

13 TROUBLE SHOOTING

This section provides useful information for diagnosing and correcting certain troubles which may occur in the unit.

This troubleshooting and related corrective actions may only be carried out by your local technician.

13.1 General guidelines

Before starting the troubleshooting procedure, carry out a thorough visual inspection of the unit and look for obvious defects such as loose connections or defective wiring.

WARNING

When carrying out an inspection on the switch box of the unit, always make sure that the main switch of the unit is switched off.

When a safety device was activated, stop the unit and find out why the safety device was activated before resetting it. Under no circumstances can safety devices be bridged or changed to a valve other than the factory setting. If the cause of the problem cannot be found, call your local dealer.

If the pressure relief valve is not working correctly and is to be replaced, always reconnect the flexible hose attached to the pressure relief valve to avoid water dripping out of the unit!

NOTE

For problems related to the optional solar kit for domestic water heating, refer to the troubleshooting in the Installation and owner's manual for that kit.

13.2 General symptoms

Symptom 1: The unit is turned on but the unit is not heating or cooling as expected

POSSIBLE CAUSES	CORRECTIVE ACTION
The temperature setting is not correct.	Check the parameters. T4HMAX, T4HMIN in heat mode. T4CMAX, T4CMIN in cool mode. T4DHWMAX, T4DHWMIN in DHW mode.
The water flow is too low.	<ul style="list-style-type: none">· Check that all shut off valves of the water circuit are in the right position.· Check if the water filter is plugged.· Make sure there is no air in the water system.· Check the water pressure. The water pressure must be >1 bar (water is cold).· Make sure that the expansion vessel is not broken.· Check that the resistance in the water circuit is not too high for the pump.
The water volume in the installation is too low.	Make sure that the water volume in the installation is above the minimum required value (refer to " 9.4.2 Water volume and sizing expansion vessels ").

Symptom 2: The unit is turned on but the compressor is not starting (space heating or domestic water heating)

POSSIBLE CAUSES	CORRECTIVE ACTION
The unit maybe operate out of its operation range (the water temperature is too low).	<p>In case of low water temperature, the system utilizes the backup heater to reach the minimum water temperature first (12°C).</p> <ul style="list-style-type: none">· Check that the backup heater power supply is correct.· Check that the backup heater thermal fuse is closed.· Check that the backup heater thermal protector is not activated.· Check that the backup heater contactors are not broken.