ROTEX

Operation manual

ROTEX HPU hybrid heat pump module

RHYHBH05AA
RHYHBH08AA
RHYHBX08AA

Operation manual
ROTEX HPU hybrid heat pump module

English

Table of contents

1 About this document

Thank you for purchasing this product. Please:

- Read the documentation carefully before operating the user interface to ensure the best possible performance.
- Request the installer to inform you about the settings that he used to configure your system. Check if he has filled in the installer settings tables. If not, request him to do so.
- Keep the documentation for future reference.

Target audience

End users

Documentation set

This document is part of a documentation set. The complete set consists of:

- **General safety precautions:**
  - Safety instructions that you must read before operating your system
  - Format: Paper (in the box of the indoor unit)
- **Operation manual:**
  - Quick guide for basic usage
  - Format: Paper (in the box of the indoor unit)
- **User reference guide:**
  - Detailed step-by-step instructions and background information for basic and advanced usage
  - Format: Digital files on the ROTEX website.

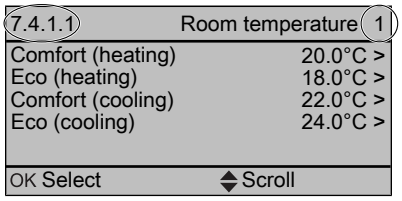
Latest revisions of the supplied documentation may be available on the regional ROTEX website or via your installer.

The original documentation is written in English. All other languages are translations.

Available screens

Depending on your system layout and installer configuration, not all screens in this document may be available on your user interface.

Breadcrumbs



Breadcrumbs help you to locate where you are in the menu structure of the user interface. This document also mentions these breadcrumbs.

Example: Go to [7.4.1.1]: > User settings > Preset values > Room temperature > Comfort (heating)

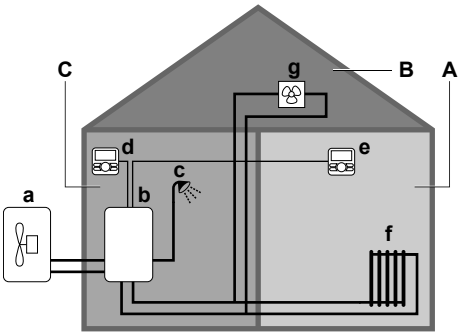
2 About the system

Depending on the system layout, the system can:

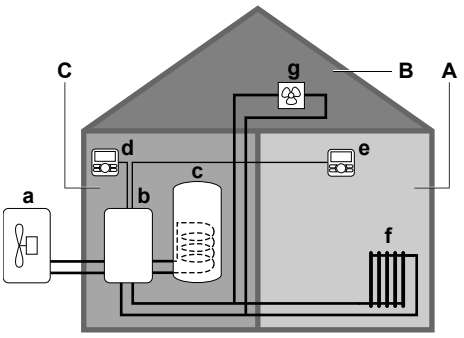
- Heat up a space
- Cool down a space (if a heating/cooling heat pump model is installed)
- Produce domestic hot water

2.1 Components in a typical system layout

For other countries



Only for Switzerland



A Main zone. **Example:** Living room.
B Additional zone. **Example:** Bedroom.
C Technical room. **Example:** Garage.
a Outdoor unit heat pump
b Indoor unit heat pump
c Instant domestic hot water or domestic hot water (DHW) tank
d User interface at the indoor unit
e User interface in the living room, used as room thermostat
f Radiators
g Heat pump convectors or fan coil units

3 Operation

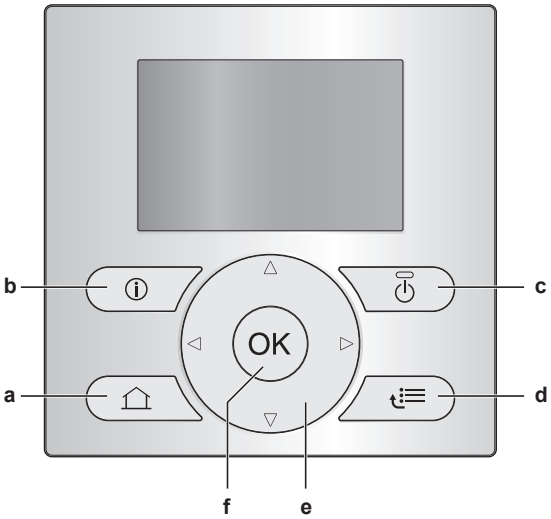
3.1 Overview: Operation

You can operate the system via the user interface. This part describes how to use the user interface:

Part	Description
At a glance	▪ Buttons ▪ Status icons
Space heating/cooling control	How to control space heating/cooling: ▪ Setting the space operation mode ▪ Controlling the temperature
Domestic hot water control	How to control domestic hot water: ▪ Reheat mode ▪ Scheduled mode ▪ Scheduled + reheat mode
Schedules	How to select and program schedules
Menu structure	Overview of menu structure
Installer settings table	Overview of installer settings

3.2 The user interface at a glance

3.2.1 Buttons



a HOME PAGES
- Switches between home pages (when you are on a home page).
- Goes to the default home page (when you are in the menu structure).

b MALFUNCTION INFORMATION
If a malfunction occurs, ⓘ is displayed on the home pages. Press ⓘ to display more information about the malfunction.

c ON/OFF
Turns ON or OFF one of the controls (room temperature, leaving water temperature, DHW tank temperature).

d MENU STRUCTURE/BACK
- Opens the menu structure (when you are on a home page).
- Goes up a level (when you are navigating through the menu structure).
- Goes back 1 step (example: when you are programming a schedule in the menu structure).

e NAVIGATING/CHANGING SETTINGS
- Navigates the cursor on the display.
- Navigates through the menu structure.
- Changes settings.
- Selects a mode.

f OK
- Confirms a selection.
- Enters a submenu in the menu structure.
- Switches between displaying actual and desired values, or between displaying actual and offset values (if applicable) on the home pages.
- Goes to the next step (when you are programming a schedule in the menu structure).
- Enables you to activate or deactivate button lock if pressed for more than 5 seconds on a home page.
- Enables you to activate or deactivate a function lock if pressed for more than 5 seconds in the main menu of the menu structure.

INFORMATION

If you press or while changing settings, the changes will NOT be applied.

3.2.2 Status icons

Icon	Description
☀	Space operation mode = Heating.
❄	Space operation mode = Cooling.

Icon	Description
	Heat pump (compressor) operation or boiler operation. This symbol is related to the home page.
	Desired room temperature = preset value (Comfort; daytime).
	Desired room temperature = preset value (Eco; nighttime).
	▪ On the room temperature home page: Desired room temperature = according to the selected schedule. ▪ On the DHW tank temperature home page: DHW tank mode = Scheduled mode.
	DHW tank mode = Reheat mode.
	DHW tank mode = Scheduled + reheat mode.
	Domestic hot water operation.
	Actual temperature.
	Desired temperature.
	At the next scheduled action, the desired temperature will increase.
	At the next scheduled action, the desired temperature will NOT change.
	At the next scheduled action, the desired temperature will decrease.
	The preset value (Comfort or Eco) or scheduled value is temporarily overruled.
	The DHW tank booster mode is active or ready to be activated.
	Quiet mode is active.
	Holiday mode is active or ready to be activated.
	Button lock mode and/or function lock mode is active.
	Boiler operation.
	Heat pump (compressor) operation.
	Boiler and heat pump (compressor) operation.
	The disinfection mode is active.
	A malfunction occurred. Press ⓘ to display more information about the malfunction.
	Weather-dependent mode is active.
	User permission level = Installer.
	Defrost/oil return mode is active.
	Hot start mode is active.
	Emergency operation is active.

INFORMATION

Boiler operation does NOT necessarily imply burner operation. When a heating demand is sent to the boiler, boiler operation (🔥) is continuous, but the burner will ONLY operate alternately.

3.3 Space heating/cooling control

3.3.1 Setting the space operation mode

About space operation modes

Depending on your heat pump model, you have to tell the system which space operation mode to use: heating or cooling.

If a… heat pump model is installed	Then…
Heating/cooling	The system can heat up and cool down a space. You have to tell the system which space operation mode to use.
Heating only	The system can heat up a space, but NOT cool down a space. You do NOT have to tell the system which space operation mode to use.

To tell the system which space operation to use, you can do the following:

You can…	Location
Check which space operation mode is **currently used**.	Home pages: ▪ Room temperature ▪ Leaving water temperature (main + additional)
Set the space operation **mode**.	Menu structure
Restrict when **automatic changeover** is possible.	

To set the space operation mode

1 Go to [4]: ☰ > Operation mode.

2 Select one of the following options and press OK:

If you select…	Then the space operation mode is…
Heating	Always heating mode.
Cooling	Always cooling mode.
Automatic	Automatically changed by the software based on the outdoor temperature (and depending on installer settings also the indoor temperature), and taking monthly restrictions into account. **Note:** Automatic changeover is only possible under certain conditions.

To restrict automatic changeover operation mode

Prerequisite: You switched the permission level to Advanced end user.

Prerequisite: You switched the space operation mode to automatic.

1 Go to [7.5]: ☰ > User settings > Allowed operation mode.

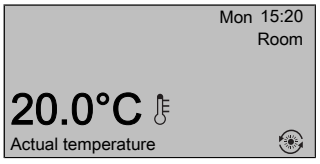
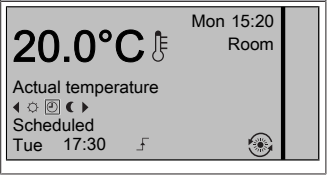
2 Select a month and press OK.

3 Select Heating only, Cooling only or Heating/Cooling, and press OK.

3.3.2 Room thermostat control - Using the room temperature home page

Typical room temperature home pages

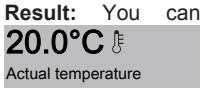
Depending on the user profile, the user interface gives you either a basic or a detailed home page. To set the user profile, refer to Configuring user profile and home pages in the user reference guide.

User profile = Basic	User profile = Detailed
	

To read out the actual and desired room temperature

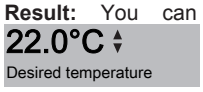
1 Go to the room temperature home page (Room).

Result: You can read out the actual temperature.



2 Press OK.

Result: You can read out the desired temperature.



To temporarily overrule the room temperature schedule

1 Go to the room temperature home page (Room).

2 Use ▲ or ▼ to adjust the temperature.

To change the mode from scheduled to preset value

Prerequisite: User profile = Detailed.

1 Go to the room temperature home page (Room).

2 Press ◀ or ▶ to select a preset value (☼ or ☾).

Result: The mode will return to Scheduled according to the overrule period.

To set the overrule period

Prerequisite: You switched the permission level to Advanced end user.

1 Go to [7.2]: ☰ > User settings > Temperature lock.

2 Select a value and press OK:

- Permanent
- hours (2, 4, 6, 8)

3.3.3 Room thermostat control - Using the leaving water temperature home pages

INFORMATION

The leaving water is the water that is sent to the heat emitters. The desired leaving water temperature is set by your installer in accordance with the heat emitter type. **Example:** Underfloor heating is designed for lower leaving water temperature than radiators and heat pump convectors and/or fan coil units. You only have to adjust leaving water temperature settings in case of problems.

For more information about the leaving water temperature, see the user reference guide.

3.4 Domestic hot water control

3.4.1 Instant DHW (no tank installed)

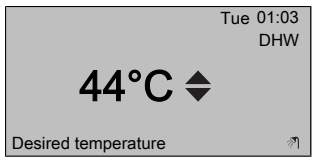
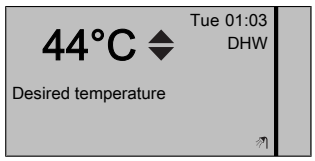
Not applicable for Switzerland.

When there is a demand for hot water tapping, the boiler provides DHW instantly.

Using the instant DHW home page

Not applicable for Switzerland.

Depending on the user profile, the user interface gives you either a basic or a detailed home page.

User profile = Basic	User profile = Detailed
	

To adjust the instant DHW temperature

1 Go to the instant DHW home page.

2 Press ▲ or ▼ to adjust the instant DHW temperature (DHW).

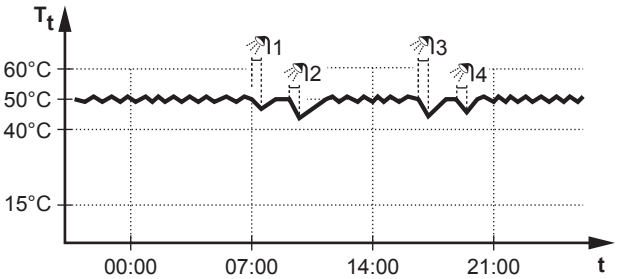
The instant DHW set point temperature may NOT be below 40°C.

3.4.2 Tank

The following modes are only applicable if a tank is installed and are set by the installer.

Reheat mode

In reheat mode (♨),the DHW tank continuously heats up to the temperature shown on the DHW tank temperature home page (example: 50°C).



T_t DHW tank temperature
t Time

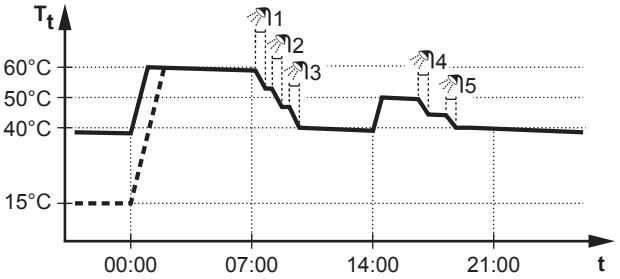
INFORMATION

When the DHW tank mode is reheat, the risk for capacity shortage and comfort problem is significant. In case of frequent reheat operation, space heating/cooling function is regularly interrupted.

Scheduled mode

In scheduled mode (🕘), the DHW tank produces hot water corresponding to a schedule. The best time to allow the tank to produce hot water is at night, because the space heating demand is lower.

Example:

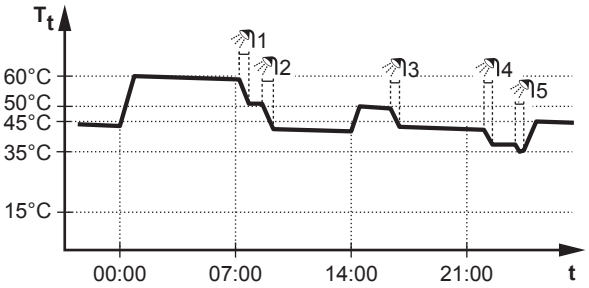


T_t DHW tank temperature
t Time

Scheduled + reheat mode

In scheduled + reheat mode (♨ 🕘), the domestic hot water control is the same as in scheduled mode. However, when the DHW tank temperature drops below a preset value (=reheat tank temperature – hysteresis value; example: 35°C), the DHW tank heats up until it reaches the reheat set point (example: 45°C). This ensures that a minimum amount of hot water is available at all times.

Example:

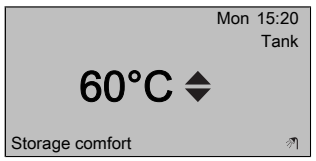
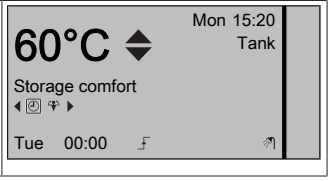


T_t	DHW tank temperature
t	Time
60°C	Storage comfort
50°C	Storage eco
45°C	Reheat
35°C	Reheat tank temperature – hysteresis value

Using the DHW tank temperature home page

Typical DHW tank temperature home pages

Depending on the user profile, the user interface gives you either a basic or a detailed home page. The examples in the illustrations below are in DHW tank mode = Scheduled.

User profile = Basic	User profile = Detailed
	

To read out and adjust the desired reheat temperature (in scheduled and reheat mode)

1 Go to [7.4.3.3]: ☰ > User settings > Preset values > Tank temperature > Reheat.

Result: You can read out the desired reheat temperature.

2 Press ▲ or ▼ to adjust.

To read out and overrule the active or next scheduled desired temperature (in scheduled mode or scheduled + reheat mode)

1 Go to the DHW tank temperature home page (Tank).

Result: 60°C ▲▼ is displayed.

2 Press ▲ or ▼ to overrule. **Note:** If the desired temperature is weather dependent, you cannot change it on the home page.

Using the DHW tank booster mode

To activate the DHW tank booster mode (user profile = Basic)

1 Go to the DHW tank temperature home page (Tank).

2 Press ▶ for more than 5 seconds.

To activate the DHW tank booster mode (user profile = Detailed)

1 Go to the DHW tank temperature home page (Tank).

2 Press ▶ to select ⚘.

3.5 Schedules: Example

INFORMATION

The procedures to program other schedules are similar.

In this example:

- Room temperature schedule in heating mode
- Monday = Tuesday = Wednesday = Thursday = Friday
- Saturday = Sunday

To program the schedule

1 Go to [7.3.1.1]: ☰ > User settings > Set schedules > Room temp. > Set heating schedule.

2 Select Empty and press OK.

3 Program the schedule for Monday. See below for more details.

4 Copy from Monday to Tuesday, Wednesday, Thursday and Friday. See below for more details.

5 Program the schedule for Saturday.

6 Copy from Saturday to Sunday.

7 Save the schedule and give it a name. See below for more details.

To program the schedule for Monday

1 Use ▲ and ▼ to select Monday.

2 Press ▶ to enter the schedule for Monday.

3 Program the schedule for Monday:

- Use ◀ and ▶ to select an entry.
- Use ▲ and ▼ to change the value of an entry.

To copy from one day to another

1 Select the day from which you want to copy and press OK. **Example:** Monday.

2 Select Copy day and press OK.

3 Set the days you want to copy to Yes and press OK. **Example:** Tuesday = Yes, Wednesday = Yes, Thursday = Yes and Friday = Yes.

To save the schedule

1 Press OK, select Save schedule and press OK.

2 Select User defined 1, User defined 2 or User defined 3 and press OK.

3 Change the name and press OK. (Only applicable for room temperature schedules). **Example:** MyWeekSchedule

To select which schedule you currently want to use

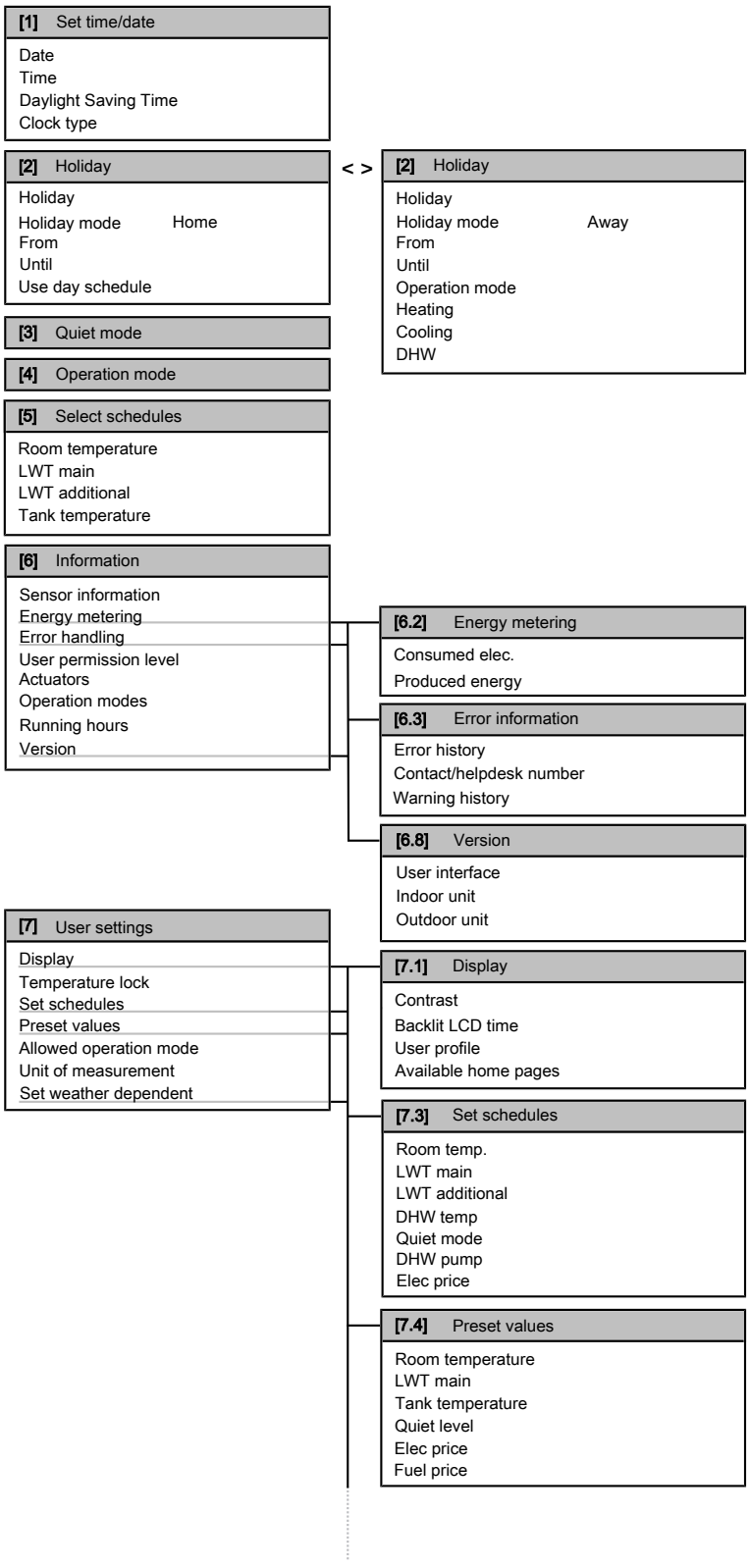
1 Go to [5]: ☰ > Select schedules.

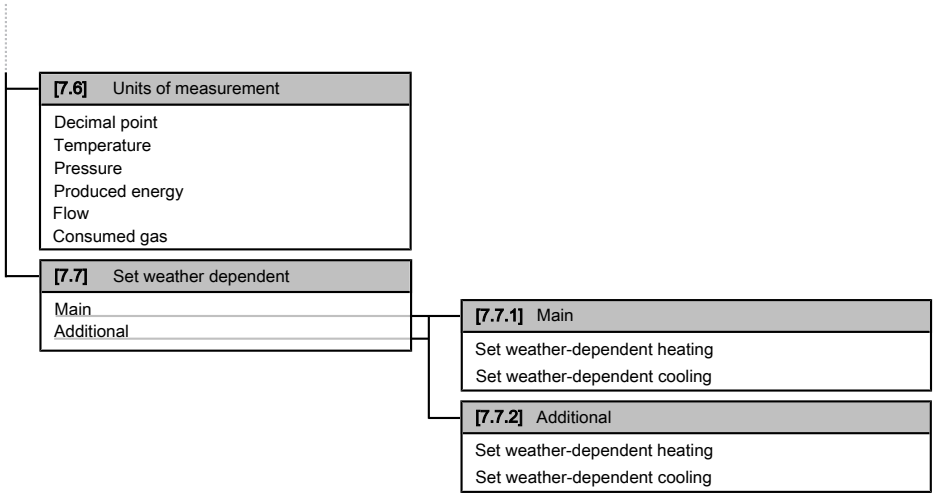
2 Select for which control you want to use a schedule. **Example:** [5.1] Room temperature.

3 Select for which operation mode you want to use a schedule. **Example:** [5.1.1] Heating.

4 Select a predefined or user-defined schedule and press OK.

3.6 Menu structure: Overview user settings





INFORMATION

Depending on the selected installer settings, settings will be visible/invisible.

3.7 Installer settings: Tables to be filled in by installer

3.7.1 Quick wizard

Setting		Default	Fill in…
Forced off contact [A.2.1.6]			
	Forced off contact	0 (No)	
Space heating/cooling settings [A.2.1]			
	Unit control method	2 (RT control)	
	User interface location	1 (In room)	
	Number of LWT zones	0 (1 LWT zone)	
	Pump operation mode	2 (Request)	
Domestic hot water settings [A.2.2]			
	DHW operation	Depends on model	
	DHW pump	0 (No)	
Thermostats [A.2.2]			
	Contact type main	2 (H/C request)	
	Contact type add.	2 (H/C request)	
	External sensor	0 (No)	
Digital I/O PCB [A.2.2.6]			
	Solar kit	0 (No)	
	Alarm output	0 (Normally open)	
Demand PCB [A.2.2.7]			
	Demand PCB	0 (No)	
Energy metering [A.2.2]			
	External kWh meter 1	0 (No)	
	Gas meter	0 (No)	

3.7.2 Space heating/cooling control

Setting		Default	Fill in…
Leaving water temperature: Main zone [A.3.1.1]			
	LWT setpoint mode	1 (Weather dep.)	
Leaving water temperature: Additional zone [A.3.1.2]			
	LWT setpoint mode	0 (Fixed)	
Leaving water temperature: Modulation [A.3.1.1.5]			
	Modulated LWT	1 (Yes)	
Leaving water temperature: Emitter type [A.3.1.1.7]			
	Emitter type	0 (Quick)	
Savings mode [A.6.7]			
	Savings mode	0 (Economical)	
Electricity price [7.4.5]			
	Elec price	20/kWh (High)	
		20/kWh (Medium)	
		15/kWh (Low)	
Fuel price [7.4.6]			
	Fuel price	8.0/kWh	

3.7.3 Domestic hot water control [A.4]

Setting	Default	Fill in…
Type	2 (Scheduled only)	
Maximum setpoint	Depends on model	

INFORMATION

When the DHW tank booster mode is active, the risk of space heating/cooling and capacity shortage comfort problems is significant. In case of frequent domestic hot water operation, frequent and long space heating/cooling interruptions will happen.

3.7.4 Contact/helpdesk number [6.3.2]

Setting	Default	Fill in…
Contact/helpdesk number	—	

3.8 Advanced usage

3.8.1 About changing the user permission level

The amount of information you can read out in the menu structure depends on your user permission level:

- End user (= default)
- Adv. end user: You can read out more information.

To set the user permission level to Advanced end user

1 Go to the main menu or any of its submenus: ☰.

2 Press ⓘ for more than 4 seconds.

Result: The user permission level switches to Adv. end user. Additional information is displayed and "+" is added to the menu title. The user permission level will stay in Adv. end user until set otherwise.

To set the user permission level to End user

1 Press ⓘ for more than 4 seconds.

Result: The user permission level switches to End user. The user interface will return to the default home screen.

4 Setting the energy prices

If your system's savings mode is set to Economical, it allows you to set:

- a fixed gas price
- 3 electricity price levels
- a weekly schedule timer for electricity prices.

The savings mode is set by the installer and can be either ecological or economical. In ecological mode, the primary energy use is minimised; in economical mode, the running costs. Discuss with the installer which savings mode is preferred. Refer to the installation manual for more information.

Example: How to set the energy prices on the user interface?

Price	Value in breadcrumb
Gas: 5.3 euro cent/kWh	[7.4.6]=5.3
Gas: 4.8 pence/kWh	[7.4.6]=4.8
Electricity: 12 euro cent/kWh	[7.4.5.1]=12
Electricity: 12.49 pence/kWh	[7.4.5.1]=12

4.1 To set the gas price

1 Go to [7.4.6]: ☰ > User settings > Preset values > Fuel price.

2 Use ▲ and ▼ to set the correct price.

3 Press OK to confirm.

INFORMATION

- Price value ranging from 0.00~290 valuta/MBtu (with 2 significant values).
- Price value ranging from 0.00~990 valuta/kWh (with 2 significant values).

4.2 To set the electricity price

1 Go to [7.4.5]: ☰ > User settings > Preset values > Elec price.

2 Use ▲ and ▼ to set the correct prices for High, Medium and Low, according to your electricity tariff.

3 Press OK to confirm.

INFORMATION

Price value ranging from 0.00~990 valuta/kWh (with 2 significant values).

INFORMATION

If no schedule is set, the Elec price for High is taken into account.

4.3 To set the electricity price schedule timer

1 Go to [7.3.8]: ☰ > User settings > Set schedules > Elec price.

2 Program the schedule according to the High, Medium and Low electricity prices for each time interval.

3 Press OK to save the schedule.

INFORMATION

The values for High, Medium and Low correspond with the electricity price values for High, Medium and Low previously set. If no schedule is set, the electricity price for High is taken into account.

4.4 About energy prices in case of an incentive per kWh renewable energy

An incentive can be taken into account when setting the energy prices. Although the running cost can increase, the total operation cost, taking into account the reimbursement will be optimized.

NOTICE

Make sure to modify the setting of the energy prices at the end of the incentive period.

4.4.1 To set the gas price in case of an incentive per kWh renewable energy

Prerequisite: Calculate the value for the gas price with following formula: actual gas price+(incentive/kWh×0.9)

1 Go to [7.4.6]: ☰ > User settings > Preset values > Fuel price.

2 Use ▲ and ▼ to set the correct price.

3 Press OK to confirm.

4.4.2 To set the electricity price in case of an incentive per kWh renewable energy

Prerequisite: Calculate the value for the electricity price with following formula: actual electricity price+incentive/kWh.

1 Go to [7.4.5]: ☰ > User settings > Preset values > Elec price.

2 Use ▲ and ▼ to set the correct prices for High, Medium and Low, according to your electricity tariff.

3 Press OK to confirm.

4.4.3 Example

This is an example and the prices and/or values used in this example are NOT accurate.

Data	Pence/kWh
Gas price	4.08
Electricity price	12.49
Renewable heat incentive per kWh	5

Calculation of the gas price:

Gas price=Actual gas price+(incentive/kWh×0.9)

Gas price=4.08+(5×0.9)

Gas price=8.58

Calculation of the electricity price:

Electricity price=Actual electricity price+incentive/kWh

Electricity price=12.49+5

Electricity price=17.49

Price	Value in breadcrumb
Gas: 4.08 pence/kWh	[7.4.6]=8.58
Electricity: 12.49 pence/kWh	[7.4.5]=17.49

5 Energy visualisation

The user interface is able to graphically display energy statistics for:

- produced energy: energy produced by the heat pump.
- consumed electricity: recorded by an electricity meter or, when none is installed, calculated by the interface itself based on an internal calculation.
- consumed gas: only recorded when an external gas meter is installed. Note that the values recorded by the meter may differ from those shown on the boiler.

5.1 To view the energy statistics

Prerequisite: You switched the permission level to Advanced end user.

1 Go to [6.2]: ☰ > Information > Energy metering.

2 Select either Consumed elec., Produced energy or Consumed gas.

3 Use the ◀ and ▶ buttons to toggle between views of the current month, the previous month, the last 12 months and a general overview.

4 Use the ▲ and ▼ buttons to toggle between different modes (if applicable).

6 Energy saving tips

Tips about room temperature

- Make sure the desired room temperature is NEVER too high (in heating mode) or too low (in cooling mode), but ALWAYS according to your actual needs. Each saved degree can save up to 6% of heating/cooling costs.
- Do NOT increase the desired room temperature to speed up space heating. The space will NOT heat up faster.
- When your system layout contains slow heat emitters (example: under floor heating), avoid large fluctuation of the desired room temperature and do NOT let the room temperature drop too low. It will take more time and energy to heat up the room again.
- Use a weekly schedule for your normal space heating or cooling needs. If necessary, you can easily deviate from the schedule:
  - For shorter periods: You can overrule the scheduled room temperature. **Example:** When you have a party, or when you are leaving for a couple of hours.
  - For longer periods: You can use the holiday mode. **Example:** When you stay at home during your holiday, or when you go away during your holiday.

Tips about DHW tank temperature

- Use a weekly schedule for your normal domestic hot water needs (only in scheduled mode).
  - Program to heat up the DHW tank to a preset value (Storage comfort = higher DHW tank temperature) during the night, because then space heating demand is lower.
  - If heating up the DHW tank once at night is not sufficient, program to additionally heat up the DHW tank to a preset value (Storage eco = lower DHW tank temperature) during the day.
- Make sure the desired DHW tank temperature is NOT too high. **Example:** After installation, lower the DHW tank temperature daily by 1°C and check if you still have enough hot water.
- Program to turn ON the domestic hot water pump only during periods of the day when instant hot water is necessary. **Example:** In the morning and evening.

7 Maintenance and service

7.1 Overview: Maintenance and service

The installer has to perform a yearly maintenance. You can find the contact/helpdesk number via the user interface.

As end user, you have to:

- Keep the area around the unit clean.
- Keep the user interface clean with a soft damp cloth. Do NOT use any detergents.
- Regularly check if the water pressure indicated on the gas boiler is above 1 bar. Switch off the boiler to see the pressure on the main display of the gas boiler. Ignore the error that appears on the user interface. When you turn the gas boiler back on, the error will disappear.
- Make sure that electricity and gas prices defined in the user interface are up-to-date.

Refrigerant

This product contains fluorinated greenhouse gases. Do NOT vent gases into the atmosphere.

Refrigerant type: R410A

Global warming potential (GWP) value: 2087.5

NOTICE

In Europe, the **greenhouse gas emissions** of the total refrigerant charge in the system (expressed as tonnes CO_2-equivalent) is used to determine the maintenance intervals. Follow the applicable legislation.

Formula to calculate the greenhouse gas emissions: GWP value of the refrigerant × Total refrigerant charge [in kg] / 1000

Please contact your installer for more information.

WARNING

The refrigerant in the system is safe and normally does not leak. If the refrigerant leaks in the room, contact with a fire of a burner, a heater or a cooker may result in a harmful gas.

Turn off any combustible heating devices, ventilate the room and contact the dealer where you purchased the unit.

Do not use the system until a service person confirms that the portion where the refrigerant leaks is repaired.

7.2 To find the contact/helpdesk number

Prerequisite: You switched the permission level to Advanced end user.

1 Go to [6.3.2]: ☰ > Information > Error handling > Contact/helpdesk number.

8 Troubleshooting

8.1 Symptom: You are feeling too cold (hot) in your living room

Possible cause	Corrective action
The desired room temperature is too low (high).	Increase (decrease) the desired room temperature. If the problem recurs daily, do one of the following: ▪ Increase (decrease) the room temperature preset value. ▪ Adjust the room temperature schedule.
The desired room temperature cannot be reached.	Increase the desired leaving water temperature in accordance with the heat emitter type.

8.2 Symptom: The water at the tap is too cold

Possible cause	Corrective action
Your tank ran out of domestic hot water because of unusual high consumption.	If you immediately need domestic hot water, activate the DHW tank booster mode. However, this consumes extra energy. If you can wait, overrule (increase) the active or next scheduled desired temperature so that more hot water will be produced exceptionally. If the problems recurs daily, do one of the following: ▪ Increase the DHW tank temperature preset value. ▪ Adjust the DHW tank temperature schedule. **Example:** Program to additionally heat up the DHW tank to a preset value (Storage eco = lower tank temperature) during the day.
The desired DHW tank temperature is too low.	
The instant DHW temperature is too low. (Only applicable when no tank is installed).	Increase the instant DHW set point temperature.

8.3 Symptom: Heat pump failure

When the heat pump fails to operate, the gas boiler can serve as an emergency back-up heater and either automatically or non-automatically take over the entire heat load.

- When auto emergency is **activated** and a heat pump failure occurs, the boiler will automatically take over the heat load.
- When auto emergency is **not activated** and a heat pump failure occurs, the domestic hot water and space heating operations will stop and need to be recovered manually. The user interface will then ask you to confirm whether the boiler can take over the entire heat load or not.

When the heat pump fails, ⓘ will appear on the user interface.

Possible cause	Corrective action
Heat pump is damaged.	▪ Press ⓘ to view a description of the problem. ▪ Press ⓘ again. ▪ Select OK to allow the gas boiler to take over the entire heat load. ▪ Call your local dealer to get the heat pump fixed.

INFORMATION

When the gas boiler takes over the entire heat load, gas consumption will be considerably higher.

9 Glossary

DHW = Domestic hot water
Hot water used, in any type of building, for domestic purposes.

LWT = Leaving water temperature
Water temperature at the water outlet of the heat pump.

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4P353066-1E 2016.10