Installer's Manual

ECOGENICA

Model numbers

Eco-ZR02FC (Outback 5kW)
Eco-ZR03FC (Outback 8kW)
Eco-ZR04FC (Outback 11kW)
Eco-ZR04FC 3 Phase (Outback 16kW)

Please note:

Installation, maintenance and any repairs must be undertaken by qualified persons.
Always follow the safety instructions.
Adhere to the maintenance schedule and only use genuine spare parts.
Failure to comply with the instructions set out in this manual will invalidate the warranty.

Contents

1. Safety 4
2. Unpacking and Positioning 6
3. Connections for Electricians 11
4. Connections for Heating Engineers 14
5. Accessory Kits 16
6. System Types – Open Zone and Multi-Zone 18
7. Open Zone – Schematics, Set-Up and Testing 19
8. Multi-Zone – Schematics, Set-Up and Testing 24
9. Settings – Clock, Controller and Timers 29
10. Performance Check 31
11. Fault Codes 32
12. Warranty 40
13. Maintenance 42
14. Wi-Fi App 46

1. Safety

The Outback range of heat pumps has been designed and manufactured in accordance with all relevant safety standards and regulations.

When used as described in the Installer's and Homeowner's Manuals, they are safe for their intended purpose. However, using the heat pump in ways not intended can result in serious injury, death, or damage to the unit and surrounding property.

The Outback range of heat pumps is intended solely for domestic and small commercial applications within their specified operating limits.

Wherever possible, use accessories provided by Ecogenica as Ecogenica cannot be held responsible for safety issues when combined with third-party accessories.

Installers should be trained and qualified heat pump installers and should read and follow this Manual before undertaking any work.

Installers must comply with all applicable national, regional and local safety, environmental and trade regulations whilst following all relevant accident-prevention requirements.

Installers should use appropriate personal protective equipment and tools for all handling and movement of the heat pump – heat pumps are heavy (85 to 198 kgs), so you will need lifting equipment to move the unit safely. A heat pump mover or trolley is recommended.

If you suspect that the unit has been dropped, tipped or damaged, contact Ecogenica's Technical Support Team immediately.

Check the refrigerant circuit for leaks before starting work, as sparks or static discharge could be dangerous.

Store outdoor units in well-ventilated areas of appropriate size. The refrigerant is colourless and odourless, making leaks hard to detect.

Do not make any changes to the:

- product itself
- supply lines
- drain pipework
- expansion relief valve for the heat source circuit
- constructional conditions that may affect the operational reliability of the product

There is a risk of injury and material damage due to maintenance and repairs carried out incorrectly or not carried out at all.

Never attempt to carry out maintenance work or repairs on this product unless you are qualified to do so. Faults and damage should be immediately addressed and eliminated by a qualified person.

Adhere to the maintenance intervals specified.

There is a risk of material damage caused by freezing. Ensure that the heating installation always remains in operation during freezing conditions and that all rooms are sufficiently heated. If you cannot guarantee this, have a qualified person drain the heating installation.

Safety zone

This product contains the combustible refrigerant R290. In the event of a leak, escaping refrigerant may mix with air to form a flammable atmosphere. There is a risk of death from fire and explosion if there is a leak in the refrigerant circuit.

A Safety Zone is defined for the area around this product. The safety zone requires a minimum 250 mm clearance at the back,1500 mm at the front and 250 mm on each side. As can be seen from the below diagram, the designated Safety Zone must be free from any structural openings such as windows, doors, light wells, skylights, and air inlets or outlets of ventilation systems.

2. Unpacking and Positioning

The unit comes screwed to a pallet, and you will need a 10 mm spanner to unbolt it:

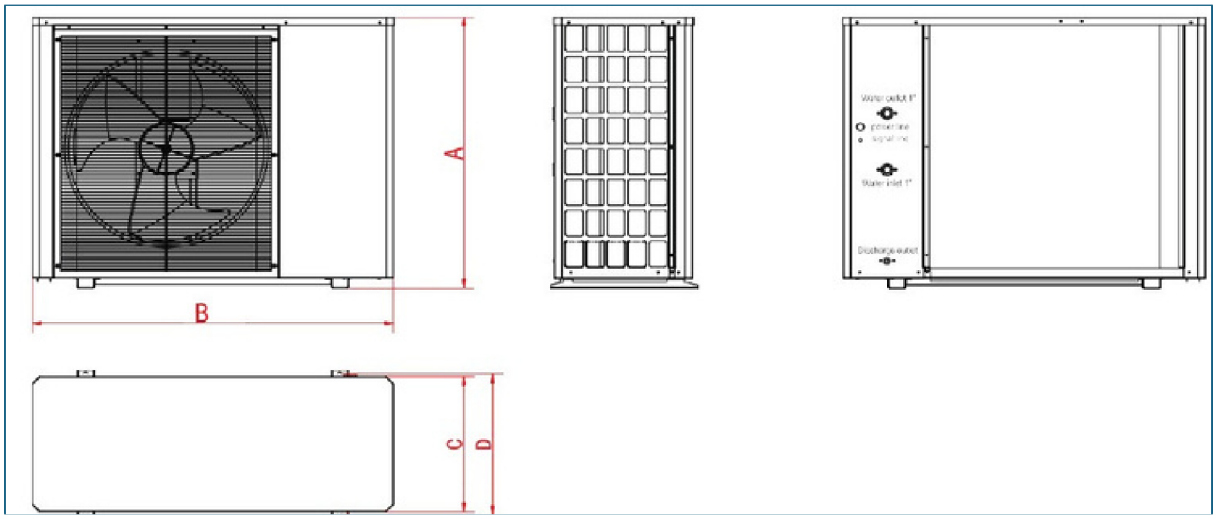
Note:
When moving the unit, there is a drainpipe at the back. It protrudes 40 mm, so be careful not to knock it:

The manuals, controller, controller wire, hot water cylinder thermistor and a buffer thermistor are delivered in a separate box:

Note:
The unit is heavy, so you will need lifting equipment to move the unit safely.
A heat pump mover or trolley is recommended.

The units have the following dimensions and net weights:

Unit	Height A	Width B	Depth C	Depth D (incl. unit feet)	Weight
Outback 5kW	805 mm	1045 mm	400 mm	415 mm	85 kg
Outback 8kW	845 mm	1205 mm	475 mm	490 mm	119 kg
Outback 11kW	1015 mm	1205 mm	475 mm	490 mm	137 kg
Outback 16kW (3 phase)	1435 mm	1205 mm	475 mm	490 mm	198 kg



Safety zone

All units need a safety zone, consisting of a minimum 250 mm clearance at the back, 1500 mm at the front and 250 mm on each side.

Placing a unit in a restricted space will reduce performance, increase running costs and void the warranty.

This unit must be installed away from hazards **in a safety zone**. As illustrated in the below diagram, this zone must be free from any structural openings such as windows, doors, light wells, skylights, and air inlets or outlets of ventilation systems.

R290 refrigerant, being denser than air, tends to sink and accumulate at ground level. Therefore, there must be no depressions or excavations within the safety zone. This zone should not encroach upon intact buildings or public areas. Once established, the safety zone must not be altered in any way that contravenes established safety regulations.

All units need to be mounted 100 mm off the ground using flexi-feet supplied in the Heat Pump Accessory Kit:

The base and unit need to be level and allow for drainage. A concrete plinth at least 100 mm thick can be built if you require it, but any flat ground is suitable. Avoid areas where water will pool and freeze, causing trip hazards.

Drainage needs to be provided under the unit to capture condensation, up to 6 litres per hour. It drains out of the holes in the bottom of the unit.

The feet are bolted to the bottom of the unit using the bolts supplied (see above). Ensure the unit is level. The feet are not adjustable, so they need to go on flat ground.

Wall-Mounted Installation – Manufacturer Position

Ecogenica **does not recommend wall mounting** the Outback air-source heat pump. This position is based on:

- reduced **safe access** for servicing and inspection,
- increased difficulty in **routine maintenance and repair**, and
- increased risk of **non-compliant siting** when maintaining required clearances and safety zones.
- wall-mounting may affect Ecogenica's ability to support warranty claims.

Exceptional Wall-Mounted Installations

Where wall mounting is unavoidable due to site constraints, the installation **must only be carried out by a competent installer** and **must fully comply** with all applicable regulations, standards, and certification requirements, including (but not limited to):

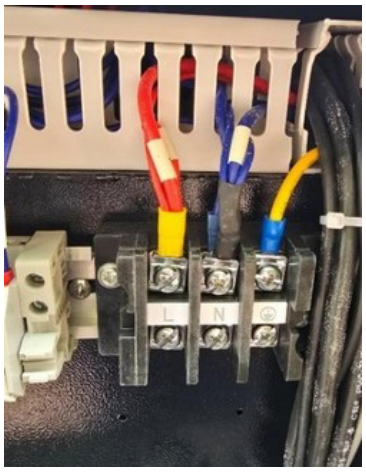
- **BS EN 378-1 and BS EN 378-3**
  (Flammable refrigerant safety, siting, ventilation, access, and prevention of gas accumulation)
- **MIS 3005 – Heat Pump Installation Standard**
  (Installer responsibility, site-specific risk assessment, and mandatory adherence to manufacturer instructions)
- **MCS 020**
  (Planning and permitted-development siting considerations, where applicable)
- **UK Building Regulations**, including Parts A, B, F, and P

3. Connections for Electricians

The power and wiring terminals are all inside the unit. You must remove the access panel to access the terminals. You need to take off the access panel on the side of the unit using a Phillips No. 2 screwdriver. There are 10 screws to remove. They all have a plastic washer to avoid scratching the unit.

A power supply is needed at the outdoor unit. A 32 Amp Isolator is provided in the Heat Pump Accessory Kit. It must be within 1 m of the unit.
Do not secure the Isolator to the unit itself and avoid any drilling into the casing of the unit - there are glands on the back of the unit for cable entry/exit.
The power connection to the unit needs to be made using the power terminals as follows:

Unit	Power supply
Outback 5kW	16 Amp
Outback 8kW	25 Amp
Outback 11kW	31 Amp
Outback 16kW (3 phase)	16 Amp



The controller, its 10 m long cable, and the buffer and cylinder thermistors come in a separate box from the unit:

When the side cover of the unit is removed you can see 3 leads hanging down, these are for the controller and two sensors. Use 2 core 0.5mm screened cable to extend the cylinder and buffer sensor cables.

The controller plugs into the unit using a black plug on a grey cable. It has a 10 m grey extension cable. The controller needs to be installed inside the property in a heated space. Note the plug on the controller wire is 16 mm across so you will need to drill 16 mm holes to get this into the house.

The hot water cylinder sensor plugs into a lead, which is black and labelled T8. It is 10 m long.

The T5 sensor plugs into the T5 connection in the outdoor unit. On the buffer tank, there is a dry pocket for the storage of the T5 sensor.

For wiring in additional components, please see the wiring diagrams in sections 7 and 8. We include a Wiring Center/Junction Box in the Heat Pump Accessory Kit to allow connections to be made safely in the house between the heat pump and the valves, pumps, controller, etc.

4. Connections for Heating Engineers

The water pipe connections are on the rear of the unit. The top connection is the flow (outlet), and the bottom is the return (inlet):

On the Outback 16kW unit, all pipework will need to be 35 mm copper - there are no flexi-hoses for this unit. The Outback 5, 8 and 1kW units must have flexi-hoses fitted before connecting to 28 mm copper or plastic pipes. The flexi-hoses fit on the back of the unit using the fibre washers and have a compression fitting to 28 mm copper/plastic. Do not kink the flexi-hoses - they need to be installed with sweeping curves.

All external pipework must be insulated with no bare metal visible - bare pipework violates the MCS rules and the warranty on this unit.

This unit will protect itself from freezing in cold weather, but ONLY if the power is switched on. In a power cut, the unit cannot protect itself. Freeze up is the installers responsibility and is not covered by the warranty.

To fix:

- Use the Anti-Freeze Valve (pictured right) supplied in the Heat Pump Accessory Kit, installed outside on the inlet pipe of the unit so it can drain the water from the lowest point in the unit.

Once the pipework has entered the property, we recommend using 28 mm Ball Valves, supplied in the Heat Pump Accessory Kit, for isolating the heat pump for flushing and repair purposes:

We insist on a Magnetic Filter being installed on the return to the unit. One is included in the Heat Pump Accessory Kit. We recommend it is installed inside the property on the return pipework. It comes with 28 mm compression connections, fibre washers and a spanner to open the filter.

There is no expansion vessel in the monobloc outdoor unit, so you will need to use a Robokit, which is also included in the Heat Pump Accessory Kit:

5. Accessory Kits

Product Range	Pack Code	Accessory	Qty
Ecogenica G3 Pack	**EG12IG3**	12L Expansion Vessel	1
Ecogenica G3 Pack	**EG12IG3**	MultiBloc	1
Ecogenica G3 Pack	**EG12IG3**	Tundish	1
Ecogenica G3 Pack	**EG12IG3**	Temp and Pressure Valve	1
Ecogenica G3 Pack	**EG12IG3**	Auto Air Vent	3
Ecogenica G3 Pack	**EG12IG3**	Drain Off Valves	3
Ecogenica G3 Pack	**EG19IG3**	19L Expansion Vessel	1
Ecogenica G3 Pack	**EG19IG3**	MultiBloc	1
Ecogenica G3 Pack	**EG19IG3**	Tundish	1
Ecogenica G3 Pack	**EG19IG3**	Temp and Pressure Valve	1
Ecogenica G3 Pack	**EG19IG3**	Auto Air Vent	3
Ecogenica G3 Pack	**EG19IG3**	Drain Off Valves	3
Ecogenica G3 Pack	**EG24IG3**	24L Expansion Vessel	1
Ecogenica G3 Pack	**EG24IG3**	MultiBloc	1
Ecogenica G3 Pack	**EG24IG3**	Tundish	1
Ecogenica G3 Pack	**EG24IG3**	Temp and Pressure Valve	1
Ecogenica G3 Pack	**EG24IG3**	Auto Air Vent	3
Ecogenica G3 Pack	**EG24IG3**	Drain Off Valves	3
Ecogenica Preplumbed		G3 Kit (As standard)	
Ecogenica Preplumbed		28mm 3 Port Valve	
Ecogenica Preplumbed		Magnetic Filter	

Ecogenica Preplumbed		8m Circulating Pump	
Ecogenica ASHP	**EGASHP28AFV**	Pre-Insulated Flexi Pack of 2	1
Ecogenica ASHP	**EGASHP28AFV**	Anti Vibration Feet	1
Ecogenica ASHP	**EGASHP28AFV**	Zero Anti-freeze Valve 28mm	2
Ecogenica ASHP	**EGASHP28AFV**	Anti-freeze Insulation	2
Ecogenica ASHP	**EGASHP28AFV**	Anti-vacuum Guard	2
Ecogenica ASHP	**EGASHP28AFV**	Magnetic Filter	1
Ecogenica ASHP	**EGASHP28AFV**	Heat Pump Ball Valve 1" Female Swivel x 28mm	2
Ecogenica ASHP	**EGASHP28AFV**	Ball Valve Insulation	2
Ecogenica ASHP	**EGASHP28AFV**	28mm x 1" Adaptor	2
Ecogenica ASHP	**EGASHP28AFV**	Bond and Seal	1
Ecogenica ASHP	**EGASHP28AFV**	Drip Tray	1
Ecogenica Single Zone Heating Pack	**EGSZHP**	18-LITRE, INTAFIL, Sealed system kit & wall mounted heating vessel	1
Ecogenica Single Zone Heating Pack	**EGSZHP**	3 Port Diverter Valve 28mm	1
Ecogenica Single Zone Heating Pack	**EGSZHP**	Circulating Pump	1
Ecogenica Single Zone Heating Pack	**EGSZHP**	Pump Gate Valves	2
Ecogenica Single Zone Heating Pack	**EGSZHP**	Bypass Valve	1
Ecogenica Single Zone Heating Pack	**EGSZHP**	Magnetic Filter	1
Ecogenica Single Zone Heating Pack	**EGSZHP**	22mm Lever Valves	2
Ecogenica Single Zone Heating Pack	**EGSZHP**	Auto Air Vent	2
Ecogenica Single Zone Heating Pack	**EGSZHP**	Drain Off Valves	2

6. System Types – Open Zone and Multi-Zone

This Manual covers 2 standard heating and hot water installation types – **Open Zone** and **Multi-Zone**.

It is important you install the system as it was designed.
Only use the schematics and instructions for the system you are installing. Check this with your system designer before starting.

Open Zone

In this system, all radiators come on together when the heating is running and you will be removing any thermostatic radiator valves (TRVs) from the radiators (although a TRV on 1 out of every 5 radiators is permitted). An open system is simpler to connect and can offer significant savings.
In an Open Zone system, we rely on the water in the system to make up our minimum system volume.

Multi-Zone

If the homeowner wants to zone the house or heat one floor or area at a time, they will need more than one thermostat, in which case you must use a buffer and a Multi-Zone system.

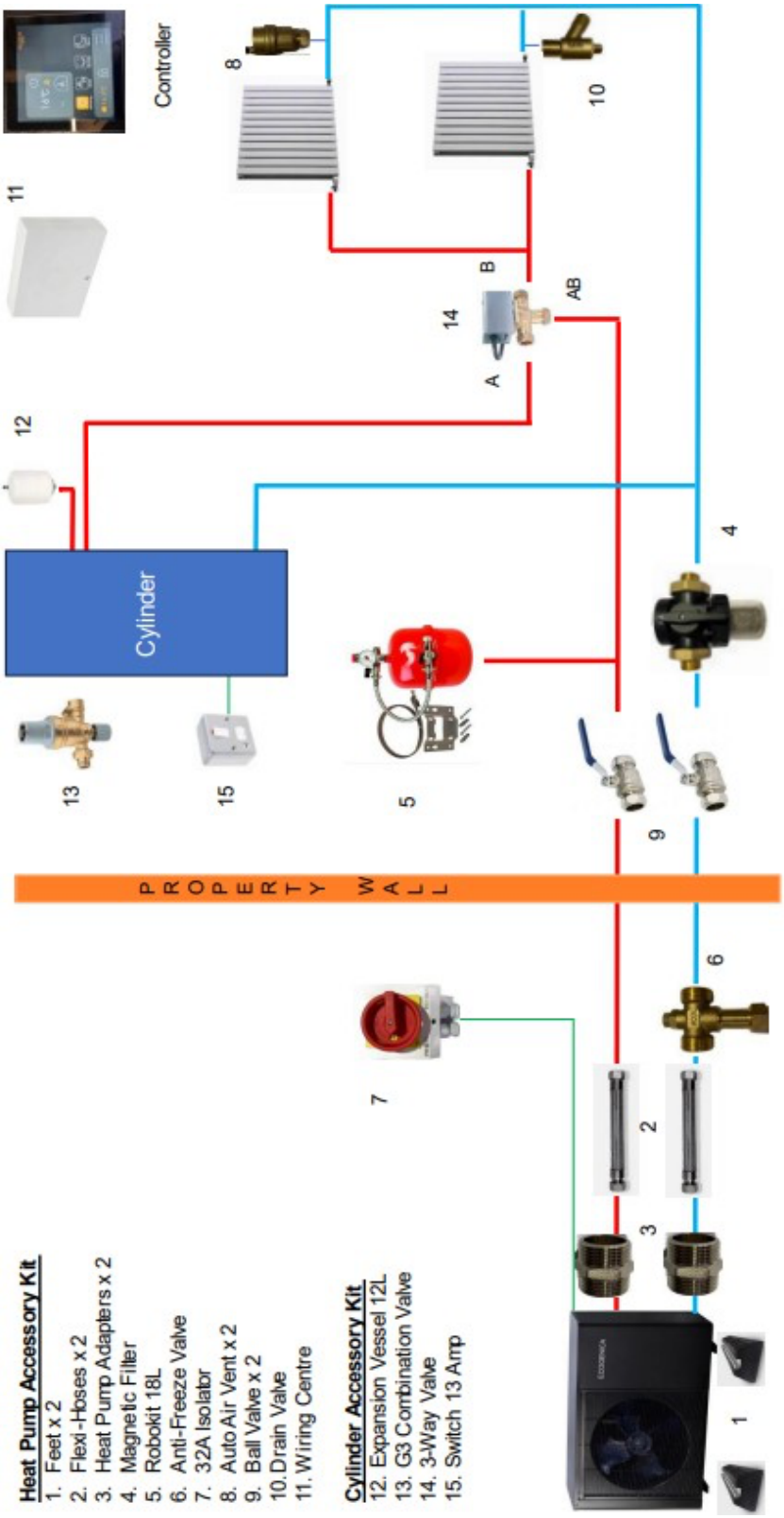
In a Multi-Zone system you can zone the house and run just a few radiators or some underfloor heating as the buffer will provide the system volume required.

Note:

Ecogenica offers the buffer as a stand-alone item (50 L) or as an “all-in-one” unit combined at the bottom of the hot water cylinder. The pipe work, wiring and set up are the same for all units with buffers.

7. Open Zone - Schematics, Set-Up and Testing

Open Zone Heating and Hot Water



Heat Pump Accessory Kit

1. Feet x 2
2. Flexi-Hoses x 2
3. Heat Pump Adapters x 2
4. Magnetic Filter
5. Robokit 18L
6. Anti-Freeze Valve
7. 32A Isolatbr
8. Auto Air Vent x 2
9. Ball Valve x 2
10. Drain Valve
11. Wiring Centre

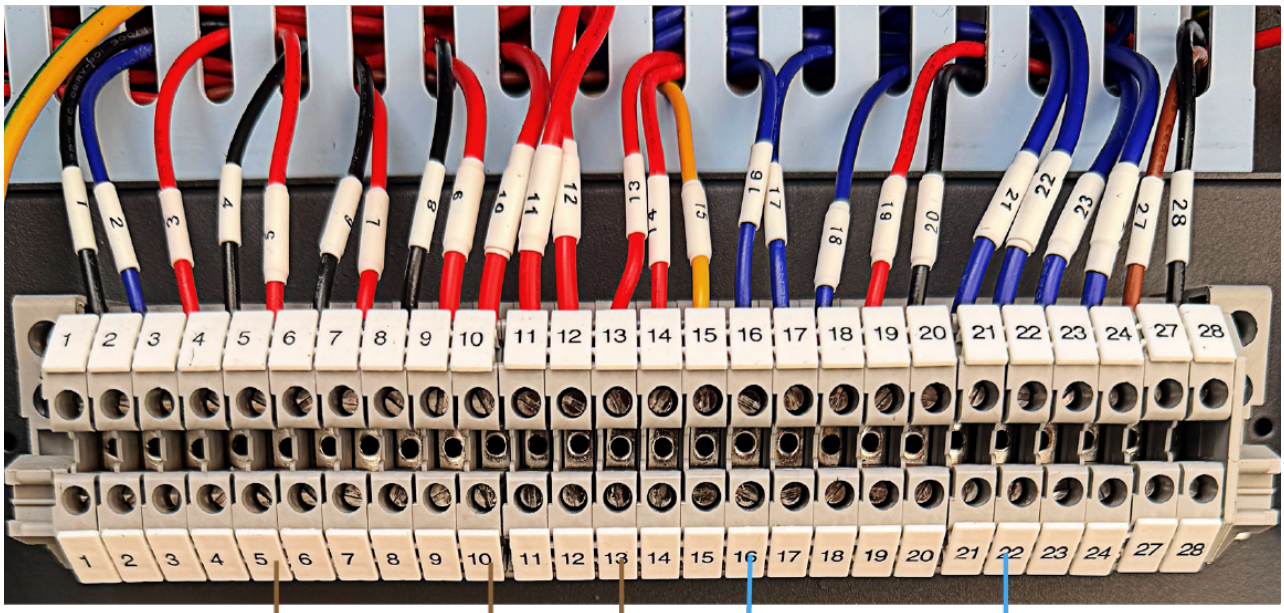
Cylinder Accessory Kit

12. Expansion Vessel 12L
13. G3 Combination Valve
14. 3-Way Valve
15. Switch 13 Amp

Note: 1. In Open Zone systems (no buffer) the controller is the room thermostat . 2. TRVs cannot be used on the radiators.

Note: In the event there is not enough free water in the system a Buffer tank must be used. Please refer to Multi Zone schematic for how to pipe the Buffer. The earths for the Immersion, 3 port and the circulating pump must be earthed back to the main power board earth.

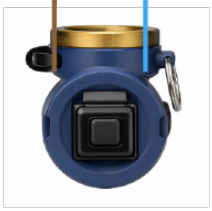
Open Zone Heating and Hot Water



Hot water cylinder sensor plugs into T8. The sensor is 10 m long. It must go in the cylinder above the immersion heater.
The Buffer/ Central Heating sensor plugs into T5. The sensor is 10m long. It must go either in the buffers dry pocket or attached to the return pipework before it joins back into the primary return.

If 3-Way Valve port A is connected to the cylinder , wire 5 to live and 16 to neutral.
If 3-Way Valve port B is connected to the Cylinder wire 6 to live and 16 to neutral.
6 is live, 16 is neutral in Heating.
5 is L and16 is N in DHW mode

Immersion heater L to 13 and N to16 in cylinder. This configuration only applies for immersion heaters **up to 2kW*.**



Pump after buffer. Wire 10 Live, 22 Neutral, it only runs in heating mode.

1. In Open Zone systems (no buffer) the controller is the room thermostat.
2. TRVs cannot be used on the radiator
* The electrical installation of this Heat Pump and ancillary devices should comply with the manufacturer's instructions, BS 7671 and other relevant UK standards.

Unit	Power supply
Outback 5kW	16 Amp
Outback 8kW	25 Amp
Outback 11kW	31 Amp
Outback 16kW (3 phase)	16 Amp

Set-up

The table below shows the minimum system water content recommended for each unit. To ensure proper operation of the heat pump, this minimum content must be met.

	Outback 5kW	Outback 8kW	Outback 11kW	Outback 16kW (3 phase)
Water Volume	65	100	150	200
Radiators	6	10	12	15

Commissioning Process

1. System Checks: Before turning on the system, ensure that all plumbing and electrical connections are correct.
    - 3 Port: 5 Live 16 Neutral (when B is to Buffer)
    - Circulating Pump: 10 Live 22 Neutral
    - Immersion: 13 Live 16 Neutral.
    - Where electrical wires have been extended ensure the connections are correct
    - Ensure that the Flow and Return pipework are connected appropriately.
2. Turn on the system at the rotary isolator and make sure that the DHW and CH are off on the controller. Set the time and date
    - Schedule ➔ Time Setting ➔ Set Time & Date then press Save (Floppy disk symbol)
3. Parameter Settings: Setting ➔ Modify Parameters, 0521 OK. Most of the settings are pre-set with only minor changes required based on system design.
    - DHW Parameters setting:
      011. T8S_DI set to 65 (disinfection cycle temperature)
      012. t_DI_hold set to 30 (disinfection hold time in minutes)
    - Heating Parameters setting:
      003. H_Mode Tao Max - This is the outdoor temperature where the heating will not come on; this will need to be adapted to each customer's requirements.
      007. H_Mode T5 Set H set to 50 (this is the max flow temperature for the central heating and will need to change in line with system design requirements)
      008. H_Mode T5 Set L set to 35 (this is the minimum flow temperature for the central heating)
    - Temperature enable setting:
      001. T5 enable - leave on 0 if no Buffer or T5 sensor (Buffer sensor) has been installed. Set to 1 if T5 sensor has been installed

002. Ta enable - set to 1

- DC Pump parameters setting:

  004. DC pump SBY set to 70

  006. DC Pump min set to 70

Turn off the system at the rotary isolator after 25 seconds turn the system back on and you are ready to turn on the DHW and Central Heating

4. Set Disinfection cycle:
   - It is advised to run the disinfection cycle upon start up and then reset the day and time to a favorable time for the customers' electrical tariff (e.g. Sunday at 3am).
   - Service (0505 OK) ➔ Disinfect ➔ Toggle on switch at the top (Orange = On) ➔ Select the day (Orange = On) ➔ press "Boot time," set time and press save button ➔ press back button and press the save button

Weather Compensation

You should tell the unit to operate in "weather compensation" as this saves the home owner 20-30% on the run cost by running the radiators at lower temperatures on warm days and higher temperatures on cold days.

- Press the menu symbol .
- Press **Service** and then **Climate curve.**
- Move the slider to switch on heating, it goes orange when it is on.
- Now press **Zone 1, High Temperature Heating** and then **Customisation**.
- In the customised curve screen, slide the switch right so it goes orange.
- Press **T5SetH1**, type in 50, press **OK**.
- Press **T5SetH2**, type in 35, press **OK**.
- Press **TaoH1**, type in -2, press **OK**.
- Press **TaoH2**, type in 15, press **OK**.
- Press the symbol of a floppy disk
- Then press to return to the home screen.
- Now turn off the power for 30 seconds - the unit will reboot with your new settings.

Testing Heating Mode

First, we will start the unit in heating mode.

- Press the power button on the left to switch the heating on/off.
- Note the picture of the house and the temperature, this is the temperature in the room. When the unit is off, it shows the current room temperature, when it is running it shows the temperature it is trying to get to. The unit takes 3 minutes to start.

- Once it is running the home symbol will go orange to tell you it is in heating mode.
- At the bottom of the controller in orange is the current room temperature. To increase the room temperature press +, to reduce it press –.
- At the top of the controller screen a circle with a triangle will appear , this tells you the water pump is on.
- After 3 minutes the compressor will appear top left in orange , now the heating is running.
- Leave the system on for 15 minutes then check that every radiator is warm and all of them are the same temperature.

Make sure the radiators are balanced properly and make sure there are no TRV heads on any of the radiators (a maximum of 1 TRV for every 5 radiators is however allowed).

If the Date/Time needs changing or the beeping from the controller/brightness needs adjusting, see Section 9.

If the system is set up or wired up incorrectly a fault code will appear at the bottom of the screen (see Section 11).

Testing Hot Water Mode

- Press the power button on the right to switch the hot water on/off.
- On screen it tells you the current water tank temperature. When the unit is off it shows the current cylinder temperature.
- The unit takes 2 minutes to start.
- Once it's running the tap symbol will go orange to tell you it is in hot water mode.
- To increase the cylinder temperature, press +, to reduce it press –. We recommend setting this to 50C.

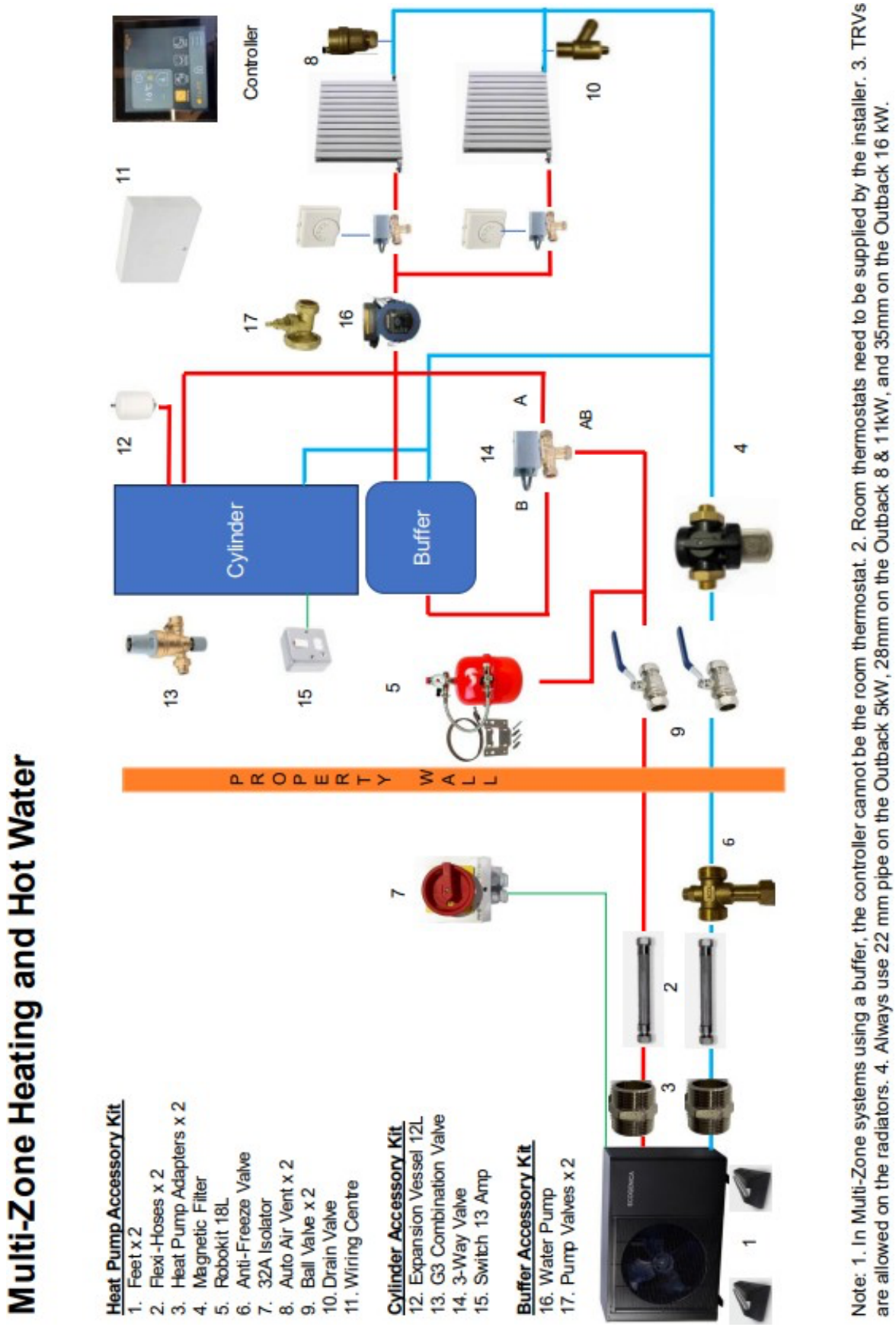
Note the unit's priority is hot water - if the cylinder falls 5 degrees C in temperature it will automatically reheat. It cannot do heating and hot water at the same time so in hot water mode, the heating is stopped.

Note in hot water mode the 3-Way Valve points towards the cylinder.

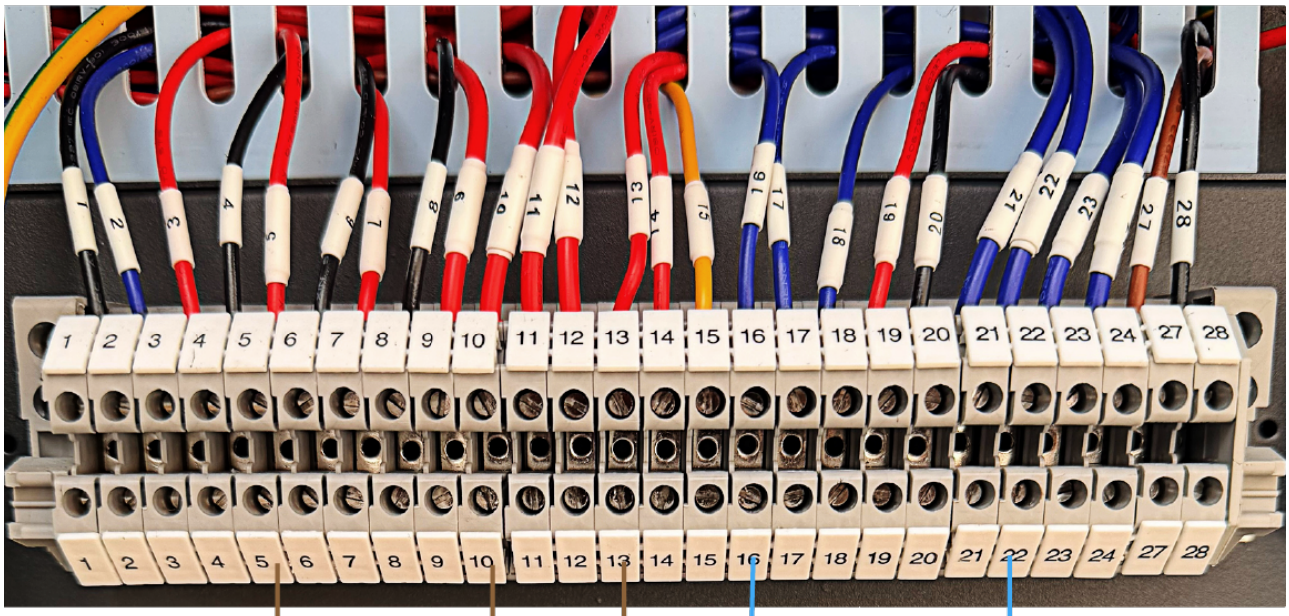
Check that when it is in hot water mode, the cylinder temperature rises. It's a good idea to do a 30-minute hot water cycle to prove it is working. To set cylinder timers, see Section 9.

Once you are happy the unit operates well in both modes, you can hand over to the customer and complete the Warranty registration (Section 12).

8. Multi-Zone – Schematics, Set-Up and Testing



Multi-Zone Heating and Hot Water



Hot water cylinder sensor plugs into T8. The sensor is 10m long. It must go in the cylinder above the immersion heater.
The Buffer/ Central Heating sensor plugs into T5. The sensor is 10m long. It must go either in the buffers dry pocket or attached to the return pipework before it joins back into the primary return.

If 3-Way Valve port A is connected to the cylinder , wire 5 to live and 16 to neutral.
If 3-Way Valve port B is connected to the Cylinder wire 6 to live and 16 to neutral.
6 is live, 16 is neutral in Heating.
5 is L and 16 is N in DHW mode

Immersion heater L to 13 and N to16 in cylinder. This configuration only applies for immersion heaters **up to 2kW*.**

Pump after buffer. Wire 10 Live, 22 Neutral, it only runs in heating mode.

1. In Open Zone systems (no buffer) the controller is the room thermostat.
2. TRVs cannot be used on the radiator
* The electrical installation of this Heat Pump and ancillary devices should comply with the manufacturer's instructions, BS 7671 and other relevant UK standards.

Unit	Power supply
Outback 5kW	16 Amp
Outback 8kW	25 Amp
Outback 11kW	31 Amp
Outback 16kW (3 phase)	16 Amp

Set-up

The table below shows the minimum system water content recommended for each unit. To ensure proper operation of the heat pump, this minimum content must be met.

	Outback 5kW	Outback 8kW	Outback 11kW	Outback 16kW (3 phase)
Water Volume	65	100	150	200
Radiators	6	10	12	15

Commissioning Process

5. System Checks: Before turning on the system, ensure that all plumbing and electrical connections are correct.
    - 3 Port: 5 Live 16 Neutral (when B is to Buffer)
    - Circulating Pump: 10 Live 22 Neutral
    - Immersion: 13 Live 16 Neutral.
    - Where electrical wires have been extended ensure the connections are correct
    - Ensure that the Flow and Return pipework are connected appropriately.
6. Turn on the system at the rotary isolator and make sure that the DHW and CH are off on the controller. Set the time and date
    - Schedule ➔ Time Setting ➔ Set Time & Date then press Save (Floppy disk symbol)
7. Parameter Settings: Setting ➔ Modify Parameters, 0521 OK. Most of the settings are pre-set with only minor changes required based on system design.
    - DHW Parameters setting:

      011. T8S_DI set to 65 (disinfection cycle temperature)
      012. t_DI_hold set to 30 (disinfection hold time in minutes)
    - Heating Parameters setting:

      003. H_Mode Tao Max - This is the outdoor temperature where the heating will not come on; this will need to be adapted to each customer's requirements.
      007. H_Mode T5 Set H set to 50 (this is the max flow temperature for the central heating and will need to change in line with system design requirements)
      008. H_Mode T5 Set L set to 35 (this is the minimum flow temperature for the central heating)
    - Temperature enable setting:

      001. T5 enable - leave on 0 if no Buffer or T5 sensor (Buffer sensor) has been installed. Set to 1 if T5 sensor has been installed

002. Ta enable - set to 1

- DC Pump parameters setting:

  004. DC pump SBY set to 70

  006. DC Pump min set to 70

Turn off the system at the rotary isolator after 25 seconds turn the system back on and you are ready to turn on the DHW and Central Heating

8. Set Disinfection cycle:
   - It is advised to run the disinfection cycle upon start up and then reset the day and time to a favorable time for the customers' electrical tariff (e.g. Sunday at 3am).

Service (0505 OK) ➔ Disinfect ➔ Toggle on switch at the top (Orange = On) ➔ Select the day (Orange = On) ➔ press "Boot time," set time and press save

Weather Compensation

You should tell the unit to operate in "weather compensation" as this saves the home owner 20-30% on the run cost by running the radiators at lower temperatures on warm days and higher temperatures on cold days.

- Press the menu symbol .
- Press **Service** and then **Climate curve.**
- Move the slider to switch on heating, it goes orange when it is on.
- Now press **Zone 1, High Temperature Heating** and then **Customisation**.
- In the customised curve screen, slide the switch right so it goes orange.
- Press **T5SetH1**, type in 50, press **OK**.
- Press **T5SetH2**, type in 35, press **OK**.
- Press **TaoH1**, type in -2, press **OK**.
- Press **TaoH2**, type in 15, press **OK**.
- Press the symbol of a floppy disk
- Then press to return to the home screen.
- Now turn off the power for 30 seconds - the unit will reboot with your new settings.

Testing Heating Mode

With the remote controller disabled, the heating is completely controlled by your external thermostat/thermostats.

If you try to use the power button on the controller it will let you press on/off but 10 seconds later, it will switch off again.

Turn any thermostat up in the house to give the unit a start signal, the unit will start in heating. When the unit is off it shows the current room temp, when it's running it shows

the temperature it's trying to get to. The unit takes 3 minutes to start. Once it's running the house will go orange to tell you it is in heating mode.
At the bottom of the controller in orange is the current room temperature.
At the top of the controller a circle with a triangle will appear , this tells you the water pump is on.
After 3 minutes the compressor will appear top left in orange , now the heating is running.
Leave the system on for 15 minutes then check every radiator is warm and all of them are the same temperature.

Make sure the radiators are balanced properly and make sure there are no TRV heads on any of the radiators (we do however allow a maximum of 1 TRV for every 5 raidators).

If the Date/Time needs changing or the beeping from the controller/brightness needs adjusting, see Section 9.

If the system is set up or wired up incorrectly a fault code will appear at the bottom of the screen (see Section 11).

Testing Hot Water Mode

- Press the power button on the right to switch the hot water on/off.
- On screen it tells you the current water tank temperature. When the unit is off it shows the current cylinder temperature. The unit takes 2 minutes to start.
- Once it's running the tap symbol will go orange to tell you it is in hot water mode.
- To increase the cylinder temperature, press +, to reduce it press –. We recommend setting this to 50C.

Note the unit's priority is hot water - if the cylinder falls 5 degrees C in temperature it will automatically reheat. It cannot do heating and hot water at the same time so in hot water mode, the heating is stopped.

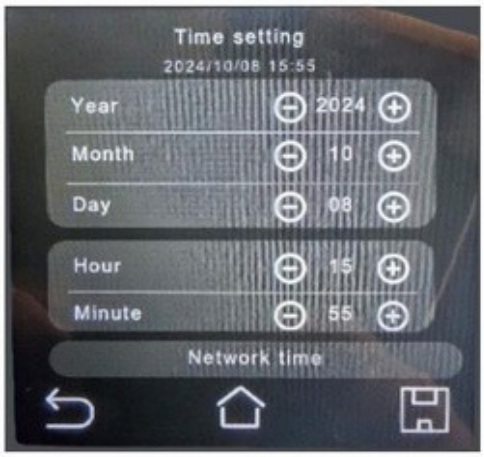
Note in hot water mode the 3-Way Valve points towards the cylinder.

Check that when it is in hot water mode, the cylinder temperature rises. It's a good idea to do a 30-minute hot water cycle to prove it is working. To set cylinder timers, see Section 9.

Once you are happy the unit operates well in both modes, you can hand over to the customer and complete the Warranty registration (Section 12).

1. Settings - Clock, Controller and Timers

Clock



Press Menu .

Then press Schedule .

Then press Timer .

Now adjust year, month, day, hour and minute.

Press the floppy disk to save, then press home to exit.

Controller

Press menu .

Press Display .

In this screen you can adjust the brightness, sound level and how long the screen stays on for after being touched.

Press the floppy disk to save, then press home to exit.

Timers

Press menu .

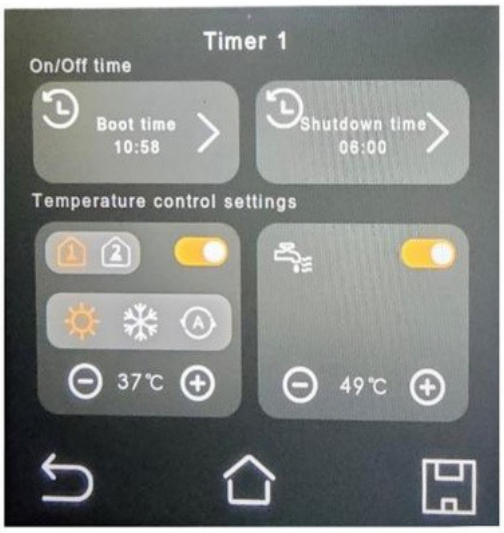
Press Schedule . Press Timer .

Set the top timer (Timer 1) first. Note you can have as many timers as you need (Timer 1, Timer 2 etc.).

Each timer can have heating or hot water or both. In the above example, note the top timer is active and so is orange (use the slider to activate/deactivate it) and is for both heating and hot water.

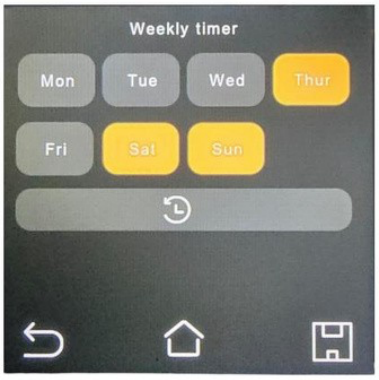
To adjust each timer simply select it.

You can adjust the start or boot time, the shutdown or off time.
Note which zone of heating you are controlling – in the above it is Zone 1 . Make sure it is on heating - it shows a sun symbol , not an icicle .



Set the temperature you want to achieve. Likewise you can turn on the hot water and set its temperature too. Press save before exiting.

If you want to have different timers on different days, go to Schedule Setting and press the the Weekly timer and you will be able to set times by each day of the week.



10. Performance Check

Press menu then press Setting .

Press **Operating parameters**. 003 Sv3 is the position of the 3-Way Valve - off is heating, on is hot water.

Press the right arrow twice.

Look at 014 T5, this is the flow temperature. Look at 015 water flow, this is the flow rate.

1.2 m3 per hour is ideal for the Outback 5kW unit, 1.6 m3 per hour for the Outback 8kW, and 2.4 m3 per hour is ideal for the Outback 11kW

Energy Consumption

Press Menu , then press Consumption .

At the top is the instantaneous energy consumption, this is best ignored as it varies all the time.

Below it however is the total energy the unit has consumed since new, the heat it has produced and the COP (Coefficient Of Performance). The COP indicates the system's efficency - if your COP is over 3 that's good, over 4 is amazing.

11. Fault Codes

If a fault occurs it will show in the bottom left of the controller, for example, F05 in the below:

These fault codes could appear within the installation process:

F01 indicates that the hot water cylinder temperature sensor is not plugged in at the heat pump. Check the flying lead and that the sensor cable has not been cut.

F05 indicates that the water is not moving quickly enough around the system. It is possible the filters are dirty, there is air in the system, flexi-hoses are kinked, or a valve is shut blocking the system. Check all of these and restart the unit to see if the error code has now disappeared.

F07 indicates that the T5 Buffer sensor has not been plugged in at the Heat Pump. Check the flying lead and the sensor cable has not been cut.

F08 indicates that the temperature sensor for zone 2 is not plugged in. Is the unit set up for 2 zones? If yes, you must plug in a second temperature sensor. We recommend only ever setting the unit to 1 zone. If you reset to 1 zone in the controller, the error will disappear.

Full list of Heat Pump Unit Error Codes

Error code	Malfunction or protection	Possible cause and corrective action
A01	**Ambient Temperature Sensor Fault**	1. The sensor connector is loose. Reconnect it securely. 2. The sensor connector is wet or contains moisture. Remove the moisture, dry the connector thoroughly and apply waterproof sealant. 3. The sensor has failed. Replace the sensor.
A02	**Defrost Temperature Sensor Fault**	1. The sensor connector is loose. Reconnect it securely. 2. The sensor connector is wet or contains moisture. Remove the moisture, dry the connector thoroughly and apply waterproof sealant. 3. The sensor has failed. Replace the sensor.
A04	**Discharge Temperature Sensor Fault**	1. The sensor connector is loose. Reconnect it securely. 2. The sensor connector is wet or contains moisture. Remove the moisture, dry the connector thoroughly and apply waterproof sealant. 3. The sensor has failed. Replace the sensor.
A07	**Suction Temperature Sensor Fault**	1. The sensor connector is loose. Reconnect it securely. 2. The sensor connector is wet or contains moisture. Remove the moisture, dry the connector thoroughly and apply waterproof sealant. 3. The sensor has failed. Replace the sensor.
A08	**Coil Temperature Sensor Fault**	1. The sensor connector is loose. Reconnect it securely. 2. The sensor connector is wet or contains moisture. Remove the moisture, dry the connector thoroughly and apply waterproof sealant. 3. The sensor has failed. Replace the sensor.
A11	**High-Pressure Sensor Fault**	1. The pressure-sensor connector is loose. Reconnect it securely. 2. The pressure sensor has failed. Replace the sensor.
A12	**Low-Pressure Sensor Fault**	1. The pressure-sensor connector is loose. Reconnect it securely. 2. The pressure sensor has failed. Replace the sensor.
H03	**External EEPROM Fault**	1. The EEPROM parameters are incorrect. Rewrite or reload the EEPROM data. 2. The EEPROM chip is damaged. Replace the EEPROM chip. 3. The hydronic-module main control board is damaged. Replace the PCB.
P01	**Refrigerant High-Pressure Protection**	Refer to error code P06.

P06	**High-Pressure Switch Disconnection Protection**	**Heating or DHW mode** 1. The water flow is too low and the water temperature is too high. Check for air in the water system and vent the system. 2. The water pressure is below 0.1 MPa. Fill the system until the pressure is within the range of 0.15–0.2 MPa. 3. The system contains too much refrigerant. Adjust the refrigerant charge to the correct level. 4. The electronic expansion valve is stuck, or its coil connector is loose. Gently tap the valve body and disconnect and reconnect the connector several times. Confirm that the valve operates correctly and that the coil is installed in the correct position. **DHW mode** The water-tank heat exchanger may be too small. **Cooling mode** 1. The heat-exchanger cover has not been removed. Remove the cover. 2. The heat exchanger is dirty or obstructed. Clean the heat exchanger and remove any obstruction.
P09	**Low-Pressure Switch Disconnection Protection**	1. The system does not contain enough refrigerant. Charge the system with the correct quantity of refrigerant. 2. In heating or DHW mode, the outdoor heat exchanger may be dirty or obstructed. Clean the outdoor heat exchanger and remove any obstruction. 3. The water flow is too low in cooling mode. Increase the water flow. 4. The electronic expansion valve is stuck, or its coil connector is loose. Gently tap the valve body and disconnect and reconnect the connector several times. Confirm that the valve operates correctly.
L02	**Communication Error Between the Refrigerant-System PCB and Hydronic-System PCB**	1. The communication cable between main control board PCB B and the indoor-unit main control board is not connected. Connect the cable securely. 2. Strong magnetic fields or high-power electrical equipment, such as lifts or large transformers, may be causing interference. Install shielding or move the unit to another location.
L05	**Communication Failure Between the DC Fan Board and Main Control Board**	1. The cable between control board PCB B and motor control board PCB D is not connected. Connect the cable securely. 2. Strong magnetic fields or high-power electrical equipment, such as lifts or large transformers, may be causing interference. Install shielding or move the unit to another location.
L12	**Communication Failure Between the Main Controller and Drive Module**	1. Check that power is supplied to the PCB and drive board. Check whether the inverter-module PCB indicator is illuminated. If it is not illuminated, reconnect the power-supply cable. 2. If the indicator is illuminated, check the communication cable between the inverter-module PCB and the main control board. Reconnect or replace the cable if it is loose or damaged. 3. Replace the main PCB and drive board one at a time to identify the faulty component.

C04	**Td Temperature Overshoot Protection**	1. Air is present in the refrigeration system. Evacuate the system again. 2. Refrigerant has leaked from the system. Rectify the leak and recharge the refrigerant. 3. The water temperature is above the system's operating range. Check the water-flow rate as described under error code F05.
Y03	**Outdoor DC Fan 1 Fault**	1. Strong wind may be causing the fan to rotate in the opposite direction. Reorient the unit or install suitable protection to prevent wind from blowing directly into the fan. 2. The fan motor has failed. Replace the fan motor.
J03	**Outdoor DC Fan 2 Fault**	1. Strong wind may be causing the fan to rotate in the opposite direction. Reorient the unit or install suitable protection to prevent wind from blowing directly into the fan. 2. The fan motor has failed. Replace the fan motor.
d01	**Drive Module Protection**	1. Check whether the power-supply voltage is within the permitted operating range. 2. The compressor winding may be short-circuited. Replace the compressor. 3. The drive-module temperature is too high, or heat dissipation is inadequate. Inspect and thoroughly clean the heat sink. 4. The drive module is short-circuited or damaged. Replace the drive module.
d02	**Drive Module Hardware Protection**	1. Check whether the power-supply voltage is within the permitted operating range. 2. The compressor winding may be short-circuited. Replace the compressor. 3. The drive-module temperature is too high, or heat dissipation is inadequate. Inspect and thoroughly clean the heat sink. 4. The drive module is short-circuited or damaged. Replace the drive module.
d03	**Drive Module Software Protection**	1. The drive-module current is above the specified limit. Check for loose wiring and inspect the system again. 2. The compressor is damaged or worn. Replace the compressor. 3. The drive module is damaged. Replace the drive module.
d04	**Connection Failure Between the Compressor and Drive Module**	The connection between the compressor and drive module has failed. Check the UVW terminals and associated wiring.
d05	**Drive Input Overcurrent Protection**	1. The compressor power-supply connection is poor. Check the wiring. 2. The compressor is worn. Replace the compressor. 3. A drive-module software fault has occurred. Replace the drive module. 4. The drive module has malfunctioned. Check the wiring and connections.

d06	**Drive DC-Bus Overvoltage or Undervoltage Protection**	1. Check whether the power-supply input is within the permitted range. 2. The unit may have been switched off and on repeatedly within a short period. Leave the unit powered off for at least three minutes before switching it on again. 3. The main control board is defective. Replace the main PCB.
d07	**Drive Heat-Sink Temperature Sensor Fault**	1. The unit's supply voltage is too low. Increase the voltage to the required operating range. 2. The clearance between units is insufficient for effective heat exchange. Increase the spacing between the units. 3. The heat exchanger is dirty or obstructed. Clean the heat exchanger and remove any obstruction. 4. The fan is not operating, or the fan or fan motor is damaged. Replace the faulty component. 5. The water-flow rate is too low, air is present in the system, or the pump head is insufficient. Vent the system and select a suitable pump. 6. The water-outlet temperature sensor is loose or damaged. Reconnect or replace the sensor.
d09	**IPM Overtemperature Protection**	1. The ambient temperature may be above the unit's operating range. Measure the ambient temperature with a thermometer. 2. The fan may not be adequately cooling the drive-module heat sink: • Check whether the heat-sink surface is clean. Switch off the power before cleaning it. • Confirm that the fan is operating correctly. 3. The heat sink and module may not be secured correctly. Replace the module if required. 4. The compressor current is too high. Check that the power-phase sequence is correct and inspect the compressor for wear or increased noise.
d10	**Compressor Out of Step or Unable to Start**	1. The compressor wiring is loose or damaged. Repair or replace the wiring. 2. Check whether the input voltage is within the unit's operating range. 3. A drive-module software fault has occurred. Replace the drive module. 4. The drive-module hardware is damaged. Replace the drive module.
P05	**Power-Supply Phase-Sequence Protection**	1. Check that the power-supply cables are connected securely and that no phase is missing. 2. Check whether the live and neutral conductors have been connected in reverse.

F01	**Water-Tank Temperature Sensor T8 Fault**	1. Check the resistance of the sensor. 2. The T8 sensor connector is loose. Reconnect it securely. 3. The T8 sensor connector is wet or contains moisture. Remove the moisture, dry the connector thoroughly and apply waterproof sealant. 4. The T8 sensor has failed. Replace the sensor.
F02	**Water-Inlet Temperature Sensor T3 Fault**	1. Check the resistance of the sensor. 2. The T3 sensor connector is loose. Reconnect it securely. 3. The T3 sensor connector is wet or contains moisture. Remove the moisture, dry the connector thoroughly and apply waterproof sealant. 4. The T3 sensor has failed. Replace the sensor.
F03	**Liquid-Line Temperature Sensor T2 Fault**	1. Check the resistance of the sensor. 2. The T2 sensor connector is loose. Reconnect it securely. 3. The T2 sensor connector is wet or contains moisture. Remove the moisture, dry the connector thoroughly and apply waterproof sealant. 4. The T2 sensor has failed. Replace the sensor.
F04	**Water Temperature Sensor T4 Fault**	1. Check the resistance of the sensor. 2. The T4 sensor connector is loose. Reconnect it securely. 3. The T4 sensor connector is wet or contains moisture. Remove the moisture, dry the connector thoroughly and apply waterproof sealant. 4. The T4 sensor has failed. Replace the sensor.
F05	**Water-Flow Switch Disconnection Protection**	1. The switch wiring is short-circuited or open-circuited. Reconnect the wiring correctly. 2. The water-flow rate is too low. 3. The water-flow switch has failed or remains continuously open or closed. Replace the water-flow switch. Check that all shut-off valves in the water circuit are fully open. Then: 1. Check whether the water filter requires cleaning. 2. Refer to Section 9.5, “Filling Water”. 3. Make sure there is no air in the system. Vent the system if necessary. 4. Check the water pressure. It must be greater than 1 bar. 5. Check that the pump is set to its highest speed. 6. Make sure the expansion vessel is not damaged. 7. Check that the resistance within the water circuit is not too high for the pump. 8. If the fault occurs during a defrost cycle, confirm that the backup-heater power supply is wired correctly and that its fuses have not blown. 9. Check that the pump fuse and PCB fuse have not blown.

F06	Refrigerant Gas-Pipe Temperature Sensor T1 Fault	1. Check the resistance of the sensor. 2. The T1 sensor connector is loose. Reconnect it securely. 3. The T1 sensor connector is wet or contains moisture. Remove the moisture, dry the connector thoroughly and apply waterproof sealant. 4. The T1 sensor has failed. Replace the sensor.
F07	Outlet-Water Temperature Sensor T5 Fault	1. Check the resistance of the sensor. 2. The T5 sensor connector is loose. Reconnect it securely. 3. The T5 sensor connector is wet or contains moisture. Remove the moisture, dry the connector thoroughly and apply waterproof sealant. 4. The T5 sensor has failed. Replace the sensor.
F08	Zone 2 Ambient Temperature Sensor T9 Fault	1. Check the resistance of the sensor. 2. The T9 sensor connector is loose. Reconnect it securely. 3. The T9 sensor connector is wet or contains moisture. Remove the moisture, dry the connector thoroughly and apply waterproof sealant. 4. The T9 sensor has failed. Replace the sensor.
F10	Refrigeration Anti-Freeze Switch Disconnection Protection	1. The outlet-water temperature is too low. Check that the water circuit is unobstructed and clean it if necessary. 2. The water-flow rate is too low. Follow the corrective actions listed under error code F09.
F09	Excessive Temperature Difference Between the Water Inlet and Outlet	1. The water-pump output is too low, resulting in insufficient water circulation. Increase the pump flow rate. 2. The pipework diameter is too small for the unit's required flow rate. Install pipework of the correct diameter. 3. The filter is blocked. Remove and clean the filter mesh. 4. The expansion vessel is installed on the outlet side. It is recommended that it be installed on the return-water side. 5. The T3 or T4 sensors are damaged. Replace the sensors.
F14	Water-Inlet and Outlet Temperature Sensors Reversed	1. The T3 or T4 sensors may be damaged and producing false readings. Replace the faulty sensors. 2. The T3 and T4 sensors may have been installed in the wrong positions. Swap the sensors and install them correctly.
F11	Solar Temperature Sensor T10 Fault	1. Check the resistance of the sensor. 2. The T10 sensor connector is loose. Reconnect it securely. 3. The T10 sensor connector is wet or contains moisture. Remove the moisture, dry the connector thoroughly and apply waterproof sealant. 4. The T10 sensor has failed. Replace the sensor.
F15	Emergency Stop — Switches G1 and G2 Closed	The emergency-stop switch is off. Clear the fault by disconnecting the emergency-stop switch.

E32	Controller Communication Error Between the Refrigerant and Hydronic Systems	1. The communication cable between the wired controller and the unit is not connected. Connect the cable securely. 2. The communication wires are connected in the incorrect sequence. Reconnect them in the correct sequence. 3. Strong magnetic fields or high-power electrical equipment, such as lifts or large transformers, may be causing interference. Install shielding or move the unit to another location.

If you cannot resolve any fault, please ring our Technical Support Team on +44 116 409 1869 or email info@ecogenica.co.uk.

How do you clear a fault code after the fault has been rectified? Some faults can be cleared by switching the controller off and on again. If this does not work, reset the power, switch it off for 15 seconds, then switch it on again.
To see a full history of the fault codes that the unit has reported, press menu then press Setting and **Fault code**.

12. Warranty

At Ecogenica, we stand by the quality of our heat pumps. Every heat pump and controller is supplied with a manufacturer's warranty designed to protect your investment and give you confidence in your purchase. Ecogenica offers 2 warranties:

Standard Warranty

This is included in the purchase price of the heat pump. The standard warranty provides a 5-year parts warranty which covers the replacement of any parts deemed by Ecogenica to be defective due to a manufacturing fault.

The Standard Warranty is activated by the installer on registering the heat pump at Ecogenica's Product Registration page (https://ecogenica.co.uk/warranty). Product registration must be completed by the installer and must include the following photos:

1. Nameplate on the side of the unit stating model type, date of manufacture etc
2. Outdoor unit installed including feet
3. Drainage area for the unit
4. Pipework behind the unit
5. Hot water cylinder
6. Heat pump controls wiring
7. Pipework going to cylinder
8. Weather compensation curve setting on the controller
9. Hot water setting on the controller
10. Serial Number from the back of the controller

If the photos are not acceptable, the installer will be asked to re-take and re-submit them.

The warranty cover will only be activated once these photos have been submitted to the required quality and no issues are detected.

Lastly, to comply with warranty requirements, the heat pump should be serviced once a year by the installer or an Ecogenica approved heating engineer and the homeowner should keep a log of all servicing work in the event of any warranty claim (see section 13).

Premium Warranty

For added peace of mind, you can extend the Standard Warranty by a further 3 years to a total of 8 years for a non-refundable and non-transferable charge of £350. The upgrade to Premium Warranty needs to be paid within 2 weeks of the heat pump commission date.

Scope of Cover

Both warranties apply only to the heat pump and controller and cover only parts resulting from a manufacturing fault identified by Ecogenica. It does not cover therefore:

- Ancillary items such as pipework, valves, filters, brackets, seals, cages, or third-party accessories such as cylinders, tanks, radiators etc.
- Issues caused by incorrect installation, misuse, lack of servicing, or contaminated water.
- External damage (power supply, weather damage, flooding, fire, vandalism, etc.).

Making a Claim

If you believe your heat pump is not working as it should:

1. Contact your installer or Ecogenica's Technical Support Team to identify a qualified heating engineer.

2. If a product fault is confirmed to be defective due to a manufacturing fault, Ecogenica will provide the replacement parts free of charge.

3. If the issue is due to a problem with the installation, misuse or any accessories or ancillary items, a call-out fee will be charged and if requested, a quote can be given to rectify the issue.

Warranty Status To check the activation date and type of warranty cover, please email warranty@ecogenica.co.uk.

13. Maintenance

The heat pump should be serviced **ONCE A YEAR** to comply with the warranty. The installer should provide the homeowner with evidence of all servicing so that the homeowner can keep a log in the event of any warranty claim.

Maintenance should be covered by the installation contractor. If the installer is not available another Ecogenica qualified contractor can take over the maintenance and warranty.

The annual service should include the following:

1. Stop the unit, clean the Magnetic Filter and replace the strainer.

2. Refill the unit, pressure should be 0-3 bar, open all valves.

3. The operation of the unit against the hot water cylinder needs to be tested. First, draw off 50 litres of water - run a couple of taps for 5 mins to achieve this. The unit should start up automatically in hot water mode. If it does not, press the DHW power button on the controller. In 3-4 mins it will start heating the cylinder and a compressor symbol will show at the top of the remote controller. The heat pump should be able to achieve 50C cylinder temperature without using the immersion heater.

4. While running, check the outdoor unit for damage and debris.

5. Clean the coil. We recommend that an approved air conditioning or heat pump cleaning chemical be used - your distributor will stock this. Instructions are given on the bottle.

6. Clean and polish the outside casing - we recommend car wax or ACF50 to do this.

7. Measure the temperature of the flow using the remote controller (See Section 10).

8. Measure the flow rate from the flow meter (See Section 10).

9. With the unit running flat out, measure the temperature of the air as it enters the coil and the temperature of the air in the garden. They should both be the same. Check that cold air is not recirculating.

Service Record

It is recommended that your heating system is serviced regularly and that the appropriate Service Interval Record is completed.

Service Provider
Before completing the appropriate Service Record below, please ensure you have carried out the service as described in the manufacturer's instructions. Always use the manufacturer's specified spare part when replacing controls.

SERVICE 01	Date:
Engineer name:	
Company name:	
Telephone No:	
Operative ID No:	
Comments:	
Signature	
SERVICE 02	**Date:**
Engineer name:	
Company name:	
Telephone No:	
Operative ID No:	
Comments:	
Signature	
SERVICE 03	**Date:**
Engineer name:	
Company name:	
Telephone No:	
Operative ID No:	
Comments:	
Signature	

SERVICE 04	Date:
Engineer name:	
Company name:	
Telephone No:	
Operative ID No:	
Comments:	
Signature	

SERVICE 05	Date:
Engineer name:	
Company name:	
Telephone No:	
Operative ID No:	
Comments:	
Signature	

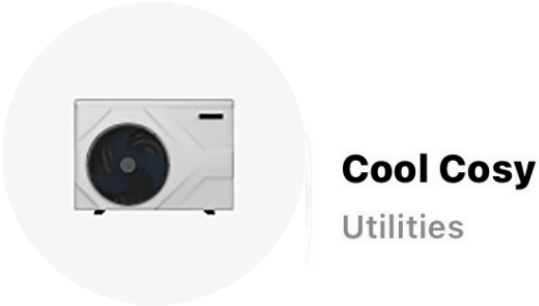
SERVICE 06	Date:
Engineer name:	
Company name:	
Telephone No:	
Operative ID No:	
Comments:	
Signature	

SERVICE 07	Date:
Engineer name:	
Company name:	
Telephone No:	
Operative ID No:	
Comments:	

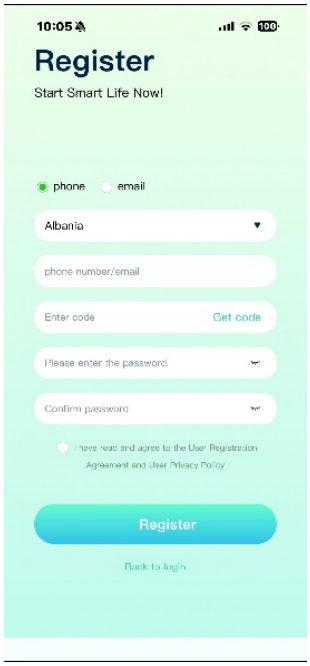
Signature	
SERVICE 08	**Date:**
Engineer name:	
Company name:	
Telephone No:	
Operative ID No:	
Comments:	
Signature	
SERVICE 08	**Date:**
Engineer name:	
Company name:	
Telephone No:	
Operative ID No:	
Comments:	
Signature	
SERVICE 10	**Date:**
Engineer name:	
Company name:	
Telephone No:	
Operative ID No:	
Comments:	
Signature	

14. Wi-Fi App

1. The App is called Cool Cosy and can be found on the App Store or Google Play Store.

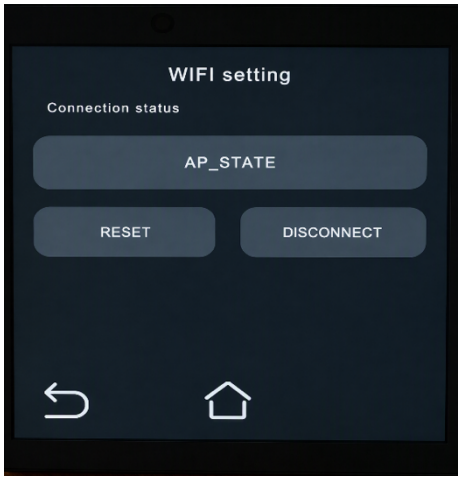


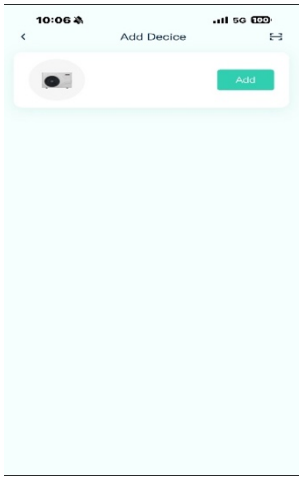
2. Once downloaded you will need to register an account and login:



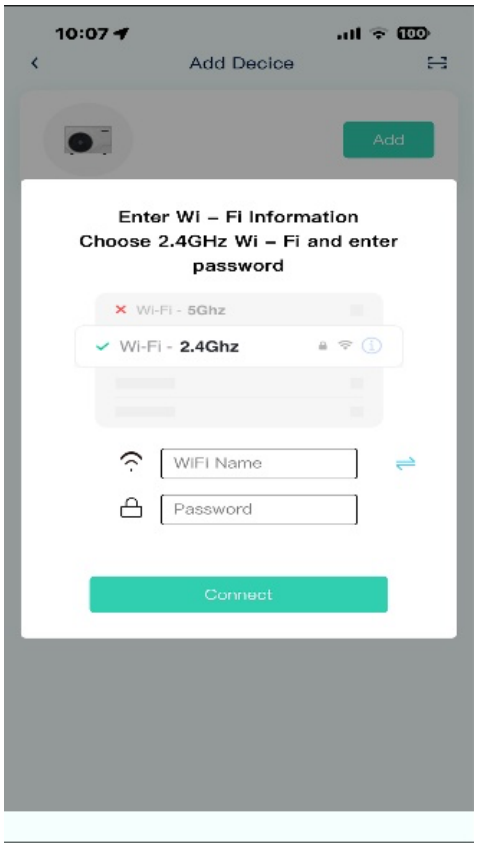
3. On the controller click the menu button there you will find the Wi-Fi setting:

4. Press the reset button on the controller and it will enter AP State. Click Add Device on the App and you will now be able to see the device:



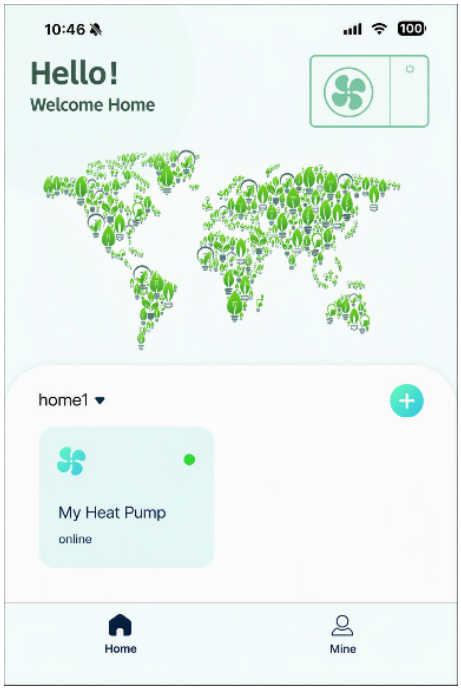


5. Enter your Wi-Fi details and press connect. This may take a few seconds.



6. Once connected the screen will show NOT CONNECTED first and the after 3 seconds will change to CONNECTED.

7. It can take up to 15 seconds for the heat pump to appear on the App. If the Heat Pump doesn't pull through automatically simply close the app down, reopen and it will appear.



ECOGENICA

Contact Us

Should you have any questions or require further information or support, please do not hesitate to contact us at:

Email: info@ecogenica.co.uk
Phone: +44 116 409 1869
Unit 4 Orton House Farm Norton Lane
Orton-On-The-Hill
Atherstone CV9 3NR