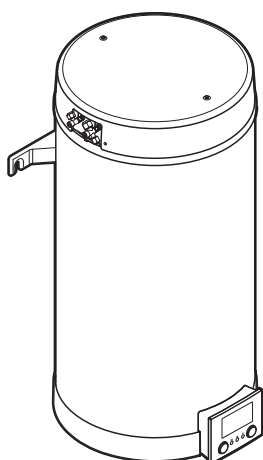




Operation manual

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

Operation manual
R32 Split series – Domestic hot water tank

English

Table of contents

1	About this document	2
2	User safety instructions	3
2.1	General	3
2.2	Instructions for safe operation	3
3	About the system	4
3.1	Components in a typical system layout	4
4	Quick guide	4
4.1	User permission level	4
4.2	Domestic hot water	4
5	Operation	5
5.1	User interface: Overview	5
5.2	Menu structure: Overview user settings	6
5.3	Possible screens: Overview	7
5.3.1	Home screen	7
5.3.2	Main menu screen	7
5.3.3	Setpoint screen	8
5.3.4	Detailed screen with values	8
5.4	Turning operation ON or OFF	8
5.4.1	Visual indication	8
5.4.2	To turn ON or OFF	8
5.5	Reading out information	8
5.6	Domestic hot water control	9
5.6.1	Reheat mode	9
5.6.2	Scheduled mode	9
5.6.3	Scheduled + reheat mode	9
5.6.4	Using DHW powerful operation	9
5.7	Schedule screen: Example	10
5.8	Weather-dependent curve	11
5.8.1	What is a weather-dependent curve?	11
5.8.2	2-points curve	11
5.8.3	Slope-offset curve	12
5.8.4	Using weather-dependent curves	12
5.9	Priority schedule	13
5.10	Operation mode	13
6	Energy saving tips	13
7	Maintenance and service	14
7.1	Overview: Maintenance and service	14
8	Troubleshooting	14
8.1	To display the help text in case of a malfunction	14
8.2	To check the malfunction history	14
8.3	Symptom: The water at the tap is too cold	15
8.4	Symptom: Heat pump failure	15
9	Disposal	15
10	Glossary	15
11	Installer settings: Tables to be filled in by installer	15
11.1	Configuration wizard	15
11.2	Settings menu	15

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.

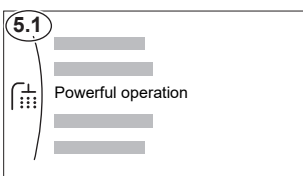
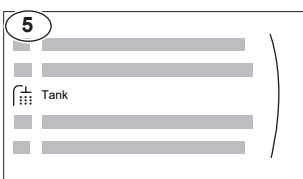
1	To enable the breadcrumbs: In the home screen or main menu screen, press the help button. The breadcrumbs appear in the top left corner of the screen.	?
2	To disable the breadcrumbs: Press the help button again.	?

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.	



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.

3 About the system

- 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

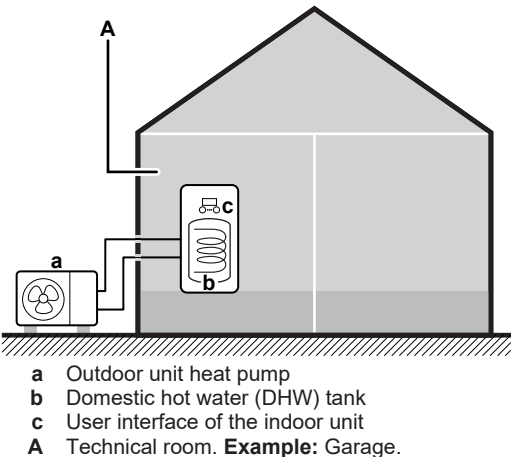
- The refrigerant inside the unit is mildly flammable, but normally does NOT leak. If the refrigerant leaks in the room and comes in contact with fire from a burner, a heater, or a cooker, this may result in fire, or the formation of a harmful gas.
- Turn OFF any combustible heating devices, ventilate 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



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:

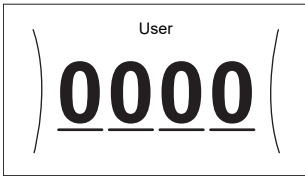
- User: Standard mode
- Advanced user: You can read and edit more information

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.	

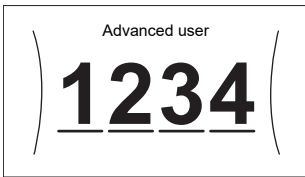
User pin code

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

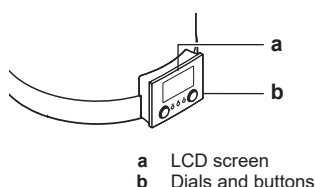
For more information, see also:

- "5.4 Turning operation ON or OFF" [► 8]
- "5.6 Domestic hot water control" [► 9]
- "5.7 Schedule screen: Example" [► 10]
- User reference guide

5 Operation

5.1 User interface: Overview

The user interface has the following components:



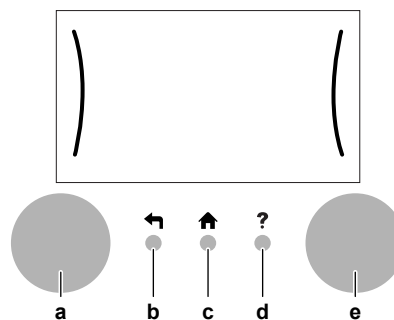
LCD screen

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:

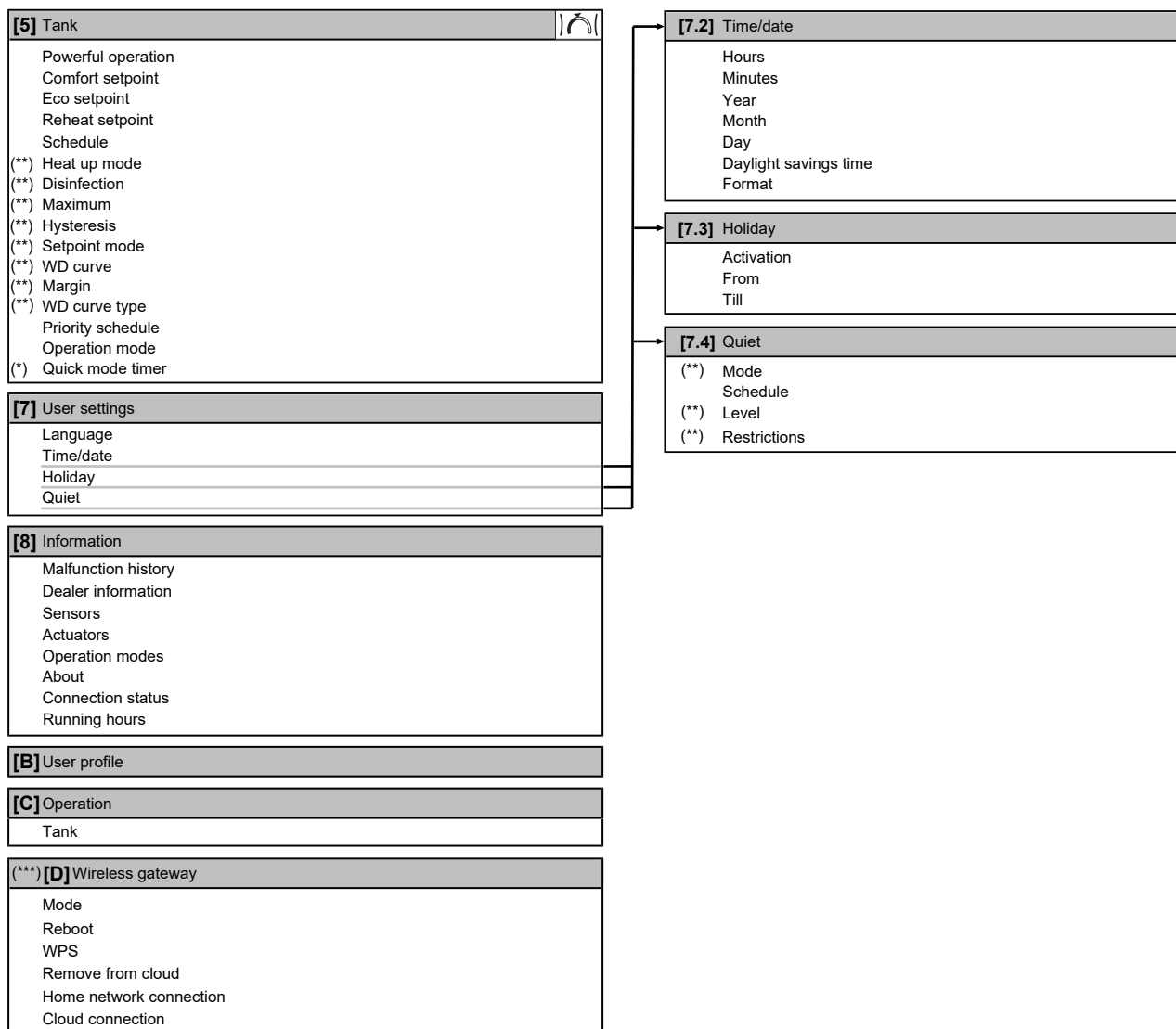
- To navigate through the screens, menus and settings of the LCD screen
- To set values



Item	Description
a Left dial	<p>The LCD shows an arc on the left side of the display when you can use the left dial.</p> <ul style="list-style-type: none"> ▪ : 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).
e Right dial	<p>The LCD shows an arc on the right side of the display when you can use the right dial.</p> <ul style="list-style-type: none"> ▪ : 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 Operation

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

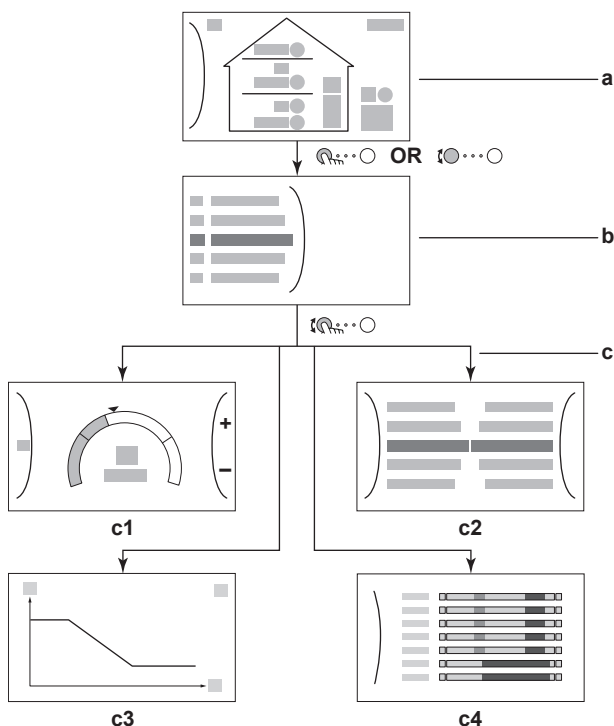


INFORMATION

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

5.3 Possible screens: Overview

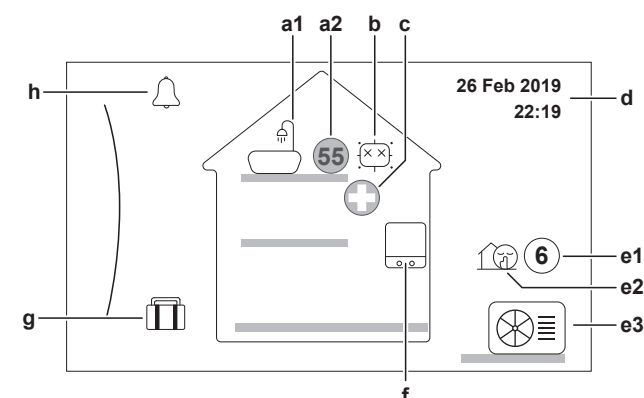
The most common screens are as follows:



- 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.

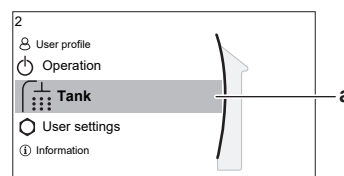
Item	Description
a	Domestic hot water
a1	Domestic hot water
a2	Measured tank temperature ^(a)

Item	Description
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	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" ▶ 14] 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" ▶ 14] 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.

5 Operation

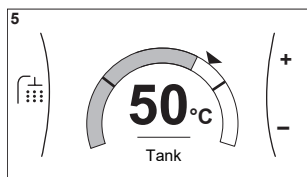
Submenu	Description
[B] User profile	Change the active user profile.
[C] Operation	Turn heating/cooling functionality and domestic hot water preparation on or off.
[D] Wireless gateway	Restriction: Only displayed if a wireless LAN (WLAN) is installed. Contains settings needed when configuring the ONECTA app. See the user reference guide for more information.

5.3.3 Setpoint screen

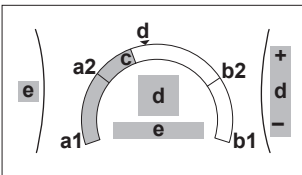
The setpoint screen is displayed for screens describing system components that need a setpoint value.

Example

[5] Tank temperature screen



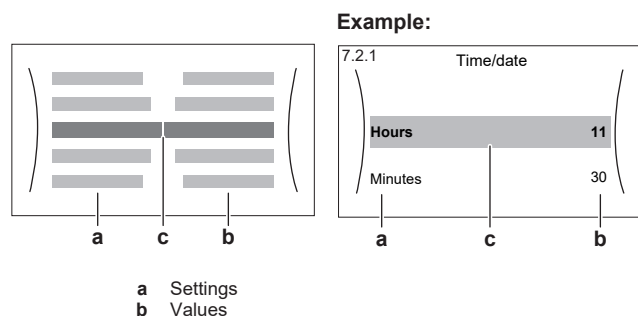
Explanation



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



c Selected setting and value

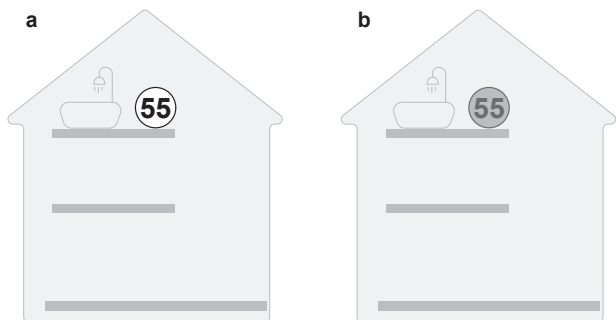
Possible actions on this screen	
...	Go through the list of settings.
...	Change the value.
...	Go to the next setting.
...	Confirm changes and proceed.

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.	...
	<div> <div>C.3</div> <div>Operation</div> <div>Tank</div> <div>Off</div> </div>	
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

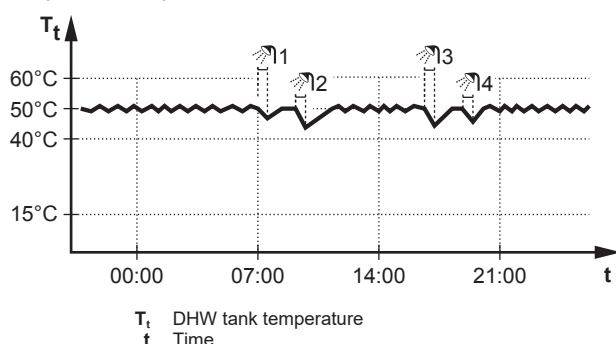
In menu...	You can read out...
[8.2] Malfunction history	Malfunction history
[8.3] Dealer information	Contact/helpdesk number
[8.4] Sensors	Outdoor temperature, Tank temperature.
[8.5] Actuators	Status/mode of each actuator Booster heater

In menu...	You can read out...
[8.6] Operation modes	Current operation mode Example: Defrost/oil return mode
[8.7] About	Version information about the system
[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 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.



INFORMATION

When the Priority Schedule is set to DHW (refer to "5.9 Priority schedule" [► 13]) 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.



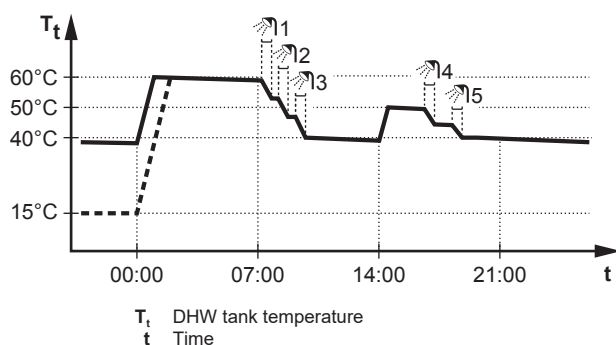
INFORMATION

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.

5.6.2 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:

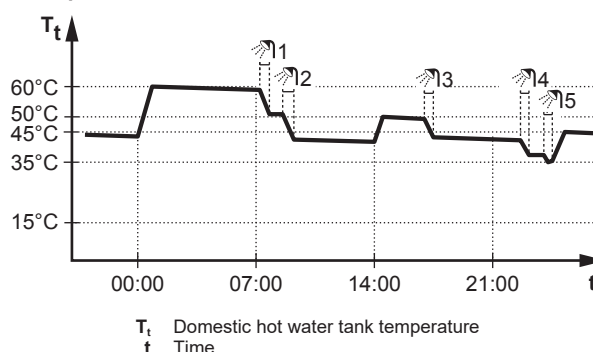


- Initially, the DHW tank temperature is the same as the temperature of the domestic water entering the DHW tank (example: 15°C).
- At 00:00 the DHW tank is programmed to heat up the water to a preset value (example: Comfort = 60°C).
- During the morning, you consume hot water and the DHW tank temperature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

5.6.3 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:




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.



5.6.4 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.

5 Operation



INFORMATION

When the Priority Schedule is set to DHW (refer to "5.9 Priority schedule" ▶ 13) 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.

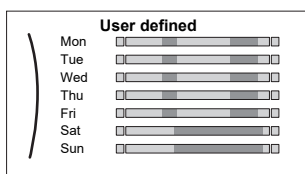
Powerful operation allows the domestic hot water production to be assisted by the booster heater. Use this mode on days when there is more hot water usage than usual.

5.7 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.	
4	Confirm the changes.	

Note: To clear an action, set its time as the time of the previous action.

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.	

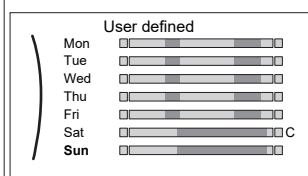
Result: Next to the copied day, "C" is displayed.

3	Select Tuesday.	
4	Select Paste.	
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"](#) [p 12].

Availability

The weather-dependent curve is available for:

- Tank (only available to installers)



INFORMATION

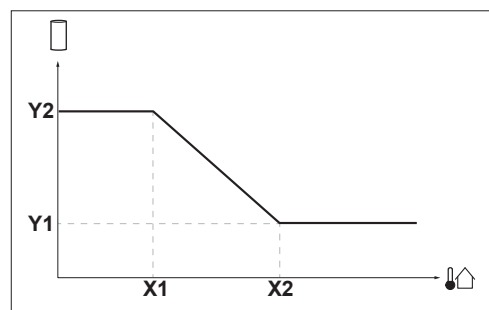
To operate weather-dependent, correctly configure the setpoint of the tank. See ["5.8.4 Using weather-dependent curves"](#) [p 12].

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: <ul style="list-style-type: none"> ▪ : Domestic hot water tank

5 Operation

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

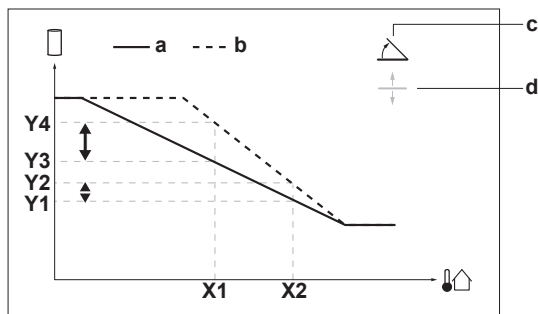
Slope and offset

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

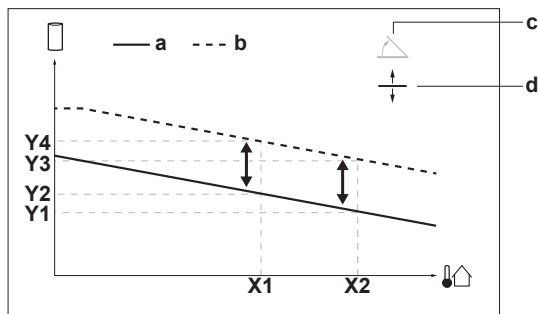
- Change the **slope** to differently increase or decrease the target temperature of the tank for different ambient temperatures. For example, if tank water temperature is in general fine but at low ambient temperatures too cold, raise the slope so that the tank temperature is heated increasingly more 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): <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> : 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	—	↑
Cold	Hot	↓	↑
Hot	OK	↑	↓
Hot	Cold	↑	↓
Hot	Hot	—	↓

See "5.8.3 Slope-offset curve" [p 12].

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" ▶ 11.

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. <div> <div>Priority schedule</div> <div> <div>January</div> <div>February</div> <div>March</div> </div> <div> <div>DHW</div> <div>DHW</div> <div>DHW</div> </div> </div>	
3	Select the priority schedule of that month. <div> <div>Priority schedule</div> <div> <div>January</div> <div>February</div> <div>March</div> </div> <div> <div>DHW</div> <div>A/C</div> <div>DHW</div> </div> </div>	

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

If ...			Then heat pump operation = ... ^(a)
Which is priority?	A/C request is ...	Can outdoor unit do both? ^(b)	
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" ▶ 13)
- 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.

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).

7 Maintenance and service

- 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 CO₂ equivalent.

Formula to calculate the quantity in CO₂ 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 "5.6.4 Using DHW powerful operation" [p 9].
The desired DHW tank temperature is too low.	<p>If the problem recurs daily, do one of the following:</p> <ul style="list-style-type: none"> Increase the DHW tank temperature preset value. See the user reference guide. 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 Schedule screen: Example" [p 10].
The thermal cut-out has tripped.	Contact your installer.

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" [p 14].



INFORMATION

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

9 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.

10 Glossary

DHW = Domestic hot water

Hot water used, in any type of building, for domestic purposes.

11 Installer settings: Tables to be filled in by installer

11.1 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]	

11.2 Settings menu

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



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DAIKIN EUROPE N.V.

Zandvoordestraat 300, B-8400 Oostende, Belgium

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