

THE USER MUST KEEP THIS GUIDE

GUIDE À CONSERVER PAR L'UTILISATEUR

EL USUARIO DEBE GUARDAR ESTA GUÍA

O USUÁRIO DEVE GUARDAR ESTE GUIA

RICHTLIJNEN TE BEWAREN DOOR DE GEBRUIKER

GUIDA PER L'UTENTE DA CONSERVARE

INSTRUCTIONS FOR USE

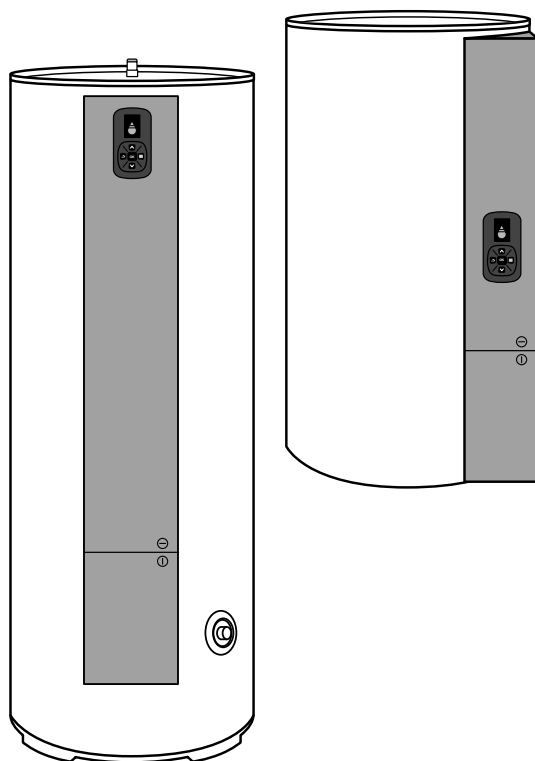
NOTICE D'UTILISATION

MANUAL DE USO

MANUAL DE UTILIZAÇÃO

GEbruiksvoorschriften

MANUALE DI UTILIZZAZIONE



EN HEAT PUMP WATER HEATER

FR CHAUFFE EAU THERMODYNAMIQUE

ES BOMBA DE CALOR PARA ACS

PT BOMBA DE CALOR DE AQS

NL WARMTEPOMPBOILER

IT SCALDACQUA TERMODINAMICO

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WARNINGS



This manual should be kept even after installation of the product.

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 on how to use the unit by a person responsible for their safety.

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

This appliance can be used by children aged from 3 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction on how to use the unit in a safe way and understand the hazards involved. Children must not play with the unit. Cleaning and user maintenance shall not be undertaken by children without supervision. Children aged from 3 to 8 years are only allowed to operate the tap connected to the water heater.

INSTALLATION:

CAUTION: Heavy product, handle with care:

1/ Install the unit in a frost-protected room. If the unit is broken by overpressure due to a replace safety unit by Pressure relief valve blockage, the warranty will not apply.

2/ Make sure the partition on which the unit is mounted can support the weight of the unit filled with water.

3/ If the unit is to be installed in a room or location where the ambient temperature is constantly higher than 35°C, ensure sufficient ventilation.

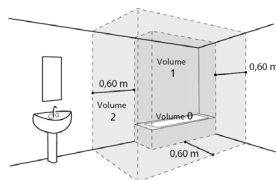
4/ For bathrooms, do not install the unit in areas V0, V1 or V2. If the dimensions do not allow any alternatives, installation in area V2 is permissible.

5/ This product is intended for use at altitudes up to 2000 metres.

6/ Place the unit in a location with easy access.

7/ Refer to the installation figures in the Installation chapter.

- How to affix suspended units: In order to facilitate the heating element's replacement, allow at least 480 mm underneath the end fittings of the water heater's pipes. The clearance required for the unit's correct installation is specified in the "Installation" section.
- The floor-standing vertical water heater must be fixed to the floor using a specially designed mounting system.
- This water heater is fitted with a thermostat with an operating temperature of more than 60 °C at its maximum position, capable of reducing the growth of legionella bacteria in the tank. Caution! Above 50 °C, water could cause



immediate burns. Check the water temperature before taking a bath or shower.

- Dispose of the packaging materials appropriately. Tear up the plastic packaging and dispose of it in a place where children cannot play with it. Plastic packaging left intact may cause suffocation.
- This unit does not contain any components that can be repaired by the user. Contact an installer for any repairs.
- Before carrying out any work, make sure that the main power supply has been locked out and tagged out.
- During installation, the standards in force at the installation site must be complied with and the manufacturer's installation instructions followed.
- The outside unit must not be laid down during transportation. Transporting the unit laid down risks damage to the unit due to the movement of refrigerant fluid and deformation of the compressor suspension. Damage caused by transporting the unit laid down is not covered by the warranty. If necessary, the outside unit may be tilted when being manually handled only (when passing through a doorway or using stairs). This must be done with care, and the unit must be immediately moved back to the vertical position.

- The installer must position the unit in accordance with the recommendations contained in this manual. A poorly executed installation may result in serious damage including refrigerant fluid or water leaks, electrical shock or the risk of fire. If the unit is not installed in accordance with the instructions contained in this manual, the manufacturer's warranty will not be valid.
- Only qualified staff may handle, fill, drain and dispose of refrigerant fluid.
- The units are not explosion-proof and should therefore not be installed in an explosive atmosphere.
- Take adequate measures to prevent small animals from taking shelter inside the unit. Animals that come into contact with electrical components may cause faults or fire. Explain to the customer the importance of keeping the area around the unit clean.
- Install the units in a location where gas, liquid and condensate drain pipes can be easily fitted.
- If the unit needs to be moved, contact an installer to have it removed and installed.
- Always use the parts supplied or specified in the manual during installation.
- Affix the unit's electrics box cover and service panel correctly. If the unit's electrics box cover or service panel is incorrectly affixed, there is a risk of fire or electrocution due to the presence of dust, water, etc.
- The system contains refrigerant fluid under high pressure. The unit must be installed and serviced by an approved professional in accordance with current regulations and best industry practice (see below for French regulations):

- Legislation on the handling of refrigerant fluids: Decree 2007/737 and its implementing orders.
- This air conditioner must only be commissioned by a qualified installer holding a certificate of professional competence in accordance with articles R 543-75 to 123 of the environmental code and its implementing orders. This also applies to any work carried out on equipment involving the handling of refrigerant fluid.
- NF C 15-100 and its amending provisions: low voltage electrical installations - Rules.

R32 REFRIGERANT FLUID:

- To install the unit, use R32 refrigerant fluid to top up the charge, as well as tools and connections which are compatible with R32.
- This flammable fluid requires minimum dimensions for the room in which the unit is installed, stored or used. Make sure that the site application is compatible with the size of the components being used and the installation's fluid charge (compliance with standard EN 378-1 and IEC 60335-2-40).
- Do not introduce any substance other than the recommended refrigerant fluid into the unit.
- Do not release refrigerant fluid into the atmosphere. Ventilate the room in the event of a refrigerant leak during installation. Once installation is complete, there should be no refrigerant leaks in the circuit. An R32 fluid leak combined with a flammable source can result in the release of toxic gas.
- Do not touch the refrigerant fluid if there are leaks from the connections, etc. Direct contact can cause frostbite.

- Refrigerant fluid may be odourless.
- Do not install or store the unit close to a heat source.
- Comply with the safety and operating rules for R32 refrigerant.
- Comply with the national gas regulations.
- Do not puncture or burn the unit.
- A flare connection created inside the building must not be reused. The flare connection on the piping must be removed and a new flare connection made.
- A flare connection can be created outside the building without restriction.
- Do not use devices other than those recommended by the manufacturer to speed up the defrosting process or to clean the unit.
- Keep the unit away from flammable sources or naked flames.

HYDRAULIC CONNECTION:

A new pressure relief valve measuring $\frac{3}{4}$ ", with a pressure of 0.7 MPa (7 bar), and compliant with local standards in force, must be installed in a frost-free location at the water heater inlet.

A pressure reducer (not supplied) is required if the supply pressure is greater than 0.5 MPa (5 bar), to be installed on the main supply pipe.

Connect the pressure relief valve to a discharge pipe, kept in the open air, in a frost-free environment, continuously sloping downwards to drain off the heat-expanded water or to allow for drainage of the water heater.

If the unit is set up in a suspended ceiling or attic, or above living space, a drain pan must be installed underneath the water heater. A drainage device connected to a drain is required.

ELECTRICAL CONNECTION:

- Be sure to turn off the power before removing the cover, to prevent any risk of injury or electric shock.
- Upstream of the unit, the electrical installation must have an all-pole cut-out device (circuit breaker, fuse) compliant with the local installation rules in force (30 mA residual current device).
- Earthing is mandatory. A special terminal marked  is provided for this purpose.
- Refer to the wiring diagrams in the manual.
- The electrical installation must be constructed in accordance with the applicable regulations.
- This unit is designed to operate at a nominal voltage of 230 volts 50 Hz. The voltage at the unit's terminals must never drop below 198 V or exceed 264 V (including during the starting stages).
- The maximum cable length depends on the voltage drop, which must be less than 2 %. Use a larger cable cross-section if the voltage drop is 2 % or more.
- The electrical connections must only be made once all the other installation operations (mounting, assembly, etc.) have been completed.
- Check that the wiring is not subject to wear, corrosion, excessive pressure, vibration, sharp edges or any other harmful environmental conditions.

- The heat pump units are designed to operate with the following earthing systems: TT and TN. The IT earthing system is not suitable for these units (use a separating transformer). Single-phase supplies with no neutral (between phases) are strictly prohibited. For three-phase units, the neutral must also be distributed (TT or TN).
- The contract agreed with the energy provider must be sufficient to cover not only the unit output, but also the total output of all units likely to be operating at a given time. If the output is insufficient, check the contractual output value with the energy provider.
- Contact the power network operator for the cable and harmonic current specifications, etc.
- Never use a socket to supply power.
- Use a dedicated supply circuit. Do not share the supply with another unit.
- Use an independent power supply line protected by an all-pole circuit breaker with contact opening greater than 3 mm to supply the unit.
- Make sure the circuit breaker is positioned in a location where it cannot be started or stopped accidentally by users (adjacent room, etc.). If the electrical panel is located outdoors, close and lock it so that it cannot be easily accessed.
- Except for emergencies, never switch off the main circuit breaker or the inside unit circuit breaker during operation. This could result in compressor faults or water leaks. Switch off the inside unit using any type of remote control or an external input device (switch) only, then switch off the circuit breaker.
- Never touch the electrical components immediately after switching off the power supply. This can result in electric

shock. After the unit has been powered off, always wait 10 minutes before touching any electrical components. Static electricity present in the human body can damage the components. Discharge any static electricity from your body.

- Incorrect wiring can damage the system as a whole.
- If the voltage is too low or drops during start-up, the unit may not start. In this case, please contact your energy provider.
- Make sure that all cables are secure, that the wiring complies with the applicable standards, and that no force is being exerted on the terminal connections or cables.

REFRIGERANT LINE CONNECTION:

- All refrigerant circuits are subject to contamination by dust and moisture. If contaminants enter the refrigerant circuit, they can compromise the reliability of the units. The unit's connections and refrigerant circuits must be correctly sealed. In the event of a subsequent fault and following an expert inspection, the presence of moisture or foreign objects in the compressor oil will systematically render the warranty invalid.
- Check upon receipt that the refrigerant circuit unions and plugs on the inside and outside unit are correctly positioned and secured.
- Check that the refrigerant lines are correctly secured (plastic plugs or pipe ends crimped and brazed). If the plugs need to be removed during the operation (e.g. pipes cut), refit them as soon as possible to prevent contamination of the pipe.

- Do not use sealing paste for the refrigerant lines, as this can block or contaminate the interior of the connections. Its use will render the unit's warranty invalid.
- Do not use ordinary mineral oil on flare unions. Use refrigerant oil compatible with R32, ensuring as far as possible that no oil enters the circuit, as this could reduce the equipment's service life.
- Use dry nitrogen to prevent harmful moisture from entering the unit.
- Do not use old, deformed or discoloured connections. Always use new refrigerant-grade connections.

1. Presentation

1.1. Safety instructions

Installation and service work on heat pump water heaters may present hazards due to high pressures and live parts.

Heat pump water heaters must be installed, commissioned and maintained by trained and qualified professionals only.

1.2. Delivery scope

1.2.1. Packing list floor-mounted device



1 manual

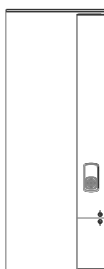


1 pouch with dielectric union and 2 seals for the hot water outlet



2 insulation sleeves for connecting the refrigerant lines

1.2.2. Packing list, vertical wall-mounted water heater



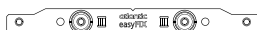
1 manual



1 pouch with dielectric union and 2 seals for the hot water outlet



2 insulation sleeves for connecting the refrigerant lines



2 easyFIX supports



Fixing bracket

1.3. Handling

1.3.1. Suspended device

The vertical wall-mounted water heater can be carried using the handles on the ends.



1.3.2. Vertical floor-standing water heater

The vertical floor-standing water heater can be carried using the handles on the ends.



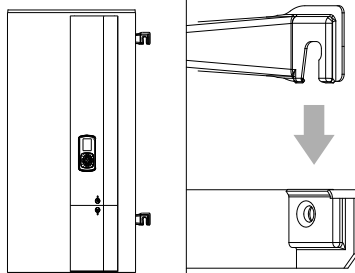
2. Accessories

Support for vertical wall-mounted water heater



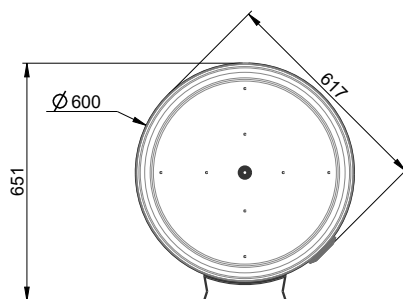
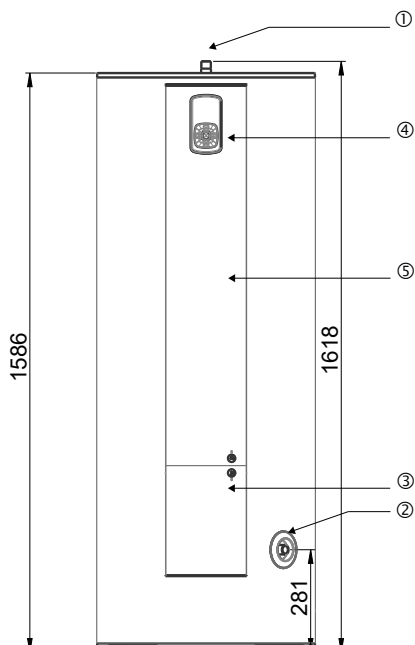
Mounting plates for quick-mounting the suspended device

- The solution to space problems: The device is mounted to these plates.
- Saves installation time.
- Easy installation of the device even in corners or wall-mounting even if there is no access.
- Meets the relevant stability requirements.
- 2 mounting plates.



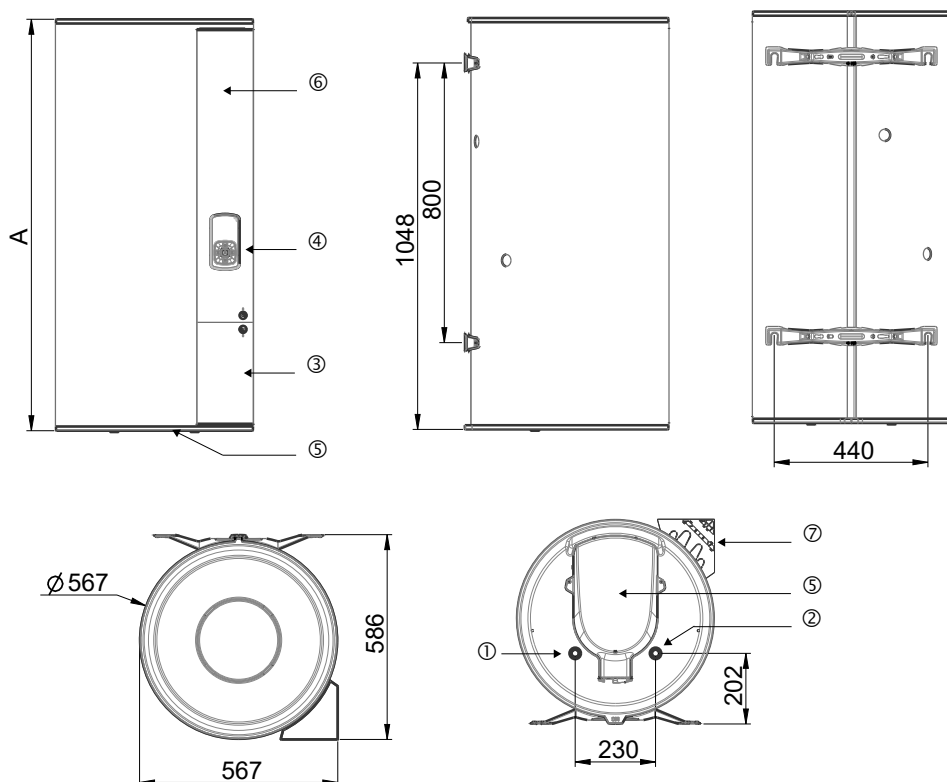
3. Dimensions

3.1. Vertical floor-standing water heater, 270 l



①	3/4" hot water branch connection
②	3/4" cold water branch connection
③	Electrical connection box & refrigerant connection (inlet: 3/8", 1/4" outlet);
④	Control screen; position of the display tank sensor
⑤	Electric backup & mechanical safety device location; position of middle tank sensor

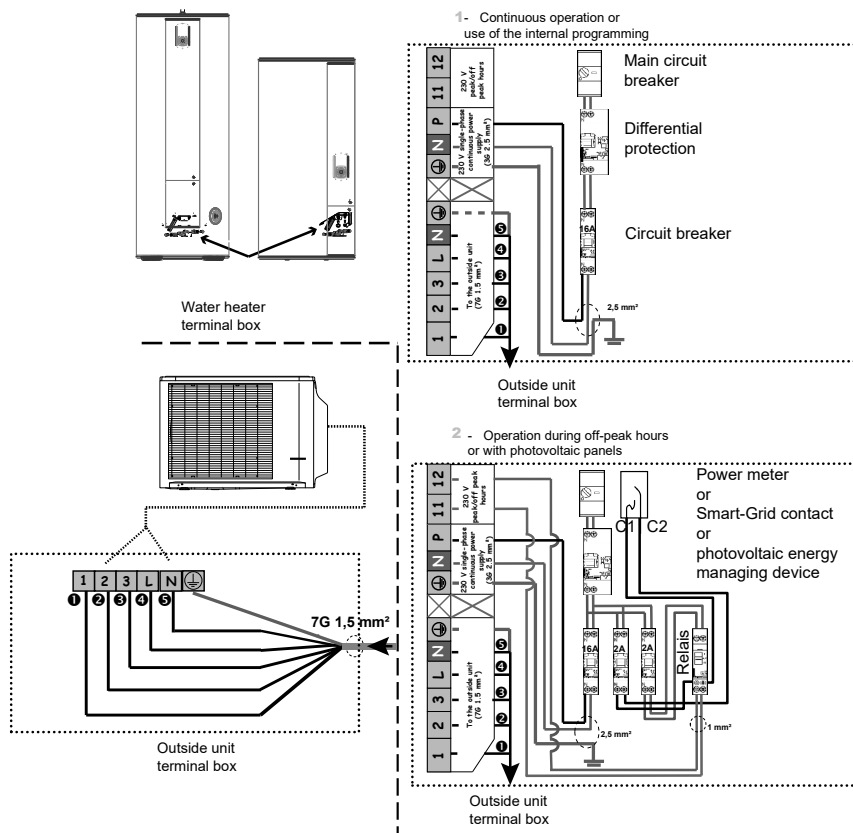
3.2. Vertical wall-mounted water heaters, 150 l and 200 l



	150 l	200 l	
Dimension A	1177	1497	① 3/4" hot water branch connection
			② 3/4" cold water branch connection
			③ Electrical connection box
			④ Control screen
			⑤ Electric backup & mechanical safety device location; position of the middle tank sensor
			⑥ Position of middle tank sensor
			⑦ Connection refrigerant lines (inlet: 3/8", outlet: 1/4")

4. Commissioning diagram

To ensure the tank is protected against corrosion, the water heater must be permanently connected to the power supply.



PLEASE NOTE: In specific cases where it is difficult to install a cable for off-peak hours, the electricity provider's peak/off peak hours contact can be replaced by the timer integrated into the unit (Prog. operating range). The off peak schedule sfthen needs to be programmed (follow diagram 1).

The diagram for the electrical panel shows an electronic meter. For a mechanical meter, use the 230 V power supply for the peak/off peak hours contact.

For more information, please refer to the section of the instructions entitled "Electrical connection".

5. Installation

5.1. Selecting the installation site

- Install the water heater in a frost-protected room.
- Position it as close as possible to the main loads.
- Insulate its piping if the device is installed outside of premises suitable as living space (storage rooms, garages). The ambient temperature around the water heater must not exceed 40 °C.
- Make sure the bearing element on which the unit is mounted can support the weight of the unit filled with water.
- Provide 500 mm clearance in front of each electrical component to facilitate the heating element's periodic servicing.
- If the unit is set up on a false ceiling, the attic or above living space, a drain pan is to be installed underneath the water heater. A drainage connected to the sewer system is required.

5.2. Minimum room surface area



It is strictly prohibited to install the product in a room with a soundproof (sealed) door, as the product requires natural ventilation using ambient air.

In accordance with standard IEC 60335-2-40 (safety and environmental requirements for heat pumps) covering fluid charges below 1.842 kg, the tank and all refrigerant lines passing through the inhabited space must be installed in premises that conform to the data below.

Premises without mechanical ventilation:

- Installation in premises not containing any other electrical devices or switches (restrictions relating to toxicity).
- The surface area of the premises must be greater than 1 m²*.

Please note: The above surface area applies to a ceiling height of 2.5 m. If the ceiling height is not 2.5 m, and is equal to the H value in metres, multiply the above value by 2.5/H.

- Installation in premises containing at least one other electrical device or switch (restrictions relating to flammability)
- The surface area of the premises must be greater than 6 m²*.

*In both cases, if the room has natural ventilation openings or grilles that meet the size and positioning criteria specified in the following section, the surface area of the adjacent room may be taken into account when calculating the minimum surface area.

Premises with mechanical ventilation:

In this case, there are no restrictions relating to minimum surface area provided that the ventilation meets the criteria below:

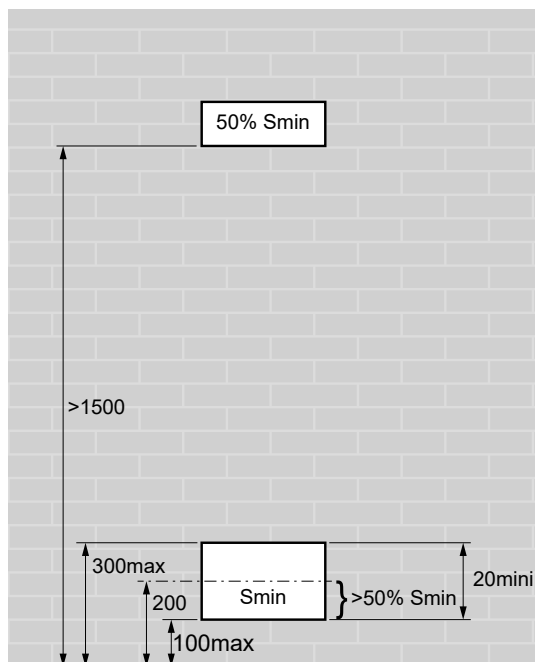
- Ventilation flow rate greater than $60 \text{ m}^3/\text{h}$.
- The lowest point on the extraction outlet is at least 100 mm from the ground.
- The air is ventilated outdoors, or to a room with a surface area greater than 4 m^2 .

Ventilation may be permanent or activated upon detection of refrigerant fluid.

5.3. Grilles: restrictions on the number, size and position

These restrictions are set by standard IEC 60335-2-40, annex GG.

Number and position: the two ventilation grilles must be positioned as shown in the diagram below.



Size of openings: their minimum size S_{min} in cm^2 depends on the R32 charge and the surface area of the room in which the product is installed. See table below.

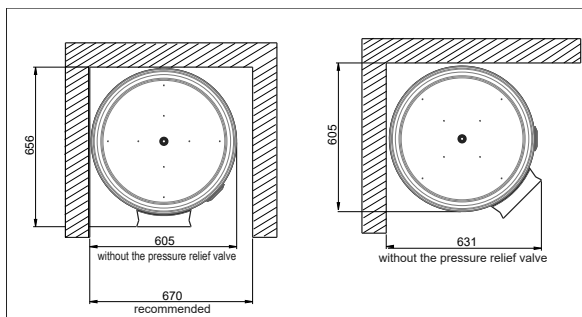
Surface area of the room in which the product is installed in m^2		Cabinet 0.36~0.42	1	2	3	4	5	6
Minimum surface area (S_{min}) of the lower ventilation grille in cm^2	Vertical wall-mounted	300	250	200	150	100	50	-
	Vertical floor-standing	550	550	500	450	450	400	-

5.4. Location

Installation in sealed cabinet prohibited.

5.4.1. Installation site of the water heater, 270 l version

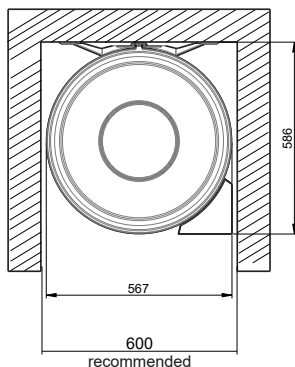
Floor bearing capacity:	Load capacity of at least 400 kg for the surface area bearing the water heater
Height underneath the ceiling:	> 1.70 m
Recommended installation site:	In heated rooms



5.4.2. Location of the water heater, 150 l and 200 l versions

Type of wall bearing the suspended water heater: <i>(the mounting template has been printed on the package)</i>	• Rather thin walls (of type drywall): Threaded pins of Ø 10mm, penetrating the wall and connected by profiles or counter plates. • Thick solid walls (concrete, stone, brickwork): Anchor bolts of Ø 10mm or drill holes for dowels of type MOLY Ø 10mm. • If the wall the device is mounted onto is not capable of bearing the respective weight, the device can be put on a rack. It is absolutely necessary to affix the upper bracket. Please use the rack recommended by the manufacture.
Height underneath the ceiling:	• > 1.26 m for the 150 l and 1.57 m for the 200 l
Recommended installation site:	• In heated rooms

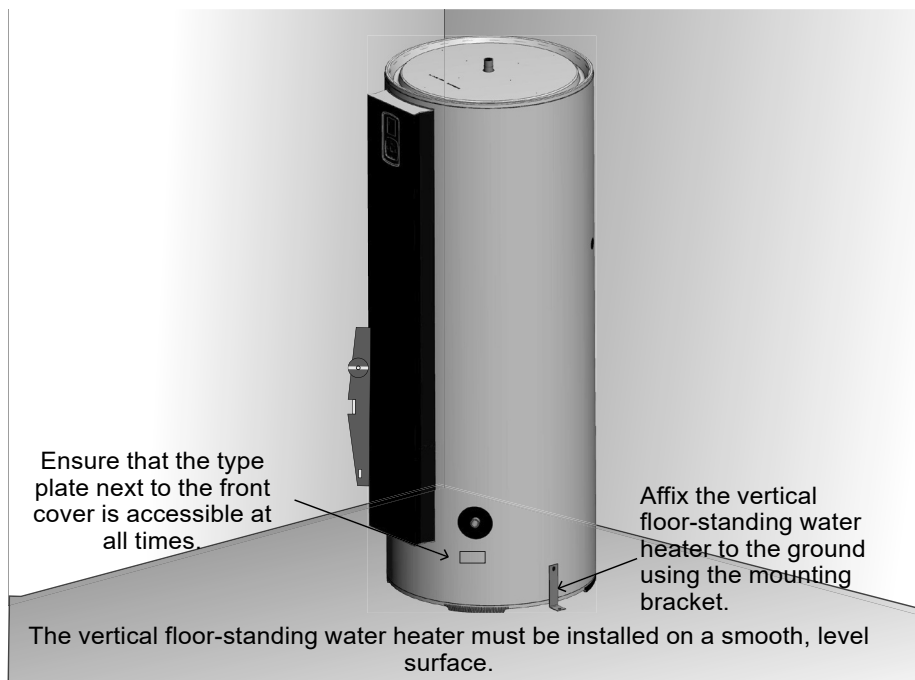
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5.5. Installing the water tank



A drain pan connected to the drain system must be installed under the water heater, particularly when it is positioned above inhabited rooms.

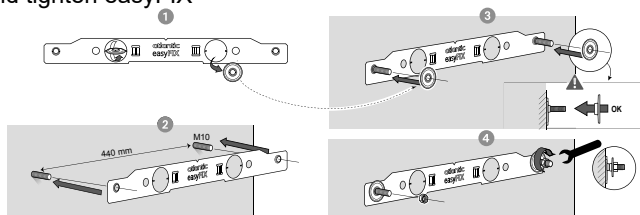
5.5.1. Vertical floor-standing water heater, 270 l

The vertical floor-standing water heater must be affixed to the ground using the mounting bracket provided.

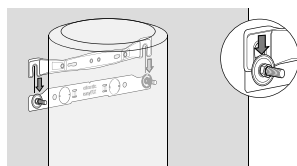
5.5.2. Vertical wall-mounted water heater, 150 l or 200 l

With easyFIX:

- Mount and tighten easyFIX

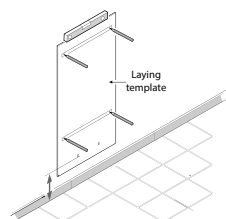
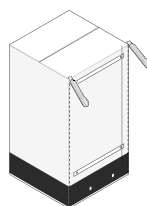


- Install the water heater



With the template printed on the box:

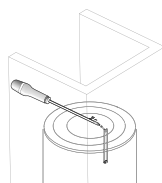
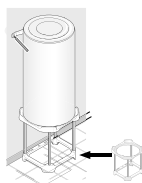
- Cut out the template printed on the box and use it for labelling.



Drill and plug the water heater and use attachments of at least 10 mm in diameter ($\varnothing$) suitable for your wall type (drywall, concrete, brick).

Using a support is compulsory if the wall is not capable of bearing the filled boiler's weight. In this case, it is mandatory to fix the water heater to the wall, either with the upper bracket or with the fixing bracket (which allows it to be integrated into a cupboard with internal dimensions of 600 x 600 mm).

First put the water heater on its support to mark the mounting points.
Drill the holes.
Put the water heater back into its position.



Affix the upper bracket

5.6. Hydraulic connection

Before realising the hydraulic connection, the supply lines have to be cleaned thoroughly to prevent the risk of metal or other particles entering the water heater tank.



Installing a hot water recirculation system on the unit is prohibited. In case of a unit malfunction on an installation with a hot water recirculation system, the warranty shall not apply (for more information, please contact the after-sales service).

If flat seals are used, do not remove the gaskets on the outlets (blue for cold water inlet, red for hot water inlet).

The water heater must be connected in accordance with the standards and regulations applicable in the country of installation (in France: D.T.U. 60.1).

5.6.1. Pipe connections on the tank

- Each pipe is made from steel and equipped with a Ø 20/27 (3/4") gas threading.
- The cold water inlet has been marked with a blue collar, and the hot water outlet with a red one.

5.6.2. Pipe connection

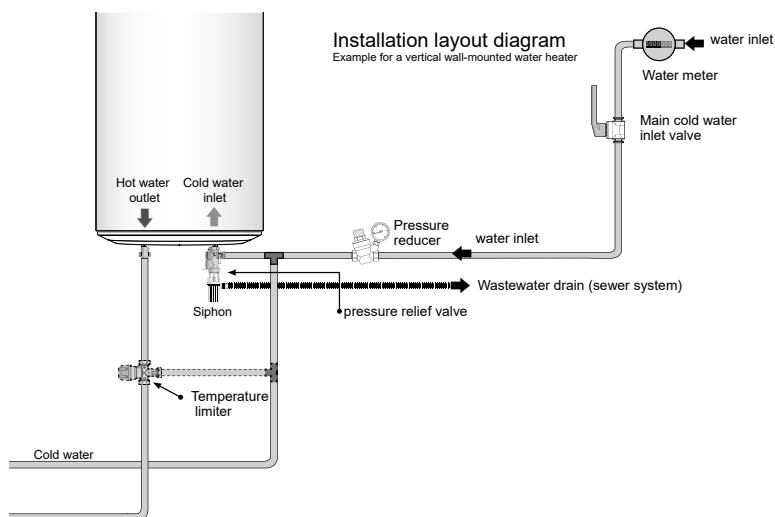
- The pipework may be rigid – usually made from copper (use of black steel is prohibited) – or flexible (standardised stainless steel braid hose).
- Connection to the hot water outlet must be made using the dielectric union provided, or a cast iron sleeve to prevent corrosion of the pipe (direct contact between iron and copper). Brass connectors are prohibited here (for France: DTU 60.1).
- Even if VPE pipework is used, the pipes have to be sealed at installation.
- A new pressure relief valve (not provided) must be fitted directly on the water heater's cold water inlet, and meet the applicable standards (in Europe: EN 1487), 0.7 MPa – 7 bar pressure – and 3/4" size (20/27). Connect the pressure relief valve to a drain pipe. This is to remove heat-expanded water, or for draining the unit. This drain must have a continuous downward slope to the open air, in a frost-free environment.



Connect the pressure relief valve directly to the water heater's cold water inlet.



The pressure of the cold water network is usually less than 0.5 MPa - 5 bar. If this is not the case, install a pressure reducer at the water inlet downstream of the meter (recommended setting: 0.35 MPa), never directly on the water heater.



5.6.3. Tips and recommendations

If the points of use have not been equipped with thermostatic mixers, install a temperature limiter at the water heater outlet to reduce the risk of scalding:

- For bathrooms, the maximum tap water temperature is 50 °C.
- In all other rooms, the maximum tap water temperature is 60 °C.



For hard-water regions (Th > 20°F), water treatment is recommended. With a water softener, the water hardness must remain above 8°F. The water softener does not give rise to a waiver of our warranty, provided that it is approved for France by CSTB, and set in accordance with good engineering practices, and regularly checked and serviced.

Directive no. 2001-1220 as from 20 December 2001 and circular DGS/SD 7A

- In compliance with DTU 60.1

5.7. Refrigerant connection

Refer to the section entitled "refrigerant connection".

5.8. Electrical connection

Refer to the wiring diagram on the back of the cover.



Never connect the heating element directly to the power supply.

The water heater has to be continuously powered to ensure its ACI hybrid protective function (anti-corrosion) is operational.

The water heater must be connected to a 230 V single phase AC mains. The electrical connection must comply with local installation standards.

The installation must include:

- An all-pole circuit breaker upstream of the water heater with contact opening of at least 3 mm: circuit breaker, fuse).
- Protection by a 30 mA earth-leakage circuit breaker



Earthing is mandatory.

In no case should the safety thermostat on the electric backup be repaired outside our factories. Failure to comply with this clause will void the warranty. **Failure to comply with this clause will void the warranty.**

If the user has a power supply contract for peak- and off peak-hours, the device's control will automatically adjust the power consumption. To facilitate this function, the switch board has to transmit respective data to the device (by 230 V being applied or not).

If replacing a water heater connected directly to the peak/off-peak hours contact, the old supply can be used for this purpose once it has been modified for continuous supply. In certain cases, when providing for a second supply line is difficult, the peak/off-peak hours contact can be replaced with the device's integrated timer.



Do not route the water heater/outside unit electrical connection into the electrical cabinets or near to mains cables other than the water heater supply cable.

Ensure the insulated sheath on the power cables is not damaged when they are being put into the cable terminals.

Also ensure that the insulation on the conductors up to the connection terminal strip is handled with care.

5.8.1. Filling the water heater

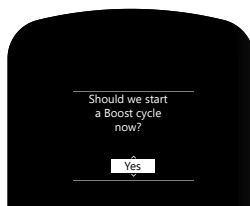
- ❶ Open the hot water valve(s).
- ❷ Open the cold water tap on the pressure relief valve (ensure the pressure relief valve drain valve is closed).
- ❸ Close the hot water valves after draining them. The water heater has been filled with water.
- ❹ Check the sealing of the pipe socket connections, and the operation of the hydraulic components, by repeatedly opening the pressure relief valve drain valve to eliminate any residues from the discharge valve.

6. Commissioning



- ❶ Power on the water heater.
- ❷ When you do so for the first time, the setting instructions will be displayed.
Follow these instructions carefully to apply the settings
 - Language selection
 - Date and time setting
 - External control
 - Heating times
 - Electric backup
 - Setpoint management
 - Refrigerant connection

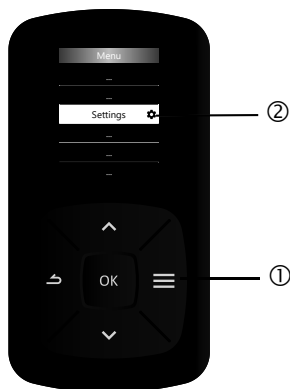
In order to return to the settings later, please refer to the “Installation parameters” section.
For initial heating, activate the BOOST function (irrespective of the set operating period).



6.1. Installation settings

(Unless these have been made during commissioning)

To access the various installation settings again:



6.1.1. External control

The water heater can be connected to a Peak Hours signal, a photovoltaic own consumption signal or a Smart Grid signal.

- Peak Hours signal:

In this mode, the electric backup or heat pump and electric backup can only operate when the signal is present.

- Connecting to a photovoltaic station:

When connecting to a photovoltaic system, it is possible to store the surplus energy produced by the photovoltaic system, almost free of charge, in the form of hot water in the water heater. Once the photovoltaic installation has sufficient energy, the installation's inverter automatically sends a signal to the water heater, which activates forced operation of the heat pump. If the signal from the inverter is interrupted, the water heater automatically returns to the previously selected operating mode after 10 minutes.

In photovoltaic mode, the operating ranges are fixed. It is possible to select Smart Grid mode to allow the operating ranges to be modified.

Without a photovoltaic signal, the system is authorised to operate using one of the following 2 settings:

- day only, from 10 am to 5 pm
- day and night, if necessary

- **Smart Grid signal:**

The Smart Grid is an intelligent electrical network that can be used to optimise the distribution and consumption of electricity in real time.

Without a Smart Grid signal, the system is authorised to operate using one of the following 2 settings:

- as required
- during programmed time slots only

With the Smart Grid signal, the system is authorised to start and will operate up to its setpoint.

Configuration set on the control panel	Range used	Between terminals 11 and 12	Range status	Heating possible	Setpoint
Off-peak hours	Time slot activated based on Off-peak hours time slots	ON	Off-peak hour	yes	Normal
		OFF	Peak hour	no	
PV	Preprogrammed time slots	ON	Within the programmed time slot	yes	Max.
			Outside the programmed time slot	yes	
		OFF	Within the programmed time slot	yes	Normal
			Outside the programmed time slot	no	
Smart Grid	Time slots programmed by the user	ON	Within the programmed time slot	yes	Max.
			Outside the programmed time slot	yes	
		OFF	Within the programmed time slot	yes	Normal
			Outside the programmed time slot	no	

6.1.2. Heating times

This setting defines the permissible time slots for starting the heat pump and the electric back-up in accordance with the hot water requirements. It can be configured if there is no connection to the off-peak hours signal, or to the photovoltaic own consumption signal.

The configuration is a 24/7 setting. A day contains a maximum of 3 time slots, each no shorter than 15 minutes.

6.1.3. Electric backup

This menu allows the user to authorise the use of the electric backup:

- as little as possible: active if the heat pump is outside the operating range or has an error.
- to secure the quantity of hot water: if the setpoint is not reached, the electric backup starts up.

6.1.4. Setpoint management

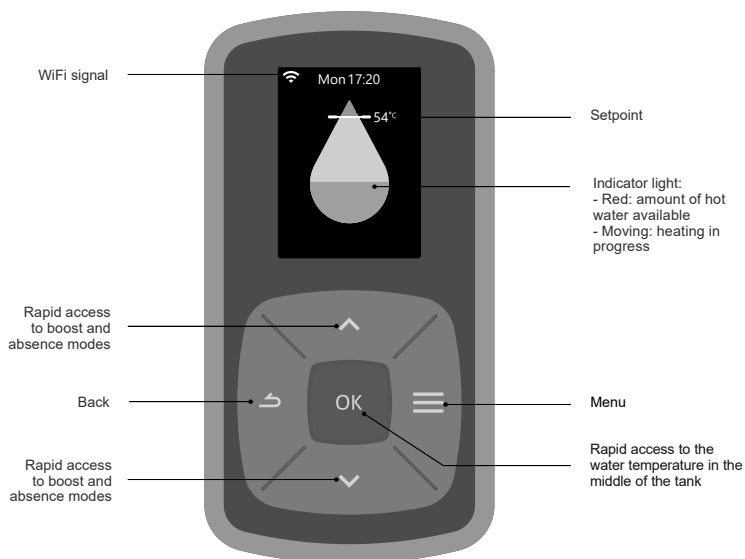
Two operating modes are available:

- ECO+: the water heater automatically adjusts the temperature setpoint depending on the users water use to save energy while guaranteeing comfort.
- MANUAL: setpoint manual setting (from 50 °C to 55 °C)

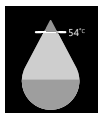
6.1.5. Refrigerant connection

The refrigerant connection should be activated if the outside unit has been connected to the water heater.

7. Control panel



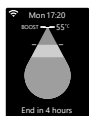
8. Displays



Amount of hot water



Absence recorded
Currently absent



Boost in progress



Anti-Legionella cycle.

9. Menu



9.1. Consumption

This menu displays:

- the energy consumption in kWh for hot water production, for the current month, the previous month, the current year and the previous year since commissioning;
- the percentage of heat pump operation.

Note that if the time and date are not set the energy consumption will not be recorded.

9.2. Absence

This menu can be used to programme an absence:

- permanent from the date
- scheduled (set the absence start and end dates). The night before you return, an anti-Legionella cycle will be started (only for absences of more than 2 days).

During this absence period, the water temperature will be kept above 15°C.

This function can be interrupted at any time.

9.3. Boost

This function:

- is used to occasionally increase the production of hot water (1 heating cycle);
- can be configured over several days (up to 7).

The heat pump and electric backup are switched on simultaneously. Boost mode take priority over the other modes. When the set period expires, the water heater will return to its normal mode.

9.4. Setpoint management

This function is used to select ECO+ mode or manual mode (see section "9. Operating modes", page 97)

This mode can also be used to manually change the setpoint.

9.5. Parameters

9.5.1. Language



This menu is used to select the display language

9.5.2. Date/Time

This menu is used to correct the time: if the power is cut for more than 5 minutes, it may be necessary to adjust the date and time.

9.5.3. Heating times

This menu is used to set the system start time:

- as required: the system can start at any time
- during programmed time slots only: during programmed time slots over 7 days

9.5.4. Electric backup

This menu is used to set the electric backup start time:

- as little as possible: the water is heated by the heat pump only, except under extreme air temperature conditions or in case of error.
- to secure the quantity of hot water: the electric backup may start when the heat pump is not heating quickly enough.

9.5.5. Connectivity

This unit can be connected and controlled remotely using the Cozytouch app via WiFi.

To connect your unit to the internet, download the app from the App Store and follow the instructions.

During the process, you will need to scan the QR code on the unit.

9.5.6. Manual

The QR code displayed on the screen can be used to access the online manual.

9.5.7. Expert access

This menu provides access to the advanced information, settings and test functions. See section "10. Accessing the Expert menu and Emergency mode", page 37.

10. Operating modes

Two operating modes are available via the "Setpoint management" menu:



10.1. ECO+ mode

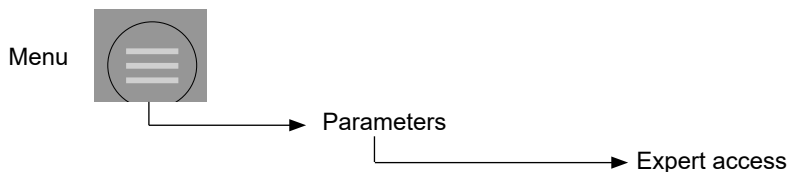
The water heater automatically adjusts the temperature setpoint depending on the users water use to save energy while guaranteeing comfort.

10.2. Manual mode

The user can set the water heating temperature to between 50 °C and 55 °C.

11. Accessing the Expert menu and Emergency mode

To access the Expert menu:



11.1. Electric backup

See section "6.1.3. Electric backup", page 93.

11.2. Anti-Legionella function

This menu is used to set the cycle frequency and setpoint (62 °C or 65 °C or 70 °C). If the anti-Legionella function mode has been activated, the product will heat up to a raised setpoint during an active period.

11.3. External control

See section "6.1.1. External control", page 91.

11.4. Diagnostics and checking operation

This menu is used to access the alarm log, the system data (hot water temperature, heat pump, heat pump status, etc.) and the test mode. The test mode is used to check that the water heater is operating correctly.

- Heat pump heating mode: outside unit starts up with water heating
- Heat pump cooling mode: outside unit starts in cooling mode to perform pump down
- Electric backup: Commissioning of the electric backup

In the H.P heating mode test mode, the heat pump starts 3 minutes after powering on only if the following conditions are met:

- water temperature at the top of the tank less than 60 °C;
- air temperature between -10 °C and 37 °C;
- no limitation on the heat pump (high pressure, current, etc.)

Otherwise, start the heat pump (cooling mode) to check that it is operating correctly.

If the date and time are not set (following a power cut for example) the alarms will not be recorded in the alarm log.

11.5. Emergency mode

This mode is activated in case of malfunction or if the outside unit is not present. This mode only uses the electric backup up to a setpoint of 65 °C for the 270 l and 55 °C for the 150 l and 200 l.

In this mode, only 50% of the hot water amount can be guaranteed for the 270 l model.

11.6. Software

This menu is used:

- to display the software versions for the control panel, the control system and the WiFi;
- to update the different software versions using the dedicated app.

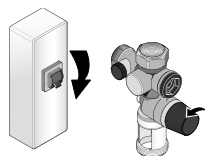
11.7. Reset

This menu is used to return to the default settings and the starting tunnel.

12. Servicing the water heater

The water heater must be drained when the absence mode cannot be used, or when the unit is powered off. Proceed as follows:

- ❶ Turn off the power supply.
- ❷ Close the cold water inlet on the pressure relief valve.
- ❸ Open a hot water tap.
- ❹ Open the pressure relief valve drain valve.

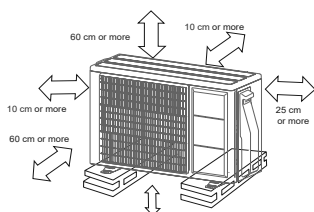


In order to maintain the performance of your water heater, it is recommended to perform regular servicing.

12.1. User servicing

Check	Frequency	Servicing dates
<u>Safety unit:</u> Operate the pressure relief valve. Check the water flow. 	1 or 2 times a month	
<u>General condition:</u> Check the general condition of your appliance (<i>no error code, no leaks at the level of the water connections...</i>).	Monthly	

Maintenance around the outside unit to ensure sufficient air circulation.



12.2. Professional servicing



The water heater and the outside unit must be powered off before opening. Turn the unit off and wait 10 minutes before opening the outside unit's top cover. This ensures the capacitors are discharged.



The water heater must be drained and the gasket replaced if the immersion heater is replaced or the water heater opened.

12.2.1. Access to the water heater's components



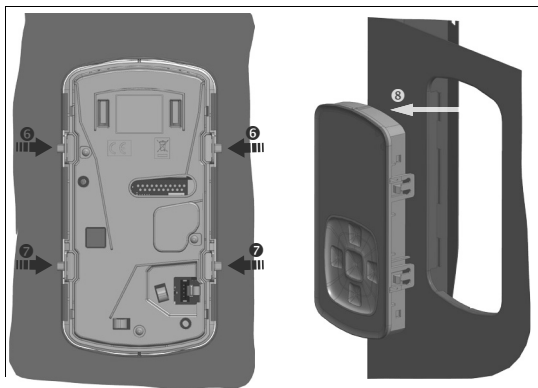
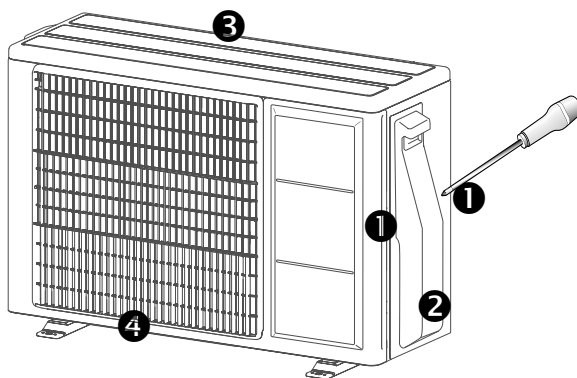
- ① Removing the upper column:
 - Rotate the top button a quarter turn
 - Slide the column upwards
- ② Removing the lower column:
 - Rotate the bottom button a quarter turn
 - Slide the column downwards by approximately 30 mm
 - Pull the column towards you

To remove the control unit

⑥ Hold the front cover and remove the upper part of the control by pressing both clips on the back

⑦ Now press both of the lower clips

⑧ Remove the control

**12.2.2. Accessing the outside unit components**

① Locking screw (2)

② Valves and terminal block access hatch

③ Top cover

④ Front cover

12.2.3. Operations to be performed by the installer

Once a year:

- Clean the exterior of the outside unit:
 - Clean any dust from the heat exchanger, taking care not to damage the fins. If necessary, use a soft brush and low pressure sprayer (filled with water or a product suitable for the heat exchanger);
 - Clean the drain and the condensate pan on the outside unit.
- Check the alarm log
- Check the hydraulic sealing: check that there are no signs of leaks.
- :
 - Cold water/hot water union
 - Electric heating element hatch seal
- Check the tightness of the electrical connections
- Read the minimum and maximum values for the hot water sensor then reset the values
- Read the minimum and maximum tank top sensor values then reset the values
- Read the minimum and maximum air sensor values then reset the values
- Read the minimum and maximum condenser sensor values then reset the values
- Check the heat exchange value. Based on the air temperature difference: Air inlet T° - air outlet $T^{\circ} \geq 3^{\circ} \text{ C}$ (if outside the reference value or recommendation, contact a refrigeration engineer).

Every 2 years, depending on the water quality:

- Water heater descaling:
 - Hard water TH $> 25^{\circ} \text{ f}$ every 2 years
 - Neutral water from 15° f to 25° f every 3 years.
(Define frequency based on the amount of limescale found during the first inspection)

Works to be performed by the refrigeration engineer**Once a year:**

- Cooling mode check (cycle inversion) (see "Installer" menu). Start cooling mode in test mode and presence of cooling in the refrigerant lines OR air outlet T° - air inlet $T^{\circ} \geq 3^{\circ} \text{ C}$.
- Check fan operation: no abnormal noise or friction.
- Check the heat exchange value. Based on the air temperature difference (air inlet T° - air outlet $T^{\circ} \geq 3^{\circ} \text{ C}$). If value is not OK, check the following:
 - Check there are no traces of oil at the coolant connections.
 - Check with the electric leak detector (sensitivity of up to 5 g / year).
 - Check the refrigerant fluid charge.

If a leak check or charge inspection is required:

- Leak check performed using an electronic leak detector (sensitivity of up to 5 g/year)
- Charge recovery (amount recovered)
- R32 charge top-up (amount added or topped up following recovery).

13. Troubleshooting

In case of any malfunction, absence of heating or release of steam when drawing off, turn off the power supply and notify your installer.

13.1. Error code indications



Repair work should only be performed by a professional.

Interrupt the alarm signal by pressing OK. Once the fault has been resolved, the error message reappears for final clearance.

Code shown	Cause	Consequences	Diagnostics and troubleshooting
Err W.3	Middle tank sensor (<i>water T°</i>) defective or outside the measuring range (<i>temperature <0° C or > 85° C</i>).	Cannot read water temperature: No heating.	Check the connections and correct positioning of the sensor. Check the sensor's ohmic value. If nothing to report, replace the sensor.
Err W.7	No water in the tank, or the ACI connection open.	No heating.	Fill the tank with water. Check the ACI circuit (<i>connection AC, wiring and water conductivity</i>).
Err W.10	No communication between the control panel and the power board	Heating by the electric backup in degraded mode up to 55 °C	Check the connections and connection cables between the control panel and the power board.
Err W.11	No off-peak signal detection.	The water heater operates without taking account of off-peak periods.	Check the wiring the transmission of the off-peak time signal. Change the activation settings.
Err H.15	Date/Time not set	The water heater operates without taking account of the programmed time slots.	Enter the date and time.
Err W.17	Top tank sensor defective (<i>temperature < 0 °C or > 110 °C</i>)	Heating to the programmed setpoint. Only the displayed amount of hot water is inconsistent.	Check the connections and correct positioning of the sensor. Check the sensor's ohmic value. If nothing to report, replace the sensor.

Code shown	Cause	Consequences	Diagnostics and troubleshooting
Err W.19	Discontinued power supply	-	Discontinued power supply
Err P.20	Condenser sensor defective (<i>temperature</i> $< 0^{\circ}\text{C}$ or $> 100^{\circ}\text{C}$)	H.P. stops. Heating via electric backup.	Check the connections and correct positioning of the sensor. Check the sensor's ohmic value. If nothing to report, replace the sensor.
Err P.21	Outdoor air sensor defective (<i>measuring</i> $< -20^{\circ}\text{C}$ or $> 70^{\circ}\text{C}$).	Heat pump stops. Heating via electric backup.	Check the connections and correct positioning of the sensor. Check the sensor's ohmic value. If nothing to report, replace the sensor.
Err P.23	Outside unit evaporator sensor defective.	Heat pump stops. Heating via electric backup.	Check the connections and correct positioning of the sensor. Check the sensor's ohmic value. If nothing to report, replace the sensor.
Err P.25	High pressure fault	Heat pump stops. Heating via electric backup.	Check the connection of the pressure switch, and its wiring harness. Check the pressure in the refrigeration circuit (refrigeration engineer), and make sure that the circuit is not blocked and there are no non-condensable gases.
Err P.27	Discharge sensor defective	Heat pump stops. Heating via electric backup.	Check the connections and correct positioning of the sensor. Check the sensor's ohmic value. If nothing to report, replace the sensor.
Err P.29	Return flow temperature fault	Heat pump stops. Heating via electric backup.	Check the charge. Check that the outside unit is operating correctly and that the service valves are open. Check the sensor's ohmic value, check the charge (by weighing), replace with fresh gas (risk of non-condensable gases). If the error persists, there may be a compressor fault.

Code shown	Cause	Consequences	Diagnostics and troubleshooting
Err P.30.1	No heat exchange or Heat pump operates continuously without reaching the setpoint temperature.	Heat pump stops. Heating via electric backup.	Over-consumption or return loop or loss of water in the hot water system. Low refrigerant charge: check by charge recovery and weighing. Non-condensable gases: replace with fresh gas. Circuit plugged (connections pinched): Must not be evacuated in cooling mode. Test that defrosting is working correctly.
Err P.50.1	Communication error between the power board and interface board.	Heat pump stops. Heating via electric backup.	Check power supply for the outside unit and interface board. Check connecting cable 1 and 2. Check communication cable between both boards.
Err P.50.3	Communication error between the outside unit and interface board.	Heat pump stops. Heating via electric backup.	Check power supply for the outside unit. Check connecting cable 3.
P.51.1	Compressor temperature sensor fault	Heat pump stops. Heating via electric backup.	Check the compressor probe
Err P.51.4	Current sensor fault.	Heat pump stops. Heating via electric backup.	Check the outside unit board.
Err P.52.3	Compressor overcurrent	Heat pump stops. Heating via electric backup.	Check the compressor. Check the resistance in the compressor windings. Check that the outside unit operates correctly
Err P.52.4	Compressor synchronisation	Heat pump stops. Heating via electric backup.	Check compressor wiring. Ensure compressor starts.
Err P.52.7	General fault with the outside unit.	Heat pump stops. Heating via electric backup.	Software incompatible after the replacement of the interface board or outside unit board.

Code shown	Cause	Consequences	Diagnostics and troubleshooting
Err P.52.8	PFC fault	Heat pump stops. Heating via electric backup.	Replace the outside unit board. The error may be caused by voltage surges due to storms. The error is reset if there is a power outage.
Err P.53.1	Fan fault	Heat pump stops. Heating via electric backup.	Ensure fan can freely move. Check fan motor and wiring.
Err P.56	The outdoor unit is not the correct version	Heat pump stops. Heating via electric backup.	Check the compressor probe

13.2. Other malfunctions without error codes being displayed

Malfunction observed	Possible cause	Diagnostics and troubleshooting
No heating No hot water.	- Water heater is not supplied with power: fuses, cables, etc. - Heating element or its cables do not work	- Ensure the water heater's cables are live. - Check whether the water heater is powered on.
Amount of hot water Insufficient.	- Water heater is under-dimensioned. - Operate in manual mode. - Loss of water in the hot water network. - Return loop	Switch the product to programming mode with two time slots per day.

Malfunction observed	Possible cause	Diagnostics and troubleshooting
Water insufficiently warm	- The main supply to the water heater is not continuous. - Malfunction of the heating component or wiring partially defective. - Cold water flows back into the hot water circuit. - Domestic loop on the system.	- Ensure the unit has a continuous power supply. - Check the electric heater resistance and wiring. - Turn off the cold water supply by using the safety device's shutoff valve. Then open the hot water faucet. Let 10 minutes pass. If the water is running, identify the defective fittings and/or check the safety device for being positioned correctly. - Remove the loop.
Low flow to the hot water tap.	- The pressure relief valve filter is clogged. - Water heater scaled up	- Clean filter. - Descale water heater.
Continuous water leaking from the safety unit outside heating periods.	- Damaged or dirty pressure relief valve. - Pressure of the main water supply is too high.	- Replace the pressure relief valve. - Check if the pressure at the water meter outlet does not exceed 0.5 MPa (5 bar), otherwise install a pressure reducing device set at 0.3 MPa (3 bar) at the beginning of the general water system.
Electric backup not working.	- Mechanical thermostat is switched off. - Electric backup is defective.	- Reset the thermostat safety device on the resistor. - Replace the heating element.

Malfunction observed	Possible cause	Diagnostics and troubleshooting
Condensate overflow (<i>stagnant water in the outside unit's lower housing</i>)	Condensate drainage obstructed.	Clean.
Odour	- No siphon on the pressure relief valve - No water in the pressure relief valve	- Install a siphon. - Fill the siphon.
Steam release when drawing off.	Electric backup is continuously switched on.	Turn off the power supply and notify the heating engineer.
Heat pump operates outside the off-peak hours.	No off-peak signal detection.	- Check the wiring and transmission of the off-peak signal. - Modify the setting for the Off-Peak hours signal.
The heat pump runs in short bursts, and the electric backup operates almost continuously.	- Air temperature outside the tolerance range - Outside unit sensor malfunction - Evaporator extremely contaminated - Presence of non-condensable gases	- Wait until temperature is back within the tolerance range - Inform the installer. - Clean the evaporator. - Empty and refill the circuit.
Control panel failure or display problem.	- No power supply. - Control panel fault - Power board fault.	- Check the power supply. - Replace the control panel.
The heat pump does not start	Outside starting conditions - tank top too hot; - operating conditions outside of time slots; - anti-short cycle	Normal operation. Try in cooling mode (fewer conditions).

Malfunction observed	Possible cause	Diagnostics and troubleshooting
No display	• No power supply • there is a control panel fault, the water is heated by the electric backup in degraded mode up to 50 °C	• Check the electrical panel • Check the connections between the power board and the control panel
Other functions: Contact the customer service		

After any servicing or troubleshooting, check the operation of the water heater.

14. Ohmic values of the sensors according to the temperature

Outside unit discharge sensor / condenser sensor

° C	K ohm
0	169
5	130
10	101
15	79
20	63
25	50
30	40
35	32

° C	K ohm
40	26
45	22
50	18
55	15
60	12
65	10
70	8.7
75	7.4

° C	K ohm
80	6.3
85	5.4
90	4.6
95	4
100	3.4
105	3
110	2.6
115	2.3
120	2

Outside unit evaporator sensor

° C	K ohm
-30	96
-25	69
-20	50
-15	37
-10	28
-5	21
0	16
5	12

° C	K ohm
10	9.6
15	7.6
20	6
25	4.8
30	3.8
35	3.1
40	2.5
45	2.1

° C	K ohm
50	1.7
55	1.4
60	1.2
65	1
70	0.8
75	0.7
80	0.6

Outside unit air sensor / middle tank sensor / tank top sensor

° C	K ohm
-10	62
-5	47
0	35
5	27
10	21
15	16

° C	K ohm
20	13
25	10
30	8
35	6.4
40	5.2
45	4.2

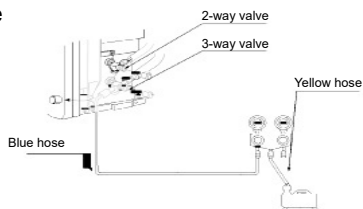
° C	K ohm
50	3.5
55	2.8
60	2.4
65	2
70	1.6
75	1.4
80	1.2

15. Fluid recovery (pump down)

During fluid recovery, make sure that the compressor is powered off before removing the refrigerant lines. Do not remove the refrigerant line if the compressor is operating with an open 2- or 3-way valve. This can result in abnormal pressure in the refrigeration cycle which can cause damage to the unit or injury.

The outside unit has been designed for a refrigerant volume for a refrigerant pipe of up to 20 m.

- ❶ Switch off the heat pump and prepare the manifold and the hoses by pumping with a vacuum pump.
- ❷ Set the unit to cooling test mode (see section **“11.4. Diagnostics and checking operation”**, page 98). Connect the blue hose to the 3-way valve. The charge manometer should then indicate low pressure.
- ❸ Close the 2-way valve. The pressure read on the pressure gauge begins to drop.
- ❹ If the pressure drops below 0.1 MPa (1 bar) on the manifold, the pump down process is complete. Close the 3-way valve.
- ❺ Remove the blue hose.



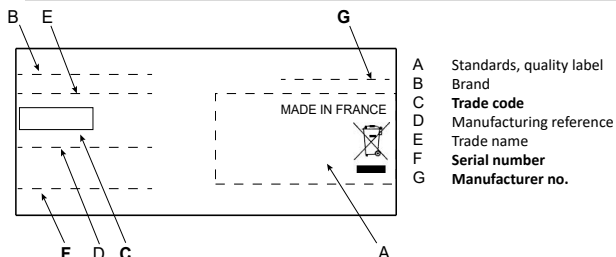
16. After-Sales service

When ordering from a brand distributor, specify the exact type of water heater and its serial number indicated on the type plate.

The address of the After-Sales service is also given on the back cover.

Use only original spare parts from the manufacturer.

Any work on electrical parts must be carried out by a specialist.



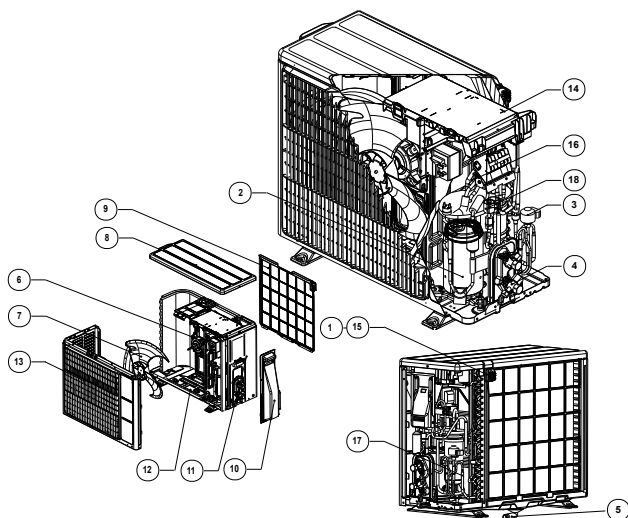
Water heater: Plate next to the cover.

Outside unit: Plate next to the terminal strip's service access.

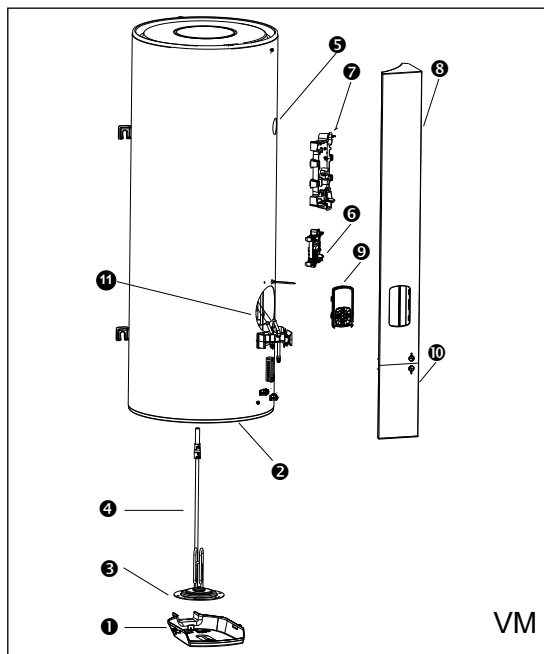
The unit must be powered off before the cover is opened (to open the cover, see: "12.2.1. Access to the water heater's components", page 101).

Spare parts can be ordered by the professional directly on the Services platform accessible on the brand's website.

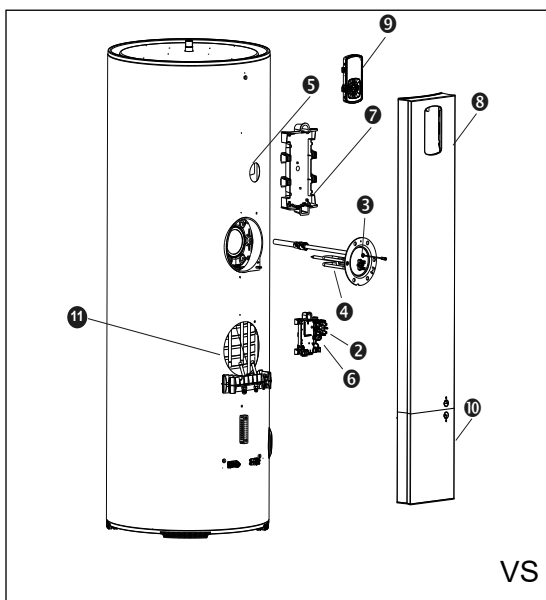
16.1. Outside unit



1	Air sensor bracket
2	Compressor
3	Pressure reducer sub-unit
4	3-way valve
5	Condensate drain elbow
6	Fan motor
7	Fan propeller
8	Cover
9	Safety guard
10	Service access terminal strip
11	Angle steel right
12	Floor
13	Front cover fan
14	Power board
15	Air sensor
16	Discharge sensor
17	Evaporator sensor
18	Pressure sensor



VM



VS

1	Cover
2	Thermal fuse protection
3	middle tank sensor
4	Heater body
5	Tank top sensor
6	Control board
7	Outside unit interface board
8	Front cover
9	Control panel
10	Lower plug

17. Specifications

Water heater		270 litres	200 litres	150 litres
Dimensions	mm	H 1586 x L 617 x D 651	H 1487 x L 567 x D 586	H 1177 x L 567 x D 586
Empty weight	kg	73	63	53
Tank capacity	l	270	200	150
Hot / cold water connection	"	3/4	3/4	3/4
Refrigerant line connection	"	3/8 & 1/4, Flare type	3/8 & 1/4, Flare type	3/8 & 1/4, Flare type
Anti-corrosive protection		Hybrid ACI	Hybrid ACI	Hybrid ACI
Minimum water conductivity	μS/cm	40	40	40
Predefined water pressure	MPa / bar	0.6 / 6	0.6 / 6	0.6 / 6
Outside unit				
Dimensions	mm	H 535 x L 735 x D 330		
Refrigerant line connection	"	3/8 & 1/4, Flare type		
Mass	kg	24		
Outside unit sound power **	dB(A)	50		
Assembled system				
Electrical connection (voltage/frequency)		230 V single-phase 50 Hz		
Maximum total power of the unit	W	3250		
Heat pump power	W	1450		
Electric backup power	W	1800		
Minimum length of the refrigerant line	m	5		
Maximum length of the refrigerant line without additional charge	m	15		
Maximum length of the refrigerant line with additional charge	m	20		
Maximum increase between highest and lowest point in the refrigeration circuit	m	15		

Water heater		270 litres	200 litres	150 litres
Water setpoint temperature setting range	°C	50 - 55	50 - 55	50 - 55
Heat pump operating temperature range	°C	-15 - 37	-15 - 37	-15 - 37
Initial refrigerant charge	kg	0.700	0.700	0.700
CO2 equivalent	tCO2eq	0.47	0.47	0.47
Refrigerant charge to volume of water	kg/l	0.0026	0.0035	0.0047
GWP of the gas used	-	675	675	675
Certified output at 7° C ambient temperature (CDC LCIE 103-15/D)				
Coefficient of performance (COP)*	-	3.37	3.07	3.09
Power consumption at stabilised speed (Pes)*	W	24	18	17
Heating time (tr)*	h.mins	03.46	02.59	02.22
Reference temperature (Tref)*	°C	53.6	52.9	54.1
Drawing off profile	-	XL	I	I
Max. amount of mixed water at 40° C (V40)*	l	339.6	268.9	202.2
V40td (8 h HC)	l	416.6	303.3	234.7
Energy efficiency (nwh)*	%	138	126	127

* Performance measured in ex-factory ECO manual mode at 10°C to 55°C for the 150 L and 10°C to 54°C for the 200 L and the 270 L at atmospheric pressure in accordance with the NF Electric Output functional specifications of LCIE No. 103-15/D for standalone thermodynamic water heaters (based on standard EN 16147).

**Tested in an echo chamber in accordance with the protocol defined by standard EN12102-2.

18. Declaration of conformity

This device complies with the below directives:

- 2014/35/EU Low Voltage Directive
- 2014/53/EU on RED (Radio Equipment Directive)
- 2014/30/ EU Electromagnetic Compatibility Directive (EMC)
- 2011/65/UE, 2015/863/UE, 2017/2102/UE on the restriction of hazardous substances (RoHS)
- 2013/814/ EU, amending the Eco-Design Directive 2009/125/EC

We declare that the tests concerning the low voltage directive are carried out according to the standards below:

Household and similar electrical appliances - Safety:	EN 60335-1: 2012 + A11: 2014 + A12: 2017 + A13: 2017 + A1: 2019 + A2: 2019 + A14: 2019 + A15: 2021 EN 60335-2-21: 2021 + A1: 2021 EN 60335-2-40: 2003 + A1: 2006 + A2: 2009 + A11: 2004 + A12: 2005 + A13: 2012 EN 62233: 2008
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We hereby declare that the below-specified device meets the requirements stipulated by the RED (2014/53/EU):

Designation:	HM009 SF HWNM01 DHW
Type:	2.4GHZ WIFI RADIO TRANSMITTER - RECEIVER

The complete EU Declaration of Conformity for this equipment is available on request from our customer service department (see address and telephone number at the end of this manual or on the website: <https://www.atlantic.fr/Declaration-conformite-UE-RED> - <https://www.thermor.fr/la-doc/chauffe-eau>).

We declare that the relevant radio testing has been conducted in accordance with the below-specified standards:

Electromagnetic compatibility:	EN 301489-17: 2020
Efficient utilization of the frequency range:	EN 300328: 2020

Year of CE labelling:	2023
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19. Warranty

19.1. Scope of the warranty

This warranty excludes malfunctions due to:

Abnormal environmental conditions:

- Various damage caused by impacts or falls during handling after leaving the factory.
- Appliance installed in a location subject to frost or bad weather (humid, harsh or poorly ventilated environments).
- Using water with hardness criteria as defined in DTU Plumbing 60-1 addendum 4 hot water (chlorides, sulphates, calcium, resistivity and TAC).
- Water with a Th <8° f.
- Water pressure above 0.5 MPa (5 bar).
- Power supply with significant voltage surges (*network, lightning, etc.*).
- Damages resulting from problems that could not be detected due to the choice of the installation location (*hard to access*), and which could have been avoided by immediate repair of the unit.

An installation that is not in compliance with regulations, standards and best practices, including:

- Safety unit removed or not functioning (*pressure reducer, check valve or other valve, etc. placed between the water heater and safety unit*).
- No safety unit or incorrect installation of a new safety unit in compliance with standard NF EN 1487 standard, change of its calibration...
- No sleeves (*cast iron, steel or insulating*) on hot water connection pipes which could lead to corrosion.
- Faulty electrical connection: not in compliance with NFC 15-100, incorrect earthing, insufficient cable length, connection with flexible cables without metal ends, failure to comply with the wiring diagrams as recommended by the Manufacturer.
- Turning on the power to the unit before filling it (dry heating).
- Positioning the unit and/or the outside unit contrary to the instructions in the manual.
- External corrosion due to poor sealing on the piping.
- Installing the unit in a hot water recirculation system.
- Incorrect settings.
- Cooling lines not compliant with our recommendations (section, length, or drop).

Improper maintenance:

- Abnormal scaling of heating elements or safety units.
- Failure to service the safety unit, resulting in overpressure.
- Failure to clean the evaporator and condensate drain.
- Alteration of the original equipment without contacting the manufacturer, or using spare parts not referenced by the manufacturer.

• Warranty conditions

The water heater shall be installed by a qualified person in compliance with good engineering practices, applicable standards and the recommendations of our technical services.

It shall be used in normal conditions and undergo regular servicing by trained and qualified personnel only.

Under these conditions, our warranty shall apply by exchanging or providing free of charge to our Distributor or Installer the parts recognised as defective by our services, or if applicable, the unit, excluding labour and transportation costs, as well as any compensation and warranty extension.

Our warranty shall be effective from the date of installation (*based on the installation invoice*); in the absence of this documentation, the date taken into account shall be six months from the date of manufacture indicated on the water heater's type plate.

The warranty for the replacement part or water heater (*under warranty*) shall end at the same time as the warranty for the part or the water heater that was replaced.

NOTE: Any costs or damages due to faulty installation (*for example, frost, safety unit not connected to wastewater drainage, no drain pan*) or access difficulties shall under no circumstances be attributable to the manufacturer.

The terms of these conditions of warranty do not prevent the buyer from benefiting from the advantages of the legal warranty for hidden faults and defects which apply in any case pursuant to articles 1641 et seq. of the French Civil Code.

The failure of a component under no circumstances justifies replacement of the unit. In this case, replace the defective part.

Spare parts essential for the use of our products are supplied for 10 years from their date of manufacture.

An appliance with suspected damage must remain in situ for expert assessment. The owner must inform their insurer.

➤ END OF LIFE:

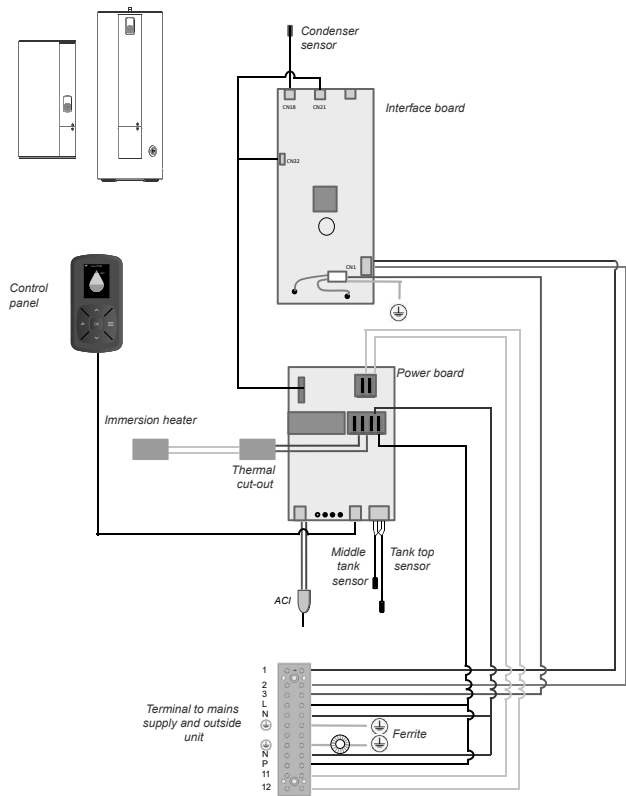
Before dismantling, turn off the power to the unit and drain it.

The combustion of some components may release toxic gases, do not incinerate the unit.

At the end of life, the unit must be taken to an electrical and electronic equipment recycling centre equipped for fluid recycling. For more information on existing waste collection centres, contact the local collection service.

The refrigerant in the unit must under no circumstances be released into the atmosphere. Any degassing operation is strictly prohibited.

20. maintenance diagram



ALL BOARDS AND SENSORS HAVE A VOLTAGE OF 230 V

