Comfortstar Gold & Platinum Mini Split Error Codes

Display codes for Comfortstar Gold and Platinum single-zone high-wall mini splits (CPG and CPP models, and CXH indoor units on CPP outdoor units): what each code means, what to check first, and where to find the part.

Comfortstar mini split parts: hvacexpressparts.com/brands/comfortstar
Parts listed for Comfortstar CPG models: hvacexpressparts.com/search?q=CPG
Not sure which part? Match the number printed on your old part, or call (786) 223-7655, Mon–Fri 9 AM–5 PM ET.

CODE	WHAT IT MEANS	WHAT TO CHECK FIRST	PARTS
Indoor unit			
E0	Indoor unit EEPROM parameter error.	Turn the unit off at the breaker for a few minutes and restart once. If the code returns, the indoor control board (the EEPROM chip is on the board).	control boards
E2	Zero-crossing signal detection error.	Restart once at the breaker. If the code returns, a technician checks the supply voltage, then the indoor control board (the zero-crossing circuit is on the board).	control boards
E3	Indoor fan speed out of control.	With the power off: the filter is clean and the blower wheel turns freely and is clean. Then the fan motor plug and the motor, then the indoor control board.	fan motors, blower wheels & fan blades, control boards
E4	Indoor room temperature sensor (T1) open or short circuit.	The sensor (thermistor) and its plug on the indoor board, with the power off. If the sensor reads correctly on its resistance chart, the indoor control board.	control boards
E5	Evaporator coil temperature sensor (T2) open or short circuit.	The sensor (thermistor) and its plug on the indoor board, with the power off. If the sensor reads correctly on its resistance chart, the indoor control board.	control boards
Communication			
E1	Communication error between the indoor and outdoor units.	Restart once at the breaker. If the code returns, a technician checks the communication wiring and terminals between the units (correct order, tight, dry), then the indoor or outdoor control board.	control boards
Outdoor unit			
F1	Outdoor ambient temperature sensor (T4) open or short circuit.	The outdoor sensor (thermistor) and its plug, with the power off: compare its resistance with the temperature chart. If it reads correctly, the outdoor control board.	control boards

CODE	WHAT IT MEANS	WHAT TO CHECK FIRST	PARTS
F2	Condenser coil temperature sensor (T3) open or short circuit.	The outdoor sensor (thermistor) and its plug, with the power off: compare its resistance with the temperature chart. If it reads correctly, the outdoor control board.	control boards
F3	Compressor discharge temperature sensor (T5) open or short circuit.	The discharge temperature sensor (TP) and its plug, with the power off; then the outdoor control board.	discharge temperature sensor, control boards
F4	Outdoor unit EEPROM parameter error.	Turn the unit off at the breaker for a few minutes and restart once. If the code returns, the outdoor control board (the EEPROM chip is on the board).	control boards
F5	Outdoor fan speed out of control.	With the power off: the outdoor fan blade turns freely and nothing blocks it (ice, snow, debris). Then the motor plug and windings, then the fan drive on the outdoor control board.	fan motors, blower wheels & fan blades, control boards
Protection			
F0	Overload current protection.	Airflow first: the filters and coils are clean and the outdoor fan runs. If the code returns, a technician checks the supply voltage and the compressor current, then the outdoor control board.	control boards
P0	IPM malfunction or IGBT over-current protection.	Outdoor airflow first: the coil is clean and nothing blocks the unit. If the code returns, a technician checks the supply voltage, then the inverter module / outdoor control board.	control boards
P1	Over-voltage or under-voltage protection.	The breaker and the outdoor disconnect first; restart once. If the code returns, a technician checks the supply voltage; if it is correct, the outdoor control board.	control boards
P2	Compressor top high-temperature protection (9k and 12k models).	Airflow first: the filters and both coils are clean and the fans run. Then a technician checks the refrigerant charge and the related temperature sensor.	fan motors
P3	Outdoor temperature too low: heating below about -13°F (-25°C) for an hour; the unit restarts when it warms up.	Usually the outdoor temperature is below the unit's heating range; it restarts when it warms up. If it is not that cold outside, a technician checks the outdoor ambient sensor (T4).	—
P4	Inverter compressor drive error.	A technician checks the compressor wires (U-V-W) and terminals, then the inverter module / outdoor board, then the compressor windings. Rule out the wiring and the module before replacing the compressor.	control boards, compressors
P6	Pressure protection.	Airflow first: the filters and coils are clean and the fans run. Then a licensed (EPA 608) technician checks the refrigerant charge and leaks, then the pressure switch and its wiring.	pressure switch

CODE	WHAT IT MEANS	WHAT TO CHECK FIRST	PARTS
Alarms and status			
EC	Refrigerant leak detected.	Ventilate the room, switch the unit off and call a licensed (EPA 608) technician to find the leak. Not a parts swap.	—
P5	Indoor units mode conflict (multi-zone only).	Multi-zone: indoor units are set to heating and cooling at the same time — set one mode. Not a part fault.	—
dF	Defrosting.	Normal in Heat mode, not an error code. The indoor fan can pause while the outdoor coil defrosts; check only that the outdoor unit is clear of ice and snow.	—
cF / SC / FP	cF: anti-cold-air warm-up in Heat mode. SC: self clean (if available). FP: 46°F (8°C) heating (if available).	Normal display, not an error code.	—

Parts listed for Comfortstar Gold & Platinum (CPG / CPP) models

Each part page lists the unit models the part is matched to. Match the number printed on your old part before you order.

PART NUMBER	PART
12100102000070	Cross flow fan
11002015A01617	Brushless DC motor
11002015006201	Indoor brushless DC motor
11103020000239	DC inverter rotary compressor
11103020000034	DC inverter rotary compressor
11103020A00216	DC inverter rotary compressor
11103020A00576	DC inverter rotary compressor
11002015000150	Indoor brushless DC motor
11002015000051	Indoor brushless DC motor
12100102000044	Cross flow fan
11002015A01177	Brushless DC motor
11002015008646	Indoor brushless DC motor
11103020003919	DC inverter rotary compressor
11002015A00817	Brushless DC motor
11002015008365	Outdoor brushless DC motor
12100105000084	Axial flow fan
11002015A00096	Brushless DC motor
11103020000559	DC inverter rotary compressor

PART NUMBER	PART
11103020A00756	DC inverter rotary compressor
11002015000247	Outdoor brushless DC motor
17122000044765	Main control board
17122000044766	Main control board
17122000045295	Main control board
17122000053434	Main control board

Safety. Power checks and board work are for a qualified technician; refrigerant work requires EPA Section 608 certification.

Returns. Parts that were not installed, connected or used can be returned within 30 days: hvacexpressparts.com/refund-policy.

Source. Code meanings summarized in our own words from: Comfortstar, Gold & Platinum Series Service Manual (single-zone high wall, models CPG / CPP, revision V2.1): §8.2 Display Function and §9.1 Indoor Unit Error Display. The same code can mean something else on other models; confirm it in your unit's documentation.

Other brands and models. Our mini split error codes guide: hvacexpressparts.com/blog/mini-split-error-codes-guide.

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