The All in One Solution
Heating • Hot Water • Ventilation

ComfortZone

COMFORTZONE EX SERIES EXHAUST AIR HEAT PUMPS

USER GUIDE

ComfortZone

Developed with Passion

WHY COMFORTZONE

ComfortZone has been manufacturing Award Winning Heat Pumps in Sweden since 2003 and is a specialist company focused on Exhaust Air Heat Pump technology. ComfortZone typifies Swedish Engineering, Design & Innovation at its best, and its expertise is exemplified within the EX product series. ComfortZone R&D is about building Heat Pumps with the goal of meeting today's even tougher energy saving requirements and successfully developing solutions with requirements for long service life and safe operation.

Environmentally friendly super energy efficient heating & ventilation solution RELAX in your ComfortZone.....

IMPORTANT POINTS TO NOTE:

- Your heat pump should be serviced annually in order to maintain the manufacturer's warranty.
- If your heat pump does show a fault code please contact Unitherm helpdesk at 01 5688091 or www.unithermhs.ie (please have the fault code and serial number available) and the fault will be diagnosed. If the fault is a system fault and not a problem with your heat pump – you will be advised accordingly.
- Any heat pump issues that cannot be resolved over the phone and are not a product warranty issue will be subject to a call-out charge.
- Reported warranty failures will be processed within 24 hours (Mon – Fri).
- Unitherm can provide annual maintenance contracts for your heat pump – log on to www.unithermhs.ie
- Heat pump technology is NOT like a gas or oil boiler of old.
- Your radiators will NOT get very hot – they will get warm and cold as the outside temperature changes. This is done automatically and you do not have to adjust anything to achieve this.

THE COMFORTZONE HEATING SYSTEM HAS A BUILT-IN INTELLIGENT MANAGEMENT CONTROL THAT WORKS ON WEATHER COMPENSATION.

Weather compensation means your heat pump will automatically adjust the flow temperature to your radiators according to the outdoor temperature. As outside gets colder the radiators will automatically get warmer and as outside gets warmer the radiators will get cooler.

Your radiators will only get as warm as they need to be to maintain a constant comfortable indoor temperature. During the summer or when the temperature is above 18 DegC outside, the heating system will shut down automatically and the heat pump will only produce hot water..

Thermostatic Radiator Valve (TRV)

Thermostat

Filling Loop

Things you should know about your Heating System:

1. Should I adjust the controls?

a. Only to increase and decrease house temperature
b. Only to boost hot water

2. How do I increase temperature if I don't have seperate thermostats?

a. Adjust the room sensor set point on the heat pump interface.

3. How do I increase temperature if I have thermostats?

a. Turn the room thermostat up to desired temp

4. Can I adjust The Temperature in Each Bedroom?

a. Yes if Thermostatic Radiator Valves (TRV) installed. (see Page 3)

5. Why are my radiators sometimes warm and sometimes cooler?

a. The outdoor temperature influences how hot/cold the radiators are
b. As it gets warmer outside the radiators will get cooler
c. As it get colder outside the radiators will get warmer

6. How Hot will the radiators get ?

a. Your radiators will NOT get very hot – they will get warm and cold as the outside temperature changes. This is done automatically, and you do not have to adjust anything to achieve this.

7. How do I boost hot water? (Refer to Page 6 for more information)

8. What is the Defrost Cycle:

a. The Heat Pump will defrost during cold weather and when it restarts it will expel a plume of steam (Not smoke) from the external wall vent.

9. Electricity bills and what to expect:

We recommend researching Utility provider options as Electricity tariffs can vary significantly from the various companies and can have a sizeable effect on Annual Electricity bills. Recommended Site: www.switcher.ie

10. Do I need heat pump serviced?

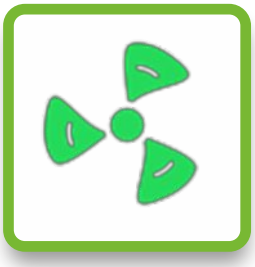
a. To maintain Manufacturers warranty, an annual maintenance check by a Unitherm/ComfortZone approved service technician is required. www.unithermhs.ie

11. What's the warranty and what's covered.

a. 2 Years Manufacturers Warranty (T&C's apply) and an additional 2 year warranty when annual maintenance contract is in place.

PANEL & CONTROL UNIT

The heat pump control unit is located on the front panel. From there, compressor, condenser, fan and other parts of the heat pump are controlled. Use the push-button knob to set the desired room temperature, hot water temperature, hot water priority and other functions.



FAN SETTING
Fan Low Fan Normal Fan Boost
Weekdays
Timer settings
Weekends
Timer settings

EXTRA HOT WATER
On / Off

TEMPERATURE / TIME
Fine adjustment of indoor temperature
Hot Water Temp
Hot Water Priority Low Normal High
Min Return Temp
Holiday Reduction

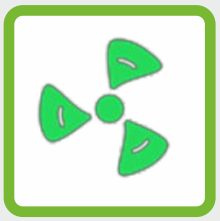
OPERATING INFO
Statistics
Compressor Energy Additional Energy Compressor Operation Time Indoor Temp Hot Water Production Heat Production
Compressor Freq. Compressor Power Addition Power
Operating Mode Defrost Heating Hot Water

ADVANCED SETTINGS
General Settings Heating Settings Fan Settings

Your User Interface Explained

Home Screen

This displays the temperature of the dwelling.
When the controller is in standby mode the temperature can be adjusted by twisting the knob.



Fan Settings

The fan has three fixed settings, Slow, Normal and Boost. It is recommend that the fan be left in normal mode. Boost can be turned on for faster extraction of stale air and smells. Slow fan speed can be set for night time. A schedule can be set for weekdays and the weekend.

Extra Hot water

If extra hot water is required, this boost function turns on the immersion for 3 hours. To turn on or off this function, highlight the symbol and press the knob.

Temperature/Time

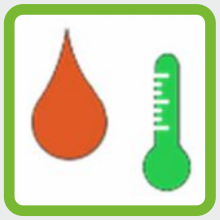
This brings up another menu with the headings:

- Fine Temperature Adjustment
- Hot water temperature
- Hot Water Priority
- Minimum Return Temperature
- Holiday Reduction

Fine adjustment of Indoor Temperature

Your unit should already be commissioned, but this setting allows the home owner to fine tune the internal temperature for different external temperatures. Any changes made here will effect the running costs of your system and we recommend that you leave the unit as commissioned.

Your User Interface Explained



Hot Water Temperature

The Hot water will be preset to 55ºC. This temperature can be increased or decreased. Any increases will affect the running cost of the system.

Hot Water Priority

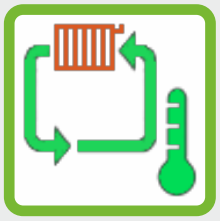
The heat pump is set to give priority to hot water. This means there should always be hot water. This setting gives the home owner the choice of how the hot water is generated i.e the heat pump or the immersion.

Low: The hot water is generated by the compressor

Normal: The hot water is generated mainly by the heat pump, but if the temperature drops too low the immersion will help the tank reach the desired temperature.

High: The Heat pump still generates the hot water as in normal priority mode, but the immersion turns on sooner.

Please note normal and high will increase the running costs.



Minimum return Temperature

This option details the minimum return temperature which is set at commissioning stage. Please do not change this setting as it is there to ensure efficient operation and to facilitate constant comfort in the dwelling.

Holiday Reduction

This function when is for when you are going on holidays. This is set for the amount of days the occupants are away. It reduces temperature by 10ºC. On the last day the system returns to normal operation in anticipation of your return.

Your User Interface Explained

Operating Information

Here the Home owner can monitor the power being produced by heat pump and the power being consumed by the Immersion.

Advanced Settings

Advance setting has 4 sub menus:

1. General Settings
2. Heating Settings
3. Hot water Setting
4. Fan Settings

General Settings

Here the home owner can view previous alarms codes. Change the language, set the time and date and set the brightness on the LED bar.

Heating Settings

Here the home owner will find advanced heating settings. The heat curve should not be changed as it will affect the running of the heat pump. CW Room setting is the desired temperature. Summer mode is also in the section, when this is enabled it reduces the set temperature in the dwelling at night time.

Hot water settings

Here the home owner will find the hot water setting. These are the same settings that are in the Time/Temperature settings. Extra hot water can be tuned on/off here. The hot water temperature and can be set and the hot water priority can be set. Smart control can be enabled here. Enabling smart control allows you to look back at the previous weeks use of hot water. This then allows the heat pump to reduce the temperature in the tank when hot water demand is low.

Fan Settings

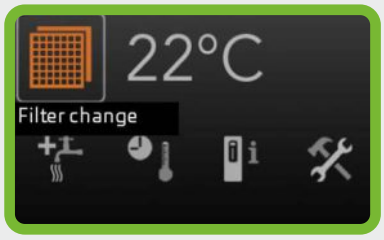
This is the same setting as on the home screen fan settings.
Fan mode can be changed from Low, Normal, Boost, Timer On/Off.
Fan fireplace can also be turned On/Off. This should be left off at all times.

Your User Interface Explained

Alarms

If this symbol appears on the controller you should contact your installer or the Unitherm helpdesk to resolve.

All other Alarms require a call to the Unitherm Helpdesk to resolve



Filters

There is a filter in the unit. This needs be cleaned every 6 months and changed every 12 months (at service interval) .

If the symbol on the left appears the filter is blocked and it needs to be cleaned/changed.

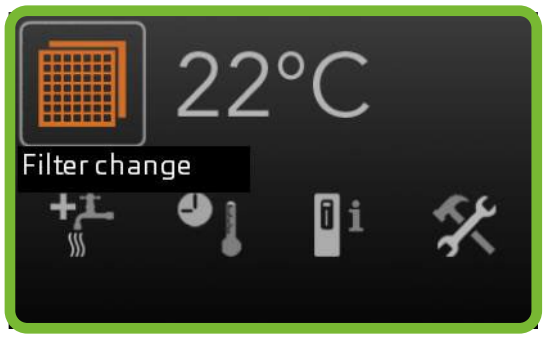
Once the filter is changed, highlight the symbol and push the knob. Scroll to the tick and push the knob in to clear the error code.

Service

Your system should be serviced on annual basis.

Replacement of air filter

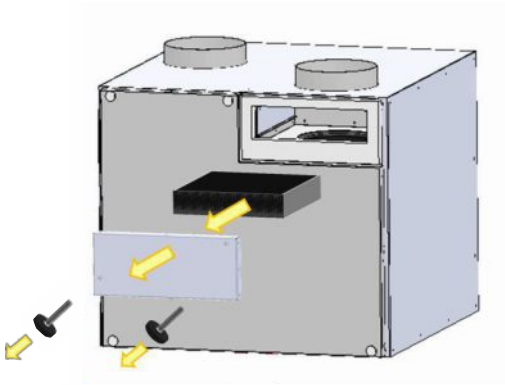
The air filter must be changed / cleaned regularly (Every 6 month) and replaced every 12 months.
When it is time to clean/change the filter, a symbol for the filter and the text “filter change” appears on the display.



New air filters can be purchased from your dealer.

Changing of the air filter is easiest done by:

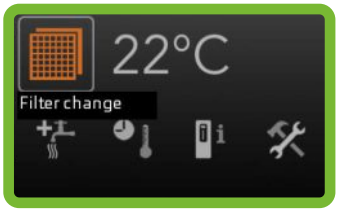
- *Turn off the unit at the mains.*
- *Remove the front panel.*
- *Then turn off the main switch inside the unit.*
- *Unscrew the filter cover screws.*
- *Remove the filter cover.*
- *Pull out the filter and clean or change to a new filter.*
- *Replace the filter cover and tighten the screws.*
- *Turn on the main power switch inside the unit.*
- *Replace the large front cover.*



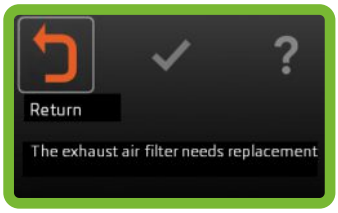
The filter is most easily cleaned with a vacuum cleaner.
We recommend that you change to a brand-new filter at least once a year.

Filter alarm reset

The bar for the filter symbol is located in the upper left corner. Press the OK button.



The text "Exhaust air filter needs to be replaced" appears on the display.

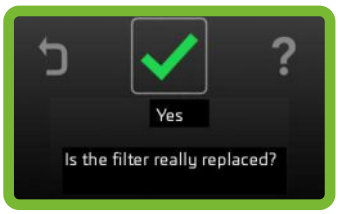


Turn the marker to the grey check mark, the checkmark changes colour to green symbol.

The text "Filter changed" + "The exhaust air filter needs to be replaced" appears on the display.
If the filter is changed, press the Ok button.

The text "Is the filter really replaced?"
Appears on the display.

If the filter is changed, press the OK button.



The filter alarm is now reset.

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Energy Efficiency Tips

Best Practice

The below points are best practice guidelines. Following these will ensure your unit runs at it's maximum efficiency, saving you money whilst maintaining a comfortable and healthy home.

- When setting your thermostats ensure they are set at a minimum of 18°C. This will avoid the heatpump bringing on the backup heater in colder weather due to low return water temperatures.
- Each degree you turn your thermostats down by can save you up to 6% on your heating bills.
- Best practice for cost effective electricity bills is to leave heatpump timed for constant on and controlled by thermostats so house temperature is constantly kept in a steady state.
- Boosting the hot water will make use of the electrical immersions in the heat pump, this will increase the running costs of the system if used frequently. The hot water schedule has been programmed during commissioning for all day comfort and efficiency in a family home. Hence, boosting of hot water should be a rare occurrence.

Further Points

The temperature displayed on the controller is the room temperature.

Servicing & Warranty

2 Years Manufacturers Warranty (T&C's apply) and an additional 2 year warranty when annual maintenance contract is in place.

To arrange your annual service with Unitherm please call 01 5688096 or email your unit serial numbers and request for servicing to **service@unithermhs.ie**

UNITHERM

Established in 2004, 'Unitherm Heating Systems Limited' is regarded as one of Ireland's leading and most innovative companies for design and supply of high quality traditional and renewable heating system solutions. With offices in Dublin and Galway and a team of fully-qualified engineers with many years' experience designing heating systems, Unitherm Heating Systems provides confidence in design.

Unitherm Heating Systems are renowned for providing high-quality, fully integrated heating system solutions for domestic and commercial projects for over 15 years. Representing many top European manufacturers, we have consistently been at the forefront by introducing new & innovative products and systems to the market.

Our Mission

Is to create a healthy, sustainable living environment by promoting more efficient heating systems using renewable energy sources. As a consequence this helps us to reduce carbon emissions which, in Ireland, is still the third highest in the EU. We are also committed to ensuring the homeowner is offered the best possible heating solution that meets their needs.

We maintain a friendly, fair and creative work environment that encourages new ideas, respects diversity and hard work. We value the time, skills, expert opinions and dedication of all our team and we will continue to offer excellence and leadership in our field.

unitherm
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