

### 5. Cleaning, care and maintenance



**WARNING Electrocutation**

- Only clean the exterior of the appliance.
- Never open the appliance.
- Do not insert objects through the grille into the interior of the appliance.
- Never spray the appliance with water.
- Never spray water into the appliance.



**WARNING Injury**

Maintenance work, such as checking electrical safety, must only be carried out by a qualified contractor.

Appliance components	Care and maintenance tips
Casing	Use a damp cloth to clean the casing sections. Never use abrasive or corrosive cleaning agents.
Air intake grille / air discharge grille	Clean the air intake grille and air discharge grille every six months. Cobwebs or other dirt could obstruct the air supply to the appliance.
DHW cylinder	The DHW cylinder is equipped with a maintenance-free impressed current anode to protect it against corrosion. In order for the impressed current anode to protect the DHW cylinder in the appliance against corrosion, the appliance must not be disconnected from the power supply for more than 16 hours if the DHW cylinder is filled with water and the impressed current anode is not separately connected to a continuous power supply.
Electric emergency/booster heater	Have the electric emergency/booster heater descaled from time to time. This will extend the service life of the electric emergency/booster heater.
Safety equipment	Activate the valves at least every 6 months to prevent them from becoming blocked, e.g. by limescale deposits.
Evaporator	Have the evaporator regularly checked by a qualified contractor.
Condensate drain	Undo the condensate drain. Check that the condensate drain is clear and remove any dirt from the "Condensate drain" connection.

#### 5.1 Protective anode and battery change

The appliance is equipped with a maintenance-free impressed current anode that protects the cylinder from corrosion when it is connected to the power supply. At the factory, the appliance is fitted with rechargeable batteries that ensure the power supply to the impressed current anode in the case of a power failure. The appliance power supply must not be interrupted for more than 16 hours.

If the power supply is regularly interrupted by a switching contact or the security of supply is inadequate, the batteries of the impressed current anode must be replaced every three years. Failure to comply may result in damage to the appliance.

If regular interruptions to the power supply are not anticipated and there is security of supply, no maintenance of the batteries is required and the appliance is maintenance-free in this regard.

### 6. Troubleshooting

Problem	Cause	► Remedy
No hot water is available.	No power at the appliance.  A fuse in the distribution board has blown.	Check that the appliance is connected to the power supply.  Check whether the fuses in your distribution board have blown. Contact a qualified contractor if the fuse blows again after the appliance is connected to the power supply.
	The air intake or air discharge of the appliance is blocked.	Check the air intake grille and air discharge grille for dirt. Remove any dirt (see chapter "Maintenance and care"). Ensure that the supply and extract air flow are unimpeded.
	Outside the application limits, the appliance blocks the compressor. This could lead to reduced DHW convenience.	No action required. The appliance will restart the compressor automatically within the application limits.
	The DHW cylinder is not completely filled.	The appliance restarts automatically when the DHW cylinder has been filled.
	After DHW was drawn off previously, the appliance was not able to fully heat up the cylinder content.	No action required. Let the appliance complete the heat-up process.
	The safety pressure limiter has responded 5 times in 5 hours.	Notify a qualified contractor. The appliance can only be unlocked with a service programming unit.
The compressor is operational, but the fan is off.	If the appliance is in defrost mode, it may take up to an hour for the fan to switch on again.	No action required. However, if this continues for more than one hour, please consult a qualified contractor.
A safety valve is dripping.	The appliances are under water mains pressure. During the heat-up process, expansion water drips from a safety valve.	If water continues to drip when heating is completed, please inform your qualified contractor.
The condensate drain drips.	The surface temperature of the evaporator is lower than the dew point temperature of the ambient air. Condensate forms.	This is normal. No action required. The amount of condensate depends on the humidity level of the ambient air.
For indoor installation: The room temperature drops too low.		Operation of the appliance can cause the room temperature to fall by 1 to 3 °C. If the room temperature falls by more than 5 °C, check the room size (see chapter "Specification / Data table"). Increasing the room size by opening a door to another room will remedy this.
The "Service/fault" symbol is continuously illuminated.	See chapter "Fault codes".	Notify a qualified contractor. A continuously illuminated "Service/fault" symbol indicates that a fault has occurred, but the heat pump is heating nevertheless.
The "Service/fault" symbol flashes and the water does not heat up.	See chapter "Fault codes".	It is imperative that you notify a qualified contractor quickly. A flashing "Service/fault" symbol indicates that a fault has occurred and the heat pump is no longer heating.
The "Defrost" symbol is shown.	The appliance is in defrost mode.	No action required.
The "Heat pump" symbol is flashing.	There is a heat demand, but the compressor is locked out.	No action required. The compressor restarts automatically after the compressor lockout time has elapsed. The symbol stops flashing automatically.

# Troubleshooting

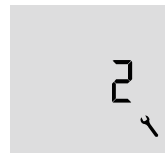
Problem	Cause	► Remedy
The "Electric emergency/booster heater" symbol is flashing.	A temperature controller has switched off the electric emergency/booster heater during rapid heat-up.	No action required. The appliance continues the rapid heat-up process using the heat pump. The symbol stops flashing when the controller re-enables the electric emergency/booster heater. The symbol goes out when the temperature throughout the DHW cylinder reaches the set rapid heat-up temperature.
The "Electric emergency/booster heater" symbol is illuminated but the electric emergency/booster heater is not operational.	The "Electric emergency/booster heater" symbol is illuminated when there is a demand. The internal controller of the electric emergency/booster heater may have ended electric heating. A possible cause may be a fault in the electric emergency/booster heater. A possible cause may be that the high limit safety cut-out has responded.	Have a qualified contractor check whether the controller of the electric emergency/booster heater is set correctly. The controller must be turned fully anti-clockwise. Have a qualified contractor check the high limit safety cut-out.

### Fault code


You can call up a fault code if the "Service/fault" symbol is flashing or continuously illuminated on the display.




▶ Repeatedly press the "Menu" button until the fault code is shown after set temperature 2.



Fault code appears

		Fault description	Remedy
2	Continuously on	The cylinder top sensor is faulty. The actual temperature display switches from the cylinder top sensor to the integral sensor. The appliance continues to heat without any loss of comfort. The mixed water volume cannot be calculated and is displayed as "--".	Notify a qualified contractor.
4	Continuously on	The integral sensor is faulty. In the event of a faulty integral sensor, the integral sensor is set to the value of the cylinder top sensor, and the mixed water volume is calculated using this value. The appliance continues to heat with a reduced start hysteresis. A mixed water volume is still calculated, based on the assumption that the cylinder top temperature is reached throughout the DHW cylinder.	Notify a qualified contractor.
6	Flashing	The cylinder top sensor and the integral sensor are faulty. The appliance no longer delivers heat.	Notify a qualified contractor.

		Fault description	Remedy
8	Flashing	The appliance has ascertained that the DHW cylinder has not been heated within the maximum temperature increase time, despite there being a demand.	You can temporarily continue to use the appliance by pressing the "Rapid heat-up" key to activate emergency heating mode. See chapter "Appliance description / Emergency mode".
16	Continuously on	A short circuit of the impressed current anode has occurred or the protective anode is faulty.	Immediately notify a qualified contractor, as the appliance is not protected against corrosion if the impressed current anode is faulty.
32	Flashing	The appliance is not being operated with a completely filled DHW cylinder. The appliance is not heating.  The anode current is interrupted. The appliance is not heating.	Fill the DHW cylinder of the appliance. The fault code disappears and the appliance starts.  Notify a qualified contractor.
64	Continuously on	The defrost temperature has not yet been reached after the maximum defrost time has lapsed. The compressor is faulty.	The fault is reset automatically once the evaporator temperature has risen to the defrost end temperature.  Notify a qualified contractor.
128	Continuously on	There is no communication between the controller and the programming unit. The most recently selected set values are active. The appliance continues to heat.	Notify a qualified contractor.
256	Flashing	Manually activated emergency mode (only electric emergency/booster heater active)	See chapter "Appliance description / Emergency mode".
512	Flashing	A fault has occurred in the refrigerant circuit.	Notify a qualified contractor.

If several faults occur, the fault codes are added together.

Example: If both the cylinder top sensor and the integral sensor are faulty, the display shows fault code 6 (=2+4).

### Application scenarios for emergency heating mode

If the appliance shows fault code 8, you can manually enable emergency heating mode. If a different fault occurred previously, but did not cause the appliance to shut down, the display may show a fault code that is the result of several faults added together.

Listed below are the fault codes which will allow you to enable emergency heating mode.


Fault code displayed	
8	8
10	Fault code 8 + fault code 2
12	8+4
24	8+16
26	8+2+16
28	8+4+16
138	8+2+128
140	8+4+128
152	8+16+128
154	8+2+16+128
156	8+4+16+128

When the appliance is operating in emergency heating mode, the fault code shown is incremented by 256.

# OPERATION

## Troubleshooting

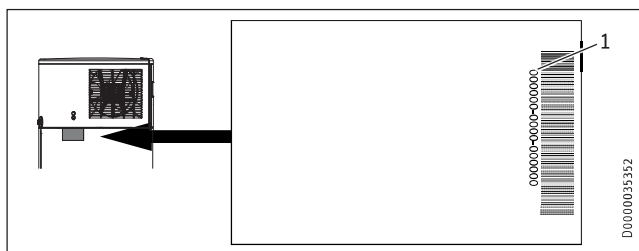
### E fault code

		Fault description	Remedy
E 1	Flashing	The temperature sensor on the air inlet is faulty.	Notify a qualified contractor.
E 2	Flashing	The temperature sensor on the evaporator is faulty.	Notify a qualified contractor.
E 4	Continuously on	The hot gas temperature sensor is faulty. The appliance continues to heat. To protect the appliance, the (possibly higher) set temperature is reduced to the set value for setback.	Notify a qualified contractor.
E 16	Continuously on	The high pressure switch has responded. Compressor heating mode is temporarily blocked. Compressor heating mode will continue as soon as the pressure has normalised.	Wait until the pressure has normalised.
E 32	Continuously on	An electrical fault has occurred.	Notify a qualified contractor.
E 64	Flashing	Evaporator temperature < Minimum evaporator temperature	Notify a qualified contractor.
E 128	Flashing	A permanent pressure switch fault has occurred. A pressure fault occurred multiple times within a defined pressure fault evaluation time.	Notify a qualified contractor.

### Notifying a qualified contractor

If you cannot remedy the fault, notify your qualified contractor. In Australia, contact us directly (1800153351). To facilitate and speed up your enquiry, please provide the serial number from the type plate (000000-0000-000000). The type plate can be found on the left, above the "DHW outlet" connection.

### Sample type plate



1 Number on the type plate