | •Check the 4-way valve.<br>•Replace the inverter P.C. board. | | |

**NOTE**: Blinking patterns of this mode differ from the ones of Troubleshooting check table (10-3.).

※1

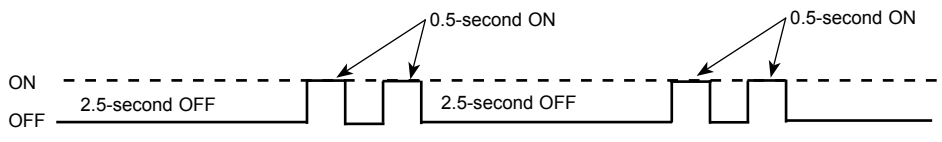
Intelligent power module: **MUZ-HE24NA**

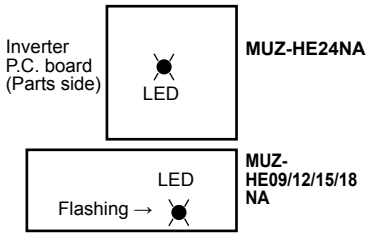
Power module: **Other models**

## 10-3. TROUBLESHOOTING CHECK TABLE

| No. | Symptom | LED indication | Abnormal point/ Condition | Condition | Remedy |
|---|---|---|---|---|---|
| 1 | Outdoor unit does not operate. | 1-time flash every 2.5 seconds | Outdoor power system | Overcurrent protection cut-out operates 3 consecutive times within 1 minute after the compressor gets started, or failure of restart of compressor has repeated 24 times. | •Reconnect connector of compressor.<br>•Refer to 10-5.Ⓐ "How to check inverter/ compressor".<br>•Check the stop valve. |
| 2 | | | Outdoor thermistors | Discharge temperature thermistor, fin temperature thermistor, defrost thermistor, outdoor heat exchanger temperature thermistor, P.C. board temperature thermistor or ambient temperature thermistor shorts or opens during compressor running. | •Refer to 10-5.Ⓖ "Check of outdoor thermistors". |
| 3 | | | Outdoor control system | Nonvolatile memory data cannot be read properly.<br>(The upper lamp of OPERATION INDICATOR of the indoor unit lights up or flashes 7 times.) | •Replace inverter P.C. board. |
| 4 | | 6-time flash 2.5 seconds OFF | Serial signal | The communication fails between the indoor and outdoor unit for 3 minutes. | •Refer to 10-5.Ⓜ "How to check miswiring and serial signal error. |
| 5 | | 11-time flash 2.5 seconds OFF | Stop valve/ Closed valve | Closed valve is detected by compressor current. | •Check the stop valve. |
| 6 | | 14-time flash 2.5 seconds OFF | Outdoor unit (Other abnormality) | Outdoor unit is defective. | •Refer to 10-2.2. "Flow chart of the detailed outdoor unit failure mode recall function". |
| 7 | | 16-time flash 2.5 seconds OFF | 4-way valve/ Pipe temperature | The 4-way valve does not work properly.<br>The indoor coil thermistor detects an abnormal temperature. | •Refer to 10-5.Ⓗ "Check of R.V. coil".<br>•Replace the inverter P.C. board. |
| 8 | 'Outdoor unit stops and restarts 3 minutes later' is repeated. | 2-time flash 2.5 seconds OFF | Overcurrent protection | Large current flows into intelligent power module/power module ※1.<br>※ When overcurrent protection occurs within 10 seconds after compressor starts, compressor restarts after 15 seconds **(MUZ-HE09/12/15/18NA)**. | •Reconnect connector of the compressor.<br>•Refer to 10-5.Ⓐ "How to check inverter/ compressor".<br>•Check the stop valve. |
| 9 | | 3-time flash 2.5 seconds OFF | Discharge temperature overheat protection | Temperature of discharge temperature thermistor exceeds 241°F (116°C), compressor stops. Compressor can restart if discharge temperature thermistor reads 212°F (100°C) or less 3 minutes later. | •Check the refrigerant circuit and the refrigerant amount.<br>•Refer to 10-5.Ⓚ "Check of LEV". |
| 10 | | 4-time flash 2.5 seconds OFF | Fin temperature /P.C. board temperature thermistor overheat protection | Temperature of fin temperature thermistor on the heat sink exceeds 167 ~ 176°F (75 ~ 80°C) or temperature of P.C. board temperature thermistor on the inverter P.C. board exceeds 158 ~ 167°F (70 ~ 75°C). | •Check around the outdoor unit.<br>•Check the outdoor unit air passage.<br>•Refer to 10-5.Ⓘ "Check of outdoor fan motor". |
| 11 | | 5-time flash 2.5 seconds OFF | High pressure protection | Temperature of indoor coil thermistor exceeds 158°F (70°C) in HEAT mode. Temperature of outdoor heat exchanger temperature thermistor exceeds 158°F (70°C) in COOL mode. | •Check the refrigerant circuit and the refrigerant amount.<br>•Check the stop valve. |
| 12 | | 8-time flash 2.5 seconds OFF | Compressor synchronous abnormality | The waveform of compressor current is distorted. | •Reconnect connector of the compressor.<br>•Refer to 10-5.Ⓐ "How to check inverter/ compressor". |
| 13 | | 10-time flash 2.5 seconds OFF | Outdoor fan motor | Outdoor fan has stopped 3 times in a row within 30 seconds after outdoor fan start-up. | •Refer to 10-5.Ⓘ "Check of outdoor fan motor.<br>•Refer to 10-5.Ⓛ "Check of inverter P.C. board. |
| 14 | | 12-time flash 2.5 seconds OFF | Each phase current of compressor | Each phase current of compressor cannot be detected normally. | •Refer to 10-5.Ⓐ "How to check inverter/ compressor". |
| 15 | | 13-time flash 2.5 seconds OFF | DC voltage | DC voltage of inverter cannot be detected normally. | •Refer to 10-5.Ⓐ "How to check inverter/ compressor". |
| 16 | Outdoor unit operates. | 1-time flash 2.5 seconds OFF | Frequency drop by current protection | Current from power outlet is nearing Max. fuse size. | The unit is normal, but check the following.<br>•Check if the indoor filters are clogged.<br>•Check if the refrigerant is short.<br>•Check if the indoor/outdoor unit air circulation is short cycled. |
| 17 | | 3-time flash 2.5 seconds OFF | Frequency drop by high pressure protection | Temperature of indoor coil thermistor exceeds 131°F (55°C) in HEAT mode, compressor frequency lowers. | |
| | | | Frequency drop by defrosting in COOL mode | Indoor coil thermistor reads 46°F (8°C) or less in COOL mode, compressor frequency lowers. | |
| 18 | | 4-time flash 2.5 seconds OFF | Frequency drop by discharge temperature protection | Temperature of discharge temperature thermistor exceeds 232°F (111°C), compressor frequency lowers. | •Check the refrigerant circuit and the refrigerant amount.<br>•Refer to 10-5.Ⓚ "Check of LEV".<br>•Refer to 10-5.Ⓖ "Check of outdoor thermistors". |

**NOTE**: 1. The location of LED is illustrated at the right figure. Refer to 10-6.1.
2. LED is lighted during normal operation.
The flashing frequency shows the number of times the LED blinks after every 2.5-second OFF. Flashing
(Example) When the flashing frequency is “2”.

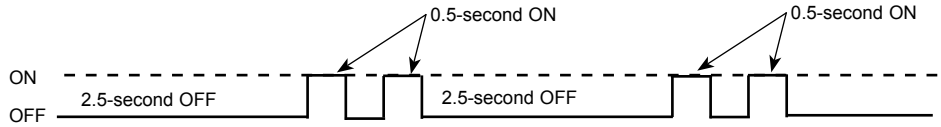


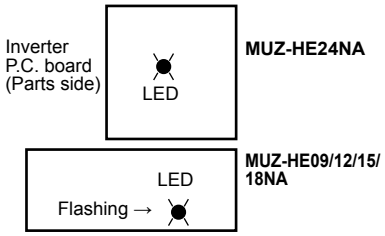




※1
Intelligent power module: **MUZ-HE24NA**
Power module: **Other models**

| No. | Symptom | LED indication | Abnormal point/ Condition | Condition | Remedy |
|---|---|---|---|---|---|
| 19 | Outdoor unit operates. | 7-time flash 2.5 seconds OFF | Low discharge temperature protection | Temperature of discharge temperature thermistor has been 122°F (50°C) or less for 20 minutes. | •Refer to 10-5.Ⓚ "Check of LEV". •Check the refrigerant circuit and the refrigerant amount. |
| 20 | | 8-time flash 2.5 seconds OFF | PAM protection PAM: Pulse Amplitude Modulation | The overcurrent flows into IGBT (Insulated Gate Bipolar transistor: TR821) or the bus-bar voltage reaches 320 V or more, PAM stops and restarts. | This is not malfunction. PAM protection will be activated in the following cases: 1 Instantaneous power voltage drop (Short time power failure) 2 When the power supply voltage is high. |
| | | | Zero cross detecting circuit | Zero cross signal for PAM control cannot be detected. | |
| 21 | | 9-time flash 2.5 seconds OFF | Inverter check mode | The connector of compressor is disconnected, inverter check mode starts. | •Check if the connector of the compressor is correctly connected. Refer to 10-5.Ⓐ "How to check inverter/compressor". |

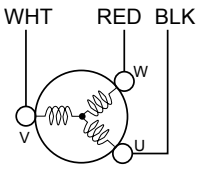
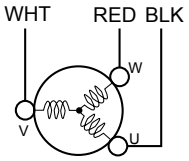
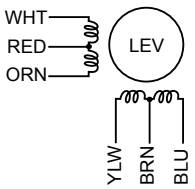
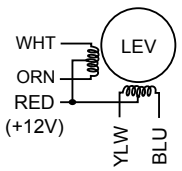
**NOTE**: 1. The location of LED is illustrated at the right figure. Refer to 10-6.1.
2. LED is lighted during normal operation.
The flashing frequency shows the number of times the LED blinks after every 2.5-second OFF. Flashing
(Example) When the flashing frequency is “2”.



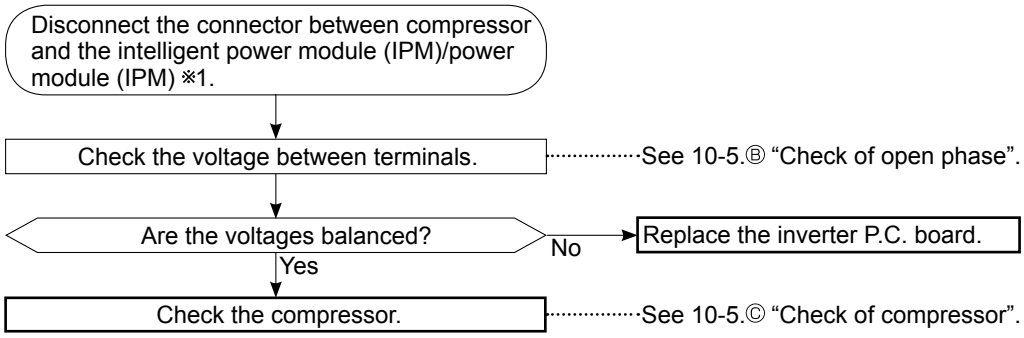
### 10-4. TROUBLE CRITERION OF MAIN PARTS

## MUZ-HE09NA MUZ-HE12NA MUZ-HE15NA MUZ-HE18NA MUZ-HE24NA

<table>
<tr><th>Part name</th><th>Check method and criterion</th><th>Figure</th></tr>
<tr><td>Defrost thermistor (RT61)<br><br>Fin temperature thermistor (RT64)<br><br>Ambient temperature thermistor (RT65)<br><br>Outdoor heat exchanger temperature thermistor (RT68)</td><td>Measure the resistance with a tester.<br><br>Refer to 10-6. “Test point diagram and voltage”, 1. “Inverter P.C. board”, for the chart of thermistor.</td><td></td></tr>
<tr><td>Discharge temperature thermistor (RT62)</td><td>Measure the resistance with a tester. Before measurement, hold the thermistor with your hands to warm it up.<br><br>Refer to 10-6. “Test point diagram and voltage”, 1. “Inverter P.C. board”, for the chart of thermistor.</td><td></td></tr>
<tr><td>Compressor</td><td>Measure the resistance between terminals using a tester.<br>(Temperature: -4 ~ 104°F (-20 ~ 40°C))
<table>
<tr><th></th><th colspan="4">Normal (Ω)</th></tr>
<tr><th></th><th>HE09</th><th>HE12</th><th>HE15/18</th><th>HE24</th></tr>
<tr><td>U-V<br>U-W<br>V-W</td><td>1.36 ~ 1.93</td><td>1.52 ~ 2.17</td><td>0.78 ~ 1.11</td><td>0.83 ~ 1.18</td></tr>
</table></td><td>
</td></tr>
<tr><td>Outdoor fan motor</td><td>Measure the resistance between lead wires using a tester.<br>(Temperature: -4 ~ 104°F (-20 ~ 40°C))
<table>
<tr><th rowspan="2">Color of lead wire</th><th colspan="3">Normal (Ω)</th></tr>
<tr><th>HE09/12</th><th>HE15</th><th>HE18/24</th></tr>
<tr><td>RED – BLK<br>BLK – WHT<br>WHT – RED</td><td colspan="2">28 ~ 40</td><td>11 ~ 16</td></tr>
</table></td><td>
</td></tr>
<tr><td>R. V. coil (21S4)</td><td>Measure the resistance using a tester.<br>(Temperature: 14 ~ 104°F (-10 ~ 40°C))
<table>
<tr><th>Normal (kΩ)</th></tr>
<tr><td>0.97 ~ 1.38</td></tr>
</table></td><td></td></tr>
<tr><td rowspan="2">Expansion valve coil (LEV)</td><td>Measure the resistance using a tester.<br>(Temperature: 14 ~ 104°F (-10 ~ 40°C))<br>MUZ-HE09/12/15/18NA
<table>
<tr><th>Color of lead wire</th><th>Normal (Ω)</th></tr>
<tr><td>WHT – RED</td><td rowspan="4">37 ~ 54</td></tr>
<tr><td>RED – ORN</td></tr>
<tr><td>YLW – BRN</td></tr>
<tr><td>BRN – BLU</td></tr>
</table></td><td>
</td></tr>
<tr><td>Measure the resistance using a tester.<br>(Temperature: 14 ~ 104°F (-10 ~ 40°C))<br>MUZ-HE24NA
<table>
<tr><th>Color of lead wire</th><th>Normal (Ω)</th></tr>
<tr><td>RED – ORN</td><td rowspan="4">37 ~ 54</td></tr>
<tr><td>RED – WHT</td></tr>
<tr><td>RED – BLU</td></tr>
<tr><td>RED – YLW</td></tr>
</table></td><td>
</td></tr>
</table>

## 10-5. TROUBLESHOOTING FLOW

### Ⓐ How to check inverter/compressor




### Ⓑ Check of open phase

- With the connector between the compressor and intelligent power module/power module ※1 disconnected, activate the inverter and check if the inverter is normal by measuring the voltage balance between the terminals.

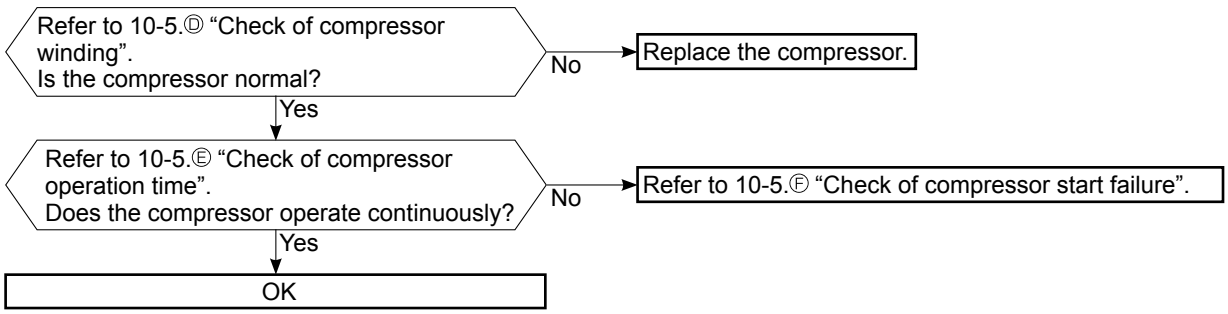
Output voltage is 50 - 130 V. (The voltage may differ according to the tester.)

<< Operation method>>
Start cooling or heating operation by pressing EMERGENCY OPERATION switch on the indoor unit. (TEST RUN OPERATION: Refer to 7-6.)
<<Measurement point>>
At 3 points
BLK (U) - WHT (V)
BLK (U) - RED (W)
WHT(V) - RED (W)

Measure AC voltage between the lead wires at 3 points.

**NOTE**: 1. Output voltage varies according to power supply voltage.
2. Measure the voltage by analog type tester.
3. During this check, LED of the inverter P.C. board flashes 9 times. (Refer to 10-6.1.)

### Ⓒ Check of compressor




※1
Intelligent power module: **MUZ-HE24NA**
Power module: **Other models**

## Ⓓ Check of compressor winding

● Disconnect the connector between the compressor and intelligent power module/power module ※1, and measure the resistance between the compressor terminals.

<<Measurement point>>

At 3 points

BLK - WHT

BLK - RED

WHT - RED

※ Measure the resistance between the lead wires at 3 points.

※1

Intelligent power module: **MUZ-HE24NA**

Power module: **Other models**

<<Judgement>>

Refer to 10-4.

0[Ω] ····· Abnormal [short]

Infinite [Ω]····· Abnormal [open]

**NOTE**: Be sure to zero the ohmmeter before measurement.

## Ⓔ Check of compressor operation time

● Connect the compressor and activate the inverter. Then measure the time until the inverter stops due to over current.

<<Operation method>>

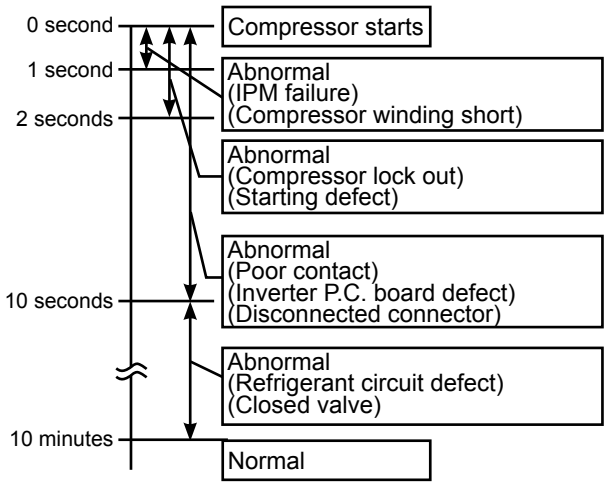
Start heating or cooling operation by pressing EMERGENCY OPERATION switch on the indoor unit.

(TEST RUN OPERATION: Refer to 7-6.)

<<Measurement>>

Measure the time from the start of compressor to the stop of compressor due to overcurrent.

<<Judgement>>




## Ⓕ Check of compressor start failure

Confirm that 1~4 is normal.

• Electrical circuit check

1. Contact of the compressor connector
2. Output voltage of inverter P.C. board and balance of them (See 10-5.Ⓑ)
3. Direct current voltage between DB61(+) and (-) (**MUZ-HE09/12/15/18NA**)/ JP715(+) and JP30(-) (**MUZ-HE24NA**) on the inverter P.C. board
4. Voltage between outdoor terminal block S1-S2

Does the compressor run for 10 seconds or more after it starts?

Yes → Check the refrigerant circuit. Check the stop valve.

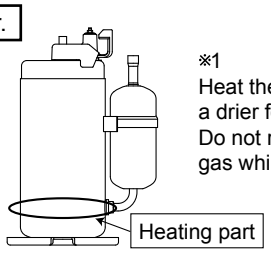
No

After the compressor is heated with a drier, does the compressor start? ※1

No → Replace the compressor.

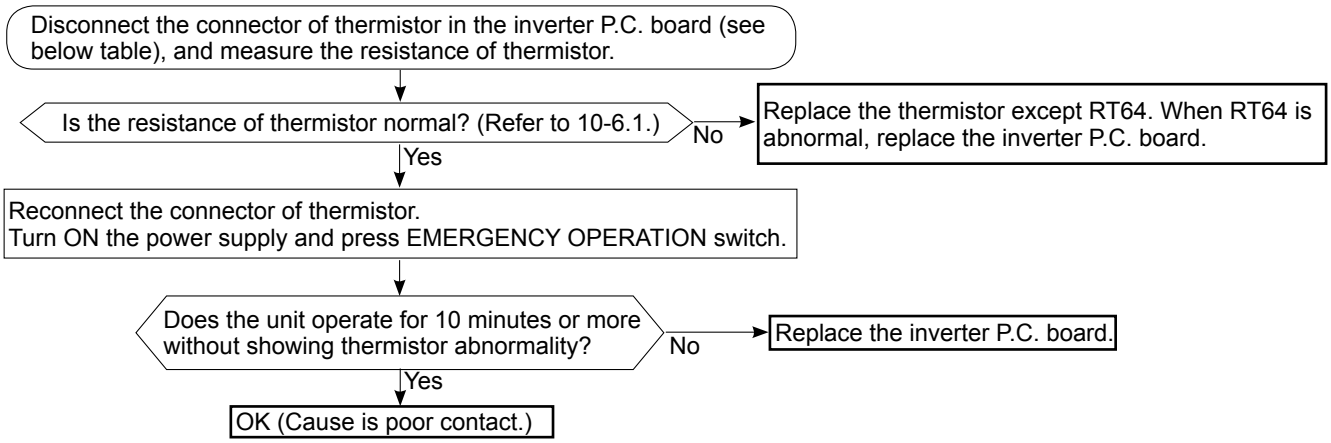
Yes

Compressor start failure. Activate pre-heat control. (Refer to 9-2. "PRE-HEAT CONTROL SETTING")




※1
Heat the compressor with a drier for about 20 minutes. Do not recover refrigerant gas while heating.

## Ⓖ Check of outdoor thermistors




**MUZ-HE09/12/15/18NA**

| Thermistor | Symbol | Connector, Pin No. | Board |
|---|---|---|---|
| Defrost | RT61 | Between CN641 pin1 and pin2 | Inverter P.C. board |
| Discharge temperature | RT62 | Between CN641 pin3 and pin4 | |
| Fin temperature | RT64 | Between CN642 pin1 and pin2 | |
| Ambient temperature | RT65 | Between CN643 pin1 and pin2 | |
| Outdoor heat exchanger temperature | RT68 | Between CN644 pin1 and pin3 | |

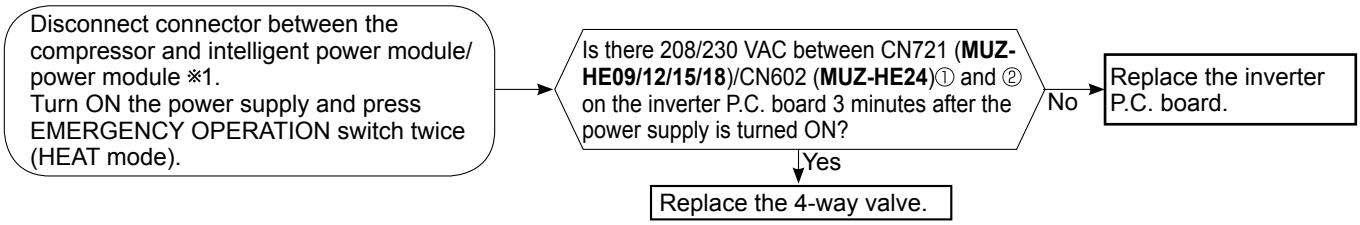
**MUZ-HE24NA**

| Thermistor | Symbol | Connector, Pin No. | Board |
|---|---|---|---|
| Defrost | RT61 | Between CN671 pin1 and pin2 | Inverter P.C. board |
| Discharge temperature | RT62 | Between CN671 pin3 and pin4 | |
| Fin temperature | RT64 | Between CN673 pin1 and pin2 | |
| Ambient temperature | RT65 | Between CN672 pin1 and pin2 | |
| Outdoor heat exchanger temperature | RT68 | Between CN671 pin5 and pin6 | |

## Ⓗ Check of R.V. coil

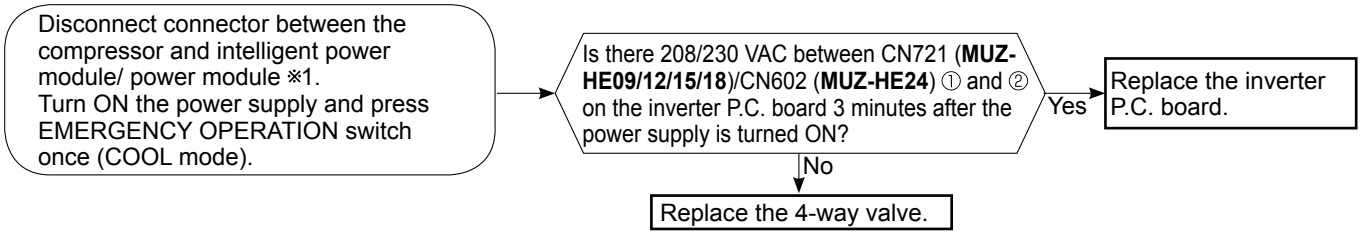
※ First of all, measure the resistance of R.V. coil to check if the coil is defective. Refer to 10-4.
※ In case CN721 (**MUZ-HE09/12/15/18**)/CN602 (**MUZ-HE24**) is disconnected or R.V. coil is open, voltage is generated between the terminal pins of the connector although no signal is being transmitted to R.V. coil. Check if CN721 (**MUZ-HE09/12/15/18**)/CN602 (**MUZ-HE24**) is connected.

**Unit operates COOL mode even if it is set to HEAT mode.**



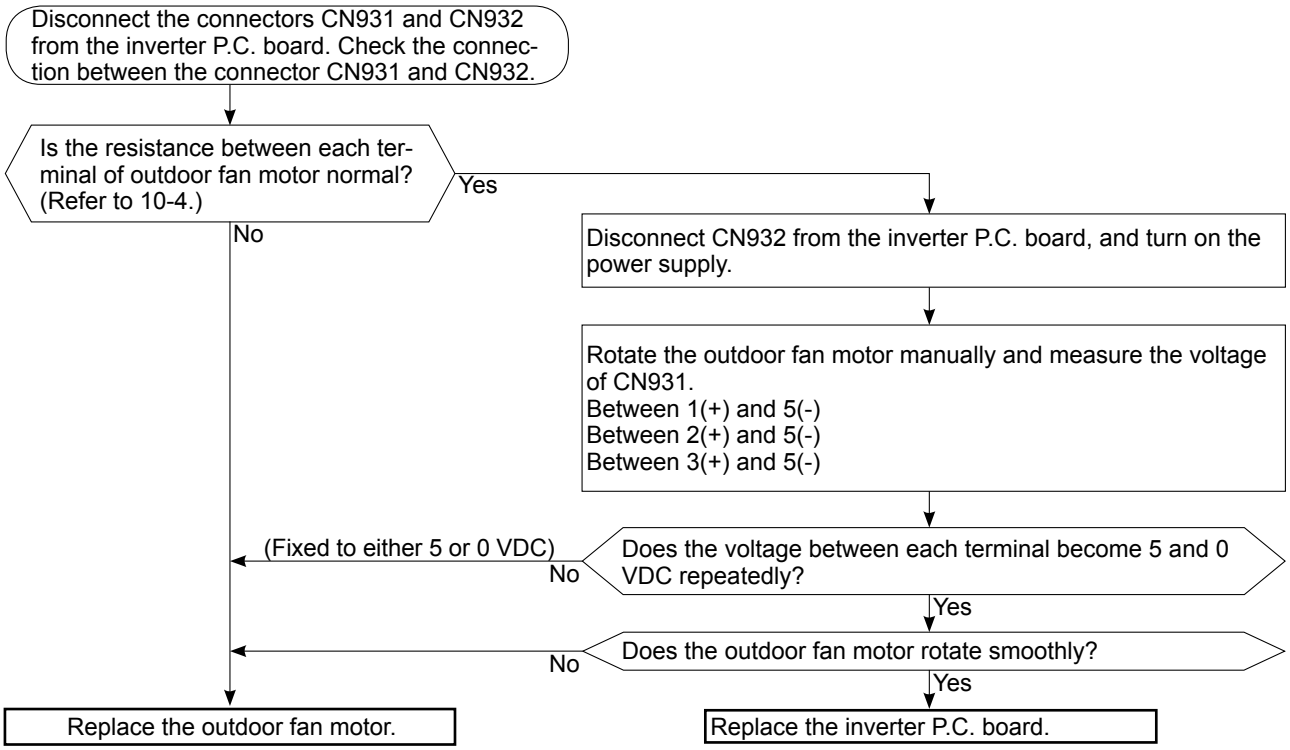

※1
Intelligent power module: **MUZ-HE24NA**
Power module: **Other models**

**Unit operates HEAT mode even if it is set to COOL mode.**




※1
Intelligent power module: **MUZ-HE24NA**
Power module: **Other models**

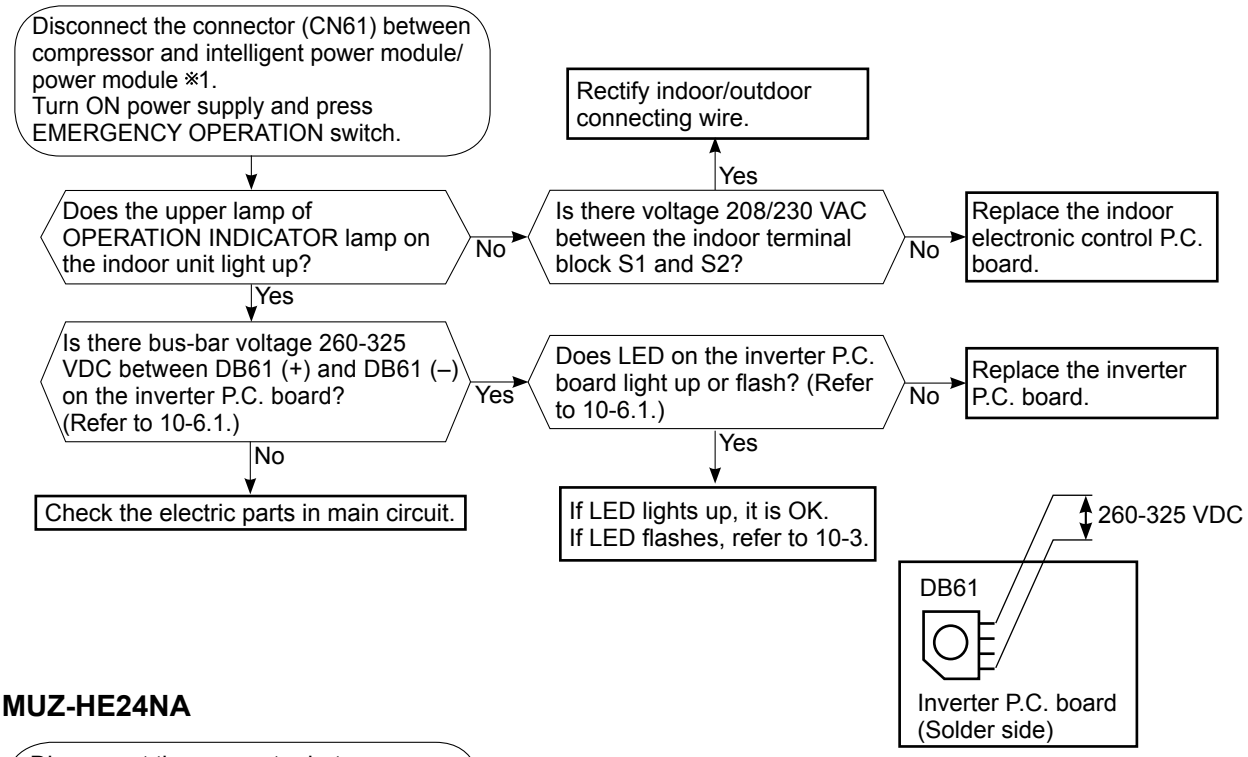
## ⓛ Check of outdoor fan motor



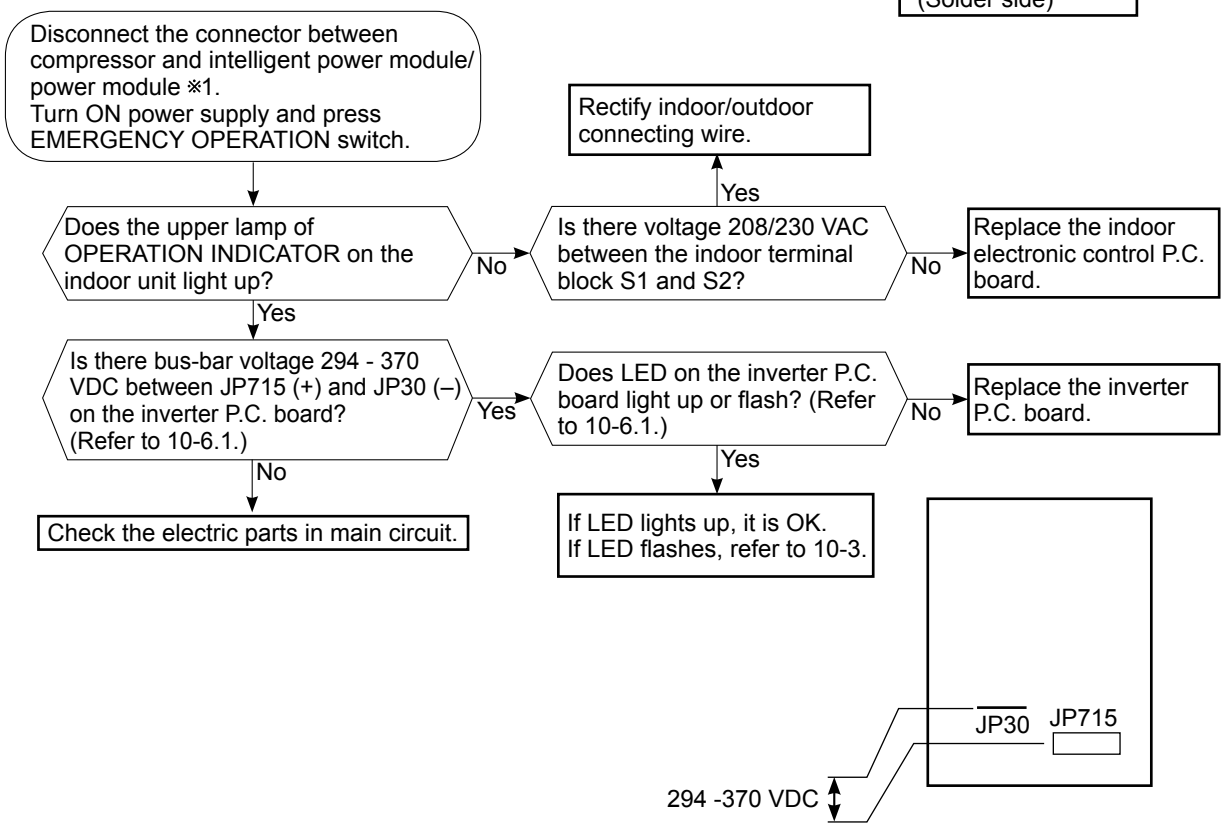
## Ⓙ Check of power supply

### MUZ-HE09/12/15/18NA

※1
Intelligent power module: **MUZ-HE24NA**
Power module: **Other models**

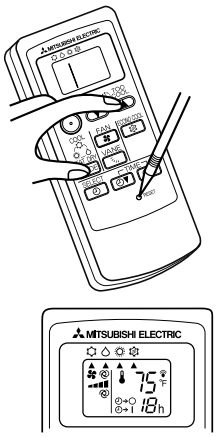



### MUZ-HE24NA



## Ⓚ Check of LEV (Expansion valve)

Turn ON the power supply.
<Preparation of the remote controller>
① While pressing both OPERATION SELECT button and TOO COOL button on the remote controller at the same time, press RESET button.
② First, release RESET button.
Hold down the other two buttons for another 3 seconds. Make sure that the indicators on the LCD screen shown in the right figure are all displayed.
Then release the buttons.




Press OPERATE/STOP (ON/OFF) button of the remote controller (the set temperature is displayed) with the remote controller headed towards the indoor unit. ※1

※1. Regardless of normal or abnormal condition, a short beep is emitted once the signal is received.

Expansion valve operates in full-opening direction.

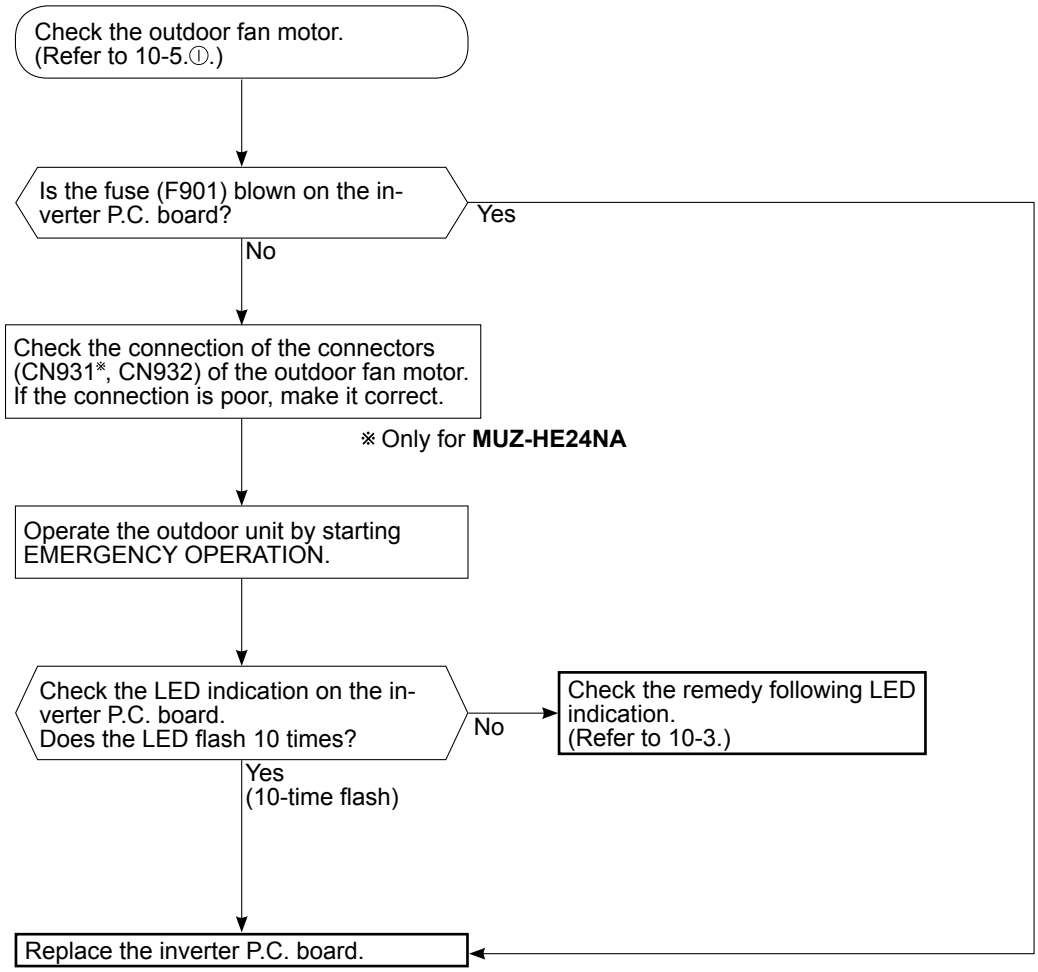
Do you hear the expansion valve "click, click·····"?
Do you feel the expansion valve vibrate on touching it ?
Yes → OK
No

Is LEV coil properly fixed to the expansion valve?
No → Properly fix the LEV coil to the expansion valve.
Yes

Does the resistance of LEV coil have the characteristics? (Refer to 10-4.)
Yes →
Measure each voltage between connector pins of CN724 on the inverter P.C. board.
1. Pin③(-) — Pin①(+)
2. Pin④(-) — Pin①(+)
3. Pin⑤(-) — Pin①(+)
4. Pin⑥(-) — Pin①(+)
Is there about 3 ~ 5 VAC between each?
**NOTE**: Measure the voltage by an analog tester.
No → Replace the inverter P.C. board.
Yes → Replace the expansion valve.
No → Replace the LEV coil.

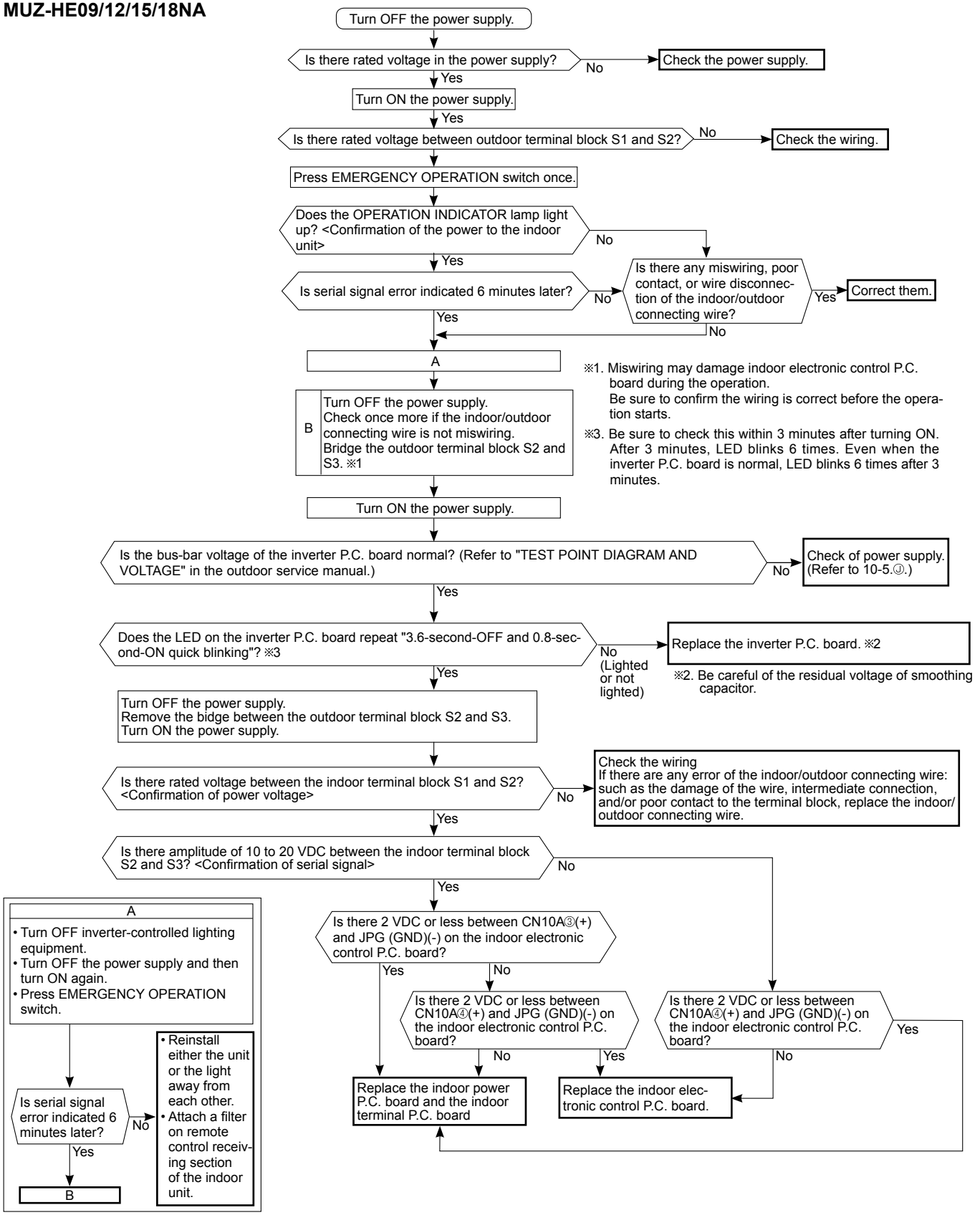
**NOTE**: After check of LEV, do the undermentioned operations.
1. Turn OFF the power supply and turn ON it again.
2. Press RESET button on the remote controller.

## Ⓛ Check of inverter P.C. board

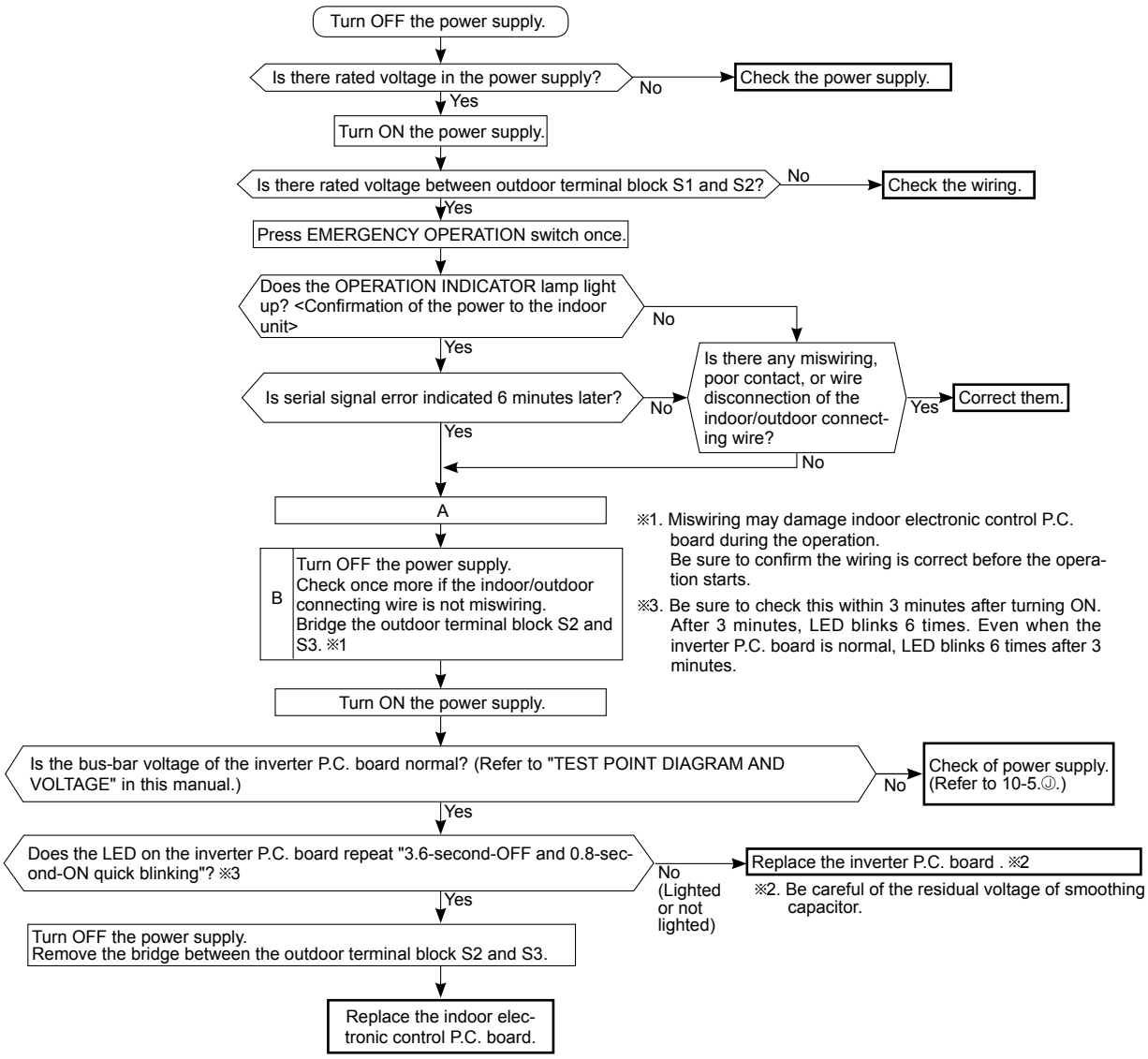


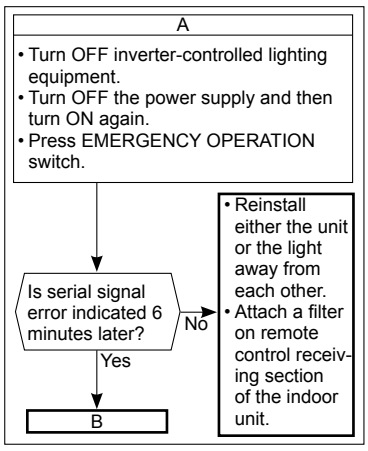
## Ⓜ How to check miswiring and serial signal error

**MUZ-HE09/12/15/18NA**

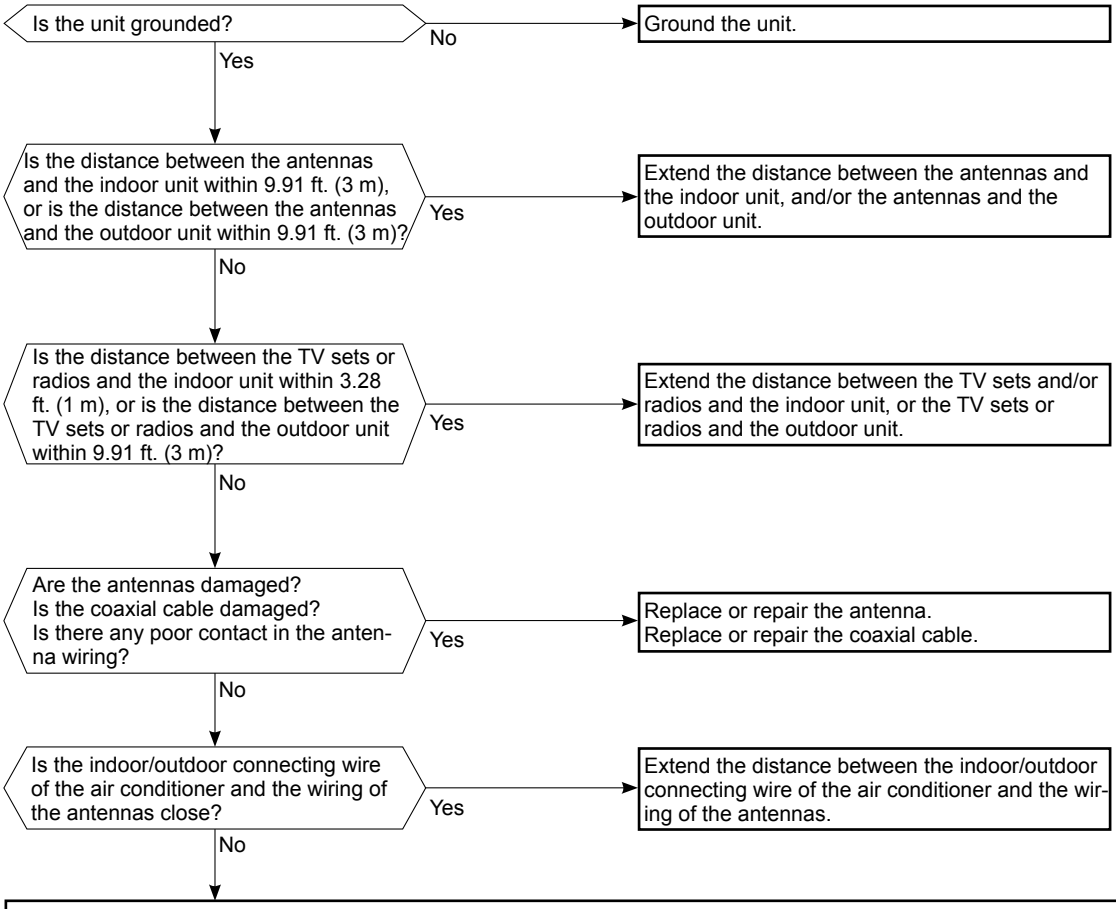


**MUZ-HE24NA**


Turn OFF the power supply.
Is there rated voltage in the power supply?
No
Check the power supply.
Yes
Turn ON the power supply.
Is there rated voltage between outdoor terminal block S1 and S2?
No
Check the wiring.
Yes
Press EMERGENCY OPERATION switch once.
Does the OPERATION INDICATOR lamp light up? <Confirmation of the power to the indoor unit>
No
Yes
Is serial signal error indicated 6 minutes later?
No
Is there any miswiring, poor contact, or wire disconnection of the indoor/outdoor connecting wire?
Yes
Correct them.
Yes
No
A
B
Turn OFF the power supply.
Check once more if the indoor/outdoor connecting wire is not miswiring.
Bridge the outdoor terminal block S2 and S3. ※1
Turn ON the power supply.
Is the bus-bar voltage of the inverter P.C. board normal? (Refer to "TEST POINT DIAGRAM AND VOLTAGE" in this manual.)
No
Check of power supply. (Refer to 10-5.Ⓙ.)
Yes
Does the LED on the inverter P.C. board repeat "3.6-second-OFF and 0.8-second-ON quick blinking"? ※3
No (Lighted or not lighted)
Replace the inverter P.C. board . ※2
Yes
Turn OFF the power supply.
Remove the bridge between the outdoor terminal block S2 and S3.
Replace the indoor electronic control P.C. board.
※1. Miswiring may damage indoor electronic control P.C. board during the operation.
Be sure to confirm the wiring is correct before the operation starts.
※3. Be sure to check this within 3 minutes after turning ON. After 3 minutes, LED blinks 6 times. Even when the inverter P.C. board is normal, LED blinks 6 times after 3 minutes.
※2. Be careful of the residual voltage of smoothing capacitor.


A
• Turn OFF inverter-controlled lighting equipment.
• Turn OFF the power supply and then turn ON again.
• Press EMERGENCY OPERATION switch.
Is serial signal error indicated 6 minutes later?
No
• Reinstall either the unit or the light away from each other.
• Attach a filter on remote control receiving section of the indoor unit.
Yes
B

## Ⓝ Electromagnetic noise enters into TV sets or radios



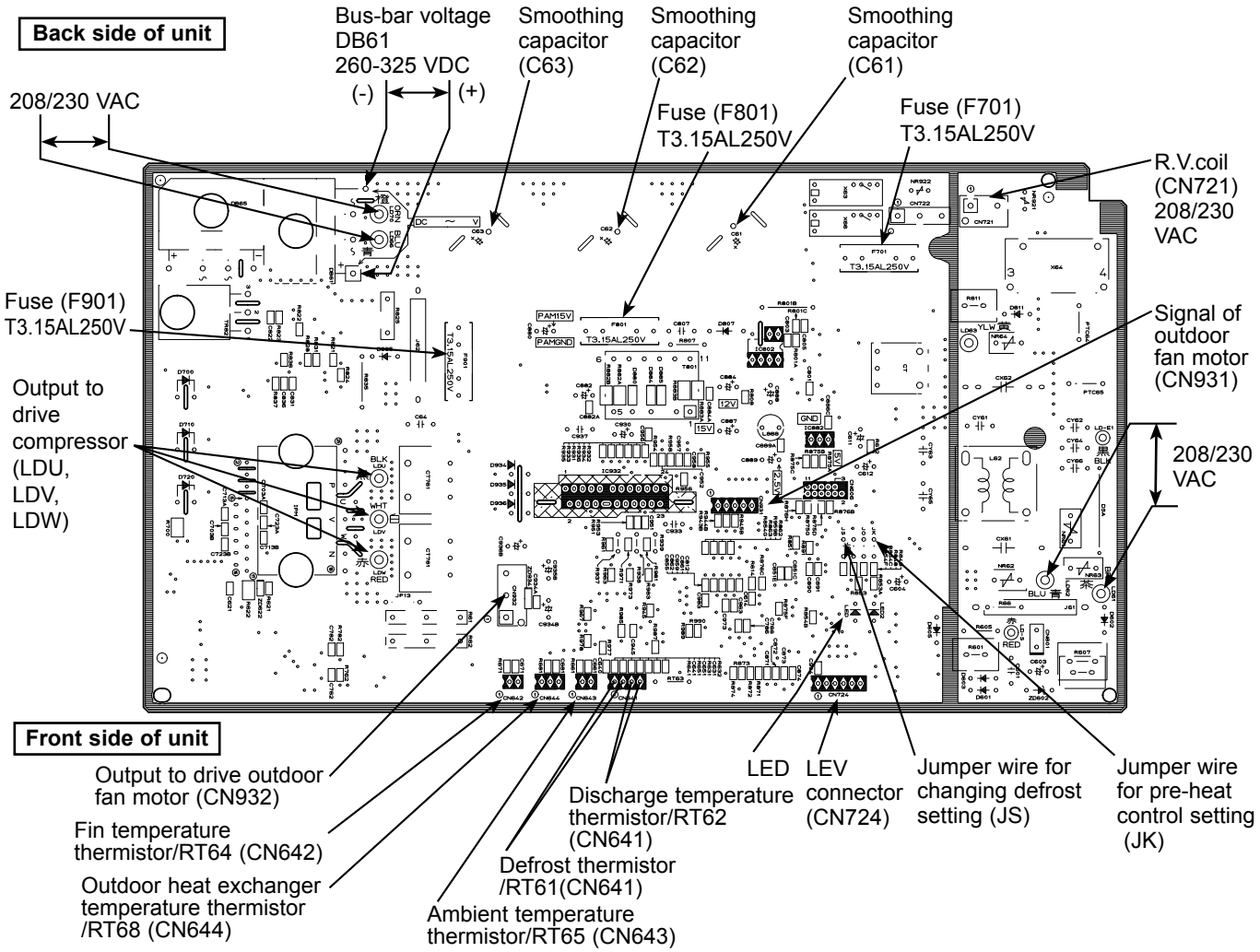

Even if all of the above conditions are fulfilled, the electromagnetic noise may enter, depending on the electric field strength or the installation condition (combination of specific conditions such as antennas or wiring).
Check the followings before asking for service.

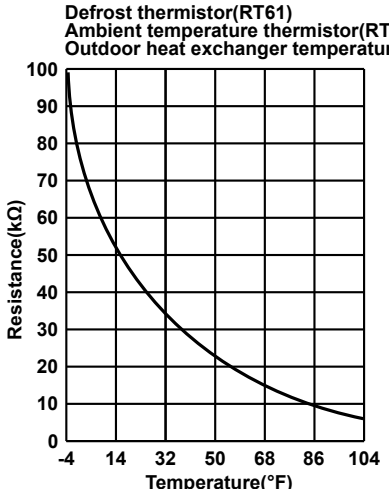
1. Devices affected by the electromagnetic noise
   TV sets, radios (FM/AM broadcast, shortwave)
2. Channel, frequency, broadcast station affected by the electromagnetic noise
3. Channel, frequency, broadcast station unaffected by the electromagnetic noise
4. Layout of:
   indoor/outdoor unit of the air conditioner, indoor/outdoor wiring, grounding wire, antennas, wiring from antennas, receiver
5. Electric field intensity of the broadcast station affected by the electromagnetic noise
6. Presence or absence of amplifier such as booster
7. Operation condition of air conditioner when the electromagnetic noise enters in
   1) Turn OFF the power supply once, and then turn ON the power supply. In this situation, check for the electromagnetic noise.
   2) Within 3 minutes after turning ON the power supply, press OPERATE/STOP (ON/OFF) button on the remote controller for power ON, and check for the electromagnetic noise.
   3) After a short time (3 minutes later after turning ON), the outdoor unit starts running. During operation, check for the electromagnetic noise.
   4) Press OPERATE/STOP (ON/OFF) button on the remote controller for power OFF, when the outdoor unit stops but the indoor/outdoor communication still runs on. In this situation, check for the electromagnetic noise.

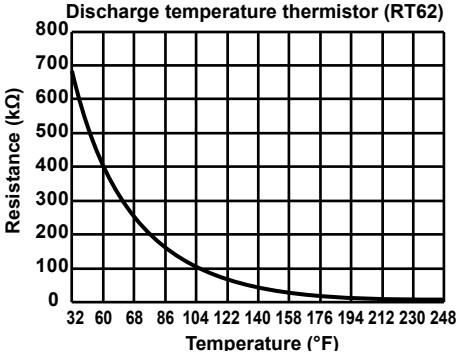
## 10-6. TEST POINT DIAGRAM AND VOLTAGE

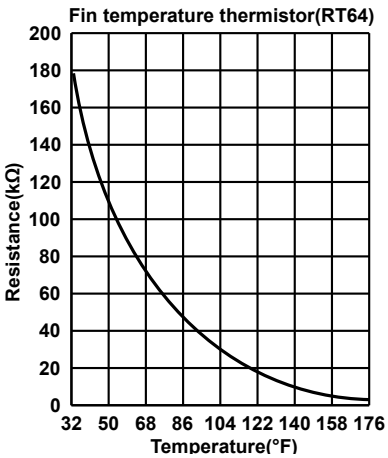
### 1. Inverter P.C. board

**MUZ-HE09NA MUZ-HE12NA MUZ-HE15NA**

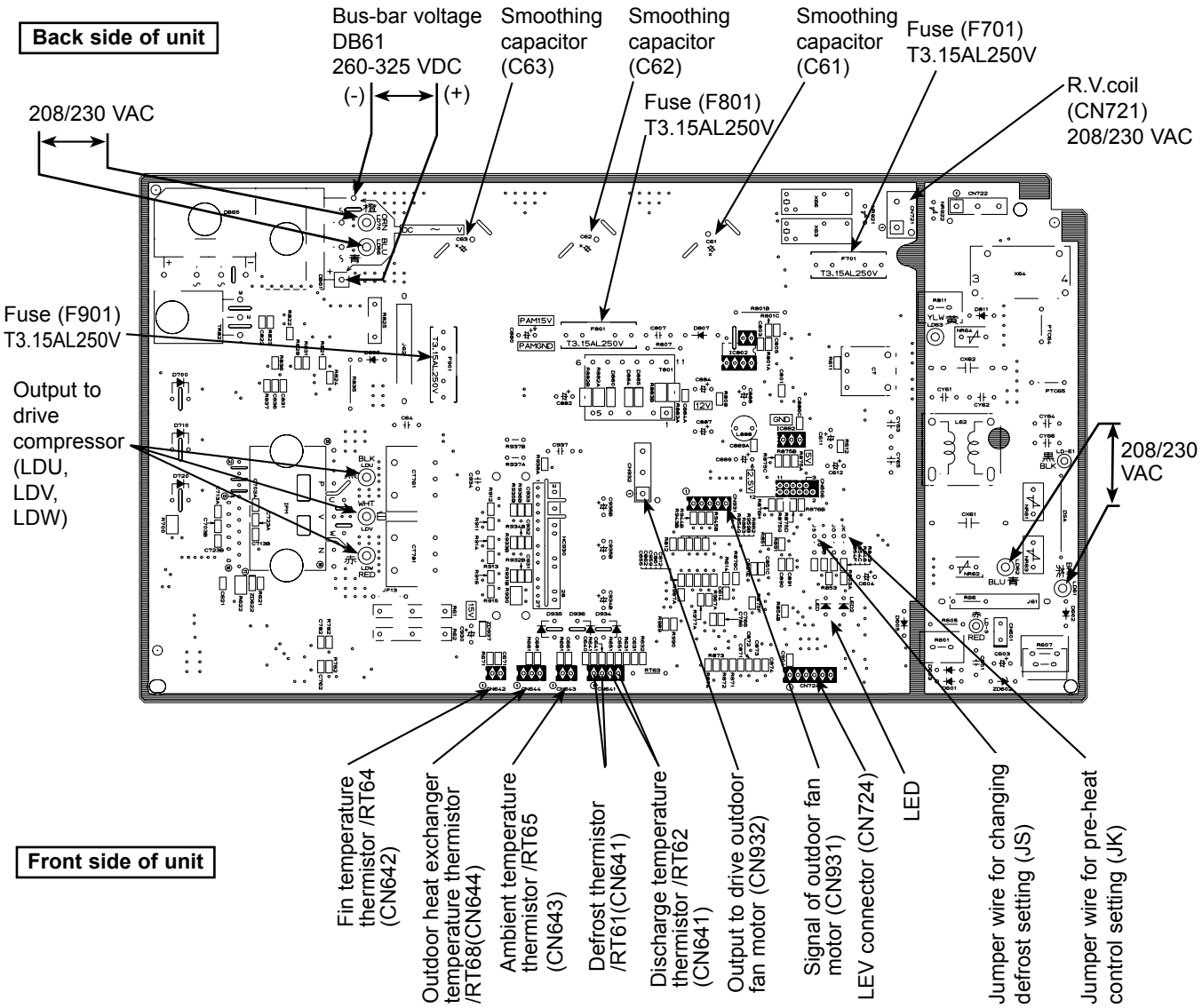


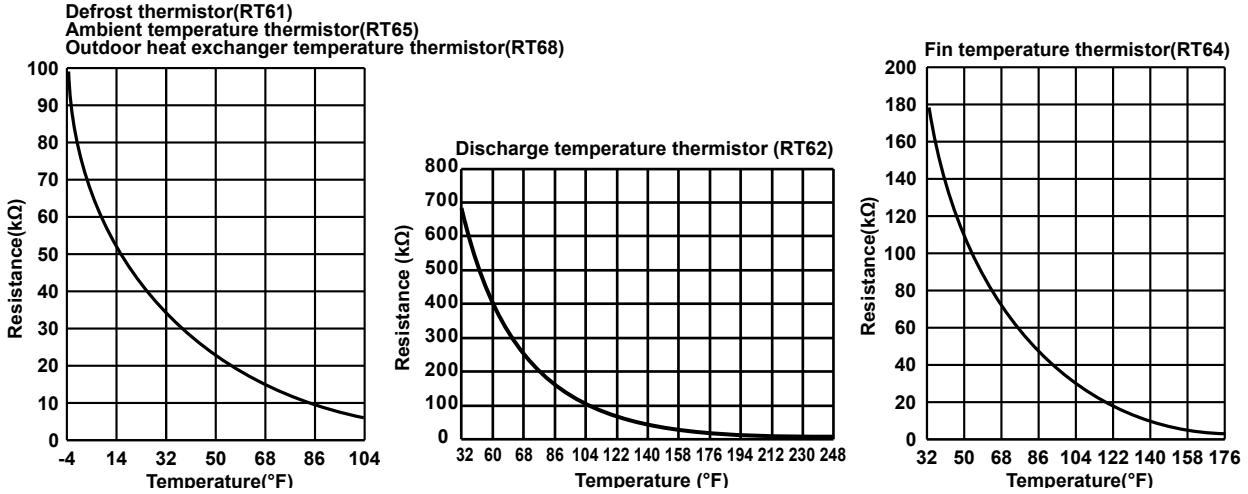



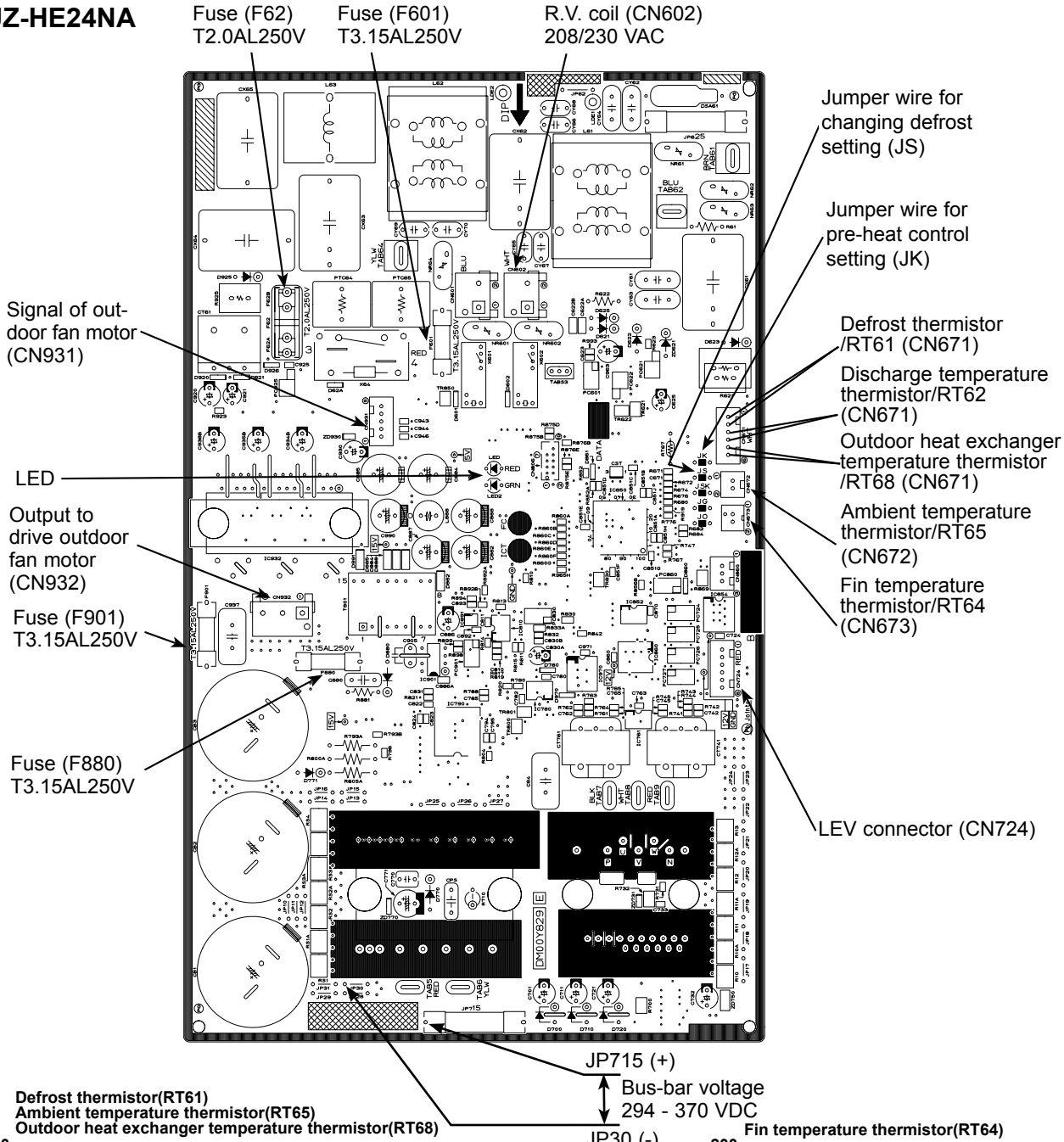



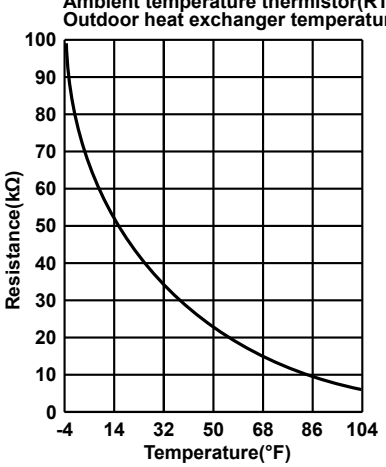
## MUZ-HE18NA

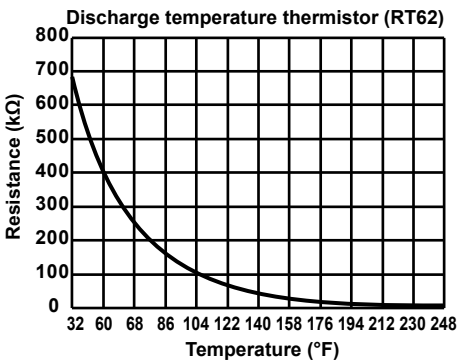

Back side of unit
Bus-bar voltage
DB61
260-325 VDC
(-)
(+)
Smoothing capacitor (C63)
Smoothing capacitor (C62)
Smoothing capacitor (C61)
Fuse (F701)
T3.15AL250V
R.V.coil
(CN721)
208/230 VAC
208/230 VAC
Fuse (F801)
T3.15AL250V
Fuse (F901)
T3.15AL250V
Output to drive compressor (LDU, LDV, LDW)
208/230 VAC
Front side of unit
Fin temperature thermistor /RT64 (CN642)
Outdoor heat exchanger temperature thermistor /RT68(CN644)
Ambient temperature thermistor /RT65 (CN643)
Defrost thermistor /RT61(CN641)
Discharge temperature thermistor /RT62 (CN641)
Output to drive outdoor fan motor (CN932)
Signal of outdoor fan motor (CN931)
LEV connector (CN724)
LED
Jumper wire for changing defrost setting (JS)
Jumper wire for pre-heat control setting (JK)

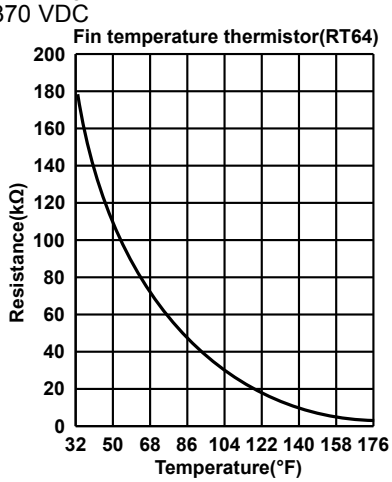

Defrost thermistor(RT61)
Ambient temperature thermistor(RT65)
Outdoor heat exchanger temperature thermistor(RT68)
Resistance(kΩ)
100
90
80
70
60
50
40
30
20
10
0
-4 14 32 50 68 86 104
Temperature(°F)
Discharge temperature thermistor (RT62)
Resistance (kΩ)
800
700
600
500
400
300
200
100
0
32 60 68 86 104 122 140 158 176 194 212 230 248
Temperature (°F)
Fin temperature thermistor(RT64)
Resistance(kΩ)
200
180
160
140
120
100
80
60
40
20
0
32 50 68 86 104 122 140 158 176
Temperature(°F)

**MUZ-HE24NA**


Fuse (F62)
T2.0AL250V
Fuse (F601)
T3.15AL250V
R.V. coil (CN602)
208/230 VAC
Jumper wire for changing defrost setting (JS)
Jumper wire for pre-heat control setting (JK)
Signal of out-door fan motor (CN931)
Defrost thermistor /RT61 (CN671)
Discharge temperature thermistor/RT62 (CN671)
Outdoor heat exchanger temperature thermistor /RT68 (CN671)
LED
Ambient temperature thermistor/RT65 (CN672)
Output to drive outdoor fan motor (CN932)
Fin temperature thermistor/RT64 (CN673)
Fuse (F901)
T3.15AL250V
Fuse (F880)
T3.15AL250V
LEV connector (CN724)
JP715 (+)
Bus-bar voltage
294 - 370 VDC
JP30 (-)


Defrost thermistor(RT61)
Ambient temperature thermistor(RT65)
Outdoor heat exchanger temperature thermistor(RT68)
Resistance(kΩ)
100
90
80
70
60
50
40
30
20
10
0
-4 14 32 50 68 86 104
Temperature(°F)


Discharge temperature thermistor (RT62)
Resistance (kΩ)
800
700
600
500
400
300
200
100
0
32 60 68 86 104 122 140 158 176 194 212 230 248
Temperature (°F)

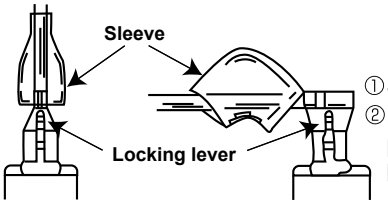

Fin temperature thermistor(RT64)
Resistance(kΩ)
200
180
160
140
120
100
80
60
40
20
0
32 50 68 86 104 122 140 158 176
Temperature(°F)

# 11 DISASSEMBLY INSTRUCTIONS

<"Terminal with locking mechanism" Detaching points>

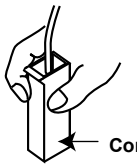
The terminal which has the locking mechanism can be detached as shown below.
There are two types (refer to (1) and (2)) of the terminal with locking mechanism.
The terminal without locking mechanism can be detached by pulling it out.
Check the shape of the terminal before detaching.

(1) Slide the sleeve and check if there is a locking lever or not.




①Slide the sleeve.
②Pull the terminal while pushing the locking lever.

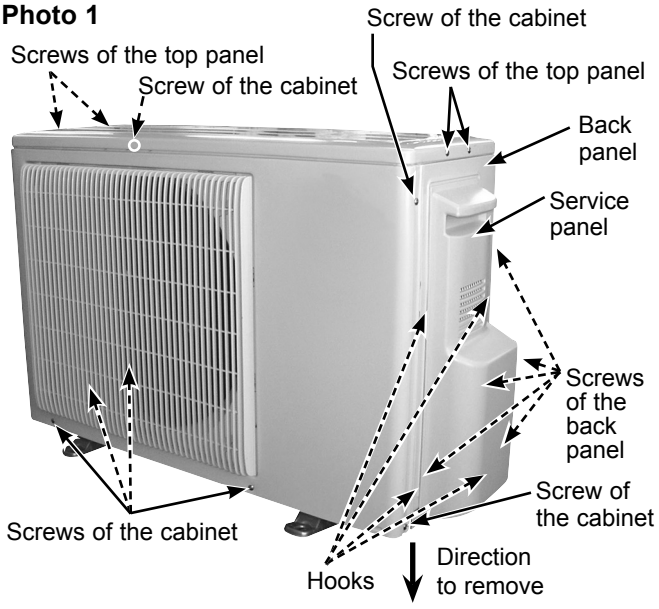
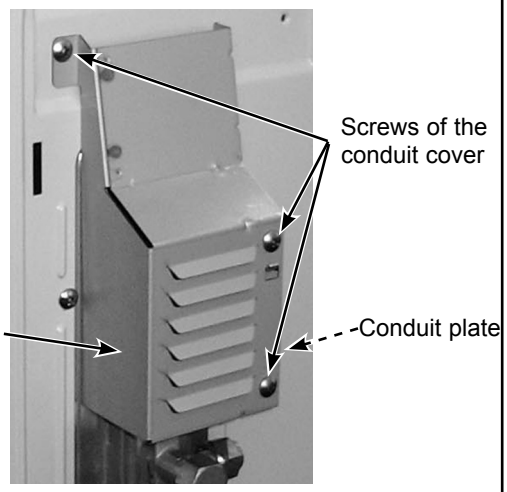
(2) The terminal with this connector has the locking mechanism.

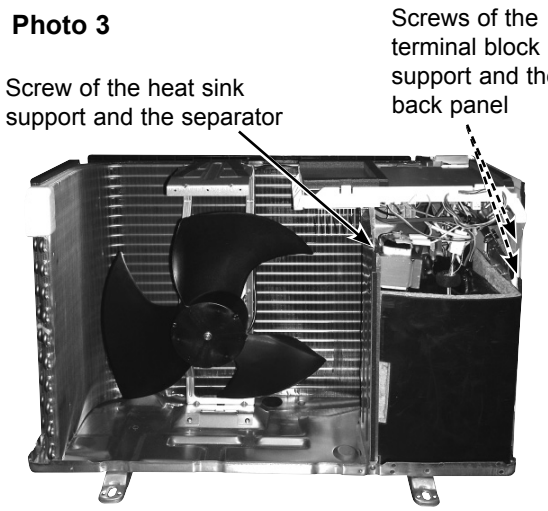
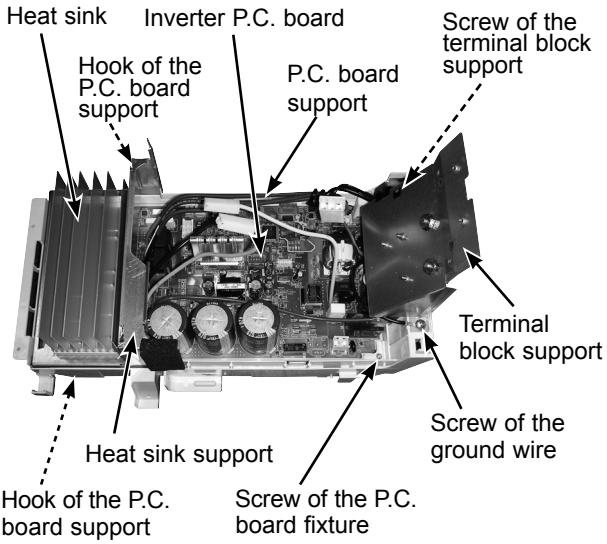
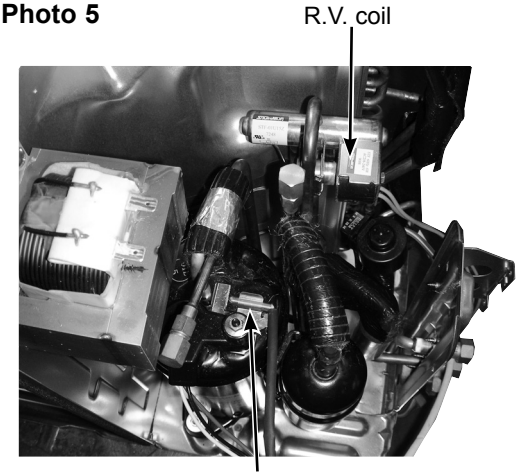


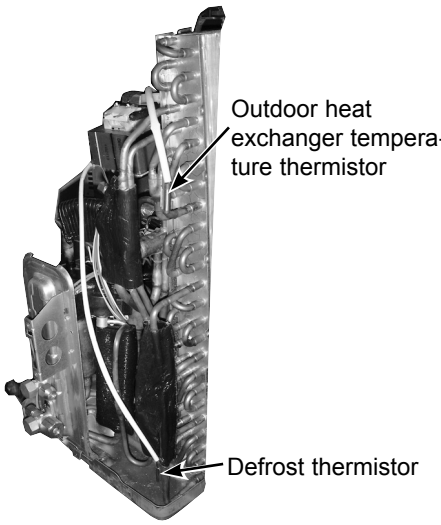
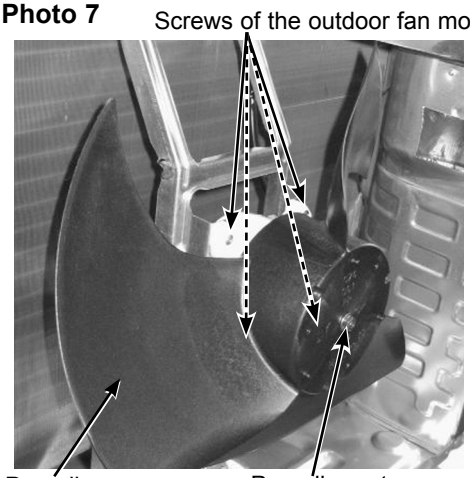
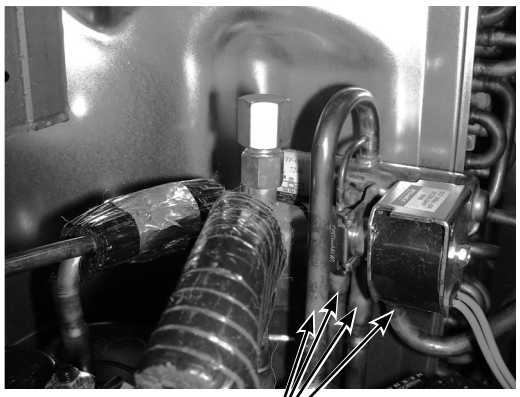

①Hold the sleeve, and pull out the terminal slowly.

## 11-1. MUZ-HE09NA MUZ-HE12NA MUZ-HE15NA

**NOTE**: Turn OFF the power supply before disassembly.

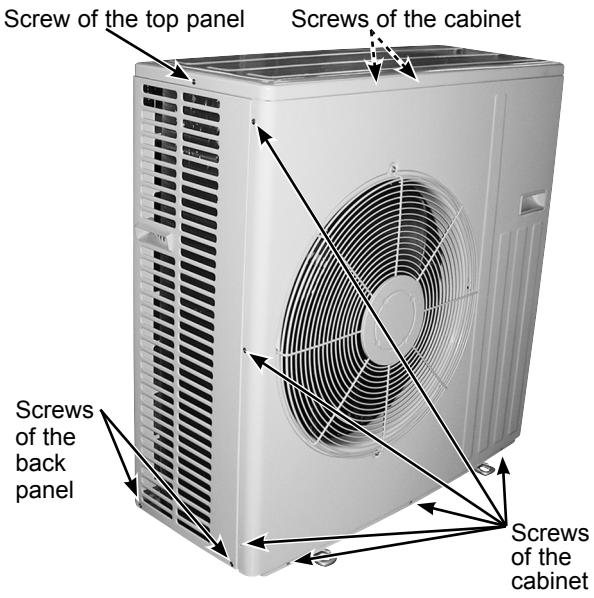
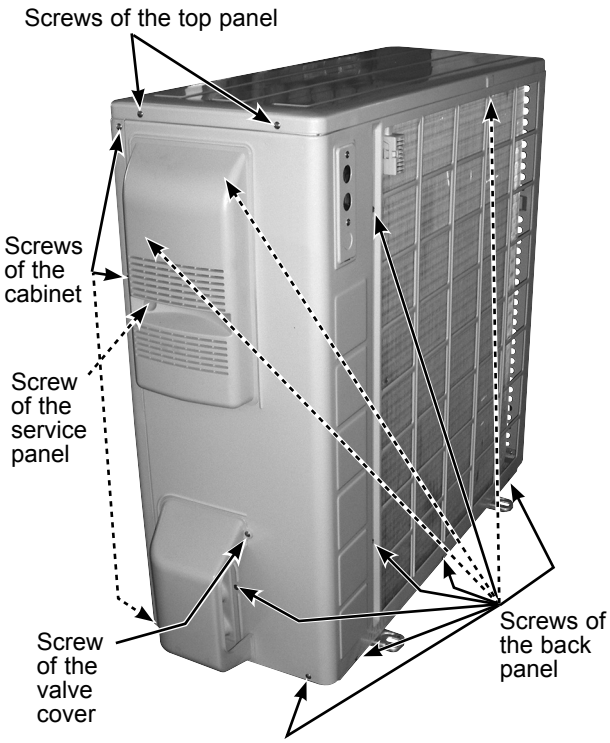
| OPERATING PROCEDURE | PHOTOS |
|---|---|
| **1. Removing the cabinet**<br>(1) Remove the screw fixing the service panel.<br>(2) Pull down the service panel and remove it.<br>(3) Remove the screws fixing the conduit cover.<br>(4) Remove the conduit cover.<br>(5) Disconnect the power supply wire and indoor/outdoor connecting wire.<br>(6) Remove the screws fixing the top panel.<br>(7) Remove the top panel.<br>(8) Remove the screws fixing the cabinet.<br>(9) Remove the cabinet.<br>(10) Remove the screws fixing the back panel.<br>(11) Remove the back panel. | **Photo 1**<br><br><br>**Photo 2**<br><br> |

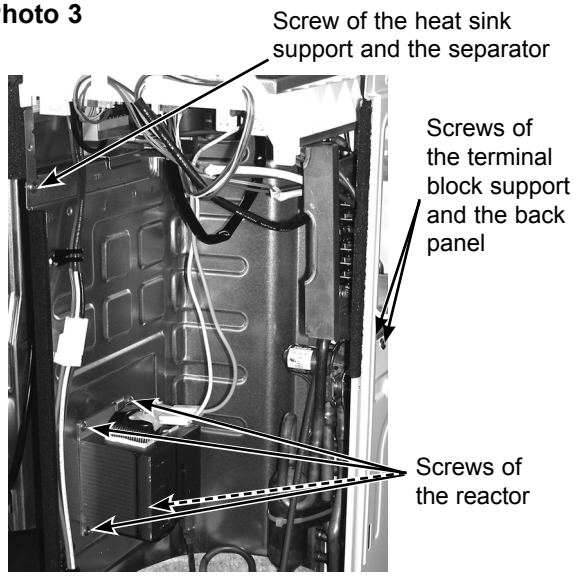
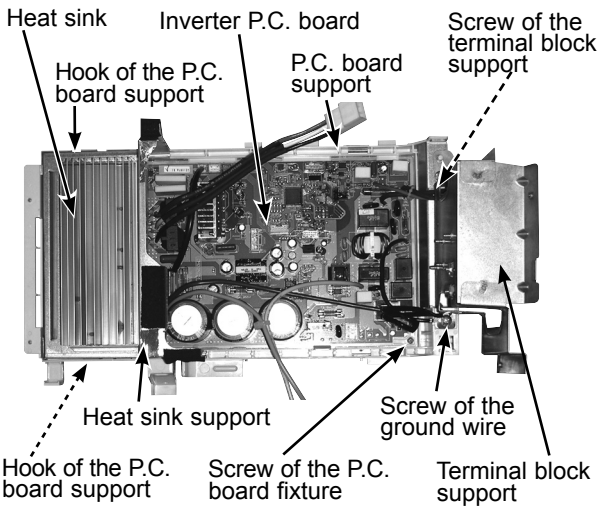
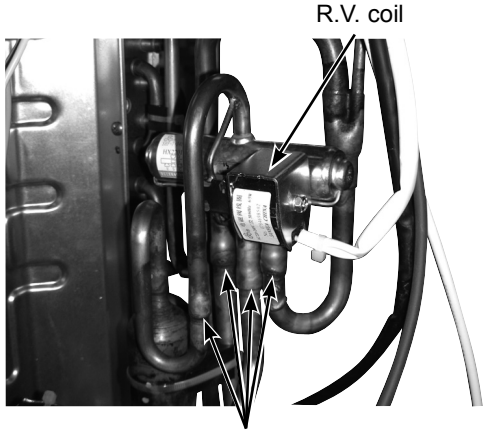
| OPERATING PROCEDURE | PHOTOS |
|---|---|
| **2. Removing the inverter assembly, inverter P.C. board**<br>(1) Remove the cabinet and panels. (Refer to 1.)<br>(2) Disconnect the lead wire to the reactor and the following connectors:<br><Inverter P.C. board><br>CN641 (Defrost thermistor and discharge temperature thermistor)<br>CN643 (Ambient temperature thermistor)<br>CN644 (Outdoor heat exchanger temperature thermistor)<br>CN721 (R.V. coil)<br>CN724 (LEV)<br>CN931, CN932 (Fan motor)<br>(3) Remove the compressor connector (CN61).<br>(4) Remove the screws fixing the heat sink support and the separator.<br>(5) Remove the fixing screws of the terminal block support and the back panel.<br>(6) Remove the inverter assembly.<br>(7) Remove the screw of the ground wire and screw of the terminal block support.<br>(8) Remove the heat sink support from the P.C. board support.<br>(9) Remove the screw of the inverter P.C. board and remove the inverter P.C. board from the P.C. board support. | **Photo 3**<br><br><br>**Photo 4 (Inverter assembly)**<br><br> |
| **3. Removing R.V. coil**<br>(1) Remove the cabinet and panels. (Refer to 1.)<br>(2) Disconnect the following connectors:<br><Inverter P.C. board><br>CN721 (R.V. coil)<br>(3) Remove the R.V. coil. | **Photo 5**<br><br> |

| OPERATING PROCEDURE | PHOTOS |
|---|---|
| **4. Removing the discharge temperature thermistor, defrost thermistor, outdoor heat exchanger temperature thermistor and ambient temperature thermistor**<br>(1) Remove the cabinet and panels. (Refer to 1.)<br>(2) Disconnect the lead wire to the reactor and the following connectors:<br><Inverter P.C. board><br>CN641 (Defrost thermistor and discharge temperature thermistor)<br>CN643 (Ambient temperature thermistor)<br>CN644 (Outdoor heat exchanger temperature thermistor)<br>(3) Pull out the discharge temperature thermistor from its holder. (Photo 5)<br>(4) Pull out the defrost thermistor from its holder.<br>(5) Pull out the outdoor heat exchanger temperature thermistor from its holder.<br>(6) Pull out the ambient temperature thermistor from its holder. | **Photo 6**<br><br> |
| **5. Removing outdoor fan motor**<br>(1) Remove the cabinet and panels. (Refer to 1.)<br>(2) Disconnect the following connectors:<br><Inverter P.C. board><br>CN931, CN932 (Fan motor)<br>(3) Remove the propeller nut.<br>(4) Remove the propeller.<br>(5) Remove the screws fixing the fan motor.<br>(6) Remove the fan motor. | **Photo 7**<br><br> |
| **6. Removing the compressor and 4-way valve**<br>(1) Remove the cabinet and panels. (Refer to 1.)<br>(2) Remove the inverter assembly. (Refer to 2.)<br>(3) Recover gas from the refrigerant circuit.<br>**NOTE:** Recover gas from the pipes until the pressure gauge shows 0 PSIG.<br>(4) Detach the brazed part of the suction and the discharge pipes connected with compressor.<br>(5) Remove the compressor nuts.<br>(6) Remove the compressor.<br>(7) Detach the brazed part of the pipes connected with 4-way valve. | **Photo 8**<br><br> |

## 11-2. MUZ-HE18NA

**NOTE:** Turn OFF power supply before disassembly.

| OPERATING PROCEDURE | PHOTOS |
|---|---|
| **1. Removing the cabinet**<br>(1) Remove the screws of the service panel.<br>(2) Remove the screws of the top panel.<br>(3) Remove the screw of the valve cover.<br>(4) Remove the service panel.<br>(5) Remove the top panel.<br>(6) Remove the valve cover.<br>(7) Disconnect the power supply and indoor/outdoor connecting wire.<br>(8) Remove the screws of the cabinet.<br>(9) Remove the cabinet.<br>(10) Remove the screws of the back panel.<br>(11) Remove the back panel. | **Photo 1**<br><br><br>**Photo 2**<br><br> |

| OPERATING PROCEDURE | PHOTOS |
|---|---|
| **2. Removing the inverter assembly, inverter P.C. board**<br>(1) Remove the cabinet and panels. (Refer to 1.)<br>(2) Disconnect the lead wire to the reactor and the following connectors:<br><Inverter P.C. board><br>CN641 (Defrost thermistor and discharge temperature thermistor)<br>CN643 (Ambient temperature thermistor)<br>CN644 (Outdoor heat exchanger temperature thermistor)<br>CN721 (R.V.coil)<br>CN724 (LEV)<br>CN931, CN932 (Fan motor)<br>(3) Remove the compressor connector (CN61).<br>(4) Remove the screws fixing the heat sink support and the separator.<br>(5) Remove the fixing screws of the terminal block support and the back panel.<br>(6) Remove the inverter assembly.<br>(7) Remove the screw of the ground wire and screw of the terminal block support.<br>(8) Remove the heat sink support from the P.C. board support.<br>(9) Remove the screw of the inverter P.C. board and remove the inverter P.C. board from the P.C. board support. | **Photo 3**<br><br><br>**Photo 4 (Inverter assembly)**<br><br> |
| **3. Removing R.V. coil**<br>(1) Remove the cabinet and panels. (Refer to 1.)<br>(2) Disconnect the following connectors:<br><Inverter P.C. board><br>CN721 (R.V. coil)<br>(3) Remove the R.V. coil. | **Photo 5**<br><br> |

## OPERATING PROCEDURE

**4. Removing the discharge temperature thermistor, defrost thermistor, outdoor heat exchanger temperature thermistor and ambient temperature thermistor**

(1) Remove the cabinet and panels. (Refer to 1.)
(2) Disconnect the lead wire to the reactor and the following connectors:
<Inverter P.C. board>
CN641 (Defrost thermistor and discharge temperature thermistor)
CN643 (Ambient temperature thermistor)
CN644 (Outdoor heat exchanger temperature thermistor)
(3) Pull out the discharge temperature thermistor from its holder.
(4) Pull out the defrost thermistor from its holder.
(5) Pull out the outdoor heat exchanger temperature thermistor from its holder.
(6) Pull out the ambient temperature thermistor from its holder.

**5. Removing outdoor fan motor**

(1) Remove the top panel, cabinet and service panel. (Refer to 1.)
(2) Disconnect the following connectors:
<Inverter P.C. board>
CN931 and CN932 (Fan motor)
(3) Remove the propeller.
(4) Remove the screws fixing the fan motor.
(5) Remove the fan motor.

**6. Removing the compressor and 4-way valve**

(1) Remove the top panel, cabinet and service panel. (Refer to 1.)
(2) Remove the back panel. (Refer to 1.)
(3) Remove the inverter assembly. (Refer to 2.)
(4) Recover gas from the refrigerant circuit.
**NOTE:** Recover gas from the pipes until the pressure gauge shows 0 PSIG.
(5) Detach the brazed part of the suction and the discharge pipes connected with compressor.
(6) Remove the compressor nuts.
(7) Remove the compressor.
(8) Detach the brazed parts of 4-way valve and pipes. (Photo 5)

## PHOTOS

**Photo 6**

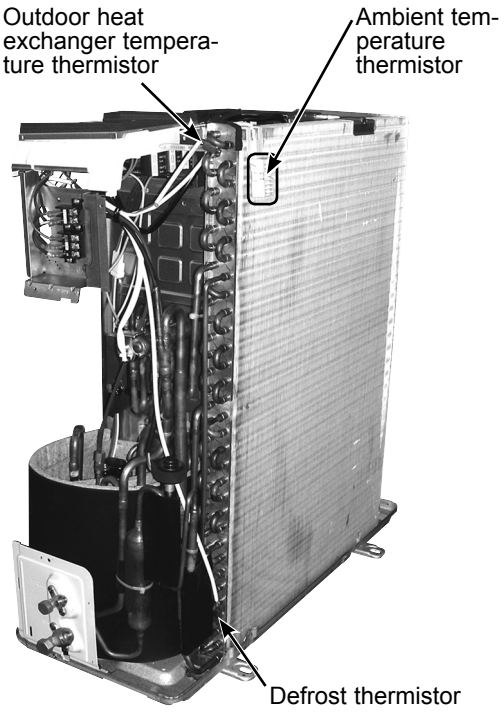



**Photo 7**

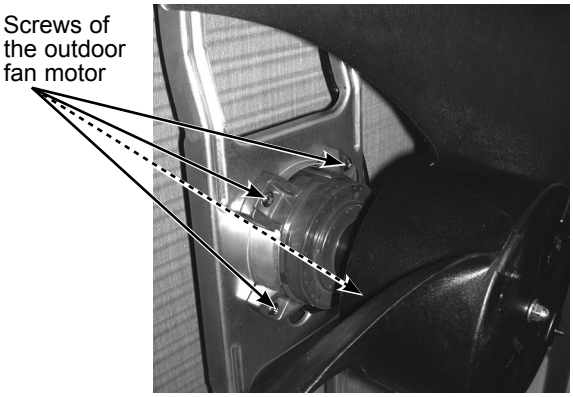
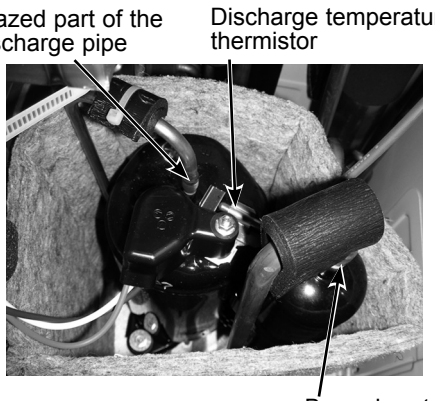



**Photo 8**



## 11-3. MUZ-HE24NA

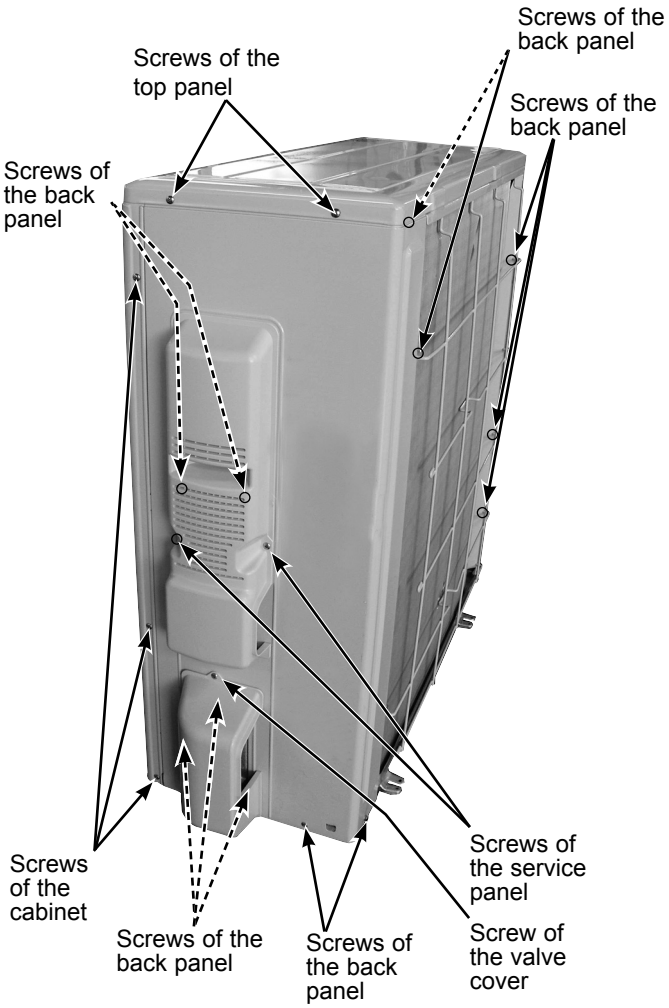
**NOTE**: Turn OFF the power supply before disassembly.

### OPERATING PROCEDURE

**1. Removing the cabinet**

(1) Remove the screws of the service panel.
(2) Remove the screws of the top panel.
(3) Remove the screw of the valve cover.
(4) Remove the service panel.
(5) Remove the screws fixing the conduit cover.
(6) Remove the conduit cover.
(7) Remove the top panel.
(8) Remove the valve cover.
(9) Disconnect the power supply and indoor/outdoor connecting wire.
(10) Remove the screws of the cabinet.
(11) Remove the cabinet.
(12) Remove the screws of the back panel.
(13) Remove the back panel.

**Photo 2**




### PHOTOS

**Photo 1**

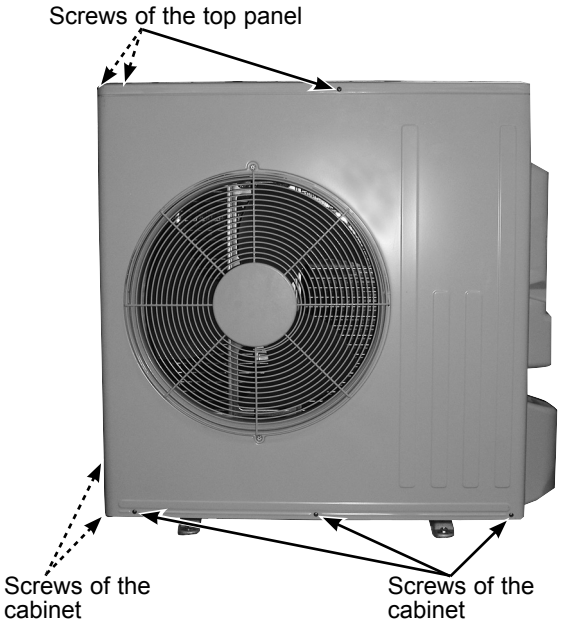
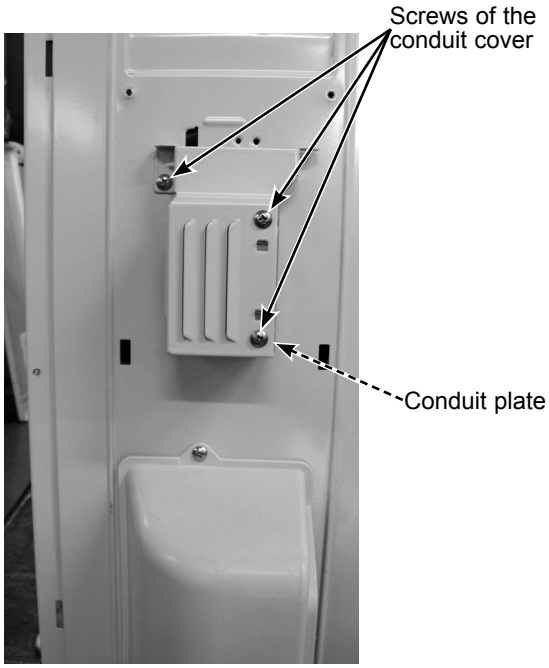
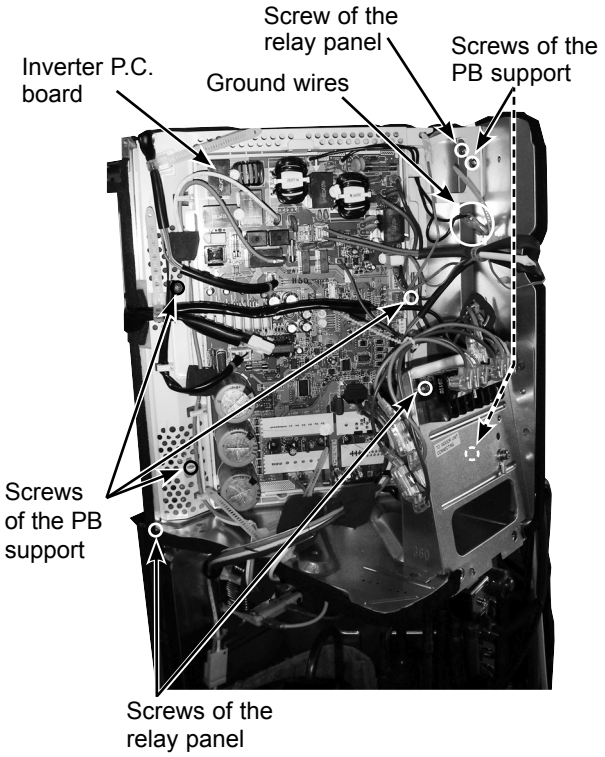
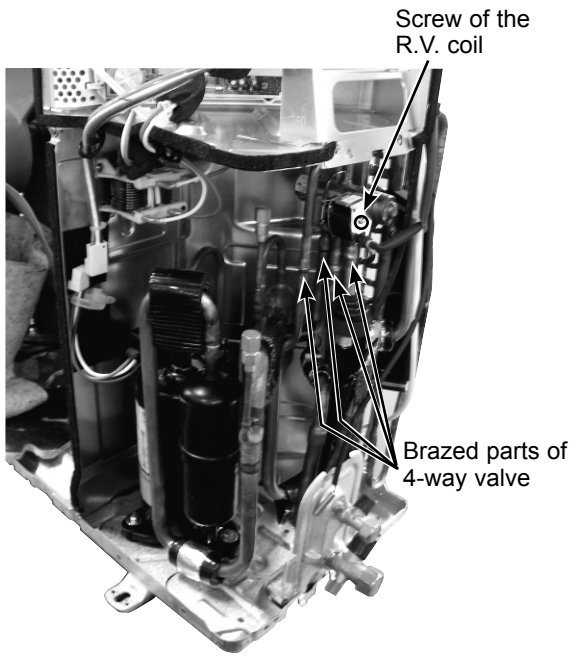



**Photo 3**



| OPERATING PROCEDURE | PHOTOS |
|---|---|
| **2. Removing the inverter assembly, inverter P.C. board**<br>(1) Remove the cabinet and panels. (Refer to 1.)<br>(2) Disconnect the lead wire to the reactor and the following connectors:<br><Inverter P.C. board><br>CN602 (R.V. coil)<br>CN671 (Defrost thermistor, discharge temperature thermistor and outdoor heat exchanger temperature thermistor)<br>CN672 (Ambient temperature thermistor)<br>CN724 (LEV)<br>CN931, CN932 (Fan motor)<br>(3) Remove the compressor connector.<br>(4) Remove the screws fixing the relay panel.<br>(5) Remove the relay panel.<br>(6) Remove the ground wires and the lead wires of the inverter P.C. board.<br>(7) Remove the screw of the PB support.<br>(8) Remove the inverter P.C. board from the relay panel. | **Photo 4**<br><br> |
| **3. Removing R.V. coil**<br>(1) Remove the cabinet and panels. (Refer to 1.)<br>(2) Disconnect the following connector:<br><Inverter P.C. board><br>CN602 (R.V. coil)<br>(3) Remove the R.V. coil. | **Photo 5**<br><br> |

## OPERATING PROCEDURE

**4. Removing the discharge temperature thermistor, defrost thermistor, outdoor heat exchanger temperature thermistor and ambient temperature thermistor**

(1) Remove the cabinet and panels. (Refer to 1.)
(2) Disconnect the lead wire to the reactor and the following connectors:
<Inverter P.C. board>
CN671 (Defrost thermistor, discharge temperature thermistor and outdoor heart exchanger temperature thermistor)
CN672 (Ambient temperature thermistor)
(3) Pull out the discharge temperature thermistor from its holder.
(4) Pull out the defrost thermistor from its holder.
(5) Pull out the outdoor heat exchanger temperature thermistor from its holder.
(6) Pull out the ambient temperature thermistor from its holder.

**5. Removing outdoor fan motor**

(1) Remove the top panel, cabinet and service panel. (Refer to 1.)
(2) Disconnect the following connectors:
<Inverter P.C. board>
CN931 and CN932 (Fan motor)
(3) Remove the propeller.
(4) Remove the screws fixing the fan motor.
(5) Remove the fan motor.

**6. Removing the compressor and 4-way valve**

(1) Remove the top panel, cabinet and service panel. (Refer to 1.)
(2) Remove the back panel. (Refer to 1.)
(3) Remove the inverter assembly. (Refer to 2.)
(4) Recover gas from the refrigerant circuit.
**NOTE:** Recover gas from the pipes until the pressure gauge shows 0 PSIG.
(5) Detach the brazed part of the suction and the discharge pipes connected with compressor.
(6) Remove the compressor nuts.
(7) Remove the compressor.
(8) Detach the brazed parts of 4-way valve and pipes. (Photo 5)

## PHOTOS

**Photo 6**

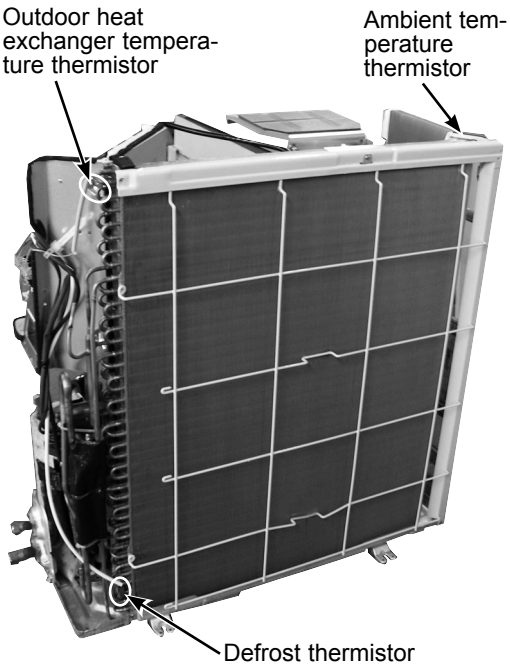



**Photo 7**

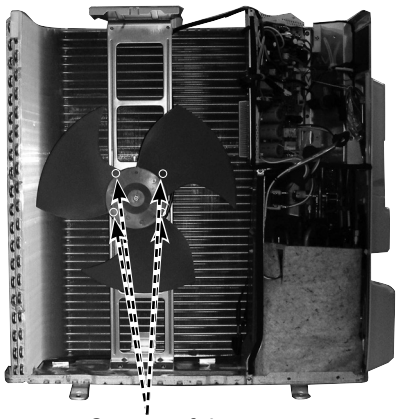
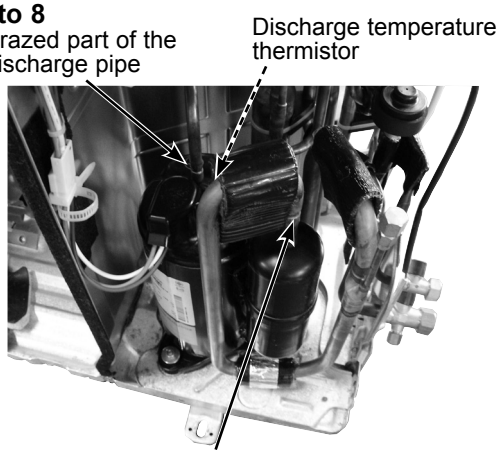



**Photo 8**



MITSUBISHI ELECTRIC CORPORATION

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