

User manual



Heat pump
NPH; NPT; NPET



Dear Customer,

Thank you for using our products. By reading these user manual, you will maximize your experience and get maximized of environmental friendly heating system.

ATTENTION:

To get factory warranty, please register your ES product to the online warranty system:

www.energysave.se

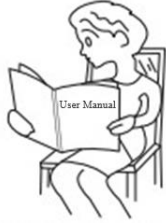


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Safety Precautions

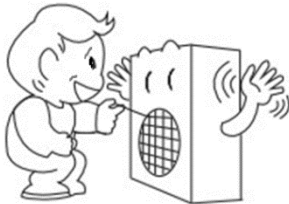
To ensure both your personal safety, as well as the safety of the product, note the symbols below and be sure to understand their correlation to each of the precautions depicted.



Please carefully read the user manual before use.



The installation, dismantlement and maintenance of the unit must be performed by qualified personnel. It is forbidden to do any changes to the structure of the unit. Otherwise injury of person or unit damage might happen.



Do not touch the air outlet grill when fan motor is running



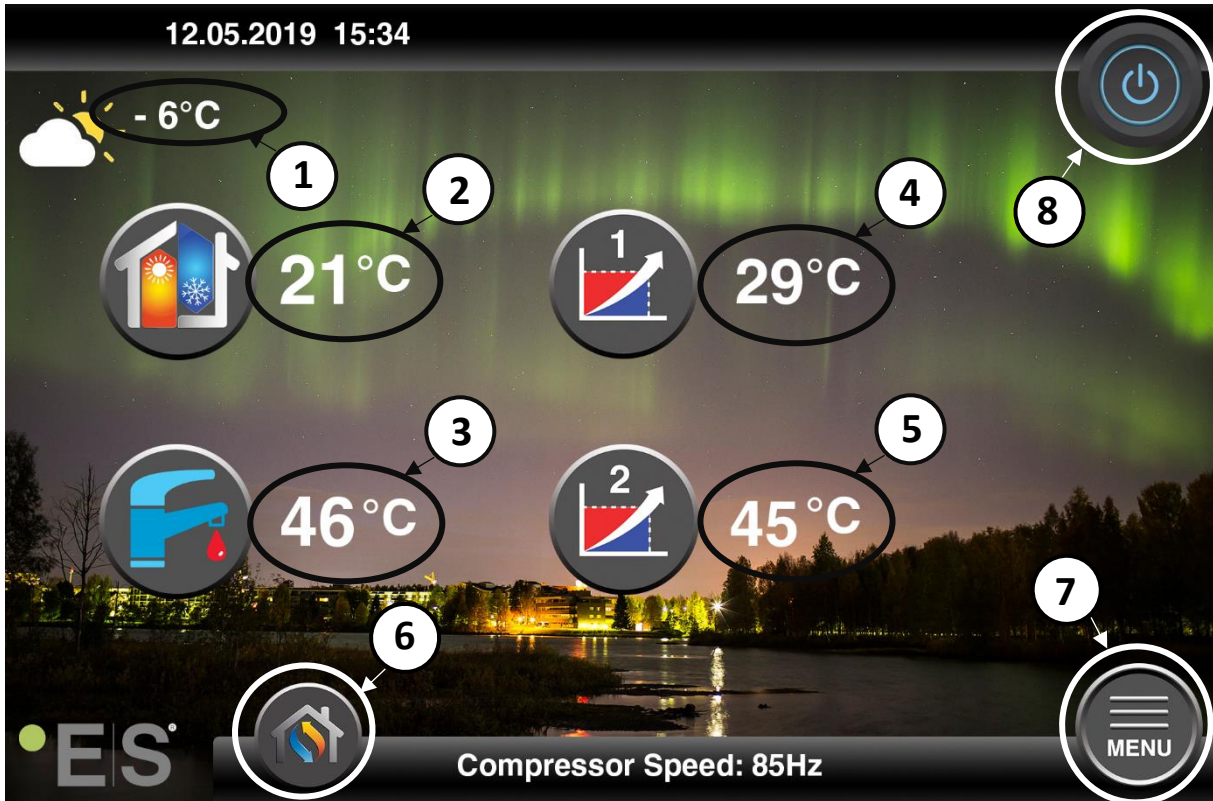
Water or any kind of liquid is strictly forbidden to be poured into the product, or it may cause electric shock or breakdown of the product.



This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmentally safe recycling.

Main screen











Main screen settings are used to adjust the room temperature and sanitary hot water.



1	Outdoor temperature										
2	Room temperature - pressing on the shown room temperature: <ul style="list-style-type: none"> setting the room temperature (if room temperature effect on heating curve is enabled) setting the parallel move of the heating curve zone 1 &2 (if room temperature effect on heating curve is disabled) 										
3	Sanitary hot water temperature - pressing on the shown sanitary hot water temperature: <ul style="list-style-type: none"> setting the set sanitary hot water temperature 										
4	Zone 1 – water flow temperature - pressing on the shown water flow temperature: <ul style="list-style-type: none"> correcting the heating curve at the current outdoor temperature (closed point to the reference heating curve outdoor temperature – 5 points) 										
5	Zone 2 – water flow temperature - pressing on the shown water flow temperature: <ul style="list-style-type: none"> correcting the heating curve at the current outdoor temperature (closed point to the reference heating curve outdoor temperature – 5 points) 										
6	Mode selection button – Auto mode / manual mode <table border="1" style="width: 100%; margin-top: 5px;"> <tr> <td></td> <td>Auto mode – automatic switching - heating, cooling, hot water and neutral mode</td> </tr> <tr> <td></td> <td>Manual heating – only heating mode is active</td> </tr> <tr> <td></td> <td>Manual sanitary hot water – only sanitary hot water mode is active</td> </tr> <tr> <td></td> <td>Manual cooling – only cooling mode is active</td> </tr> <tr> <td></td> <td>Quick heat – fast heating of sanitary hot water (when done it switches back to Auto)</td> </tr> </table>		Auto mode – automatic switching - heating, cooling, hot water and neutral mode		Manual heating – only heating mode is active		Manual sanitary hot water – only sanitary hot water mode is active		Manual cooling – only cooling mode is active		Quick heat – fast heating of sanitary hot water (when done it switches back to Auto)
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	Manual cooling – only cooling mode is active										
	Quick heat – fast heating of sanitary hot water (when done it switches back to Auto)										
7	Menu button – access to the menus										
8	ON/OFF button – Blue colour = heat pump is ON; Grey colour = heat pump is OFF										

• Additional symbols on screen

The symbols listed below appear in case a special function is active.

	Night mode function is active
	Outdoor unit defrosting – normal operation
	Timer for heating sanitary water is active
	Timer for heating and cooling is active
	Legionella function is active
	Floor curing function is active
	Electrical utility lock is active
	ECO heating function is active
	Minor error; considered as a warning. Heat pump operates normally, but an authorized service person should be informed immediately!
	Major error; to ensure safety of the system and the heat pump, the pump is shut off. If the “Emergency Operation” feature is on, the heat pump will continue working, but only with backup heating sources! Please inform an authorized service person immediately!

Menu

The interface features 2 pages of additional menus. First page contains settings that the end customer can set by desire and the second page is most for the installer to set the unit before first start-up of the heat pump.

Menu access:



Page 1 menu



Sub-menu	Shot description
ZONE 1	Heating curve, cooling curve, ect... settings for Zone 1
ZONE2	Heating curve, cooling curve, ect... settings for Zone 2
DHW	Fine setting of the hot sanitary water system
DHW STORAGE	Timer settings for hot sanitary water preparation
NIGHT	Settings for night mode and quite operation mode
LEGIONELLA	Legionella function settings
VACATION	Vacation mode settings
USER	Language, time, date, ect... settings

Page 2 menu – Installer settings



Sub-menu	Shot description
WORKING MODE	Selecting of working modes of the heat pump and system
BACK-UP	Setting up the back-up system and additional heating sources
WATER PUMP SETTINGS	Water pump settings
FLOOR CURING	Activation of floor curing function
ELECTRIC LOCK	Settings according to the electrical grid requirements
OTHER OPTIONS	Special settings
UNIT REAL TIME DATA	Readings of temperature, pressure sensors and other data

Note:

Detailed descriptions of the menus and settings are on ES web page www.energysave.se or consult with your installer!

Room temperature control

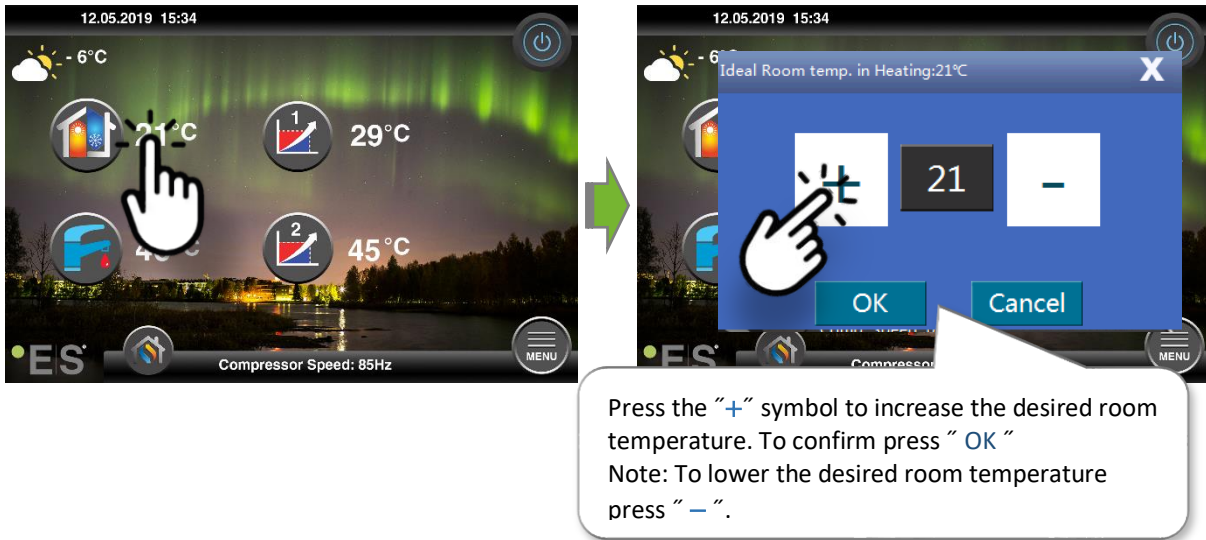
Raising or lowering of the room temperature setting influences both temperature zones (zone 1 and zone 2).

- I'm cold, what to do?

Increasing the desired room temperature.

Note: Room temperature control can only be use if the room temperature sensor is placed in the leaving area and the function "room temperature effect on heating curve" is enabled.

Please follow the instructions below to increase the room temperature setting:

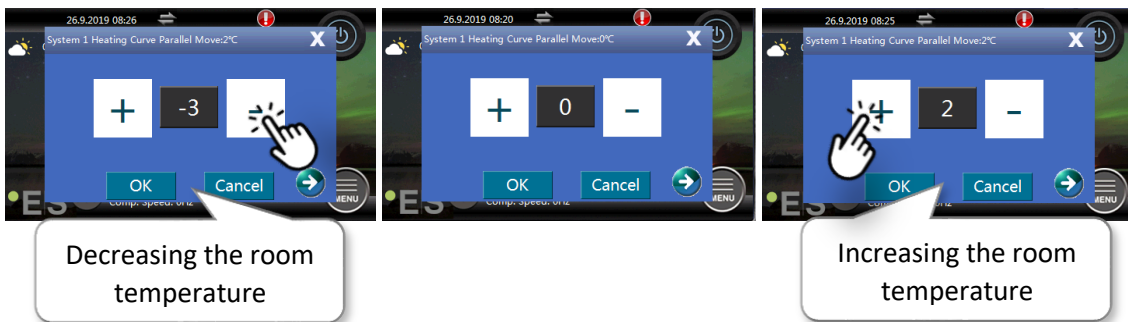


There is no "Ideal room temp. in heating" setting on the screen.

If a window with "System1 heating curve parallel move" setting opens and not "Ideal room temp. in heating" setting, means that room temperature sensor is not used for room temp control. Meaning room temperature control is according only to the heating curve.

What to do?

Change the setting of the parallel move of the heating curve by increasing the value from "0" to higher value to increase the room temperature or decrease the setting form "0" to a lower value (example: "-3"). There are two pages – page one for temperature zone 1 and page two for temperature zone 2 (example: Zone 1 = first floor, Zone 2 = second floor).



- I have changed the room temp setting but would still like to have it more warm.

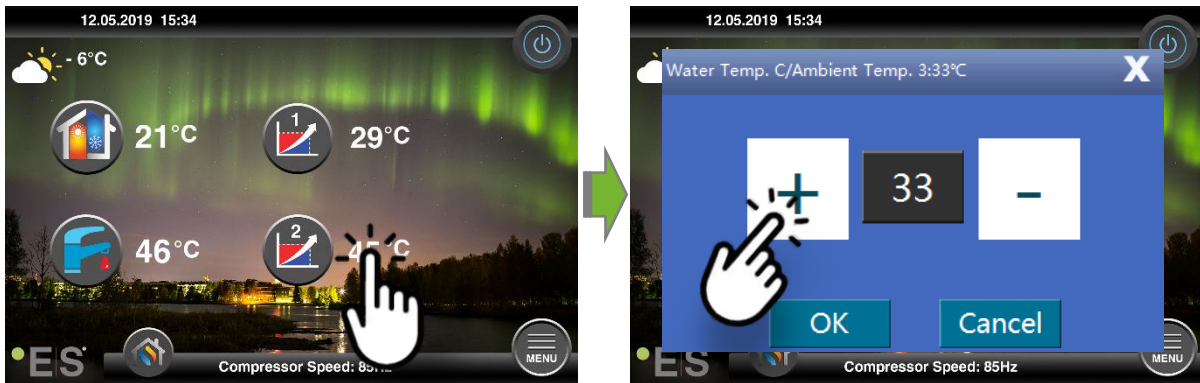
If the changing of the room temperature did not bring the desired effect, please adjust the heating curve for the particle temperature zone (zone 1 or zone 2).

Zone 1 (example: first floor):



Press the “+” symbol to increase the desired water temperature. Increasing for 2-3°C will bring approx. 1°C higher room temperature (different for different heating systems). To confirm press “OK”
 Note: To lower the desired water temperature setting press “-”.

Zone 2 (example: second floor):



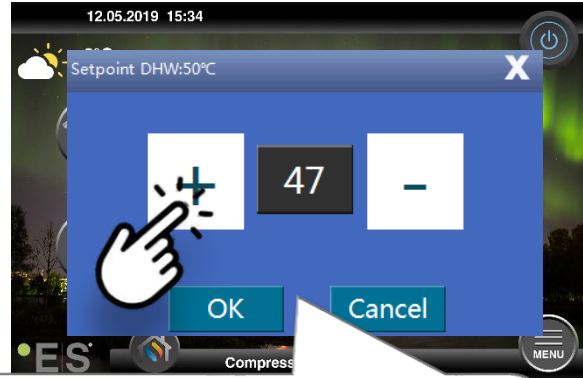
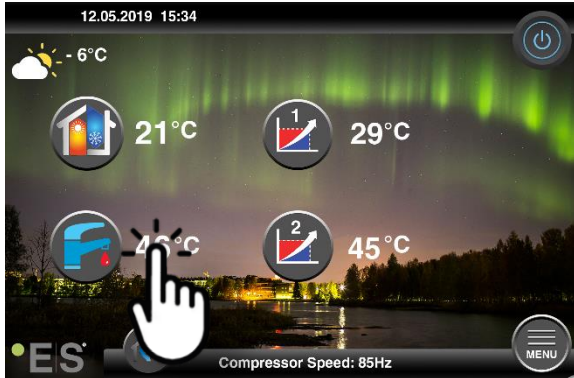
Note:



Sanitary hot water temperature control

- I need more hot water

Increasing the desired room temperature.



Press the "+" symbol to increase the desired sanitary hot water temperature. To confirm press "OK"

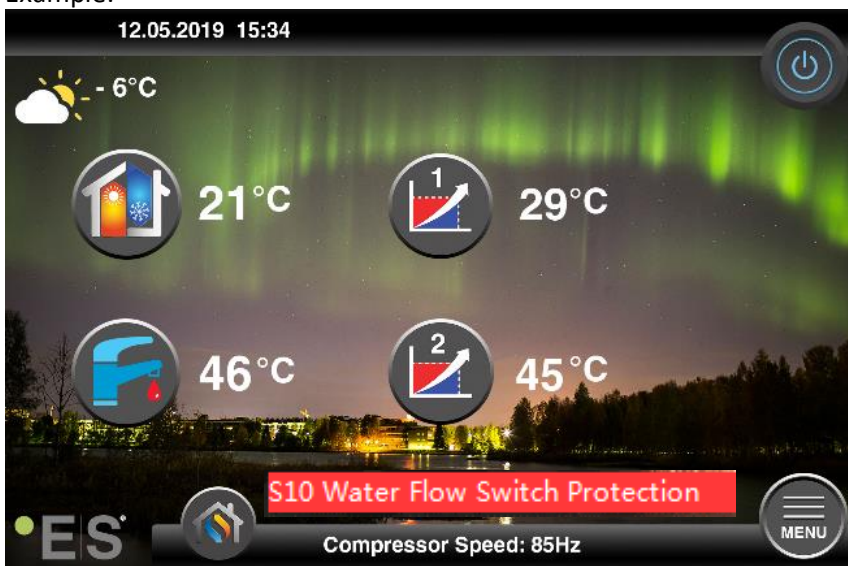
Note: To lower the desired sanitary hot water temperature press "-".

Unit not working

If the unit displays an error on the screen, it can be a warning, meaning the unit will continue to work or as a malfunction, which would mean the heat pump stops. In both cases, a certified local technician needs to be contacted.

On the main screen the symbol will appear and a code with error name will be displayed on the screen.

Example:



Note:

One of the most common errors is S10 Water flow switch protection, which means that the water flow true the heat pump is restricted or not enough for a safe operation of the heat pump.

There can be different reasons:

- Dirt separator or filter installed on the hydraulic system is dirty. Filter needs to be cleaned.
- Not enough water in the system, meaning the

What is a heating curve?

The heating curve mode is based on the condition that the lower the ambient temperature is, the higher the water temperature for the heating of facility is. This heating curve mode can help the heat pump to achieve a higher COP (efficiency rate) and increase the feeling of comfort in the house.

As the level of home insulation and people’s feeling of cold can differ, the factory set curve may not be appropriate for everybody. The heating curve may be set according to customer’s needs.

The basic setting of the heating curve is made upon the first start-up of the heat pump. The start-up must be performed by an authorized service person!

The basic setting is always adjusted according to the system that is installed (underfloor heating, radiators, convectors (Fan Coil)). To determine the basic heating curve, we also need to take into account the insulation of the facility!

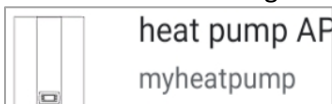
The heat pump enables two heating circuits with different heating curves.

Internet access

You can control your heat pump via APP on your phone or tablet with restricted access or via webpage with full access.

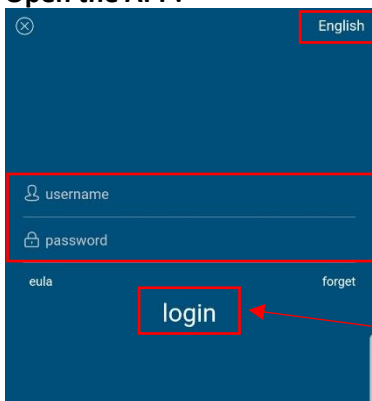
- **APP for smart devices**

To download the APP go to Play Store and download the APP – heat pump APP



Install the APP on your smart device.

Open the APP:



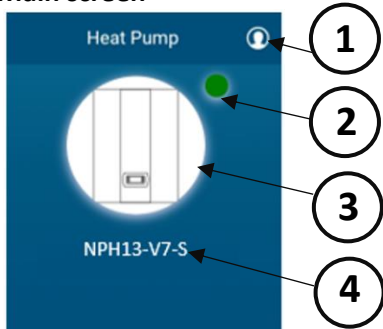
Language setting

Enter username and password.
(same for web page access)

Press “login” to confirm.

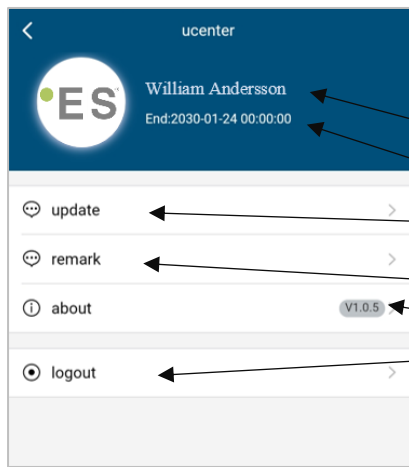
Introduction

Main screen



1	User data menu
2	Indicator light
3	Menu button
4	Name of the heat pump

- User data menu**



Username
License duration
User data – name, phone number, address, e-mail address
Remark - add a remark, like contact data of the installer
App version
Logging out of the APP

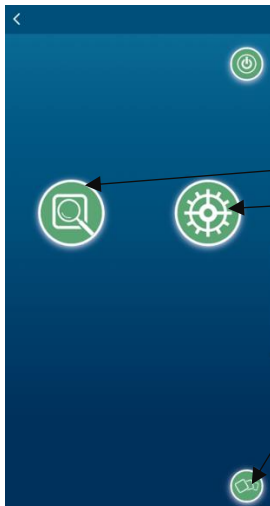
- Indicator light**

Gives information of the state of the heat pump.

	Normal state
	Warning
	Error
	No internet connection

- Menu button**

MENU



ON/OFF button
= heat pump is ON
= heat pump is OFF
Real time data menu
Settings menu
Heat pump info

Real time data

Setting button

Top line - favorites. All data put in the Top line will get displayed on the main menu. To move the data to the top line, use the setting button.

All line – all the data will be displayed that was not put in the top line.

Settings

The basic settings can be modified by using this APP. With + and – the value of the value can be changed. Conformation is not needed.

To access the full range of settings, use the web page access.

• Web page access

Web page address: <http://www.myheatpump.com>

Enter username and password.

- User name
 - Password
 - Confirm

Language selection

Menus

[Realtime data](#) [History curve](#) [Setting parameters](#) [Failure information](#)

“Real time data” opens another window with the correct working data:

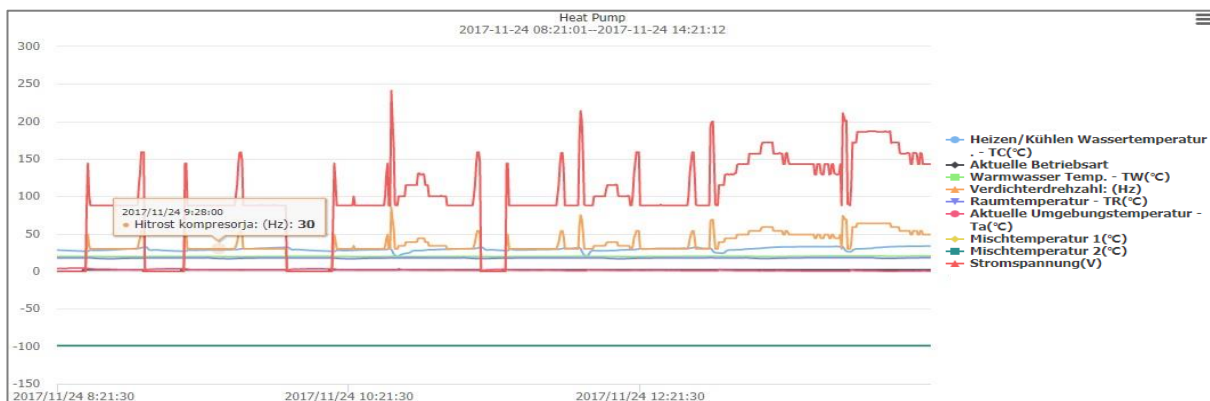
Heizen/Kühlen Wassertemperatur. - TC(°C)	<input type="text" value="30.1027"/>	Aktuelle Betriebsart	<input type="text" value="Stand-by"/>	Warmwasser Temp. - TW(°C)	<input type="text" value="49.12"/>
Verdichterdrehzahl: (Hz)	<input type="text" value="0"/>	Raumtemperatur - TR(°C)	<input type="text" value="24.8"/>	Aktuelle Umgebungstemperatur - Ta(°C)	<input type="text" value="3.97"/>
Mischtemperatur 1(°C)	<input type="text" value="29.34"/>	Mischtemperatur 2(°C)	<input type="text" value="-99"/>	Stromspannung(V)	<input type="text" value="233"/>

“History curve” is a graphic representation of the operation of the heat pump.

<input type="checkbox"/> Select all	<input type="checkbox"/> Cooling/Heating Water Temp. - TC(°C)	<input type="checkbox"/> Unit Current Working Mode	<input type="checkbox"/> Sanitary Hot Water Temp. - TW(°C)
<input type="checkbox"/> Comp. Speed: (Hz)	<input type="checkbox"/> Room Temp. - TR(°C)	<input type="checkbox"/> Actual Ambient Temp. - Ta(°C)	
<input type="checkbox"/> Water Temp. After Mixing Valve 1(°C)	<input type="checkbox"/> Water Temp. After Mixing Valve 2(°C)	<input type="checkbox"/> Voltage(V)	

Select the data to be shown in the Graph.

Example:



“Setting parameters” - parameters that can be set on the Main controller can be also set in this menu. Additionally, there is a Quick Setting drop-down menu.

Quick Setting			Heating/ Cooling Circuit 1
Name	Value	Operate	
Unit ON OFF	ON	Setting parameters	DHW Settings
Working Mode	Auto	Setting parameters	Reduced Setpoint for Heating
Language	English	Setting parameters	Vacation Mode
Ideal Room temp. in Heating	21	Setting parameters	Mode Settings
Ideal Room temp. in	24	Setting parameters	Water Pump Settings
			Electrical Utility Lock
			System Setting

To confirm the change of the setting press on Setting parameters, otherwise the change will not be valued.

“Failure information” - display of current Errors:

Time of failure	Device name	Failure code	Failure information	Note
2018-05-29 18:25:30	Heat Pump	F15	Cooling/Heating Water Temp	Check whether cooling/heating water temperi



For further information please visit our website or contact your local ES heat pump dealer.

Thank you for you purchase,
Your ES Team