The user keep this manual

WARNINGS

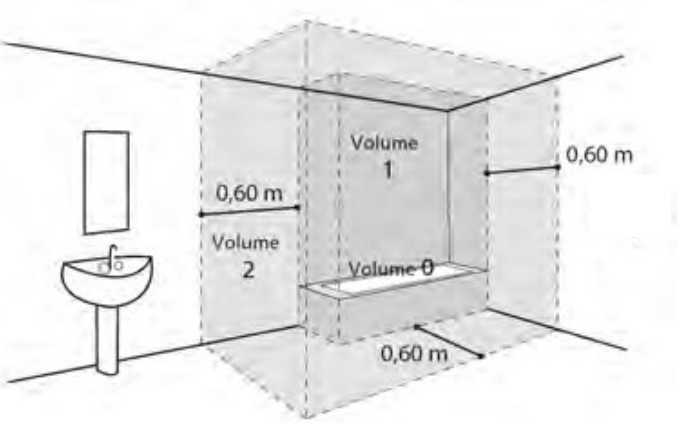
This appliance is not designed for use by people (including children) of reduced physical, sensory or mental capacity, or those inexperienced or not understanding this manual unless they have received prior instruction or supervision from someone responsible for their safety, about the use of the appliance.
Children must be supervised to ensure they do not play with the appliance.
This appliance may be used by children of 8 years or over, and by people of reduced physical, sensory or mental capacity, or those inexperienced or ignorant if they are properly supervised or if they have been given instructions about the safe use of the appliance, and made aware of the associated risks. Children must not play with the appliance. Children must not clean or maintain the appliance without supervision.

INSTALLATION

WARNING: Product heavy, handle with care:

1. Install the appliance in a frost-free room. The warranty does not cover destruction of the appliance through excess pressure caused by a blockage in the safety valve.
2. Ensure that the wall on which it is mounted can support the weight of the appliance filled with water.
3. If the appliance has to be installed in a room or location with an ambient temperature always above 35°C, this room must be ventilated.
4. Place the appliance in an accessible place.
5. To allow the possible exchange of the heating element, leave a clearance of 450 mm below the ends of the tubes of the water heater.

5. Refer to the installation diagrams. The size of space needed for the appliance to be correctly installed is specified in the chapter installation.



7. This product is intended for use at a maximum altitude of 2000m. Do not block, cover or block the air inlets and outlets of the product.
   It is imperative to install a retention tank under the water heater when it is positioned in a false ceiling, attic or above inhabited premises. A drain connected to the sewer is required.

WATER CONNECTION

A new safety unit must be installed at the intake to the water heater, in a frost-free environment, with dimensions of 3/4" and with pressure of 7 bar - 0.7 MPa, compliant with local regulations in force.
A pressure reducer (not supplied) is needed when pressure is more than 5 bar (0.5 MPa) and it will be placed on the main supply.
Connect the safety unit to a drain pipe kept in the open air, in a frost-free environment, with a permanent downward gradient, to remove any expansion water from the heating process, or drainage water from the water-heater.
No device (shut-off valve, pressure reducer, etc.) should be placed between the safety group and the cold water supply line of the water heater.

Do not connect hot water piping directly to the copper piping. It must be equipped with a dielectric connection (supplied with the appliance).

In the event of corrosion of the threads of the hot water sprinkler not equipped with this protection, our guarantee could not be applied.

ELECTRIC CABLING

Before removing the cover, always make sure that the power is turned off, to prevent any risk of injury or electric shock.
There must be an omni-polar power cut-off (circuit-breaker or fuse) fitted upstream of the electrical installation, compliant with local rules in force (30mA differential circuit-breaker). The system must be earthed. A special terminal, marked ⏚, is provided for the purpose.
French law strictly forbids connection of a product fitted with a cable and plug.

MAINTENANCE - REPAIR

Drainage: Cut the power and cold water supplies, open the hot water valves then operate the safety unit's drain valve.
The drainage device has a pressure limiting device that must be operated regularly to remove any scale deposits and check it is not blocked.
If the power cable is damaged, the manufacturer, the after-sales service or similarly qualified people must replace it, for safety's sake.
This manual is also available from the customer service department (contact details shown on appliance).
Maintenance by a qualified person:
a. Remove the scale sludge. Do not scrape or chip at lime scale deposited on the casing because this may damage the lining.
b. Change the magnesium anode every 2 years or when its diameter is less than 10 mm. Changing the shielded heating element or the anode requires the water to be drained and the seal changed.

CONTENTS

OVERVIEW

1. Safety directives

Installation and commissioning work on thermodynamic water-heaters may pose hazards because of high-pressure and live electrical parts.
Thermodynamic water heaters must be installed, brought into service and maintained by trained and qualified personnel only.

2. Transport and storage

The product may be turned through 90° on one side. The side permitted is shown clearly on an information label placed on the product packaging. The product must not be turned on the other sides. We will not be responsible for any fault in the product resulting from transport or handling of the product in a way that does not comply with our recommendations.

3. Content of package

Water heater

1 Manual

1 bag with insulation sleeve with 2 seals to be fitted to the hot water outlet

1 attachment clip for the evacuation tube

1 screw connector for photovoltaic option

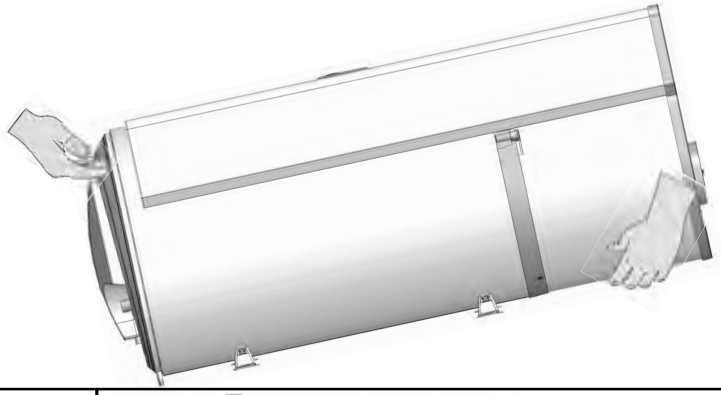
1 tube for condensates (1,5m)

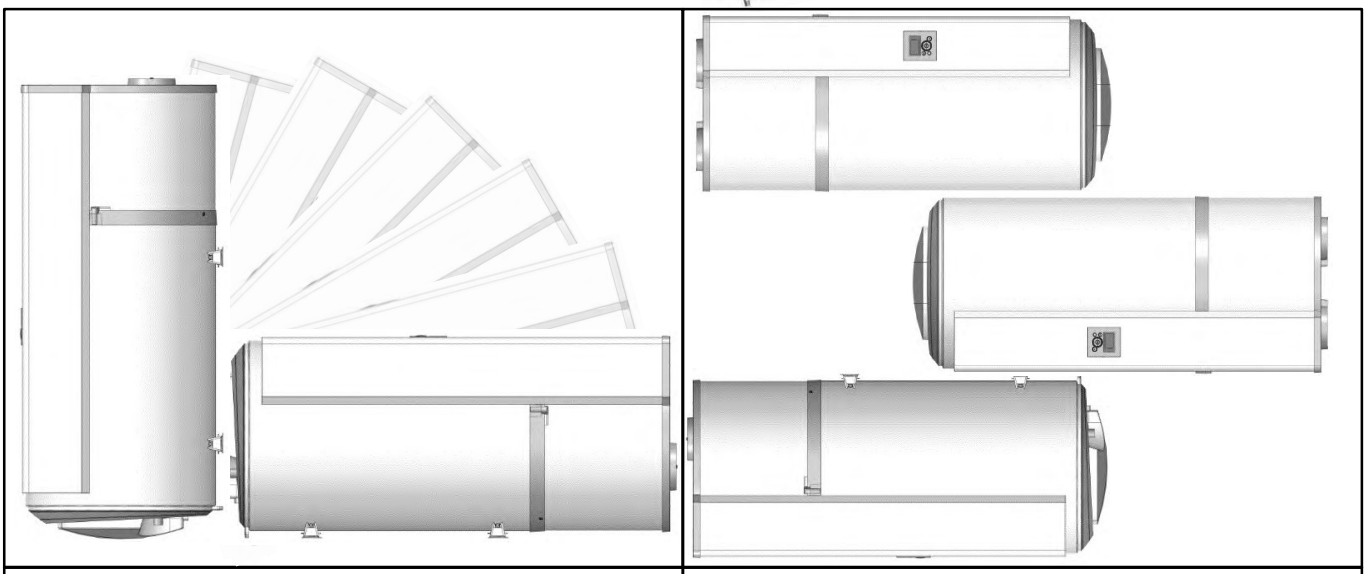
1 safety valve to be installed on cold water pipe (not to be used in France)

4. Transport

The product integrates several handles to facilitate handling to the installation site.

To transport the boiler to the installation site, always use the lower grips and top handles as shown.



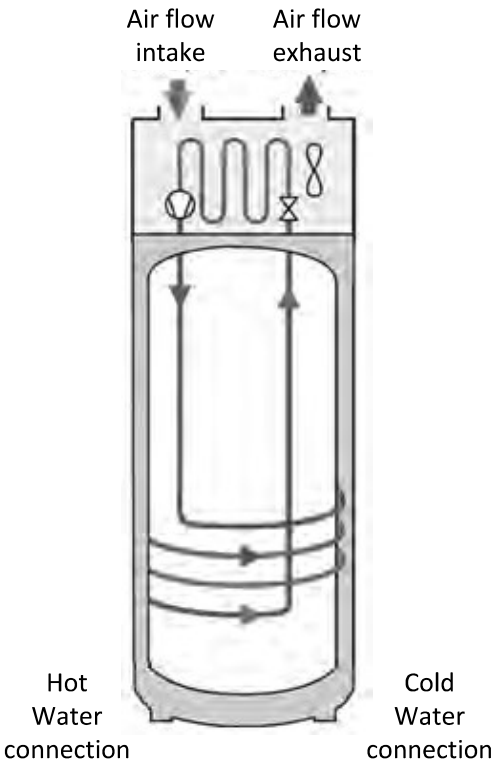


☺ Positions accepted	☹ Positions forbidden

Observe the recommendations and handling on the packaging of the water heater.

5. Working principles

The heat pump water heater uses unheated air to heat domestic hot water.
The coolant in the heat pump sets up a thermodynamic cycle which allows the energy from the unheated ambient air or the outside air to be transferred to the water in the cylinder.
The air is passed through the device by a fan, ventilating the various components including the evaporator.
As it passes through the evaporator, the coolant evaporates and conveys calories to the intake air.
The compressor compresses the coolant causing its temperature to rise.
This heat is transmitted by the condenser to the domestic water stored in the cylinder.
The coolant expands in the thermostatic expansion valve and cools down. It is then once again ready to receive heat in the evaporator.
The colder the air, the harder it is to withdraw calories from it. Similarly, the higher the hot water setting, the harder it is for the heat pump to return the calories withdrawn

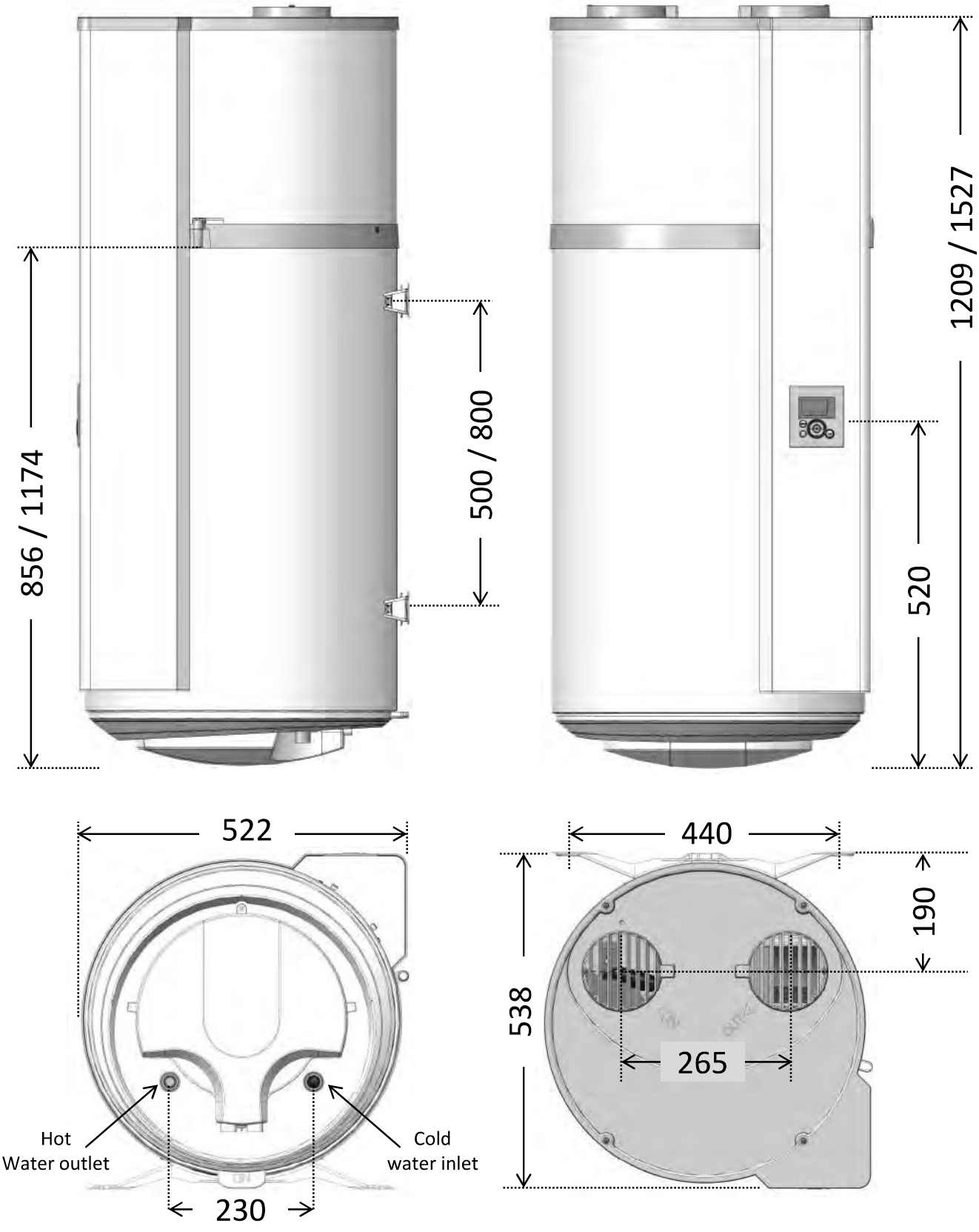


6. Technical data

Model		DHW100W-1	DHW150W-1
Dimensions (Height x Width x Depth)	mm	1209 x 522 x 538	1527 x 522 x 538
Empty weight	kg	57	66
Nominal capacity	L	100	150
Hot and cold water connection		¾ " M	
Anticorrosion system		Magnesium Anod	
Rated water pressure	Mpa (bar)	0,8 (8)	
Electrical connection (voltage/frequency)	-	230V single phase 50 Hz	
Maximal total power absorbed by the device	W	1550	1950
Maximal power absorbed by the heat pump	W	350	
Power absorbed by the auxiliary electrical unit	W	1200	1600
Heat pump water temperature setting range	°C	50 à 62	
Heat pump user temperature setting range (air temperature)	°C	-5 à +43	
Duct diameter	mm	125	
Air flow (without duct)	m^3/h	160	
Load losses acceptable on ventilation circuit, without affecting performance	Pa	70	
Sound power level *	dB(A)	45	
R134a refrigerant capacity	kg	0,52	0,58
Refrigerant volume in tons of CO2 equivalent	$t_{eq}CO_2$	0,74	0,83
Refrigerant weight per liter	kg/L	0,0052	0,0039
Performance at 7°C air temperature (EN 16147)			
Coefficient of performance (COP) according load profile	-	2,66 - M	3,05 - L
Standby power input (P_{es})	W	18	24
Heating up time (t_h)	h.min	6h47	10h25
Reference hot water temperature (T_{ref})	°C	52,7	53,2
Flowrate (air)	m^3/h	140	110
Performance at 15°C air temperature (EN 16147)			
Coefficient of performance (COP) according load profile	-	2,88 - M	3,28 - L
Standby power input (P_{es})	W	19	25
Heating up time (t_h)	h.min	6h07	9h29
Reference hot water temperature (T_{ref})	°C	52,6	53,4

(*) According to ISO 3744.

7. Dimensions



Dimensions in mm (100L / 150L)

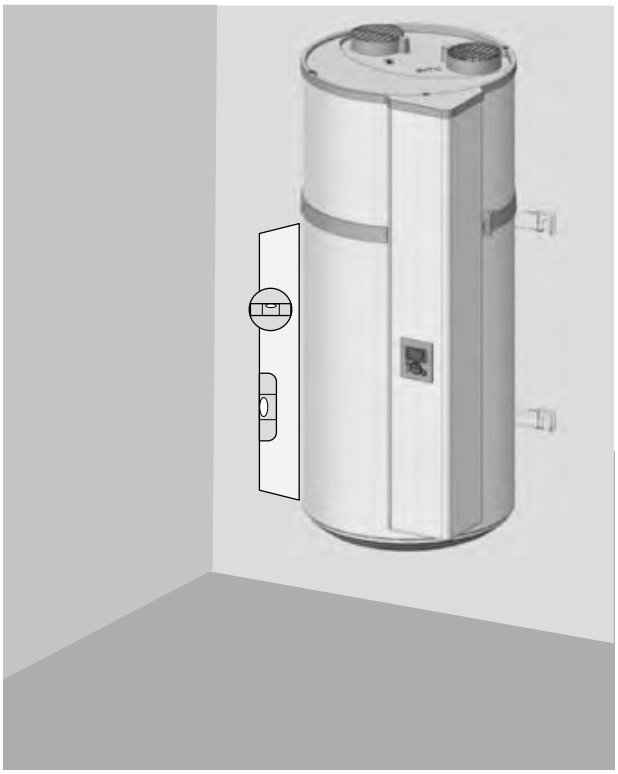
Installation

1. Product installation

- Place the water heater in a room protected from frost
- Place it as close as possible to important points of use
- Make sure that the support element is sufficient to receive the weight of the water heater full of water.

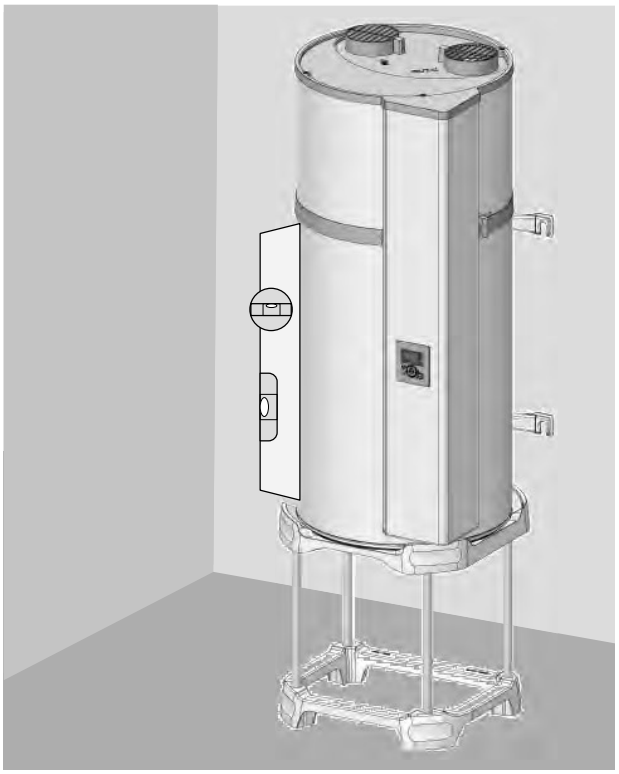
It is mandatory to install a retention basin below the water heater if installed above a living area. A drain connected to the sewer is required.

If the wall is load-bearing (concrete, stone, brick):



Cut out the printed template on the cardboard and use it to make the markings. Proceed to the bolting of bolts Ø 10mm, or to pierce to receive dowels of type MOLLY Ø 10mm. The wall must hold a minimum load of 300 kg.

If the wall is not load-bearing :

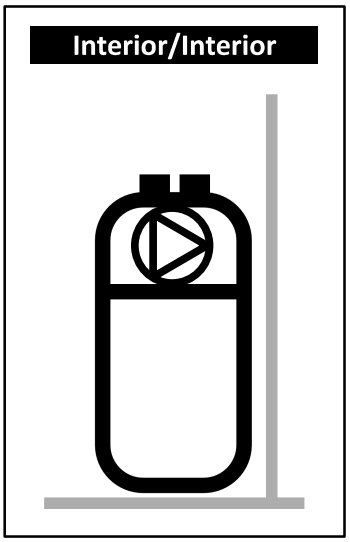


It is mandatory to install the water heater on a support (optional quadripod). Place the water heater on the bracket to mark the fixing points. Make the holes and then reinstall the water heater in its place. The anti-tilting fixing by the upper bracket is obligatory (fixing Ø 10mm minimum adapted to the wall).

2. Prohibited configurations

- Water heater extracting air from heated room or air with solvents or explosive materials.
- Connection to a heat recovery ventilation unit to the ducts to the attic.
- Duct on outside air and air exit indoor.
- Connection to an underground air duct.
- Water heater installed in a room together with a boiler connected to a chimney with natural draft and 1 duct to outside.
- Direct air connection to a cloth drying machine.
- Installation in dusty rooms.
- Direct air connection to cooking hoods with polluted and fatty air.

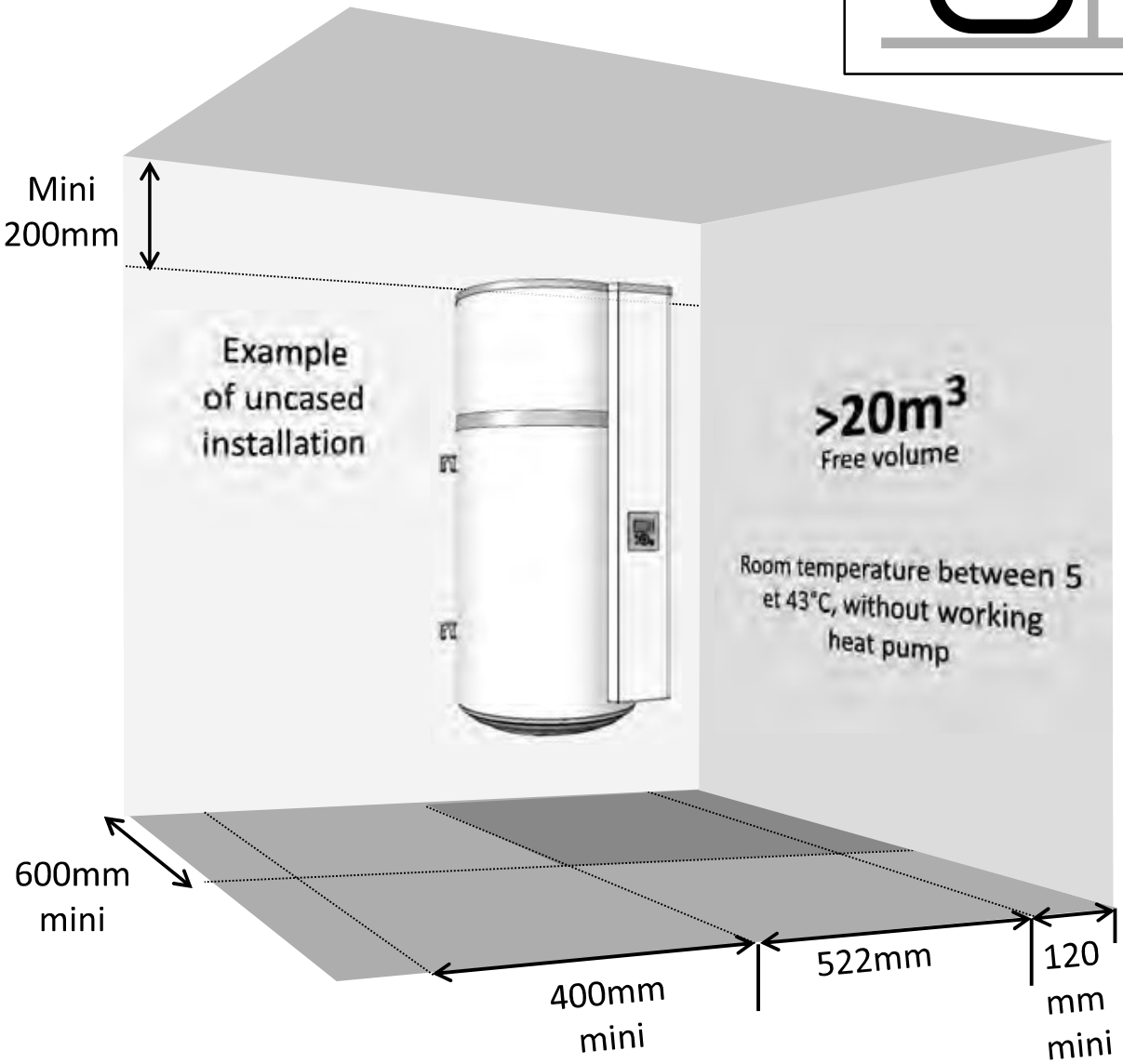
2. Installation uncased (Ambient air).



- ✓ **Unheated room with ambient temperature > 5° C and insulate the heated rooms of the dwelling.**
- ✓ Parameter « Duct » to be set on « Interior/Interior »
- ✓ Recommended room = underground or partially underground, room where average yearly temperature is > 10° C°.

Examples :

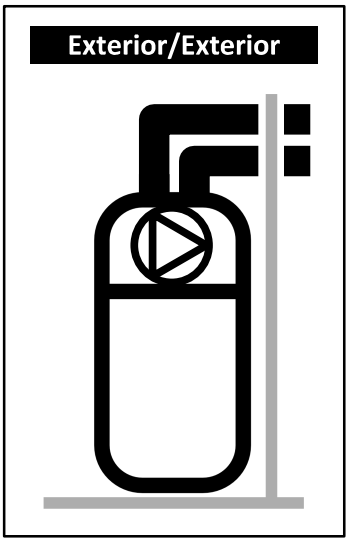
- Garage : recovery of free calories from combustion engine or of domestic devices.
- Washing room : reduce humidity of the room and recover lost calories of washing machine and dryer.



It is mandatory to respect indicated distances to prevent air looping .

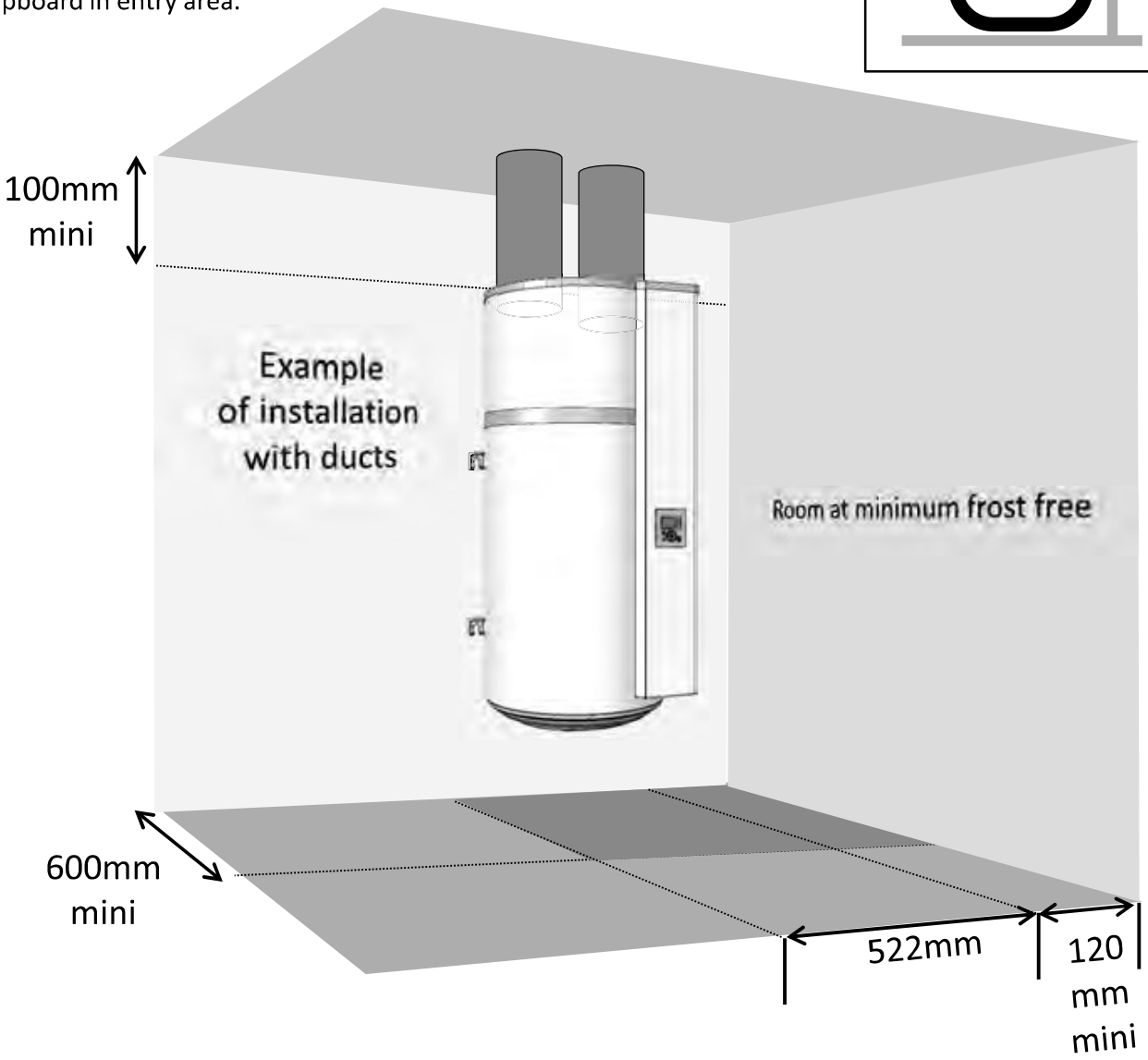
Keep a free space of 450 mm in front of electric to allow easy access for maintenance.

3. Installation cased (2 ducts).



- ✓ **Room at minimum frost free (*T > 1°C*).**
- ✓ Parameter « Duct» to be set « Exterior/Exterior »
- ✓ Recommended room : living area (the heat loss of the water heater remains in heated area), close to external walls. Avoid installation of water heater and/or ducts near to sleeping rooms.

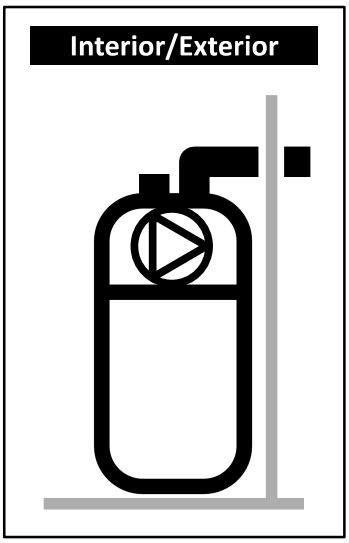
Examples :
- Washing room,
- Storage room,
- Cupboard in entry area.



Respect the maximum length of ducts. Use insulated rigid ducts.
Plan grids at air entry and exit to avoid intrusion of objects or animals.
Attention, entry or exit grids with manual closing device are forbidden.

Keep a free space of 450 mm in front of electric to allow easy access for maintenance.

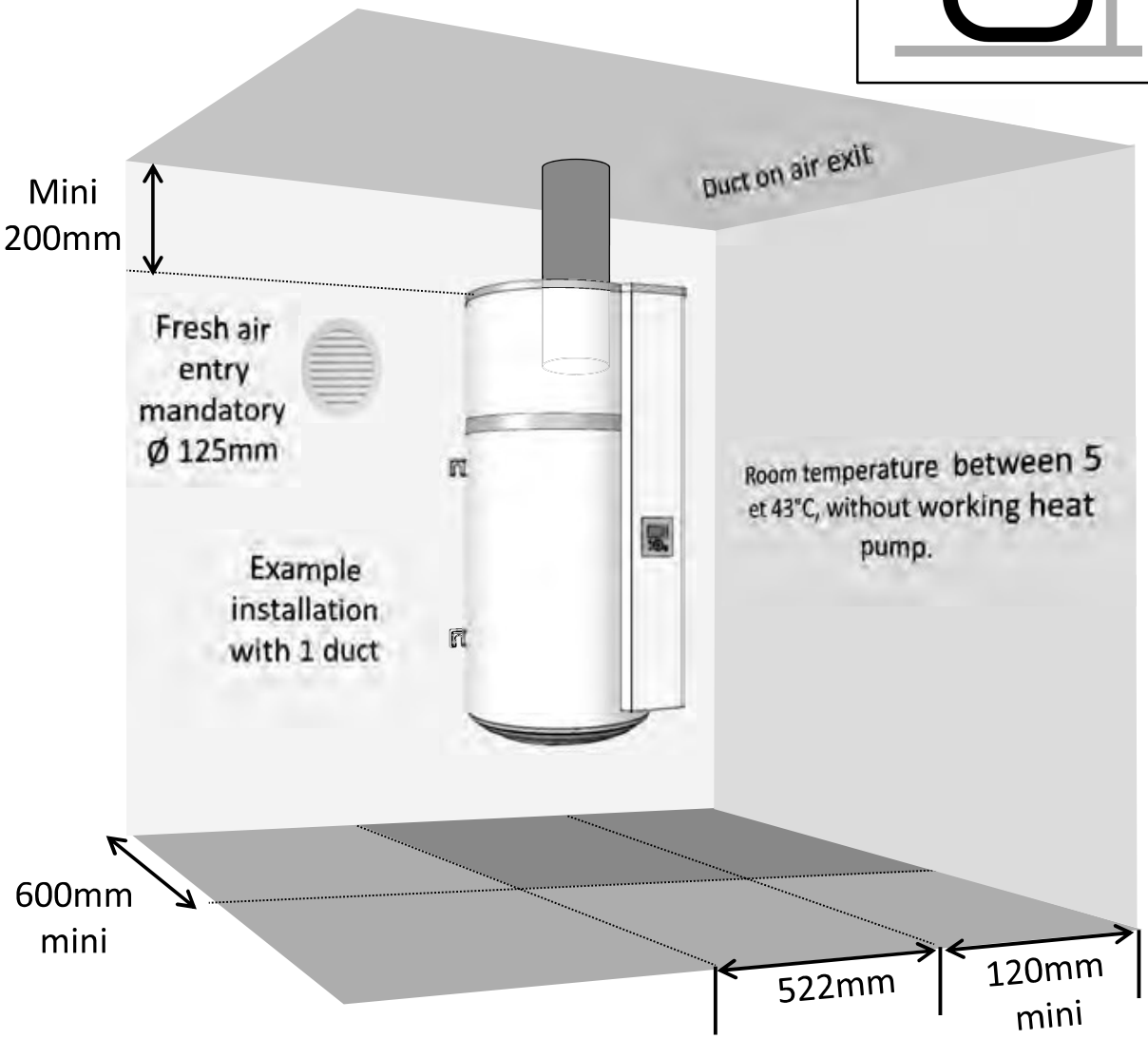
4. Installation semi – cased (1 duct for air exit).



- ✓ **non heated room with ambient temperature > 5° C and insulated to the heated rooms of the dwelling.**
- ✓ Parameter « Duct » to be set on « Interior/Exterior ».
- ✓ Recommended room = underground or partially underground, room where average yearly temperature is > 10° C°.

Examples :

- Garage : recovery of free calories from combustion engine or of domestic devices
- Washing room : reduce humidity of the room and recover lost calories of washing machine and dryer.



The pressure reduction in the room generated by the air extraction causes fresh air entry through doors and windows. Plan an air entry (Ø 125mm) from outside to avoid air sucking from heated living area.
In winter time the renewed air can cool the room.

Keep a free space of 450 mm in front of electric to allow easy access for maintenance.

6. Hydraulic connection

The use of a circulation loop should be restrained. Such an installation may disturbs the stratification inside the tank. This triggers more working cycles for the heat pump and the potential use of the electric backup heater.

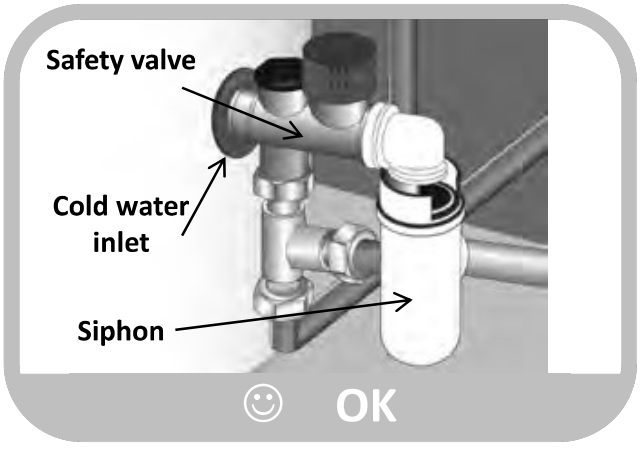
Cold water inlet is marked with a blue collar and the hot water outlet has a red collar. Both have a thread gas dia. 20/27 (3/4").
For regions with a lot of scale (Th>20°f), we recommend to treat the water. The hardness after softener has to be higher than 8°f. The use of a softener does not influence the warranty if the softener is approved for the country of installation and set to the rules of art, with regular checking and maintenance.
Local criteria of drinking water quality have to be respected.

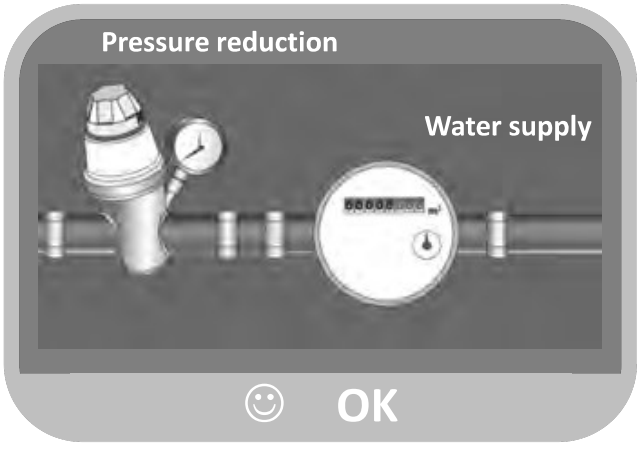
6.1. Cold water connection

Before connection check that the piping is clean without any particles from installation.
The installation has to include a new safety valve set to 7 bar (0,7 Mpa), compliant to EN 1487 and connected directly on the cold water inlet.

No hydraulic device (stop valve, pressure reduction, flexible...) is allowed between the safety valve and the cold water inlet of the water heater.

As water can flow from the safety valve the drain should be kept in open air. In any type of installation there should be a cold water stop valve, before the safety valve.
The overflow of the safety valve has to be connected to the used water evacuation through a siphon. Installation has to be in a frost-free environment. The safety valve has to be operated regularly to check the working condition (1 - 2 times per month).
The installation should be equipped with a pressure reduction if the main water supply pressure is higher than 5 bar (0,5 MPa). The pressure reducing device has to be installed at the beginning of the distribution network (before the safety valve). We recommend a supply pressure of 3 - 4 bar (0,3 to 0,4 MPa.





6.2. Hot water connection

Do not connect copper tubes directly on the tank connection. You have to fit the supplied insulation union (included in the supply).
In case that the tank connection is corroded without this protection the warranty will not apply.

If the installation is made with synthetic pipes (e.g. : PER, multi-layer…), install mandatory a thermostatic control valve at the connection pipes of the water heater. The setting should be done in relation with the specification of the installed piping.

6.3. Condensate evacuation

The temperature drop of the air passing through the exchanger forms condensation from humidity in the air. The condensed water is evacuated on the rear of the tank using the supplied plastic tube.

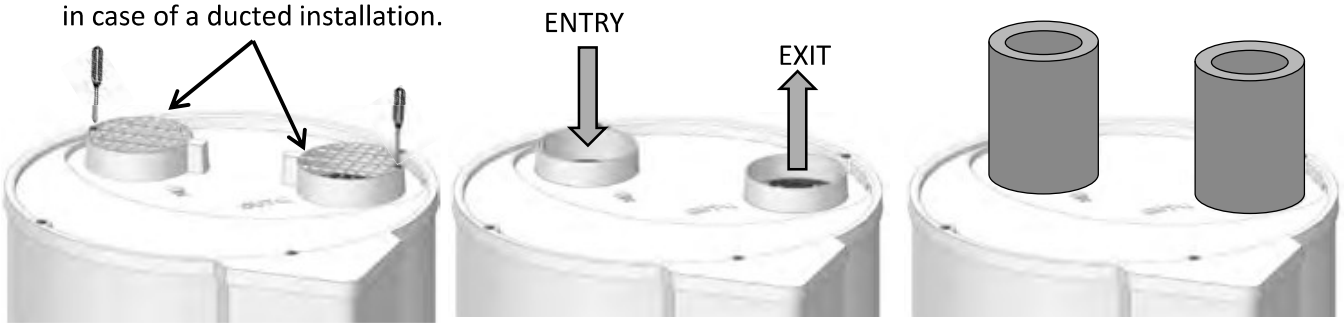
Depending on the degree of humidity in the air you can get **up to 0,25l/h of condensation**. The evacuation of condensate should not been made directly to sew water because of possible corrosive gasses damaging the exchanger fins and water heater parts.

The use of a siphon to connect to sew water is mandatory (the siphon must not be made with the supplied tube).

7. Air connection

If the volume of the installation room is not sufficient the water heater can be connected to ducts with a diameter 125 mm. If the ducts are not insulated this could generate condensation in the ducts during operation. **The use of insulated ducts is mandatory.**

It is mandatory to remove both grids in case of a ducted installation.

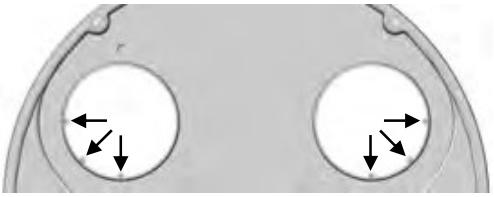


If the water heater is ducted the parameter setting has to be adapted.
The total pressure drop of ducts and accessories for air intake and exit has to be less than 70 Pa. The recommended length of ducts has to be respected.

A poor duct installation (duct compressed, length or number of bends too high…) can reduce the performance. **Thus the use of flexible ducts is not recommended.**

Number of bends 90°	Total duct length with air intake and exit (ATL catalogue)	
	ALUMINIUM SEMI RIGID	PEHD
0	10m	21m
1	8m	17m
2	6m	13m

In case of installation without ducts, it is possible to change the position of the grids in order to guide the air flow. In order to do this, it is necessary to unscrew the grids and to re-screw it on one of the two allowed positions. It is forbidden to place both grids towards each other.



8. Electric connection

Refer to the electric connections diagram below and on last page.

The water heater must not be switched on before complete filling with water.
The water heater must be connected to electricity supply permanently.

The water heater has to be connected on single phase 230 V alternative current. Connect the water heater with a cable with rigid conductors with section of 1,5 mm². The installation is composed of :

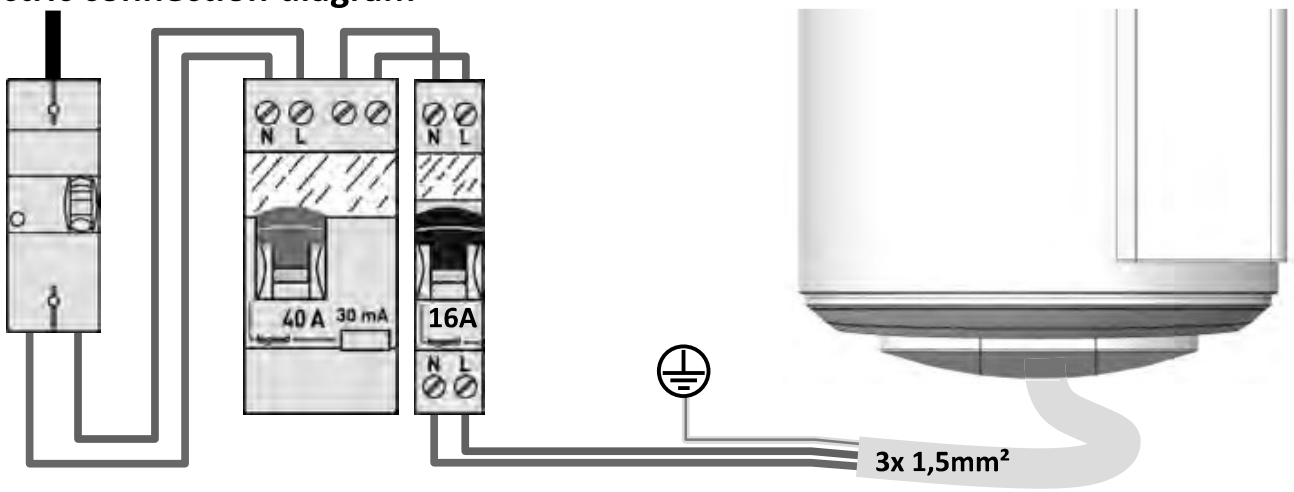
- A 16A omni-polar circuit breaker with contacts opening at minimum 3mm,
- A 30mA differential circuit breaker.

If the power cable is damaged, the manufacturer, the after-sales service or similarly qualified people must replace it, to avoid danger.

Never supply power directly to the heating element.

The security thermostat fitted to the auxiliary electric heating element must not be repaired in other places as our factory. **Failure to respect this clause invalidates the warranty.**
The device must be installed in accordance with the national electrical installation rules.

Electric connection diagram



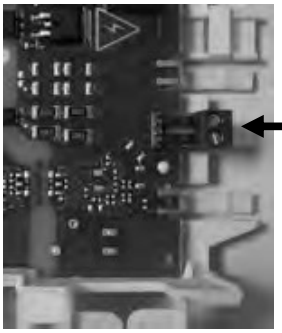
Connection to earth is mandatory.

9. Connection of a photovoltaic station.

Always switch-off power before any operation.

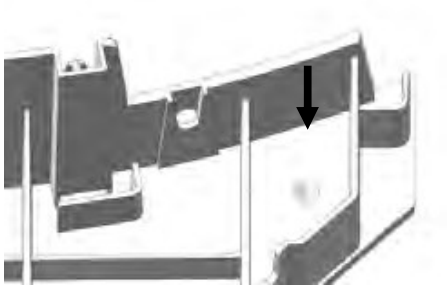
To access the wiring board read the instructions to remove the front cover.

When associated with a photovoltaic system you can store the excess energy produced in the water heater as hot water. Once the photovaltaic panels produce enough energy, the inverter sends a signal to the water heater which switchs into a special mode (PV) activating the heat pump. If the inverter signal stops, the water heater switches automatically back to the previous operating mode.

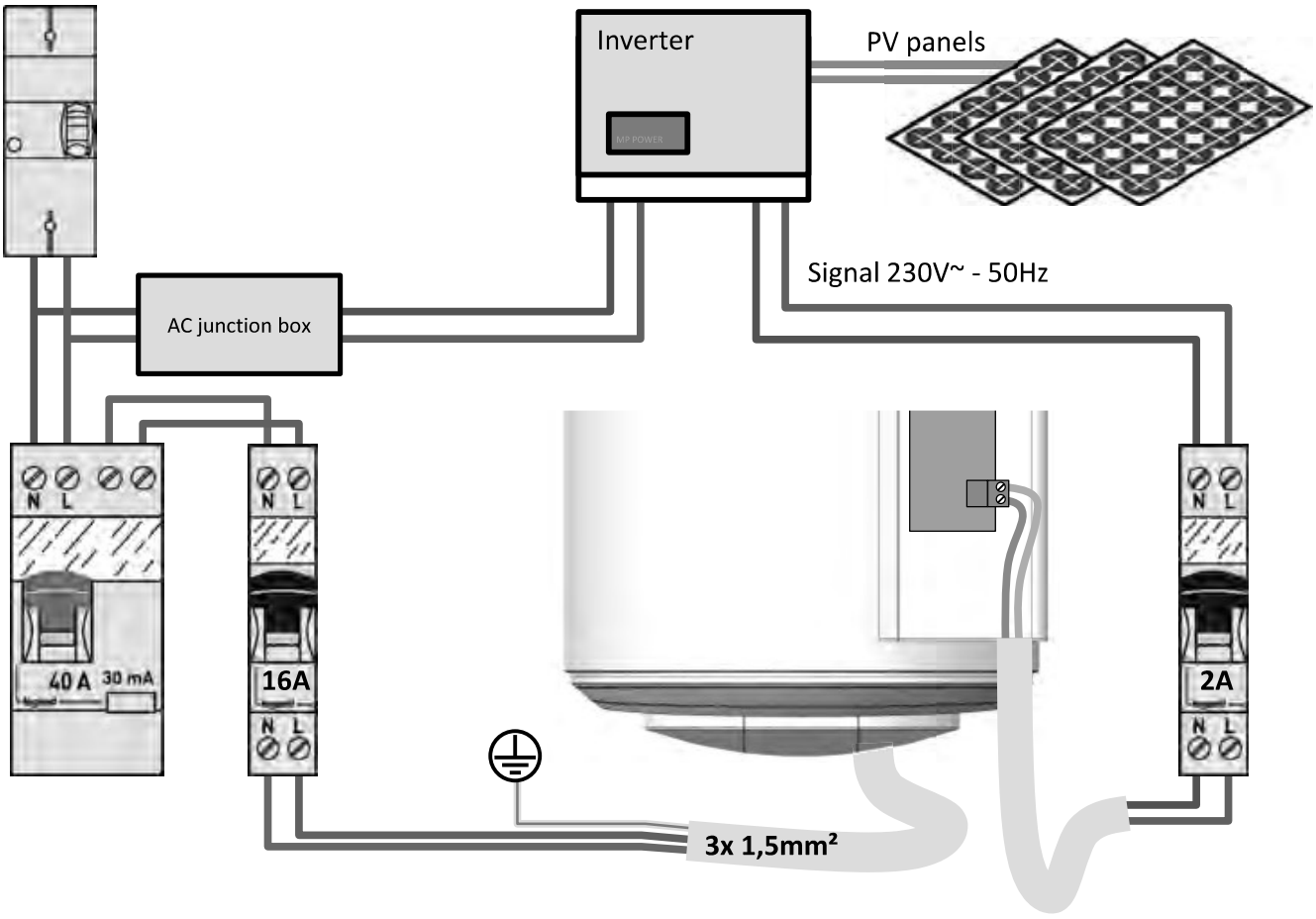


In this PV mode the set temperature is changed to 62 °C (no modification possible) and on the display appears .

The Wire from the photovoltaic installations has to be connected to a specific connector with screw (delivered in the bag of accessories). The connector must be inserted into the marker I1 of the controller. It is necessary to drill the bottom plug to pass the PV cable; a mark indicates the drilling point.



Photovoltaic connection (example) :



Operation

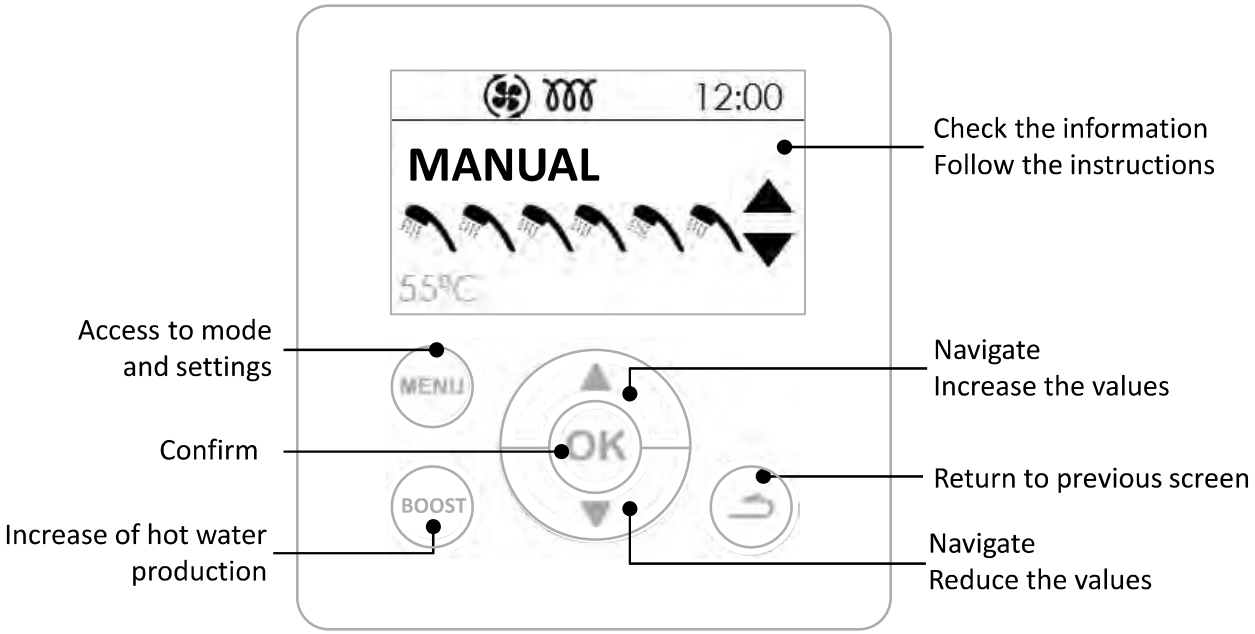
1. Commissioning

1.1. Filling of the tank

1. Open one or several hot water taps.
2. Open the cold water tap on the security group (make sure that the drain valve is closed).
3. When water starts flowing from the hot water taps close them. The tank is full.
4. Check the connections for possible leaks.
5. Check the correct function of valves and safety group by opening them several times in order to eliminate possible particles.

10.2. First operation

If the water heater has been tilted wait for minimum 1h before operation.



2. Description of pictograms.

	Consigne eau chaude		Electric backup working
BOOST	Fast heating confirmed		Heat pump working
	Absence registered / in operation		Anti-legionella heating cycle
	Reception of signal on photovoltaic		Waiting

3. Settings of the installation.

- **Language**

Setting possible in French, English, Dutch, Spanish, Portuguese, German, Italian and Polish.

- **Date and time**

Set the day and confirm. Proceed in the same way for the month, the year, the hour and the minutes.

- **Duct** (aeraulics operation)

This parameter defines the type of aeraulics connection:

Interior/Interior	Air intake and exit are not connected to air ducts (ambient air)
Exterior/Exterior	Air intake and exit are connected to air ducts (fully ducted)
Interior/Exterior	Air exit is connected to an air duct (semi ducted)

- **Heating times**

This parameter defines the allowed working hours for the operation of the heat pump and the electric backup depending on the need of DHW :

H.P. 24h/ ELEC 24h	Start of the machine any time of the day,
H.P. 24h / ELEC Prog	Start of the heat pump any time of the day, start of the electric backup only during the programmed period.
H.P. Prog / ELEC Prog	Start of the machine during the programmed period only.

- **Anti-Legionella**

Allows to activate the function of water disinfection several times per month.
The water temperature reaches 62°C one to four times per month depending on the setting.

- **PV system (Photovoltaic)**

This parameter activates the pairing of the water heater with a photovoltaic installation. This operating mode allows the forced start of the heat pump when the photovoltaic inverter sends a signal to the water heater. The regulation switches automatically to the previous operating mode 30mn after the loss of the photovoltaic signal.
During the signal reception the set temperature is automatically raised to 62°C (can not be changed).

4. Advanced settings.

Advanced settings are available in MODE INSTALLER.
Press and hold the button MENU and UP ARROW during 5 seconds.
Access to parameters : **Settings**

- **Lock**

Activate the restriction of the settings.

- **Emergency mode**

When activated the water heater operates only on the electric backup heater.

- **Electric backup**

Allows to activate or not the use of the electric backup. If not activated, the water heater will never use the electric backup; in case of low air temperature a lack of hot water is possible.

5. Choice of operating mode

Press the button  to access the menu **Mode**

Mode AUTO :

This operating mode manages automatically the choice of energy allowing to maximize economies while supplying a sufficient hot water comfort level.

The water heater analyses the water consumption of the previous days to adapt the hot water production as required. It reacts to unplanned events by launching working cycles during the day to assure enough hot water. The set temperature varies automatically between 50 and 62°C according to the consumption profile.

The water heater chooses preferably the heat pump. The electric backup can automatically be added to provide the correct hot water volume.

Mode MANUAL :

This mode allows to define the desired hot water quantity by selecting the set temperature. The set temperature is also displayed as equivalence of showers.

When the mode ECO is not activated, the water heater favors the operation of the heat pump. However if the air temperature is low or the water consumption high, the electric backup can be used at the end of the heating cycle to reach the set temperature.

When the mode ECO is activated, the water heater works exclusively with the heat pump in the air temperature range of -5 to +43°C. The electric backup heater is not used. This function maximizes the energy savings but can cause a lack of hot water.

Whatever setting of ECO, the electric backup heater is used automatically if the air temperature is outside the working range to assure a sufficient hot water volume.

BOOST

The BOOST mode : this mode activates the heat pump and all other available energy sources (boiler backup if set, electric backup) at the same time to reach the maximum set point of 62°C.

The ABSENCE mode : this mode maintains the hot water temperature above 20°C by using the heat pump. The boiler and electric backup can be used if the heat pump is not available.

6. Display of system informations

Display the energy savings :

Allows to display the working level of the heat pump and of the electric backup during the last 7 days, the last 12 months, since commissioning.

Display the electric consumption :

Allows to display the energy consumption in kw/h during the last 7 days, the last 12 months, since commissioning.

Display the parameters :

Allows to display the registered settings.

Service, Maintenance and Repair

1. Advice to the user.

If the absence mode cannot be used it could be necessary to drain the water heater if the device is switched off. Proceed as follows:

❶ Switch off power supply.
❸ Open a hot water tap.

❷ Close the cold water inlet.
❹ Open the drain valve on the security group.

2. Service.

In order to maintain the performances of your water heater, we advice to service it regularly.

By the USER :

What	When	How
Security group	1 to 2 times per month	Operate the safety valve. Check that water evacuation is ok. 
General	1 time per month	Check external shape of your device : no Error code displayed, no leakage on the connections...

The device has to be disconnected from mains before opening the cover.

By the INSTALLER :

What	When	How
Ducts	1 per year	Check if the device is ducted. Check if the ducts are well positioned and not deformed.
Condensates evacuation	1 per year	Check the cleanness of the condensates evacuation tube.
Electric connections	1 per year	Check that any internal and external cable connections are not loose and that all connectors are plugged in.
Electric backup	1 per year	Check the correct function of the electric backup by measuring the power.
Scaling	Every 2 years	If the supply water is hard clean the deposited scale.

By the REFRIGERATION ENGINEER :

What	When	How
Thermal exchange of the heat pump	Every 2 years	Check the correct working of the heat pump.
Components of the heat pump	Every 2 years	Check the ventilator operation on it's 2 speeds and the hot gas valve.
Evaporator	Every 2 years	Clean the evaporator with a nylon brush and products neither scratching nor corrosive.
Refrigerant	Every 5 years	Check the refrigerant quantity.

3. Trouble shooting.

If there is a problem, lack of heating or release of fumes from the water outlet, cut the power supply and notify your installer.

Repairs have to be done exclusively by a qualified installer.

3.1. Error codes.

The alarm can be paused or reset by pressing OK.

Displayed Code	Reason	Result	Service action
W.03	Water temperature probe defect or out of measuring range	Reading of water temperature impossible : no heating up.	Check the connection (A1) of the probe (immersion sleeve). If required replace the probe.
W.07	No water in the tank	No heating up	Fill the tank with water.
W.09	Water temperature too hot (T>80°C)	Risk to trigger the mechanical security thermostat : no heating up	Check the real temperature at a tap (T>80°C). Check the connection (A1) and the position of the temperature probe (immersion sleeve). Check that the electrical backup is not working permanently. Reset the mechanical security device if necessary.
W.12	Cold water temperature too cold(T<5°C)	HP stopped. Heating with electric backup.	Resetting automatically at T>10°C. Control the situation of the installation room (frost-free).
W.15	Date / Hour not set	HP stooped if PROG	Set the date and hour.
W.19	Electrical supply in Off peak	No heating up	Check the electrical supply of the product. Electrical supply must be permanent.
W.21	Air intake probe defect or out of measuring range	HP stopped. Heating with electric backup.	Check the connections (A2) and the position of the air intake probe. If necessary replace the probe cable harness.
W.22	Evaporator top probe defect or out of measurement range (-20 to 110)	HP stopped. Heating with electric backup.	Check the connections (A2) and the correct contact of the probe to the tube. Check the operation of the ventilator and that it turns easily without any stop.
W.25	Pressure switch open or compressor thermal safety	HP stopped. Heating with electric backup.	Check the compressor connections (R1), pressure switch, starting capacitor (10mF) and the hot gas valve (T2). Control the resistance of compressor windings.

Displayed Code	Reason	Result	Service action
W.301	HP performance is low	HP stopped. Heating with electric backup.	Check the operation of the ventilator. Check the refrigerant R134a charge. Check that the air circulates without any obstacles.
W.302	HP performance is low	HP stopped. Heating with electric backup.	Check the operation of the ventilator. Check the refrigerant R134a charge. Check that the air circulates without any obstacles.
W.303	Dysfunction of the expasion valve	HP stopped. Heating with electric backup.	Check the refrigerant R134a charge. If complete, replace the expansion valve.
W.304	Heat pump drift	HP stopped. Heating with electric backup.	Check the refrigerant R134a charge.
W.305	Temperature sensor drift	HP stopped. Heating with electric backup.	Check the connections (A2) and the position of the air intake probe and the evaporator probe. If necessary replace the probe cable harness.

3.2. Other failures without error code display.

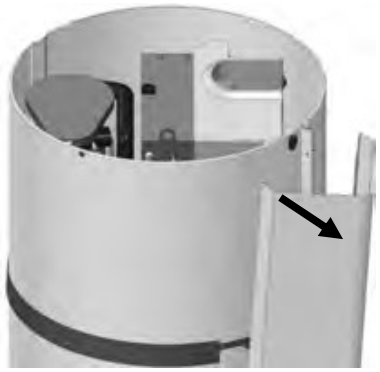
Default	Possible reason	Diagnosis and service
Water not hot enough.	Power supply is not permanent.	Check that the device receives permanently electric current. Check that no cold water flows into the hot water circuit (mixing tap defect).
	Set temperature too low.	Select a higher set temperature.
	Mode ECO selected & air temperature out of range.	Select the mode AUTO. Check the periods of programming.
	Electric backup or supply cables (partially) defect.	Check the resistance of the heating element on the plug, and the good shape of the cables. Check the security thermostat.
No heating No hot water	No power supply to the water heater : fuse, cabling…	Check the voltage on the power supply cable
Hot water volume not sufficient	Water heater layout too small	Check the programmed periods and reception of Night / Low Tariff signal.
	Operation in ECO mode	Select AUTO mode
Low pressure on the tab.	Filter of security group clogged.	Clean the filter.
	Tank full of scale.	Remove the scale from the tank.

Default	Possible reason	Diagnosis and service
Water dripping out of the security group when the water heater is not heating	Security group damaged or clogged.	Replace the security group
	Supply pressure too high	Check that the supply pressure after the water counter does not exceed 5 bar (0,5 MPa), if it does install a pressure reducer set to 3 bar (0,3 MPa) at the start of the water network.
The electric backup heater does not work.	Mechanical security thermostat was triggered. Thermostat defect Backup heater defect.	Reset the security thermostat on the heating element. Replacer the thermostat Replace the element
Condensate overflow.	Condensates evacuation clogged	Clean the evacuation
Vapor on the hot water tap	Electric backup works permanently	Shut off the electricity supply and call the installer.

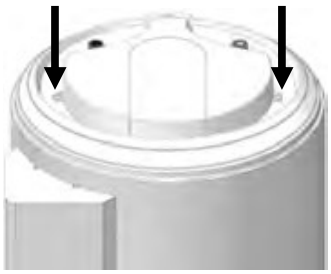
4. Opening of the water heater for maintenance.

4.1. Access to the electrical components

Unscrew the 4 screw of the cover.



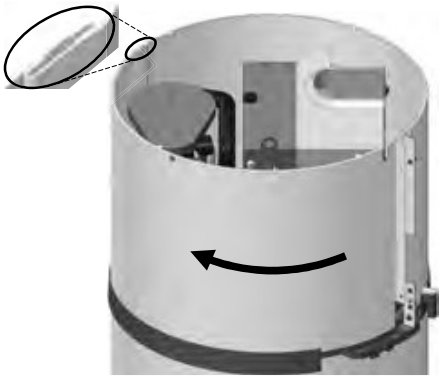
Unclip the column by pulling it out then get of the bottom plug



Unscrew the 2 screw of the cap.

4.2. Access to the heat pump.

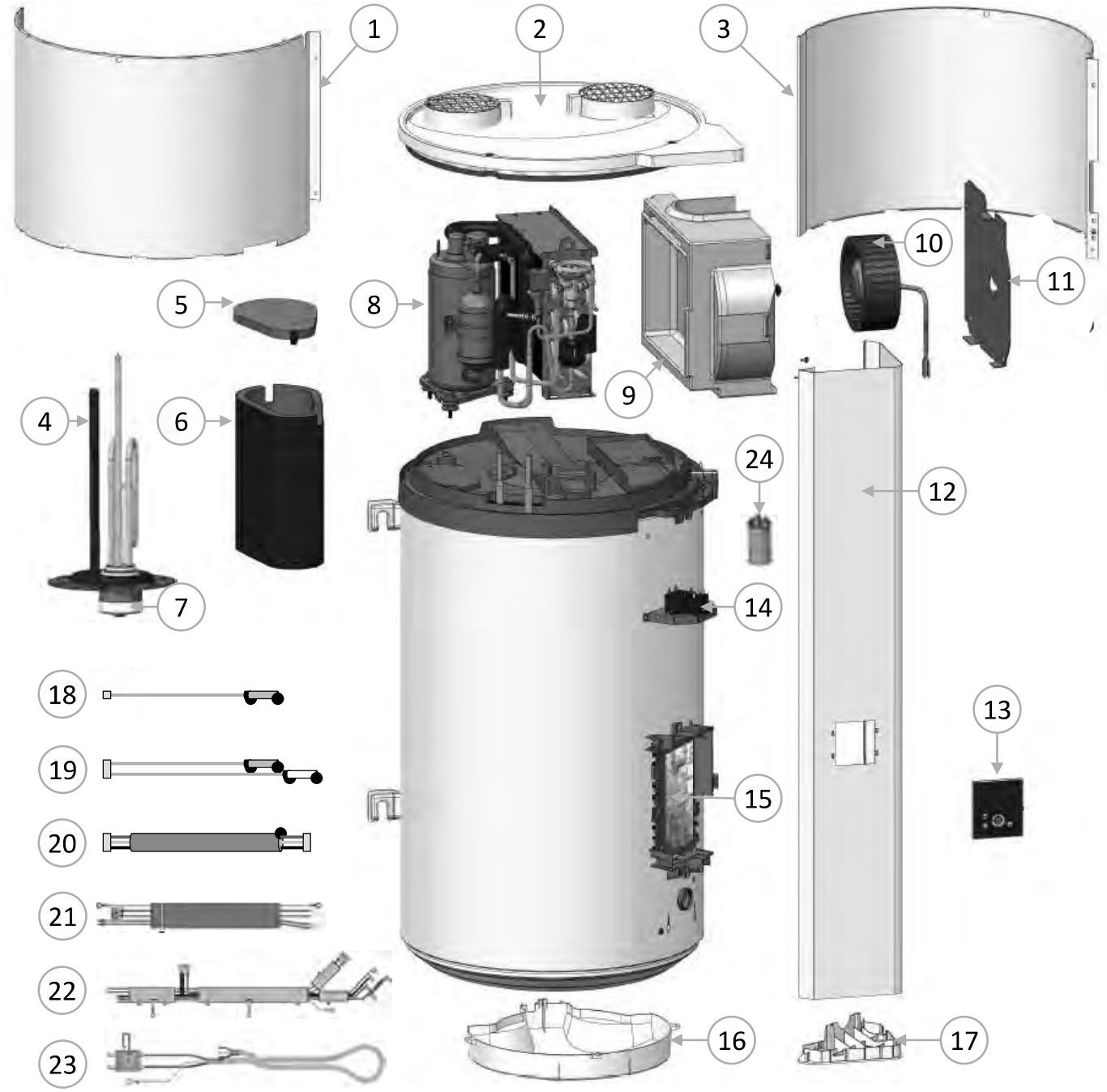
Unscrew the 2 screw of the front metallic cover.



Unlock the cover by rotating it to the left.

Release cover by lifting it.

6. Parts list



1	Front cover	09	Fan scroll casing	17	Lower column cap
2	Top cover with grids	10	Fan	18	Water sensor wire
3	Rear cover	11	Fan plate support	19	Heat pump wire sensor
4	Heating element + Mg	12	Column	20	HMI wire
5	Top compressor insulation	13	HMI interface	21	ELEC backup wire
6	Compressor jacket cover	14	Fan capacitor (1,5–2,5–2,7)	22	Compressor wire
7	Thermostat	15	Controller board PCB	23	Main electrical supply wire
8	Heat pump	16	Bottom cap	24	Run capacitor 10µF

Warranty

1. Scope of warranty application.

The following faults are excluded from this warranty: :

- **Abnormal environmental conditions::**
  - Various damage caused by impact or dropping during handling after leaving the factory..
  - Placing the appliance in a place exposed to frost or bad weather (damp, aggressive or poorly ventilated environments).
  - Use of water with aggressiveness criteria as defined by DTU Plumbing 60 - 1 additive 4 hot water (chlorine rate, sulfates, calcium, resistivity and total alkali level)..
  - Water with Th < 15° f.
  - Water pressure higher than 5 bar (0,5 MPa).
  - Electrical power with significant voltage spikes (mains, lightning, etc.).
  - Damage from undetectable problems caused by choice of location (places difficult to access) and that could have been avoided if the appliance were repaired immediately.

- **Installation does not comply with regulations, standards, professional rules, especially:**
  - Safety unit distant or rendered inoperative (pressure reducing valve, non return valve or valve, ..., placed upstream of the safety group).
  - Missing or incorrectly fitted new safety unit NF-D 36-401 or equivalent, modification of calibration, etc. …
  - Missing dielectric union (cast iron, steel or insulating) on hot water connection pipes, leading to their corrosion.
  - Faulty electrical connection (NF C 15-100 or equivalent): incorrect grounding, inadequate cable section, connection of flexible cables without metal terminations, failure to respect connection diagrams specified by the Manufacturer.
  - Powering up the appliance without first filling it (dry heating).
  - Placing the appliance without consideration of manual instructions.
  - External corrosion caused by poor sealing on pipes.
  - Installation of a circulation loop.
  - Wrong parameter setting for a ducted installation.
  - Duct configuration not compliant to our instructions.

- **Faulty maintenance: :**
  - Abnormal scaling of heating elements or safety units.
  - No maintenance of safety unit, leading to excess pressure.
  - No cleaning of evaporator or condensate evacuation.
  - Modification of original equipment, without notifying constructor, or use of spare parts not recommended by manufacturer.

A device being allegedly the origin of a damage has to remain on the place of installation for an expert visit, the person supporting the damage has to inform his insurance.

2. Warranty conditions.

The water heater must be installed by a person qualified to professional standards, in accordance with standards in force and the conditions of our technical departments..

It will be used in the normal way, and regularly maintained by a specialist.

Under these conditions, our warranty is implemented by free exchange or supply to our distributor or installer of parts acknowledged as faulty by our departments, or of the whole appliance if necessary, excluding labor costs, transport charges and any compensation for warranty extension.

Our warranty takes effect from the date of purchase (according to invoice), and where there is no documentary evidence, the date used will be that of manufacture as shown on the water heater information plate, plus six months.

The warranty on the replacement part or water heater (under warranty) ends at the same time as the part or water heater replaced.

N.B.: Costs or damages caused by a faulty installation (freezing, safety unit not connected to waste water discharge, no holding tank, for instance) or problems with access cannot in any case be blamed on the manufacturer.

The provisions of this warranty do not exclude the purchaser's enjoyment of the legal warranty against defects and hidden faults, that apply in all cases under the terms of articles 1641 ff of the French Civil Code.

The supply of spare parts necessary for the use of our products will be assured for 7 years after the production of the last unit.

Failure of a component does not in any case justify replacement of the appliance. Replace the faulty part.

WARRANTY :

Water heater : 2 years (tank tightness, electronic PCB, electric backup and probes).
Heat pump : 2 years.

END OF LIFE:

- Before dismantling the appliance, switch off the appliance and drain it.
- The combustion of some components may release toxic gases, do not incinerate the appliance.
- The refrigerant in the appliance must not be released into the atmosphere. Any degassing operation is strictly prohibited.

- Environment: Do not dispose of your appliance with household waste but deposit it at a designated place (collection point) where it can be recycled.

The GWP (*Global Warming Potential*) of the R134a is 1430.