



ecodan
hydrodan

Water to Water Heat Pump

EHWT17D-MHEDW

OPERATION MANUAL

For safe and correct use, please read this operation manual thoroughly before operating the heat pump indoor unit.

FOR USER

English

Contents

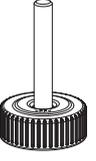
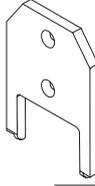
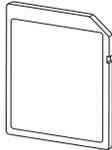
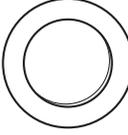
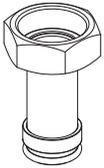
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<https://www12.mitsubishielectric.com/>

Should you need more information, please access above website to download detailed manuals, select your region, select model name, then choose your language.

en

Accessories (Included)						
Adjustable feet	Immersion heater boss tool	SD memory card	Copper liner for DHW pipe	Gasket	O-ring	Joint for install PICV into Module
						
4	1	1	4	4	4*	1

*For 3-Way valve: O-ring Inner diameter 15.8 mm
 For Heating return: O-ring Inner diameter 25.7 mm
 For installing PICV into Module: O-ring Inner diameter 21.8 mm and 25.7 mm

Abbreviations and glossary

No.	Abbreviations/Word	Description
1	Compensation curve mode	Space heating incorporating outdoor ambient temperature compensation
2	COP	Coefficient of Performance the efficiency of the heat pump
3	Heat pump	Abbreviations for Water/Brine source heat pump Indoor unvented DHW tank and component plumbing parts
4	DHW mode	Domestic hot water heating mode for showers, sinks, etc.
5	Flow temperature	Temperature at which water is delivered to the primary circuit
6	Freeze stat. function	Heating control routine to prevent water pipes freezing
7	FTC	Flow temperature controller, the circuit board in charge of controlling the water circuit
8	C.B.	Controller board, the circuit board in charge of controlling the refrigerant and ambient loop
9	Heating mode	Space heating through radiators or Underfloor heating
10	Legionella	Bacteria potentially found in plumbing, showers and water tanks that may cause Legionnaires disease
11	LP mode	Legionella prevention mode – a function on systems with water tanks to prevent the growth of legionella bacterium
12	PRV	Pressure relief valve
13	Return temperature	Temperature at which water is delivered from the primary circuit
14	TRV	Thermostatic radiator valve – a valve on the entrance or exit of the radiator panel to control the heat output
15	Brine	Mixture of antifreeze and water
16	Module	Casing with built-in refrigerant circuit
17	Ambient loop	Piping between WTW and Local system 2 (Refer to the Local system 2 of Installation Manual.) Filled with brine or water
18	Ambient temp./ Ambient temperature	Outdoor temperature
19	PICV	Pressure Independent Control Valve

1 Safety Precautions

- ▶ Before operating this unit, it is important to read the safety precautions.
- ▶ The following safety points are provided to prevent injury to yourself and damage to the unit please adhere to them.

Used in this manual

 **WARNING:**
Precautions listed under this title should be observed to prevent injury or death to the user.

 **CAUTION:**
Precautions listed under this title should be observed to prevent damage to the unit.

MEANINGS OF SYMBOLS DISPLAYED ON THE UNIT

	WARNING (Risk of fire)	This unit uses a flammable refrigerant. If refrigerant leaks and comes in contact with fire or heating part, it will create harmful gas and there is risk of fire.
		Read the OPERATION MANUAL carefully before operation.
		Service personnel are required to carefully read the OPERATION MANUAL and INSTALLATION MANUAL before operation.
		Further information is available in the OPERATION MANUAL, INSTALLATION MANUAL, and the likes.

- Follow the instructions provided in this manual and local regulations when using this unit.

WARNING

- The unit should **NOT** be installed or serviced by the user. If installed incorrectly water leakage, electric shock and fire may result.
- **NEVER** block discharges from emergency valves.
- Do not operate the unit without emergency valves and thermostatic cut-outs being operational. If in doubt contact your installer.
- Do not stand on or lean on unit.
- Do not place objects on top or below the unit and observe service space requirements when placing objects next to the unit.
- Do not touch the unit or controller with wet hands as electric shock may result.
- Do not remove the panels of the unit or try to force objects inside the unit's casing.
- Do not touch protruding pipework as it may be very hot and cause burns to the body.
- Should the unit start vibrating or making abnormal noises stop operation, isolate from the power supply and contact the installer.
- Should the unit start to produce any burning smells stop operation, isolate from the power supply and contact the installer.

WARNING

- This appliance 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 appliance.
- In the case of a refrigeration leak, stop the operation of the unit, thoroughly ventilate the room and contact the installer.
- If power supply cable is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Do not place containers with liquids on top of the unit. If they leak or spill the unit may be damaged and fire could occur.
- When installing, relocating, or servicing the heat pump unit, use only the specified refrigerant (R32) to charge the refrigerant lines. Do not mix it with any other refrigerant and do not allow air to remain in the lines. If air is mixed with the refrigerant, then it can be the cause of abnormal high pressure in the refrigerant line, and may result in an explosion and other hazards.
The use of any refrigerant other than that specified for the system will cause mechanical failure or system malfunction or unit breakdown. In the worst case, this could lead to a serious impediment to securing product safety.
- In heating mode, to avoid the heat emitters being damaged by excessively hot water, set the target flow temperature to a minimum of 2°C below the maximum allowable temperature of all the heat emitters. For Zone2, set the target flow temperature to a minimum of 5°C below the maximum allowable flow temperature of all the heat emitters in Zone2 circuit.
- This appliance is primarily intended for domestic use. For commercial applications this appliance is intended to be used by expert or trained users in shops, in light industry and on farms, or for commercial use by lay persons.
- Do not use means to clean, other than those recommended by the manufacturer.
- The appliance shall be stored in a room without continuously operating ignition sources (for example: open flames, an operating gas appliance or an operating electric heater).
- Do not pierce or burn.
- Be aware that refrigerants may not contain an odour.

1 Safety Precautions

CAUTION

- Do not use sharp objects to press the buttons of the main remote controller as this will cause damage to the buttons.
- If power to unit is to be turned off for a long time, the water should be drained.
- Do not place a container etc. filled with water on the top panel.

■ Disposal of the Unit

Note: This symbol mark is for EU countries only.



<Figure 1.1>

This symbol mark is according to the directive 2012/19/EU Article 14 Information for users and Annex IX, and/or to the directive 2006/66/EC Article 20 Information for end-users and Annex II.

Your Mitsubishi Electric heating system products have been manufactured with high quality materials and components which can be recycled and/or reused. The symbol in Figure 1.1 means that electrical and electronic equipment, batteries and accumulators at the end of their life, should be disposed of separately from your household waste.

If a chemical symbol is printed beneath the symbol (Figure 1.1), this chemical symbol means that the battery or accumulator contains a heavy metal at a certain concentration. This is indicated as follows;

Hg: mercury (0.0005%), Cd: cadmium (0.002%), Pb: lead (0.004%)

In the European Union there are separate collection systems for used electrical and electronic products, batteries and accumulators.

Please dispose of this equipment, batteries and accumulators correctly at your local community waste collection/recycling centre.

Contact your local Mitsubishi Electric dealer for country-specific details on disposal.

Please, help us to conserve the environment we live in.

2 Introduction

The purpose of this user manual is to inform users how their water to water heat pump heating system works, how to run the system at its most efficient and how to change settings on the main remote controller.

This appliance 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 the use of the appliance by a person responsible for their safety.

Children should be supervised to ensure they do not play with the appliance.

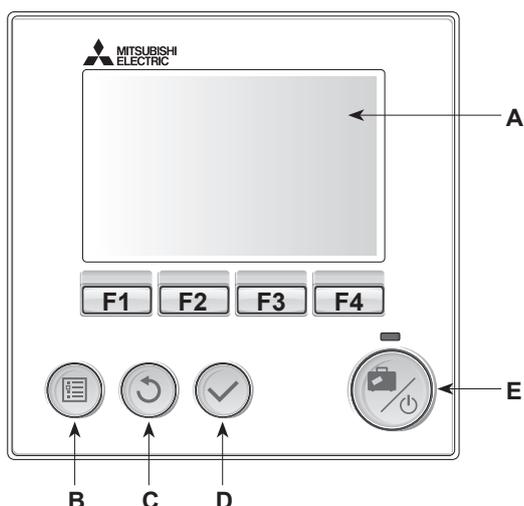
This user manual should be kept with the unit or in an accessible place for future reference.

3 Technical information

Model name	EHWT17D-MHEDW
Sound power level at W10W35 (EN12102)	38dB(A)

4 Customising Settings for Your Home

■ Main remote controller



<Main remote controller parts>

Letter	Name	Function
A	Screen	Screen in which all information is displayed.
B	Menu	Access to system settings for initial set up and modifications.
C	Back	Return to previous menu.
D	Confirm	Used to select or save. (Enter key)
E	Power/Holiday	If system is switched off pressing once will turn system on. Pressing again when system is switched on will enable Holiday Mode. Holding the button down for 3 seconds will turn the system off. (*1)
F1-4	Function keys	Used to scroll through menu and adjust settings. Function is determined by the menu screen visible on screen A.

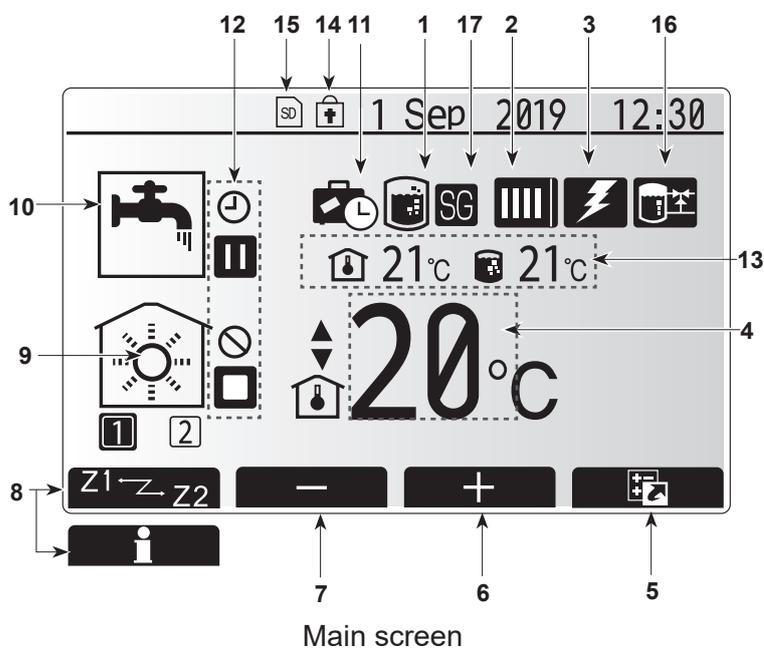
*1

When the system is switched off or the power supply is disconnected, the heat pump unit protection functions (e.g. freeze stat. function) will NOT operate. Please beware that without these safety functions enabled the heat pump unit may potentially become exposed to damage.

<Main screen icons>

Icon	Description
1	Legionella prevention When this icon is displayed 'Legionella prevention mode' is active.
2	Heat pump 'Heat pump' is running. Emergency heating 'Quiet mode' is activated.
3	Electric heater When this icon is displayed the 'Electric heaters' (immersion heater) are in use.
4	Target temperature Target flow temperature Target room temperature Compensation curve
5	OPTION Pressing the function button below this icon will display the option screen.
6	+ Increase desired temperature.
7	- Decrease desired temperature.
8	Z1 ↔ Z2 Pressing the function button below this icon switches between Zone1 and Zone2. Information Pressing the function button below this icon displays the information screen.
9	Space heating mode Heating mode Zone1 or Zone2
10	DHW mode Normal or Eco mode
11	Holiday mode When this icon is displayed 'Holiday mode' activated.
12	Timer Prohibited Server control Stand-by Stop Operating
13	Current temperature Current room temperature Current water temperature of DHW tank
14	The Menu button is locked or the switching of the operation modes between DHW and Heating operations are disabled in the Option screen. (*2)
15	SD memory card is inserted. Normal operation. SD memory card is inserted. Abnormal operation.
16	Buffer tank control When this icon is displayed 'Buffer tank control' is active.
17	Smart grid ready When this icon is displayed, 'Smart grid ready' is active.

*2 To lock or unlock the Menu, press the BACK and CONFIRM keys simultaneously for 3 seconds.



Main screen

4 Customising Settings for Your Home

■ General Operation

In general operation the screen displayed on the main remote controller will be shown as in the figure on the right.

This screen shows the target temperature, space heating mode, DHW mode, any additional heat sources being used, holiday mode, and the date and time.

You should use the function buttons to access more information. When this screen is displayed pressing F1 will display the current status and pressing F4 will take the user to the option menu screen.



Home screen

<Option screen>

This screen shows the main operating modes of the system.

Use function buttons to switch between Operating (▶), Prohibited (⊘) and Timer (⌚) for DHW and space heating, or detailed information on energy or capacity.

The option screen allows quick setting of the following;

- Forced DHW — to turn ON/OFF press F1
- DHW operating mode — to change mode press F2
- Space heating operating mode — to change mode press F3
- Energy monitor

Following accumulated energy values are displayed.

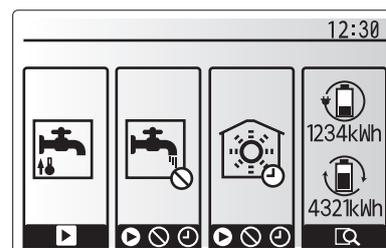
⌚ : Consumed electrical energy in total (month-to-date)

⌚ : Delivered heat energy in total (month-to-date)

To monitor the energy values in each operation mode for [month-to-date/ last month/ the month before last/ year-to-date/ last year], press F4 to access to the Energy monitor menu.

Note:

If a certain accuracy is required for the monitoring, the method to display captured data from external energy meter(s) should be set up. Contact your installer for further details.



Option screen

■ Main Settings Menu

To access the main settings menu press button B 'MENU'

The following menus will be displayed;

- [DHW]
- [Heating]
- [Schedule timer]
- [Holiday mode]
- [Initial settings]
- [Service] (Password protected)

⚙ [Initial Settings]

1. From the main settings menu use F2 and F3 buttons to highlight 'Initial settings' icon and select by pressing CONFIRM.
2. Use F1 and F2 buttons to scroll through the menu list. When the required title is highlighted then press CONFIRM to edit.
3. Use the relevant function buttons to edit each initial setting then press CONFIRM to save the setting.

Initial settings that can be edited are

- [Date/Time] *Be sure to set it to the local standard time.
- [Language]
- [Summer time]
- [Temp. display]
- [Contact number]
- [Time display]
- [°C/°F]
- [Room sensor settings]

To return to the main settings menu press the BACK button.



Main settings menu screen

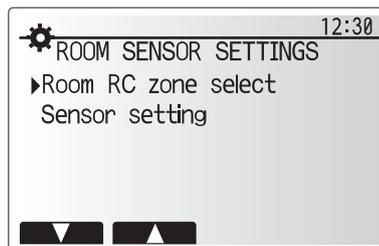
Icon	Description
	[Hot water (DHW)]
	[Heating]
	[Schedule timer]
	[Holiday mode]
	[Initial settings]
	[Service]

4 Customising Settings for Your Home

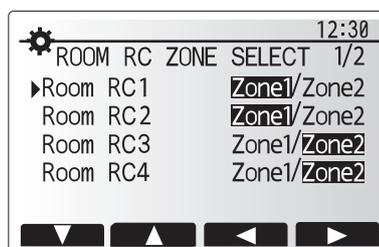
<[Room sensor settings]>

For room sensor settings it is important to choose the correct room sensor depending on the heating mode the system will operate in.

1. From the Initial settings menu select Room sensor settings.



2. When 2-zone temperature control is active and wireless remote controllers are available, from Room RC zone select screen, select zone No. to assign to each remote controller.

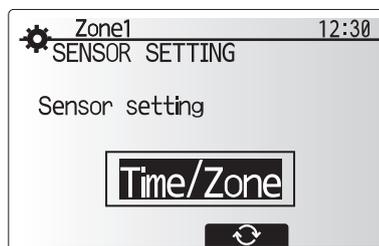
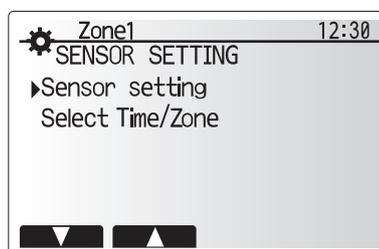


3. From Sensor setting screen, select a room sensor to be used for monitoring the room temperature from Zone1 and Zone2 separately.

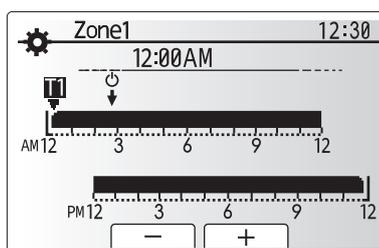
Control option ("Remote Controller Options" (Installation manual))	Corresponding initial settings room sensor	
	Zone1	Zone2
A	Room RC1-8 (one each for Zone1 and Zone2)	*
B	TH1	*
C	Main remote controller	*
D	*	*

* Not specified (if a field-supplied room thermostat is used)

Room RC1-8 (one each for Zone1 and Zone2) (if a wireless remote controller is used as a room thermostat)



4. From Sensor setting screen, select Time/Zone to make it possible to use different room sensors according to the time schedule set in the Select Time/Zone menu. The room sensors can be switched up to 4 times within 24 hours.



Time/Zone schedule setting screen

4 Customising Settings for Your Home

[Domestic Hot Water (DHW)/Legionella Prevention]

The domestic hot water and legionella prevention menus control the operation of DHW tank heat ups.

<DHW mode settings>

1. Highlight the hot water icon and press CONFIRM.
2. Use button F1 to switch between Normal and Eco heating modes.
3. To edit the mode, press down the MENU button for 3 seconds, then select "hot water".
4. Press F2 key to display the HOT WATER (DHW) SETTING menu.
5. Use F2 and F3 keys to scroll through the menu selecting each component in turn by pressing CONFIRM. See the table below for description of each setting.
6. Enter the desired number using the function keys and press CONFIRM.

Menu subtitle	Function	Range	Unit
DHW max. temp.	Desired temperature of stored hot water	40 - 60	°C
DHW max. temp. drop	Difference in temperature between DHW max. temp. and the temperature at which DHW mode restarts	5 - 30	°C
DHW max. operation time	Max. time allowed for stored water heating DHW mode	30 - 120	min
DHW mode restriction	The time period after DHW mode when space heating has priority over DHW mode temporarily preventing further stored water heating (Only when DHW max. operation time has passed.)	30 - 120	min

If you wish to make changes contact installer.

Explanation of DHW operation

- When the DHW tank temperature drops from "DHW max. temp." by more than the "DHW max. temp. drop" (set by installer), DHW mode operates and the flow from the primary heating circuit is diverted to heat the water in the DHW tank.
- When the temperature of the stored water reaches the 'DHW max. temp.' set by the installer or if the 'DHW max. operation time' set by the installer is exceeded DHW mode ceases to operate.
- Whilst DHW mode is in operation primary hot water is not directed to the space heating circuit.
- Directly after DHW max. operation time 'DHW mode restriction' will routinely operate. The duration of this feature is set by the installer and during its operation, DHW mode can not (normally) be reactivated, allowing time for the system to deliver primary hot water to the space heating if required. However, if at this time there is no current demand for space heating, the system will automatically resume DHW mode. This will continue until it receives a demand for space heating.
- After the 'DHW mode restriction' operation the DHW mode can operate again and DHW tank heating will continue according to system demand.

<ECO mode>

ECO mode takes a little longer to heat the water in the DHW tank but the energy used is reduced. This is because heat pump operation is restricted using signals from the FTC based on measured DHW tank temperature.

Note: The actual energy saved in ECO mode will vary according to outdoor ambient temperature. For frequent DHW use, change the operation mode.

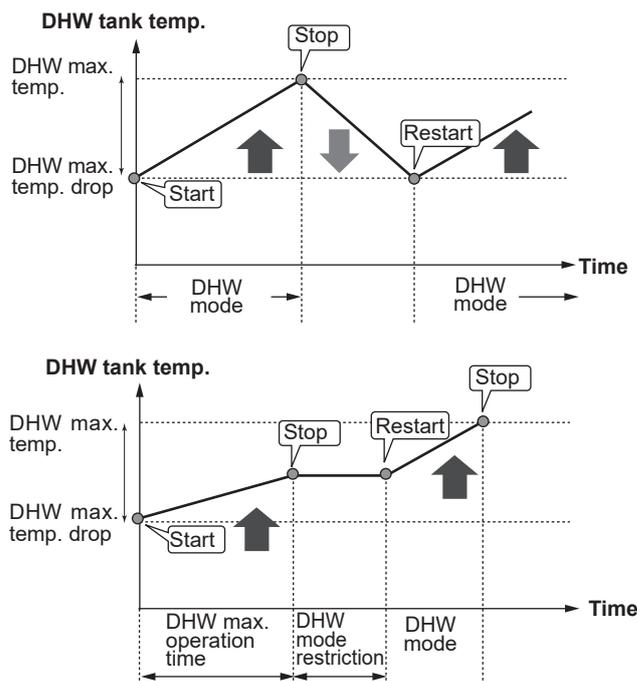
<[DHW recharge]>

Select the amount of DHW. If you need much hot water, select LARGE.

Return to the DHW/legionella prevention menu.

Note:

However, Large mode raises boiling-up frequency, resulting in increase in power consumption.



Forced DHW

The forced DHW function is used to force the system to operate in DHW mode. In normal operation the water in the DHW tank will be heated either to the target temperature or for the maximum DHW time, whichever occurs first. However should there be a high demand for hot water 'Forced DHW' function can be used to prevent the system from routinely switching to space heating and continue to provide DHW tank heating. Forced DHW operation is activated by pressing button F1 and Back button in the 'Option Screen'. After DHW operation finishes, the system will automatically return to normal operation. To cancel forced DHW operation hold down button F1 in the 'Option Screen'.

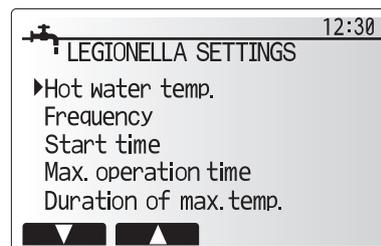
When using DHW more than residual amount, operate the unit in 'Forced DHW' in advance.

4 Customising Settings for Your Home

Legionella Prevention Mode settings (LP mode)

1. Use button F3 to choose legionella mode active YES/NO.
2. To edit the legionella function, press down the MENU button for 3 seconds and select "hot water", then press F4 key.
3. Use F1 and F2 keys to scroll through the menu selecting each subtitle in turn by pressing CONFIRM. See the table below for description of each setting.
4. Enter the desired number using the function keys and press CONFIRM.

During Legionella Prevention Mode the temperature of the stored water is increased above 60°C to inhibit legionella bacterium growth. It is strongly recommended that this is done at regular intervals. Please check local regulations for the recommended frequency of heat ups.

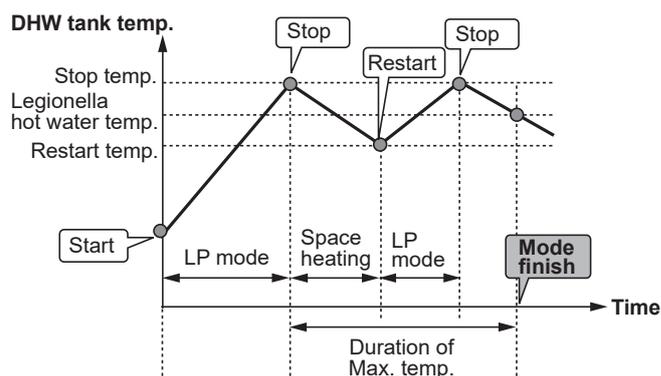


Menu subtitle	Function	Range	Unit
Hot water temp.	Desired temp of stored hot water	60–70	°C
Frequency	Time between LP mode DHW tank heat ups	1–30	day
Start time	Time when LP mode will begin	0:00–23:00	-
Max. operation time	Maximum time allowed for LP mode DHW tank heat	1–5	hour
Duration of max. temp.	The time period after LP mode max. water temp. has been reached	1–120	min

If you wish to make changes contact installer.

Explanation of Legionella Prevention Mode operation

- At the time entered by the installer 'Start time' flow of useful heat from the system is diverted to heat the water in the DHW tank.
- When the temperature of the stored water exceeds the 'Hot Water temp.' set by the installer (above 65°C) primary circuit water is no longer diverted to heat the DHW tank.
- Whilst LP mode is in operation hot water is not directed to the space heating circuit.
- Directly after LP mode operation 'Duration of max. temp.' will operate. The duration of this feature is set by the installer and during its operation stored water temperature will be monitored.
- If stored water temperature should drop to LP restart temp., LP mode will restart and primary water flow from the heat source(s) will be directed to the DHW tank to boost the temperature. Once the set time for Duration of Max. temp. has passed LP mode will not recur for the set interval (set by installer).
- It is the responsibility of the installer to ensure the settings for legionella prevention are compliant with local and national guidelines.



(LP mode: Legionella Prevention mode)

Please note that LP mode uses the assistance of electric heaters to supplement the energy input of the heat pump. Heating water for long periods of time is not efficient and will increase running costs. The installer should give careful consideration to the necessity of legionella prevention treatment whilst not wasting energy by heating the stored water for excessive time periods. The end user should understand the importance of this feature.

ALWAYS COMPLY WITH LOCAL AND NATIONAL GUIDANCE FOR YOUR COUNTRY REGARDING LEGIONELLA PREVENTION.

4 Customising Settings for Your Home

[Heating]

The heating menus deal with space heating using normally either a radiator, fan-coil, or underfloor heating system depending on the installation.

There are 3 heating modes

- Heating room temp. (Auto adaptation) 
- Heating flow temp. 
- Heating compensation curve 

<Room temp. (Auto adaptation) mode>

In room temp. (Auto adaptation) mode the controller uses temperature sensors around the heating system to monitor space and flow temperatures. This data is regularly updated and compared to previous data by the controller to predict changes in room temperature and adjust the temperature of water flowing to the space heating circuit accordingly. By monitoring not only the outdoor ambient, but the room and heating circuit water temperatures, the heating is more consistent and sudden spikes in required heat output are reduced. This results in a lower overall flow temperature being required.

<Flow temp. mode>

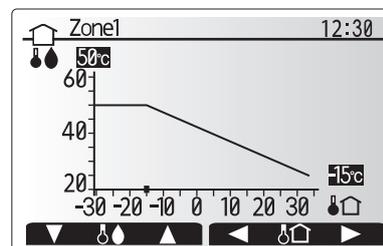
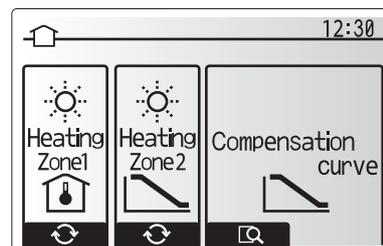
The temperature of the water flowing to the heating circuit is set by the installer to best suit the space heating system design, and user's desired requirements.

Explanation of compensation curve

During late spring and summer usually the demand for space heating is reduced. To prevent the heat pump from producing excessive flow temperatures for the primary circuit the compensation curve mode can be used to maximise efficiency and reduce running costs.

The compensation curve is used to restrict the flow temperature of the primary space heating circuit dependent on the outdoor temperature. The FTC uses information from both an outdoor temperature sensor and a temperature sensor on the primary circuit supply to ensure the heat pump is not producing excessive flow temperatures if the weather conditions do not require it.

Your installer will set the parameters of the graph depending on local conditions and type of space heating used in your home. It should not be necessary for you to alter these settings. If however you find that over a reasonable operating period the space heating is not heating or is overheating your home, please contact your installer so they can check your system for any problems and update these settings if necessary.



 : Flow temp.
 : Outdoor ambient temp.

4 Customising Settings for Your Home

[Holiday Mode]

Holiday mode can be used to keep the system running at lower flow temperatures and thus reduced power usage whilst the property is unoccupied. Holiday mode can run either flow temp., room temp., heating, compensation curve heating and DHW all at reduced flow temperatures to save energy if the occupier is absent.

From the main menu screen press button E should be pressed. Be careful not to hold down button E for too long as this will turn off the controller and system.

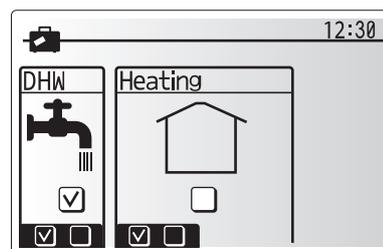
Once the holiday mode activation screen is displayed you can activate/deactivate and select the duration that you would like holiday mode to run for.

- Press button F1 to activate or deactivate holiday mode.
- Use buttons F2, F3 and F4 to input the date which you would like holiday mode to activate or deactivate holiday mode for space heating.

<Editing holiday mode>

Refer to the menu tree in “Main remote controller” of Installation Manual.

Should you require the Holiday mode settings e.g. the flow temp. or the room temp. to be altered you should contact your installer.



[Schedule timer]

Scheduled timer can be set in two ways, for example; one for summer and the other for winter. (Refer to as “Schedule 1” and “Schedule 2” respectively.) Once the term (months) for the Schedule 2 is specified, rest of the term will be specified as Schedule 1. In each Schedule, an operational pattern of modes (Heating) can be set. If no operational pattern is set for Schedule 2, only the pattern for Schedule 1 will be valid. If Schedule 2 is set to full-year (i.e. March to Feb.), only the operational pattern for Schedule 2 will be valid.

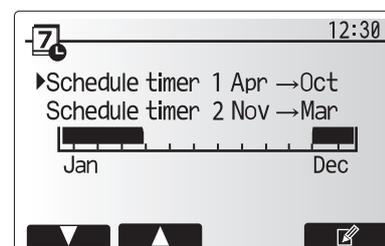
The schedule timer is activated or deactivated in the option screen. (See ‘General Operation’ section)

<Setting the Schedule period>

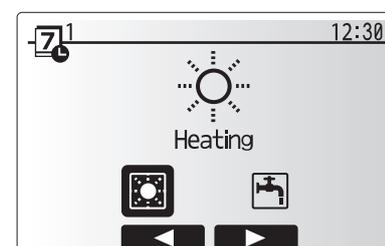
1. From the main settings menu use F2 and F3 to highlight the schedule icon then press CONFIRM.
2. The Schedule period preview screen is displayed.
3. To change the Schedule period, press F4. button.
4. The time bar edit screen is displayed.
5. Use F2/F3 button to point at a starting month of the Schedule2, then press CONFIRM.
6. Use F2/F3 button to point at an ending month of the Schedule2, then press CONFIRM.
7. Press F4 to save settings.

<Setting the Schedule timer>

1. From the main settings menu use F2 and F3 to highlight the schedule icon then press CONFIRM.
2. From the schedule 2 period preview screen use F1 and F2 to scroll through the selecting each subtitle in turn by pressing CONFIRM.
3. The schedule timer sub menu will be displayed. The icons show the following modes;
 - [Heating]
 - [DHW]
4. Use F2 and F3 buttons to move between mode icons press CONFIRM to be shown the PREVIEW screen for each mode.



Schedule2 period preview screen

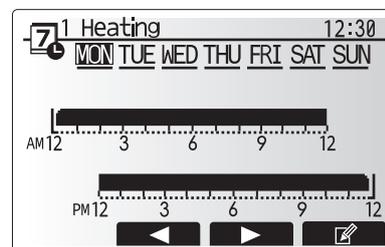


Schedule1 mode select screen

4 Customising Settings for Your Home

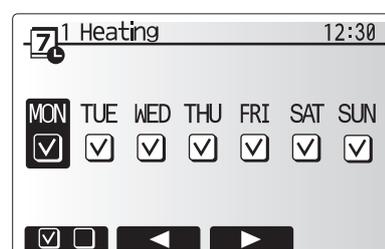
The preview screen allows you to view the current settings. Days of the week are displayed across the top of the screen. Where day appears underlined the settings are the same for all those days underlined. Hours of the day and night are represented as a bar across the main part of the screen. Where the bar is solid black, space heating is allowed.

5. In the preview menu screen press F4 button.



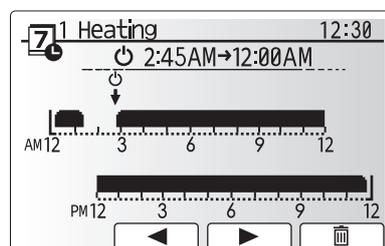
Preview screen

6. First select the days of the week you wish to schedule.
7. Press F2/F3 buttons to move between days and F1 to check or uncheck the box.
8. When you have selected the days press CONFIRM.



Day of week select screen

9. The time bar edit screen will be displayed.
10. Use buttons F2/F3 to move to the point at which you do not want the selected mode to be active press CONFIRM to start.
11. Use F3 button to set the required time of inactivity then press CONFIRM.
12. You can add up to 4 periods of inactivity within a 24 hour interval.



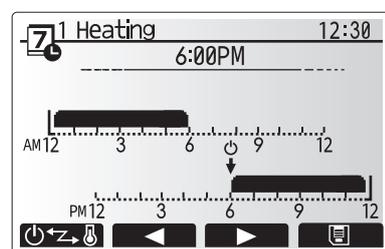
Time of period setting screen 1

13. Press F4 to save settings.

When scheduling heating, button F1 changes the scheduled variable between time and temperature. This enables a lower temperature to be set for a number of hours e.g. a lower temperature may be required at night when the occupants are sleeping.

Note:

- The schedule timer for space heating is set in the same way.
- A small rubbish bin character is also displayed choosing this icon will delete the last unsaved action.
- It is necessary to use the SAVE function F4 button to save settings. CONFIRM does NOT act as SAVE for this menu.



Time of period setting screen 2

[Service] Menu

The service menu is password protected to prevent accidental changes being made to the operation settings, by unauthorised/unqualified persons.

5 Service and Maintenance

■ Troubleshooting for heat pump unit

The following table is to be used as a guide to possible problems. It is not exhaustive and all problems should be investigated by the installer or another competent person. Users should not attempt to repair the system themselves.

At no time should the system be operating with the safety devices by-passed or plugged.

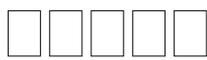
Fault symptom	Possible cause	Solution
Heating system does not get up to target temperature.	Prohibit, schedule or holiday mode selected	Check settings and change as appropriate.
	Incorrectly sized heat emitters.	Contact installer.
	The room in which the temperature sensor is located is at a different temperature to the rest of the room.	Reposition the temperature sensor to a more suitable room.
	Battery problem *wireless control only	Check the battery power and replace if flat.
	The temperature of the ambient loop is either too high or too low.	Contact the supervisor of ambient loop circuits.
Schedule function inhibits the system from operating but the heat pump operates.	Freeze stat. function is active.	Normal operation no action necessary.
Pump runs without reason for short time.	Pump jam prevention mechanism to inhibit the build up of scale.	Normal operation no action necessary.
Mechanical noise heard coming from heat pump unit	Heaters switching on/off	Normal operation no action necessary.
	Heat pump running	
Noisy pipework	Air trapped in the system	Try bleeding radiators (if present). If the symptoms persist contact installer.
	Loose pipework	Contact installer.
Water discharges from one of the relief valves	The system has overheated or overpressurised	Switch off power to the heat pump and any electric heaters then contact installer.
Small amounts of water drip from one of the relief valves.	Dirt may be preventing a tight seal in the valve	Twist the valve cap in the direction indicted until a click is heard. This will release a small amount of water flushing dirt from the valve. Be very careful the water released will be hot. Should the valve continue to drip contact installer as the rubber seal may be damaged and need replacing.
An error code appears in the main remote controller display.	The heat pump unit is reporting an abnormal condition	Make a note of the error code number and contact installer.
It takes longer to heat water in the DHW mode.	The operation mode of DHW is set to 'ECO'.	Confirm the setting and change the operation mode as necessary.
Hot water is insufficient.	DHW setting, operation mode, DHW max. temp., DHW temp. drop, DHW recharge	Review the setting of 'DHW'. Operate the unit in 'Forced DHW'.

<Power failure>

All setting will be saved for 1 week with no power, after 1 week Date/Time ONLY will be saved.

6 Serial number

■ The serial number is indicated on the SPEC NAME PLATE.



Sequential number for each unit: 00001–99999

Month of manufacture: A (1), B (2), C (3), D (4), E (5), F (6), G (7), H (8), J (9), K (10), L (11), M (12)

Year of manufacture (western calendar) : 2022 → 2, 2023 → 3

Please be sure to put the contact address/telephone number on this manual before handing it to the customer.

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