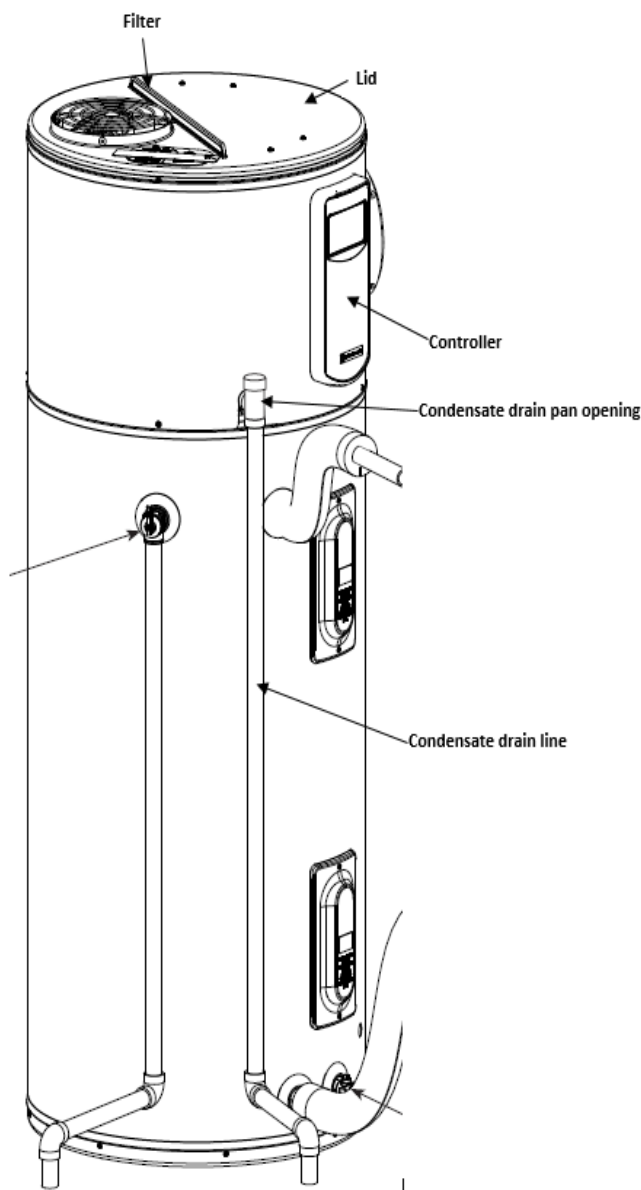




Explanation:

The alarm code A108 will sound when condensate rope sensor gets wet. The rope portion of the sensor is positioned in the condensate drain which is located in the heat pump area beneath the fan filter. The other end is connected to the controller. When the heat pump is running it creates condensation. During normal operations, that condensation should drain freely and flow out of the drain pan port and through the PVC drain line to the outside or to a flood drain. When the line is clogged or restricted, condensation will back-up and make contact with the sensor then sound the alarm.



Possible Causes

1. Clogged condensate drain line or drain pan.

The most likely cause of the alarm code A108 is an actual clogged condensate line.

2. Defective condensate rope sensor.

If the alarm occurs on a new install, the likely culprit is the condensate rope sensor.

3. Defective control board.

A bad circuit in the control board is the least likely cause but still a possibility.

Pre-Troubleshooting:

- Clear alarm
- Power off water heater from breaker

Tools Needed:

- Flathead Screwdriver
- Philips head screwdriver



Troubleshooting

1. Clogged condensate drain line or drain pan.

- --To check for a clogged drain line, disconnect the PVC drain line from the drain pan port, examine the drain line and flush if necessary.
- --To check the drain pan, remove lid. There are 4 screws around the lid and 4 screws on top holding the lid down. After removing lid, examine the drain pan, which will be inside the heat pump area underneath the filter. Clean and dry pan if needed.
- --If **pan** and **condensate sensor** are dry and there are no obstructions found, the problem may be with the condensate sensor or the controller (Power Control Board).



2. Defective Condensate rope

- If this is a new install, the culprit is likely the condensate sensor or controller (Control Board).
- In order to determine if a defective rope, disconnect the condensate sensor from the controller.
- To disconnect the sensor locate the small pry hole above the screen then pry the face plate off with the flathead screwdriver.
- Remove the 2 Philips head screws then the controller will fall from unit.
- Please find sensor **here** the connector with 2 grey wires.



Control Board Assembly Wiring

- After disconnecting sensor power unit up and run in heat pump mode for 24hrs.
- If the A108 does not return, the issue is a defective condensate rope and the condensate rope should be replaced

3. Control board

- If after drying the sensor and reinstalling, the alarm A108 returns the issue is going to be with the controller (Control Board) and it would need to be replaced.