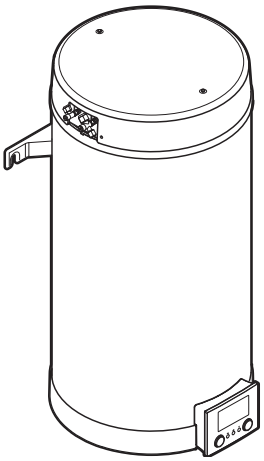
User reference guide

R32 Split series – Domestic hot water tank



EKHWET90B▲V3▼
EKHWET(U)120B▲V3▼

▲= 1, 2, 3, ..., 9, A, B, C, ..., Z
▼= , , 1, 2, 3, ..., 9

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 installing
  - 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 https://www.daikin.eu. Use the search function 🔍 to find your model.
- **Installation manual – Outdoor unit:**
  - Installation instructions
  - Format: Paper (in the box of the outdoor unit)
- **Installation manual – Indoor unit:**
  - Installation instructions
  - Format: Paper (in the box of the indoor unit)
- **Installer reference guide:**
  - Preparation of the installation, good practices, reference data, …
  - Format: Digital files on https://www.daikin.eu. Use the search function 🔍 to find your model.

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

The original instructions are written in English. All other languages are translations of the original instructions.

ONECTA app

If set up by your installer, you can use the ONECTA app to control and monitor the status of your system. For more information, see:

http://www.onlinecontroller.daikineurope.com/

Breadcrumbs

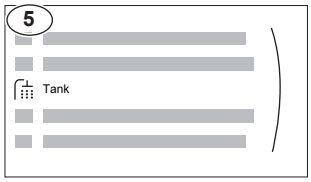
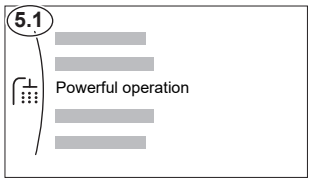
Breadcrumbs (example: **[5.1]**) help you to locate where you are in the menu structure of the user interface.

1	To **enable** the breadcrumbs: In the home screen or main menu screen, press the help button. The breadcrumbs appear in the top left corner of the screen.	**?**
2	To **disable** the breadcrumbs: Press the help button again.	**?**

This document also mentions these breadcrumbs. **Example:**

1	Go to **[5.1]**: `Tank`> `Powerful operation`.	

This means:

1	Starting from the home screen, turn the left dial and go to `Tank`. 	
2	Press the left dial to enter the submenu.	
3	Turn the left dial and go to `Powerful operation` . 	
4	Press the left dial to enter the submenu.	

1.1 Meaning of warnings and symbols

DANGER

Indicates a situation that results in death or serious injury.

DANGER: RISK OF ELECTROCUTION

Indicates a situation that could result in electrocution.

DANGER: RISK OF BURNING/SCALDING

Indicates a situation that could result in burning/scalding because of extreme hot or cold temperatures.

DANGER: RISK OF EXPLOSION

Indicates a situation that could result in explosion.

WARNING

Indicates a situation that could result in death or serious injury.

WARNING: FLAMMABLE MATERIAL

CAUTION

Indicates a situation that could result in minor or moderate injury.

NOTICE

Indicates a situation that could result in equipment or property damage.

INFORMATION

Indicates useful tips or additional information.

Symbols used on the unit:

Symbol	Explanation
	Before installation, read the installation and operation manual, and the wiring instruction sheet.
	Before performing maintenance and service tasks, read the service manual.
	For more information, see the installer and user reference guide.
	The unit contains rotating parts. Be careful when servicing or inspecting the unit.

Symbols used in the documentation:

Symbol	Explanation
	Indicates a figure title or a reference to it. **Example:** "1–3 Figure title" means "Figure 3 in chapter 1".
	Indicates a table title or a reference to it. **Example:** "1–3 Table title" means "Table 3 in chapter 1".

2 User safety instructions

Always observe the following safety instructions and regulations.

2.1 General

WARNING

If you are NOT sure how to operate the unit, contact your installer.

WARNING

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.

Children SHALL NOT play with the appliance.

Cleaning and user maintenance SHALL NOT be made by children without supervision.

WARNING

To prevent electrical shocks or fire:

- Do NOT rinse the unit.
- Do NOT operate the unit with wet hands.
- Do NOT place any objects containing water on the unit.

CAUTION

- Do NOT place any objects or equipment on top of the unit.
- Do NOT sit, climb or stand on the unit.

- Units are marked with the following symbol:

This means that electrical and electronic products may NOT be mixed with unsorted household waste. Do NOT try to dismantle the system yourself: dismantling the system, treatment of the refrigerant, of oil and of other parts MUST be done by an authorised installer and MUST comply with applicable legislation.

Units MUST be treated at a specialised treatment facility for reuse, recycling and recovery. By ensuring this product is disposed of correctly, you will help to prevent potential negative consequences for the environment and human health. For more information, contact your installer or local authority.

- Batteries are marked with the following symbol:

This means that the batteries may NOT be mixed with unsorted household waste. If a chemical symbol is printed beneath the symbol, this chemical symbol means that the battery contains a heavy metal above a certain concentration.

Possible chemical symbols are: Pb: lead (>0.004%).

Waste batteries MUST be treated at a specialised treatment facility for reuse. By ensuring waste batteries are disposed of correctly, you will help to prevent potential negative consequences for the environment and human health.

2.2 Instructions for safe operation

WARNING: MILDLY FLAMMABLE MATERIAL

The refrigerant inside this unit is mildly flammable.

WARNING

The appliance shall be stored so as to prevent mechanical damage and in a well-ventilated room without continuously operating ignition sources (example: open flames, an operating gas appliance or an operating electric heater).

WARNING

- Do NOT pierce or burn refrigerant cycle parts.
- Do NOT use cleaning materials or means to accelerate the defrosting process other than those recommended by the manufacturer.
- Be aware that the refrigerant inside the system is odourless.

WARNING

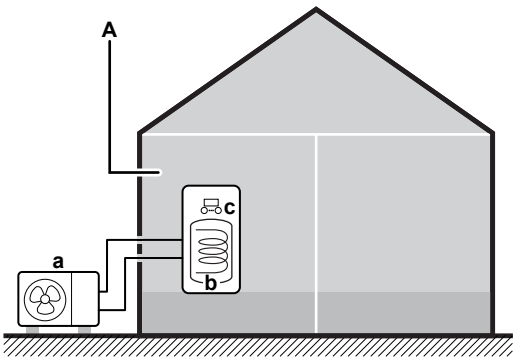
- The refrigerant inside the unit is mildly flammable, but normally does NOT leak. If the refrigerant leaks in the room and comes in contact with fire from a burner, a heater, or a cooker, this may result in fire, or the formation of a harmful gas.
- Turn OFF any combustible heating devices, ventilate the room, and contact the dealer where you purchased the unit.
- Do NOT use the unit until a service person confirms that the part from which the refrigerant leaked has been repaired.

3 About the system

Depending on the system layout, the system can:

- Produce domestic hot water

3.1 Components in a typical system layout



a Outdoor unit heat pump
b Domestic hot water (DHW) tank
c User interface of the indoor unit
A Technical room. **Example:** Garage.

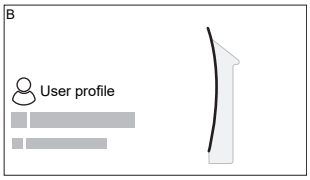
4 Quick guide

4.1 User permission level

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

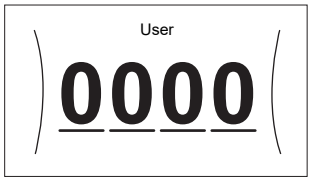
- `User`: Standard mode
- `Advanced user`: You can read and edit more information

To change the user permission level

1	Go to [B]: `User profile`. 	
2	Enter the applicable pin code for the user permission level.	—
	▪ Browse through the list of digits and change the selected digit.	
	▪ Move the cursor from left to right.	
	▪ Confirm the pin code and proceed.	

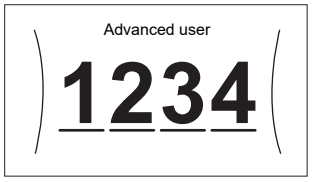
User pin code

The `User` pin code is **0000**.



Advanced user pin code

The `Advanced user` pin code is **1234**. Additional menu items for the user are now visible.

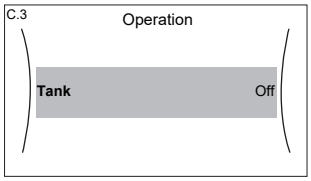


4.2 Domestic hot water

To turn tank heating operation ON or OFF

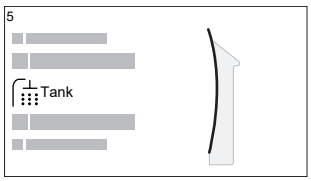
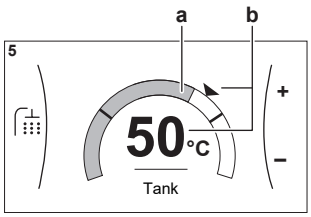
NOTICE

Disinfection mode. Even if you turn OFF tank heating operation ([C.3]: `Operation > Tank`), disinfection mode will remain active. However, if you turn it OFF while disinfection is running, an AH error occurs.

1	Go to [C.3]: `Operation` > `Tank`. 	
2	Set operation to `On` or `Off`.	

To change the tank temperature setpoint

In `Reheat only` mode, you can use the tank temperature setpoint screen to read out and adjust the domestic hot water temperature.

1	Go to [5]: `Tank`. 	
2	Adjust the domestic hot water temperature.  **a** Actual domestic hot water temperature **b** Desired domestic hot water temperature	

In other modes, you can only view the setpoint screen but not modify it. Instead, you can modify the settings for the `Comfort setpoint` [5.2], `Eco setpoint` [5.3] and `Reheat setpoint` [5.4].

More information

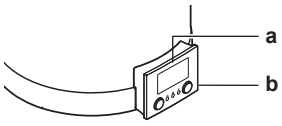
For more information, see also:

- "5.4 Turning operation ON or OFF" [▸ 19]
- "5.6 Domestic hot water control" [▸ 21]
- "5.7 Preset values and schedules" [▸ 25]

5 Operation

5.1 User interface: Overview

The user interface has the following components:



a LCD screen
b Dials and buttons

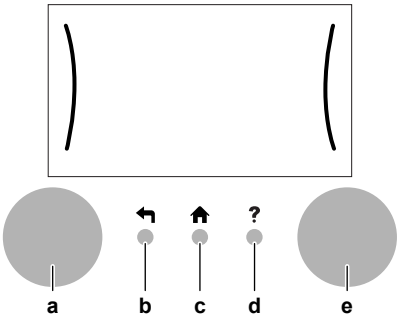
LCD screen

The LCD screen has a sleeping function. After 15 min of non-interaction with the user interface, the screen darkens. Pressing any button or rotating any dial awakens the display.

Dials and buttons

You use the dials and buttons:

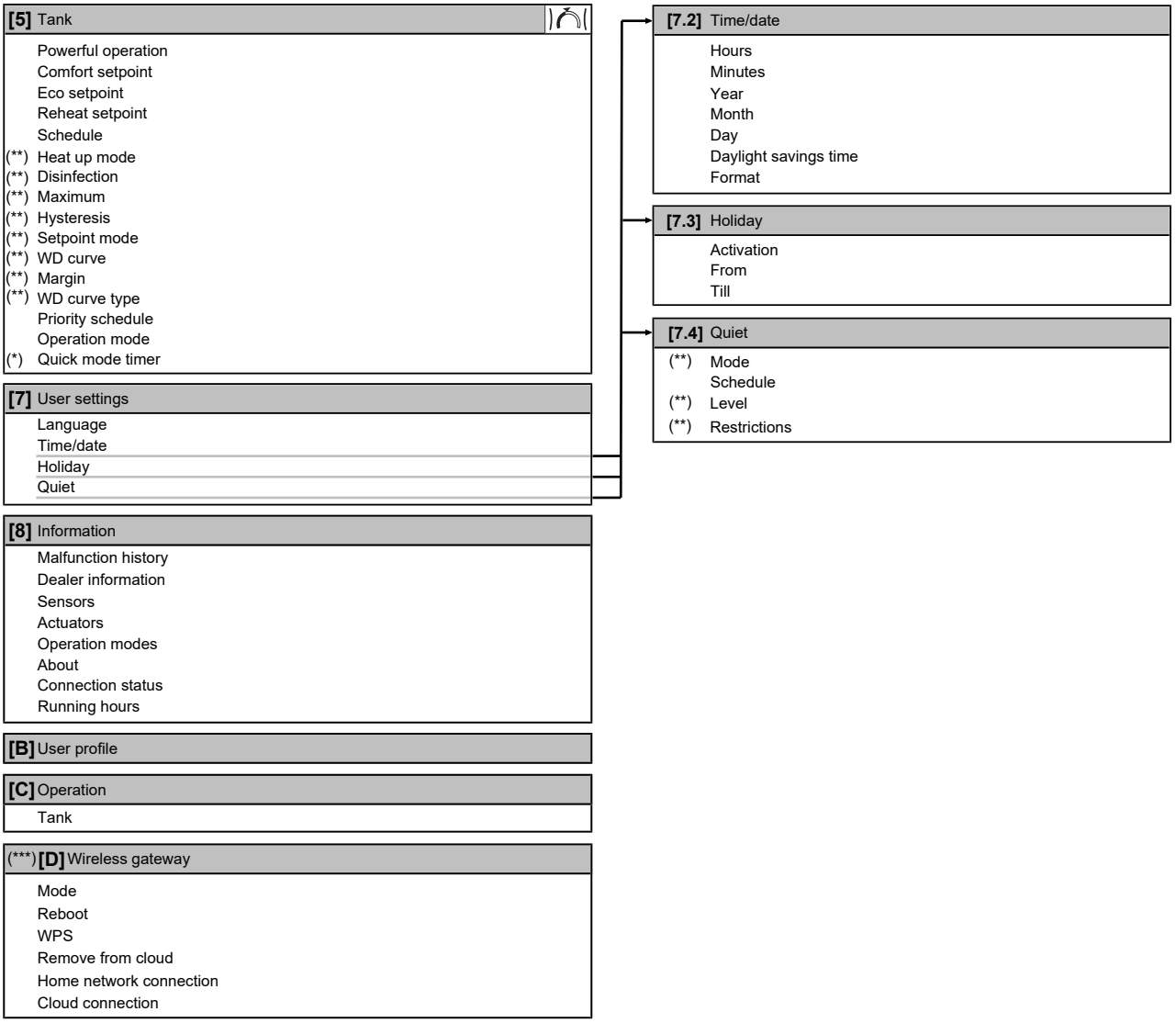
- To navigate through the screens, menus and settings of the LCD screen
- To set values



Item		Description
a	Left dial	The LCD shows an arc on the left side of the display when you can use the left dial. ▪ : Turn, then press the left dial. Navigate through the menu structure. ▪ : Turn the left dial. Choose a menu item. ▪ : Press the left dial. Confirm your choice or go to a submenu.
b	Back button	: Press to go back 1 step in the menu structure.
c	Home button	: Press to go back to the home screen.
d	Help button	**?**: Press to show a help text related to the current page (if available).

Item		Description
e	Right dial	The LCD shows an arc on the right side of the display when you can use the right dial. ▪ ○···: Turn, then press the right dial. Change a value or setting, shown at the right side of the screen. ▪ ○···: Turn the right dial. Navigate through the possible values and settings. ▪ ○···: Press the right dial. Confirm your choice and go to the next menu item.

5.2 Menu structure: Overview user settings



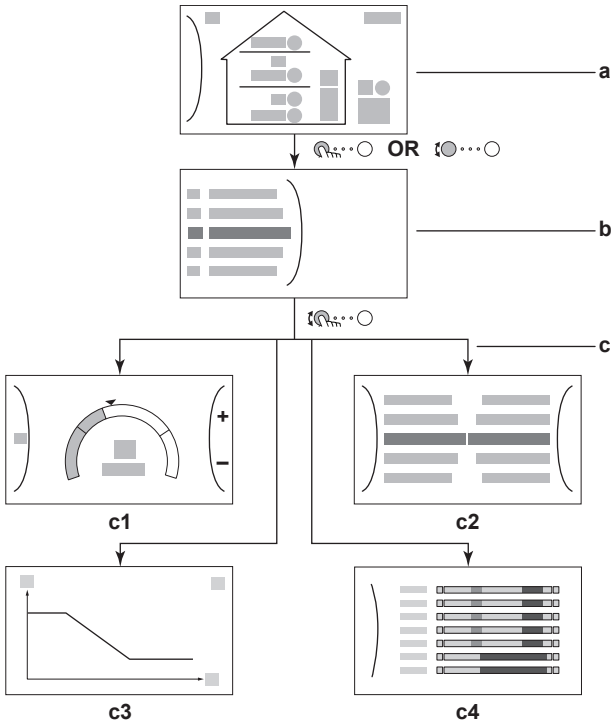
Setpoint screen
(*) Only applicable when the tank Operation Mode is Quick
(**) Only accessible by installer
(***) Only applicable when WLAN is installed

INFORMATION

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

5.3 Possible screens: Overview

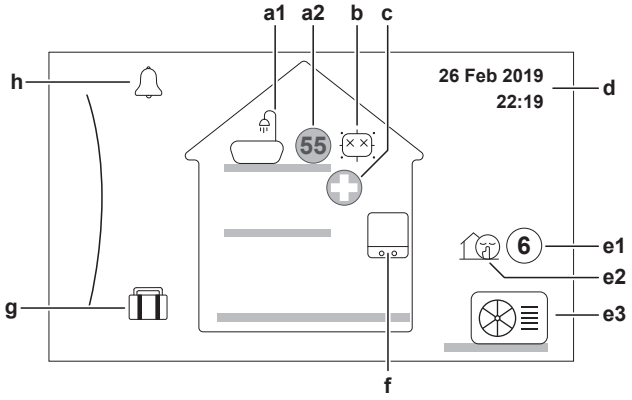
The most common screens are as follows:



a Home screen
b Main menu screen
c Lower level screens:
c1: Setpoint screen
c2: Detailed screen with values
c3: Screen with weather-dependent curve
c4: Screen with schedule

5.3.1 Home screen

Press the ⌂ button to go back to the home screen. You see an overview of the unit configuration and the room and setpoint temperatures. Only symbols applicable for your configuration are visible on the home screen.



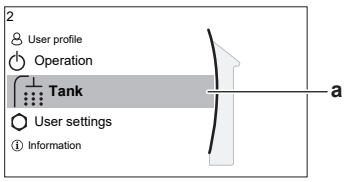
Possible actions on this screen	
	Go through the list of the main menu.
	Go to the main menu screen.
?	Enable/disable breadcrumbs.

Item			Description
a	**Domestic hot water**		
	a1		Domestic hot water
	a2	55	Measured tank temperature[a]
b	**Disinfection / Powerful**		
			Disinfection mode active
			Powerful operation mode active
c	**Emergency**		
			Heat pump failure and system operates in `Emergency` mode.
d	**Current date and time**		
e	**Outdoor / quiet mode**		
	e1	6	Measured outdoor temperature[a]
	e2		Quiet mode active
	e3		Outdoor unit
f	**Indoor unit / domestic hot water tank**		
	f		Domestic hot water tank
g	**Holiday mode**		
			Holiday mode active
h	**Malfunction**		
			A malfunction occurred.
			See "8.1 To display the help text in case of a malfunction" [▶ 43] for more information.

[a] If the corresponding operation is not active, the circle is greyed out.

5.3.2 Main menu screen

Starting from the home screen, press ( ) or turn ( ) the left dial to open the main menu screen. From the main menu, you can access the different setpoint screens and submenus.



a Selected submenu

Possible actions on this screen	
	Go through the list.
	Enter the submenu.
?	Enable/disable breadcrumbs.

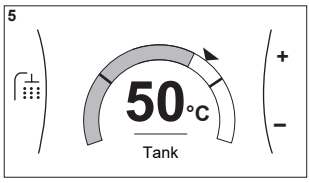
Submenu		Description
[0]	or Malfunctioning	**Restriction:** Only displayed if a malfunction occurs. See "8.1 To display the help text in case of a malfunction" [▸ 43] for more information.
[5]	Tank	Set the domestic hot water tank temperature.
[7]	User settings	Gives access to user settings such as holiday mode and quiet mode.
[8]	Information	Displays data and information about the indoor unit.
[9]	Installer settings	**Restriction:** Only for the installer. Gives access to advanced settings.
[A]	Commissioning	**Restriction:** Only for the installer. Perform tests and maintenance.
[B]	User profile	Change the active user profile.
[C]	Operation	Turn heating/cooling functionality and domestic hot water preparation on or off.
[D]	Wireless gateway	**Restriction:** Only displayed if a wireless LAN (WLAN) is installed. Contains settings needed when configuring the ONECTA app. See the user reference guide for more information.

5.3.3 Setpoint screen

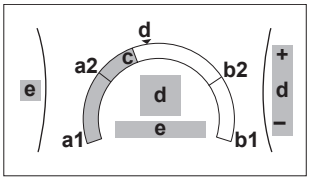
The setpoint screen is displayed for screens describing system components that need a setpoint value.

Example

[5] Tank temperature screen



Explanation



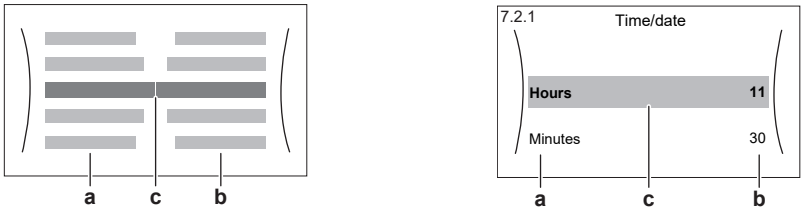
Possible actions on this screen	
	Go through the list of the submenu.
	Go to the submenu.

Possible actions on this screen	
○···◉⁝	Adjust and automatically apply the desired temperature.

Item	Description	
Minimum temperature limit	**a1**	Fixed by the unit
	a2	Restricted by the installer
Maximum temperature limit	**b1**	Fixed by the unit
	b2	Restricted by the installer
Current temperature	**c**	Measured by the unit
Desired temperature	**d**	Turn the right dial to increase/ decrease (for `Reheat only` mode).
Submenu	**e**	Turn or press the left dial to go to the submenu.

5.3.4 Detailed screen with values

Example:



a Settings
b Values
c Selected setting and value

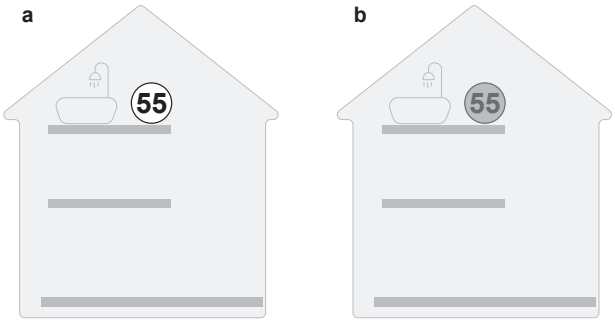
Possible actions on this screen	
⁝◉···○	Go through the list of settings.
○···◉⁝	Change the value.
○···↷	Go to the next setting.
↷···○	Confirm changes and proceed.

5.4 Turning operation ON or OFF

5.4.1 Visual indication

Certain functionalities of the unit can be enabled or disabled separately. If a functionality is disabled, the corresponding temperature icon in the home screen will be greyed out.

Tank heating operation



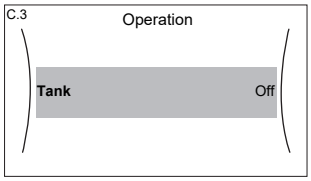
a Tank operation ON
b Tank operation OFF

5.4.2 To turn ON or OFF

Tank heating operation

NOTICE

Disinfection mode. Even if you turn OFF tank heating operation ([C.3]: `Operation` > `Tank`), disinfection mode will remain active. However, if you turn it OFF while disinfection is running, an AH error occurs.

1	Go to [C.3]: `Operation` > `Tank`. 	
2	Set operation to `On` or `Off`.	

5.5 Reading out information

To read out information

1	Go to [8]: `Information`.	

Possible read-out information

In menu...	You can read out...
[8.2] `Malfunction history`	Malfunction history
[8.3] `Dealer information`	Contact/helpdesk number
[8.4] `Sensors`	Outdoor temperature, Tank temperature.
[8.5] `Actuators`	Status/mode of each actuator Booster heater
[8.6] `Operation modes`	Current operation mode **Example:** Defrost/oil return mode
[8.7] `About`	Version information about the system

In menu...	You can read out...
[8.8] `Connection status`	Information about the connection status of the unit, the room thermostat and WLAN.
[8.9] `Running hours`	Running hours of specific system components

5.6 Domestic hot water control

5.6.1 About domestic hot water control

Depending on the DHW tank mode (installer setting), you use a different domestic hot water control:

- `Reheat only`
- `Schedule + reheat`
- `Schedule only`

INFORMATION

In case of error code AH and no interruption of the disinfection function occurred due to domestic hot water tapping, following actions are recommended:

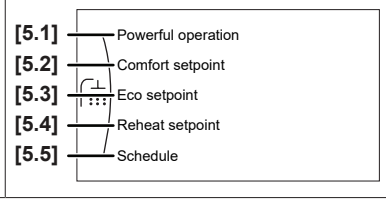
- When the `Reheat only` or `Schedule + reheat` mode is selected, it is recommended to program the start-up of the disinfection function at least 4 hours later than the last expected large hot water tapping. This start-up can be set by installer settings (disinfection function).
- When the `Schedule only` mode is selected, it is recommended to program an `Eco` action 3 hours before the scheduled start-up of the disinfection function to preheat the tank.

When weather-dependent operation is used for the tank, the tank tartget temperature is determined automatically by the outdoor temperature. For more information, see "5.8 Weather-dependent curve" [▸ 30].

To determine which domestic hot water mode you are using (method 1)

Check the installer settings table filled in by the installer.

To determine which domestic hot water mode you are using (method 2)

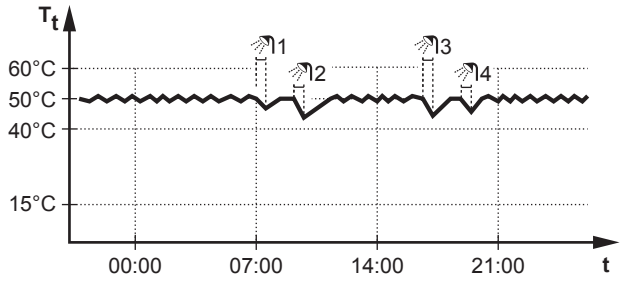
1	Go to [5]: `Tank`.	
2	Check which items are displayed: 	

If... is displayed	Then the DHW tank mode =...
Only [5.1] `Powerful operation`	`Reheat only`
All items except [5.4] `Reheat setpoint` are displayed	`Schedule only`

If... is displayed	Then the DHW tank mode =...
All items including [5.4] `Reheat setpoint` are displayed	`Schedule + reheat`

5.6.2 Reheat mode

In reheat mode, the DHW tank continuously heats up to the temperature shown on the home screen (example: 50°C) when the temperature drops below a certain value.



T_t DHW tank temperature
t Time

INFORMATION

When the Priority Schedule is set to DHW (refer to "5.9 Priority schedule" [▸ 34]) and the DHW tank mode is reheat at same time, the risk for capacity shortage and comfort problem is significant. In case of frequent reheat operation, Air Conditioning heating/cooling function is regularly interrupted.

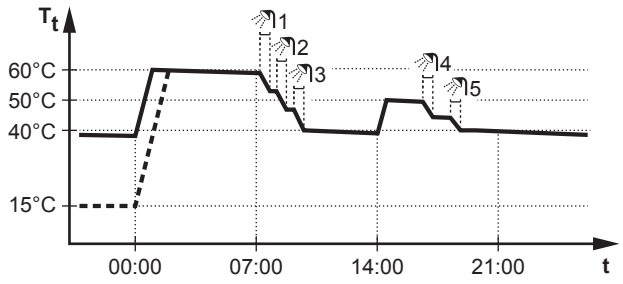
INFORMATION

The application of hysteresis (the amount of the temperature drop that will trigger the heat up) might vary depending on whether the target temperature is within operation range of the outdoor unit. Please consult with installer.

5.6.3 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 Air Conditioning heating demand is lower.

Example:



T_t DHW tank temperature
t Time

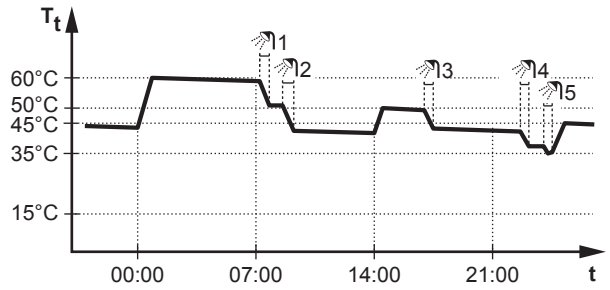
- Initially, the DHW tank temperature is the same as the temperature of the domestic water entering the DHW tank (example: **15°C**).
- At 00:00 the DHW tank is programmed to heat up the water to a preset value (example: `Comfort` = **60°C**).

- During the morning, you consume hot water and the DHW tank temperature decreases.
- At 14:00 the DHW tank is programmed to heat up the water to a preset value (example: Eco = **50°C**). Hot water is available again.
- During the afternoon and evening, you consume hot water again and the DHW tank temperature decreases again.
- At 00:00 the next day, the cycle repeats.

5.6.4 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:

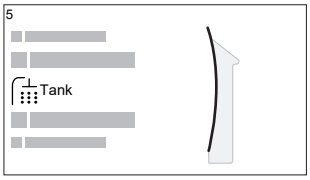


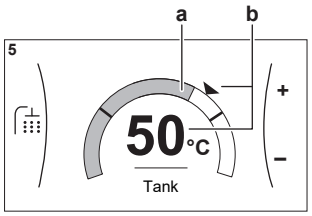
T_t Domestic hot water tank temperature
t Time

> **INFORMATION**
>
> The application of hysteresis (the amount of the temperature drop that will trigger the heat up) might vary depending on whether the target temperature is within operation range of the outdoor unit. Please consult with installer.

5.6.5 To change the domestic hot water temperature

In Reheat only mode, you can use the tank temperature setpoint screen to read out and adjust the domestic hot water temperature.

1	Go to [5]: Tank. 	

2	Adjust the domestic hot water temperature.  **a** Actual domestic hot water temperature **b** Desired domestic hot water temperature	○···◉

In other modes, you can only view the setpoint screen but not modify it. Instead, you can modify the settings for the `Comfort setpoint` [5.2], `Eco setpoint` [5.3] and `Reheat setpoint` [5.4].

When weather-dependent operation is used for the tank, the tank tartget temperature is determined automatically by the outdoor temperature. For more information, see "5.8 Weather-dependent curve" [▸ 30].

5.6.6 Using DHW powerful operation

About powerful operation

To check if powerful operation is active

If is displayed on the home screen, powerful operation is active.

Activate or deactivate `Powerful operation` as follows:

1	Go to [5.1]: `Tank` > `Powerful operation`	◉···○
2	Turn powerful operation `Off` or `On`.	◉···○

Usage example: You immediately need more hot water

You are in the following situation:

- You already consumed most of your domestic hot water.
- You cannot wait for the next scheduled action to heat up the domestic hot water tank.

Then you can activate powerful operation. The domestic hot water tank will start heating up the water to the `Comfort` temperature.

INFORMATION

When the Priority Schedule is set to DHW (refer to "5.9 Priority schedule" [▸ 34]) and powerful operation is active, the risk of Air Conditioning (cooling /heating) and capacity shortage comfort problems is significant. In case of frequent domestic hot water operation, frequent and long Air Conditioning (cooling /heating) interruptions will happen.

`Powerful operation` allows the domestic hot water production to be assisted by the booster heater. Use this mode on days when there is more hot water usage than usual.

5.7 Preset values and schedules

5.7.1 Using preset values

About preset values

For some settings in the system, you can define preset values. You only need to set these values one time, then reuse the values in other screens such as the scheduling screen. If you later want to change the value, you only have to do it in one place.

Possible preset values

You can set the following user-defined preset values:

Preset value		Where used
Tank target temperature, `Operation mode`, `Quick mode timer`	[5.2] `Comfort setpoint`	You can use these preset values in [5.5] `Schedule` (weekly schedule screen for the DHW tank) if the DHW tank mode is one of the following: ▪ `Schedule only` ▪ `Schedule + reheat`
	[5.3] `Eco setpoint`	
	[5.4] `Reheat setpoint`	The software uses this preset value if the DHW tank mode is `Schedule + reheat`
	[5.G] `Operation mode`	You can select two type of DHW operation which concerns allowance of booster heater: ▪ `Efficient` ▪ `Quick`
	[5.H] `Quick mode timer`	This timer is only applicable if "`Quick` " is chosen as the `Operation mode`. Three preset timer can be selected: ▪ `Turbo` (10 minutes) ▪ `Normal` (20 minutes) ▪ `Economic` (30 minutes)

Additional to the user-defined preset values, the system also contains some system-defined preset values that you can use when programming schedules.

Example: In [7.4.2] `User settings` > `Quiet` > `Schedule` (weekly schedule for when the unit has to use which quiet mode level), you can use the following system-defined preset values: `Quiet`/`More quiet`/`Most quiet`.

5.7.2 Using and programming schedules

About schedules

Depending on your system layout and installer configuration, schedules for multiple controls may be available.

You can...	See...
Set if a specific control needs to act according to a schedule.	"**Activation screen**" in "Possible schedules" [▸ 26]

You can...	See...
Select which schedule you currently want to use for a specific control. The system contains some predefined schedules. You can:	
Consult which schedule is currently selected.	"**Schedule/Control**" in "Possible schedules" [▶ 26]
Program your own schedules if the predefined schedules are not satisfactory. The actions you can program are control specific.	▪ "**Possible actions**" in "Possible schedules" [▶ 26] ▪ "5.7.3 Schedule screen: Example" [▶ 27]

Possible schedules

The table contains the following information:

- **Schedule/Control**: This column shows you where you can consult the currently selected schedule for the specific control. If needed, you can:
  - Program your own schedule. See "5.7.3 Schedule screen: Example" [▶ 27].
- **Predefined schedules**: (if applicable) The predefined schedule in the system for the specific control. If needed, you can program your own schedule.
- **Activation screen**: For most controls, a schedule is only effective if it activated in its corresponding activation screen. This entry shows you where to activate it.
- **Possible actions**: Actions you can use when programming a schedule.

Schedule/Control	Description
[5.5] `Tank` > `Schedule` Schedule for the domestic hot water tank temperature for your normal domestic hot water needs.	**Predefined schedules:** Not applicable **Activation screen**: Not applicable. This schedule is automatically activated if the DHW mode is one of the following: ▪ `Schedule only` ▪ `Schedule + reheat` **Possible actions**: ▪ `Comfort`: When to start heating the tank to the user-defined preset value [5.2] `Comfort setpoint`. ▪ `Eco`: When to start heating the tank to the user-defined preset value [5.3] `Eco setpoint`. ▪ `Stop`: When to stop heating the tank, even if the desired tank temperature is not reached yet. **Note:** In `Schedule + reheat` mode, the system also takes the user-defined preset value [5.4] `Reheat setpoint` into account.

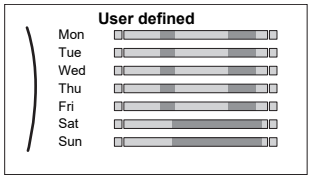
Schedule/Control	Description
[5.F] Tank > Priority schedule Schedule for the outdoor unit to determine priority between domestic hot water tank operation and air conditioning	**Predefined schedules:** Domestic hot water as priority for each month **Activation screen**: Not applicable. This schedule is only used when more than one indoor unit (e.g. 1 tank + 1 A/C unit) connected to outdoor unit. **Possible actions**: ▪ DHW : If there are requests from multiple indoor units at the same time, the outdoor unit will prioritize domestic hot water production. ▪ A/C : If there are request from multiple indoor units at the same time, outdoor unit will prioritize Air Conditioning (heating/cooling) operation.
[7.4.2] User settings > Quiet > Schedule Schedule for when the unit has to use which quiet mode level.	**Predefined schedule:** Not applicable **Activation screen**: [7.4.1] Mode (only available to installers). **Possible actions**: You can use the following system-defined preset values: ▪ Off ▪ Quiet ▪ More quiet ▪ Most quiet See "About quiet mode" [▸ 36].

5.7.3 Schedule screen: Example

This example shows how to set a tank heat up schedule.

To program the schedule: overview

Example: You want to program the following schedule:

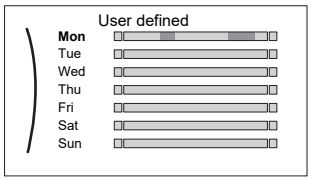
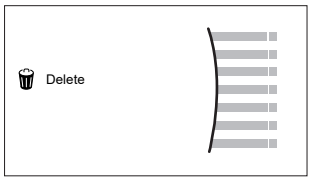


1 Go to the schedule.
2 (optional) Clear the content of the whole week schedule or the content of a selected day schedule.
3 Program the schedule for Monday.
4 Copy the schedule to the other weekdays.
5 Program the schedule for Saturday and copy it to Sunday.

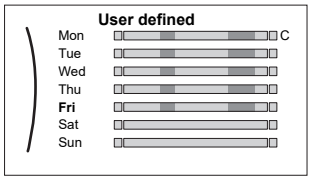
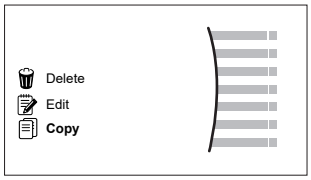
To go to the schedule

1	Go to [5.5]: Tank > Schedule.	

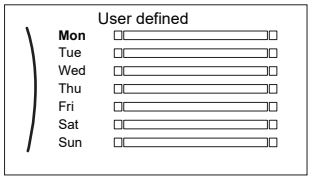
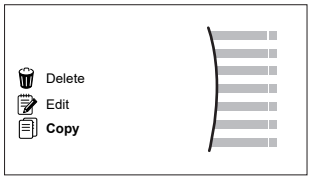
To clear the content of the week schedule

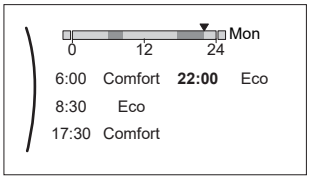
1	Select the name of the current schedule. 	
2	Select **Delete**. 	
3	Select **OK** to confirm.	

To clear the content of a day schedule

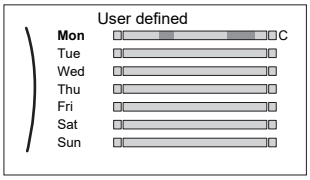
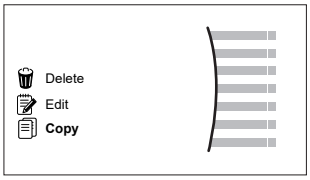
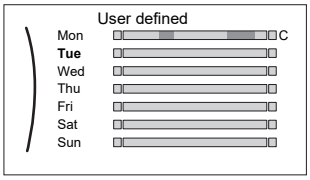
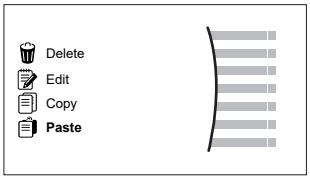
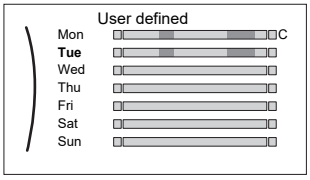
1	Select the day of which you want to clear the content. For example **Friday** 	
2	Select **Delete**. 	
3	Select **OK** to confirm.	

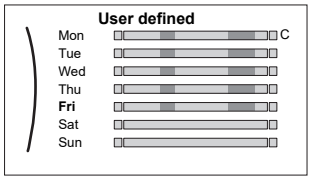
To program the schedule for Monday

1	Select **Monday**. 	
2	Select **Edit**. 	

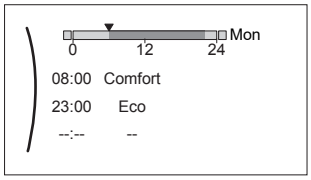
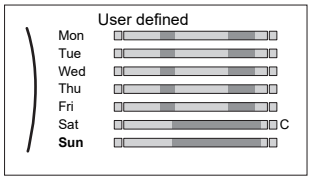
3	Use the left dial to select an entry and edit the entry with the right dial. You can program up to 4 actions each day.  **Note:** To clear an action, set its time as the time of the previous action.	
4	Confirm the changes. **Result:** The schedule for Monday is defined. The value of the last action is valid until the next programmed action. In this example, Monday is the first day you programmed. Thus, the last programmed action is valid up to the first action of next Monday.	

To copy the schedule to the other weekdays

1	Select **Monday**. 	
2	Select **Copy**.  **Result:** Next to the copied day, "C" is displayed.	
3	Select **Tuesday**. 	
4	Select **Paste**.  **Result:** 	

5	Repeat this action for all other weekdays. 	—

To program the schedule for Saturday and copy it to Sunday

1	Select `Saturday`.	
2	Select `Edit`.	
3	Use the left dial to select an entry and edit the entry with the right dial. 	
4	Confirm the changes.	
5	Select `Saturday`.	
6	Select `Copy`.	
7	Select `Sunday`.	
8	Select `Paste`. **Result:** 	

5.8 Weather-dependent curve

5.8.1 What is a weather-dependent curve?

Weather-dependent operation

The unit operates 'weather-dependent' if the desired tank temperature is determined automatically by the outdoor temperature. If the outdoor temperature drops or rises, the unit compensates instantly. Thus, the unit does not have to wait for feedback by the user to increase or decrease the target temperature of the tank. Because it reacts more quickly, it prevents high rises and drops of the water temperature at tap points.

Advantage

Weather-dependent operation reduces energy consumption.

Weather-dependent curve

To be able to compensate for differences in temperature, the unit relies on its weather-dependent curve. This curve defines how much the target temperature of the tank must be at different outdoor temperatures. Because the slope of the curve depends on local circumstances such as climate and the insulation of the house, the curve can be adjusted by an installer.

Types of weather-dependent curve

There are 2 types of weather-dependent curves:

- 2-points curve
- Slope-offset curve

Which type of curve you use to make adjustments, depends on your personal preference. See "5.8.4 Using weather-dependent curves" [▸ 33].

Availability

The weather-dependent curve is available for:

- Tank (only available to installers)

INFORMATION

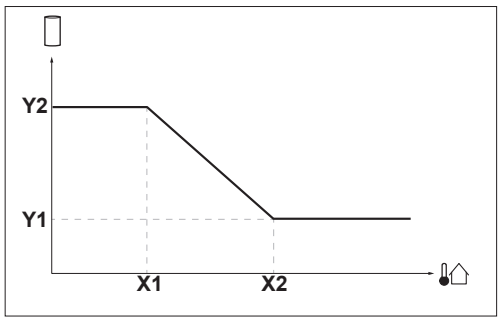
To operate weather-dependent, correctly configure the setpoint of the tank. See "5.8.4 Using weather-dependent curves" [▸ 33].

5.8.2 2-points curve

Define the weather-dependent curve with these two setpoints:

- Setpoint (X1, Y2)
- Setpoint (X2, Y1)

Example



Item	Description
X1, X2	Examples of outdoor ambient temperature
Y1, Y2	Examples of desired tank temperature. The icon corresponds to the heat emitter for that zone: ▪ : Domestic hot water tank

Possible actions on this screen	
	Go through the temperatures.
	Change the temperature.
	Go to the next temperature.
	Confirm changes and proceed.

5.8.3 Slope-offset curve

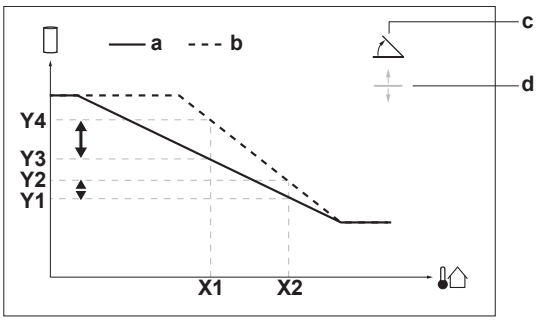
Slope and offset

Define the weather-dependent curve by its slope and offset:

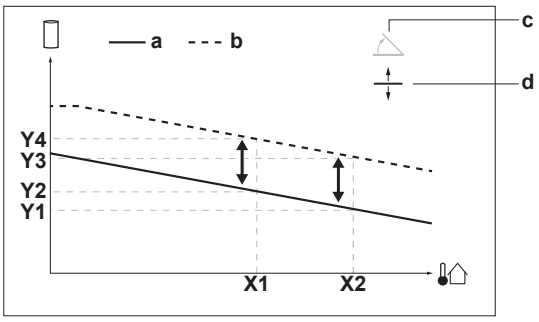
- Change the **slope** to differently increase or decrease the target temperature of the tank for different ambient temperatures. For example, if tank water temperature is in general fine but at low ambient temperatures too cold, raise the slope so that the tank temperature is heated increasingly more at decreasingly lower ambient temperatures.
- Change the **offset** to equally increase or decrease the target temperature of the tank for different ambient temperatures. For example, if the tank temperature is always a bit too cold at different ambient temperatures, shift the offset up to equally increase the tank target temperature for all ambient temperatures.

Examples

Weather-dependent curve when slope is selected:



Weather-dependent curve when offset is selected:



Item	Description
a	WD curve before changes.
b	WD curve after changes (as example): ▪ When slope is changed, the new preferred temperature at X1 is unequally higher than the preferred temperature at X2. ▪ When offset is changed, the new preferred temperature at X1 is equally higher as the preferred temperature at X2.
c	Slope
d	Offset
X1, X2	Examples of outdoor ambient temperature
Y1, Y2, Y3, Y4	Examples of desired tank temperature. The icon corresponds to the heat emitter for that zone: ▪ : Domestic hot water tank

Possible actions on this screen	
	Select slope or offset.
	Increase or decrease the slope/offset.
	When slope is selected: set slope and go to offset. When offset is selected: set offset.
	Confirm changes and return to the submenu.

5.8.4 Using weather-dependent curves

Configure weather-dependent curves as following:

To define the setpoint mode

To use the weather-dependent curve, you need to define the correct setpoint mode:

Go to setpoint mode …	Set the setpoint mode to …
Tank	
[5.B] `Tank` > `Setpoint mode`	**Restriction:** Only available to installers. `Weather dependent`

To change the type of weather-dependent curve

To change the type for the tank, go to [5.E] `Tank`.

- [5.E] `Tank` > `WD curve type`

  Restriction: Only available to installers.

To change the weather-dependent curve

Zone	Go to …
Tank	**Restriction:** Only available to installers. [5.C] `Tank` > `WD curve`

> **INFORMATION**
>
> **Maximum and minimum setpoints**
>
> You cannot configure the curve with temperatures that are higher or lower than the set maximum and minimum setpoints for the tank. When the maximum or minimum setpoint is reached, the curve flattens out.

To fine-tune the weather-dependent curve: slope-offset curve

The following table describes how to fine-tune the weather-dependent curve of the tank:

The domestic hot water temperature is …		Fine-tune with slope and offset:	
At regular outdoor temperatures …	**At cold outdoor temperatures …**	**Slope**	**Offset**
OK	Cold	↑	—
OK	Hot	↓	—
Cold	OK	↓	↑
Cold	Cold	—	↑

The domestic hot water temperature is …		Fine-tune with slope and offset:	
At regular outdoor temperatures …	At cold outdoor temperatures …	Slope	Offset
Cold	Hot	↓	↑
Hot	OK	↑	↓
Hot	Cold	↑	↓
Hot	Hot	—	↓

See "5.8.3 Slope-offset curve" [▶ 32].

To fine-tune the weather-dependent curve: 2-points curve

The following table describes how to fine-tune the weather-dependent curve of the tank:

The domestic hot water temperature is …		Fine-tune with setpoints:			
At regular outdoor temperatures …	At cold outdoor temperatures …	Y2[(a)]	Y1[(a)]	X1[(a)]	X2[(a)]
OK	Cold	↑	—	↑	—
OK	Hot	↓	—	↓	—
Cold	OK	—	↑	—	↑
Cold	Cold	↑	↑	↑	↑
Cold	Hot	↓	↑	↓	↑
Hot	OK	—	↓	—	↓
Hot	Cold	↑	↓	↑	↓
Hot	Hot	↓	↓	↓	↓

[(a)] See "5.8.2 2-points curve" [▶ 31].

5.9 Priority schedule

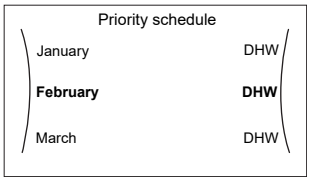
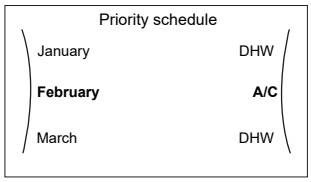
Air Conditioning or domestic hot water priority

When multiple indoor units are connected to the outdoor unit, the user can set on the user interface for each month whether to put DHW or Air Conditioning (A/C) as priority. This will determine how the outdoor unit will react in case multiple indoor units requested operation at the same time:

- If DHW is set as priority, outdoor unit can decide to operate for DHW primarily, while in cooling season A/C operation is stopped or in heating season according to the heating load of the system, A/C operation is on hold or balanced. In this case, once DHW operation is finished or is no longer within operation range of heat pump, outdoor unit can switch to A/C (cooling or heating).
- If A/C is set as priority, outdoor unit can decide to operate only A/C, in which case the booster heater can start for DHW production. Once A/C (cooling) operation is turned off or A/C (heating) operation is finished, heat pump outdoor unit can switch to DHW.

To select the Priority schedule

1	Go to [5.F]: Tank > Priority schedule.	

2	Select which month to set. 	
3	Select the priority schedule of that month. 	

Example of possible outcomes based on scheduled Priority schedule are as follow:

If ...			Then heat pump operation = ... [a]
Which is priority?	**A/C request is ...**	**Can outdoor unit do both?[b]**	
DHW	Cooling	-	DHW, while A/C is put on hold
	Heating	Yes	DHW and A/C together
		No	DHW, while A/C is put on hold
A/C	Cooling	-	A/C, while DHW is by booster heater
	Heating	Yes	DHW and A/C together
		No	A/C, while DHW is by booster heater

[a] Applicable if DHW and A/C requests happen at the same time, when outdoor ambient temperature and tank target temperature are within operation range of outdoor unit.
[b] Decided by outdoor unit.

INFORMATION

If the booster heater always takes over the DHW heat load due to setting `Priority schedule` to `A/C`, electricity consumption will be considerably higher. For the months where A/C heating/cooling is less important, it is recommended to set the `Priority schedule` to `DHW`.

INFORMATION

If `DHW` is set as priority and frequent DHW operation is expected, there is risk for comfort problem due to interruption of A/C operation. For the months where A/C heating/cooling is more important, it is recommended to set the `Priority schedule` to `A/C`.

5.10 Operation mode

Choosing Operation mode for DHW

Depending on whether early booster heater operation is desired, two `DHW` operation modes can be chosen as follows:

- `Efficient`: Booster heater only allowed when outdoor unit is unable to perform **DHW** (e.g. water temperature is outside operation range of outdoor unit, or outdoor unit decides to only perform **A/C** operation – refer to "5.9 Priority schedule" [▸ 34])
- `Quick`: Booster heater is allowed either after a certain amount of time has passed since start of **DHW** operation (refer below) or when outdoor unit is unable to perform **DHW**.

Quick mode timer

When `Quick` mode is chosen, user can choose between 3 preset timers after which Booster heater can activate since the start of **DHW** operation:

- Turbo: 10 minutes
- Normal: 20 minutes
- Economic: 30 minutes

When `Efficient` mode is chosen, the `Quick mode timer` is not used.

INFORMATION

When tank disinfection is performed with `Efficient` mode, the booster heater can still start after 20 minutes to assist the heat pump.

5.11 Other functionalities

5.11.1 To configure time and date

1	Go to [7.2] `User settings` > `Time/date`.	

5.11.2 Using quiet mode

About quiet mode

You can use quiet mode to decrease the sound of the outdoor unit. However, this also decreases the heating/cooling capacity of the system. There are multiple quiet mode levels.

The installer can:

- Completely deactivate quiet mode
- Manually activate a quiet mode level
- Enable the user to program a quiet mode schedule
- Configure restrictions based on local regulations

If enabled by the installer, the user can program a quiet mode schedule.

INFORMATION

If the outdoor temperature is below zero, we recommend to NOT use the most quiet level.

To check if quiet mode is active

If is displayed on the home screen, quiet mode is active.

To program a quiet mode schedule

Restriction: Only possible if enabled by the installer.

1	Go to [7.4.2]: `User settings` > `Quiet` > `Schedule`.	
2	Program the schedule. **Possible actions**: You can use the following system-defined preset values: ▪ `Off` ▪ `Quiet` ▪ `More quiet` ▪ `Most quiet` For more information about scheduling, see "5.7.2 Using and programming schedules" [▸ 25].	—

INFORMATION

If the `Restrictions` setting is enabled and configured by the installer, the `Schedule` can be overruled by the `Restrictions`. For details, please consult with the installer.

5.11.3 Using holiday mode

About holiday mode

During your holiday, you can use the holiday mode to deviate from your normal schedules without having to change them. While holiday mode is active, domestic hot water operation will be turned off. Disinfection operation will remain active.

Typical workflow

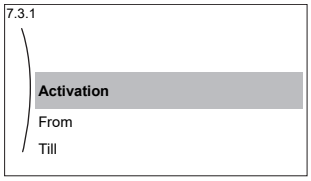
Using holiday mode typically consists of the following stages:

1 Activating the holiday mode.
2 Setting the starting date and ending date of your holiday.

To check if holiday mode is activated and/or running

If is displayed on the home screen, holiday mode is active.

To configure the holiday

1	Activate the holiday mode.	—
	▪ Go to [7.3.1]: `User settings` > `Holiday` > `Activation`. 	
	▪ Select `On`.	
2	Set the first day of your holiday.	—
	▪ Go to [7.3.2]: `From`.	
	▪ Select a date.	
	▪ Confirm the changes.	

3	Set the last day of your holiday.	—
	▪ Go to [7.3.3]: `Till`.	
	▪ Select a date.	
	▪ Confirm the changes.	

5.11.4 Using WLAN

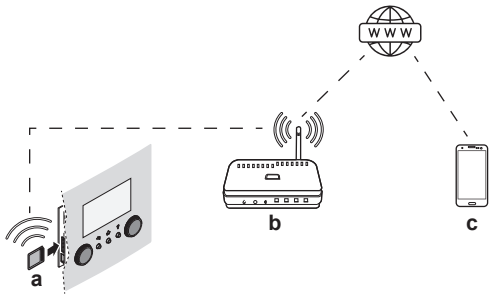
INFORMATION

Restriction: WLAN settings are only visible when a WLAN cartridge is inserted in the user interface.

About the WLAN cartridge

The WLAN cartridge connects the system to the internet. As user you can then control the system via the ONECTA app.

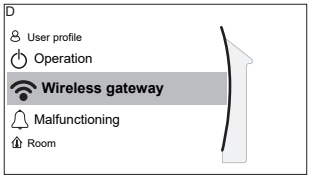
This needs the following components:



a	WLAN cartridge	The WLAN cartridge needs to be inserted in the user interface.
b	Router	Field supply.
c	Smartphone + app	The ONECTA app needs to be installed on the user's smartphone. See: http://www.onlinecontroller.daikineurope.com/

Configuration

To configure the ONECTA app, follow the in-app instructions. While doing this, the following actions and information are needed on the user interface:



[D] `Wireless gateway`

[D.1] `Mode`

[D.2] `Reboot`

[D.3] `WPS`

[D.4] `Remove from cloud`

[D.5] `Home network connection`

[D.6] `Cloud connection`

[D.1] `Mode`: Turn AP mode ON (= WLAN cartridge active as access point):

1	Go to [D.1]: `Wireless gateway` > `Mode`.	
2	In the `Enable AP mode` screen, select `Yes`.	

[D.2] `Reboot`: Reboot the WLAN cartridge:

1	Go to [D.2]: `Wireless gateway` > `Reboot`.	
2	In the `Reboot the gateway` screen, select `OK`.	

[D.3] `WPS`: Connect the WLAN cartridge to the router:

INFORMATION

You can only use this function if it is supported by the software version of the WLAN, and the software version of the ONECTA app.

1	Go to [D.3]: `Wireless gateway` > `WPS`.	
2	In the `WPS` screen, select `Yes`.	

[D.4] `Remove from cloud`: Remove the WLAN cartridge from the cloud:

1	Go to [D.4]: `Wireless gateway` > `Remove from cloud`.	
2	In the `Remove from cloud` screen, select `Yes`.	

[D.5] `Home network connection`: Read out the status of the connection to the home network:

1	Go to [D.5]: `Wireless gateway` > `Home network connection`.	
2	Read out the connection status: ▪ `Disconnected from` [WLAN_SSID] ▪ `Connected to` [WLAN_SSID]	

[D.6] `Cloud connection`: Read out the status of the connection to the cloud:

1	Go to [D.6]: `Wireless gateway` > `Cloud connection`.	
2	Read out the connection status: ▪ `Not connected` ▪ `Connected`	

6 Energy saving tips

Tips about DHW tank temperature

- Set the `Priority schedule` to `DHW` to minimize the usage of the electric booster heater.
- Use a weekly schedule for your normal domestic hot water needs (ONLY in scheduled mode).
- Also, by setting the heat up action to only scheduled action, interruption to A/C operation will be limited to the specific moments where A/C heating/cooling demand is less important.
  - Program to heat up the DHW tank to a preset value (`Comfort` = higher DHW tank temperature) during the night, because then A/C heating/cooling demand is lower (example: between 22:00 and 04:00).
  - If heating up the DHW tank once at night is NOT sufficient, program to additionally heat up the DHW tank to a preset value (`Eco` = lower DHW tank temperature) during the day or the time when occupants are not present (example: between 09:00 and 15:00).
- 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.

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.

1	Go to [8.3]: `Information` > `Dealer information`.	

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.

Refrigerant

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

Refrigerant type: R32

Global warming potential (GWP) value: 675

Periodical inspections for refrigerant leaks may be required depending on the applicable legislation. Contact your installer for more information.

WARNING: MILDLY FLAMMABLE MATERIAL

The refrigerant inside this unit is mildly flammable.

WARNING

- The refrigerant inside the unit is mildly flammable, but normally does NOT leak. If the refrigerant leaks in the room and comes in contact with fire from a burner, a heater, or a cooker, this may result in fire, or the formation of 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 unit until a service person confirms that the part from which the refrigerant leaked has been repaired.

WARNING

The appliance shall be stored in a room without continuously operating ignition sources (example: open flames, an operating gas appliance or an operating electric heater).

WARNING

- Do NOT pierce or burn refrigerant cycle parts.
- Do NOT use cleaning materials or means to accelerate the defrosting process other than those recommended by the manufacturer.
- Be aware that the refrigerant inside the system is odourless.

NOTICE

Applicable legislation on **fluorinated greenhouse gases** requires that the refrigerant charge of the unit is indicated both in weight and CO_2 equivalent.

Formula to calculate the quantity in CO_2 equivalent tonnes: GWP value of the refrigerant × total refrigerant charge [in kg]/1000

Contact your installer for more information.

8 Troubleshooting

Contact

For the symptoms listed below, you can try to solve the problem yourself. For any other problem, contact your installer. You can find the contact/helpdesk number via the user interface.

1	Go to [8.3]: `Information` > `Dealer information`.	

8.1 To display the help text in case of a malfunction

In case of a malfunction, the following will appear on the home screen depending on the severity:

- : Error
- : Malfunction

You can get a short and a long description of the malfunction as follows:

1	Press the left dial to open the main menu and go to `Malfunctioning`. **Result:** A short description of the error and the error code is displayed on the screen.	
2	Press **?** in the error screen. **Result:** A long description of the error is displayed on the screen.	**?**

WARNING

In case F3-00, there is possible risk of refrigerant leak. Contact your installer.

8.2 To check the malfunction history

Conditions: The user permission level is set to advanced end user.

1	Go to [8.2]: `Information` > `Malfunction history`.	

You see a list of the most recent malfunctions.

8.3 Symptom: The water at the tap is too cold

Possible cause	Corrective action
You ran out of domestic hot water because of unusually high consumption.	If you immediately need domestic hot water, activate the DHW tank `Powerful operation`. However, this consumes extra energy. See "5.6.6 Using DHW powerful operation" [▸ 24]. If the problems recurs daily, do one of the following: ▪ Increase the DHW tank temperature preset value. See "5.7.1 Using preset values" [▸ 25]. ▪ Adjust the DHW tank temperature schedule. **Example:** Program to additionally heat up the DHW tank to a preset value (`Eco setpoint` = lower tank temperature) during the day. See "5.7.2 Using and programming schedules" [▸ 25] and "5.7.3 Schedule screen: Example" [▸ 27].
The desired DHW tank temperature is too low.	

8.4 Symptom: Heat pump failure

When the heat pump fails to operate, the booster heater can serve as an emergency heater. It then takes over the heat load either automatically or by manual interaction.

- When `Emergency` is set to `Automatic` and a heat pump failure occurs, the booster heater in the tank automatically takes over the domestic hot water production.
- When `Emergency` is set to `Manual` and a heat pump failure occurs, the domestic hot water heating stops.

  To manually recover it via the user interface, go to the `Malfunctioning` main menu screen and confirm whether the booster heater can take over the heat load or not.

When the heat pump fails, 🔔 or ⚠ will appear on the user interface.

Possible cause	Corrective action
Heat pump is damaged.	See "8.1 To display the help text in case of a malfunction" [▸ 43].

INFORMATION

When the booster heater takes over the heat load, electricity consumption will be considerably higher.

9 Relocation

9.1 Overview: Relocation

If you want to relocate parts of your system, contact your installer. You can find the contact/helpdesk number via the user interface.

1	Go to [8.3]: `Information` > `Dealer information`.	

10 Disposal

NOTICE

Do NOT try to dismantle the system yourself: dismantling of the system, treatment of the refrigerant, oil and other parts MUST comply with applicable legislation. Units MUST be treated at a specialised treatment facility for reuse, recycling and recovery.

11 Glossary

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

Dealer
Sales distributor for the product.

Authorised installer
Technical skilled person who is qualified to install the product.

User
Person who is owner of the product and/or operates the product.

Applicable legislation
All international, European, national and local directives, laws, regulations and/or codes that are relevant and applicable for a certain product or domain.

Service company
Qualified company which can perform or coordinate the required service to the product.

Installation manual
Instruction manual specified for a certain product or application, explaining how to install, configure and maintain it.

Operation manual
Instruction manual specified for a certain product or application, explaining how to operate it.

Accessories
Labels, manuals, information sheets and equipment that are delivered with the product and that need to be installed according to the instructions in the accompanying documentation.

Optional equipment
Equipment made or approved by Daikin that can be combined with the product according to the instructions in the accompanying documentation.

Field supply
Equipment NOT made by Daikin that can be combined with the product according to the instructions in the accompanying documentation.

12 Installer settings: Tables to be filled in by installer

12.1 Configuration wizard

Setting		Fill in...
System		
	Indoor unit type (read only)	
	Emergency [9.5]	
	Booster heater capacity [9.4.1]	
	Quick mode timer [9.4.3]	
	Operation [9.4.4]	
Tank		
	Heat up mode [5.6]	
	Disinfection [5.7]	
	Maximum [5.8]	
	Hysteresis [5.9]	
	Hysteresis [5.A]	
	Comfort setpoint [5.2]	
	Eco setpoint [5.3]	
	Reheat setpoint [5.4]	
	Setpoint mode [5.B]	
	WD curve type [5.E]	
	Operation modes [5.G]	

12.2 Settings menu

Setting		Fill in...
Information		
	Dealer information [8.3]	

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