

# CYLINDER UNIT

**EHST20 series**

**EHPT20 series**

# HYDROBOX

**EHSC series**

**EHPX series**

**ERSD series**

**EHSD series**

**ERSC series**

## **OPERATION MANUAL**

For safe and correct use, please read this operation manual thoroughly before operating the cylinder unit and

**FOR USER**

**English (EN)**

# Contents

1. Safety Precautions .....	2
2. Introduction.....	3
3. Your Heating System.....	5
4. Customising Settings for Your Home.....	7
5. Service and Maintenance.....	14

## ■ Heat pumps certification

The mark “NF heat pumps” is an independent certification program proving that heat pumps’ performances and production quality of the factory are conformed with the certification reference NF-414. The combinations of indoor units and outdoor units, and their applications allowed to use the NF PAC mark can be consulted on the website [www.marque-nf.com](http://www.marque-nf.com)

## 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	Cooling mode	Space cooling through fan-coils or underfloor cooling
4	Cylinder unit	Indoor unvented DHW tank and component plumbing parts
5	DHW mode	Domestic hot water heating mode for showers, sinks, etc
6	Flow temperature	Temperature at which water is delivered to the primary circuit
7	Freeze stat. function	Heating control routine to prevent water pipes freezing
8	FTC	Flow temperature controller, the circuit board in charge of controlling the system
9	Heating mode	Space heating through radiators or Underfloor heating
10	Hydrobox	Indoor unit housing the component plumbing parts (NO DHW tank)
11	Legionella	Bacteria potentially found in plumbing, showers and water tanks that may cause Legionnaires disease
12	LP mode	Legionella prevention mode – a function on systems with water tanks to prevent the growth of legionella bacterium
13	Packaged model	Plate heat exchanger (Refrigerant - Water) in the outdoor heat pump unit
14	PRV	Pressure relief valve
15	Return temperature	Temperature at which water is delivered from the primary circuit
16	Split model	Plate heat exchanger (Refrigerant - Water) in the indoor unit
17	TRV	Thermostatic radiator valve – a valve on the entrance or exit of the radiator panel to control the heat output

# 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.

- 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.
- Should water be visibly being discharged through the tundish stop operation, isolate from the power supply and contact the installer.
- 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 cylinder unit and the hydrobox, use only the specified refrigerant (R410A) 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.

## ⚠ CAUTION

- Do not use sharp objects to press the buttons of the main 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.**  
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.

<Figure 1.1>

## 2 Introduction

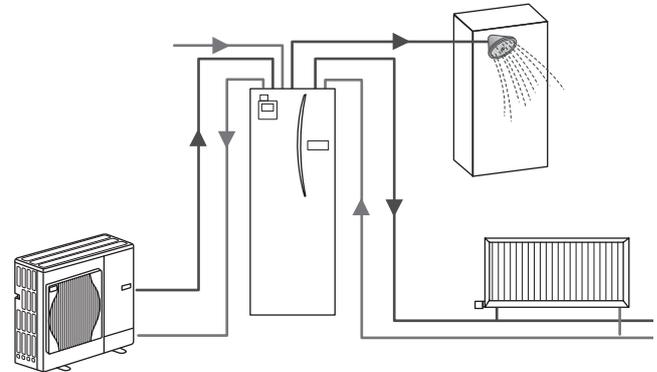
The purpose of this user manual is to inform users how their air source heat pump heating system works, how to run the system at its most efficient and how to change settings on the main controller.

**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.**

### Overview of the System

The Mitsubishi Electric Air to Water (ATW) heat pump system consists of the following components; outdoor heat pump unit and indoor cylinder unit or hydrobox incorporating main controller.



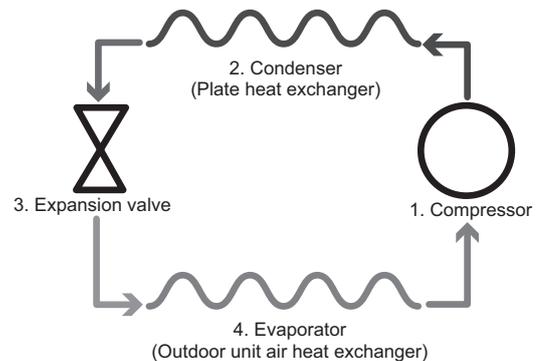
Schematic of package cylinder system

### How the Heat Pump Works

#### Space heating and DHW

Heat pumps take electric energy and low grade heat energy from the outdoor air to heat refrigerant which in turn heats water for domestic use and space heating. The efficiency of a heat pump is known as the Coefficient of Performance or COP this is the ratio of heat delivered to power consumed.

The operation of a heat pump is similar to a refrigerator in reverse. This process is known as the vapour-compression cycle and the following is a more detailed explanation.

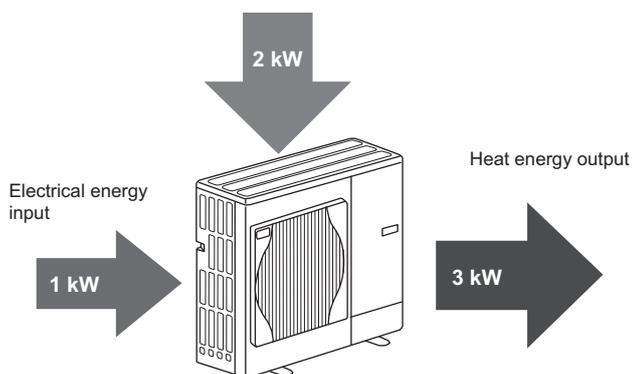


The first phase begins with the refrigerant being cold and low pressure.

1. The refrigerant within the circuit is compressed as it passes through the compressor. It becomes a hot highly pressurised gas. The temperature also rises typically to 60°C.
2. The hot refrigerant gas is then condensed as it passes across one side of a plate heat exchanger. Heat from the refrigerant gas is transferred to the cooler side (water side) of the heat exchanger. As the temperature of the refrigerant decreases its state changes from a gas to a liquid.
3. Now as a cold liquid it still has a high pressure. To reduce the pressure the liquid passes through an expansion valve. The pressure drops but the refrigerant remains a cold liquid.
4. The final stage of the cycle is when the refrigerant passes into the evaporator and evaporates. It is at this point when some of the free heat energy in the outside air is absorbed by the refrigerant.

It is only the refrigerant that passes through this cycle; the water is heated as it travels through the plate heat exchanger. The heat energy from the refrigerant passes through the plate heat exchanger to the cooler water which increases in temperature. This heated water enters the primary circuit and is circulated and used to serve the space heating system and indirectly heat the contents of the DHW tank (if present).

Low temperature renewable heat energy taken from the environment



## 2 Introduction

### ■ Economical Best Practice

Air source heat pumps can provide both hot water (providing a suitable DHW tank is used) and space heating all year. The system is different to a conventional fossil fuel heating and hot water system. The efficiency of a heat pump is shown by its coefficient of performance as explained in the introduction. The following points should be noted to achieve the most efficient and economical operation of your heating system.

#### Important points about heat pump systems

- Domestic hot water and legionella functions are only available on cylinder units or hydroboxes plumbed to an appropriate storage DHW tank.
- In normal operation simultaneous DHW and space heating is unadvisable. However during periods of extremely low outdoor ambient temperature, the immersion heater (if present) can be used for DHW whilst the heat pump continues to provide space heating. Please be aware that the immersion heater, used alone, is not an efficient method to heat the whole DHW tank. Therefore it should only be used as a back up in normal operation.
- The hot water produced by the heat pump is typically at a lower temperature than a fossil fuel boiler.

#### Implications

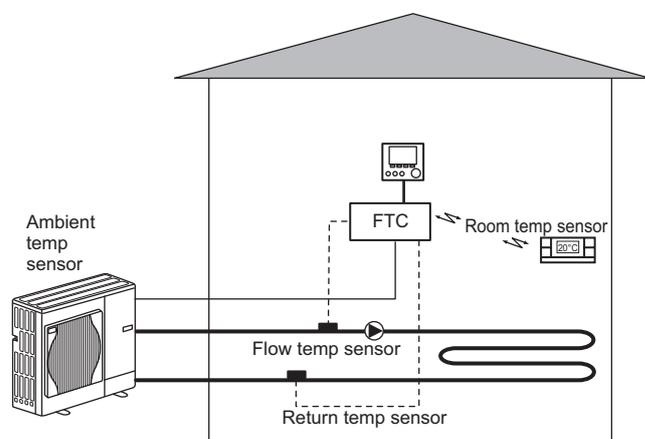
- If the heat pump is being used for DHW the time at which tank heat up occurs should be scheduled using the SCHEDULE function (see page 12). Ideally this should be during the night time when little space heating is required and economy electricity tariffs can be taken advantage of.
- In most situations space heating is best performed using the room temperature mode. This enables the heat pump to analyse current room temperature and react to changes in a controlled manner utilising the specialised Mitsubishi Electric controls.
- Using the SCHEDULE and HOLIDAY functions prevent unnecessary Space or DHW heating when the property is known to be unoccupied for instance during the working day.
- Due to lower flow temperatures, heat pump heating systems should be used with large surface area radiators or under-floor heating. This will provide a steady heat to the room whilst improving efficiency and so lowering running costs of the system as the heat pump does not have to produce water at very high flow temperatures.

### ■ Overview of Controls

Built into the cylinder unit and hydrobox is the Flow Temperature Controller(FTC). This device controls the function of both the outdoor heat pump unit and the cylinder unit or hydrobox. The advanced technology means that by using an FTC controlled heat pump you can not only make savings compared to traditional fossil fuel type heating systems but also compared to many other heat pumps on the market.

As explained in the earlier section, 'How the Heat Pump Works,' heat pumps are most efficient when providing low flow temperature water. The FTC advanced technology enables the room temperature to be kept at the desired level whilst utilising the lowest possible flow temperature from the heat pump.

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.



## Product Specification (1/2)

Model name	Cylinder unit																		
	EHST20C -VM2C	EHST20C -YM9C	EHST20C -TM9C	EHST20C -VM2C	EHST20C -MEC	EHST20C -VM9C	EHST20C -MEC	EHST20C -VM2C	EHST20C -MEC	EHST20D -VM2C	EHST20D -MEC	EHST20D -MHC	EHPT20X -VM2C	EHPT20X -YM9C	EHPT20X -TM9C	EHPT20X -MHCW	EHST20C -MHCW	EHST20D -MHCW	
Modes	Heating ONLY																		
Nominal domestic hot water volume	200L																		
Overall unit dimensions	1600 x 595 x 680 mm (Height x Width x Depth)																		
Weight (empty)	110 kg	111 kg	112 kg	112 kg	104 kg	105 kg	106 kg	103 kg	103 kg	96 kg	103 kg	98 kg	98 kg	100 kg	100 kg	98 kg	110 kg	103 kg	
Weight (full)	320 kg	321 kg	322 kg	322 kg	314 kg	315 kg	316 kg	313 kg	313 kg	305 kg	312 kg	307 kg	308 kg	309 kg	309 kg	307 kg	320 kg	312 kg	
Plate heat exchanger	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Flow temperature	25 - 60°C																		
Target temperature range	—																		
Room temperature	10 - 30°C																		
Ambient *1	—																		
Guaranteed operating range	0 - 35°C (≤ 80 %RH) See outdoor unit spec table.																		
Outdoor temperature	—																		
Maximum allowable hot water temperature	70°C																		
DHW tank performance	Time to raise DHW tank temp 15 -65°C *2 Time to reheat 70% of DHW tank to 65°C *2 22.75 mins 17.17 mins 70°C *4 12 L 12 L 0.1 MPa (1 bar) 0.1 MPa (1 bar)																		
Unvented expansion vessel (P-Primary heating)	12 L 0.1 MPa (1 bar) — — —/N, 230 V, 50 Hz —/N, 230 V, 50 Hz 0.1 MPa (1 bar) 0.1 MPa (1 bar)																		
Electrical data	Control board	—/N, 230 V, 50 Hz																	
	Booster heater	Power supply (Phase, voltage, frequency)	—/N, 230 V, 50 Hz	—/N, 230 V, 50 Hz	3~ 400 V, 50 Hz	3~ 400 V, 50 Hz	—/N, 230 V, 50 Hz	3~ 400 V, 50 Hz	3~ 400 V, 50 Hz	—	—								
		Capacity	2 kW	2 kW	3 kW	3 kW	2 kW	2 kW	2 kW	2 kW	2 kW	2 kW	2 kW	2 kW	2 kW	3 kW	3 kW	3 kW	3 kW
	Current	9 A	26 A	13 A	23 A	9 A	26 A	13 A	9 A	9 A	9 A	9 A	9 A	9 A	26 A	13 A	23 A	—	—
Immersion heater *3	Power supply (Phase, voltage, frequency)	—/N, 230 V, 50 Hz																	
	Capacity	3 kW																	
Current	13 A																		

\*1 The environment must be frost-free.

\*2 Tested under BS7206 conditions.

\*3 Do not fit immersion heaters without thermal cut-out.

\*4 For the model without both booster heater and immersion heater, the maximum allowable hot water temperature is [Maximum outlet water of outdoor unit - 3°C].  
For the maximum outlet water of outdoor unit, refer to outdoor unit data book.

# 3 Your Heating System

## Product Specification (2/2)

Model name	Hydrobox														
	EHSD- MEC	EHSD- VM2C	EHSC- MEC	EHSC- VM2C	EHSC- VM6C	EHSC- VM6EC	EHSC- VM9C	EHSC- VM9EC	EHSC- TM9C	ERSD- VM2C	ERSC- MEC	ERSC- VM2C	EHPX- VM2C	EHPX- YM9C	
Modes	Heating ONLY														
Overall unit dimensions	800x530x360 mm (HeightxWidthxDepth)														
Weight (empty)	38 kg	44 kg	42 kg	48 kg	43 kg	49 kg	44 kg	44 kg	49 kg	49 kg	43 kg	49 kg	37 kg	38 kg	
Weight (full)	44 kg	50 kg	49 kg	55 kg	50 kg	56 kg	51 kg	51 kg	56 kg	56 kg	50 kg	56 kg	42 kg	43 kg	
Plate heat exchanger	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—	—	
Target temperature range	Heating		25 - 60°C												
	Cooling		5 - 25°C												
	Heating		10 - 30°C												
	Cooling		NOT available												
Guaranteed operating range	Ambient *1		0 - 35°C (≤ 80%RH)												
	Outdoor temperature		See outdoor unit spec table.												
	Heating		See outdoor unit spec table												
	Cooling		See outdoor unit spec table (min. 10°C), *2												
Unvented expansion vessel(Primary heating)	Nominal volume		—		10 L	—		10 L	—		10 L	—		10 L	
	Charge pressure		—		0.1 MPa (1 bar)	—		0.1 MPa (1 bar)	—		0.1 MPa (1 bar)	—		0.1 MPa (1 bar)	
Electrical data	Control board		~N, 230V, 50 Hz												
	Power supply (Phase, voltage, frequency)		—		~N, 230V, 50Hz	~N, 230V, 50Hz		~N, 230V, 50Hz	~N, 230V, 50Hz		~N, 230V, 50Hz	~N, 230V, 50Hz		~N, 230V, 50Hz	3-, 400V, 50Hz
	Booster heater		—		2kW	2kW + 4kW		2kW + 4kW	2kW + 3kW + 6kW		2kW	2kW		2kW	3kW + 6kW
	Capacity		—		2kW	4kW		4kW	6kW		2kW	2kW		2kW	3kW + 6kW
	Current		—		9A	26A		26A	13A		9A	9A		13A	

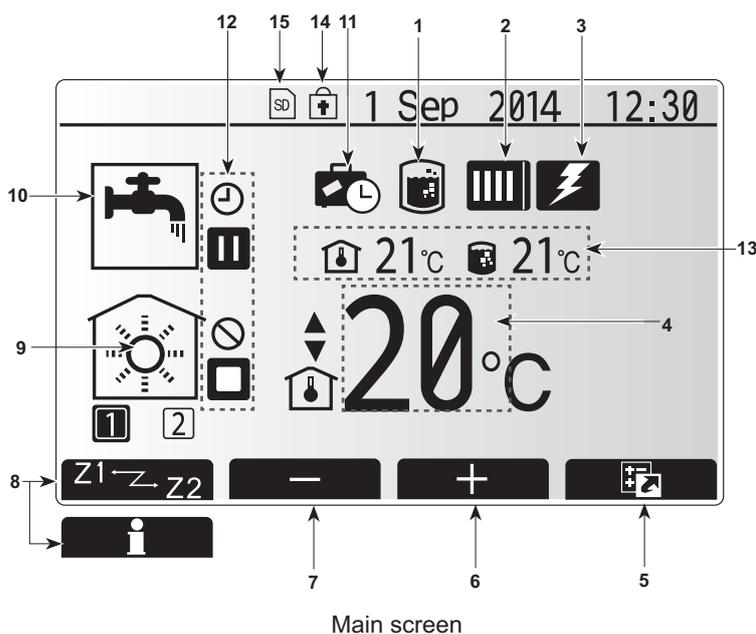
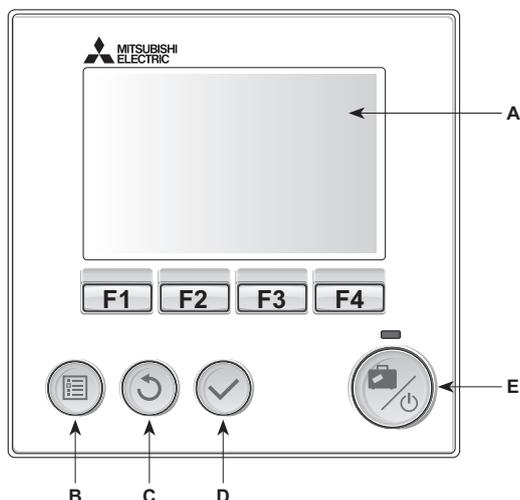
\*1 The environment must be frost-free.

\*2 Low ambient cooling is NOT allowed.

## 4 Customising Settings for Your Home

To change the settings of your heating/cooling system please use the main controller located on the front panel of the cylinder unit or hydrobox. The following is a guide to viewing the main settings. Should you require more information please contact your installer or local Mitsubishi Electric dealer.

Cooling mode is available for ERS series only. However, Cooling mode is not available when the indoor unit is connected to PUHZ-FRP.



### ■ Main Controller

#### <Main 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 secs 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 cylinder unit protection functions (e.g. freeze stat. function) will NOT operate. Please beware that without these safety functions enabled the indoor 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.
		Defrosting.
		Emergency heating.
3	Electric heater	When this icon is displayed the 'Electric heaters' (booster or 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 (cooling) mode	Heating mode Zone1 or Zone2
		Cooling mode
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
		Stand-by (*2)
		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. (*3)
15	SD SD	SD memory card (NOT for the user) is inserted.

\*2 This unit is in Stand-by whilst other indoor unit(s) is in operation by priority.

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

# 4 Customising Settings for Your Home

## General Operation

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

This screen shows the target temperature, space heating mode, DHW mode (if DHW tank is present in system), 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/cooling, or detailed information on energy or capacity.

The option screen allows quick setting of the following:

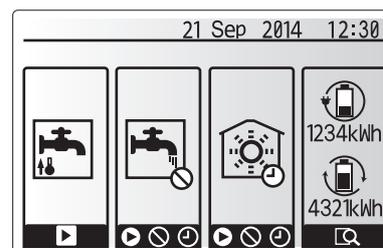
- Forced DHW (if DHW tank present) — to turn ON/OFF press F1
- DHW operating mode (if DHW tank present) — to change mode press F2
- Space heating/cooling operating mode — to change mode press F3
- Energy monitor

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.



Option screen

### Note:

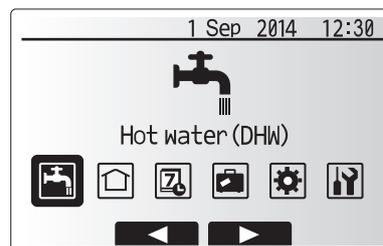
**If a certain accuracy is required for the monitoring, the method to display captured data from external energy meter(s) should be set up. Contact your installer for further details.**

## Main Settings Menu

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

The following menus will be displayed;

- DHW (Cylinder unit or hydrobox plus locally supplied DHW tank)
- Heating/Cooling
- Schedule timer
- Holiday mode
- Initial settings
- Service (Password protected)



Main settings menu screen

## 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.

Icon	Description
	Hot water (DHW)
	Heating/Cooling
	Schedule timer
	Holiday mode
	Initial settings
	Service

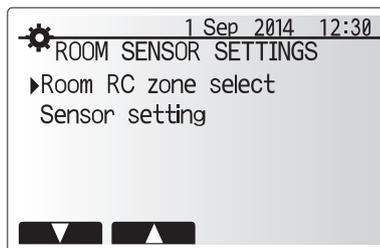
EN

# 4 Customising Settings for Your Home

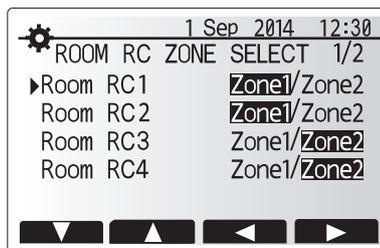
## <Room sensor settings>

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.

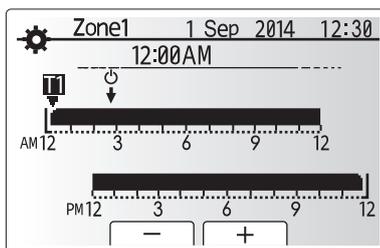
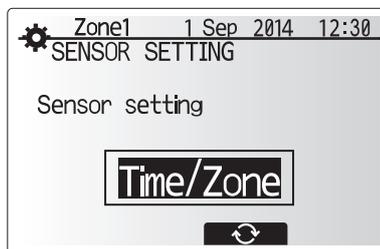
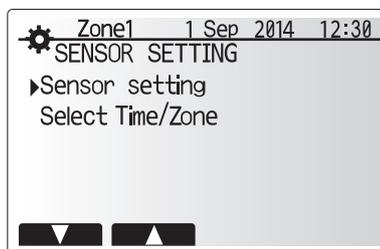


3. From Sensor setting screen, select a room sensor to be used for monitoring the room temperature from Zone1 and Zone2 separately.

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 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

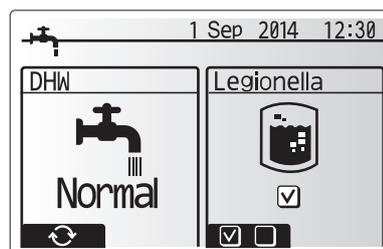
# 4 Customising Settings for Your Home

## 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 secs, then select "hot water".
4. Press F2 key to display the HOTWATER (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	Default value
DHW max. temp	Desired temperature of stored hot water	40 - 60	°C	50
DHW max. temperature drop	Difference in temperature between DHW max. temp and the temperature at which DHW mode restarts	5 - 30	°C	10
DHW max. operation time	Max time allowed for stored water heating DHW mode	30 - 120	min	60
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	30

If you wish to make changes contact installer.

### Explanation of DHW operation

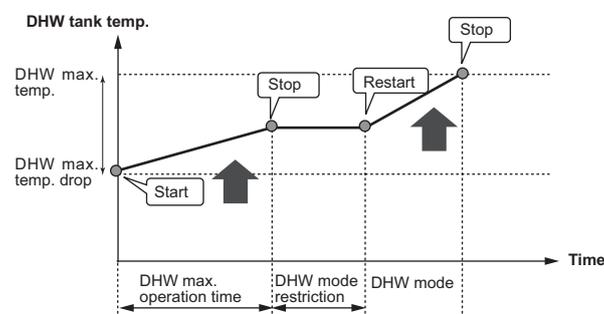
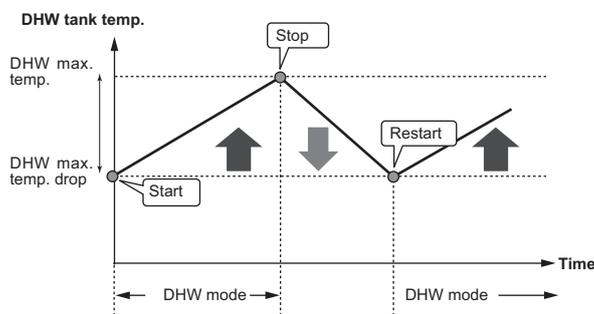
- When the DHW tank temperature drops from "DHW max. temp" by more than the "DHW max. temperature drop" (set by installer), DHW mode operates and the flow from the primary heating/cooling circuit is diverted to heat the water in the DHW tank.
- When the temperature of the stored water reaches the 'DHW 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/cooling 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/cooling if required. However, if at this time there is no current demand for space heating/cooling, 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>

DHW mode can run in either 'Normal' or 'Eco' mode. Normal mode will heat the water in the DHW tank more quickly using the full power of the heat pump. 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.**

Return to the DHW/legionella prevention menu.

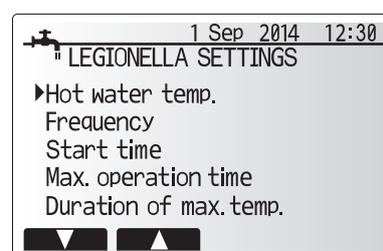


## Legionella Prevention Mode settings (LP mode)

1. Use button F3 to choose legionella mode active YES/NO.
2. To edit the legionella function, press down the MENU button for 3 secs 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.

**Note: When failures occur on the hydrobox, the LP mode may not function normally.**



Menu subtitle	Function	Range	Unit	Default value
Hot water temp.	Desired temp of stored hot water	60-70	°C	65
Frequency	Time between LP mode DHW tank heat ups	1-30	day	15
Start time	Time when LP mode will begin	0:00-23:00	-	03:00
Max. operation time	Maximum time allowed for LP mode DHW tank heat	1-5	hour	3
Duration of max. temp.	The time period after LP mode max. water temp has been reached	1-120	min	30

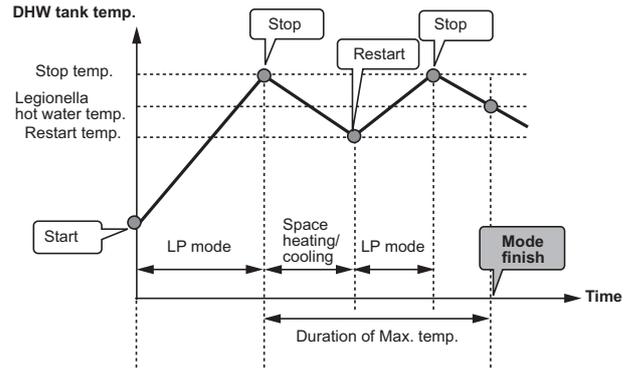
If you wish to make changes contact installer.

EN

# 4 Customising Settings for Your Home

## 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 /cooling 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)

EN

Please note that LP mode uses the assistance of electric heaters (if present) 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.**

## 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 set 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/cooling 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'.

## Heating/Cooling

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

There are 3 heating modes

- Heating room temp. (Auto adaptation) (🏠)
- Heating flow temp (💧)
- Heating compensation curve (📈)
- Cooling flow temp (💧)

### <Room temp (Auto adaptation) mode>

This mode is explained in detail in 'Overview of Controls' Section (page 4).

### <Flow temp mode>

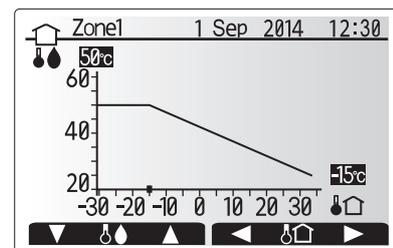
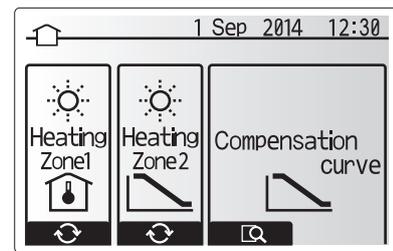
The temperature of the water flowing to the heating circuit is set by the installer to best suit the space heating/cooling system design, and user's desired requirements.

### 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.

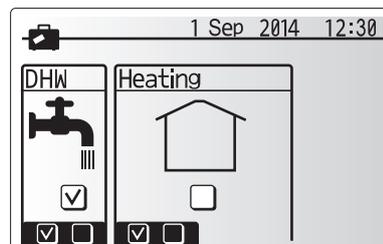
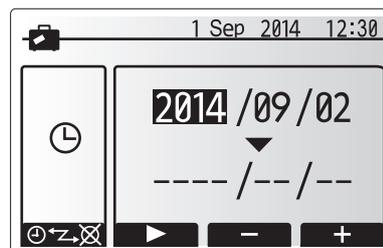
Once the holiday mode activation screen is displayed you can activate/deactivate and select the duration that you would like holiday mode to run for.

- 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 "5.8 Main controller" of Installation Manual.

Should you require the Holiday mode settings e.g. the flow temp, 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 / DHW) can be set. If no operational pattern is set for Schedule2, 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>

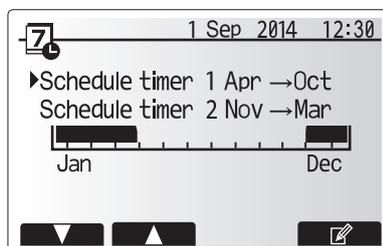
1. From the main settings menu use F2 and F3 to highlight the schedule icon then press CONFIRM.
2. The Schedule period preview screen is displayed.
3. To change the Schedule period, press F4. button.
4. The time bar edit screen is displayed.
5. Use F2/F3 button to point at a starting month of the Schedule2,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

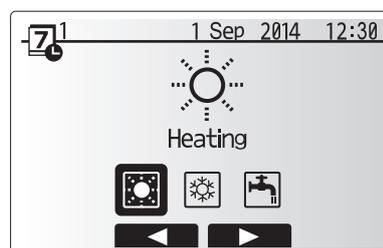
1. From the main settings menu use F2 and F3 to highlight the schedule icon then press CONFIRM.
2. From the schedule 2 period preview screen use F1 and F2 to scroll through the selecting each subtitle in turn by pressing CONFIRM.
3. The schedule timer sub menu will be displayed. The icons show the following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

The preview screen allows you to view the current settings. In 2-zone heating operation, press F1 to switch between Zone1 and Zone2. 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/cooling and DHW (whichever is selected) is allowed.



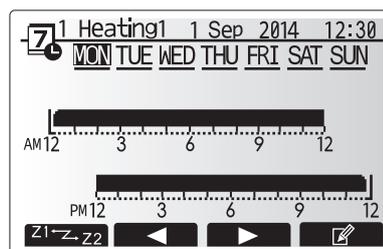
Schedule2 period preview screen



Schedule1 mode select screen

## 4 Customising Settings for Your Home

5. In the preview menu screen press F4 button.

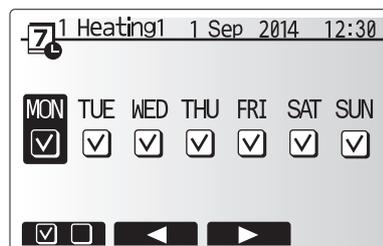


Preview screen

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.



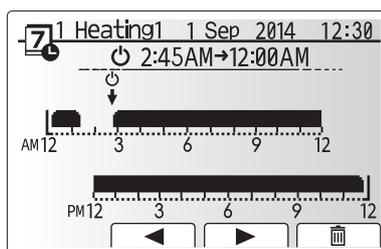
Day of week select screen

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.



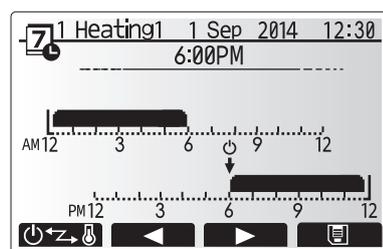
Time of period setting screen 1

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/cooling and DHW are set in the same way. However for DHW only time can be used as scheduling variable.
- 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

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
Cold water at taps (systems with DHW tank)	Scheduled control off period	Check schedule settings and change if necessary.
	All hot water from DHW tank used	Ensure DHW mode is operating and wait for DHW tank to re-heat.
	Heat pump or electric heaters not working	Contact installer.
Heating system does not get up to set temperature.	Prohibit, schedule or holiday mode selected	Check settings and change as appropriate.
	Incorrectly sized radiators	Contact installer.
	The room in which the temperature sensor is located is at a different temperature to the rest of the house.	Reposition the temperature sensor to a more suitable room.
	Battery problem *wireless control only	Check the battery power and replace if flat.
The cooling system does not cool down to the set temperature. (ONLY for ERSC(D) models)	When the water in the circulation circuit is unduly hot, Cooling mode starts with a delay for the protection of the outdoor unit.	Normal operation
	When the outdoor ambient temperature is significantly low, Cooling mode does not start running to avoid freezing of the water pipes.	If the freeze stat. function is not necessary, contact installer to change the settings.
After DHW operation room temperature rises a little.	At the end of the DHW mode operation the 3-way valve diverts hot water away from the DHW tank into space heating circuit. This is done to prevent the cylinder unit components from overheating. The amount of hot water directed into the space heating circuit is dependent on the type of system and the pipe run between the plate heat exchanger and the cylinder unit.	Normal operation no action necessary.
Heating emitter is hot in the DHW mode. (The room temperature rises.)	The 3-way valve may have foreign objects in it, or hot water may flow to the heating side due to malfunctions.	Contact installer.
Schedule function inhibits the system from operating but the outdoor unit 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 cylinder unit	Heaters switching on/off	Normal operation no action required.
	3-way valve changing position between DHW and heating mode.	Normal operation no action necessary.
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 immersion 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 controller display.	The indoor or outdoor unit is reporting an abnormal condition	Make a note of the error code number and contact installer.

#### <Power failure>

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

### ■ Maintenance

Maintenance to the cylinder unit and hydrobox should be carried out annually by a competent person only. Users should not try to service or replace parts of the cylinder unit or hydrobox themselves. Failure to observe this instruction could result in injury to the user, damage to the unit and the product warranty becoming invalid.

In addition to annual servicing it is necessary to replace or inspect some parts after a certain period of system operation. Please see tables below for detailed instructions. Replacement and inspection of parts should always be done by a competent person with relevant training and qualifications.

#### Parts which require regular replacement

Parts	Replace every	Possible failures
Pressure relief valve (PRV) Air vent (Auto/Manual) Drain cock (Primary/Sanitary circuit) Manometer Inlet control group (ICG)*	6 years	Water leakage

\* OPTIONAL PARTS for UK

#### Parts which require regular inspection

Parts	Check every	Possible failures
Immersion heater	2 years	Earth leakage causing circuit breaker to activate (Heater is always OFF)
Water circulation pump	20,000 hrs (3 years)	Water circulation pump failure

#### Parts which must NOT be reused when servicing

\* O-ring

\* Gasket

**Note: Always replace the gasket for pump with a new one at each regular maintenance (every 20,000 hours of use or every 3 years).**