Acond PRO

Heat Pump - air - water

Operating Instructions

IN BRIEF:

To turn on/off the heat pump:

- **If the  symbol lights up on the display , the heat pump is switched off.**

- To switch on the TC, press the ✓ button. A confirmation dialog will appear, go to YES and confirm with the ✓ button. The heat pump will start in automatic mode.
- If you want to switch off the TC, select the Settings panel with the arrow keys, enter it with the arrow key >, find the item Switch TC off [OFF], confirm with the arrow key > or the ✓ button. The confirmation dialog will appear again, scroll to YES and confirm with the ✓ button. The TC is switched off. In off mode, the freezing water temperature is monitored.

To adjust the room temperature:

- To set the desired room temperature, go to the main panel by holding down the **x** button. Press the >, +/- or ✓ arrow. The display will show the current room temperature setpoint
- Pressing the +/- button increases or decreases the desired temperature by 0,1 °C.
- Press the ✓ button when the desired room temperature is reached.
- For more information see chap. ***4.1.7*** on the page ***16***.

To find out the outside temperature:

- Hold down the X button to go to the main panel. The outside temperature is next  to the symbol.

To determine the hot water (DHW) temperature:

- If the DHW is set, from the main panel, use the up or down arrow to go to the DHW Temperature panel to display the current temperature and the desired DHW temperature.

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1 Explanation of symbols, validity of documentation

1.1 Symbols used on labels

CE

Brand Compliance
It proves that the product has been assessed before being placed on the market and meets EU legislative requirements - i.e. the manufacturer has verified that the product meets all relevant essential requirements (safety, health, environmental protection).



Caution, contains flammable refrigerant R290!!!

1.2 Symbols used in the instructions



Important information that does not involve a risk to people or material values is marked with white letters and a blue circle. They are separated from the text by a box.



Warning instructions in the text are marked by a red warning triangle with a white exclamation mark and bordered by a box.

1.3 Validity of documentation

The instructions in this documentation apply to **ACOND PRO®** heat pump models air/water with **ACOND® THERM** control with version sw 160.27 and later.

Failure to comply with these instructions during installation, operation and maintenance will void **ACOND a.s.** obligations under the warranty.

ACOND a.s. reserves the right to change parts of the documentation and specifications without prior notice.

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2 Important information

If the installation is not used in winter or cannot be started up for operational reasons (e.g. due to a serious malfunction) and is not filled with antifreeze, the water must be drained from the heating system, otherwise there is a risk of frost damage to the installation.

!! Do not disconnect the heat pump from the power supply for an extended period of time (several days) !!! The backup battery may be discharged, the control software deleted and data lost. Any technician call-out will be charged according to the current Acond a.s. price list.

The equipment must not be operated by persons with insufficient experience and knowledge (including children) unless they are under the supervision of instructed persons responsible for their safety.

2.1 Security

- The equipment is safe to operate when used properly.
- The design and construction of the device are in accordance with the relevant DIN/VDE regulations.
- Each person working on the instrument must read, understand and follow the relevant instructions before starting work.
- Any person carrying out work on the equipment must comply with the locally applicable occupational safety and health regulations. This applies in particular to the use of personal protective clothing.

2.1.1 Personal protective equipment

Any person carrying out maintenance and repair work must use protective equipment.

2.1.2 Fire-fighting equipment

The device is safe under normal conditions. In the event of unforeseen circumstances and improper operation of the equipment, damage and fire may occur. Fire extinguishers suitable for extinguishing electrical equipment must be used to extinguish the fire, i.e:

- Powder extinguisher
- Snow extinguisher

Caution, the unit contains flammable refrigerant! In the event of a refrigerant leak, disconnect the device from the power supply and contact the service!

Caution, the unit contains flammable refrigerant!
In case of fire, disconnect the device from the power source and call 112!

No handling of open flames near the outdoor unit!

2.1.3 Treatment of the device

Do not use chlorine to treat stainless steel surfaces and avoid abrasive materials and wire cloths!

You can treat stainless steel surfaces:

- Special preparations for stainless steel materials that polish and protect the surface
- Detergent can be used to degrease

Due to the risk of damage to the heat pump casing, do not use any type of spray around the heat pump. This applies in particular to:
- Solvents
- Cleaning agents containing chlorine
- Colours
- Adhesives

2.1.4 Installation and Maintenance

- Observe the locally applicable regulations!
- Only install the heat pump outdoors or in mechanical rooms, that comply with EN 378-3!
- A degasser with a safety valve suitable for R290 refrigerant (e.g. degasser - MUT DF DG HP 32 E - G 5/4" MMM VS Smart Plus 2.5 bar with insulation) must be installed at the outlet of the heat pump to drain the refrigerant to the outside in case of failure of the plate heat exchanger in the pump.
- A non-return valve must be installed at the water inlet of the heat pump.
- Do not install heat pumps in aggressive environments or in environments with higher salt content in the air!
- If the condensate is discharged into the waste pipe, it must be at a non-freezing depth on the pipe or inside the building where there is no risk of freezing, a siphon must be placed!
- Do not install heat pumps in ventilation systems!
- Do not constrict or obstruct the sides of the heat pump!
- Never start the heat pump when the fan cover is removed!
- Installation, maintenance and repairs must only be carried out **by authorised installers.**

2.1.5 Life-threatening electric shock

- Before opening the heat pump or carrying out work on electrical parts, disconnect the mains voltage completely and take precautions against accidental switching on.
- Have only a qualified electrician carry out the electrical connection and work on the electrical parts.
- When installing and carrying out electrical work, follow the relevant EN, VDE or locally applicable safety regulations.

Electric shock warning!

- Only carry out all electrical installation work and electrical connections in accordance with national and local regulations.
- The connection to the mains must be made as a fixed connection only.
- The device must be able to be disconnected from the mains at all poles at a distance of at least 3mm.
- This requirement is met by the use of circuit breakers, switches, fuses, etc.
- If current protectors are required by local regulations, these type B protectors must be sensitive to all types of currents (RCDs).

2.1.6 Risk of injury due to frost

At the air outlet of the heat pump, the air temperature is about 5 °C below the ambient temperature, so the surroundings can be icy and slippery.

2.2 Service inspections and maintenance

The operator is responsible for the safety and environmental compatibility of the heat pump. If refrigerant leaks from a leaky area, personal injury or environmental damage may result.

If you find a leak that is leaking refrigerant, disconnect the heat pump from the power supply. The pump must be disconnected from the mains and secure the heat pump against accidental switching on (e.g. by written warning at the circuit breaker). Inform customer service.

RISK OF INJURY! Only authorized refrigeration technicians may work on the refrigerant circuit, *see **chap. 10.***

2.2.1 System modifications

Before you change the control system settings, find out what these changes mean first! Do not make design changes that could affect the safe operation of the heat pump!

Only authorized installers may modify the following components:

- Heat pump unit
- Refrigerant and water piping, supply

2.3 Damage protection

Never stick foreign objects into the outdoor unit of the heat pump! The heat pump operates in intermittent automatic operation, the fan runs at high speed and injury may result.

2.3.1 Water quality and volume

All water (including heating water) must meet the parameters for drinking water according to Decree 252/2004 Coll., but in addition, the maximum total hardness must be below 1,25 mmol/l, the chloride content below 85 mg/l and the pH between 6,8 and 8,0.

Table 1: Volume of water in the plant

Subtype	PRO-N	PRO-R
Volume of water in the device [l]	1,45	2,7

2.3.2 Antifreeze

If the system requires the use of antifreeze, we recommend Termofrost P concentrate, which is designed for heating and solar circuits. The fluid protects the system against freezing, corrosion and the build-up of deposits.

Antifreeze: Termofrost P
Recommended mixing ratio: 1 : 1,5 (Termofrost P : water)
Freeze protection temperature: −20 °C
Boiling point: approx. 130 °C

Before using antifreeze, follow the manufacturer's safety instructions as set out in the package leaflet.

2.3.3 Stainless steel water tanks

The Acond heating system can be equipped with a stainless steel vessel for heating water accumulation or a stainless steel hot water storage tank (hereinafter referred to as vessels). Although these are stainless steel vessels, they are not maintenance-free! Instructions for installation and maintenance of the vessels are given in the documentation **Accumulation vessels, DHW storage tanks**, which is included in the delivery of the vessels.

The tanks are designed for heating water accumulation and as a drinking water storage tank. For water requirements *see **2.3.1*** .

The vessel must not be put into operation and further operated without a fully functional **safety valve**. The maximum possible operating pressure of the vessel is 0,6 MPa.

Occasional leakage of water from the safety valve during hot water heating is a normal phenomenon caused by thermal expansion of water (about 10l per week). Continuous water leakage indicates a faulty safety valve and causes large energy losses.

If the system is equipped with full DHW heating and the DHW tank is not filled with water, it is necessary to disconnect the DHW circulation pump from the power supply, otherwise there is a risk of damage!!

3 Technical data

The following technical data and performance parameters are for an average climate and for a unit with clean heat exchangers!

Table 2: Technical data

Subtype	PRO-N		PRO-R	
Model	PRO-N	PRO-N SP	PRO-R	PRO-R SP
Supply voltage code; protection*)	3~N/PE/400V/ 50Hz; B16A	1~N/PE/230V/ 50Hz; B32A	3~N/PE/400/ 50Hz; B20A	1~N/PE/230/ 50Hz; B50A
Voltage code of outdoor unit; protection*) **)	1~N/PE/230V/50Hz; B16A		3~N/PE/400V/50Hz; B16A	
Maximum current of the outdoor unit [A]	13	13	12	26
Starting current [A]	5		5	
Degree of protection of the outdoor unit	IP24		IP24	
Degree of protection of the indoor unit	IP20		IP20	
Dimensions (H x W x D) [mm]	759 x 1128 x 539		1089 x 1427 x 581	
Pump weight [kg]	115		195	
Prated [kW] **)	5		10	
Maximum heat loss of the building [kW] ***)	7		15	
Refrigerant	R290		R290	
Refrigerant weight [kg]	1,35		2,75	
Maximum permissible pressure - high pressure section [bar]	32		32	
Maximum permissible pressure - low pressure section [bar]	17		17	
Acoustic performance at A7/W55 [dB(A)]	47,7 ± 1,5		53,1 ± 1,5	
Air temperature limits [°C]	-22 to 35		-22 to 35	
Water temperature limits [°C]	20 to 70		20 to 70	
Minimum water pressure [bar]	1		1	
Maximum water pressure [bar]	2,5		2,5	
Minimum water flow [m^3/h]	0,3		0,5	
Maximum water flow [m^3/h]	3		3	

*) follow local regulations
**) medium-temperature applications (A-10/W55) according to EN 14 825
***) in the losses of the building (at -15°C) it is necessary to include the heating of DHW, pool if they are installed.

Table 3: Performance parameters of EN 14 511 nominal conditions

Subtype	PRO-N	PRO-R
Heating power A7/W35 [kW]	3,04	6,77
COP A7/W35 [1]	4,9	5,22
Heating capacity A2/W35 [kW]	2,74	5,7
COP A2/W35 [1]	4,31	4,49
Heating power A7/W55 [kW]	3,54	7,4
COP A7/W55 [1]	3,03	3,29

Table 4: Performance parameters EN 14 825

Subtype	PRO-N	PRO-R
Heating capacity A12/W27 [kW]	1,81	4,05
COP A12/W27 [1]	5,18	7,42
Heating capacity A7/W27 [kW]	1,83	3,81
COP A7/W27 [1]	5,11	6,33
Heating capacity A2/W30 [kW]	2,88	5,46
COP A2/W30 [1]	4,18	5,03
Heating capacity A-7/W34 [kW]	4,68	9,23
COP A-7/W34 [1]	2,91	3,24
Heating capacity A-10/W35 [kW]	5,29	10,38
COP A-10/W35 [1]	2,4	2,76
Heating capacity A12/W35[kW]	1,76	3,88
COP A12/W35[1]	4,86	6,14
Heating capacity A7/W36 [kW]	1,86	3,52
COP A7/W36 [1]	4,46	4,97
Heating capacity A2/W42 [kW]	2,77	5,53
COP A2/W42 [1]	3,42	3,87
Heating capacity A-7/W52 [kW]	4,54	9
COP A-7/W52 [1]	2,2	2,5
Heating capacity A-10/W55 [kW]	5,14	10,18
COP A-10/W55 [1]	1,88	2,08
SCOP W35 [1]	4,18	5,05
SCOP W55 [1]	3,45	3,93

3.1.1 Operating conditions of the ACOND heat pump

The conditions listed in this paragraph must be met for proper operation of the heat pump. If these conditions are not met, auxiliary heating rods will be attached or the heat pump will be completely shut down and heated only by heating rods.

- The temperature of the water returning from the system must be at least 20°C. If the return temperature is lower (e.g. when the heat pump is first started or after a longer shutdown and start-up in a cooled building), the auxiliary heating rods will be started at the same time as the heat pump.
- The minimum room temperature setting is related to the minimum return temperature condition. For systems without a storage tank, the minimum possible setpoint is 15°C, for systems with a storage tank, the desired temperature of the heated building can be lower (antifreeze - at least 10 °C).
- The control maintains the set room temperature with a tolerance of +/- 0,5°C. To stabilize the control after a significant intervention occurs within 24 hours for underfloor heating or within 12 hours for a system equipped with radiators. A significant intervention in the control is considered to be a change of the desired room temperature by more than 1.5°C, switching on the system, failure of one of the temperature sensors, change of the control type, etc.
- At lower outdoor temperatures, if the heat pump is not performing sufficiently well, the auxiliary heating rod is switched on or the heat pump is switched off and all fitted heating rods are switched on.
- In summer, high outdoor temperatures (>28°C) may cause fault A01 - high pressure during DHW heating. In this case, we recommend lowering the desired DHW temperature.
- For the AcondTherm control to work properly, the heating system must not be in the room with a room thermostat must be equipped with thermostatic heads or other overriding controls. If this is not complied with, we recommend using an Ekviterm or Standard control (*see chap.* ***4.2.6*** *on page* ***31***).

If the outlet temperature of the heat pump is below 18°C, there is a risk of condensation! For this reason, the temperature in the heating system cannot be set lower than 18°C, thus limiting the temperature of the water that can be used to cool the living space.

3.2 Description of the heat pump operation

3.2.1 Heating

The ACOND® is a heat pump that generates heat energy for the house as needed. Hot water is heated continuously, or according to a DHW heating schedule. If the average outdoor temperature (average over 3 days, temperature measured in the morning, noon and evening) rises above the "End of heating" value the heating of the house is stopped.

When heating a very cold object, the auxiliary heating rod (bivalence) is switched on. When the return temperature from the system rises above 21°C, the heat pump runs according to the set mode (*see chap.* ***4.2.7*** *on page* ***32***).

3.2.2 Cooling

In case the installation is adapted for cooling and the activation does not occur during installation, it is possible to contact customer service with a request for activation of cooling in the heat pump parameters. After activation, the CHP mode must be changed to cooling (CHL). However, switching to this mode is only possible if the CHP is in summer operation, i.e. the average outdoor temperature of the last 3 days has exceeded for the end of the heating season.

Cooling starts if the required temperature of the plate heat exchanger outlet is exceeded by the specified hysteresis. On the other hand, cooling is stopped if the outlet temperature falls below the requirement. Another condition for the cooling to stop is the return temperature, which must be lower than the required temperature for the outlet increased by a hysteresis of 3 °C.
*Cooling will not occur if the CH is in winter mode, if the temperature at the plate heat exchanger is too low (error A07), if the temperature at the intake is too low (error A18), or if there is any error that shuts down the compressor for heating.
*can be classified in the faults section

3.2.3 Defrosting

B During the operation of the air heat exchanger (evaporator) is cooled by the subcooled refrigerant and is covered with frost due to the humidity of the outside air. Therefore, an automatic defrost function is included in the operation of the ACOND® heat pump to defrost the air heat exchanger.
The defrost sequence is triggered when the evaporator temperature of the outdoor unit drops below the set point. The four-way valve in the refrigerant circuit switches the direction of refrigerant flow and the fan stops. The warm refrigerant does not heat the condenser (plate/tube heat exchanger), but instead heats the frost on the air heat exchanger. This process stops when the evaporator temperature reaches the set temperature. The four-way valve switches back the direction of refrigerant flow and the heat pump generates heat energy for the heating system again.



During defrosting, the direction of refrigerant flow is changed, the air heat exchanger becomes a condenser and the condenser for heating the heating system becomes an evaporator. For a short period of time, the sound of the heat pump is changed, which is caused by switching the direction of the refrigerant flow and changing the pressure ratios in the refrigerant circuit.

When defrosting the evaporator, heat energy is extracted from the heated heating system of the house. A storage tank is used to balance the temperatures.



For proper defrosting of the outdoor unit, the minimum return water temperature is and the minimum temperature in the storage tank is set to 20°C

3.2.4 Adverse climatic conditions

High humidity and temperatures just below zero for very long periods of time can cause the grille and fan surroundings to freeze. This is not a malfunction but a physical phenomenon. It may be necessary to temporarily stop the heat pump with the main circuit breaker and very carefully remove the frost mechanically.

3.2.5 Summer/winter switching

In summer, the heat pump switches on if the system is fitted:

- full DHW heating and the DHW temperature drops below the set point
- an accumulation vessel enabling preheating of DHW, and a variant of preheating in summer is chosen - then the temperature in the storage vessel is maintained at 45 °C.



Summer/winter mode switching occurs according to the set average outdoor temperature or by clicking on the sun/snowman symbol. Average outdoor temperature value is calculated as the average of the morning, midday and evening outdoor air temperature over the past 3 days.

4 Heat pump control

Control of the heat pump is possible:

1. using a web browser via https://www.acond.com/en if the heat pump control is connected to the Internet - chapter ***4.2.1***
2. via a direct connection at the installation site on the local network - chapter ***4.2.2.3***
3. via the indoor unit in the reference room - chapter ***4.1***

4.1 Control of the heat pump via the indoor control unit



4.1.1 Interior control unit C-ID

The C-ID indoor control unit is used to display and set the room temperature, return water temperature, DHW temperature (if fitted), to set the control mode and type, to display the heat pump status and the outdoor temperature.

Warning! The indoor control unit must be placed on the wall so that it is freely accessible - i.e. it must not be covered by furniture, curtains, etc. If covered, there is a risk of impaired room temperature control and associated higher heating costs.

The HDO symbol on the display shows the current HDO status, while the symbols on the web page show the blocking of individual components, i.e. this information may differ if HDO monitoring is not checked on the information page, the component blocking symbol will not appear even if the tariff is high, but the C-ID display will show HDO.

4.1.2 Meaning of the individual symbols of the C-ID control unit panel

C-ID	Symbol	Description
	AT	AcondTherm regulation
	EKV	Regulation of Equiterm
	STD	Regulation Standard
	Car	Automatic mode
	Tch	Heat pump mode
	Biv	Bivalence mode
	Cool	Cooling mode (if equipped)
	Man	Manual mode
		Off mode
	HDO	If the symbol is lit, a high electricity tariff is in effect
		The outdoor temperature has reached the end of heating - summer operation parameter
		Winter operation

C-ID	Symbol	Description
		If there is a fault on the device, the display will show a panel with a description of the fault. The fault indication is also displayed on the main panel.
		"Holiday" mode according to the timetable
		Outdoor temperature
		The desired temperature is currently governed by the timetable
		Degrees Celsius
		System circulator
		Defrosting the outdoor unit
		Domestic hot water heating
		Bivalence on - stage 1 and 2
		Outdoor unit compressor
		Outdoor unit fan
		Brine circulation pump
		Plate heat exchanger circulation pump

4.1.3 Basic view - saver



In the basic view, the display shows the **current temperature in the room**, the type of control, the current mode, or the symbol for a fault. Pressing any button on the display takes you to the main panel.

Note: The display will automatically return to the basic display after 2 minutes of inactivity.

4.1.4 Main panel

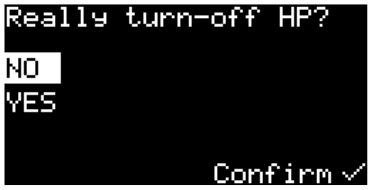


The main panel displays the current room temperature,
the outside temperature, the control type, the current mode and some of the other symbols, the meaning of which is described in chapter ***4.1.2***.

4.1.5 Display control

Use the up and down arrows (Λ,V) to switch between the different display panels.
The right arrow (>) is used to move to the parameter settings.
The + / - buttons increase and decrease the desired temperature. Holding down these buttons changes the desired temperature more quickly. After seven seconds of holding the button steady, the temperature value stops. It is necessary to remove your finger from the button for two seconds and press again if necessary.
The left arrow (<) goes back from the previous panel. The settings from the previous panel will not be saved.
The OK button (✓) is used to confirm the request to change the settings.
Holding the **X button for** 1s returns from the other panels to the base panel.

4.1.6 How to switch on the heat pump:



If the CH is switched off, the display shows the symbol and the temperature in the room. The up or down arrow can be used to toggle between the room temperature, return water temperature, DHW temperature (if fitted) and outside temperature displays. The DHW is switched on by pressing the ✓ button, which brings up the DHW confirmation panel. After switching on, the CH is in automatic mode.

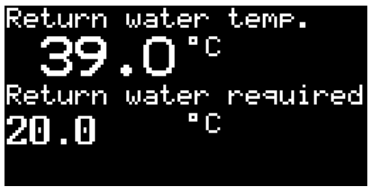
4.1.7 How to set the desired room temperature



To set the desired room temperature, go to the main panel by holding down the **x** button and pressing the **>** arrow**, +/-** or ✓ buttons. The display will show the current room temperature setpoint. Press the **+** or **-** button to increase or decrease the setpoint temperature by 0.1 °C. Holding down these buttons changes the desired temperature more quickly. When your desired room temperature is reached, press the ✓ button. This will save the desired value and return it to the main panel.

> **The control normally maintains the set room temperature within a tolerance of +/- 0.5°C. This tolerance is exceeded only in exceptional cases** (e.g. after a system restart, after a change in the desired temperature, after ventilation, etc.).

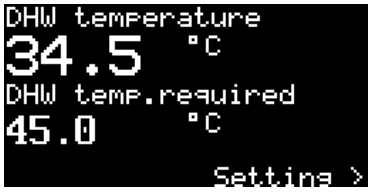
4.1.8 How to determine and set the return water temperature



Use the up or down arrow button to scroll to the Return Water Temperature panel. The actual return water temperature and the desired return water temperature will be displayed. If the control is set to Standard, you can change the desired return water temperature: press the **>, +/-** or ✓ arrow button. The display will show the current desired return water temperature, use the +/- buttons to change the temperature value. When the desired return water temperature is reached, press the ✓ button. This will save the desired value and return you to the Return Water Temperature panel.

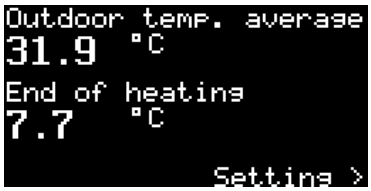
> **The return water temperature** can only be set in **Standard (ST)** mode.

4.1.9 How to find out and set the DHW temperature



The DHW Temperature panel can only be displayed if DHW heating is fitted via a DHW heater. Use the up or down arrows from the main page to navigate to the DHW Temperature panel. The actual DHW temperature and the desired DHW temperature are displayed. Press the **>** arrow, the display will show the current DHW setpoint, which can again be changed using the + and - buttons. When you have finished entering the DHW setpoint, press the ✓ button. This will save the desired value and return the system to the DHW Temperature panel. The clock symbol on the right side of the panel indicates the blocking of DHW heating via the time schedule.

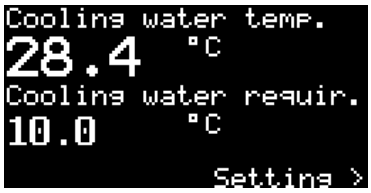
4.1.10 How to find out the average outside temperature and set the heating end temperature



Use the up or down arrow button to select the Average Outdoor Temperature panel. The average outdoor temperature for the last 3 days will be displayed and the value above which the heating season will be terminated. **Press the >** arrow **to display** the average outdoor temperature value for the end of the heating season. The + and - buttons can be used to change the value. Press the ✓ button **to save the** desired value and return to the Average outdoor temperature panel.

> ***Note**: For more information see chap. **3.2.5** Summer/winter switching.*

4.1.11 How to set the outlet water temperature for cooling



The panel Water temperature for **chlorine** can only be set with the up and down arrows in cooling mode, which can only be set in summer mode. It displays the current and desired temperature at the outlet of the cool. By pressing the **>** arrow, the desired temperature at the cool outlet can be changed. The editing is finished by pressing the ✓ button. This saves the desired value and returns you to the Water temperature for cool panel.

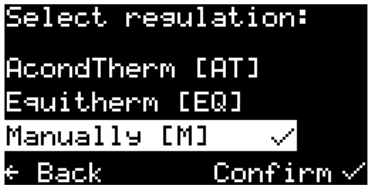
4.1.12 Settings panel



In the Settings panel it is possible to change the type of control, switch the CH on and off and set the operating mode. Pressing the **>** arrow will display the menu with the individual options.

Use the up and down arrows to move between menu items, and the right arrow or ✓ button to select a menu item.

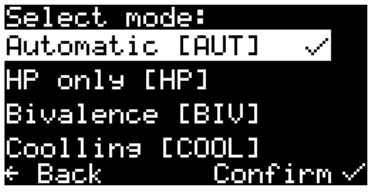
4.1.12.1 How to set the heat pump control type



After selecting "Control selection", you can select the type of control. Move between the items again with the up and down arrows, select an item by pressing the ✓ button**.**

> ***Note**: For more information about the faults, see chap.**5** .*

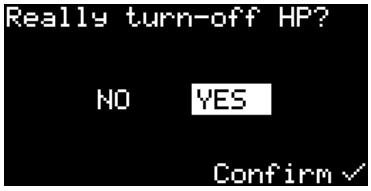
4.1.12.2 How to set the heat pump running mode



After selecting the "Mode selection" item, a menu is displayed with the selection of the operation mode of the CH. The cooling mode is displayed only in summer operation. To move through the menu items via the up and down arrows, the mode setting occurs by pressing the ✓ button. If the main panel or **Man** mode is displayed in the basic display, the heat pump is being serviced by a service technician.

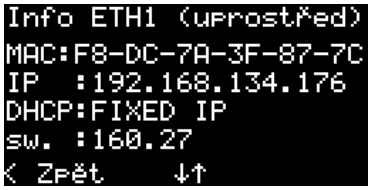
> ***Note**: For more information on mode descriptions, see chap. **4.2.7**.*

4.1.12.3 How to turn off the heat pump



The item Switch off CH [OFF] in the settings panel allows you to switch off the CH.
After selecting it, a confirmation dialog will be displayed, after confirming "YES" the device will be switched off.

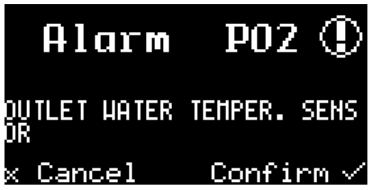
4.1.12.4 Display Ethernet interface information



In the Settings Panel it is possible to call up information about the ETH channel through which the TC is connected to the local network. This information can be useful for the technician renewing the connection of the CH to the Internet.

> ***Note**: ETH1 is used only for connecting the service technician, ETH2 is used for connecting the CH to the internet.*

4.1.13 Display, fault confirmation



If a fault occurs on the heat pump, the display The fault code panel, the symbol and a short description of the fault are displayed immediately. The fault can be acknowledged (confirmed) by pressing the ✓ button. If the problem persists, the TC will start. If the fault persists, the fault cannot be acknowledged. To set/control the operation of the heat pump components, display temperatures, etc., press the **x** button to go to the standard panels. After 20s of inactivity, the fault panel is displayed again.

> ***Note**: For more information about the faults, see chap. **5** .*

4.2 Control via web interface

4.2.1 Connecting the heat pump to the internet

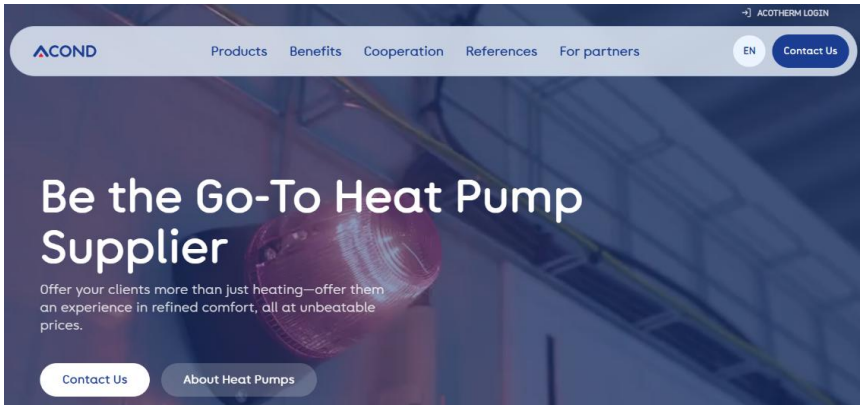
The connection of the heat pump to the internet will be done by a service technician during the installation of the heat pump or later via the Acond service line (+420 601 373 073). When logging in, users access the web server with the heat pump database.

> If the heat pump is assigned a fixed IP address when it is installed at the customer's site, be sure to maintain the original address space when replacing the router or modem in the home network. Any service call to reset the IP address of the heat pump will be charged according to the current company price list.

4.2.2 Login to the system

4.2.2.1 Via the website www.acond.cz:

In the address bar of your web browser (Google Chrome, Firefox, Internet Explorer, etc.), type the address: https://www.acond.com/en ***Fig 1***).



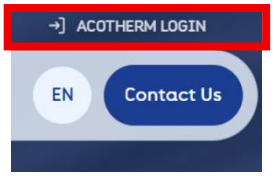


Fig 1: Website of Acond a.s. with heat pump login (blue box button on the right)

At the top right you will find a prominent light blue **SERVICE** button and next to it the **ACONDTHERM LOGIN** button. When clicked, the login page will appear, see. ***Fig 2***.



Fig 2: TecoRoute login page

> The login details (username and password) will be supplied by the installer when the heat pump is handed over.

Type your login name in the **Username field**.
Type your password in the **Password field**.
Leave the PLC name field **blank**.
After entering, press Enter or the Login button. The heat pump menu screen will appear, (*see **Fig 3**)* to which you are allowed access (the list opens when you click on the arrow in the right edge of the bar with the name of the heat pump). Select the appropriate heat pump and click on the Select button or press the Enter key.

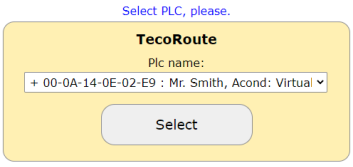


Fig 4: Choosing a heat pump

The heat pump login page is displayed (*see **Fig 4***).

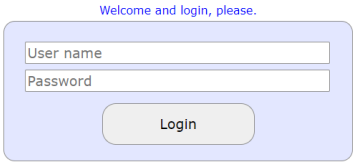


Fig 3: Heat pump login

Enter acond in the **Username** and **Password** fields (factory default - you can change the username and password on the Information page, *see chap. **4.2.12** on page **29**)*.

Confirm your name and password by clicking the Login button or the Enter key and the main page will be displayed - *see **Fig 5***.

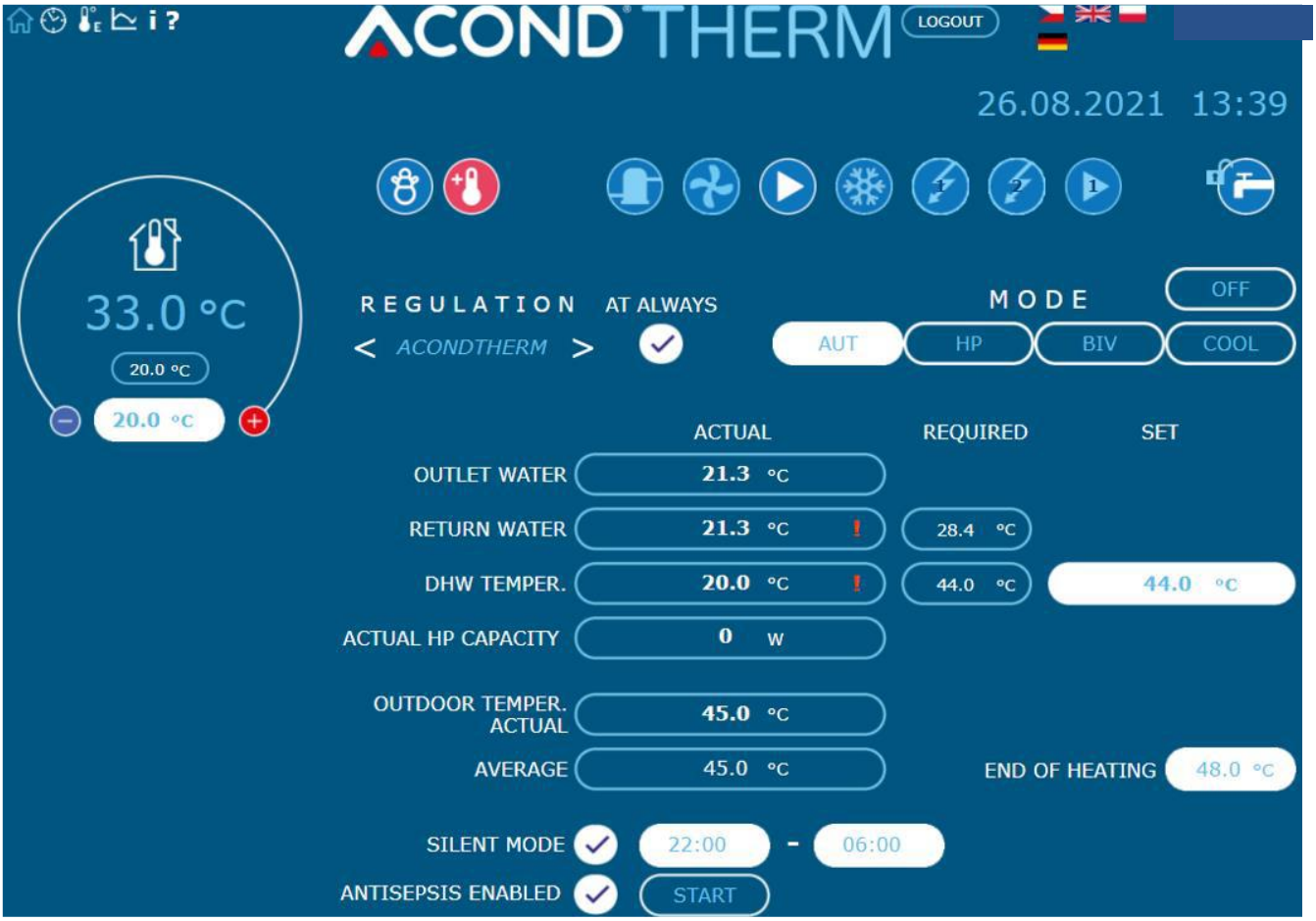


Fig 5: Web browser home page

Values that are bordered by a white oval, or are white backlit, can be edited (changed).

4.2.2.2 Establish a permanent connection to TecoRoute via a line

After entering your name and password and displaying the login page to the TecoRoute server (*see **Fig 2***), you can check the "Create a link for permanent login" checkbox to facilitate the next login. A web page with a table will appear, see Fig 6**.** On the desktop or browser bar. After pressing login, the pump login page is displayed (*see **Fig 4***) and continue with the previously described procedure.

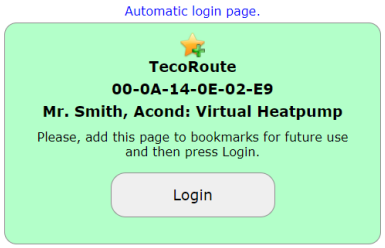


Fig 6: Creating a permanent link to log in to the heat pump website

4.2.2.3 On the local network:

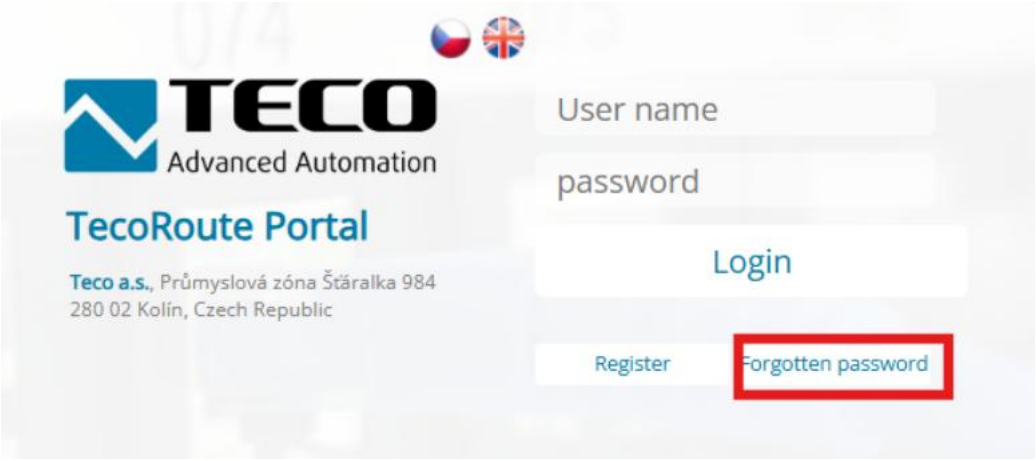
Enter the IP address of the heat pump (supplied by the installer) in the address bar of your web browser (Google Chrome, FireFox, Internet Explorer, etc.). A login web page will appear - *see **Fig 4**.*

Enter acond in the **Username** and **Password** fields (factory default - you can change the username and password on the Information page, *see chap. **4.2.12** on page **29***).

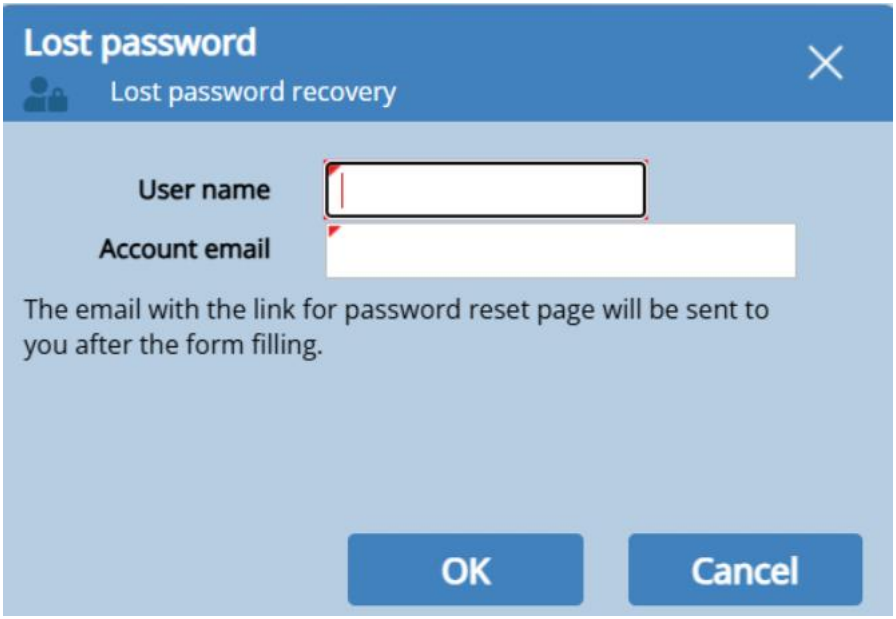
Confirm the name and password by clicking the Login button or the Enter key on the keyboard and the main page will be displayed - see Figure 6.

4.2.2.4 Creating New Password or Resetting a Forgotten Password

Notice: If you don't have an account yet, please contact service support or your installation company. Please do not use the "Register" button – a new account can only be created through service support or the installation company.
If you would like to create a new password, or have forgotten your existing password, go to portal.tecomat.com and click on "forgot password."



Fill in your registered username and the email address associated with it.



After correctly filling in the details, a link to set a new password will be sent to the provided email address.

Notice: You must enter the email address that was used during registration. If you enter a different address, the password reset link will not be delivered to you.

4.2.3 Homepage

In the left part of the upper web page there is a menu for selecting individual subpages with heat pump parameters.

1. **Home page** ***(Fig 5)*** is displayed after logging in to the system and any time you click on the little house icon.
2. **Timetables** ***(Fig 12)*** allows setting the value of the automatic change of the desired temperature in the room (or the temperature in the storage tank in STANDARD control) according to the time of day. Here it is possible to implement e.g. a night temperature drop.
3. **Equithermal curve** allows you to change the parameters of the equithermal control
4. **The waveforms of** the display of the return temperature, room temperature and DHW temperature for the last 24h.
5. **Information** list of service information - data about the user, installed software version, heat pump type, HDO settings, etc.

4.2.4 The meaning of the pictogram (symbols)

Below the heat pump mode selection, there are pictograms showing the status of the heat pump system components. The following table describes the meaning of each pictogram.

Table 5: Meaning of pictograms used on the heat pump main page

pictogram	Status	pictogram	Status	Description
	Inactive		Active	Heat pump compressor
	Inactive		Active	Heat pump fan
	Inactive		Active	Circulator Heat Pump
	Inactive		Active	Defrosting the heat pump
				Winter/summer operation
	Heating		Cooling	Heating/cooling mode display (if cooling is fitted)
	Inactive		Active	Heating system circulator (only in case of installed storage tank and pump in the heating system)
	Inactive		Active	Circulation pump of the 2nd circuit of the heating system (only in case of installation of the 2nd heating circuit)
	Inactive		Active	Domestic hot water heating via heat pump (hydrobox) or heating rod (preheating, electric boiler)
	Inactive		Active	Bivalence - switching of auxiliary electric heating rod
	Blocked	The crossed-out flash symbol is displayed if the bivalence is not fitted or cannot be triggered at the moment. A locked bivalence occurs when the compressor is triggered. Due to the overall protection of the technology, it is not possible to run the compressor and both bivalences simultaneously (only the first stage of the bivalence can be operated simultaneously with the compressor).		
		HDO	Active	Symbol indicating a higher electricity rate (appears on the component if it must not be started on a higher tariff, *see chapter **4.2.12***)

4.2.4.1 Summer/winter operation

The symbol of the snowman indicates the winter season, when heating of living spaces and hot water is active. The sun symbol indicates summer, when the heat pump only heats domestic hot water (if fitted) or maintains 45°C in the storage tank for DHW preheating (the option is located in the middle of the main page at the bottom). In summer mode, the cooling mode can be set. For more information see *chap*. ***3.2.5*** *on page* ***13***.

> The end of the winter season will occur when the average outdoor temperature rises above the End of Heating Season value shown on the main website. Clicking on the snowman/snowflake symbol will switch the system to summer/winter operation.

4.2.5 Setting values

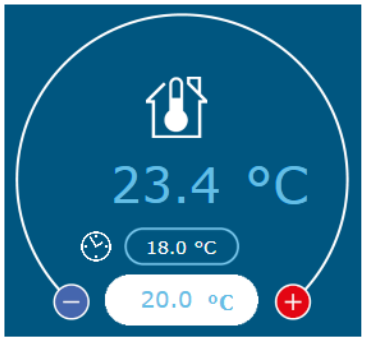


Fig 7: Temperature settings

In the left part of the web interface, it is possible to edit (change) the desired temperature in the room, or in the rooms (if more room thermostats are installed).The desired temperature is located in the white oval field, after clicking in the field space it is possible to change the value. The largest blue value shows the current temperature in the room with the room thermostat fitted, the smallest value in the blue oval shows the desired value in the room, which may differ from the value in the white field (if the room temperature schedule is active).

> **The clock symbol next to the desired room temperature value indicates that the desired temperature in the room is governed by the value set in the room temperature schedule** (*Ch*. ***4.2.11*** *on page* ***27***)**.** If the symbol is not displayed, the desired value is given by the value entered in the white input field on the main page.

In the middle part, the temperatures are displayed - the sensor values, the desired values of these temperatures and the changeable values in the white fields. In the case of **STANDARD** control (*Kap.* ***4.2.6*** *on page 31)*, the desired temperature of the water in the bottom of the accumulator vessel is entered here. the water returning from the heating system. In the case of the selected **Ekviterm** or **AcondTherm** control, this value is calculated from the outside temperature or the room temperature and cannot be changed manually.

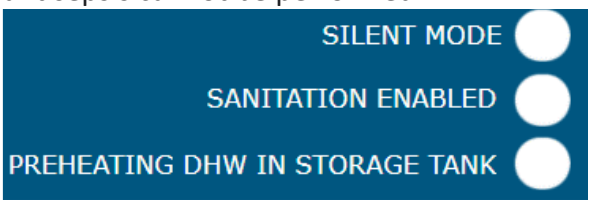
After entering the value it is necessary to confirm the change by pressing the **ENTER** key or by clicking the mouse on the arrow in the right part of the white input field.

> **The AcondTherm® control normally maintains the set room temperature within a tolerance of +/- 0,5°C**. This tolerance is only exceeded in exceptional cases (e.g. after a system restart, after a change in the desired temperature, after ventilation, etc.).

When selecting the DHW **PREHEATING** option, the temperature in the storage tank is maintained at 45°C in summer for heating domestic hot water.

When **ANTISEPSE OPTION** is selected, the boiler is disinfected once a week by heating to 60°C. Antisepsis can also be triggered once by clicking on the **START** sign if antisepsis is enabled. This is a function of the DHW unit which destroys the legionella bacteria in the DHW tank (boiler). Antisepsis can be started once or at a regular interval of once a week or only on the 1st day of the month (contact customer service to set the interval).

Note: For the antisepsis to work properly, a bivalent source must be fitted at the output of the CH.
In the absence of this source, antisepsis cannot be performed.



When selecting the **QUIET MODE of the CHP**, it is possible to specify the time when the fan speed will be reduced due to the noise of the heat pump. In summer, as soon as the outside temperature exceeds 17°C, the speed is reduced automatically.

4.2.6 Choosing a control system



Fig 8: Choice of control system

The control system can be selected on the home page using the right and left arrows ***(Fig 8).***

4.2.6.1 AcondTherm®

The most economical and comfortable control system. The pump calculates the lowest necessary heating water temperature according to the needs of the building. This system is the most economical control option and saves 15 to 35% energy compared to other systems. The "**AT Always**" checkbox ensures that the system will go into AcondTherm® control each time it restarts after a power failure.

> For proper operation of the AcondTherm control, the heating system in the room with the space thermostat must not be equipped with thermostatic heads or other overriding controls. If this is not complied with, we recommend using an Ekviterm or Standard control.

4.2.6.2 Equiterm

The temperature of the water in the heating system is determined by the outside temperature. The disadvantage of this control is, the curve of the required return water temperature must be set so that even in the worst outdoor conditions (wind, rain, snow) it ensures the desired air temperature in the building. This usually makes it unnecessarily high, which causes an increase in electricity consumption.

4.2.6.3 Standard

Set constant temperature of heating water in the heating system - this option is mainly for service purposes or for the installation of temperature control in rooms by the parent system.

4.2.7 Control mode selection

On the home page, next to the regulation option ***(Fig 8),*** you can also set the control mode.

4.2.7.1 Automatic selection - AUT button

Automatic system selection favours the operation of the heat pump. If necessary, a bivalent source of heat energy is attached - electric heating rods.

4.2.7.2 Heat pump - DH button

With this option, only the heat pump can be operated. The bivalent source (heating rods) is blocked and is only started in the event of a serious equipment failure.

4.2.7.3 Bivalent source - BIV button

Only the operation of a bivalent source - heating rods - is allowed for heating.

4.2.7.4 Cooling - CHL button

In summer mode, the cooling mode (if fitted) can be activated. When pressed, the "Water temperature" value is displayed next to the in desk. Exchanger", a window appears for entering the desired water temperature for cooling.

4.2.7.5 Off - OFF button

The entire system shuts down, including the circulation pumps. The anti-freeze is maintained in the off mode - if the water temperature in the outdoor unit drops below 7°C, the primary circuit circulator is switched on. If the temperature drops further, the heating rod may also switch on.

4.2.8 Solar panel

To operate the solar panels, use the Solar window, which is called by clicking on the Solar icon located at the bottom of the main screen ***(Fig 9)***.

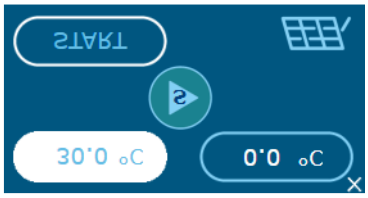


Fig 9: Solarium window

The solar circulator runs when the temperature of the solar panel exceeds the temperature in the storage tank by at least 8°C. It shall stop if the temperature of the solar panel exceeds the temperature in the storage vessel by only 3 °C or less, or if the temperature in the storage vessel is greater than 80 °C.

If the heating system is not equipped with solar panels, the Solar button will not appear in the bottom bar.

4.2.9 Swimming pool

To operate the pool, use the Pool window that appears when you press the Pool icon at the bottom of the main screen ***(Fig 10)***. If the system is not equipped with a pool, the Pool button will not appear in the bottom bar.

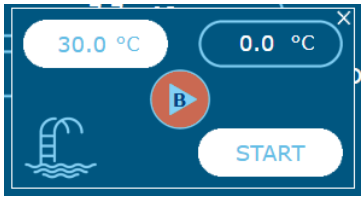


Fig 10: Pool window

When the pool heater is switched on, the temperature of the return line (storage tank) is set to 45°C. The pool is heated only when the living rooms and the heated DHW are heated.

4.2.10 Fault display



Fig 11: Fault display on web page

In the event of a malfunction, an exclamation mark appears next to the AcondTherm logo on a red background. After clicking on the exclamation mark icon, a description of the fault is displayed with an OK button that can be used to confirm the fault after it has been corrected (if the cause of the fault has passed) ***(Fig 11).***

4.2.11 Timetables

When you click on the **Time Schedules** icon in the menu of the web page, tables are displayed in which you can enter the time periods during which the temperature entered in the white box below is valid. Similarly, it is possible to set up time schedules for the heating water temperature and the behaviour of the DHW during holiday periods. Links to these time schedules can be found in the bottom right corner of the page.

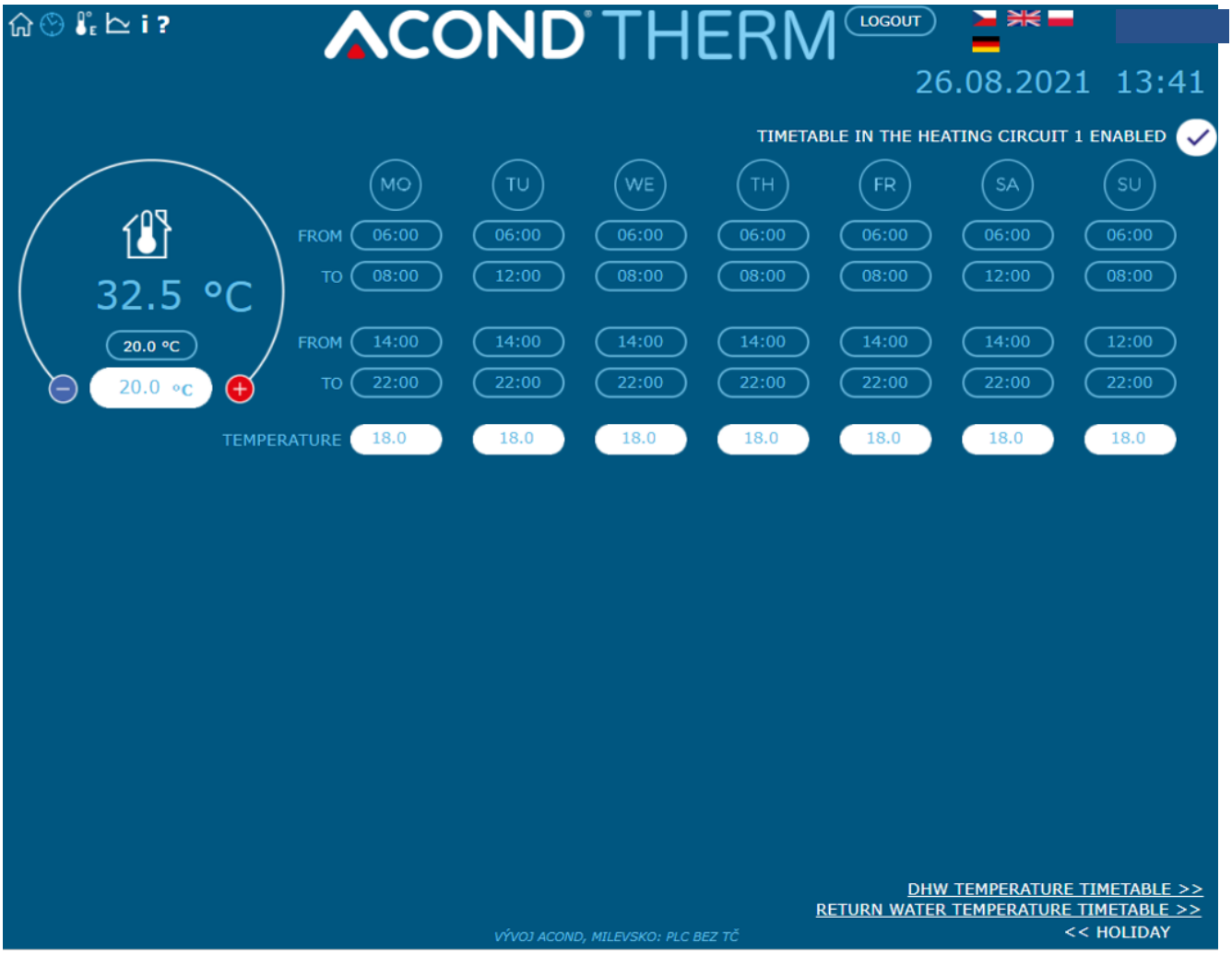


Fig 12 Room temperature schedule

4.2.11.1 Circuit1, Circuit2, Heating water

For each day it is possible to enter 2 time periods in which the room temperature (heating water temperature) will be in STANDARD control) will be controlled to the value in the white oval below the corresponding times in this table. At the top of the table it is possible to select whether the heat pump will be controlled by the time schedule - if the box is left unchecked, the device ignores the set times and independently of the time heats the building to the setpoint temperature value entered on the main page. The holiday date overrides this option, it is always valid.

At the bottom of the page, you can enter the holiday date and the temperature to be maintained in the room during the holiday. It is also possible to enter the DHW temperature during the same period. The holiday in progress is displayed at the top of the main page. If the heating system is composed of several independent heating circuits with separate settings, each circuit follows its own schedule.

4.2.11.2 DHW timetable

When you click on the TUV Schedule link at the bottom right of the web page, a table will appear (*see **Fig 13***), to enter the 2 time periods in which DHW heating will be enabled. At the top of the table, an option is made available to select whether the heat pump should follow the displayed time schedule. If the box is left unchecked, the device ignores the set times and DHW is heated as required regardless of time.

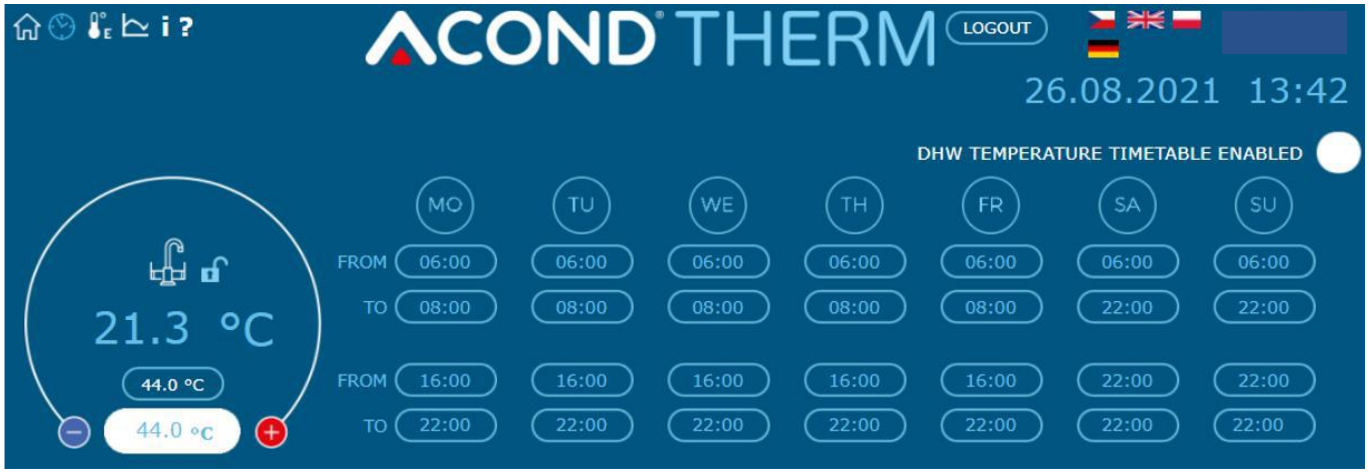


Fig 13: DHW heating schedule

Caution, if the heating times are set so that heating does not occur at all or only for a short period of time (on time = off time) and the DHW container is placed in an unheated room, the container may freeze in winter!

Note that the day starts at 0:00 and ends at 23:59, i.e. when requesting a time period ending at midnight, you must enter 23:59, not 0:00.

4.2.12 Information

The Information page contains basic information about the heat pump and its user, installation location and other information entered by the technician during installation. At the bottom of the page you can change the username and password to access the heat pump website and the system time. The username and password can contain a maximum of 10 characters, do not use diacritical marks (hooks, commas). Also on this page you will find the number of hours that the individual system components have been active.

On the right side of the information page there is a menu (*see **Fig 14***) that allows the use of the HDO signal (=High-Density Remote Control, switching between cheap and expensive electricity tariffs). If you tick the box "HDO switches off DHW heating", no DHW will be heated during the more expensive tariff. Similarly, if you tick the box "HDO switches off DHW for heating", the heat pump will not run during the more expensive tariff due to low temperature in the room and after ticking the last box "HDO switches off the bivalent for heating" the bivalent source will not run during the more expensive tariff. During the more expensive tariff period (if the HDO options are ticked), a shutdown icon will appear next to the icon of the respective heat pump component, see ***Table 5: Meaning of pictograms used on the heat pump main page***. If the windows are empty, the heat pump and the bivalent heat source will run regardless of the HDO signal.

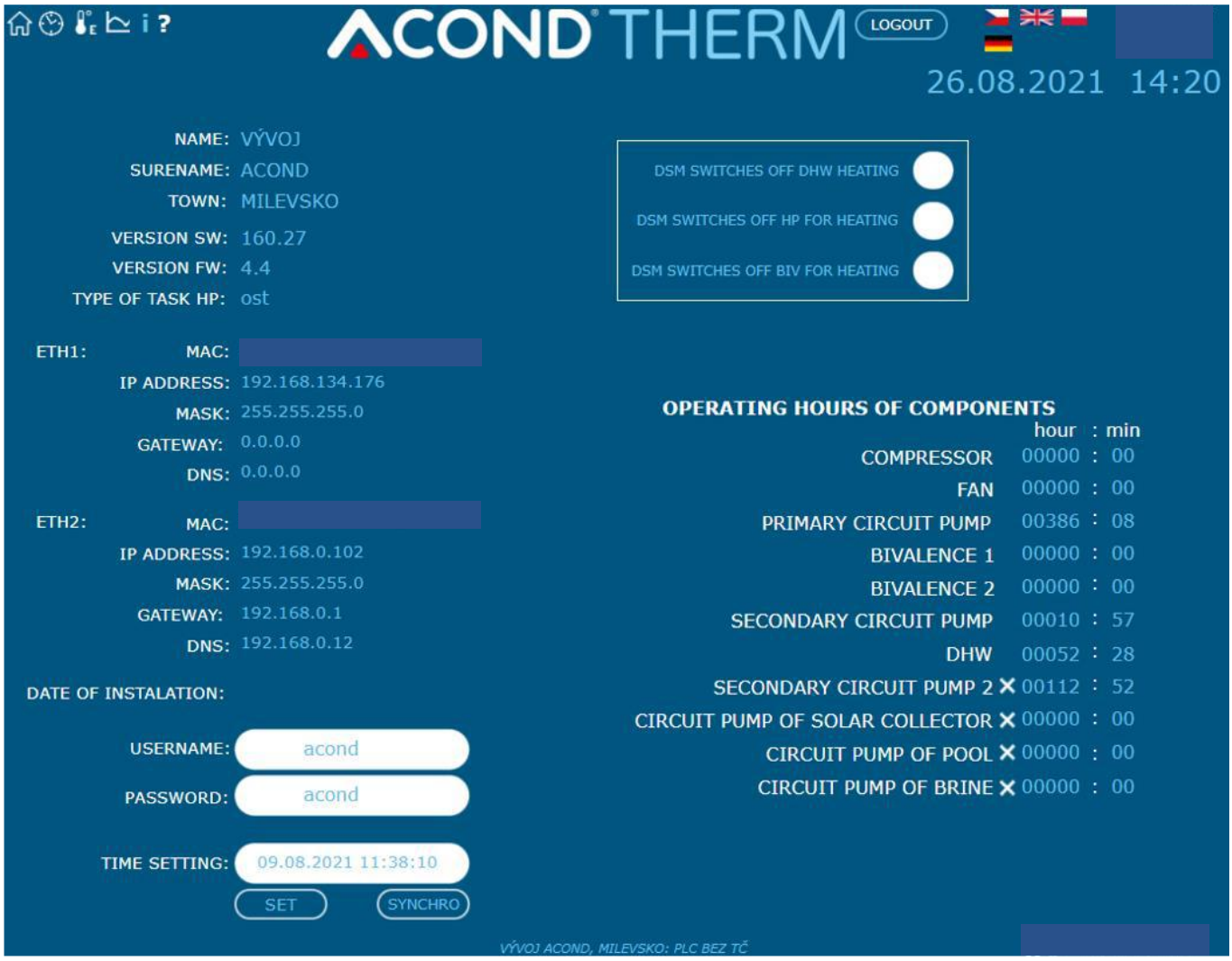


Fig 14: Information, HDO selection

4.2.13 Equithermal curve

After clicking on the link in the Equitherm Curve menu, a table with the equitherm control settings is displayed *(see **Fig 15**)*.

The numbers below the horizontal axis indicate the outdoor temperature of the breaks (points) of the equithermal curve, the numbers above the graph indicate the heating water temperature corresponding to these breaks (points). The number above the graph corresponds to the heating water temperature calculated according to the specified equithermal curve depending on the current outdoor temperature.

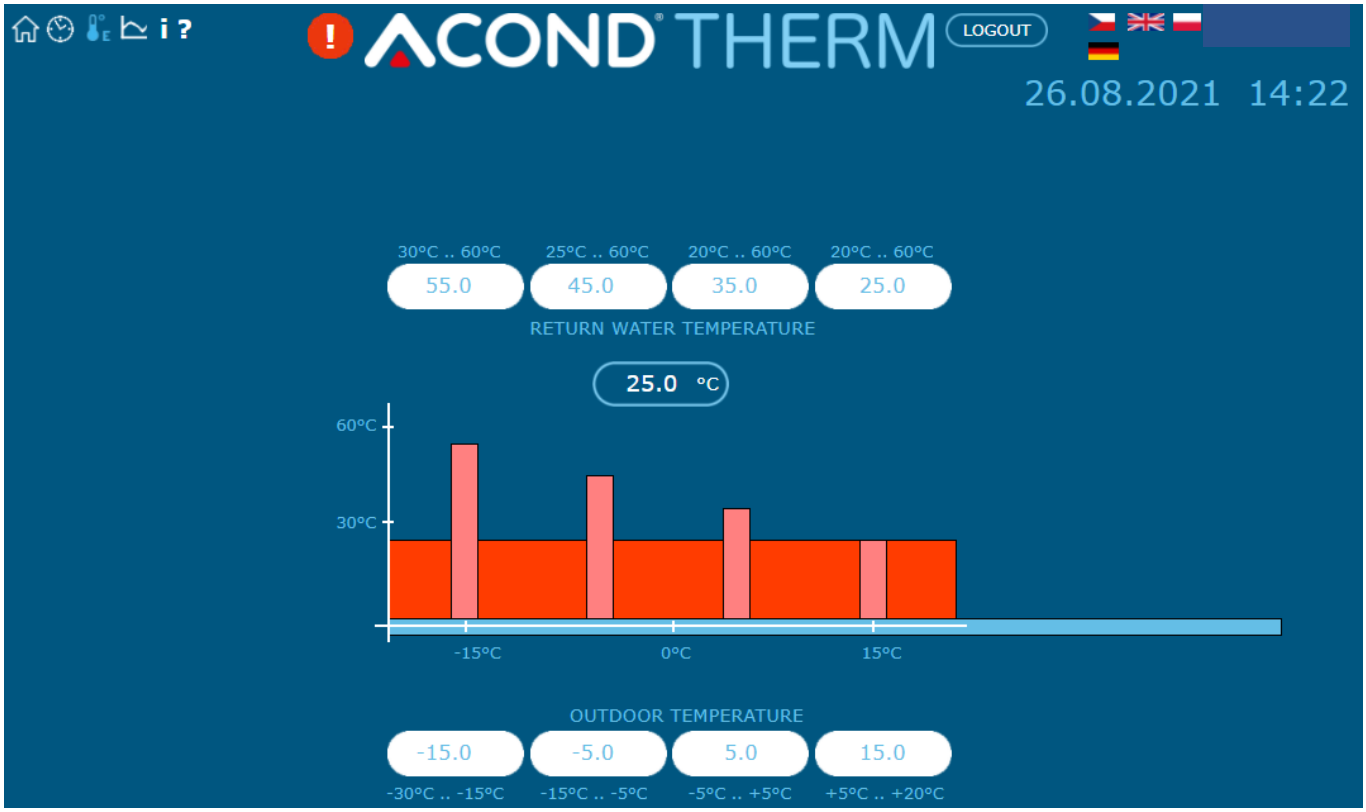


Fig 15: Equithermal control settings

4.2.14 Temperature histories

The page displays temperature trends for the last 24 hours. Next to the curve chart there is a legend with the curve colors of each waveform with checkboxes to enable/disable the display of the waveforms. The "Reset Data" button below the graph resets the data for the last 24 hours. The data is stored in a circular buffer, i.e. data older than 24h is replayed with new data. It is therefore not possible to display waveforms older than 24h.

4.3 Control via mobile app

4.3.1 HeatingUp mobile app

The HeatingUp application provides remote access to control heat pumps supplied by Acond a.s. It is available for download in AppStore and GooglePlay.

Main features of the app:

- heat pump status display
- display and change the temperature in the reference room, hot water, heating water
- change of summer/winter operation
- switching on/off of the solarium
- switching the pool heating on/off, displaying the current temperature
- changing the desired temperatures of the above components
- displaying and changing the type of control, switching the mode, switching the off/on

4.3.2 Operating system requirements

If the HeatingUp® basic mobile app is to be run on an Android mobile phone, Android 10.0 or higher must be installed on the device. For mobile phones running iOS, iOS 15.0 and higher is required.

4.3.3 User login

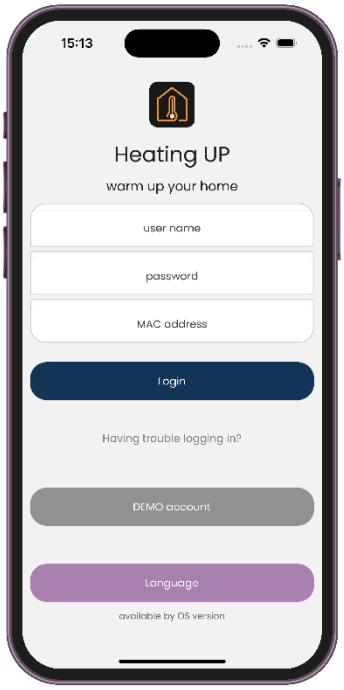


Fig: 16 Login page

To monitor and control your ACOND heat pump via your mobile phone, you must first log in to the app. **On the login page, enter the username (Login) and password that you will receive on the documentation when you hand over the heat pump (or call our technical support).** If the login is unsuccessful, you can click on the link "Having trouble logging in".

Detailed instructions for the mobile app can be found inside the app in the **Menu** section**.**

5 Alarms, malfunctions and their elimination

Each alarm is signalled simultaneously via the web interface and on the indoor unit.
If a fault occurs on the heat pump, an exclamation mark appears in the red box on the home page *(see **Fig 11**)*. *A* fault panel appears on the indoor unit, showing the fault code, the fault description and the exclamation mark symbol .

5.1 Confirmation of failure

Confirmation of the removed fault is possible from the heat pump website by clicking OK on the fault icon (exclamation mark in the red box), or from the indoor unit by pressing the OK ✓ button (if you are in the fault panel).

Code	ALARM	Cause	Removing
P01	**REVERSE SENSOR FROM THE SYSTEM**	Probe missing, defective, cable defective, probe resistance exceeds limits	*Call technical support.*
P02	**TEMPERATURE SENSOR AT THE EXIT OF THE BOARD. EXCHANGE**	Probe missing, defective, cable defective, probe resistance exceeds limits	*Call technical support.*
P03	**TEMPERATURE SENSOR ON COMPRESSOR SUCTION**	Probe missing, defective, cable defective, probe resistance exceeds limits	*Call technical support.*
P04	**OUTDOOR TEMPERATURE SENSOR**	Probe missing, defective, cable defective, probe resistance exceeds limits	*Call technical support.*
P05	**ROOM TEMPERATURE SENSOR - 1ST CIRCUIT**	Electrical fault, disconnected (faulty) room thermostat	*Call technical support.*
P06	**HEAT SENSOR**	Probe missing, defective, cable defective, probe resistance exceeds limits	*Call technical support.*
P08	**SOLAR SENSOR**	Probe missing, defective, cable defective, probe resistance exceeds limits	*Call technical support.*
P09	**ROOM TEMPERATURE SENSOR - 2. DISTRICT**	Electrical fault, disconnected (faulty) room thermostat	*Call technical support.*
P10	**POOL SENSOR**	Probe missing, defective, cable defective, probe resistance exceeds limits	*Call technical support.*
P11	**MIXER SENSOR - FLOOR SENSOR**	Probe missing, defective, cable defective, probe resistance exceeds limits	*Call technical support.*
P12	**BRINE TEMPERATURE SENSOR**	Probe missing, defective, cable defective, probe resistance exceeds limits	*Call technical support.*
P15	**LOW PRESSURE SENSOR**	Probe missing, defective, cable defective, limits exceeded	*Call technical support.*
P16	**HIGH PRESSURE SENSOR**	Probe missing, defective, cable defective, limits exceeded	*Call technical support.*
P99	**CLOSED**	The time for entering the payment confirmation code has expired	*On the main page enter the code confirming payment*
A01	**HIGH PRESSURE**	Activating the preset on the refrigerant circuit Little or no water flow through the plate heat exchanger Clogged water filter Closed tap on the water circuit	*Clean the water filter* *Increase the water flow through the plate heat exchanger and thus reduce the outlet water temperature* *Check heating circuit clearance*

Code	ALARM	Cause	Removing
A02	**LOW PRESSURE**	Pressure switch activated on refrigerant circuit Defrost setting incorrectly set Too low outside temperature for heat pump operation Refrigerant leak	*Call technical support.*
A03	**COMPRESSOR OPERATION, PHASE SEQUENCE**	Compressor not running - electrical fault, problems with the balance of the el. network problems (undervoltage on some phases)	*Check that the compressor is turning. If not, call technical support.*
A04	**LOW TEMPERATURE OF THE GROUND COLLECTOR**	Low collector temperature	*Call technical support.*
A05	**HIGH HEAT SUCTION COMPRESSOR**	The evaporator temperature exceeded the set point during defrosting or after defrosting has finished	*Call technical support.*
A06	**LOW COMPRESSOR SUCTION HEAT**	The evaporator temperature has dropped below the set point	*Call technical support.*
A07	**FROST PROTECTION**	Water temperature in plate heat exchanger too low	*Call technical support.*
A08	**SLOW HEATING TUV**	The max. time for DHW heating has expired	*Check the venting of the DHW circuit*
A09	**HIGH COMPRESSOR DISCHARGE PRESSURE**	Overheated outdoor unit	*Call technical support.*
A10	**FAN OPERATION**	The fan is not spinning	*Check that the fan is not mechanically blocked - dirt, frost... If possible, remove dirt/frost when the heat pump circuit breaker is blown.*
A11	**COMMUNICATION BREAKDOWN**		*Call technical support.*
A12	**REMOVAL**	The unit hasn't defrosted enough	*Check for frost on the outdoor unit.*
A13	**LARGE NUMBER OF DEFROSTING**	Switches defrost too often	*Check that the fan propeller is spinning* *Call technical support.*
A14	**BLOCKED SENSORS**	Electrical fault	*Restart the heat pump. If the fault occurs again, call technical support.*
A15	**HIGH PULSE. IGBT COMPONENT**	Overheated electronics	*Call technical support.*
A16	**LOW FLOW THROUGH THE PLATE HEAT EXCHANGER**	Clogged water filter Aerated water circuit Insufficient performance, circulation pump failure	*Clean the water filter* *Vent the water circuit*
A17	**LOW FLOW THROUGH THE BRINE EXCHANGER PLATE**	Brine vented circuit Insufficient performance, brine circulation pump failure	*Bleed the brine circuit*
W00	**HIGH OUTLET TEMPERATURE OF THE POWER UNIT**	Superheated by solar heating, bivalent source (e.g. solid fuel boiler)	*Just a heads-up, it'll die out on its own*
W01	**LOW ROOM TEMPERATURE**	Most often when you find a cold house	*Just a heads-up, it'll die out on its own*
W02	**LOW RETURN WATER TEMPERATURE**	Most often, when a cold house comes on, it triggers the heating rod earlier	*Just a heads-up, it'll die out on its own*
W03	**HIGH TEMPERATURE IGBT COMPONENTS**	Overheated electronics	*Just a heads-up, it'll die out on its own*
W04	**HIGH TEMPERATURE IN THE BATTERY**	Overheated storage tank (e.g. solar heating, bivalent source, solid fuel boiler...)	*Just a heads-up, it'll die out on its own*

Code	ALARM	Cause	Removing
W05	**LOW EVAPORATOR TEMPERATURE**	Low outdoor temperature, high humidity	*Alert only, triggers defrost, extinguishes itself*
W07	**LOW DESK TEMPERATURE. EXCHANGE**	Usually when you get into a cold house	*Just a heads-up, it'll die out on its own*
W11	**THE LONG LEGIONELLA**	Heating of DHW to a higher temperature (antisepsis) was not achieved in the set time	*Check the heating rod circuit breaker, check the boiler safety thermostat setting*

6 Accumulation and DHW tanks

The Acond heating system can be fitted with a stainless steel vessel for heating water accumulation or a stainless steel hot water storage tank (hereinafter referred to as vessels), which must be installed and operated in accordance with the instructions in this documentation.

> ⚠ Although the container is all stainless steel, it is not maintenance-free! Follow the instructions in this manual! If these instructions are not followed, the warranty provided for these products cannot be honoured!

- Installation, assembly and all service work may only be carried out by a person qualified to carry out the relevant work.
- The containers **are not** intended for use in very aggressive environments (stables, poultry houses, industrial plants).
- Each safety valve must be checked regularly for functionality at least once every six months (by manually releasing the water) and replaced in case of failure. Caution - hot water may leak from the valve! The vessel supplier is not responsible for defects caused by malfunctioning of the safety valve.
- The container is supplied as a complete product and cannot be further modified. Any modifications to the container (additional welding, replacement of protective elements, change of original use, etc.) are considered as a gross interference with the technical design and affect the acceptance of the warranty.

7 Regular checks

7.1 Inspection of intake and exhaust grilles and openings

Check the front grille and evaporator at regular intervals for leaves, papers or other debris. Clean if necessary with the heat pump switched off.

> ⚠ **Never stick foreign objects into the outdoor unit of the heat pump! The heat pump operates in intermittent automatic operation, the fan runs at high speed and injury may result.**

7.2 Checking the cooling circuit

> ⚠ **Caution, the unit contains flammable refrigerant!**
> **In the event of a refrigerant leak, disconnect the unit from the power supply and contact the service!**

The refrigerant circuit is hermetically sealed and maintenance-free. Regular inspections are not necessary and there is no need to keep an operating log.

7.3 Operation Control

During operation of the heat pump it is necessary to regularly check the alarm indicator in order to quickly eliminate any possible error and to minimize the operation of auxiliary heaters (bivalence), because in most alarms these heat sources are triggered in case of low temperature in the room.

7.4 Pressure control in the heating system

At least once a month it is necessary to check the pressure in the piping of the installation. The external pressure gauge must show a value between 1 and 1.5 bar. If the value is below 0.8 bar, top up the water in the heating system.

Normal tap water can be used to top up the heating system. In exceptional cases tap water is unsuitable for topping up the heating system - e.g. very hard water with too much mineral content. If you are unsure, contact your installer, *see* ***chapter 10***.

Do not add any additives to the water in heating systems.

In the closed expansion tank there is a bladder filled with air that compensates for variations in the volume of water in the heating system. This bladder must never be drained!

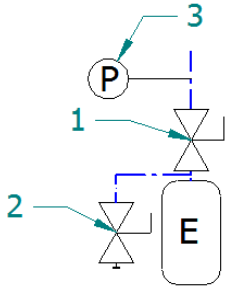
The system is equipped with a safety valve. For each safety valve, a periodic function check must be carried out at least once every six months (by manually releasing the water) and contact the installer in the event of a fault. Caution - hot water may leak from the valve. The heating system supplier is not responsible for defects caused by malfunctioning of the safety valve.

7.4.1 System and expansion vessel pressure control procedure

When draining water from the expansion tank, have a large enough container on hand, as more water may flow out (depending on the size of the expansion tank).

For pressure control:

- switch off the heat pump, drop the circuit breaker of the heating system
- close the ball valve **1** above the expansion tank ***(see Figure 1)***
- loosen the drain valve cover **2,** open the drain valve - beware, up to several litres of water can leak out of the drain valve hose, have a sufficiently large container ready
- use a pressure gauge (e.g. for measuring tyre pressure) to measure the air pressure in the air bag of the expansion tank
- if the air pressure does not match the label on the expansion tank, refill the air in the bag
- close the drain valve **2**, screw on the valve cover
- open ball valve **1** above the expansion tank
- check the water pressure in the system on pressure gauge **3**
- if the pressure on pressure gauge **3** does not match the pressure on the label of the expansion tank, refill the water in the system
- flip the breaker, turn on the heat pump





Expansion vessel



Drain valve



Ball valve

Figure 1: Connecting the expansion vessel

7.5 Cleaning filters in the heating system

Switch off the heat pump before cleaning the filters in the heating circuit!

After installation, the filters in the heating system must be cleaned twice a year. If it is obvious that cleaning twice a year is not necessary, this interval can be extended.

7.5.1 Filter cleaning procedure

Have a rag handy when opening the filter cover, usually a small amount of water will come out.

To clean the filter:

- switch off the heat pump, disconnect the heat pump from the power supply (drop the circuit breaker of the heat pump)
- turn the shut-off valves before and after the filter to the closed position
- unscrew and remove the filter cover - keep a rag handy, a small amount of water will leak out.
- remove the filter
- rinse the filter
- reinstall the filter
- check that the sealing ring on the filter cover is not damaged
- screw the cover back into place, tighten with a spanner
- turn the shut-off valves before and after the filter to the open position
- flip the breaker, turn on the heat pump



Filter

7.5.2 Magnetic filter cleaning procedure

Before starting the cleaning process, it is necessary to switch off the CH via the thermostat, web or telephone (or it is possible to drop the CH on the circuit breaker, but only when the CH is in off mode). It is also necessary to close the upper and bottom shut-off valve to prevent unwanted water leakage.
The screwdriver can then be used to loosen the vent screw at the top of the magnetic filter to release the pressure.
On the other hand, the cap can be removed at the bottom and the water left in the filter is drained. The nut is then removed from the particulate filter using an adjustable wrench and the strainer is removed and washed under running water. Once cleaned, it can be returned to its original position and the nut tightened appropriately.



Magnetic mechanical filter

7.6 System venting

Air in the heating system reduces heat transfer and can therefore significantly reduce heating efficiency. When designing the heating system, care is therefore taken to ensure that there are sufficient ventilation options. It is necessary to regularly check the system for air and continuously vent the system.



Air vent valve

7.7 Magnesium anode check

If the system is equipped with a domestic hot water heater and the installation includes a DHW tank (e.g. boiler Dražice, Hydrobox), it is necessary to check the magnesium anode located in the tank. The first check is to be carried out no more than 6 months after commissioning and the interval for the next check is to be determined according to the result. The period between inspections shall not exceed 2 years.
In the case of more than 50% loss of the magnesium anode (original diameter approx. 20 mm), it is necessary to replace it. Replacement is done either by a complete replacement including the brass nut, or just by fitting a new anode rod into the original brass nut (turning with an M8 screw).

7.7.1 Anode inspection (replacement) procedure

- switch off the heat pump, drop the circuit breaker of the heating system
- stop the cold water supply to the DHW tank, or close the hot water outlet vent valve (not required)
- with the hot water tap, release the water pressure, close the tap
- unscrew the anode (the location is marked with a sign)
- in case of more than 50% loss of magnesium anode (original diameter approx. 20 mm), replace
- screw in the anode
- open the cold water inlet to the hot water tank, loosen the vent valve on the hot water outlet (not required)
- flip the breaker, start the heat pump

7.8 Safety valve

The Acond heating system can be equipped with a vessel for heating water storage or a hot water tank with a safety valve. Each safety valve must be regularly checked for functionality at least once every six months (by manually draining the water) and replaced in the event of a fault. Caution - hot water may leak from the valve! **The supplier of the vessel is not responsible for defects caused by malfunctioning of the safety valve.**

Occasional leakage of water from the relief valve when heating domestic hot water is a normal phenomenon caused by thermal expansion of the water. Persistent water leakage indicates a faulty relief valve and causes large energy losses.

8 Liquidation

When decommissioning, local laws, guidelines and standards for the recovery, reuse and disposal of heat pump cartridges and components must be followed.

RISK OF INJURY! Only authorized refrigeration technicians may work on the refrigerant circuit, ***see chap. 10.***

9 Technical information in accordance with Commission Regulation (EU) No 813/2013

([1]) For heat pump space heaters and combined heat pump space heaters, the rated heat output Prated is equal to the design heating load Pdesign and the rated heat output of the supplementary heater Psup is equal to the supplementary heating output sup(Tj).

([2]) If the energy loss coefficient Cdh is not determined by measurement, it has a default value of 0.9.

Model(s):				PRO-R			
Air-to-water heat pump: (yes/no)				Yes			
Brine-water heat pump: (yes/no)				No			
Water-to-water heat pump: (yes/no)				No			
Low temperature heat pump: (yes/no)				No			
Heater option: (yes/no)				No			
Combination heater with heat pump: (yes/no)				No			
Application: (low temperature/medium temperature)				mid-temperature			
Climatic conditions: (cooler/average/warmer)				average			
Item	**Mark**	**Value**	**Unit**	**Item**	**Mark**	**Value**	**Unit**
Rated thermal output ([1])	Prated	10	kW	Seasonal heating energy efficiency	η_S	154	%
Declared heating capacity for part load at indoor temperature 20°C and outdoor temperature Tj				Declared heating factor or primary energy coefficient for part load at an indoor temperature of 20°C and an outdoor temperature Tj			
Tj = -7°C	Pdh	9	kW	Tj = -7°C	COPd	2,5	-
Tj = +2°C	Pdh	5,5	kW	Tj = +2°C	COPd	3,9	-
Tj = +7°C	Pdh	3,5	kW	Tj = +7°C	COPd	5	-
Tj = +12°C	Pdh	3,9	kW	Tj = +12°C	COPd	6,1	
Tj = bivalent temperature	Pdh	10,2	kW	Tj = bivalent temperature	COPd	2,1	-
Tj = limit operating temperature	Pdh	10,2	kW	Tj = limit operating temperature	COPd	2,1	-
For air to water heat pumps: Tj = -15°C (if TOL <-20°C)	Pdh	-	kW	For air-to-water heat pumps: Tj = -15°C (if TOL <-20°C)	COPd	-	-
Bivalent temperature	T_{biv}	-10	°C	For air-to-water heat pumps: limit operating temperature	TOL	-10	°C
Heating capacity in cyclic interval	Pcych	-	kW	Heating capacity in cyclic interval	COPcyc	-	-
Energy loss coefficient ([2])	Cdh	0,9	-	Limit operating temperature of heated water	WTOL	70	°C
Power consumption in modes other than active mode				Additional heater			
Off state	P_{OFF}	0,016	kW	Rated thermal output ([1])	Psup	0	kW
Thermostat off status	P_{TO}	0,016	kW	Energy input	Electric		
Standby mode	P_{SB}	0,016	kW				
Compressor housing heating mode	P_{CK}	0	kW				
Other items							
Power regulation	Variable			For air-to-water heat pumps: nominal outdoor air flow	-	3400	m^3/h
Indoor/outdoor sound power level	L_{WA}	-/53,1	dB	For water/brine-water heat pumps: nominal brine or water flow rate	-	-	m^3/h
Emissions of nitrogen oxides	NO_X	-	mg/kWh				
For a combined heater and heat pump:							
Declared load profile	-			Energy efficiency of water heating	η_{wh}		%
Daily electricity consumption	Q_{elec}	-	kWh	Daily fuel consumption	Q_{fuel}		kWh
Contact details	Acond a.s., Štěrboholská 1434/102a, 102 00 Prague 10 - Hostivař, Czech Republic						

Model(s):				PRO-N			
Air-to-water heat pump: (yes/no)				Yes			
Brine-water heat pump: (yes/no)				No			
Water-to-water heat pump: (yes/no)				No			
Low temperature heat pump: (yes/no)				No			
Heater option: (yes/no)				No			
Combination heater with heat pump: (yes/no)				No			
Application: (low temperature/medium temperature)				mid-temperature			
Climatic conditions: (cooler/average/warmer)				average			
Item	**Mark**	**Value**	**Unit**	**Item**	**Mark**	**Value**	**Unit**
Rated thermal output ([1])	Prated	5	kW	Seasonal heating energy efficiency	η_S	144	%
Declared heating capacity for part load at indoor temperature 20°C and outdoor temperature Tj				Declared heating factor or primary energy coefficient for part load at an indoor temperature of 20°C and an outdoor temperature Tj			
Tj = -7°C	Pdh	4,1	kW	Tj = -7°C	COPd	2,4	-
Tj = +2°C	Pdh	2,5	kW	Tj = +2°C	COPd	3,7	-
Tj = +7°C	Pdh	1,6	kW	Tj = +7°C	COPd	4,4	-
Tj = +12°C	Pdh	1,8	kW	Tj = +12°C	COPd	5,4	
Tj = bivalent temperature	Pdh	4,6	kW	Tj = bivalent temperature	COPd	2,1	-
Tj = limit operating temperature	Pdh	4,6	kW	Tj = limit operating temperature	COPd	2,1	-
For air-to-water heat pumps: Tj = -15°C (if TOL <-20°C)	Pdh	-	kW	For air-to-water heat pumps: Tj = -15°C (if TOL <-20°C)	COPd	-	-
Bivalent temperature	T_{biv}	-10	°C	For air-to-water heat pumps: limit operating temperature	TOL	-10	°C
Heating capacity in cyclic interval	Pcych	-	kW	Heating capacity in cyclic interval	COPcyc	-	-
Energy loss coefficient ( )[2]	Cdh	0,9	-	Limit operating temperature of heated water	WTOL	70	°C
Power consumption in modes other than active mode				Additional heater			
Off state	P_{OFF}	0,016	kW	Rated thermal output ([1])	Psup	0	kW
Thermostat off status	P_{TO}	0,016	kW	Energy input	Electric		
Standby mode	P_{SB}	0,016	kW				
Compressor housing heating mode	P_{CK}	0	kW				
Other items							
Power regulation	Variable			For air-to-water heat pumps: nominal outdoor air flow	-	1600	m^3/h
Indoor/outdoor sound power level	L_{WA}	-/47,7	dB	For water/brine-water heat pumps: nominal brine or water flow rate	-	-	m^3/h
Emissions of nitrogen oxides	NO_X	-	mg/kWh				
For a combined heater and heat pump:							
Declared load profile	-			Energy efficiency of water heating	η_{wh}		%
Daily electricity consumption	Q_{elec}	-	kWh	Daily fuel consumption	Q_{fuel}		kWh
Contact details	Acond a.s., Štěrboholská 1434/102a, 102 00 Prague 10 - Hostivař, Czech Republic						

10 Links

In the event of internet connection issues, please contact the service centre. The contact details can be found on the heat pump label.

In the event of a heat pump fault, visit https://www.acond.com/en.

11 Contact details

mailto:export@acond.cz

https://www.acond.com/en#contact-us