Error Q&A list

Error code	Contents	Causes	Confirmation
0100	"Operation ON" or "Operation OFF" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	・After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ・After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
0200	"Change operation mode" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	・After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ・After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
0300	"Change wind volume" failed, so the command might not have been applied to the air conditioner."	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	・After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ・After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
0400	"Change set temperature" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	・After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ・After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
0500	"Change vertical louver position" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	・After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ・After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
0501	"Vertical swing ON" or "Vertical swing OFF" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	・After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ・After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
0502	"Vertical swing OFF" or "Change vertical louver position" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	・After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ・After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
0503	"Vertical swing OFF" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	・After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ・After checking the air conditioner LED status, refer to the air conditioner manual and check the status.

Error code	Contents	Causes	Confirmation
0504	"Change vertical louver position" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	·After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ·After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
0600	"Change horizontal louver position" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	·After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ·After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
0601	"Horizontal swing ON" or "Horizontal swing OFF" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	·After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ·After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
0602	"Horizontal swing OFF" or "Change horizontal louver position" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	·After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ·After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
0603	"Horizontal swing OFF" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	·After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ·After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
0604	"Change horizontal louver position" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	·After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ·After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
0700	"Room temperature acquisition" failed, so it might not be displayed in the app.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	·After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ·After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
0800	"Outdoor unit low noise ON" or "Outdoor unit low noise OFF" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	·After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ·After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
0810	"Outdoor unit low noise timer ON" or "Outdoor unit low noise timer OFF" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.

Error code	Contents	Causes	Confirmation
0811	"Outdoor unit low noise start time setting" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
0812	"Outdoor unit low noise end time setting" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
0820	"Outdoor unit low noise timer read" failed, so it might not be displayed in the app.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
0900	"Energy saving fan control ON" or "Energy saving fan control OFF" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	・After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ・After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
1000	"Human sensor ON" or "Human sensor OFF" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	・After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ・After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
1100	"Minimum heat ON" or "Minimum heat OFF" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	・After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ・After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
1200	"Powerful operation ON" or "Powerful operation OFF" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	・After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ・After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
1300	"Internal clean ON" or "Internal clean OFF" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	・After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ・After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
1400	"Economy operation ON" or "Economy operation OFF" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	・After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ・After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
1500	"Weekly timer ON" or "Weekly timer OFF" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	・After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ・After checking the air conditioner LED status, refer to the air conditioner manual and check the status.

Error code	Contents	Causes	Confirmation
1510	"Set timer time" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
1511	"Cancel timer time" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
1520	"Weekly timer read" failed, so it might not be displayed in the app.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
1720	"Error history read" failed, so it might not be displayed in the app.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
2400	"Filter sign reset" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	・After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ・After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
2710	A new account could not be created.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
2930	The air conditioner could not be found, so registration could not begin. To begin registration, your air conditioner must be selected and connected to the network.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The air conditioner power is not on.	・After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again.
		The air conditioner is not in AP mode.	・After checking the air conditioner LED status, refer to the air conditioner manual and set the AP mode.
2931	The air conditioner could not be connected, so registration could not begin. To begin registration, your air conditioner must be selected and connected to the network.	The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
		The entered password is not correct.	Enter the connection password of the selected air conditioner. Ensure that the entered password is correct.
2932	The selected router could not be connected, so registration could not begin. To begin registration, the router must be connected properly.	The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.
		The entered password is not correct.	Enter the connection password of the selected router. Ensure that the entered password is correct.
2933	The air conditioner was connected to the network, but registration processing failed, so the air conditioner might not have been registered to the app.	Air conditioner registration error	・Execute the instructions displayed in the message.
2934	The air conditioner was connected to the network, but registration processing failed, so the air conditioner might not have been registered to the app.	Air conditioner registration error	・Execute the instructions displayed in the message.
2935	The air conditioner was connected to the network, but registration processing failed, so the air conditioner might not have been registered to the app.	Air conditioner registration error	・Execute the instructions displayed in the message.
2936	The setting for synchronizing with the air conditioner status might not have been completed. The app can be used to operate the air conditioner, but restarting is recommended.	Air conditioner registration error	・Execute the instructions displayed in the message.
2937	The air conditioner could not be found, so registration could not begin. To begin registration, your air conditioner must be selected and connected to the network.	The air conditioner power is not on.	・After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again.
		The air conditioner is not in AP mode.	・After checking the air conditioner LED status, refer to the air conditioner manual and set the AP mode.
2938	The air conditioner could not be connected, so registration cannot be started. To start registration, the same router as is connected to your mobile terminal must be selected.	A different router is selected.	・Select the same router as the router to which the mobile terminal is connected.
3010	The model name could not be registered.	The smartphone terminal is not connected to the Internet.	・Connect the mobile terminal to the Internet. ・Operate it as close as possible to the router.
		The wireless router power is not on.	・Check if the router power is turned on. ・Check the router settings. (MAC address filter, firewall, channel setting, etc.) ・Restart the router and perform this operation again.

Error code	Contents	Causes	Confirmation
3110	Could not move to selected air conditioner group.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
3111	The selected air conditioner group could not be created.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
3112	The selected air conditioner group name could not be changed.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
3113	The selected air conditioner group could not be deleted.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
3200	"LED setting ON" or "LED setting OFF" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	·After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ·After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
4010	The service contact information could not be registered.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
4020	The service contact information read failed, so it might not be displayed in the app.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
4410	User information registration could not be done.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
4420	The user information read failed, so it might not be displayed in the app.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
		The password of using account was changed by other user.	Check the changed password and sign-in again.
4510	The password could not be changed.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
4520	The user information read failed, so it might not be displayed in the app.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
4610	The account could not be deleted.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
4810	The air conditioner registration could not be deleted.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
4910	The time zone could not be set.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.

Error code	Contents	Causes	Confirmation
4920	The time zone information read failed, so it might not be displayed in the app.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
5010	Mail notification could not be set.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
5020	The mail notification read failed, so it might not be displayed in the app.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
		The password of using account was changed by other user.	Check the changed password and sign-in again.
5320	The air conditioner information read failed.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
5321	The air conditioner information read failed.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
5430	The air conditioner information read failed.	The air conditioner power is not on. The air conditioner is in an error state.	·After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ·After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
5500	"Start firmware update" failed, so the command might not have been applied to the air conditioner.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
		The air conditioner power is not on. The air conditioner is in an error state.	·After turning on the air conditioner power again, wait 5 to 6 minutes and then perform the operation again. ·After checking the air conditioner LED status, refer to the air conditioner manual and check the status.
5510	"Firmware automatic update ON" or "Firmware automatic update OFF" could not be set.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
5511	Firmware automatic update timer could not be set.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
5520	The air conditioner information read failed.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.
5530	The air conditioner information read failed.	The smartphone terminal is not connected to the Internet.	·Connect the mobile terminal to the Internet. ·Operate it as close as possible to the router.
		The wireless router power is not on.	·Check if the router power is turned on. ·Check the router settings. (MAC address filter, firewall, channel setting, etc.) ·Restart the router and perform this operation again.