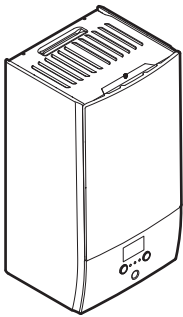




# Operation manual

## Daikin Altherma 3 H HT W



**UTBX040E ▲ 6VJ ▼**

▲ = 1, 2, 3, ..., 9, A, B, C, ..., Z  
▼ = , , 1, 2, 3, ..., 9

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## 1 About this document

Thank you for purchasing this product. Please:

- Read the documentation carefully before operating the user interface to ensure the best possible performance.
- Request that the installer inform you about the settings that were used to configure your system. Check if the installer settings tables are filled in. If NOT, ask the installer to do so.
- Keep the documentation for future reference.

### Target audience

End users

### Documentation set

This document is part of a documentation set. The complete set consists of:

- **General safety precautions:**
  - Safety instructions that you must read before installing
  - Format: Paper (in the box of the indoor unit)
- **Operation manual:**
  - Quick guide for basic usage
  - Format: Paper (in the box of the indoor unit)
- **User reference guide:**
  - Detailed step-by-step instructions and background information for basic and advanced usage
  - Format: Digital files on [www.daikincomfort.com](http://www.daikincomfort.com). Use the search function 🔍 to find your model.
- **Installation manual – Outdoor unit:**
  - Installation instructions
  - Format: Paper (in the box of the outdoor unit)
- **Installation manual – Indoor unit:**
  - Installation instructions
  - Format: Paper (in the box of the indoor unit)
- **Installer reference guide:**
  - Preparation of the installation, good practices, reference data, ...
  - Format: Digital files on [www.daikincomfort.com](http://www.daikincomfort.com). Use the search function 🔍 to find your model.

The latest revisions of the supplied documentation may be available on [www.daikincomfort.com](http://www.daikincomfort.com) or via your installer.

The original instructions are written in English. All other languages are translations of the original instructions.

### Skyport Home Mobile App



If set up by your installer, you can use the *Skyport* Home Mobile App to control and monitor the status of your system. For more information, see:

<https://daikincomfort.com/products/cloud-services-apps>




### Breadcrumbs


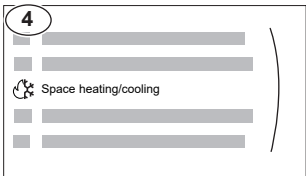


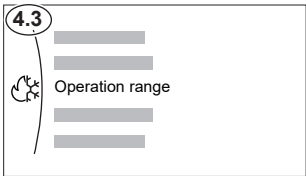

Breadcrumbs (example: [4.3]) help you to locate where you are in the menu structure of the user interface.

1	To <b>enable</b> the breadcrumbs: In the home screen or main menu screen, press the help button. The breadcrumbs appear in the top left corner of the screen.	?
2	To <b>disable</b> the breadcrumbs: Press the help button again.	?

This document also mentions these breadcrumbs. **Example:**

1	Go to [4.3]: Space heating/cooling > Operation range.	
---	---	---

This means:

1	Starting from the home screen, turn the left dial and go to Space heating/cooling.	
		
2	Press the left dial to enter the submenu.	
3	Turn the left dial and go to Operation range.	
		
4	Press the left dial to enter the submenu.	

## 2 User safety instructions

Always observe the following safety instructions and regulations.

### 2.1 General

#### **WARNING**

If you are NOT sure how to operate the unit, contact your installer.

#### **WARNING**

Only personnel that have been trained to install, adjust, service, maintain or repair (hereinafter, "service") the equipment specified in this manual should service the equipment. This equipment is NOT intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for

their safety.

Children should be supervised to ensure that they do NOT play with the equipment.

The manufacturer will NOT be responsible for any injury or property damage arising from improper supervision, service or service procedures. If you service this unit, you assume responsibility for any injury or property damage that may result. In addition, in jurisdictions that require one or more licenses to service the equipment specified in this manual, only licensed personnel should service the equipment. Improper supervision, installation, adjustment, servicing, maintenance or repair of the equipment specified in this manual, or attempting to install, adjust, service or repair the equipment specified in this manual without proper supervision or training may result in product damage, property damage, personal injury or death.



#### **WARNING**

Do NOT bypass safety devices.



#### **WARNING**

To prevent electric shocks or fire:

- Do NOT rinse the unit.
- Do NOT operate the unit with wet hands.
- Do NOT place any objects containing water on the unit.



#### **CAUTION**

- Do NOT place any objects or equipment on top of the unit.
- Do NOT sit, climb or stand on the unit.

## 2 User safety instructions

- Units are marked with the following symbol:



This means that electrical and electronic products may NOT be mixed with unsorted household waste. Do NOT try to dismantle the system yourself: dismantling the system, treatment of the refrigerant, of oil and of other parts MUST be done by an authorized installer and MUST comply with applicable codes.

Units MUST be treated at a specialized treatment facility for reuse, recycling and recovery. By ensuring this product is disposed of correctly, you will help to prevent potential negative consequences for the environment and human health. For more information, contact your installer or local authority.

### 2.2 Instructions for safe operation

#### **WARNING: MILDLY FLAMMABLE MATERIAL**

The refrigerant inside this unit is mildly flammable.

#### **WARNING**

The appliance shall be stored so as to prevent mechanical damage and in a well-ventilated room without continuously operating ignition sources (example: open flames, an operating gas appliance or an operating electric heater).

#### **WARNING**

- Do NOT pierce or burn refrigerant cycle parts.
- Do NOT use cleaning materials or means to accelerate the defrosting process other than those recommended by the manufacturer.
- Be aware that the refrigerant inside the system is odorless.


#### **WARNING**

- The refrigerant inside the unit is mildly flammable, but normally does NOT leak. If the refrigerant leaks in the room and comes in contact with fire from a burner, a heater, or a cooker, this may result in fire, or the formation of a harmful gas.
- Turn OFF any combustible heating devices, ventilate the room, and contact the dealer where you purchased the unit.

- Do NOT use the unit until a service person confirms that the part from which the refrigerant leaked has been repaired.



#### **WARNING**

**Air purging heat emitters or collectors.** Before you purge air from heat emitters or collectors, check if  or  is displayed on the home screen of the user interface.

- If not, you can purge air immediately.
- If yes, make sure that the room where you want to purge air is sufficiently ventilated. **Reason:** In case of a breakdown, refrigerant might leak into the water circuit, and subsequently into the room when you purge air from the heat emitters or collectors.

### 2.3 Compliance requirements for WLAN card

#### 2.3.1 FCC

FCC ID: MG3-BRP069A78

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- this device may not cause harmful interference, and
- this device must accept any interference received, including interference that may cause undesired operation.

The FCC responsible party is Daikin Comfort Technologies Manufacturing, Inc., and may be contacted by calling (713)-861-2500, or at 19001 Kermier Rd., Waller, TX 77484. ([www.daikincomfort.com](http://www.daikincomfort.com))

You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**CAUTION**

FCC Radio Frequency Radiation Exposure statement:

- This transmitter must NOT be co-located or operating in conjunction with any other antenna or transmitter.
- This equipment complies with RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated, keeping the radiator at least 7.87" (20 cm) or more away from the person's body.

**2.3.2 ISED****IC: 2575A-BRP069A78**

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

- 1 this device may not cause interference, and
- 2 this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil contient des émetteurs/récepteurs exempts de licence qui sont conformes aux RSS exempts de licence d'Innovation, Sciences et Développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes:

- 1 cet appareil ne doit pas provoquer d'interférences, et
- 2 cet appareil doit accepter toutes les interférences, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil.

**Caution: Exposure to Radio Frequency Radiation**

- 1 To comply with the Canadian RF exposure compliance requirements, this device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.
- 2 To comply with RSS 102 RF exposure compliance requirements, this equipment should be installed and operated, keeping the radiator at least 7.87" (20 cm) or more away from the person's body.

**Attention: Exposition aux rayonnements de radiofréquences**

- 1 Pour se conformer aux exigences canadiennes de conformité en matière d'exposition aux RF, cet appareil et son antenne ne doivent pas être situés au même endroit ni fonctionner conjointement avec une autre antenne ou un autre émetteur.
- 2 Pour se conformer aux exigences de conformité en matière d'exposition aux RF RSS 102, cet équipement doit être installé et utilisé en maintenant le radiateur à au moins 7,87 pouces (20 cm) ou plus du corps de la personne.

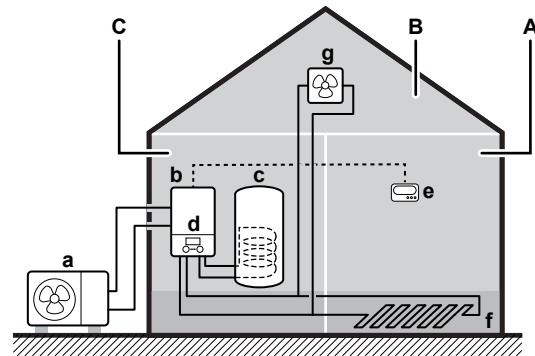
**3 About the system**

Depending on the system layout, the system can:

- Heat up a space
- Cool down a space
- Produce domestic hot water (if a DHW tank is installed)

**INFORMATION**

If underfloor heating is installed in the main zone, then in cooling mode the main zone can only provide refreshment. Real cooling is then NOT allowed.

**3.1 Components in a typical system layout**

- A** Main zone. **Example:** Living space.
- B** Additional zone. **Example:** Bedroom.
- C** Utility room. **Example:** Garage.
- a** Outdoor unit heat pump
- b** Indoor unit heat pump
- c** Domestic hot water (DHW) tank
- d** User interface of the indoor unit
- e** External room thermostat
- f** Underfloor heating
- g** Radiators, heat pump convectors, or fan coil units

## 4 Quick guide

### 4 Quick guide

#### 4.1 User permission level

The amount of information you can read and edit in the menu structure depends on your user permission level:

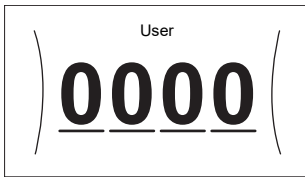
- User: Standard mode
- Advanced user: You can read and edit more information

##### To change the user permission level

1	Go to [B]: User profile.	
2	Enter the applicable pin code for the user permission level.	—
	<ul style="list-style-type: none"> <li>• Browse through the list of digits and change the selected digit.</li> <li>• Confirm the digit to proceed to the next digit.</li> <li>• OR, move the cursor from left to right.</li> <li>• Confirm the pin code and proceed.</li> </ul>	

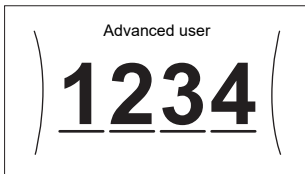
##### User pin code

The User pin code is **0000**.



##### Advanced user pin code

The Advanced user pin code is **1234**. Additional menu items for the user are now visible.



#### 4.2 Space heating/cooling

##### To turn space heating/cooling operation ON or OFF



##### NOTICE

**Room frost protection.** Even if you turn OFF space heating/cooling operation ([C.2]: Operation > Space heating/cooling), room frost protection operation – if enabled – can still activate. However, for leaving water temperature control and external room thermostat control, the protection is NOT guaranteed.



##### NOTICE

**Water pipe freeze prevention.** Even if you turn OFF space heating/cooling operation ([C.2]: Operation > Space heating/cooling), water pipe freeze prevention – if enabled – will remain active.

1	Go to [C.2]: Operation > Space heating/cooling.	
2	Set operation to On or Off.	

##### To change the target leaving water temperature

You can use the leaving water temperature setpoint screen to read out and adjust the target leaving water temperature.

1	Go to [2]: Main zone or [3]: Additional zone.	
2	Adjust the target leaving water temperature.	
	 <p><b>a</b> Actual leaving water temperature <b>b</b> Target leaving water temperature</p>	

##### To change the outdoor reset curve for the space heating/cooling zones

- 1 Go to the applicable zone:

Zone	Go to ...
<b>Main zone – Heating</b>	[2.5] Main zone > Heating Outdoor Reset curve
<b>Main zone – Cooling</b>	[2.6] Main zone > Cooling Outdoor Reset curve
<b>Additional zone – Heating</b>	[3.5] Additional zone > Heating Outdoor Reset curve
<b>Additional zone – Cooling</b>	[3.6] Additional zone > Cooling Outdoor Reset curve

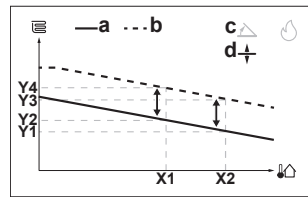
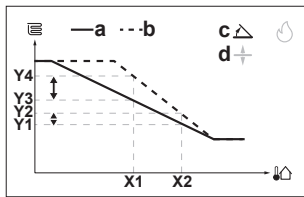
- 2 Change the outdoor reset curve.

There are two types of outdoor reset curves: **slope-offset curve** (default), and **2-points curve**. If needed, you can change the type in [2.E] Main zone > Outdoor Reset curve type. The way to adjust the curve depends on the type.

**Slope-offset curve**

**Slope.** When slope is changed, the new preferred temperature at X1 is unequally higher than the preferred temperature at X2.

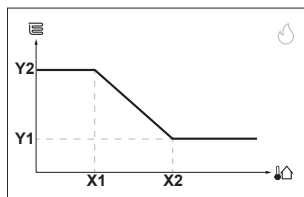
**Offset.** When offset is changed, the new preferred temperature at X1 is equally higher as the preferred temperature at X2.



- X1, X2 Outdoor ambient temperature
- Y1~Y4 Target leaving water temperature
- a Outdoor reset curve before changes
- b Outdoor reset curve after changes
- c Slope
- d Offset

Possible actions on this screen	
	Select slope or offset.
	Increase or decrease the slope/offset.
	When slope is selected: set slope and go to offset. When offset is selected: set offset.
	Confirm changes and return to the submenu.

**2-points curve**



- X1, X2 Outdoor ambient temperature
- Y1, Y2 Target leaving water temperature

Possible actions on this screen	
	Go through the temperatures.
	Change the temperature.
	Go to the next temperature.
	Confirm changes and proceed.

**More information**

For more information, see also:

- "5.4 Turning operation ON or OFF" | 12]
- "5.6 Space heating/cooling control" | 13]
- "5.8 Schedule screen: Example" | 15]
- "5.9 Outdoor reset curve" | 17]
- User reference guide

**4.3 Domestic hot water**

**To turn tank heating operation ON or OFF**



**NOTICE**

**Disinfection mode:**

The disinfection mode periodically heats the stored water to >140°F (>60°C) for preventative elimination of pathogenic bacteria (legionella) in the hot water tank. The heat pump comes with a factory-default schedule set to run the disinfection mode once a week, which the installer can adjust during start-up if needed.

Even if you turn OFF tank heating operation ([C.3]: Operation > Tank), disinfection mode will remain active. However, if you turn it OFF while disinfection is running, an AH error occurs.

1	Go to [C.3]: Operation > Tank.	
2	Set operation to On or Off.	

**To change the tank temperature setpoint**

In Reheat only mode, you can use the tank temperature setpoint screen to read out and adjust the domestic hot water temperature.



**WARNING**

Water temperature over 125°F (51°C) can cause severe burns instantly or death from scalds. Children, disabled, and elderly persons are at the highest risk of being scalded. Feel water before bathing or showering.

1	Go to [5]: Tank.	
2	Adjust the domestic hot water temperature.	
	<p>a Actual domestic hot water temperature b Target domestic hot water temperature</p>	

In other modes, you can only view the setpoint screen but not modify it. Instead, you can modify the settings for the Comfort setpoint [5.2], Eco setpoint [5.3] and Reheat setpoint [5.4].

**More information**

For more information, see also:

- "5.4 Turning operation ON or OFF" | 12]
- "5.7 Domestic hot water control" | 14]
- "5.8 Schedule screen: Example" | 15]
- User reference guide

## 5 Operation

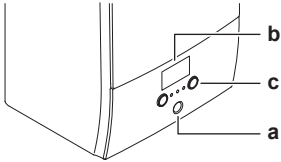
### 5 Operation

#### **i** INFORMATION

During the first running period of the unit, the required power may be higher than stated on the nameplate of the unit. This phenomenon is caused by the compressor, that needs a continuous run time of 50 hours before reaching smooth operation and stable power consumption.

#### 5.1 User interface: Overview

The user interface has the following components:



- a Status indicator
- b LCD screen
- c Dials and buttons

##### Status indicator

The LEDs of the status indicator light up or blink to show the operating mode of the unit.

LED	Mode	Description
Blinking blue	Standby	The unit is not in operation.
Continuous blue	Operation	The unit is in operation.
Blinking red	Error	An error occurred. See "8.1 To display the help text in case of an error" [p. 20] for more information.

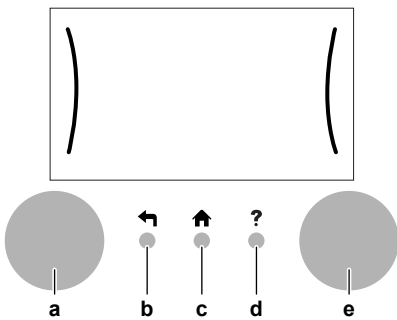
##### LCD screen

The LCD screen has a sleeping function. After 15 min of non-interaction with the user interface, the screen darkens. Pressing any button or rotating any dial awakens the display.

##### Dials and buttons

You use the dials and buttons:

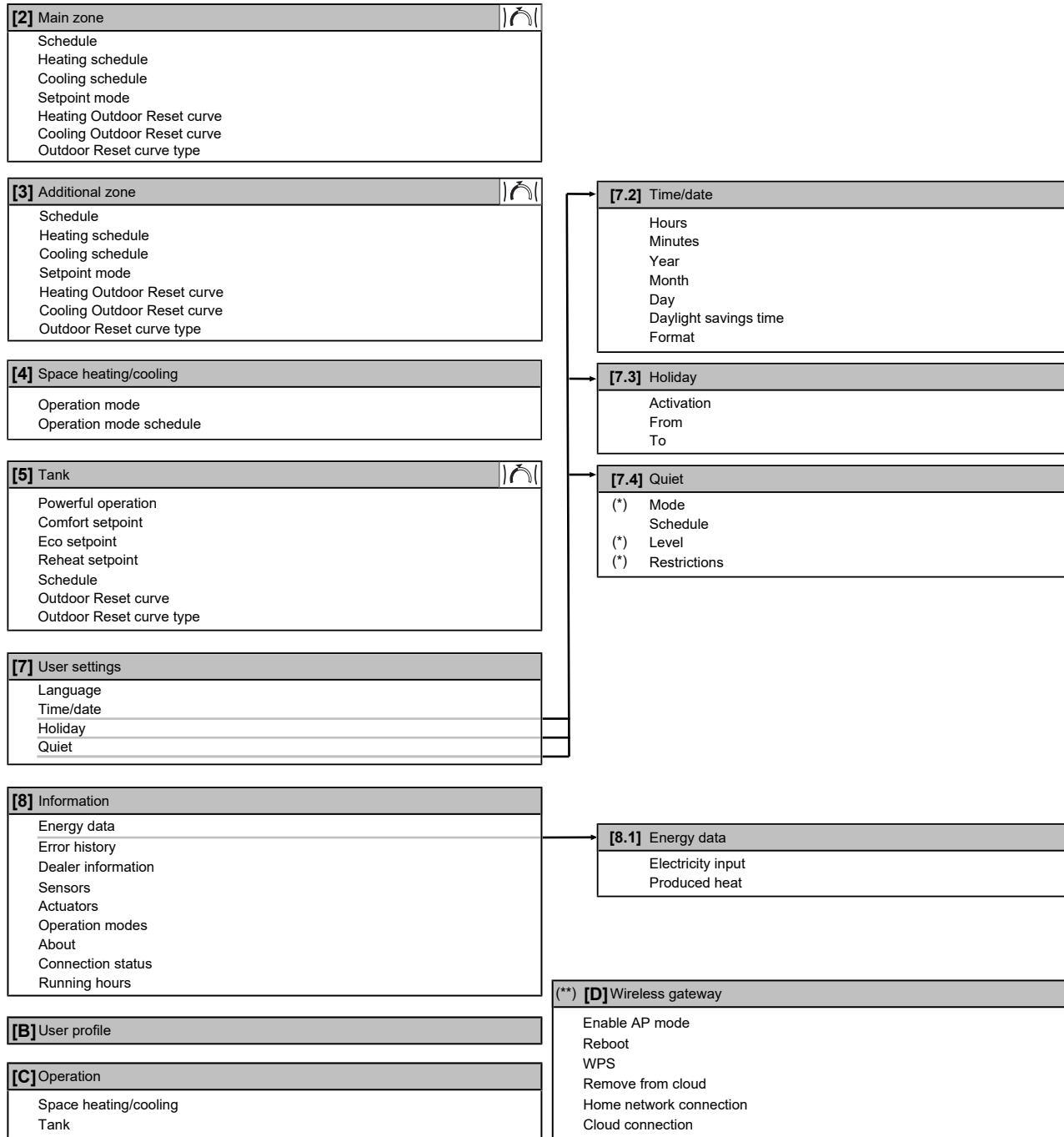
- To navigate through the screens, menus and settings of the LCD screen
- To set values




Item	Description
a Left dial	The LCD shows an arc on the left side of the display when you can use the left dial. <ul style="list-style-type: none"> <li>• : Turn, then press the left dial. Navigate through the menu structure.</li> <li>• : Turn the left dial. Choose a menu item.</li> <li>• : Press the left dial. Confirm your choice or go to a submenu.</li> </ul>
b Back button	: Press to go back 1 step in the menu structure.
c Home button	: Press to go back to the home screen.

Item	Description
d Help button	: Press to show a help text related to the current page (if available).
e Right dial	The LCD shows an arc on the right side of the display when you can use the right dial. <ul style="list-style-type: none"> <li>• : Turn, then press the right dial. Change a value or setting, shown at the right side of the screen.</li> <li>• : Turn the right dial. Navigate through the possible values and settings.</li> <li>• : Press the right dial. Confirm your choice and go to the next menu item.</li> </ul>

## 5.2 Menu structure: Overview user settings



-  Setpoint screen
- (\*) Only accessible by installer
- (\*\*) Only applicable when WLAN card is installed



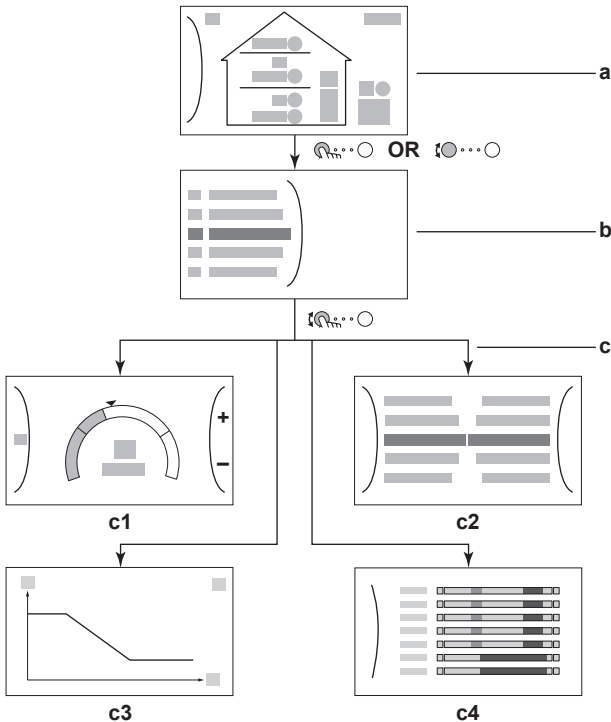
### INFORMATION

Depending on the selected installer settings and unit type, settings will be visible/invisible.

## 5 Operation

### 5.3 Possible screens: Overview

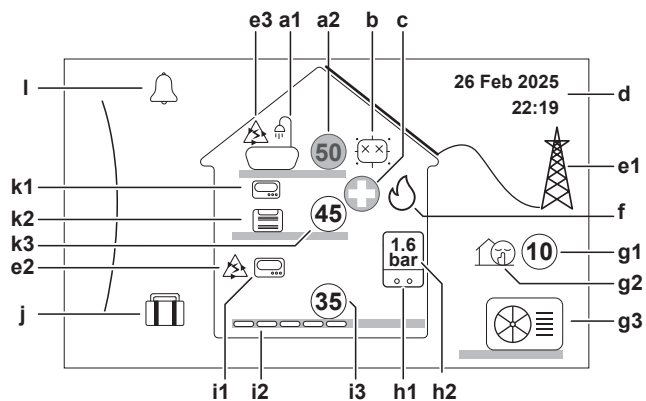
The most common screens are as follows:



- a Home screen
- b Main menu screen
- c Lower level screens:
  - c1: Setpoint screen
  - c2: Detailed screen with values
  - c3: Screen with outdoor reset curve
  - c4: Screen with schedule

#### 5.3.1 Home screen

Press the button to go back to the home screen. You see an overview of the unit configuration and the room and setpoint temperatures. Only symbols applicable for your configuration are visible on the home screen.



Possible actions on this screen	
	Go through the list of the main menu.
	Go to the main menu screen.
	Enable/disable breadcrumbs.

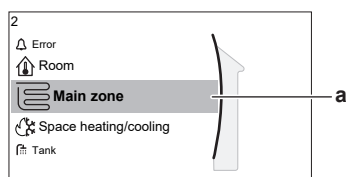
Item	Description
<b>a Domestic hot water</b>	
a1	Domestic hot water
a2	Measured tank temperature <sup>(a)</sup> 50°C 122°F
<b>b Disinfection / Powerful</b>	
	Disinfection mode active
	Powerful operation mode active
<b>c Emergency</b>	
	Heat pump failure and system operates in Emergency mode or heat pump is forced off.
<b>d Current date and time</b>	
<b>e Smart energy</b>	
e1	Smart energy is available via solar panels or smart grid.
e2	Smart energy is currently being used for space heating.
e3	Smart energy is currently being used for domestic hot water.
<b>f Space operation mode</b>	
	Cooling
	Heating
<b>g Outdoor / quiet mode</b>	
g1	Measured outdoor temperature <sup>(a)</sup> 10°C 50°F
g2	Quiet mode active
g3	Outdoor unit
<b>h Indoor unit / domestic hot water tank</b>	
h1	Wall-mounted indoor unit
	Wall-mounted indoor unit with separated tank
h2	Water pressure 1.6 bar 23 PSI
<b>i Main zone</b>	
i1 Installed thermostat type:	
	Unit operation is decided by the external room thermostat (wired).
—	No thermostat installed or set. Unit operation is decided based on the leaving water temperature regardless of the actual room temperature and/or heating demand of the room.
i2 Installed heat emitter type:	
	Underfloor heating
	Fancoil unit / Fan Convactor / AHU
	Radiator/Baseboard
i3	Leaving water temperature setpoint <sup>(a)</sup> 35°C 95°F
<b>j Vacation mode</b>	
	Vacation mode active

Item	Description
<b>k</b>	<b>Additional zone</b>
<b>k1</b>	Installed thermostat type:
	Unit operation is decided by the external room thermostat (wired).
—	No thermostat installed or set. Unit operation is decided based on the leaving water temperature regardless of the actual room temperature and/or heating demand of the room.
<b>k2</b>	Installed heat emitter type:
	Underfloor heating
	Fancoil unit / Fan Convector / AHU
	Radiator/Baseboard
<b>k3</b>	Leaving water temperature setpoint <sup>(a)</sup>
	45°C
	113°F
<b>l</b>	<b>Error</b>
	An error occurred.
	See "8.1 To display the help text in case of an error" [p 20] for more information.

<sup>(a)</sup> If the corresponding operation (for example: space heating) is not active, the circle is grayed out.

### 5.3.2 Main menu screen

Starting from the home screen, press (🔍) or turn (🔧) the left dial to open the main menu screen. From the main menu, you can access the different setpoint screens and submenus.



a Selected submenu

Possible actions on this screen	
	Go through the list.
	Enter the submenu.
	Enable/disable breadcrumbs.

Submenu	Description
[0]  Error	<b>Restriction:</b> Only displayed if an error occurs. See "8.1 To display the help text in case of an error" [p 20] for more information.
[2]  Main zone	Shows the applicable symbol for your main zone emitter type. Set the leaving water temperature for the main zone.
[3]  Additional zone	<b>Restriction:</b> Only displayed if there are two leaving water temperature zones. Shows the applicable symbol for your additional zone emitter type. Set the leaving water temperature for the additional zone (if present).
[4]  Space heating/cooling	Shows the applicable symbol of your unit. Put the unit in heating mode or cooling mode. You cannot change the mode on heating only models.

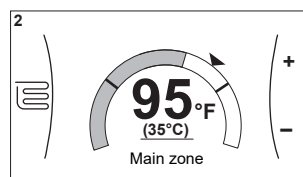
Submenu	Description
[5]  Tank	Set the domestic hot water tank temperature.
[7]  User settings	Gives access to user settings such as vacation mode and quiet mode.
[8]  Information	Displays data and information about the indoor unit.
[9]  Installer settings	<b>Restriction:</b> Only for the installer. Gives access to advanced settings.
[A]  Commissioning	<b>Restriction:</b> Only for the installer. Perform tests and maintenance.
[B]  User profile	Change the active user profile.
[C]  Operation	Turn heating/cooling functionality and domestic hot water preparation on or off.
[D]  Wireless gateway	<b>Restriction:</b> Only displayed if a WLAN card is installed. Contains settings needed when configuring the Skyport Home Mobile App.

### 5.3.3 Setpoint screen

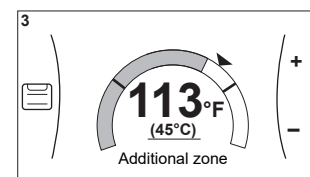
The setpoint screen is displayed for screens describing system components that need a setpoint value.

#### Examples

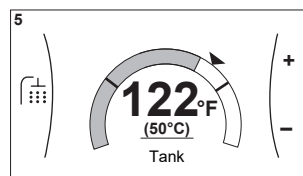
[2] Main zone screen



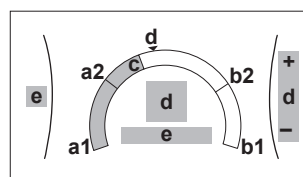
[3] Additional zone screen



[5] Tank temperature screen



#### Explanation



Possible actions on this screen	
	Go through the list of the submenu.
	Go to the submenu.
	Adjust and automatically apply the target temperature.

Item	Description	
Minimum temperature limit	<b>a1</b>	Fixed by the unit
	<b>a2</b>	Restricted by the installer
Maximum temperature limit	<b>b1</b>	Fixed by the unit
	<b>b2</b>	Restricted by the installer
Current temperature	<b>c</b>	Measured by the unit

## 5 Operation

Item	Description	
Target temperature	d	Turn the right dial to increase/decrease.
Submenu	e	Turn or press the left dial to go to the submenu.

### 5.3.4 Detailed screen with values

**Example:**

7.2.1 Time/date

Hours 11

Minutes 30

a Settings  
b Values  
c Selected setting and value

Possible actions on this screen	
	Go through the list of settings.
	Change the value.
	Go to the next setting.
	Confirm changes and proceed.

## 5.4 Turning operation ON or OFF

### 5.4.1 Visual indication

Certain functionalities of the unit can be enabled or disabled separately. If a functionality is disabled, the corresponding temperature icon in the home screen will be grayed out.

#### Space heating/cooling operation

a Space heating/cooling operation ON  
b Space heating/cooling operation OFF  
c Domestic hot water tank  
50°C 122°F  
d Additional zone  
45°C 113°F  
e Main zone  
35°C 95°F

#### Tank heating operation

c Tank heating operation ON  
d Tank heating operation OFF  
c Domestic hot water tank  
50°C 122°F  
d Additional zone  
45°C 113°F  
e Main zone  
35°C 95°F

### 5.4.2 To turn ON or OFF

#### Space heating/cooling operation



#### NOTICE

**Room frost protection.** Even if you turn OFF space heating/cooling operation ([C.2]: Operation > Space heating/cooling), room frost protection operation –if enabled– can still activate. However, for leaving water temperature control and external room thermostat control, the protection is NOT guaranteed.



#### NOTICE

**Water pipe freeze prevention.** Even if you turn OFF space heating/cooling operation ([C.2]: Operation > Space heating/cooling), water pipe freeze prevention –if enabled– will remain active.

1	Go to [C.2]: Operation > Space heating/cooling.	
2	Set operation to On or Off.	

#### Tank heating operation



#### NOTICE

**Disinfection mode.** Even if you turn OFF tank heating operation ([C.3]: Operation > Tank), disinfection mode will remain active. However, if you turn it OFF while disinfection is running, an AH error occurs.

1	Go to [C.3]: Operation > Tank.	
2	Set operation to On or Off.	

## 5.5 Reading out information

### To read out information

1	Go to [8]: Information.	
---	-------------------------	--

### Possible read-out information

In menu...	You can read out...
[8.1] Energy data	Produced energy and consumed electricity
[8.2] Error history	Error history
[8.3] Dealer information	Contact/help desk number
[8.4] Sensors	Tank temperature or domestic hot water temperature, outdoor temperature, and leaving water temperature (if applicable)
[8.5] Actuators	Status/mode of each actuator <b>Example:</b> Domestic hot water pump ON/OFF
[8.6] Operation modes	Current operation mode <b>Example:</b> Defrost/oil return mode
[8.7] About	Version information about the system
[8.8] Connection status	Information about the connection status of the unit.
[8.9] Running hours	Running hours of specific system components

## 5.6 Space heating/cooling control

### 5.6.1 Setting the Operation mode

#### About space operation modes

Your unit is a heating/cooling model. It can both heat up and cool down a space. You have to tell the system which operation mode to use.

To tell the system which space operation to use, you can:

You can...	Location
Check which space operation mode is currently used.	Home screen
Set the space operation mode permanently.	Main menu
Restrict automatic changeover according to a monthly schedule.	

#### To check which space operation mode is currently used

The space operation mode is displayed on the home screen:

- When the unit is in heating mode, the icon is shown.
- When the unit is in cooling mode, the icon is shown.

The status indicator shows if the unit is currently in operation:

- When the unit is not in operation, the status indicator will show a blue pulsation with an interval of approximately 5 seconds.
- While the unit is in operation, the status indicator will light up blue constantly.

### To set the space operation mode

1	Go to [4.1]: Space heating/cooling > Operation mode	
2	Select one of the following options: <ul style="list-style-type: none"> <li>Heating: Only heating mode</li> <li>Cooling: Only cooling mode</li> <li>Automatic: The operation mode changes automatically between heating and cooling based on the outdoor temperature. Restricted per month according to the Operation mode schedule [4.2].</li> </ul>	

### To restrict automatic changeover according to a schedule

**Conditions:** You set the space operation mode to Automatic.

1	Go to [4.2]: Space heating/cooling > Operation mode schedule.	
2	Select a month.	
3	For each month, select an option: <ul style="list-style-type: none"> <li>Reversible: Not restricted</li> <li>Heating only: Restricted</li> <li>Cooling only: Restricted</li> </ul>	
4	Confirm the changes.	

### 5.6.2 To change the target leaving water temperature



#### INFORMATION

The leaving water is the water that is sent to the heat emitters. The target leaving water temperature is set by your installer in accordance with the heat emitter type. Only adjust the leaving water temperature settings in case of problems.

You can use the leaving water temperature setpoint screen to read out and adjust the target leaving water temperature.

1	Go to [2]: Main zone or [3]: Additional zone.	
2		
3		

## 5 Operation

<b>2</b>	Adjust the target leaving water temperature.	○⋯○
<p><b>a</b> Actual leaving water temperature <b>b</b> Target leaving water temperature</p>		

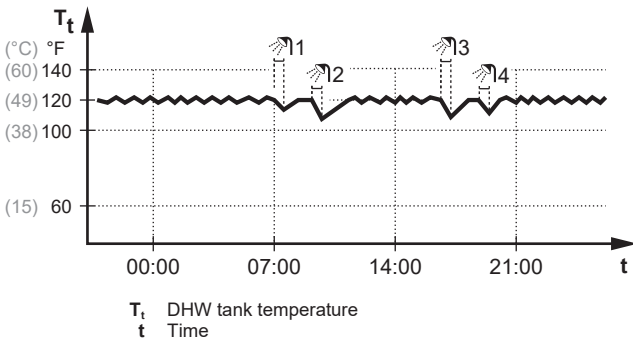
<b>1</b>	Go to [5]: Tank.	🔍⋯○
<b>2</b>	Adjust the domestic hot water temperature.	○⋯○
<p><b>a</b> Actual domestic hot water temperature <b>b</b> Target domestic hot water temperature</p>		

## 5.7 Domestic hot water control

### 5.7.1 Reheat mode

In reheat mode, the DHW tank continuously heats up to the temperature shown on the home screen (example: 120°F (49°C)) when the temperature drops below a certain value.

**Example:**



#### **i** INFORMATION

Risk of space heating capacity shortage for domestic hot water tank without internal booster heater: In case of frequent domestic hot water operation, frequent and long space heating/cooling interruption will happen when selecting the following:

Tank > Heat up mode > Reheat only.

#### **i** INFORMATION

When the DHW tank mode is reheat, the risk of capacity shortage and comfort problems is significant. In case of frequent reheat operation, the space heating/cooling function is regularly interrupted.

#### To change the tank temperature setpoint

In Reheat only mode, you can use the tank temperature setpoint screen to read out and adjust the domestic hot water temperature.

#### **!** WARNING

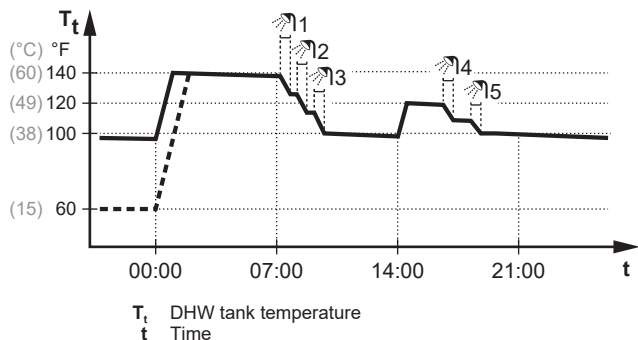
Water temperature over 125°F (51°C) can cause severe burns instantly or death from scalds. Children, disabled, and elderly persons are at the highest risk of being scalded. Feel water before bathing or showering.

In other modes, you can only view the setpoint screen but not modify it. Instead, you can modify the settings for the Comfort setpoint [5.2], Eco setpoint [5.3] and Reheat setpoint [5.4].

### 5.7.2 Scheduled mode

In scheduled mode, the DHW tank produces hot water corresponding to a schedule. The best time to allow the tank to produce hot water is at night, because the space heating demand is lower.

**Example:**



- Initially, the DHW tank temperature is the same as the temperature of the domestic water entering the DHW tank (example: 60°F (15°C)).
- At 00:00 the DHW tank is programmed to heat up the water to a preset value (example: Comfort = 140°F (60°C)).
- During the morning, you consume hot water and the DHW tank temperature decreases.
- At 14:00 the DHW tank is programmed to heat up the water to a preset value (example: Eco = 120°F (49°C)). Hot water is available again.
- During the afternoon and evening, you consume hot water again and the DHW tank temperature decreases again.
- At 00:00 the next day, the cycle repeats.

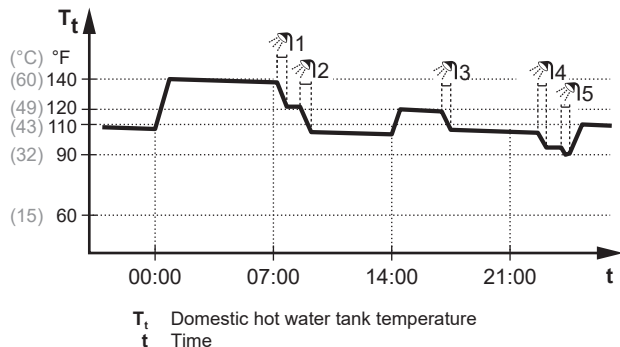
#### To set up a schedule

See "5.8 Schedule screen: Example" [▶ 15] for an example how to set up a schedule.

### 5.7.3 Scheduled + reheat mode

In scheduled + reheat mode, the domestic hot water control is the same as in scheduled mode. However, when the DHW tank temperature drops below a preset value (=reheat tank temperature – differential value; example: 90°F (32°C)), the DHW tank heats up until it reaches the reheat set point (example: 110°F (45°C)). This ensures that a minimum amount of hot water is available at all times.

**Example:**



### 5.7.4 Using DHW powerful operation

#### About powerful operation

Powerful operation allows the domestic hot water to be heated by the backup heater or booster heater. Use this mode on days when there is more hot water usage than usual.

#### To check if powerful operation is active

If is displayed on the home screen, powerful operation is active.

Activate or deactivate Powerful operation as follows:

1	Go to [5.1]: Tank > Powerful operation	
2	Turn powerful operation Off or On.	

#### Usage example: You immediately need more hot water

You are in the following situation:

- You already consumed most of your domestic hot water.
- You cannot wait for the next scheduled action to heat up the domestic hot water tank.

Then you can activate powerful operation. The domestic hot water tank will start heating up the water to the Comfort temperature.

#### INFORMATION

When powerful operation is active, the risk of space heating/cooling and capacity shortage comfort problems is significant. In case of frequent domestic hot water operation, frequent and long space heating/cooling interruptions will happen.

### 5.8 Schedule screen: Example

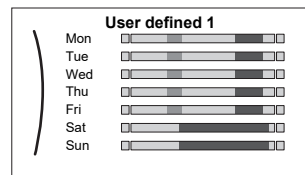
This example shows how to set a room temperature schedule in heating mode for the main zone.

#### INFORMATION

The procedures to program other schedules are similar.

#### To program the schedule: overview

**Example:** You want to program the following schedule:



**Prerequisite:** If leaving water temperature control is active, you can program the main zone schedule.

- 1 Go to the schedule.
- 2 (optional) Clear the content of the whole week schedule or the content of a selected day schedule.
- 3 Program the schedule for Monday.
- 4 Copy the schedule to the other weekdays.
- 5 Program the schedule for Saturday and copy it to Sunday.
- 6 Give the schedule a name.

#### To go to the schedule

1	Go to [2.1]: Main zone > Schedule.	
2	Set scheduling to Yes.	
3	Go to [2.2]: Main zone > Heating schedule.	

#### To clear the content of the week schedule

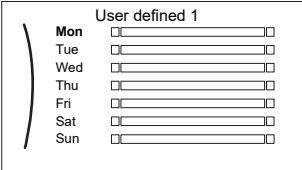



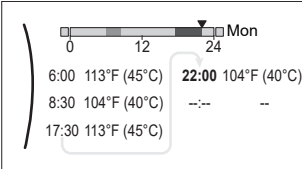



1	Select the name of the current schedule.	
2	Select Delete.	
3	Select OK to confirm.	

#### To clear the content of a day schedule

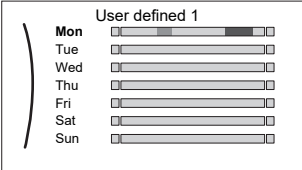



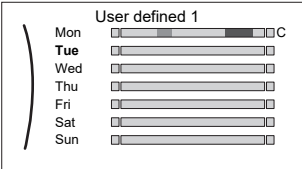

1	Select the day for which you want to clear the content. For example Friday	
2	Select Delete.	
3	Select OK to confirm.	

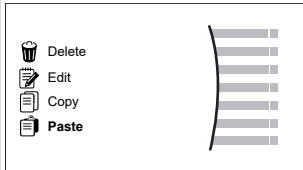
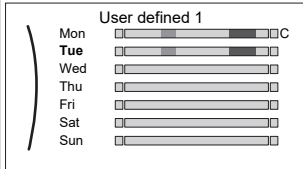

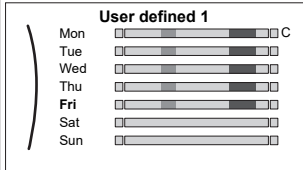
# 5 Operation

## To program the schedule for Monday



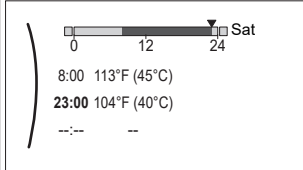






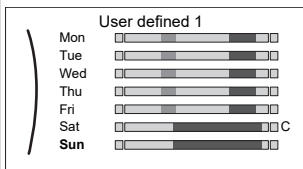

<p>1 Select Monday.</p> 	
<p>2 Select Edit.</p> 	
<p>3 Use the left dial to select an entry and edit the entry with the right dial. You can program up to 6 actions each day. On the bar, a high temperature has a darker color than a low temperature.</p>  <p><b>Note:</b> To clear an action, set its time as the time of the previous action.</p>	 
<p>4 Confirm the changes.</p> <p><b>Result:</b> The schedule for Monday is defined. The value of the last action is valid until the next programmed action. In this example, Monday is the first day you programmed. Thus, the last programmed action is valid up to the first action of next Monday.</p>	

## To copy the schedule to the other weekdays

<p>1 Select Monday.</p> 	
<p>2 Select Copy.</p>  <p><b>Result:</b> Next to the copied day, "C" is displayed.</p>	
<p>3 Select Tuesday.</p> 	

<p>4 Select Paste.</p>  <p><b>Result:</b></p> 	
<p>5 Repeat this action for all other weekdays.</p> 	<p>—</p>

## To program the schedule for Saturday and copy it to Sunday

<p>1 Select Saturday.</p>	
<p>2 Select Edit.</p>	
<p>3 Use the left dial to select an entry and edit the entry with the right dial.</p> 	 
<p>4 Confirm the changes.</p>	
<p>5 Select Saturday.</p>	
<p>6 Select Copy.</p>	
<p>7 Select Sunday.</p>	
<p>8 Select Paste.</p> <p><b>Result:</b></p> 	

**To rename the schedule**

1	Select the name of the current schedule.	
2	Select Rename.	
3	(optional) To delete the current schedule name, browse through the character list until ← is displayed, then press to remove the previous character. Repeat for each character of the schedule name.	
4	To name the current schedule, browse through the character list and confirm the selected character. The schedule name can contain up to 15 characters.	
5	Confirm the new name.	



**INFORMATION**

Not all schedules can be renamed.

**5.9 Outdoor reset curve**

**5.9.1 What is an outdoor reset curve?**

**Outdoor reset operation**

The unit operates 'outdoor reset' if the desired leaving water or tank temperature is determined automatically by the outdoor temperature, measured by the outdoor unit. If the outdoor temperature drops or rises, the unit compensates instantly. Thus, the unit does not have to wait for feedback by the thermostat to increase or decrease the temperature of the leaving water or tank. Because it reacts more quickly, it prevents high rises and drops of the indoor temperature and water temperature at tap points.

**Advantage**

Outdoor reset operation reduces energy consumption.

**Outdoor reset curve**

To be able to compensate for differences in temperature, the unit relies on its outdoor reset curve. This curve defines how much the temperature of the tank or leaving water must be at different outdoor temperatures. Because the slope of the curve depends on local circumstances such as climate and the insulation of the building, the curve can be adjusted by an installer or user.

**Types of outdoor reset curve**

There are two types of outdoor reset curves:

- 2-points curve
- Slope-offset curve

Which type of curve you use to make adjustments depends on your personal preference. See "5.9.4 Using outdoor reset curves" [▶ 18].

**Availability**

The outdoor reset curve is available for:

- Main zone - Heating
- Main zone – Cooling
- Additional zone - Heating

- Additional zone - Cooling
- Tank (not recommended, only available to installers)



**INFORMATION**

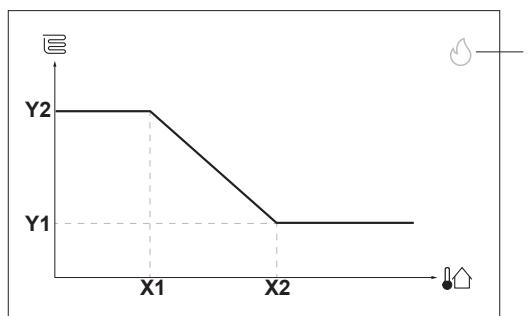
To operate outdoor reset, correctly configure the setpoint of the main zone, additional zone or tank. See "5.9.4 Using outdoor reset curves" [▶ 18].

**5.9.2 2-points curve**

Define the outdoor reset curve with these two setpoints:

- Setpoint (X1, Y2)
- Setpoint (X2, Y1)

**Example**



Item	Description
<b>a</b>	Selected outdoor reset zone: <ul style="list-style-type: none"> <li>▪ : Main zone or additional zone heating</li> <li>▪ : Main zone or additional zone cooling</li> <li>▪ : Domestic hot water</li> </ul>
<b>X1, X2</b>	Examples of outdoor ambient temperature
<b>Y1, Y2</b>	Examples of target tank temperature or leaving water temperature. The icon corresponds to the heat emitter for that zone: <ul style="list-style-type: none"> <li>▪ : Underfloor heating</li> <li>▪ : Fancoil unit / Fan Convactor / AHU</li> <li>▪ : Radiator/Baseboard</li> <li>▪ : Domestic hot water tank</li> </ul>

Possible actions on this screen	
	Go through the temperatures.
	Change the temperature.
	Go to the next temperature.
	Confirm changes and proceed.

**5.9.3 Slope-offset curve**

**Slope and offset**

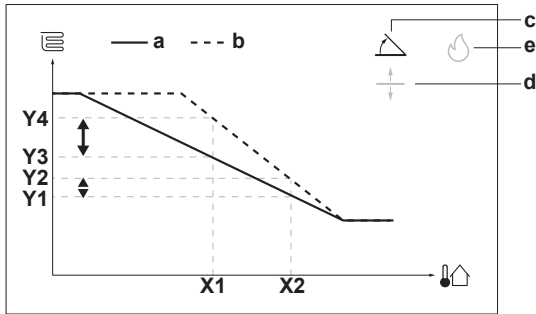
Define the outdoor reset curve by its slope and offset:

- Change the **slope** to differently increase or decrease the temperature of the leaving water for different ambient temperatures. For example, if leaving water temperature is in general fine but at low ambient temperatures too cold, raise the slope so that leaving water temperature is heated increasingly more at decreasingly lower ambient temperatures.
- Change the **offset** to equally increase or decrease the temperature of the leaving water for different ambient temperatures. For example, if leaving water temperature is always a bit too cold at different ambient temperatures, shift the offset up to equally increase the leaving water temperature for all ambient temperatures.

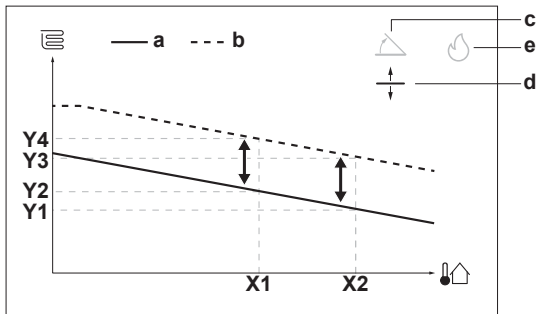
## 5 Operation

### Examples

Outdoor reset curve when slope is selected:



Outdoor reset curve when offset is selected:



Item	Description
a	Outdoor reset curve before changes.
b	Outdoor reset curve after changes (as example): <ul style="list-style-type: none"> <li>When slope is changed, the new preferred temperature at X1 is unequally higher than the preferred temperature at X2.</li> <li>When offset is changed, the new preferred temperature at X1 is equally higher as the preferred temperature at X2.</li> </ul>
c	Slope
d	Offset
e	Selected outdoor reset zone: <ul style="list-style-type: none"> <li>: Main zone or additional zone heating</li> <li>: Main zone or additional zone cooling</li> <li>: Domestic hot water</li> </ul>
X1, X2	Examples of outdoor ambient temperature
Y1, Y2, Y3, Y4	Examples of target tank temperature or leaving water temperature. The icon corresponds to the heat emitter for that zone: <ul style="list-style-type: none"> <li>: Underfloor heating</li> <li>: Fancoil unit / Fan Convactor / AHU</li> <li>: Radiator/Baseboard</li> <li>: Domestic hot water tank</li> </ul>

Possible actions on this screen	
	Select slope or offset.
	Increase or decrease the slope/offset.
	When slope is selected: set slope and go to offset. When offset is selected: set offset.
	Confirm changes and return to the submenu.

### 5.9.4 Using outdoor reset curves

Configure outdoor reset curves as following:

#### To define the setpoint mode

To use the outdoor reset curve, you need to define the correct setpoint mode:

Go to setpoint mode ...	Set the setpoint mode to ...
<b>Main zone – Heating</b>	
[2.4] Main zone > Setpoint mode	Outdoor Reset heating, fixed cooling OR Outdoor Reset
<b>Main zone – Cooling</b>	
[2.4] Main zone > Setpoint mode	Outdoor Reset
<b>Additional zone – Heating</b>	
[3.4] Additional zone > Setpoint mode	Outdoor Reset heating, fixed cooling OR Outdoor Reset
<b>Additional zone – Cooling</b>	
[3.4] Additional zone > Setpoint mode	Outdoor Reset
<b>Tank</b>	
[5.B] Tank > Setpoint mode	<b>Restriction:</b> Only available to installers. Outdoor Reset

#### To change the type of outdoor reset curve

To change the type for all zones (main + additional) and for the tank, go to [2.E] Main zone > Outdoor Reset curve type.

Viewing which type is selected is also possible via:

- [3.C] Additional zone > Outdoor Reset curve type
- [5.E] Tank > Outdoor Reset curve type

**Restriction:** Only available to installers.

#### To change the outdoor reset curve

Zone	Go to ...
<b>Main zone – Heating</b>	[2.5] Main zone > Heating Outdoor Reset curve
<b>Main zone – Cooling</b>	[2.6] Main zone > Cooling Outdoor Reset curve
<b>Additional zone – Heating</b>	[3.5] Additional zone > Heating Outdoor Reset curve
<b>Additional zone – Cooling</b>	[3.6] Additional zone > Cooling Outdoor Reset curve
<b>Tank</b>	<b>Restriction:</b> Only available to installers. [5.C] Tank > Outdoor Reset curve



#### INFORMATION

##### Maximum and minimum setpoints

You cannot configure the curve with temperatures that are higher or lower than the set maximum and minimum setpoints for that zone or for the tank. When the maximum or minimum setpoint is reached, the curve flattens out.

**To fine-tune the outdoor reset curve: slope-offset curve**

The following table describes how to fine-tune the outdoor reset curve of a zone or tank:

You feel ...		Fine-tune with slope and offset:	
At regular outdoor temperatures ...	At cold outdoor temperatures ...	Slope	Offset
OK	Cold	↑	—
OK	Hot	↓	—
Cold	OK	↓	↑
Cold	Cold	—	↑
Cold	Hot	↓	↑
Hot	OK	↑	↓
Hot	Cold	↑	↓
Hot	Hot	—	↓

**To fine-tune the outdoor reset curve: 2-points curve**

The following table describes how to fine-tune the outdoor reset curve of a zone or tank:

You feel ...		Fine-tune with setpoints:			
At regular outdoor temperatures ...	At cold outdoor temperatures ...	Y2 <sup>(a)</sup>	Y1 <sup>(a)</sup>	X1 <sup>(a)</sup>	X2 <sup>(a)</sup>
OK	Cold	↑	—	↑	—
OK	Hot	↓	—	↓	—
Cold	OK	—	↑	—	↑
Cold	Cold	↑	↑	↑	↑
Cold	Hot	↓	↑	↓	↑
Hot	OK	—	↓	—	↓
Hot	Cold	↑	↓	↑	↓
Hot	Hot	↓	↓	↓	↓

<sup>(a)</sup> See "5.9.2 2-points curve" ▶ 17].

## 6 Energy saving tips

**Tips about DHW tank temperature**

- Use a weekly schedule for your normal domestic hot water needs (ONLY in scheduled mode).
  - Program to heat up the DHW tank to a preset value (Comfort = higher DHW tank temperature) during the night, because then space heating demand is lower.
  - If heating up the DHW tank once at night is NOT sufficient, program to additionally heat up the DHW tank to a preset value (Eco = lower DHW tank temperature) during the day.

**CAUTION**

Be aware that the domestic hot water temperature at the hot water tap will be equal to the disinfection setpoint or tank setpoint. High temperature at the hot water tap can cause scalding. To prevent this, either select lower setpoint or use a mixing valve if needed.

- Make sure the target DHW tank temperature is NOT too high.
 

**Example:** After installation, lower the DHW tank temperature daily by one degree and check if you still have enough hot water.

## 7 Maintenance and service

### 7.1 Overview: Maintenance and service

The installer has to perform a yearly maintenance service. You can find the contact/help desk number via the user interface.

1 Go to [8.3]: Information > Dealer information.

As the end user, you have to:

- Keep the area around the unit clean.
- Keep the user interface clean with a soft damp cloth. Do NOT use any detergents.
- Regularly check if the water pressure is above 14.5 PSI (1 bar).

**NOTICE**

The pump is equipped with an anti-blockage safety routine. This means that the pump operates for a short period of time every 24 hours during long periods of inactivity to ensure it does not get stuck. To enable this function, the unit must be connected to the power supply all year round.

**Refrigerant**

This product contains fluorinated greenhouse gases. Do NOT vent gases into the atmosphere.

Refrigerant type: R32

Global warming potential (GWP) value: 675

Periodical inspections for refrigerant leaks may be required depending on the applicable codes. Contact your installer for more information.

**WARNING: FLAMMABLE MATERIAL**

The refrigerant inside this unit is mildly flammable.

**WARNING**

- The refrigerant inside the unit is mildly flammable, but normally does NOT leak. If the refrigerant leaks in the room and comes in contact with fire from a burner, a heater, or a cooker, this may result in fire, or the formation of a harmful gas.
- Turn OFF any combustible heating devices, ventilate the room, and contact the dealer where you purchased the unit.
- Do NOT use the unit until a service person confirms that the part from which the refrigerant leaked has been repaired.

**WARNING**

- Do NOT pierce or burn refrigerant cycle parts.
- Do NOT use cleaning materials or means to accelerate the defrosting process other than those recommended by the manufacturer.
- Be aware that the refrigerant inside the system is odorless.

**NOTICE**

Applicable codes on **fluorinated greenhouse gases** may require that the refrigerant charge of the unit is indicated both in weight and CO<sub>2</sub> equivalent.

**Formula to calculate the quantity in CO<sub>2</sub> equivalent tons:** GWP value of the refrigerant × total refrigerant charge [in kg]/1000

Contact your installer for more information.

## 8 Troubleshooting

### 8 Troubleshooting

#### Contact

For the symptoms listed below, you can try to solve the problem yourself. For any other problem, contact your installer. You can find the contact/help desk number via the user interface.

1	Go to [8.3]: Information > Dealer information.	
---	--	--

#### 8.1 To display the help text in case of an error

In case of an error, the following will appear on the home screen depending on the severity:

- : Error
- : Malfunction

You can get a short and a long description of the error as follows:

1	Press the left dial to open the main menu and go to Error. <b>Result:</b> A short description of the error and the error code is displayed on the screen.	
2	Press ? in the error screen. <b>Result:</b> A long description of the error is displayed on the screen.	?

#### 8.2 To check the error history

**Conditions:** The user permission level is set to advanced end user.

1	Go to [8.2]: Information > Error history.	
---	---	--

You see a list of the most recent errors.

#### 8.3 Symptom: You are feeling too cold (hot) in your living space

Possible cause	Corrective action
The target room temperature is too low (high).	Adjust the external thermostat on/off temperature setting. If the problem recurs daily, do one of the following: <ul style="list-style-type: none"> <li>▪ Increase (decrease) the room temperature preset value. See the user reference guide.</li> <li>▪ Adjust the room temperature schedule. See <a href="#">"5.8 Schedule screen: Example"</a> [p 15].</li> </ul>
The target room temperature cannot be reached.	Increase the target leaving water temperature in accordance with the heat emitter type. See <a href="#">"5.6.2 To change the target leaving water temperature"</a> [p 13].
The outdoor reset curve is set incorrectly.	Adjust the outdoor reset curve. See <a href="#">"5.9 Outdoor reset curve"</a> [p 17].

#### 8.4 Symptom: The water at the tap is too cold

Possible cause	Corrective action
You ran out of domestic hot water because of unusually high consumption.	If you immediately need domestic hot water, activate the DHW tank Powerful operation. However, this consumes extra energy. See <a href="#">"5.7.4 Using DHW powerful operation"</a> [p 15].
The target DHW tank temperature is too low.	If the problems recurs daily, do one of the following: <ul style="list-style-type: none"> <li>▪ Increase the DHW tank temperature preset value. See the user reference guide.</li> <li>▪ Adjust the DHW tank temperature schedule. <b>Example:</b> Program to additionally heat up the DHW tank to a preset value (Eco setpoint = lower tank temperature) during the day. See <a href="#">"5.8 Schedule screen: Example"</a> [p 15].</li> </ul>

#### 8.5 Symptom: Heat pump failure

When the heat pump fails to operate, the backup heater and/or booster heater can serve as an emergency heater. It then takes over the heat load either automatically or by manual interaction.

- When Emergency is set to Automatic and a heat pump failure occurs, the backup heater automatically takes over the heat load, and the booster heater in the optional tank takes over the domestic hot water production.
- When Emergency is set to Manual and a heat pump failure occurs, the domestic hot water heating and space heating stops. To manually recover it via the user interface, go to the Error main menu screen and confirm whether the backup heater and/or booster heater can take over the heat load or not.
- Alternatively, when Emergency is set to:
  - auto Space Heating reduced/DHW on, space heating is reduced but domestic hot water is still available.
  - auto Space Heating reduced/DHW off, space heating is reduced and domestic hot water is NOT available.
  - auto Space Heating normal/DHW off, space heating operates as normally but domestic hot water is NOT available.
Similarly as in Manual mode, the unit can take the full load with the backup heater and/or booster heater if the user activates this via the Error main menu screen.

When the heat pump fails, or will appear on the user interface.



Possible cause	Corrective action
Heat pump is damaged.	See <a href="#">"8.1 To display the help text in case of an error"</a> [p 20].



#### INFORMATION

When the backup heater or booster heater takes over the heat load, electricity consumption will be considerably higher.



## 8.6 Symptom: The system is making gurgling noises after commissioning

Possible cause	Corrective action
There is air in the system.	Purge air from the system. <sup>(a)</sup>
Incorrect hydraulic balance.	To be performed by the installer: 1 Perform hydraulic balancing to assure that the flow is correctly distributed between the emitters. 2 If hydraulic balancing is not sufficient, change the pump limitation settings ([9-0D] and [9-0E] if applicable).
Various errors.	Check if  or  is displayed on the home screen of the user interface. See "8.1 To display the help text in case of an error" [p 20] for more information about the error.

<sup>(a)</sup> We recommend purging air with the air purge function of the unit (to be performed by the installer). If you purge air from the heat emitters or collectors, mind the following:



### WARNING

**Air purging heat emitters or collectors.** Before you purge air from heat emitters or collectors, check if  or  is displayed on the home screen of the user interface.

- If not, you can purge air immediately.
- If yes, make sure that the room where you want to purge air is sufficiently ventilated. **Reason:** In case of a breakdown, refrigerant might leak into the water circuit, and subsequently into the room when you purge air from the heat emitters or collectors.

## 9 Disposal



### NOTICE

Do NOT try to dismantle the system yourself: dismantling of the system, treatment of the refrigerant, oil and other parts MUST comply with applicable codes. Units MUST be treated at a specialized treatment facility for reuse, recycling and recovery.

## 10 Glossary

### DHW = Domestic hot water

Hot water used, in any type of building, for domestic purposes.

### LWT = Leaving water temperature

Water temperature at the water outlet of the unit.

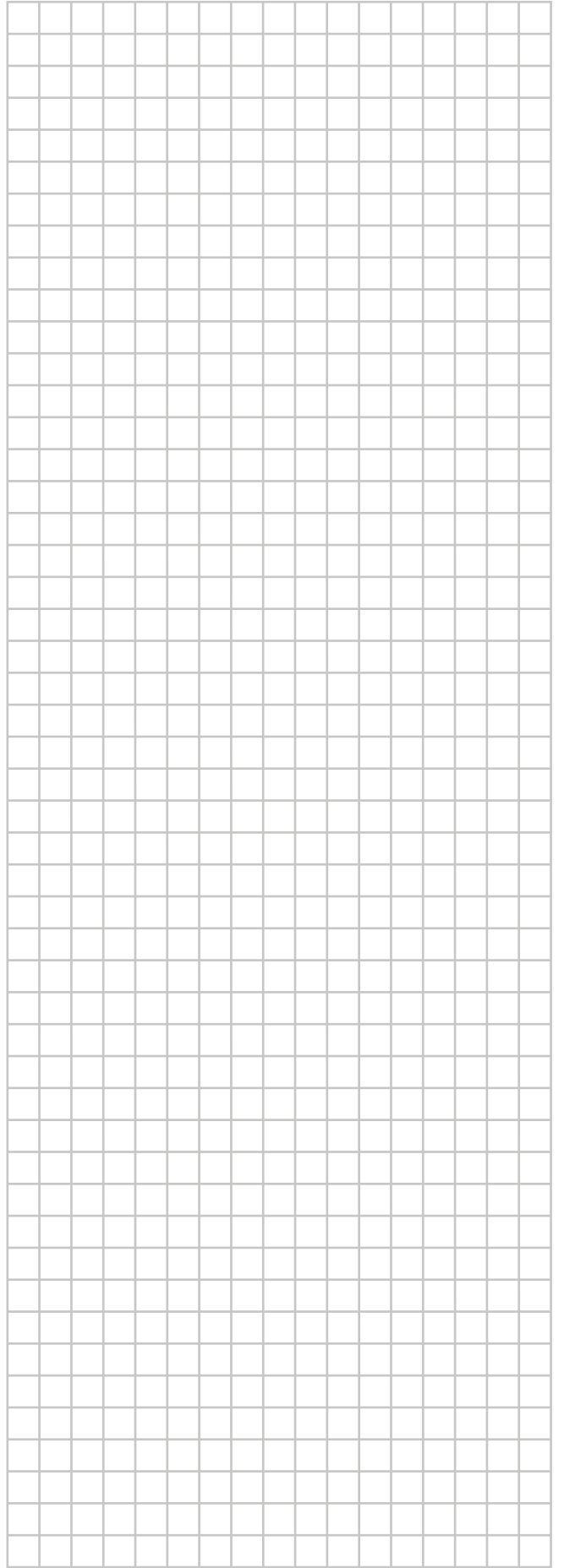
## 11 Installer settings: Tables to be filled in by installer

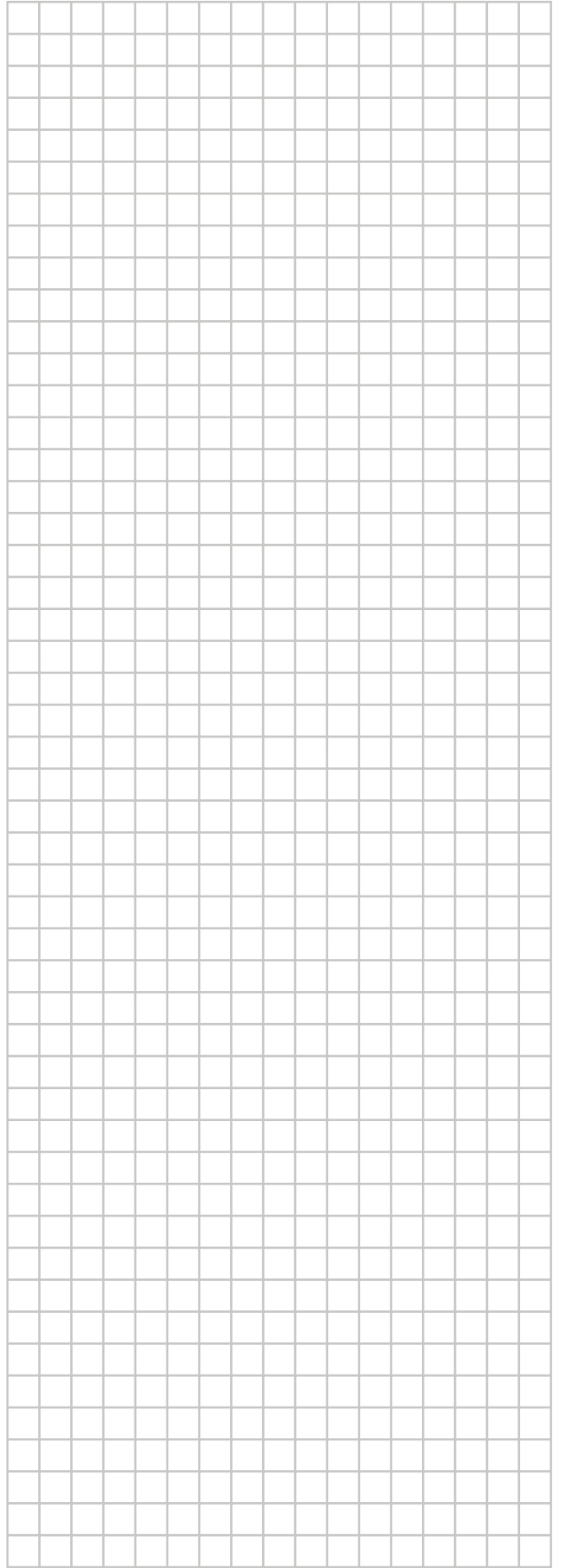
### 11.1 Configuration wizard

Setting	Fill in...
System	
Indoor unit type (read only)	
Backup heater type [9.3.1] (read only)	
Domestic hot water [9.2.1]	
Emergency [9.5]	
Number of zones [4.4]	
Glycol Filled system (overview field setting [E-0D])	
Booster heater capacity [9.4.1] (if applicable)	
Backup heater	
Voltage [9.3.2]	
Configuration [9.3.3]	
Capacity step 1 [9.3.4]	
Additional capacity step 2 [9.3.5] (if applicable)	
Main zone	
Emitter type [2.7]	
Control [2.9]	
Setpoint mode [2.4]	
Schedule [2.1]	
Outdoor Reset curve type [2.E]	
Additional zone (only if [4.4]=1, dual zone)	
Emitter type [3.7]	
Control (read only) [3.9]	
Setpoint mode [3.4]	
Schedule [3.1]	
Outdoor Reset curve type [3.C] (read only)	
Tank (if applicable)	
Heat up mode [5.6]	
Comfort setpoint [5.2]	
Eco setpoint [5.3]	
Reheat setpoint [5.4]	
Setpoint mode [5.B]	
Outdoor Reset curve type [5.E] (read only)	

### 11.2 Settings menu

Setting	Fill in...
Main zone	
External thermostat type [2.A]	
Additional zone (if applicable)	
External thermostat type [3.A]	
Information	
Dealer information [8.3]	





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