

# Monobloc Heat Pump User Guide



# Your New Daikin Altherma Heat Pump



In this guide you will find information and guidelines that will allow you to run your Daikin Altherma heat pump system in the most energy efficient and cost - effective way.



We hope you enjoy a warm and comfortable home



Cylinder



Heat Pump



Daikin Altherma  
Controller

# System Overview

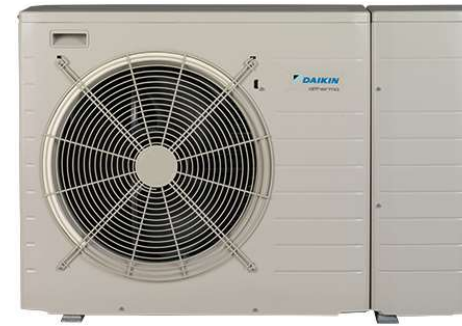
The heart of your new central heating system is a highly efficient Daikin Altherma air – to – water heat pump.

The heat pump heats the water which flows around your central heating and separately heats the hot water when required in your hot water cylinder.

The central heating is controlled by programmable room thermostats which will switch the heat pump on and off at preset times.

Most radiators have thermostats (TRV's) fitted to control the individual room temperatures.

# Your Heating System In detail and getting the most from it



Heat Pump

The heat pump is outside. This extracts heat from the air, even in temperatures below 0°C and uses this heat to heat the water passing through the central heating and hot water cylinder.

The heat pump pulls in air from the rear, extracts the heat from the air and blows the cooled air out from the front.

It is very important to keep the area around the heat pump clear at all times. If the area surrounding the heat pump is obstructed or becomes clogged it could lead to reduced performance and increased running costs.

On occasions, in cold conditions, the heat pump will need to defrost to prevent it freezing. When in defrost you may notice steam coming from the heat pump. Don't be alarmed it is perfectly normal.

# Your Heating System In detail and getting the most from it



This switch should always be left on to ensure tank disinfection.



Cylinder



The hot water cylinder will be set at around 50°C to maximise both comfort and efficiency.



The hot water will automatically reheat when required. The heat pump may need to do this at night which is perfectly normal.




The hot water cylinder will go through a disinfection process once a week and heat your cylinder to 70C. You will notice on one day a week your hot water will be hotter than usual.

# Your Heating System In detail and getting the most from it





Daikin Altherma  
Controller

Your Daikin Altherma Controller will be positioned in the Airing Cupboard. The green light above the on button  should always be lit.

The installer will use this to commission and set up your system. You should not need to operate it under normal circumstances.

If you ever run out of hot water you can activate the booster mode to bring the water up to temperature.

- Press Home button  until 'Tank' is displayed in the top right of the screen.
- Press right arrow key  for more than 5 seconds to activate booster mode.

**Note:** Activating booster mode will increase running costs.

# Your Heating System In detail and getting the most from it



Programmable Room Thermostat



You have a room thermostat installed at your property which is used to control your central heating.



The system has been designed to operate with 'comfort' and 'Set Back' temperatures to ensure that the house doesn't get too cold. It is not designed to be turned off completely and operates differently to a gas boiler.



Please refer to manufacturer's instructions for operation.

# Your Heating System In detail and getting the most from it



Radiators and TRV's



Most radiators are fitted with thermostatic radiator valves (TRV's) which allow you to control the temperature in each room independently.

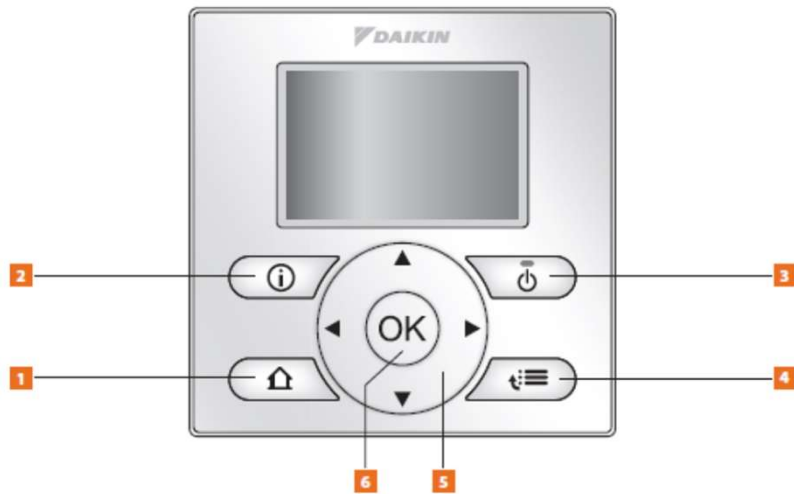


Different temperatures can be indicated via Roman Numerals (I-VI) or numbers (1-6) and the head can be turned in order to select these numbers.



The radiators will not be scalding hot to the touch but will be delivering the correct amount of heat for your room.

# Daikin Altherma Controller Overview



As mentioned previously you shouldn't need to operate the main controller, however it is important to know a little bit about what it does.

## 1. Access Homes Pages

- Switches between homes pages for room temperature, tank temperature and leaving water temperature.
- Goes to the home page (when in the menu structure)

## 2. Error Information

- Displays Error Code if system goes into fault.

## 3. On / Off

- Turns the central heating and hot water on or off depending on which home screen is displayed.

## 4. Menu / Back

- Opens menu page when on home page or goes back a level when in the menu structure.





## 5. Navigation Buttons

- Navigates through the menu structure, selects and changes settings.

## 6. OK / Enter Button

- Confirms a selection

# Troubleshooting

Problem	Diagnosis
My central heating isn't working	<ol style="list-style-type: none"><li data-bbox="1131 375 2065 454">1. Check that the programmable thermostat is turned on, functional and calling for heat.</li><li data-bbox="1131 502 2065 614">2. Check that the Daikin controller is on the heating screen and green light is active. </li><li data-bbox="1131 646 2065 774">3. The system may be generating hot water. Press the Home button  to change to the 'tank' screen. If  icon is displayed the system is generating hot water.</li><li data-bbox="1131 821 2065 861">4. Call your housing provider.</li></ol>
I don't have any hot water	<ol style="list-style-type: none"><li data-bbox="1131 885 2065 997">1. Change Daikin controller to the tank screen and check that green light is active. </li><li data-bbox="1131 1029 2065 1204">2. It may be that the system is between cycles and is due to reheat the hot water soon. Please leave it a few hours before checking again or if hot water is required imminently please use the hot water boost function.</li><li data-bbox="1131 1252 2065 1292">3. Call your housing provider.</li></ol>

# Common Error Messages

AH-00


If controller displays AH-00, this is not a fault. It is a notification that the system has failed to complete it's disinfection cycle.

Check that this switch  found near the cylinder is on.

The cycle should complete when next programmed to do so. (Normally programmed for once a week).

If system does not complete the disinfection cycle the following week, please contact your housing provider.

7H

Most commonly associated to a flow issue with the system. Please reset the power to the system by turning the power off to the heat pump for one minute and back on again with this switch  next to the heat pump and unit should restart and begin to work again. If problem persists, please call your housing provider.



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