From: richie
To: Support
Subject: Re: CRM:0278000216
Date: Wednesday, April 15, 2020 7:43:56 AM

We are using a USB power source

Richard Lovorn
Superintendent
Westover Controls

On Wed, Apr 15, 2020 at 7:26 AM -0700, "Support" <support@hms.se> wrote:

> Hi Richard,
>
> Sorry for the delay, here's what I heard back from my colleague:
>
> "Hi Tim, as you can see in the manual this error correspond to "Communication error between the remote control and indoor unit / Remote control board failure or setting error for remote control" then he would have to check the section 6.1 for the connections and setup, find out if he has a remote control installed together with the unit if that is the case for the connection pay especial attention to the power "
>
> https://cdn.hms-networks.com/docs/librariesprovider11/manuals-design-guides/user-manuals/ac-interfaces/user-manual-inbacdai001r000.pdf?sfvrsn=1e3850d7_8