FAQs

📄 Content

Touch key explanation

⌂🌡-10℃   🔇 📡

29℃ 🌡 🌡   50℃ 🌡

29℃ 🌡

Left — — — — — — — — — — — — ∧ — — — — — — — — — — — — Up

Menu/Return — — — — — — ☰ ⟨ ○ ⟩ ⏻ — — — — — ON/OFF

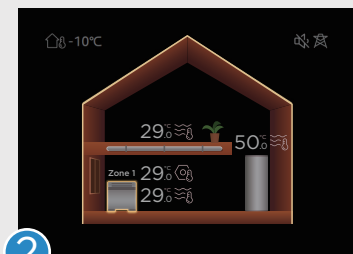Confirm — Right
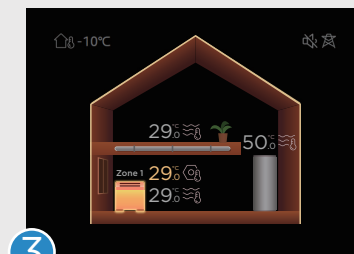
Down — — — — — — — — — — — — ∨

1. Basic operation

① On the main page, when there is no device turned on, the color of each device is grey.
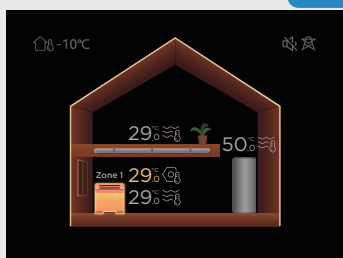
② Press ◁ or ▷ to select a device. A selected device is highlighted (the surrounding lights up).

③ Press ⏻ . The color of the device turns bright orange or bright blue (depending on which operation mode you select), which means the heat pump is now Heating or Cooling for that area.

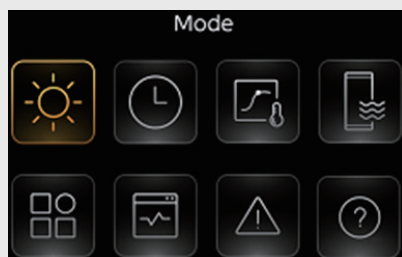## How do I adjust the set temperature?

Select the target device, and press ⌃ and ⌄ to adjust the set temperature.

Set temperature adjustment is possible regardless of the device status.

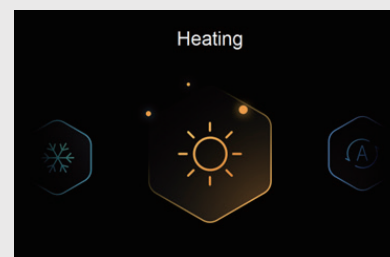## How do I switch the unit's operating mode?
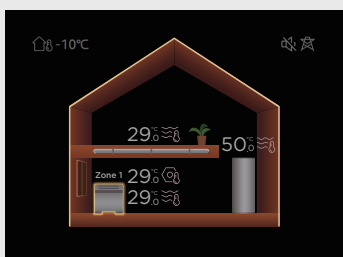
Press ▤ to enter the Menu page.
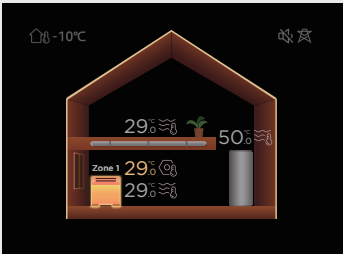On the Menu page, select the icon as shown in the adjacent figure.

Press Ⓞ to access the interface as shown in the adjacent figure.
(You might see fewer items, depending on which application scenario you are in.)

Press ◁ or ▷ to switch the operation mode.
There are three modes – space heating mode, space cooling mode and auto mode.

2. How do I see more information about the unit?

Select a device first.
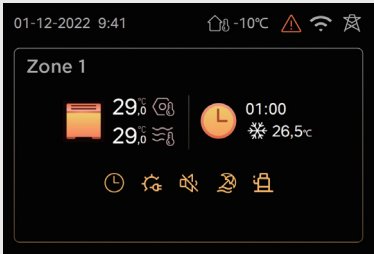
Press ⭘ to enter the device page for more information.

NOTE

(1) The icon shown above is the zone indicator. 1 means zone 1, and 2 means zone 2.
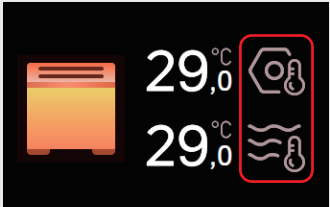
(2) The icons shown above are indicators of the temperature status. The icon on the top indicates the "Set temperature", which means your desired temperature. The icon on the bottom indicates the "Current temperature", which means the current operating temperature of the system.

2. How do I see more information about the unit?

Icons on the device page

01-12-2022 9:41   -10℃

Zone 1

29,0℃
29,0℃

01:00
❄ 26,5℃

Daily timer
Additional heat source
Electrical heater
Water pump
Silent mode
Weekly timer
Defrost

Energy saving mode
Solar
Disinfection
Mains electricity
Compressor
Anti-freeze
Holiday mode
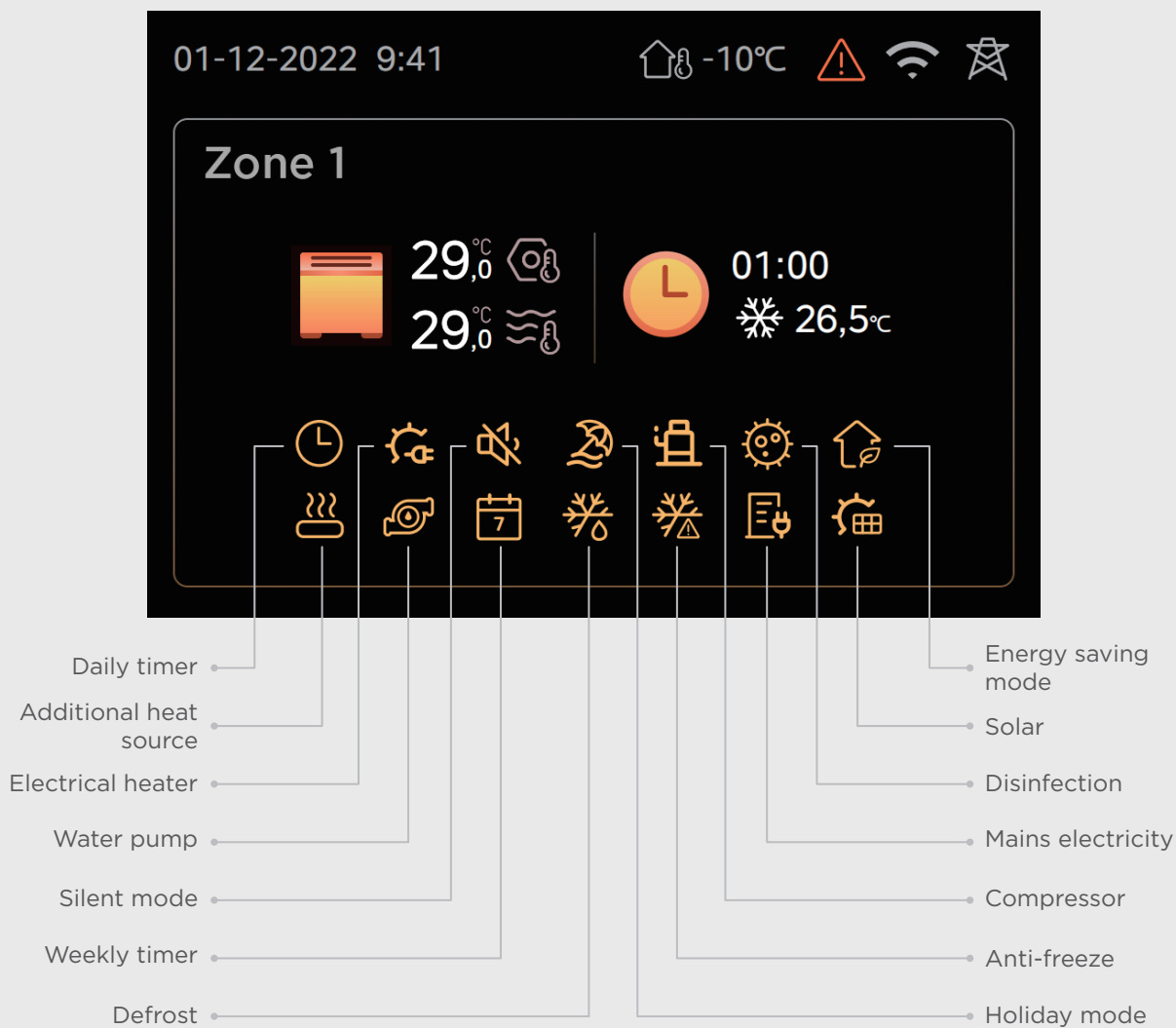
3. How do I activate Silent mode and Boost mode?
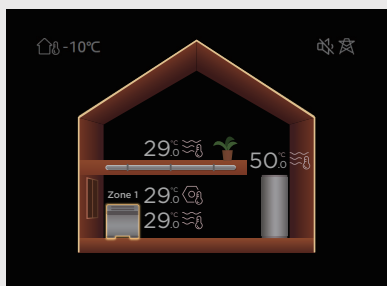
Press ▤ to enter the Menu page.
On the Menu page, select the icon shown below.
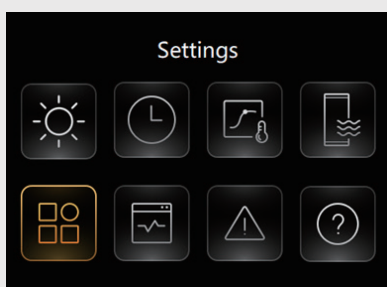
Press ◎ . Another interface appears, as shown in the figure below. (You might see fewer items, depending on which application scenario you are in.)
You can find the Silent and Boost mode settings at the top of this page. The "ON/OFF" indicator on the right indicates the status of Silent and Boost mode settings. OFF means Sile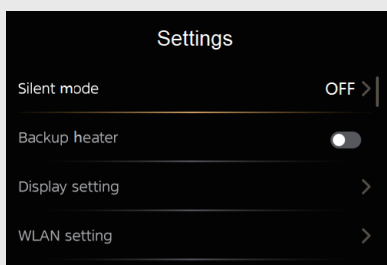nt mode or Boost mode is disabled. ON means Silent mode or Boost mode is enabled, but the operation status of Silent mode or Boost mode depends on the timer setting.

Press ◎ to enter. If the Silent mode and Boost mode setting is inactive, the page appears as shown in the above figure.

Press ◎ to activate Silent mode and Boost mode settings, and the following page will appear.

There are two timers. When there is no active timer, the unit operates completely in Silent mode or Boost mode. If a timer is active, the unit operates in Silent mode or Boost mode only when the timer is active. You can also set the level of Silent mode or Boost mode in Mode setting. (Boost mode is only available for specific units.)
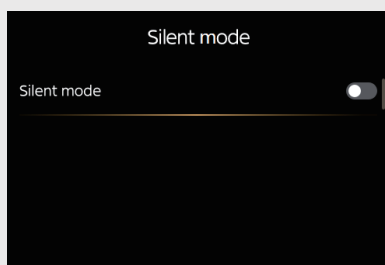
4. How do I activate Holiday mode?
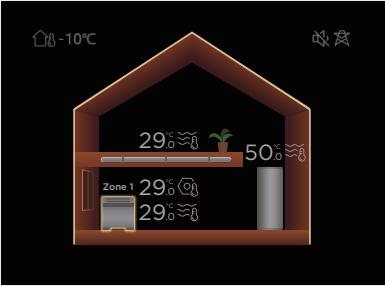
Press ☰ to enter the Menu page.
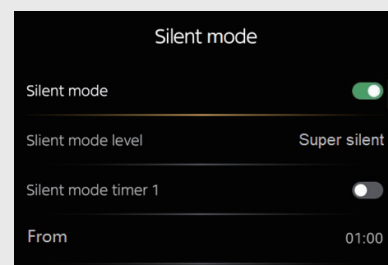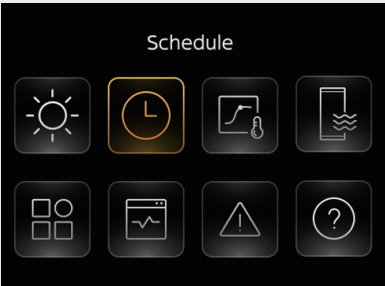On the Menu page, select the icon shown below.

Press ◯ . Another interface appears, as shown in the figure below. (You might see fewer items, depending on which application scenario you are in.)
Scroll down the page by pressing ⌄ , and you will see the items "Holiday away" and "Holiday home".
Select the target item and press ◯ to enter the setting page.
The "OFF/ON" indicator on the right indicates the status of the function. OFF means that the function is inactive. ON means that the function is active, but the operation status of the function depends on the timer setting.
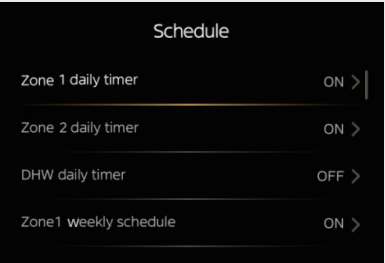
"Holiday away" is intended for users who plan a holiday away from home. It can make the unit keep low temperature heating for the home or the DHW tank to prevent the system from freezing. In addition, the disinfection function of this mode can ensure that the unit completes a disinfection before the user returns home.

"Holiday home" is intended for users who plan to stay at home for the holidays. The user can set the operation status of the unit during his/her holiday.

Note:
When Holiday away or Holiday home is active, most of the functions will be disabled automatically, such as temperature setting, operation mode setting, daily timer, weekly schedule, and disinfection. After Holiday away or Holiday home ends, those functions return to normal.
If Holiday away is inactive, the page appears as shown in the figure below.
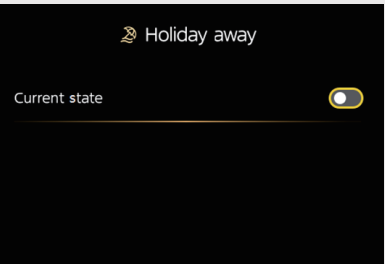
Press ◯ to activate Holiday away, and the following page will appear. (You might see fewer items, depending on which application scenario you are in.)

4. How do I activate Holiday mode?
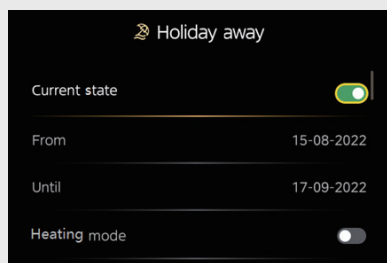
You can set the start date and end date of Holiday away, and the unit will operate in Holiday away mode only during the set time period.

If your device supports both Heating mode and DHW mode, one of them must be activated.

If your device supports only Heating mode or DHW mode, it cannot be turned off.

If "Heating mode", "DHW mode", and "Disinfect" do not appear on the page, it means that these functions are disabled. In this case, you can still use the Holiday away function.
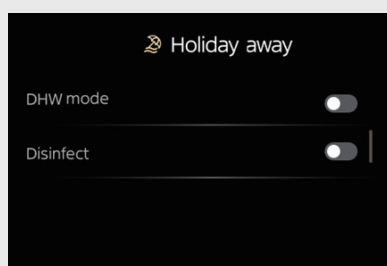
You can set the target temperature of Heating mode and DHW mode.

You can also use the disinfection function. When disinfection is activated, the unit will run the disinfection function on the last day of the disinfection set date and time, which is set in DHW settings, regardless of whether the disinfection function in DHW settings is active.

E.g. If your Holiday starts from 19-5-2023 and lasts until 31-5-2023, and your disinfection in DHW settings is on and the set timer applies to Sunday, Monday and Tuesday, then the unit will run disinfection only on 30-5-2023 (Tuesday).

If the disinfection in Holiday away is turned off, and the disinfection in DHW settings is turned on, then the unit will run disinfection according to the DHW settings.
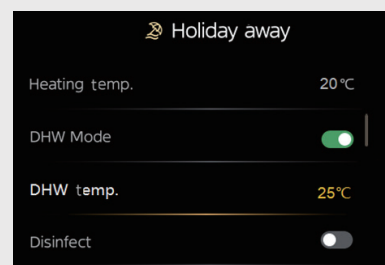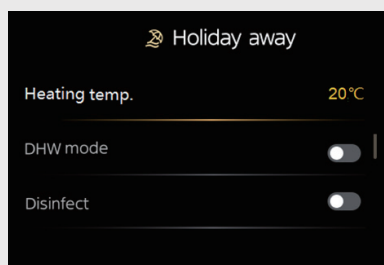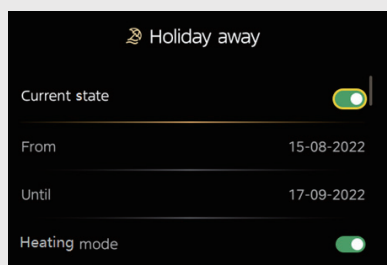
If Holiday home is disabled, the page appears as shown in the figure below.
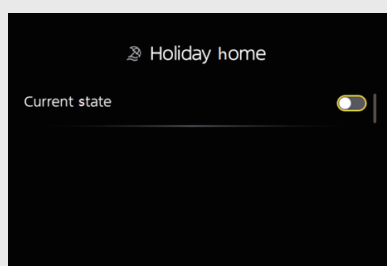
Press ⬡ to activate Holiday home, and the following page will appear. (You might see fewer items, depending on which application scenario you are in.)

4. How do I activate Holiday mode?
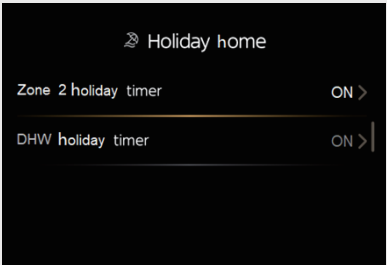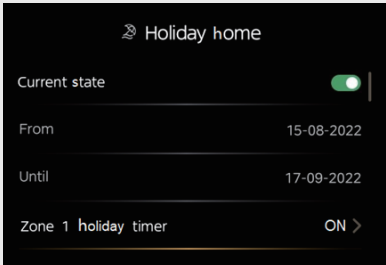

You may set the start date and end date of Holiday home, and the unit will operate in Holiday home mode only during the set time.

There are three timers, including Zone 1 holiday timer, Zone 2 holiday timer and DHW holiday timer. To set these timers, follow the same steps used to set the daily timer.
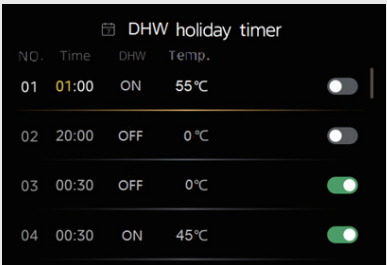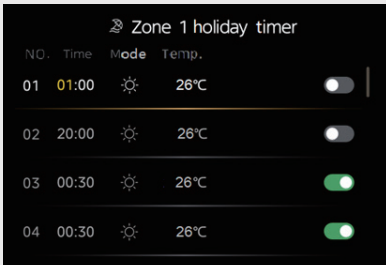
If no timer is active, the Holiday home function will automatically switch to inactive.

5. What are Weather temp. settings?
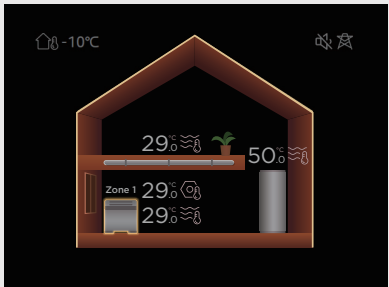
Press ▤ to enter the Menu page.
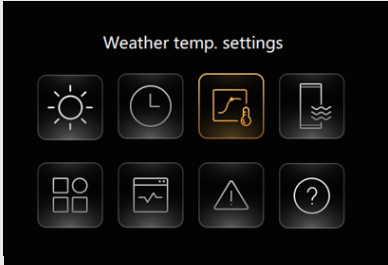
On the Menu page, select the icon as shown in the adjacent figure.

Press ◉ . Another interface appears, as shown in the figure below. (You might see fewer items, depending on which application scenario you are in.)
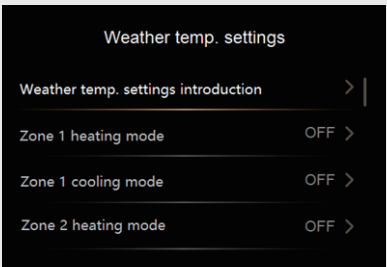
In Weather temp. settings, you can find three kinds of temperature curves. Standard, Custom and ECO. If any temperature curve is activated, the set temperature on the water temperature control side cannot be adjusted, but the set temperature on the room temperature control side can still be adjusted.

E.g. Your house is in a double zone application. Zone 1 is water temperature control, and zone 2 is room temperature control. You activated zone 1 and zone 2 temperature curves (heating). When your unit is heating, you cannot adjust zone 1 set temperature, but you can still adjust zone 2 set temperature.

Ask your installer to learn if your room is in water temperature control or room temperature control.

Why can the set temperature not be adjusted if the temperature curve is active? Simply put, the temperature curve function allows users to leave the set temperature alone, and lets the unit automatically "set" the temperature for the user. The unit will adjust the set temperature based on the outdoor ambient temperature.
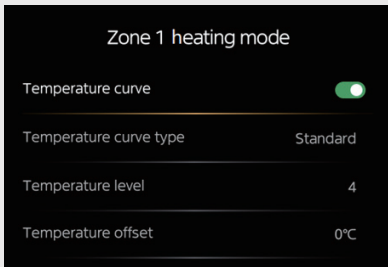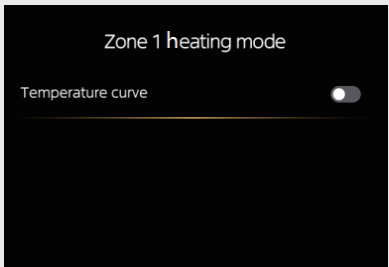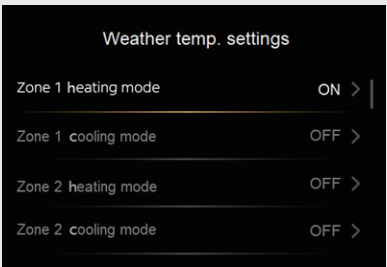
When you turn on the function, the interface appears as shown in the figures above. You can select the curve type in "Temperature curve type". For Standard and ECO, there are 8 curves preset by the manufacturer. In "Temperature level", you can select one of the 8 curves.

5. What are Weather temp. settings?

For the Standard curve, the specification of each curve is shown as below.
For heating (FLH – underfloor heating application, RAD – radiator application, FCU – fan coil application):

-	T4 < 0	0 ≤ T4 < 20	T4 ≥ 20
1-T1S	$0.175 \times (0 - T4) + 25$	$0.25 \times (20 - T4) + 20$	20
2-T1S	$0.35 \times (0 - T4) + 30$	$0.5 \times (20 - T4) + 20$	20
3-T1S	$0.525 \times (0 - T4) + 35$	$0.75 \times (20 - T4) + 20$	20
4-T1S	$0.63 \times (0 - T4) + 38$	$0.9 \times (20 - T4) + 20$	20
5-T1S	$0.875 \times (0 - T4) + 45$	$1.25 \times (20 - T4) + 20$	20
6-T1S	$0.98 \times (0 - T4) + 48$	$1.4 \times (20 - T4) + 20$	20
7-T1S	$1.225 \times (0 - T4) + 55$	$1.75 \times (20 - T4) + 20$	20
8-T1S	$1.4 \times (0 - T4) + 60$	$2 \times (20 - T4) + 20$	20

Note:
1) For the FLH application, the upper limit of the set temperature is 45°C.
2) For the RAD and FCU applications, the upper limit of the set temperature is 65°C, 75°C, or 80°C, depending on the unit type.

The illustration of all 8 curves is as follows:
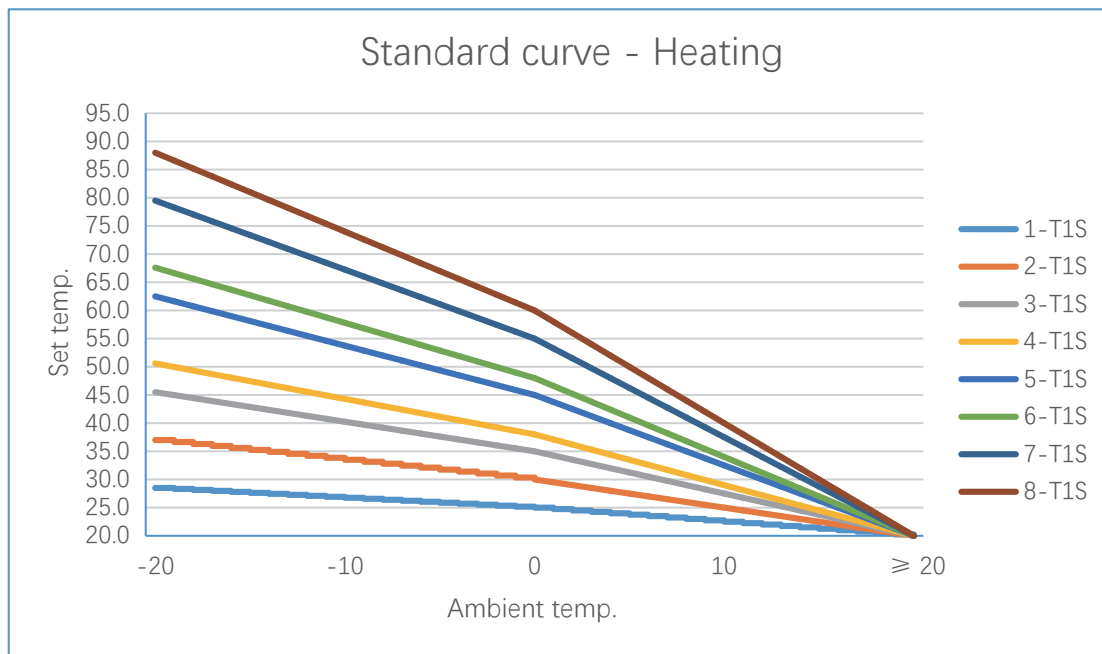
Where, T1S means the set temperature and T4 means the outdoor ambient temperature.

E.g. you selected 4.

The set temperature is 42.4°C when the ambient temperature is -7°C.

The set temperature is 35.3°C when the ambient temperature is 3°C.

The set temperature is 24.5°C when the ambient temperature is 15°C.

The set temperature is 20°C when the ambient temperature is 22°C.

5. What are Weather temp. settings?

For cooling (FCU – fan coil application):

T4	$-10 \leqslant T4 < 15$	$15 \leqslant T4 < 22$	$22 \leqslant T4 < 30$	$30 \leqslant T4$
1-T1S	16	11	8	5
2-T1S	17	12	9	6
3-T1S	18	13	10	7
4-T1S	19	14	11	8
5-T1S	20	15	12	9
6-T1S	21	16	13	10
7-T1S	22	17	14	11
8-T1S	23	18	15	12

The illustration of all 8 curves is as follows:

Standard curve - Cooling - FCU
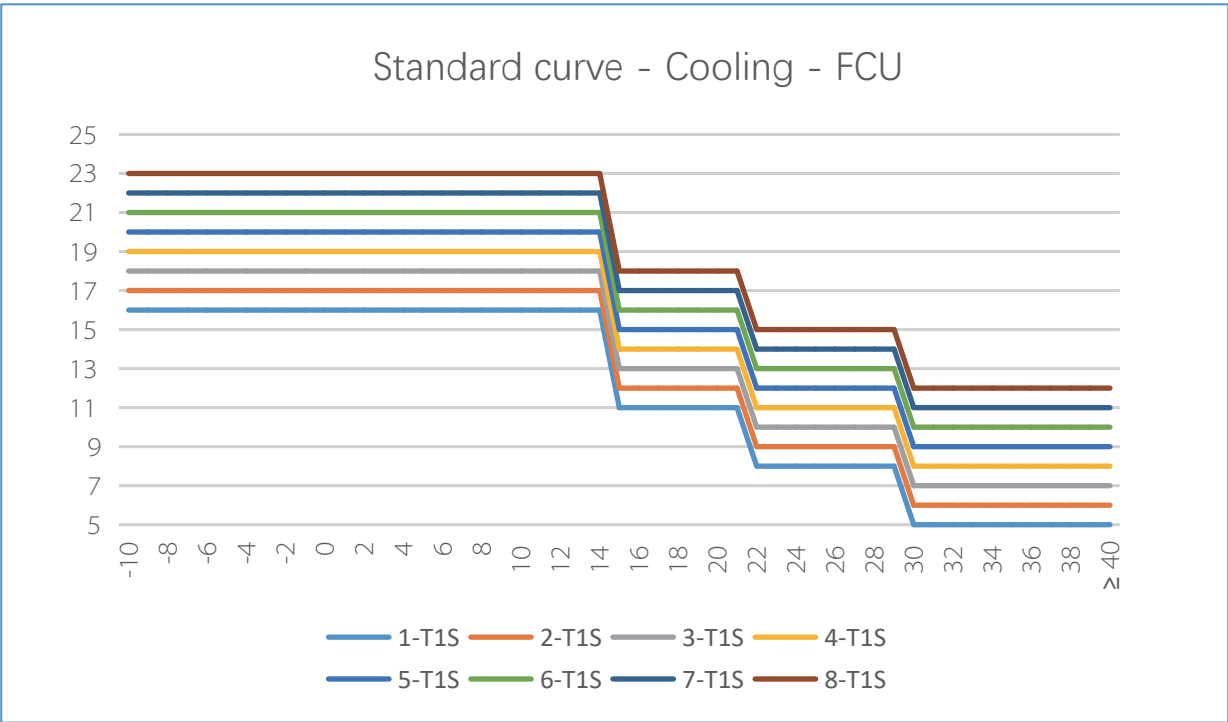
E.g. you selected 4.

The set temperature is 19°C when the ambient temperature is 13°C.

The set temperature is 14°C when the ambient temperature is 15°C.

The set temperature is 11°C when the ambient temperature is 26°C.

The set temperature is 8°C when the ambient temperature is 38°C.

5. What are Weather temp. settings?

For cooling (RAD – radiator application, FLH – underfloor heating application):

T4	-10 ⩽ T4 < 15	15 ⩽ T4 < 22	22 ⩽ T4 < 30	30 ⩽ T4
1-T1S	20	18	18	18
2-T1S	21	19	18	18
3-T1S	22	20	19	18
4-T1S	23	21	19	18
5-T1S	24	21	20	18
6-T1S	24	22	20	19
7-T1S	25	22	21	19
8-T1S	25	23	21	20

The illustration of all 8 curves is as follows:

Standard curve - Cooling - RAD/FLH
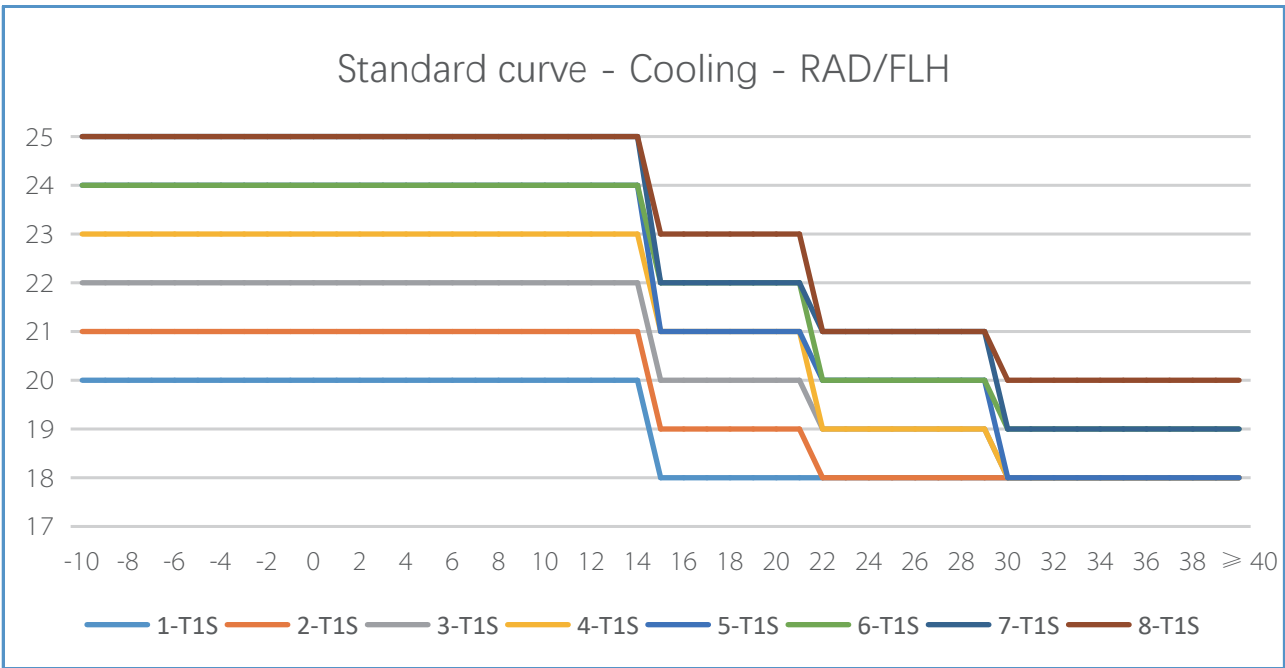
"Temperature offset" on the bottom of the page is used to fine-tune the temperature curve.

E.g.,

If you set -2°C, the curve shown in the above illustration drops by 2°C. T1S drops by 2°C for each ambient temperature.

If you set 3°C, the curve shown in the above illustration rises by 3°C. T1S rises by 3°C for each ambient temperature.

5. What are Weather temp. settings?
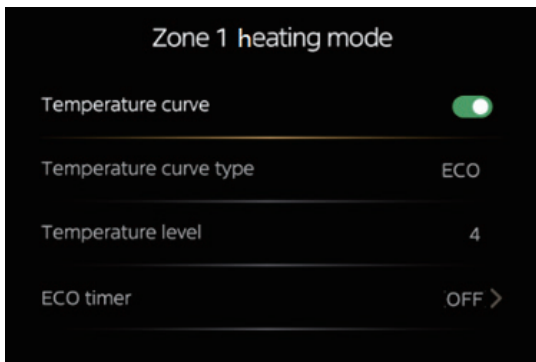
ECO curve is only available for single zone application and Zone 1 heating mode.

ECO curve forces the unit to apply low temperatures for heating.

For ECO curve, the specifications of each curve are shown below.

T4	≤ -20	-19	-18	-17	-16	-15	-14	-13	-12	-11	-10	-9	-8	-7	-6	-5	-4	-3	-2	-1	0
1-T1S	29	29	29	29	28	28	28	28	28	28	28	28	27	27	27	27	27	27	25	25	25
2-T1S	32	32	32	32	31	31	31	31	31	31	31	31	30	30	30	30	30	30	30	30	30
3-T1S	38	38	38	38	38	37	37	37	37	37	37	36	36	36	36	36	36	35	35	35	35
4-T1S	40	40	40	40	39	39	39	39	39	39	39	39	38	38	38	38	38	38	38	38	37
5-T1S	45	45	45	45	44	44	44	44	44	44	44	44	43	43	43	43	43	43	43	43	42
6-T1S	48	48	48	48	47	47	47	47	47	47	47	47	46	46	46	46	46	46	46	46	45
7-T1S	52	52	52	52	51	51	51	51	51	51	51	51	50	50	50	50	50	50	50	50	49
8-T1S	55	55	55	55	54	54	54	54	54	54	54	54	53	53	53	53	53	53	53	53	52

T4	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	≥ 20
1-T1S	24	24	24	24	23	23	23	23	22	22	22	22	21	21	21	21	20	20	20	20
2-T1S	29	29	28	28	27	27	26	26	25	25	24	24	23	23	22	22	21	21	20	20
3-T1S	34	33	32	32	31	30	29	29	28	27	26	26	25	24	23	23	22	21	20	20
4-T1S	37	36	35	34	33	32	31	30	29	29	28	27	26	25	24	23	22	21	20	20
5-T1S	42	42	41	40	38	37	36	35	33	32	31	30	28	27	26	25	23	22	21	20
6-T1S	45	45	43	42	41	39	38	36	35	34	32	31	29	28	27	25	24	22	21	20
7-T1S	49	49	49	48	46	44	42	41	39	37	35	34	32	30	28	27	25	23	21	20
8-T1S	52	52	52	52	50	48	46	44	42	40	38	36	34	32	30	28	26	24	22	20

5. What are Weather temp. settings?

For FLH – underfloor heating application, the default is curve 2, and the selection range is from 1 to 3. For RAD – radiator application and FCU – fan coil application, the default is curve 6.
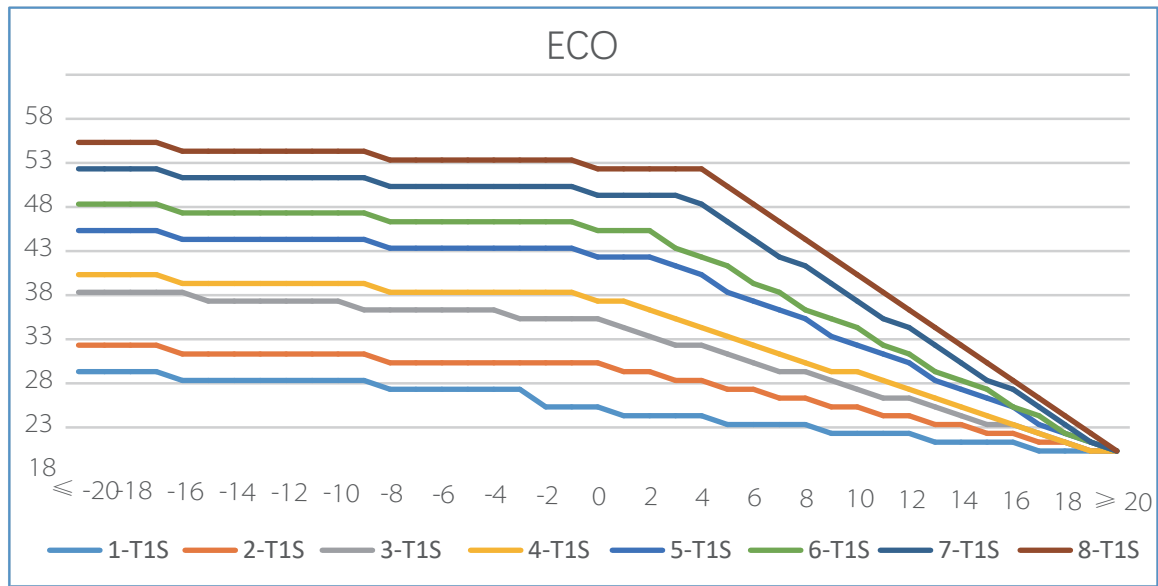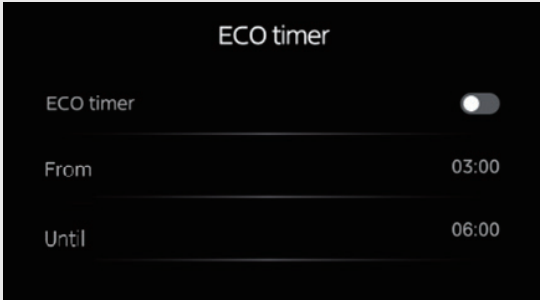
The illustration of all 8 curves is as follows:

Where, T1S means the set temperature and T4 means the outdoor ambient temperature.

5. What are Weather temp. settings?

You can see "ECO timer" on the bottom of the page. You can set the start time and end time of the timer and activate the timer. If the timer is active, the unit will run the ECO curve only during the time period set on the timer. If the timer is deactivated, the unit will constantly run the ECO curve.
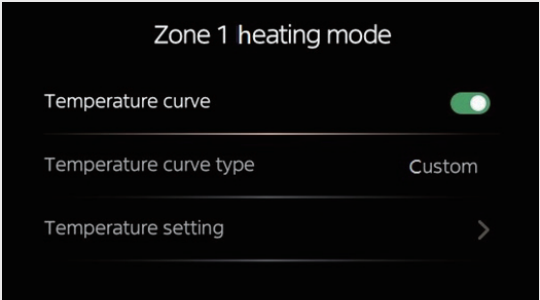
For Custom curve, you can customize the curve as needed. Take heating for example:
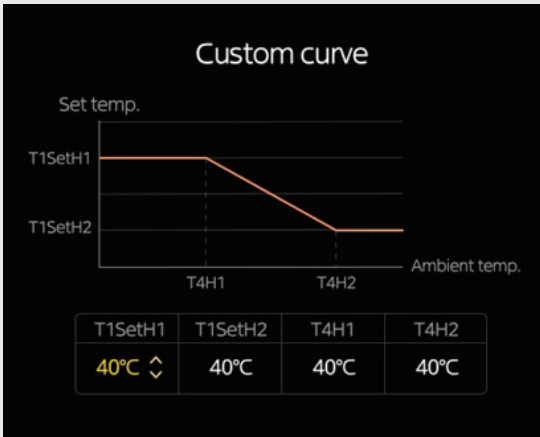
There are four parameters to be set.

T1SetH1 and T1SetH2 are the set temperatures for heating. T4H1 and T4H2 are the ambient temperatures for heating. For cooling, the corresponding parameters are T1SetC1, T1SetC2, T4C1, and T4C2.

The principle of Custom curve is same as those of the Standard and ECO curves. If the set values of T1SetH1 and T4H1 and those of T1SetH2 and T4H2 are switched, the system will automatically switch the set points correspondingly.

E.g.,

T1SetH1 = 35°C, T1SetH2 = 28°C, T4H1 = -5°C, T4H2 = 7°C.

When T4 (outdoor ambient temperature) is equal to 7°C, T1S (set temperature) is equal to 28°C.

When T4 (outdoor ambient temperature) is equal to -5°C, T1S (set temperature) is equal to 35°C.

When T4 (outdoor ambient temperature) is equal to -1°C, T1S (set temperature) is equal to 33°C.

When T4 (outdoor ambient temperature) is equal to 2°C, T1S (set temperature) is equal to 31°C.

6. About room temperature control

Apart from water temperature control, which is the default mode when using the application for the first time, the unit is available to operate in room temperature control mode.
There is a temperature sensor integrated in the wired controller, which means that if the wired controller is installed in the room, it can detect the ambient temperature of the specific room.
In room temperature control mode, the unit automatically adjusts the water temperature in an energy-saving way to reach the set room temperature.
For more information, please contact the dealer.

7. About set temperature range

In water temperature control mode, which is the default mode when using the application for the first time, the set temperature range of the unit can be changed by changing the terminal type of each zone.

For instance, in heating mode, the set temperature range of FLH (Floor heating) is lower than those of the FCU (fan coil unit) and RAD (radiator). In cooling mode, the set temperature range of FCU (fan coil unit) is lower than those of the RAD (radiator) and FLH (Floor heating).

To fulfill your temperature setting requirement, please set the correct terminal type.

For more information, please contact the dealer.