8. INSTALLER'S TROUBLESHOOTING

⚠ WARNING

The wearing of safety glasses and gloves is recommended since a few diagnosis procedures may require the unit to be in operation while proceeding. Be careful with moving and live parts to prevent any risk of injury.

Error	Description	Solution
E01	**Supply damper range**	STEP 1: Unplug unit, inspect the damper system, remove any undesirable obstacle or dirt (filters and core may have to be removed to access the damper system). Plug unit. If STEP 1 did not fix the problem, perform STEP 2: Open electrical compartment, check if connector J5 (white) is well inserted, check for any loose wires. If STEP 2 did not fix the problem, perform STEP 3: If the damper is not moving at all, unplug J7 (red) from the electronic assembly, connect the white damper system connector into J7. If the damper moves (but the system still shows an error), the electronic assembly must be replaced. Otherwise, replace the damper system.
E02	**Supply damper timeout**	
E03	**Supply damper**	
E05	**Exhaust damper range**	STEP 1: Unplug the unit, inspect the damper system, remove any undesirable obstacle or dirt (filters and core may have to be removed to access the damper system). Plug the unit. If STEP 1 did not fix the problem, perform STEP 2: Open electrical compartment, check if connector J7 (red) is well inserted, check for any loose wires. If STEP 2 did not fix the problem, perform STEP 3: If the damper is not moving at all, unplug J5 (white) from the electronic assembly, connect the white damper system connector into J5. If the damper moves (but the system still shows an error), the electronic assembly must be replaced. Otherwise, replace the damper system.
E06	**Exhaust damper timeout**	
E07	**Exhaust damper**	
E09	**Recirculation damper range**	STEP 1: Unplug the unit, inspect the damper system, remove any undesirable obstacle or dirt (filters and core may have to be removed to access the damper system). Plug the unit. If STEP 1 did not fix the problem, perform STEP 2: Open electrical compartment, check if connector J6 (blue) is well inserted, check for any loose wires. If STEP 2 did not fix the problem, perform STEP 3: If the damper is not moving at all, unplug J5 (white) from the electronic assembly, connect the blue damper system connector into J5. If the damper moves (but the system still shows an error), the electronic assembly must be replaced. Otherwise, replace the damper system.
E10	**Recirculation damper timeout**	
E11	**Recirculation damper**	
E22	**Supply airflow**	STEP 1: Unplug the unit. Perform a visual inspection of the supply damper system. Clean filters, distribution registers and outside supply hood. Inspect ducting to ensure it is not squeezed or bent. Plug the unit. If STEP 1 did not fix the problem, perform STEP 2: Remove ducting of the supply path. On the LCD screen, select MAX to check if the unit is able to reach the selected flow. If so, review the ducting path. If STEP 2 did not fix the problem, perform STEP 3: On the LCD screen, select the MIN and MAX flow setting values then reset the unit. MAX flow value will display on the LCD screen. If MAX flow is above desired MAX flow, set MAX and MIN flows. If STEP 3 did not fix the problem, perform STEP 4: Replace the supply blower and repeat STEP 3. If STEP 4 did not fix the problem, perform STEP 5: Replace the electronic assembly.
E23	**Supply motor (drive over current)**	STEP 1: Unplug/plug unit. If STEP 1 did not fix the problem, perform STEP 2: Remove core and clear the ventilation wheel from any dirt or obstacles. If STEP 2 did not fix the problem, perform STEP 3: Disconnect J2 (white) and connect a spare blower system. If it works, replace supply blower. If STEP 3 did not fix the problem, perform STEP 4: Replace the electronic assembly.
E27	**Supply motor (drive foc duration)**	
E28	**Supply motor (drive speed feedback)**	
E29	**Supply motor (startup)**	
E24	**Supply motor (drive over voltage)**	STEP 1: Unplug/plug unit. Under and over voltage may be detected with severe in-house power supply fluctuation and stop the motor for protection. If STEP 1 did not fix the problem, perform STEP 2: Replace the electronic assembly.
E25	**Supply motor (drive under voltage)**	

8. INSTALLER'S TROUBLESHOOTING (CONT'D)

ERROR	DESCRIPTION	SOLUTION
E26	**Supply motor (drive over temp)**	STEP 1: Validate if the air exchanger is exposed to ambient temperatures within the operating limits (see p. 4) If STEP 1 did not fix the problem, perform STEP 2: Replace the electronic assembly.
E32	**Exhaust airflow**	STEP 1: Unplug the unit. Perform a visual inspection of the exhaust damper system. Clean filters, distribution registers and outside exhaust hood. Make sure no non-return damper is installed in exhaust hood since it can freeze in winter. Inspect ducting to ensure it is not squeezed or bent. Plug the unit. If STEP 1 did not fix the problem, perform STEP 2: Remove ducting of the supply path. On the LCD screen, select MAX to check if the unit is able to reach the selected flow. If so, review the ducting path. If STEP 2 did not fix the problem, perform STEP 3: On the LCD screen, select the MIN and MAX flow setting values then reset the unit. MAX flow value will display on the LCD screen. If MAX flow is above desired MAX flow, set MAX and MIN flows. If STEP 3 did not fix the problem, perform STEP 4: Replace the exhaust blower and repeat STEP 3. If STEP 4 did not fix the problem, perform STEP 5: Replace the electronic assembly.
E33	**Exhaust motor (drive over current)**	STEP 1: Unplug/plug unit. If STEP 1 did not fix the problem, perform STEP 2: Remove core and clear the ventilation wheel from any dirt or obstacles. If STEP 2 did not fix the problem, perform STEP 3: Disconnect J3 (red) and connect a spare blower system. If it works, replace exhaust blower. If STEP 3 did not fix the problem, perform STEP 4: Replace the electronic assembly.
E37	**Exhaust motor (drive foc duration)**	
E38	**Exhaust motor (drive speed feedback)**	
E39	**Exhaust motor (startup)**	
E34	**Exhaust motor (drive over voltage)**	STEP 1: Unplug/plug unit. Under and over voltage may be detected with severe in-house power supply fluctuation and stop the motor for protection. If STEP 1 did not fix the problem, perform STEP 2: Replace the electronic assembly.
E35	**Exhaust motor (drive under voltage)**	
E36	**Exhaust motor (drive over temp)**	STEP 1: Validate if the air exchanger is exposed to ambiant temperatures within the operating limits (see p. 4) If STEP 1 did not fix the problem, perform STEP 2: Replace the electronic assembly.
E40	**Outside air thermistor**	STEP 1: Check if thermistor is well connected in connector J7A. If STEP 1 did not fix the problem, perform STEP 2: Disconnect connector J7A and check if the measured resistance (thermistor connector) is within 5 Kohms to 120 Kohms. If outside the range, replace the thermistor. If STEP 2 did not fix the problem, perform STEP 3: Replace the electronic assembly.
E41	**Distribution air thermistor**	STEP 1: Check if thermistor is well connected in connector J7B. If STEP 1 did not fix the problem, perform STEP 2: Disconnect connector J7B and check if the measured resistance (thermistor connector) is within 5 Kohms to 120 Kohms. If outside the range, replace the thermistor. If STEP 2 did not fix the problem, perform STEP 3: Replace the electronic assembly.
E42	**PCBA thermistor fault**	STEP 1: Replace the electronic assembly.
E43	**PCBA temperature over limit**	STEP 1: Validate if the air exchanger is exposed to ambiant temperatures within the operating limits (see p. 4) If STEP 1 did not fix the problem, perform STEP 2: Replace the electronic assembly.
E50	**Wall control communication lost**	STEP 1: Unplug unit, inspect wires, plug unit. If STEP 1 did not fix the problem, perform STEP 2: Remove wall control from the wall installation and test with a short cable. If it works, bring a new cable to the wall installation location. If STEP 2 did not fix the problem, perform STEP 3: Test the air exchanger with a spare wall control. If it works, replace the wall control. If STEP 3 did not fix the problem, perform STEP 4: Replace the electronic assembly.
E51	**Wall control sensor**	STEP 1: Unplug unit, inspect wires, plug unit. If STEP 1 did not fix the problem, perform STEP 2: Replace the wall control.
E60	**Protection mode**	STEP 1: Perform general inspection of the unit (dampers, core, filters).

8. INSTALLER'S TROUBLESHOOTING (CONT'D)

WARNING	DESCRIPTION	SOLUTION
W22	**Supply airflow**	STEP 1: Unplug the unit. Perform a visual inspection of the supply damper system. Clean filters, distribution registers and outside supply hood. Inspect ducting to ensure it is not squeezed or bent. Plug the unit. If STEP 1 did not fix the problem, perform STEP 2: Remove ducting of the supply path. On the LCD screen, select MAX to check if the unit is able to reach the selected flow. If so, review the ducting path. If STEP 2 did not fix the problem, perform STEP 3: On the LCD screen, select the MIN and MAX flow setting values then reset the unit. MAX flow value will display on the LCD screen. If MAX flow is above desired MAX flow, set MAX and MIN flows. If STEP 3 did not fix the problem, perform STEP 4: Replace the supply blower and repeat STEP 3. If STEP 4 did not fix the problem, perform STEP 5: Replace the electronic assembly.
W32	**Exhaust airflow**	STEP 1: Unplug the unit. Perform a visual inspection of the exhaust damper system. Clean filters, distribution registers and outside exhaust hood. Make sure no non-return damper is installed in exhaust hood since it can freeze in winter. Inspect ducting to ensure it is not squeezed or bent. Plug the unit. If STEP 1 did not fix the problem, perform STEP 2: Remove ducting of the supply path. On the LCD screen, select MAX to check if the unit is able to reach the selected flow. If so, review the ducting path. If STEP 2 did not fix the problem, perform STEP 3: On the LCD screen, select the MIN and MAX flow setting values then reset the unit. MAX flow value will display on the LCD screen. If MAX flow is above desired MAX flow, set MAX and MIN flows. If STEP 3 did not fix the problem, perform STEP 4: Replace the exhaust blower and repeat STEP 3. If STEP 4 did not fix the problem, perform STEP 5: Replace the electronic assembly.
W40	**Outside air thermistor**	The unit is still in operation, but preventive defrost cycles are added because outside air thermistor is not properly read. STEP 1: Check if thermistor is well connected in connector J7A. If STEP 1 did not fix the problem, perform STEP 2: Disconnect connector J7A and check if the measured resistance (thermistor connector) is within 5 Kohms to 120 Kohms. If outside the range, replace the thermistor. If STEP 2 did not fix the problem, perform STEP 3: Replace the electronic assembly.
W52	**Initial setting incomplete**	STEP 1: Press + or - to access the selection menu. STEP 2: Complete configuration. (Refer to section 5 for more details).
W61	**Protection mode electronics overheating**	The unit is currently in protection mode. The power transmitted to the motor is deliberately reduced to decrease electronics temperature. The unit will exit this mode by itself once conditions are back to normal. It is normal to observe reduction in airflows during this period. This condition should appear only when the unit is set in high speed and located in a warmer environment, for example over 30°C (86°F).

CAUTION

Make sure that no piece of mineral wool will enter in the unit during installation. Otherwise, this could reduce airflow and generate vibrations and noise in the unit.