Revision Date: 12/17/2024
Subject: E364 Error Code
Models: DVM, CHILLER, WATER
Title: Overcurrent Error on Compressor 2

Always refer to wiring diagram for specific model. Use the link below for a model search and see the technical data book for the wiring diagram. https://www.samsunghvac.com/downloads

Troubleshooting Steps

E364 Compressor 2 Diagnostics

1. Disable the compressor with the error code
- Press and hold K2 for 3 seconds (00 00)
- Press K2 to select the compressor to disable

00 01 = Disable Comp 1 00 02 = Disable Comp 2

- Hold K2 for 2 seconds to save selection

2. Run system in Heat or Cool test depending on conditions
- Heat Test: Press K1 2 times
- Cool Test: Press K2 2 times

Running the system without the compressor in fault is critical in determining a constant value of working compressor. There must be a working circuit to accurately diagnose this error without an inverter checker.

If the system operates without error, continue to step 3.

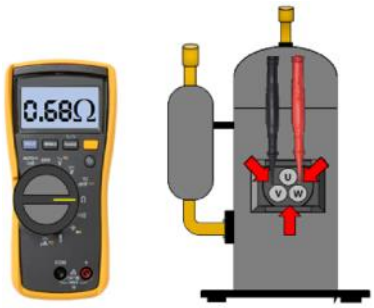
If the system shows a compressor fault, skip to step 6.

3. Remove power to the condensing unit for a minimum of 15 minutes before continuing to the next step

4. Remove the leads to the compressor with error and Ohm the compressor.

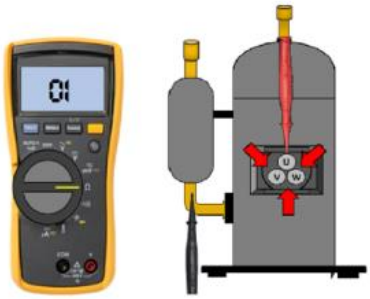
Compressor Ohm values between terminals must be equal and lesser than 2Ω. If testing with a megohmmeter, the value between terminals to ground should be higher than 1M Ω. With a meter each winding should be open to ground. If the readings are not the same, have open windings, or is grounded, replace the compressor. If the readings are normal, continue to step 5.

Measure U-V, V-W, U-W



Terminals	Ohm (Ω)
U-V	Less Than or Equal to 2
V-W	Less Than or Equal to 2
U-W	Less Than or Equal to 2

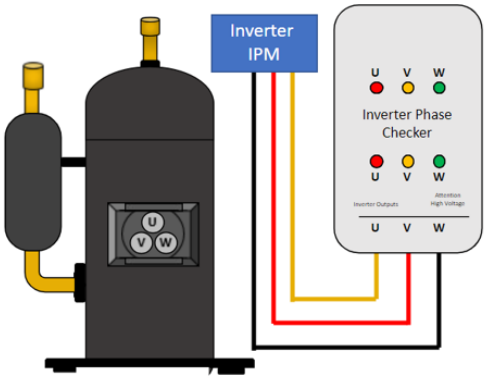
Measure U, V, W to GND



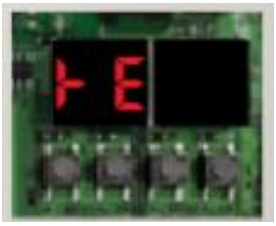
Terminals	Ohm (Ω)	Megaohm
U-GND	OL	> 1 MΩ
V-GND	OL	> 1 MΩ
W-GND	OL	> 1 MΩ

5. Remove the leads at compressor 1 and connect them to compressor 2. Run system in Cool or Heat test mode
- If Compressor 2 operates when wired to Inverter 1, replace Inverter 2
- If the error changes to E364, Replace Compressor 2

6. Inverter Check Mode using an Inverter Checker
- Remove leads at compressor and connect to an inverter checker
- Use inverter check mode with the K buttons on Main PCB
- If all LEDs light and flicker on the Inverter Checker, the Inverter PCB output is correct
- If any single LED is not flashing or remains solid, the Inverter PCB is faulty and must be replaced



Inverter 1 Check Mode
Press K2 - 9 times



Inverter 2 Check Mode
Press K2 - 10 times