

# Fujitsu Air Conditioner Troubleshooting Guide

Canberra Edition: Ducted & Wall Split Systems

*Authorised Service Advice by Air Turners Canberra*

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## SAFETY DISCLAIMER & WARRANTY WARNING

### PLEASE READ BEFORE PROCEEDING:

The information in this guide is limited to **basic user-level resets and visual checks only**.

**Only experienced, qualified HVAC specialists** should attempt any internal inspection, electrical testing, or physical repair methods. Attempting to open the unit casing or access internal components may result in:

- **Serious personal injury or death** (High Voltage Risk).
- **Irreversible damage** to the unit or compressor.
- **Immediate voiding** of your manufacturer warranty.

If you are in doubt about any step in this guide, or if the basic reset does not resolve the issue, **DO NOT PROCEED**. Give Air Turners a call immediately on 02 6294 4443.

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## Section 1: The "Canberra Winter" Check (Defrost Cycle)

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HVAC Specilaists

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## Is your unit stopping and blowing cold air (or no air) on a frosty morning?

Before assuming a fault, check if the unit is in **Defrost Mode**.

- **The Symptom:** On very cold Canberra mornings (-2°C to 5°C), the outdoor unit freezes over. The system will pause heating, the indoor fan will stop, and a "Pre-Heat" or "Defrost" light may flash.
  - **The Fix: Do not turn the unit off.** Wait 10–15 minutes. The outdoor unit is melting the ice. The system will automatically resume heating once the ice is gone.
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## Section 2: How to Perform a "Hard Reset" (Master Reset)

For both Ducted and Wall Split Systems

Modern Fujitsu units are computer-controlled. Like a laptop, they sometimes need a reboot to clear minor communication glitches or power surge errors.

1. **Locate the Outdoor Isolator:** This is a white switch usually located on the wall next to your outdoor unit. If you cannot find it, go to your main electrical switchboard/meter box.
  2. **Turn Power OFF:** Flip the switch to the OFF position.
  3. **Wait 5 to 10 Minutes:** This allows the capacitors to discharge and the memory to clear.
  4. **Turn Power ON:** Flip the switch back on.
  5. **Turn the Unit On:** Use your remote or wall controller to turn the system on.
  6. **Wait:** It may take up to 5 minutes for the compressor to engage.
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## Section 3: Resetting Your Controller

### A. Resetting a Wall Split Remote (Wireless)

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If the screen is blank, fading, or the unit isn't responding:

1. **Slide down** the cover of the remote control.
2. **Locate the "RESET" button:** This is usually a tiny hole labeled "RESET" or "ACL" (All Clear).
3. **Press gently:** Use the tip of a pen or a paperclip to press the button gently.
4. **Re-program:** The time and settings will revert to factory default. You will need to set the clock again.

## B. Resetting a Ducted Wall Interface (Wired)

Most wired controllers draw power from the main unit.

1. Perform the **Hard Reset** (Section 2) at the mains power.
2. **Filter Reset:** If the "Filter" light is flashing, clean your return air filter (usually in the hallway ceiling). Once cleaned, press the **"Filter Reset"** button on the wall controller (often requires holding for 2 seconds).

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## Section 4: Common Fujitsu Fault Codes

*Note: Codes may vary slightly by model year.*

### Wired Controller Codes (Ducted & Cassette)

*These codes appear on the digital wall display.*

Code	Possible Cause	Action Required
E:EE	Communication Error	Hard Reset (Section 2). If

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		persists, PCB or wiring fault.
<b>E:00</b>	Indoor/Outdoor Comms	Hard Reset. Call Technician.
<b>E:01</b>	Communication Error	Hard Reset. Call Technician.
<b>E:02</b>	Room Temp Sensor Open	Sensor failure. Requires replacement.
<b>E:03</b>	Room Temp Sensor Short	Sensor failure. Requires replacement.
<b>E:04</b>	Indoor Heat Exch. Sensor	Sensor failure. Requires replacement.
<b>E:06</b>	Outdoor Heat Exch. Sensor	Sensor failure. Requires replacement.
<b>E:0A</b>	Outdoor Temp Sensor	Sensor failure. Requires replacement.
<b>E:11</b>	Control PCB Fault	Major board failure. Call Technician.
<b>13</b>	Outdoor Signal Abnormal	Communication failure.

## Wall Split Light Codes (Flashing Lights)

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On wall splits without a screen, the **Operation (Green)** and **Timer (Orange)** lights flash in a sequence to tell you the code.

How to read: Count the Green flashes, then the Orange flashes.

(Example: 2 Green flashes, 3 Orange flashes = Code 23)

<b>Green (Operation)</b>	<b>Orange (Timer)</b>	<b>Meaning</b>	<b>Action</b>
<b>2 Flashes</b>	<b>2 Flashes</b>	Indoor Air Sensor Error	Call Technician
<b>2 Flashes</b>	<b>3 Flashes</b>	Indoor Pipe Sensor Error	Call Technician
<b>5 Flashes</b>	<b>Run Continuously</b>	Outdoor Unit Error	Hard Reset. Check outdoor fan is not blocked by leaves.
<b>5 Flashes</b>	<b>3 Flashes</b>	Outdoor Temp Sensor	Call Technician
<b>5 Flashes</b>	<b>5 Flashes</b>	Compressor Sensor Error	Call Technician (Serious)
<b>9 Flashes</b>	<b>7 Flashes</b>	Outdoor Fan Motor Error	Check for obstructions/sticks in fan.
<b>Fast Flash</b>	<b>Fast Flash</b>	Wired Remote Comms Error	Check cable connection if using wired remote.

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## Section 5: When to Call Air Turners

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**Try a Hard Reset (Section 2) first.** If the code returns immediately or within 20 minutes, there is a hard fault that requires a licensed technician.

**Book a Service if:**

1. The system trips the circuit breaker (Safety Switch).
2. You see error codes related to **Compressors** or **PCBs**.
3. The unit is making grinding or squealing noises.
4. There is water leaking inside the house.

## **Contact Air Turners Canberra**

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- **Web:** [www.airturners.com.au](http://www.airturners.com.au)
- **Licence:** ARC L024223

*Serving Belconnen, Tuggeranong, Gungahlin, Woden, and Queanbeyan.*

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