Installation and service instructions

for contractors

Vitocal 252-A
Type AWOT(-M)-E-AC/AWOT(-M)-E-AC-AF 251.A
Air source heat pump, monoblock version for heating and cooling operation, with 1 integrated heating/cooling circuit
Type AWOT(-M)-E-AC/AWOT(-M)-E-AC-AF 251.A 2C
Air source heat pump, monoblock version for heating and cooling operation, with 2 integrated heating/cooling circuits

VITOCAL 252-A

6222080 GB 1/2024

Please keep safe.

Safety instructions

⚠ Please follow these safety instructions closely to prevent accidents and material losses.

Safety instructions explained

⚠ **Danger**
This symbol warns against the risk of injury.

! **Please note**
This symbol warns against the risk of material losses and environmental pollution.

Note
Details identified by the word "Note" contain additional information.

The outdoor unit contains easily flammable refrigerant in safety group A3 according to ISO 817 and ANSI/ASHRAE Standard 34.

Target group

These instructions are exclusively intended for qualified contractors.

- Work on the refrigerant circuit with flammable refrigerant in safety group A3 may only be carried out by authorised contractors. These contractors must be trained in accordance with EN 378 Part 4 or IEC 60335-2-40, Section HH. The certificate of competence from an industry-accredited body is required.
- Brazing/soldering work on the refrigerant circuit may only be carried out by contractors certified in accordance with ISO 13585 and AD 2000, Datasheet HP 100R. And only by contractors qualified and certified for the processes to be carried out. The work must fall within the range of applications purchased and be carried out in accordance with the prescribed procedures. Soldering/brazing work on accumulator connections requires certification of personnel and processes by a notified body according to the Pressure Equipment Directive (2014/68/EU).
- Work on electrical equipment may only be carried out by a qualified electrician.
- All safety-relevant points must be checked regularly by the particular certified heating contractors. This applies especially before initial commissioning, as well as during maintenance, inspection and decommissioning.
- The system must be commissioned by the system installer or a qualified person authorised by the installer.

Safety instructions (cont.)

Regulations to be observed

- National installation regulations
- Statutory regulations for the prevention of accidents
- Statutory regulations for environmental protection
- Statutory requirements for pressure equipment:
  Pressure Equipment Directive 2014/68/EU
- Codes of practice of the relevant trade associations
- Relevant country-specific safety regulations
- Applicable regulations and guidelines for operation, service, maintenance, repair and safety of cooling, air conditioning and heat pump systems containing flammable and explosive refrigerant.

Safety instructions for working on the system

The outdoor unit contains flammable refrigerant R290 (propane C3H8). If there is a leak, the escaping refrigerant may form a flammable or explosive atmosphere in the ambient air. A safety zone is defined in the immediate vicinity of the outdoor unit, in which special rules apply when working on the appliance.

Working in the safety zone

⚠ **Danger**
Risk of explosion: Escaping refrigerant may form a flammable or explosive atmosphere in the ambient air.
Take the following measures to prevent fire and explosion in the safety zone:

- Keep ignition sources away, e.g. naked flames, hot surfaces, electrical devices not free of ignition sources, mobile devices with integrated batteries (e.g. mobile phones, fitness watches, etc.).
- Permissible tools:
  All tools for working in the safety zone must be designed and explosion-protected in accordance with the applicable standards and regulations for refrigerant in safety group A3, e.g. brushless machines (cordless screwdrivers), extraction equipment, disposal containers, installation aids, vacuum pumps, conductive hoses, mechanical tools of non-sparking material, etc.
  Note
  The tools must also be suitable for the pressure ranges in use.
  Tools must be in perfect maintenance condition.
- The electrical equipment must meet the requirements for areas at risk of explosion, zone 2.
- Do not use flammable materials, e.g. sprays or other flammable gases.
- Discharge static: Before beginning work, touch earthed objects, such as heating or water pipes.

Safety instructions (cont.)

- Do not remove, block or bridge safety equipment.
- Do not make any changes:
  Do not modify the outdoor unit, inlet/outlet lines, electrical connections/cables or the surroundings. Do not remove any components or seals.

Working on the system

- Switch off the power supply to the indoor unit and outdoor unit, e.g. at a separate fuse or mains isolator. Check that the system is no longer live.
  Note
  In addition to the control circuit there may be several power circuits.
  ⚠ **Danger**
  Contact with live components can result in severe injuries. Some components on PCBs remain live even after the power supply has been switched off.
  Prior to removing covers from the appliances, wait at least 4 minutes until the voltage has completely dropped out.
- Safeguard the system against reconnection.
- Wear suitable personal protective equipment when carrying out any work.

⚠ **Danger**
Hot surfaces and fluids can result in burns or scalding. Cold surfaces may cause frostbite.
- Prior to servicing or maintenance tasks, switch off and allow the equipment to cool down or warm up.
- Do not touch hot or cold surfaces on the appliance, fittings or pipework.

! **Please note**
Electronic assemblies can be damaged by electrostatic discharge. Before beginning work, touch earthed objects, such as heating or water pipes, to discharge any static.

Work on the refrigerant circuit

R290 refrigerant (propane) is an air displacing, colourless, flammable, odourless gas which forms explosive mixtures with air.
Refrigerant drained must be properly disposed of by authorised contractors.

Perform the following measures before beginning work on the refrigerant circuit:
- Check the refrigerant circuit for leaks.
- Ensure very good ventilation especially in the floor area and sustain this for the duration of the work.
- Secure the area surrounding the work area.
- Inform the following persons of the type of work to be carried out:
  - All maintenance personnel
  - All persons in the vicinity of the system.
- Inspect the area immediately around the heat pump for flammable materials and ignition sources:
  Remove all flammable, movable materials and any ignition sources from the safety zone.
- Before, during and after the work, check the surrounding area for escaping refrigerant using an explosion-proof refrigerant detector suitable for R290. This refrigerant detector must not generate any sparks and must be suitably sealed.

Safety instructions (cont.)

- A CO_2 or powder extinguisher must be to hand in the following cases:
  - Refrigerant is being drained.
  - Refrigerant is being topped up.
  - Soldering or welding work is being carried out.
- Display signs prohibiting smoking.

⚠ **Danger**
Escaping refrigerant can lead to fire and explosions that result in very serious injuries or death.
- Do not drill or apply heat to a refrigerant circuit filled with refrigerant.
- Do not operate Schrader valves unless a fill valve or extraction equipment is attached.
- Take measures to prevent electrostatic charge.
- No smoking! Prevent naked flames and sparks. Never switch lights or electrical appliances on or off.
- Components that contain or contained refrigerant must be labelled, and stored and transported in well ventilated areas in accordance with the applicable regulations and standards.

⚠ **Danger**
Direct contact with liquid and gaseous refrigerant can cause serious damage to health, e.g. frostbite and/or burns. There is a risk of asphyxiation if it is breathed in.
- Prevent direct contact with liquid and gaseous refrigerant.
- Wear personal protective equipment when handling liquid and gaseous refrigerant.
- Never breathe in refrigerant vapours.

⚠ **Danger**
Refrigerant is under pressure:
Mechanical loading of lines and components can cause leaks in the refrigerant circuit.
Do not apply loads to the lines and components, e.g. by supporting or placing tools.

⚠ **Danger**
Hot and cold metallic surfaces of the refrigerant circuit may cause burns or frostbite if skin contact is made.
Wear personal protective equipment to protect against burns or frostbite.

! **Please note**
When refrigerant is being removed, hydraulic components may freeze. Drain heating water from the heat pump beforehand.

⚠ **Danger**
Damage to the refrigerant circuit can cause refrigerant to enter the hydraulic system.
After completion of the work, vent the hydraulic system correctly.
When doing so, ensure the area is sufficiently ventilated.

Safety instructions (cont.)

Installation

Frost protection

Please note
Freezing can cause damage to the heat pump.
- Thermally insulate all the hydraulic lines.
- In order to activate the frost protection function, electrically connect the heat pump before filling the secondary circuit. Switch on the power supply. Switch on the ON/OFF switch on the indoor unit.
- Only fill the secondary circuit with suitable fill water in accordance with VDI 2035, not with media containing antifreeze.

Connecting cables

Danger
With short electrical cables, should there be leakage in the refrigerant circuit, gaseous refrigerant may reach the inside of the building.
- Seal the pipe entry to the building using the most suitable current technology. Route the pipes into the building through, for example, a suitable pipe liner with wall seal flanges.
- Min. length of the electrical connecting cables between the indoor and the outdoor unit: 3 m

Repair work

Please note
Repairing components that fulfil a safety function can compromise the safe operation of the system.
- Replace faulty components only with genuine Viessmann spare parts.
- Do not undertake any repairs on the inverter. Replace the inverter if there is a defect.

Auxiliary components, spare and wearing parts

Please note
Auxiliary components, spare parts and wearing parts that have not been tested together with the system can compromise its function. Installing non-authorised components and making non-approved modifications or conversions can compromise safety and may invalidate our warranty.
For installation and replacements, use only Viessmann original parts or spare parts approved by Viessmann.

Safety instructions for operating the system

What to do if refrigerant escapes

Danger
Escaping refrigerant can lead to fire and explosions that result in very serious injuries or death.
Take the following measures to prevent fire and explosion:
- Ensure very good ventilation especially in the floor area of the outdoor unit.
- No smoking! Prevent naked flames and sparks. Never switch lights or electrical appliances on or off.
- Evacuate any people from the danger zone.

Safety instructions (cont.)

- From a safe position, switch off the electricity supply for all system components.
- Remove ignition sources from the danger zone.
- Let the system user know that no ignition source may be brought into the danger zone for the duration of the repair.
- Repair work must be carried out by an authorised contractor.
- Do not restart the system until repairs and a leak test have been carried out. Perform a leak test for both the refrigerant circuit and the connections on the heating water side.

⚠ **Danger**
Direct contact with liquid and gaseous refrigerant can cause serious damage to health, e.g. frostbite and/or burns.
Prevent direct contact with liquid and gaseous refrigerant.

⚠ **Danger**
Breathing in refrigerant may cause suffocation.
Never breathe in refrigerant vapours.

If water escapes from the appliance

⚠ **Danger**
If water escapes from the appliance there is a risk of electric shock.
Switch off the heating system at the external isolator (e.g. fuse box, domestic distribution board).

⚠ **Danger**
If water escapes from the appliance, there is a risk of scalding.
Never touch hot heating water.

What to do if the outdoor unit ices up

! **Please note**
A build-up of ice in the condensate pan and in the fan area of the outdoor unit can cause damage to the equipment.
Please note the following:

- Do not use mechanical items/aids for the removal of ice.
- Before using electrical heating appliances, check the refrigerant circuit for leaks with a suitable measuring device.
  - The heating appliance should not be a source of ignition.
  - The heating appliance must meet the requirements of EN 60335-2-30.
- If ice regularly builds up on the outdoor unit (e.g. in areas where frost and heavy fog occur frequently), install fan ring heating (accessories) that is suitable for refrigerant R290 and/or an electric ribbon heater in the condensate pan (accessories or factory-fitted).

Safety instructions for storage of the outdoor unit

The outdoor unit is charged at the factory with refrigerant R290 (propane).

Safety instructions (cont.)

⚠ **Danger**
Escaping refrigerant can lead to fire and explosions that result in very serious injuries or death. There is a risk of asphyxiation if it is breathed in.
Store the outdoor unit in the following conditions:

- An explosion prevention plan must be in place for storage.
- Ensure there is sufficient ventilation at the storage location.
- Temperature range for storage: –25 °C to 70 °C
- Only store the outdoor unit in its ex-factory protective packaging.
- Protect the outdoor unit against damage.
- The maximum number of outdoor units that may be stored in one place is determined by local conditions.

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Index (cont.)

Disposal of packaging

Please dispose of packaging waste in line with statutory regulations.

Symbols

Symbols in these instructions

Symbol	Meaning
	Reference to other document containing further information
	Step in a diagram: The numbers correspond to the order in which the steps are carried out.
	Warning of personal injury
	Warning of material losses and environmental pollution
	Live electrical area
	Pay particular attention.
	▪ Component must audibly click into place. or ▪ Acoustic signal
	▪ Fit new component. or ▪ In conjunction with a tool: Clean the surface.
	Dispose of component correctly.
	Dispose of component at a suitable collection point. Do **not** dispose of component in domestic waste.

The steps in connection with commissioning, inspection and maintenance are found in the "Commissioning, inspection and maintenance" section and identified as follows:

Symbol	Meaning
	Steps required during commissioning
	Not required during commissioning
	Steps required during inspection
	Not required during inspection
	Steps required during maintenance
	Not required during maintenance

Symbols on the heat pump

Symbol	Meaning
	Warning of flammable materials (ISO 7010 - W021)
	Observe the operating manual (ISO 7000 - 0790)
	Observe the instructions for use/operating instructions (ISO 7000 - 1641)
	Service indicator: Refer to the operating manual (ISO 7000 - 1659)

Intended use

The appliance is only intended to be installed and operated in sealed unvented heating systems that comply with EN 12828, with due attention paid to the associated installation, service and operating instructions.

Depending on the version, the appliance can only be used for the following purposes:
- Central heating
- Central cooling
- DHW heating

Intended use (cont.)

The range of functions can be extended with additional components and accessories.

Intended use presupposes that a fixed installation in conjunction with permissible, system-specific components has been carried out.

Commercial or industrial usage for a purpose other than central heating/cooling or DHW heating shall be deemed inappropriate.

Incorrect usage or operation of the appliance (e.g. the appliance being opened by the system user) is prohibited and will result in an exclusion of liability. Incorrect usage also occurs if the components in the heating system are modified from their intended function.

Note
The appliance is intended exclusively for domestic or semi-domestic use, i.e. even users who have not had any instruction are able to operate the appliance safely.

Product information

Layout and functions

Vitocal 252-A is a monoblock air source heat pump, comprising 1 indoor unit with integral DHW cylinder and 1 outdoor unit.

Refrigerant circuit

The refrigerant circuit works with refrigerant R290 (propane).
All components of the refrigerant circuit are located in the outdoor unit, including the refrigerant circuit controller with 2 electronic expansion valves. Subject to operating conditions, compressor output is matched via inverter control.
To provide room cooling, there is an electronically controlled reversal of the refrigerant flow direction within the refrigerant circuit.

Hydraulics

The indoor and outdoor units are connected to each other hydraulically.
The hydraulic components for room heating and cooling are located in the indoor unit. Depending on the appliance version, 1 or 2 high efficiency circulation pumps are installed for supplying the heating/cooling circuits.
Switching between room heating, DHW heating and defrosting is done with the integrated 4/3-way valve.
The heat required to defrost the evaporator is provided by the integrated buffer cylinder in the indoor unit. The overflow valve function to guarantee the minimum system volume flow rate is also achieved via the 4/3-way valve.

Instantaneous heating water heater

In the indoor unit, an instantaneous heating water heater is built into the heating water flow from the outdoor unit. This instantaneous heating water heater supports the heat pump in room heating and/or DHW heating if the heating output of the heat pump is insufficient under certain conditions. In power-OFF mode or a fault in the heat pump, this instantaneous heating water heater can also be switched on as the sole heat source, e.g. for frost protection of the system, including the outdoor unit.

DHW cylinder

A 190 l DHW cylinder is integrated in the indoor unit.

Heating/cooling circuits

The max. number of heating/cooling circuits that can be connected depends on the following components:
- Heat pump with 1 or 2 integral heating/cooling circuits:
  Types AWOT(-M)-E-AC/AWOT(-M)-E-AC-AF 251.A with 1 integral heating/cooling circuit
  Types AWOT(-M)-E-AC/AWOT(-M)-E-AC-AF 251.A 2C with 2 integral heating/cooling circuits
- With or without external buffer cylinder

System without external buffer cylinder

Indoor unit with 1 integral heating/cooling circuit

1 heating/cooling circuit without mixer can be connected to the heat pump.
The flow temperature is controlled by modulating the heat pump.

Product information (cont.)

Indoor unit with 2 integral heating/cooling circuits

1 or 2 heating/cooling circuits without mixer can be connected to the heat pump.
- Heating/cooling circuit 1:
  The flow temperature is controlled by modulating the heat pump.
- Heating/cooling circuit 2:
  The flow temperature is controlled by the mixing function of the 4/3-way valve and the speed of the built in heating circuit pump dependent upon the flow temperature in heating/cooling circuit 1.
  Therefore, in room heating mode, the maximum flow temperature of heating/cooling circuit 2 cannot be higher than the current flow temperature of heating/cooling circuit 1.
  In room cooling mode, the flow temperature in heating/cooling circuit 2 cannot lie below that of heating/cooling circuit 1.
  Note
  Only connect heating/cooling circuit 2 if heating/cooling circuit 1 is also connected.

System with external buffer cylinder

Indoor unit with 1 integral heating/cooling circuit

- Up to 4 heating/cooling circuits can be connected to the heat pump:
  1 heating/cooling circuit without mixer and up to 3 heating/cooling circuits with mixer
- An external cooling water buffer cylinder or external heating/cooling water buffer cylinder is required to use the cooling function.

Indoor unit with 2 integral heating/cooling circuits

An external buffer cylinder cannot be connected.

External heat generator (on site)

An external buffer cylinder is always required for systems with an external heat generator. Therefore for heat pumps with 2 integral heating/cooling circuits (types ... 2C), an external heat generator **cannot** be integrated into the system.
The external heat generator is hydraulically integrated into the system downstream of the external buffer cylinder. The EM-HB1 extension (accessories) is required for control via the heat pump.
The external heat generator supports the heat pump with room heating if the heating output of the heat pump is insufficient under certain conditions. In power-OFF mode or if the heat pump develops a fault, the external heat generator can also be switched on as the sole heat source, e.g. for frost protection of the system, including the outdoor unit.

Note
DHW is always heated by the heat pump or the instantaneous heating water heater installed in the indoor unit.

Heat pump control unit

The heat pump control unit built into the indoor unit monitors and regulates the entire heating system.
The indoor and outdoor units communicate via CAN bus.

The following operating elements can be used to make settings and perform checks on the system:
- ViGuide, ViCare app
- HMI programming unit of the heat pump control unit:
  Operating instructions for the heat pump
- Wireless remote control, if installed:
  Operating instructions, installation and service instructions for the remote control

Type plate

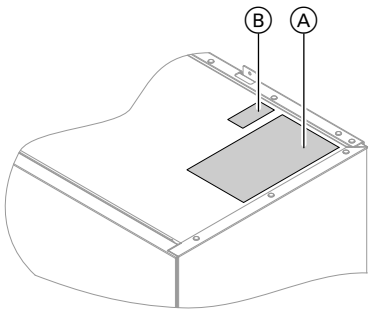

Fig. 1

Ⓐ Type plate
Ⓑ QR code for appliance registration
Alternatively, the QR code is located on the type plate.

The **QR code with designation "i"** contains the access data for the registration and product information portal.
Using this QR code, the 16-digit serial number, for example, can be read out.

Product information (cont.)

Type overview

Type			Rated voltage			Central indoor unit power supply	
AWOT-E-AC 251.A	1	1 to 4	230 V~	400 V~	400 V~	—	□
AWOT-M-E-AC 251.A	1	1 to 4	230 V~	400 V~	230 V~	—	□
AWOT-M-E-AC 251.A SP	1	1 to 4	230 V~	230 V~	230 V~	X	□
AWOT-E-AC-AF 251.A	1	1 to 4	230 V~	400 V~	400 V~	—	■
AWOT-M-E-AC-AF 251.A	1	1 to 4	230 V~	400 V~	230 V~	—	■
AWOT-M-E-AC-AF 251.A SP	1	1 to 4	230 V~	230 V~	230 V~	X	■
AWOT-E-AC 251.A 2C	2	—	230 V~	400 V~	400 V~	—	□
AWOT-M-E-AC 251.A 2C	2	—	230 V~	400 V~	230 V~	—	□
AWOT-M-E-AC 251.A 2C SP	2	—	230 V~	230 V~	230 V~	X	□
AWOT-E-AC-AF 251.A 2C	2	—	230 V~	400 V~	400 V~	—	■
AWOT-M-E-AC-AF 251.A 2C	2	—	230 V~	400 V~	230 V~	—	■
AWOT-M-E-AC-AF 251.A 2C SP	2	—	230 V~	230 V~	230 V~	X	■

Integral heating/cooling circuits
Heating/cooling circuits via buffer cylinder
Control unit/PCB, indoor unit
Outdoor unit
Instantaneous heating water heater
Electric ribbon heater for condensate pan
X Available
□ Accessories
■ Integral

System examples

Available system examples:
www.viessmann-schemes.com

Maintenance parts and spare parts

Maintenance parts and spare parts can be identified and ordered directly online.

Viessmann Partnershop

Login:
https://shop.viessmann.com/

Product information (cont.)

Viessmann spare part app

www.viessmann.com/etapp

Download on the App Store

Requirements for on-site connections

Indoor unit with 1 integrated heating/cooling circuit

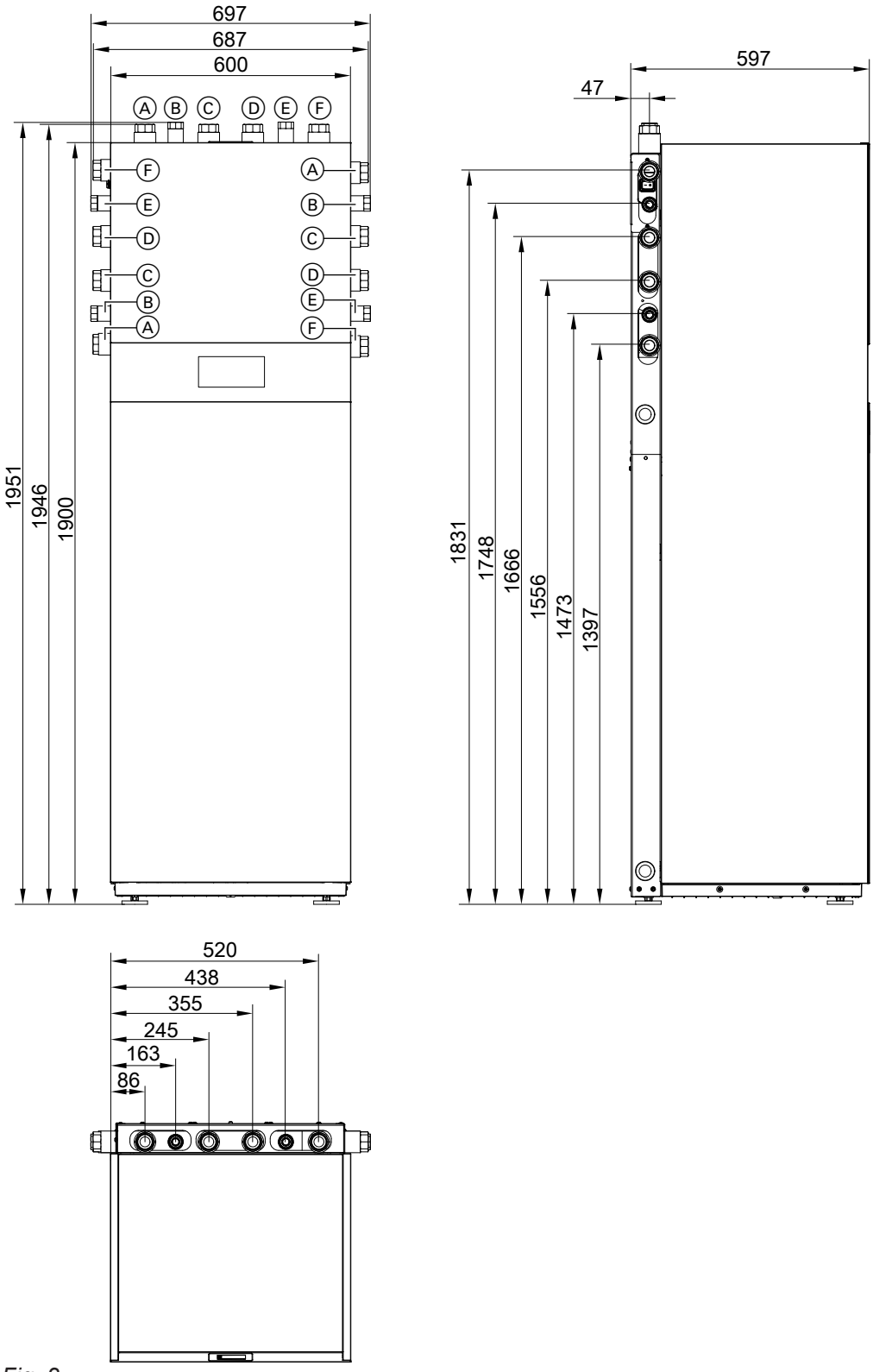

Fig. 2

Ⓐ Secondary circuit flow (heating/cooling circuit 1/ external buffer cylinder), connection Cu 28 x 1.0 mm
Ⓑ Cold water, connection Cu 22 x 1.0 mm
Ⓒ Heating water **from** outdoor unit, connection Cu 28 x 1.0 mm
Ⓓ Heating water **to** outdoor unit, connection Cu 28 x 1.0 mm
Ⓔ DHW, connection Cu 22 x 1.0 mm
Ⓕ Secondary circuit return (heating/cooling circuit 1/ external buffer cylinder), connection Cu 28 x 1.0 mm

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Requirements for on-site connections (cont.)

Indoor unit with 2 integrated heating/cooling circuits

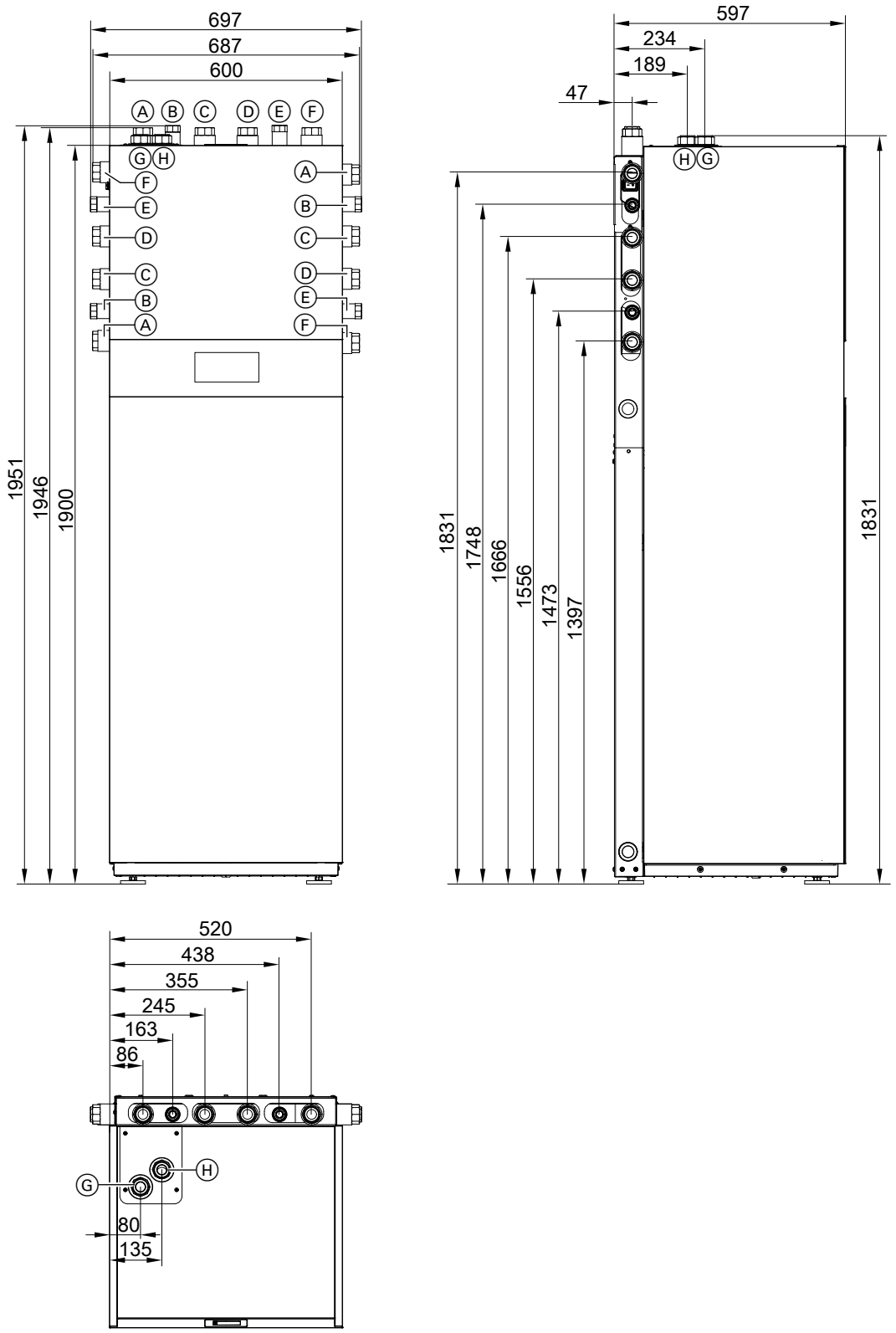

Fig. 3

Ⓐ Heating/cooling circuit 1 flow, connection Cu 28 x 1.0 mm
Ⓑ Cold water, connection Cu 22 x 1.0 mm
Ⓒ Heating water **from** outdoor unit, connection Cu 28 x 1.0 mm
Ⓓ Heating water **to** outdoor unit, connection Cu 28 x 1.0 mm
Ⓔ DHW, connection Cu 22 x 1.0 mm
Ⓕ Secondary circuit return (heating/cooling circuit 1/ external buffer cylinder), connection Cu 28 x 1.0 mm

Requirements for on-site connections (cont.)

Ⓖ Heating/cooling circuit 2 flow, connection Cu 28 x 1.0 mm
Ⓗ Heating/cooling circuit 2 return, connection Cu 28 x 1.0 mm

Outdoor unit with 1 fan

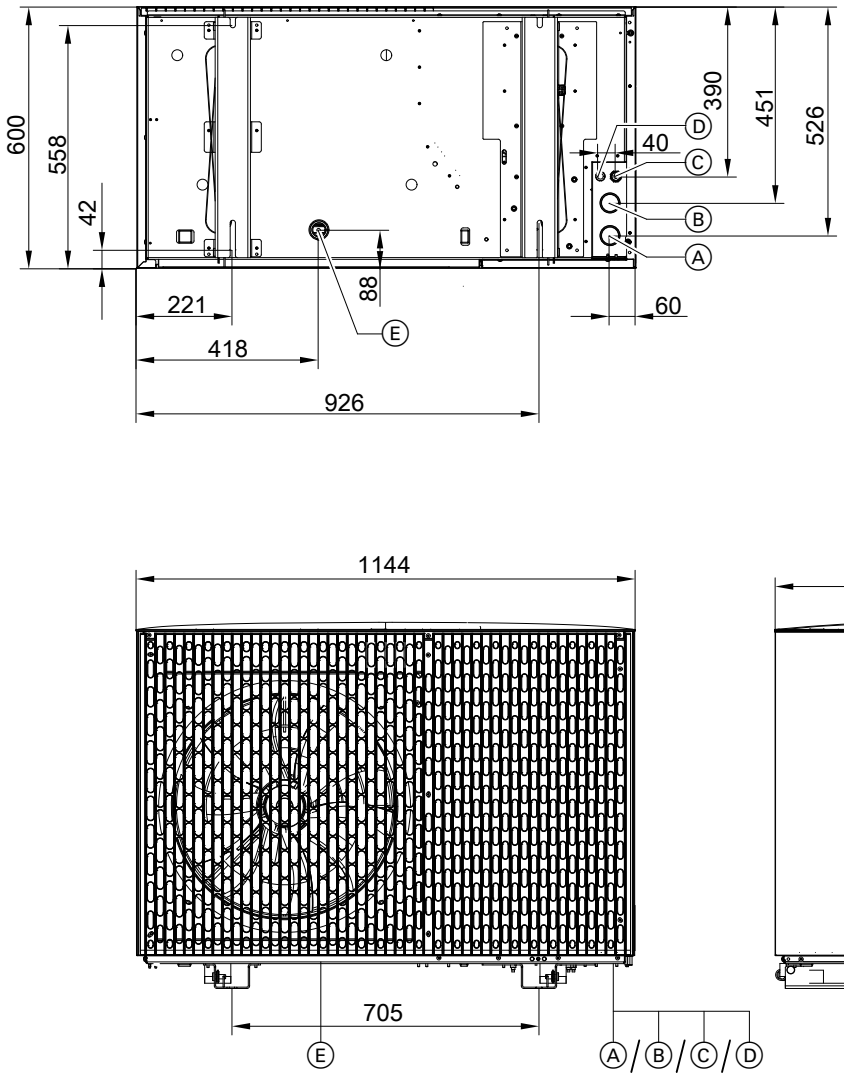

Fig. 4

Ⓐ Heating water **to** indoor unit (heating water outlet): Plug-in connection for Cu 28 x 1.0 mm
Ⓑ Heating water **from** indoor unit (heating water inlet): Plug-in connection for Cu 28 x 1.0 mm
Ⓒ Power cable
Ⓓ CAN bus communication cable (accessories)
Ⓔ Condensate drain

Requirements for on-site connections (cont.)

Outdoor unit with 2 fans, types ...A10 to A13

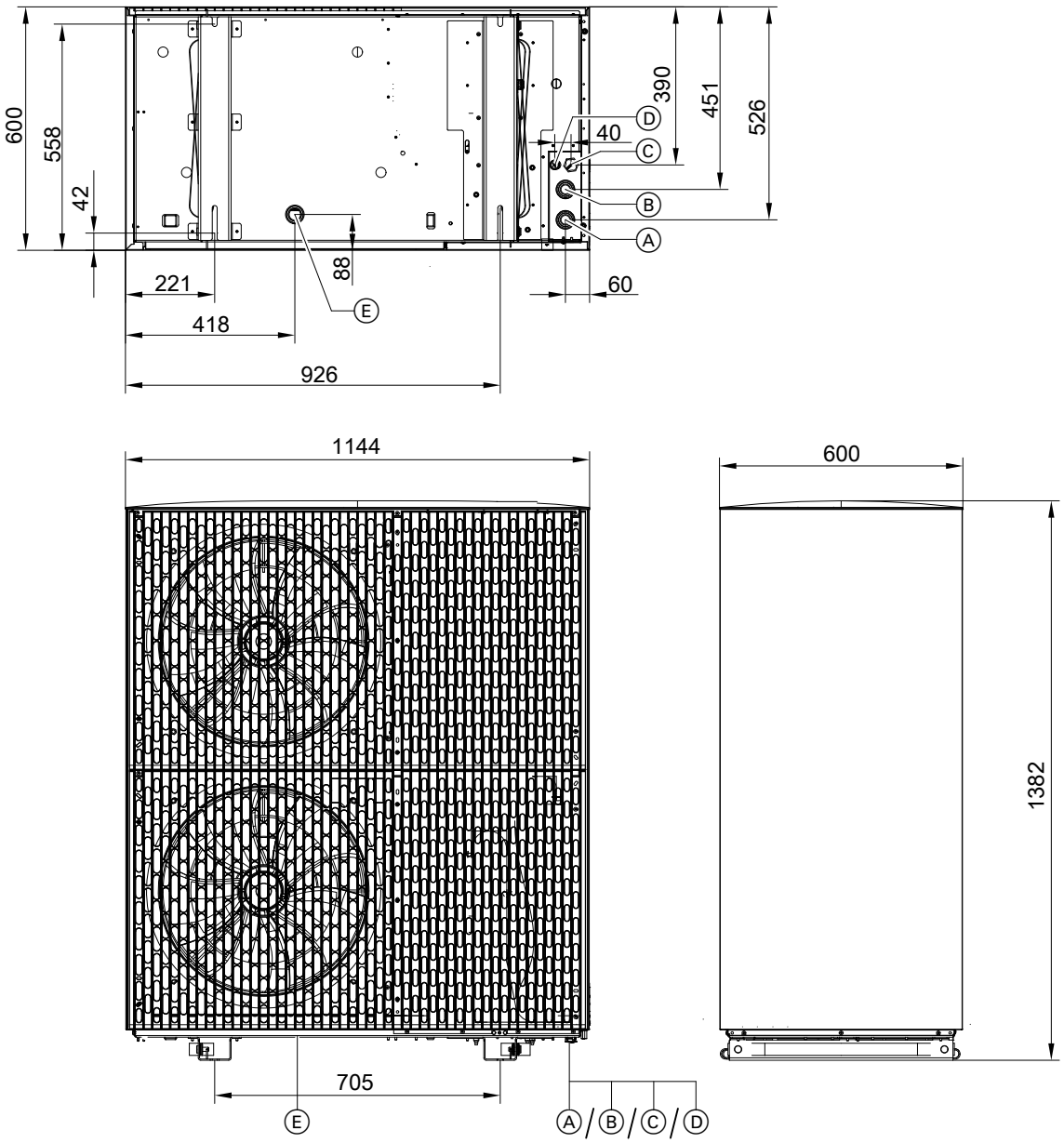

Fig. 5

Ⓐ Heating water **to** indoor unit (heating water outlet): Plug-in connection for Cu 28 x 1.0 mm
Ⓑ Heating water **from** indoor unit (heating water inlet): Plug-in connection for Cu 28 x 1.0 mm
Ⓒ Power cable
Ⓓ CAN bus communication cable (accessories)
Ⓔ Condensate drain

Requirements for on-site connections (cont.)

Outdoor unit with 2 fans, types ...A16 to A19

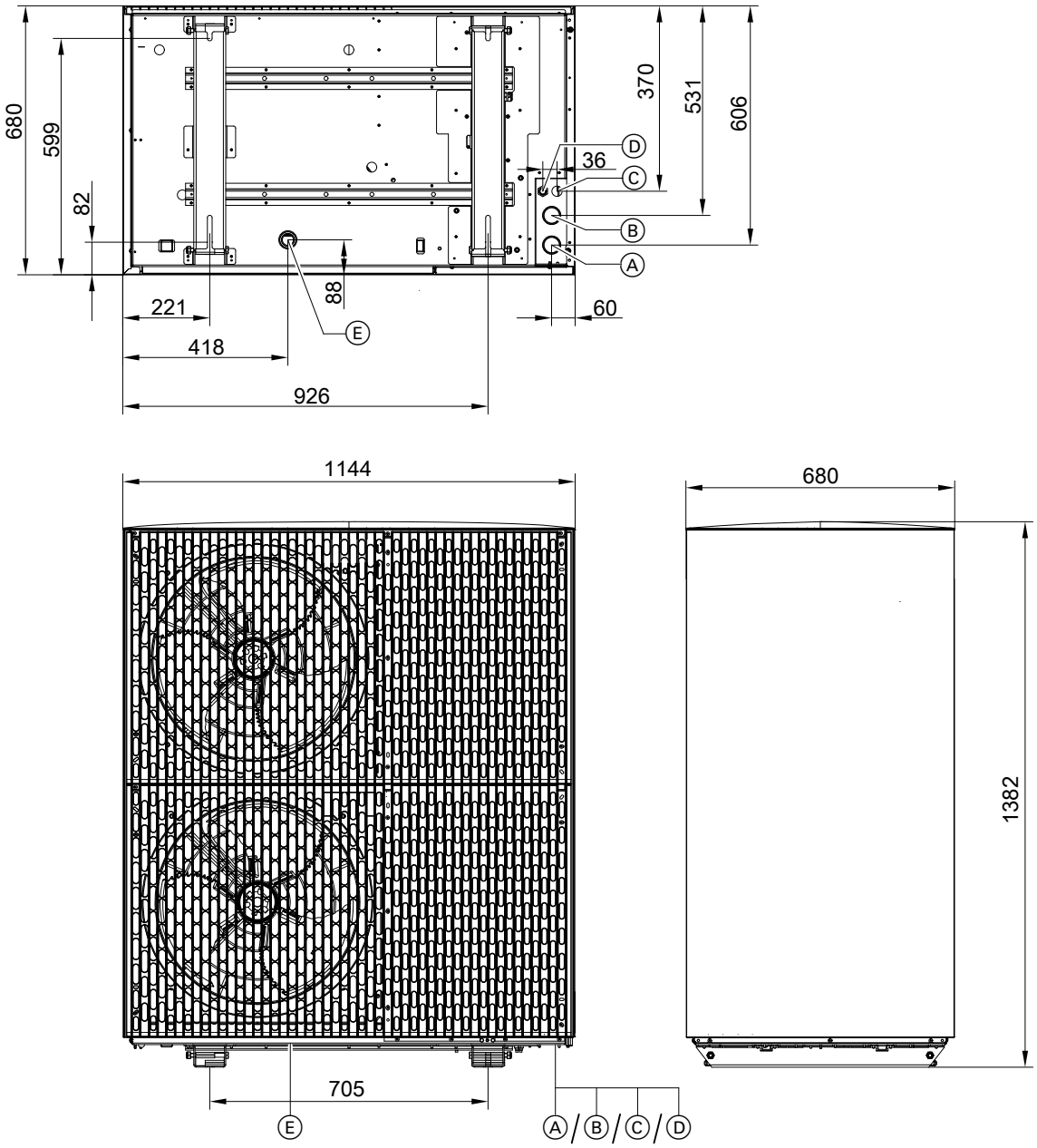

Fig. 6

Ⓐ Heating water **to** indoor unit (heating water outlet): Plug-in connection for Cu 28 x 1.0 mm
Ⓑ Heating water **from** indoor unit (heating water inlet): Plug-in connection for Cu 28 x 1.0 mm
Ⓒ Power cable
Ⓓ CAN bus communication cable (accessories)
Ⓔ Condensate drain

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Storing the outdoor unit

Please note
Storing the outdoor unit for more than 12 months may damage the ball bearing of the fan motor.
- Do not store the outdoor unit for more than 12 months before commissioning.
- Do not shut down the outdoor unit for more than 12 months.
- If the outdoor unit needs to be stored for longer:
  - Turn the fan by hand at regular intervals: Min. 30 turns per month
  - Before commissioning, replace the ball bearing if required: After 2 years of storage at the latest

Transporting the outdoor unit

Danger
The outdoor unit is filled with refrigerant R290 (propane): Mechanical loading can lead to leaks in the refrigerant circuit. Where leaks of refrigerant occur, there is the risk of explosion or asphyxiation.
- Prevent vibration during transport.
- Set the outdoor unit down carefully after transport.
- Remove the packaging from the outdoor unit only after transporting.
- When being transported, protect the evaporator on the rear side of the outdoor unit against mechanical loading, e.g. with cardboard packaging or bubble wrap.
- Equipment damaged in transit should not be used.

Please note
Shock, pressure and tensile loads can damage the equipment.
- Do **not** load the appliance top, front and side panels as well as the evaporator on the rear side of the equipment.
- The outdoor unit must only be transported with the transport aid (standard delivery), the transport and siting aid (accessories) or a crane.

Please note
Scratches on the surface coating will lead to corrosion.
- If possible, only remove the packaging from the outdoor unit after transporting.
- Protect the outdoor unit against direct contact with tools and transporting equipment, e.g. using cardboard packaging or bubble wrap.

Please note
Excessive tilting of the outdoor unit will lead to equipment damage.
- Max. tilting angle: 45°
- Following transport, wait at least 30 min before commissioning.

Please note
Stacking outdoor units with 2 fans may result in appliance damage.
Do **not** stack outdoor units, either during transport or storage.

Note
The centre of gravity of the outdoor unit is marked with a ⌖.

Transporting the outdoor unit (cont.)

Handling using transport aids

Danger
If the transport aids are damaged, the outdoor unit may fall. This can lead to refrigerant circuit damage. Should damage to the refrigerant circuit occur, there is the risk of explosion or asphyxiation.

- Check transport aids for damage **before** handling.
- Use the carrying aid **only once** to transport the outdoor unit.
- Do **not** use the transport aids when transporting by crane.
- Take note of the weight of the outdoor unit: See chapter "Specification".

The transport aids are each found in the mounting rail under the outdoor unit:

- The outdoor unit with 1 fan has only 1 transport aid on the right-hand mounting rail.
- Due to the uneven weight distribution, there are 4 transport aids attached to the right-hand mounting rail for outdoor units with 2 fans: See Fig. 7.

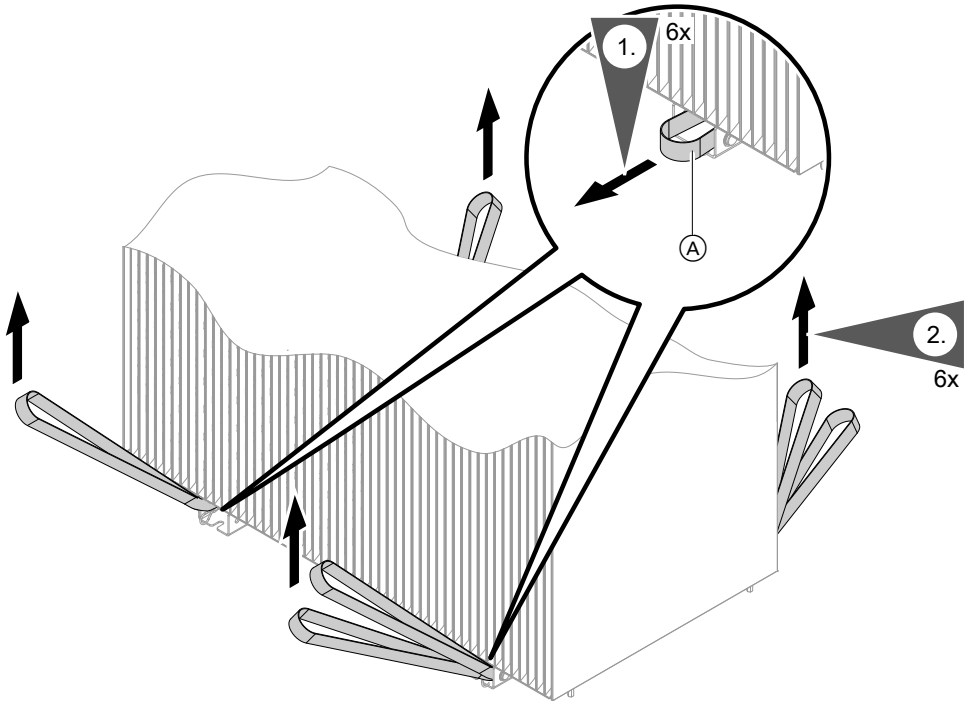

Fig. 7

Ⓐ Transport aid

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Transporting the outdoor unit (cont.)

2. Use the transport aids to lift and transport the outdoor unit. Wear personal protective equipment, e.g. protective gloves and safety shoes.

Removing the transport aids

After handling, remove all transport aids.

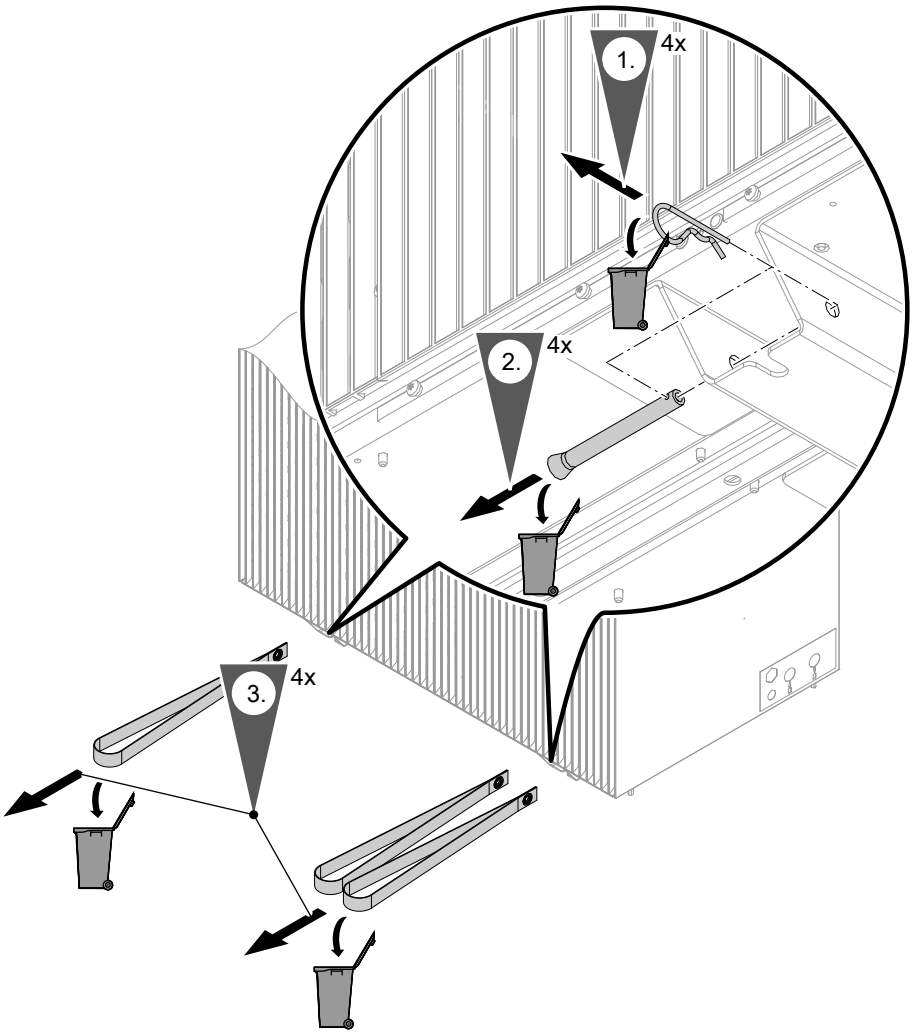

Fig. 8

Transporting with the transport and siting aid (accessories)

Installation and operating instructions for "Transport and siting aid"

Transporting the outdoor unit (cont.)

Transport by crane

Danger
Incorrect unloading and transportation can result in damage to the outdoor unit. Should damage to the refrigerant circuit occur, there is the risk of explosion or asphyxiation.
- Do **not** use the transport aids when transporting by crane.
- **Before** transport, check on-site aids, e.g. slings and boards, for damage.
- Take note of the weight of the outdoor unit: See chapter "Specification".
- Prevent vibration during transport.
- Avoid mechanical damage to the outdoor unit.

Do **not** commission outdoor units with transport damage.

1. Remove **outer** packaging from the outdoor unit before transport. Store edge protectors.
2. Protect the evaporator on the rear side of the outdoor unit against damage:
   - Position a wooden board (customer to supply) at the bottom.
   - Protect the entire evaporator, e.g. with cardboard or bubble wrap.
3. Position the edge protection profiles of the packaging at the front and rear upper edges of the outdoor unit. Place slings properly around the outdoor unit: See Fig. 9.
4. After transportation, set the outdoor unit down carefully. Remove the remaining packaging from the outdoor unit.

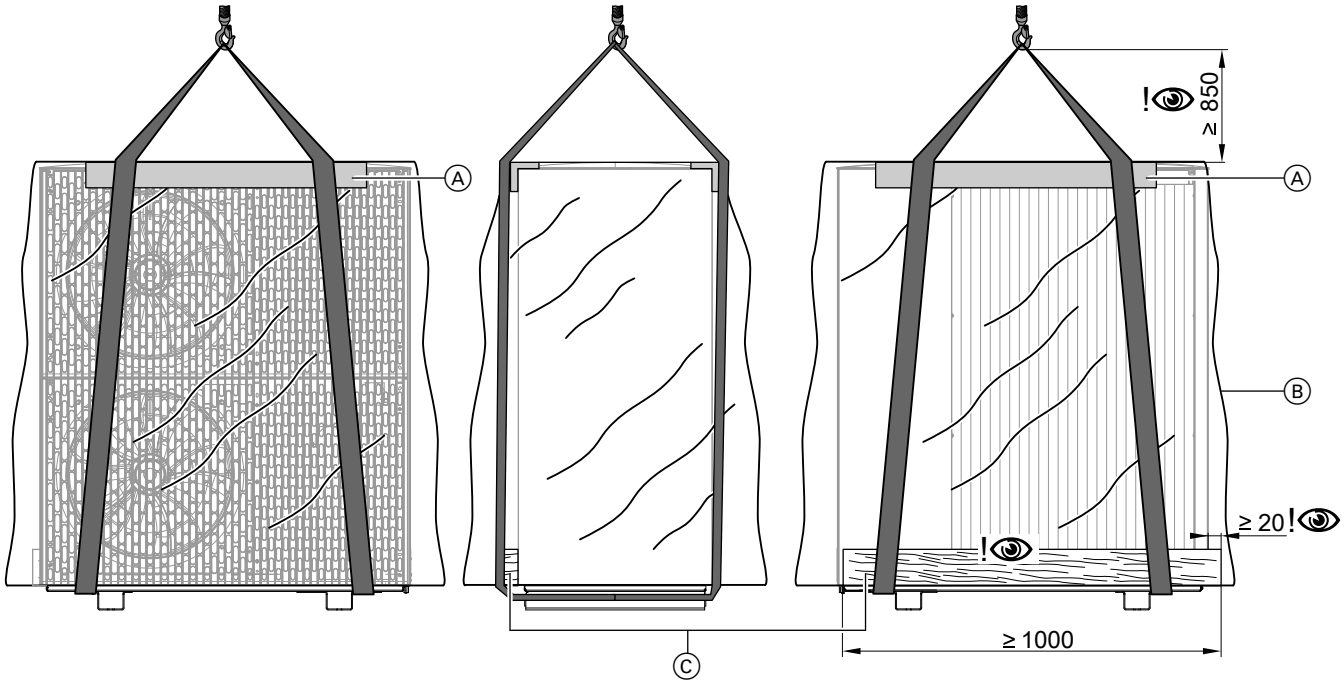

Fig. 9 Transport by crane using the example of the outdoor unit with 2 fans

Ⓐ Edge protection
Ⓑ Protective wrap
Ⓒ Wooden board

Installation information

Please note
Excessive tilting of the outdoor unit will lead to equipment damage.
- Max. tilting angle during siting and installation: 45°
- Following siting and installation, wait at least 30 min before commissioning.

The height differential between the hydraulic connections of the outdoor unit and the indoor unit must not exceed 15 m.

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Installation information (cont.)

Floorstanding installation

- Particularly in adverse climatic environments (minus temperatures, snow and humidity) a distance to the substrate of at least 300 mm is required.
- Secure the outdoor unit with supports for floorstanding installation (accessories) to a concrete foundation.
  Use ground anchors with a tensile force of at least 2.5 kN to secure the support to the foundation.
- If the support cannot be used, site the outdoor unit on a concrete foundation ≥ 150 mm high using an anti-vibration base (accessories).
  If the outdoor unit is installed under a snow-free awning, (e.g. a carport) a lower plinth can be used.
- Take the weight of the outdoor unit into account: See chapter "Specification".

Wall mounting

- Use the wall mounting bracket set (accessories).
- The wall must meet the structural requirements.
  Use suitable fixing materials, depending on the wall structure.
- If there is no level access to the outdoor unit, ensure it is easily accessible all year round for service and maintenance. Provide sufficient maintenance areas.
  Install suitable protection equipment, e.g. fall protection.

Roof installation

Flat roof installation

Note
Due to the higher static loads (roof/wind load) and the higher acoustic requirements for roof installation, the structural calculations and sound concept require input from specialist design engineers.

If the outdoor unit is to be installed on a flat roof, in addition to the requirements for floor and wall installation, the planning measures to be taken into account include the following:

- As the outdoor unit is located higher up when installed on a flat roof, operating noise propagation is more intense than when the unit is installed on the ground. Roof surfaces are normally more reverberant than areas on the ground.
  To prevent noise nuisance, install the outdoor unit at a sufficient distance from neighbouring buildings. If required, provide suitable noise reduction measures.
  Take into account sound reflection from the surfaces of buildings when analysing sound propagation: See technical guide.
- Provide on-site wind protection measures if required, e.g. screens, walls, etc.
- Check to ensure that the installed height of the outdoor unit does not exceed the permissible building height, e.g. as specified in outline planning restrictions.
- Provide easy, year-round access to the outdoor unit for service and maintenance. Provide sufficient maintenance areas which comply with the safety regulations.
  Install suitable protection equipment which complies with the safety regulations, e.g. anchorage points.
- Recommendation: Install the heat pump on a steel-reinforced concrete roof
- Installation on flat roofs with a low weight per unit area (e.g. roofs made from timber rafters or trapezoidal sheet metal) is **not permissible**.
- With flat roof installation, considerable wind loads may occur, depending on the relevant wind zone and the height of the building. Have the substructure designed according to DIN 1991-1-4 by a specialist design engineer.
- The higher roof and wind loads must be taken into account in the structural calculations and the fixture system of the outdoor unit.
  It is essential to comply with the specifications provided by the design engineer with regard to statics, distances from building edges and the sound concept.
- Where design casings are concerned, check that these are able to withstand wind and snow loads.
  Some of the design casings are only attached to the outdoor unit by means of magnets.

Pitched roof installation

Recommendation: Installation on floor, wall or flat roof.
If the outdoor unit is nevertheless installed on a pitched roof, the same requirements apply as for flat roof installation.

Installation information (cont.)

Siting

- In accordance with EN 378-3, the outdoor unit may only be installed in the open air.
- The refrigerant circuit in the outdoor unit contains easily flammable refrigerant belonging to safety group A3 according to ANSI/ASHRAE Standard 34. Therefore a safety zone is defined in the immediate vicinity of the outdoor unit, in which special requirements apply: See chapter "Safety zone".
- Observe the information regarding noise levels. Sound emission regulations (TA Lärm in Germany) must be observed.
- When siting the heat pump, always take into account the distances to neighbouring properties in accordance with local building regulations.
- Do not install with the discharge side facing towards the house wall or the main wind direction.
- During defrosting, cool vapour escapes from the outdoor unit air discharge vents. This vapour discharge must be taken into consideration during installation (choosing the installation location, orientation of the heat pump).
- Provide wall outlets and protective conduits for the hydraulic connection lines and electrical connecting cables without moulded parts or changes of direction.
  Building entry points, whether below or above ground level, must be sealed in accordance with current engineering standards. Safety zone requirements must be observed in all cases.
- Provide equipment for the protection of the outdoor unit against mechanical damage e.g. Impact damage from footballs.
- Take environmental and weather influences into account in the selection of the installation location, e.g. flooding, wind, snow, ice damage, etc. Install suitable protection equipment if required.

Siting in garages, multi-storey car parks and car parking areas:

- Prior to installation, it must be established for the case in question whether the installation is permissible under local garage and parking area regulations (German regulations GaStellV, GaStplVO, BetrVO).
- Systems with refrigerants belonging to safety group A3 must be fitted with impact protection. This impact protection must be designed so that a strike by a vehicle at the applicable maximum speed does not result in damage to the refrigerant circuit.
- Mark the outdoor unit safety zone with prohibition notices to identify ignition sources.
- Siting in underground car parks is **not** permissible.

Siting in coastal areas: Distance < 1000 m

- In coastal areas salt and sand particles in the air increase the likelihood of corrosion:
  Site the heat pump where it is protected from direct onshore wind.
- If necessary provide a wind break on site. Observe the minimum clearances to the heat pump: See chapter "Minimum clearances".

Weather influences

- Observe wind loads when installing the unit on sites exposed to the wind.
- Fit the pipework exposed to the outdoor air outside the support for floorstanding installation (accessories) with adequately thick thermal insulation in accordance with the German Buildings Energy Act (GEG): See the following table.

Pipework internal ∅	Min. thickness of thermal insulation layer with λ = 0.035 W/(m·K)
≤ 22 mm	40 mm
> 22 mm	60 mm

λ Thermal conductivity

- The thermal insulation must be UV-resistant.
- If a design casing for the support for floorstanding installation (accessories) is used:
  For pipework inside the support, use the thermal insulation supplied.
- Incorporate the outdoor unit into the lightning protection system.
- Note the heat absorbed (heating mode) and heat emitted (cooling mode) by the appliance when designing weatherproofing measures or an enclosure.

Condensate

In regions where the outside temperature is often below 0 °C, we recommend installing an electrical ribbon heater (accessories) for the condensate pan of the outdoor unit. For types ...-AF an electric ribbon heater is factory-fitted.

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Installation information (cont.)

Floorstanding installation:
- Ensure that condensate can drain freely.
- Allow condensate to seep away into a gravel bed or into a deep seepage layer, or direct it into the waste water system: See page 32 onwards.

Danger
If refrigerant gets into the waste water system (e.g. as a result of a leak in the refrigerant circuit), there is a risk of explosion.
Only connect the condensate drain to the waste water system via a trap.

Wall mounting:
- Ensure that condensate can drain freely.
- Allow condensate to seep away into the gravel bed: See page 32.

Flat roof installation:
- Allowing the condensate to drain freely onto the roof surface is not permissible, as this may result in the formation of layers of ice. Layers of ice on the roof may prevent further condensate from draining freely, resulting in increased roof loads.
- Use an electric ribbon heater for the condensate pipe (accessories).
- To drain the condensate, connect the condensate hose on the outdoor unit to an insulated condensate pipe. The condensate pipe is part of the standard delivery of the electric ribbon heater for the condensate pipe.
  If necessary, insert the condensate hose via a trap insert.

Structure-borne noise insulation and vibration isolation between the building and outdoor unit

- Route cables/leads between the indoor and outdoor units so they are not stressed.
- Installation only on walls with a high weight per unit area (> 250 kg/m^2); in other words not on lightweight walls, roof structures, etc.
- Vibration isolation components are included in the standard delivery of the wall mounting bracket.
- Do not use additional anti-vibration mounts, springs, rubber mounts, etc.
- When installing the outdoor unit on roof surfaces, there is a risk that structure-borne noise and vibrations will be transmitted into the building.
  If the outdoor unit is installed on freestanding garages, insufficient structure-borne noise insulation and vibration isolation can cause excessive noise due to resonance amplification.
- When using a KG conduit:
  After installing the hydraulic connection lines, fill the KG conduit with sand.

Technical guide

Installation location

- Maximum geographical height of the installation location: 1500 m above sea level
- Select a site with good air circulation so that the cooled air can dissipate and be replaced by warm air.
- Do not install in recesses or between walls. This could result in an "air short circuit" between the air being discharged and the air being drawn in.

Please note
An air short circuit during **heating mode** will result in the cooled, discharged air re-entering the unit. This can result in reduced heat pump efficiency and defrosting problems.
Avoid air short circuits.

Please note
An air short circuit during **cooling mode** will result in the heated, discharged air re-entering the unit. This can lead to high pressure faults.
Avoid air short circuits.

Installation location (cont.)

- If siting the appliance in a location that is exposed to wind, ensure that the wind cannot influence the fan area. Strong wind can have a negative influence on the air flow through the evaporator.
- Select an installation location where the evaporator cannot be blocked by leaves, snow, etc.
- Install the outdoor unit outside the area at risk of snowfall from roofs.
- Select the installation location giving due consideration to the physical laws of sound propagation and reflection.

   Technical guide
- Do not install above cellar shafts or floor troughs.
- Do not install near bedroom windows.
- To avoid increased wind loads, maintain 1 m distance from building edges and corners.
- Maintain a clearance of at least 3 m to pathways, downpipes or sealed surfaces. The cooled air in the discharge area creates a risk of ice forming when outside temperatures are below 10 °C.
- The installation location must be easily accessible, for example for maintenance work: See chapter "Minimum clearances".

Additional requirements for flat roof installation:
- Never install the outdoor unit on a flat roof immediately next to or above living rooms or bedrooms.
- Do not locate in front of windows, or keep a distance of 1 m from them.
- Due to the higher static loads (roof/wind load) and the higher acoustic requirements for roof installation, input from a specialist design engineer is required. The specialist design engineer specifies the requirements for structural calculations, distances from building edges and sound concepts.

Safety zone

The refrigerant circuit in the outdoor unit contains easily flammable refrigerant in safety group A3 according to ISO 817 and ANSI/ASHRAE Standard 34. Therefore a safety zone is defined in the immediate vicinity of the outdoor unit, in which special requirements apply.

The following conditions must not be present or occur within the safety zone:
- Building openings, e.g. windows, doors, light wells, flat roof windows
- Outdoor air and exhaust air apertures from ventilation and air conditioning systems
- Property boundaries, neighbouring properties, footpaths and driveways
- Pump shafts, inlets to waste water systems, downpipes and waste water shafts, etc.
- Other slopes, troughs, depressions, shafts
- Electrical house supply connections
- Electrical systems, sockets, lamps, light switches
- Snowfall from roofs

Requirements if other heat pumps are installed in the vicinity:
- Only outdoor units of the same type and with the same refrigerant from safety group A3, as set out in ISO 817 and ANSI/ASHRAE Standard 34, may be installed within the safety zone. The overall safety zone is then determined by adding the overlapping safety zone areas together.
- The following heat pumps must be sited outside the safety zone:
  - Heat pumps of a different type
  - Heat pumps with different refrigerant
  - Heat pumps from another manufacturer

Do not introduce ignition sources into the safety zone, e.g.:
- Naked flames or burner gauze assemblies
- Tools that generate sparks
- Electrical devices not free of ignition sources, mobile devices with integrated batteries
- Objects with temperatures above 360 °C

Note
The particular safety zone is dependent on the surroundings of the outdoor unit.
- *The safety zones shown in the following are for the floorstanding installation of an outdoor unit with 2 fans.*
  - *These safety zones also apply to outdoor units with 1 fan.*
  - *These safety zones also apply to wall and roof installation.*
- *In the case of wall installation, the requirements listed above also apply to the area **below** the outdoor unit, down to the ground.*

Floor area of safety zone
If necessary, it is possible to deviate from the dimensions of 1000 mm to the side and 1800 mm to the front. Please note the following:
- *There **must** be a safety zone to the front and side.*
- *The floor area of the safety zone **must** be observed.*

Installation location (cont.)

Freestanding positioning of the outdoor unit

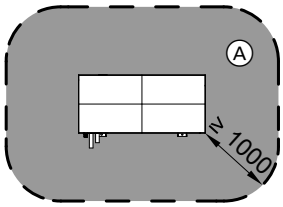

Fig. 10

Ⓐ Safety zone

Siting the outdoor unit in front of an external wall

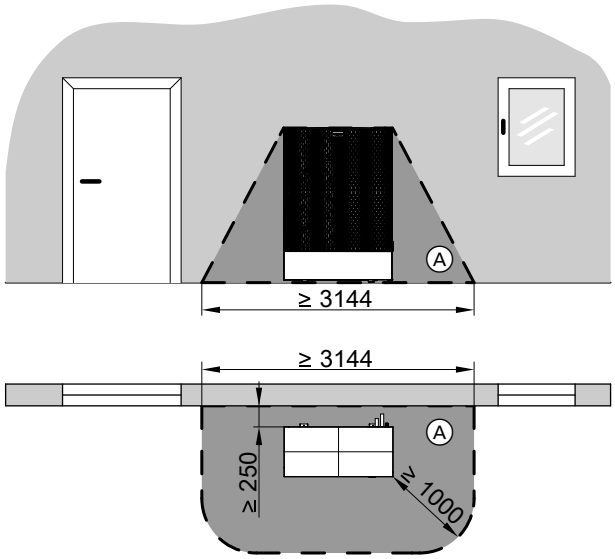

Fig. 11

Ⓐ Safety zone

Corner positioning of the outdoor unit, right

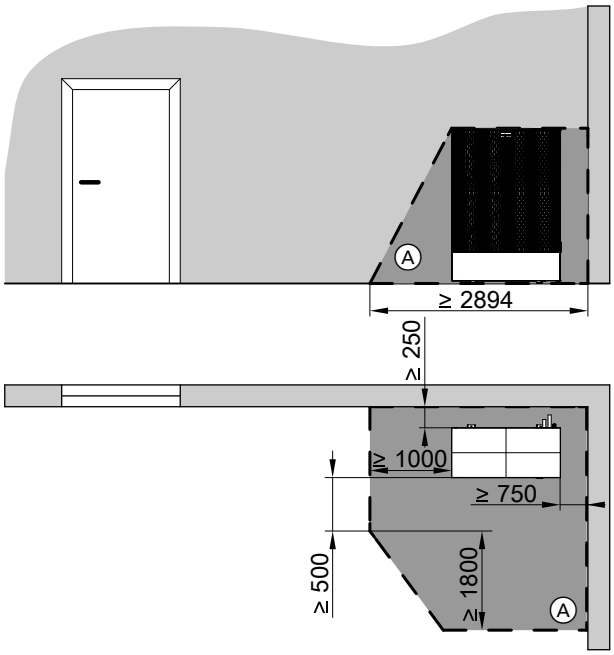

Fig. 12

Ⓐ Safety zone

Corner positioning of the outdoor unit, left

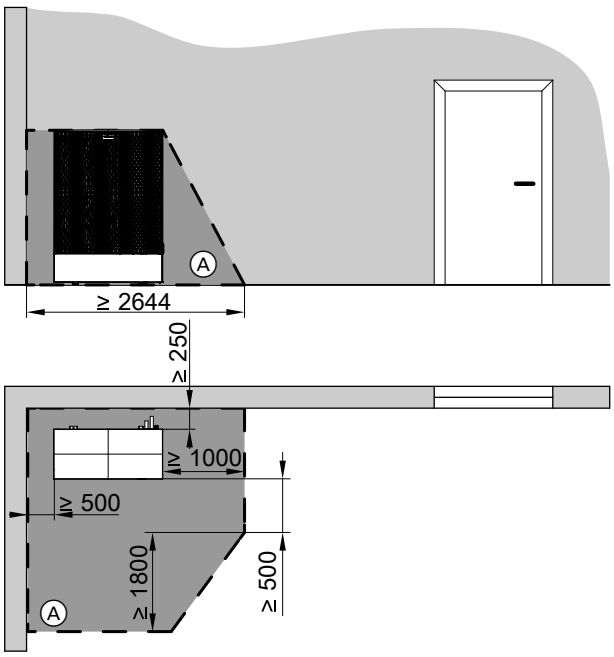

Fig. 13

Ⓐ Safety zone

Minimum clearances

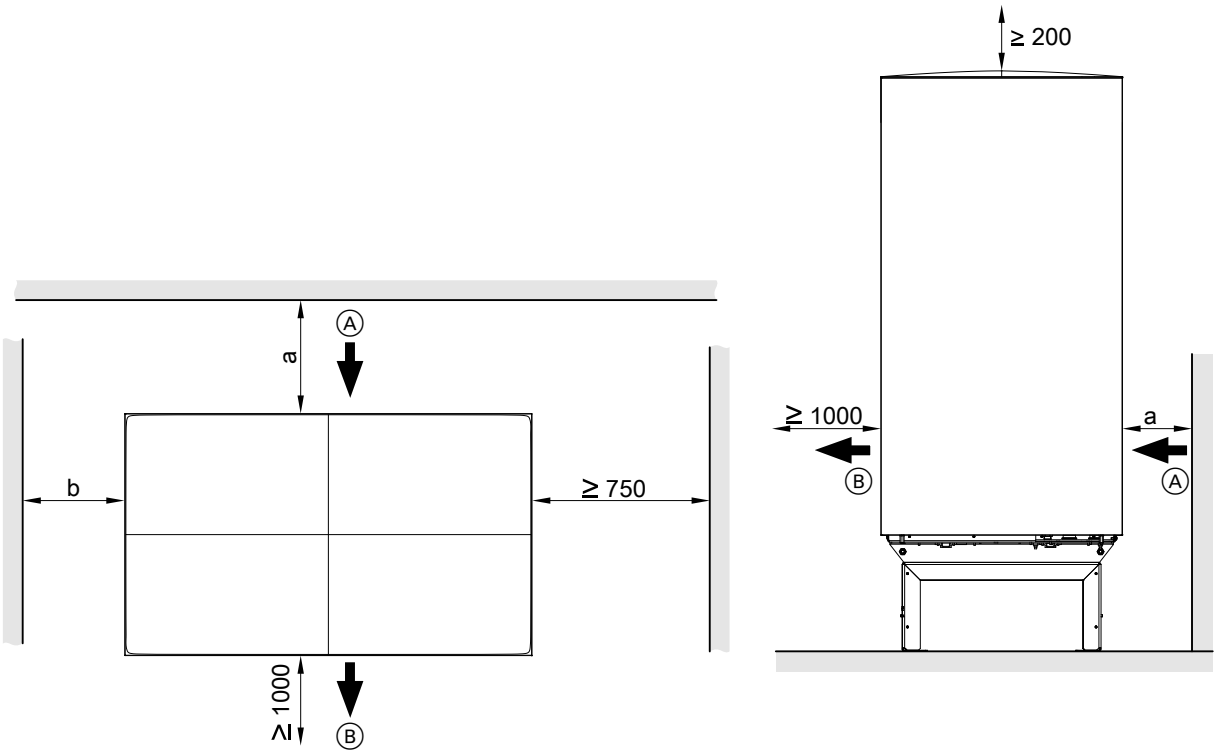

Fig. 14

Ⓐ Air intake
Ⓑ Air discharge

a Clearance between wall and outdoor unit dependent on line routing:
- Line entry **above** ground level: ≥ 250 mm
- Line entry **below** ground level when laying the Quattro connection line in a **straight trench**: ≥ 940 mm
- Line entry **below** ground level when laying the Quattro connection line in a **trench with a bend**: ≥ 250 mm

b Dependent on transport used:
- Transport aid (standard delivery): ≥ 500 mm
- Transport and siting aid (accessories): ≥ 2500 mm

Condensate drain

Free condensate drain without drain pipe

Allow the condensate to drain away freely **without** a drain pipe into a gravel bed beneath the outdoor unit.

Draining condensate via drain pipe

Note
To ensure correct function of the condensate drain even at low temperatures, provide a ribbon heater in the drain pipe (accessories).

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Condensate drain (cont.)

Draining condensate via drain pipe in seepage layer

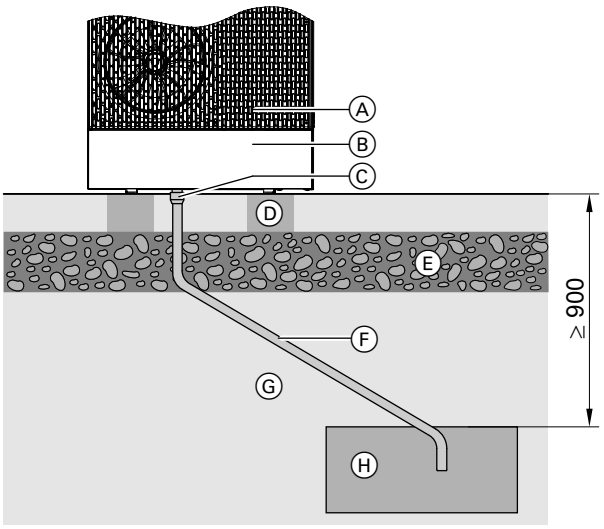

Fig. 15

Ⓐ Outdoor unit
Ⓑ Support for floorstanding installation (accessories) with design casing (accessories)
Ⓒ Condensate drain connector
Ⓓ Foundation
Ⓔ Frost protection (compacted crushed stone)
Ⓕ Drain pipe (at least DN 40) with ribbon heater (accessories)
Ⓖ Ground
Ⓗ Seepage layer for removal of condensate

Draining condensate via waste water system

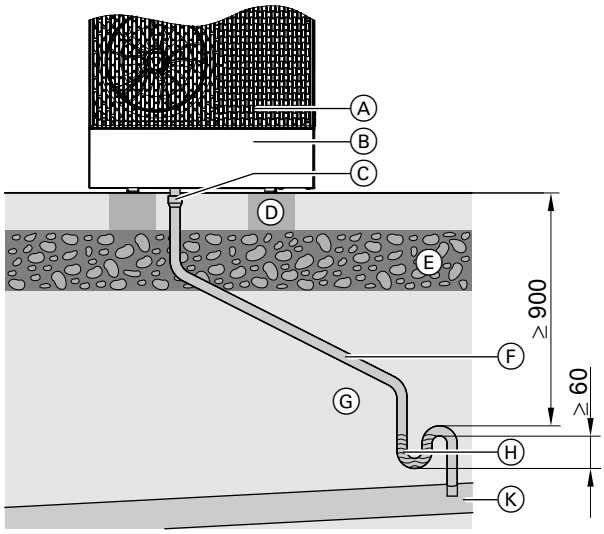

Fig. 16

Ⓐ Outdoor unit
Ⓑ Support for floorstanding installation (accessories) with design casing (accessories)
Ⓒ Condensate drain connector
Ⓓ Foundation
Ⓔ Frost protection (compacted crushed stone)
Ⓕ Drain pipe (at least DN 40) with ribbon heater (accessories)
Ⓖ Ground
Ⓗ Stench trap in an area free from the risk of frost
Ⓚ Drain

Floorstanding installation

Danger
Incorrect installation can lead to equipment damage and personal injury, e.g. if the outdoor unit falls down or falls over.
Only install the outdoor unit in accordance with the specifications in these instructions.

Foundation for installation with support for floorstanding installation (accessories)

Provide 2 horizontal foundation strips.
- Max. tilt tolerance: ±10 mm for every 1 m of length

Recommendation: Construct concrete foundations in accordance with the following diagram. The stated thickness of the layers represents an average value. These values should be adjusted to suit the local conditions. Observe the standard rules of building engineering.

Floorstanding installation (cont.)

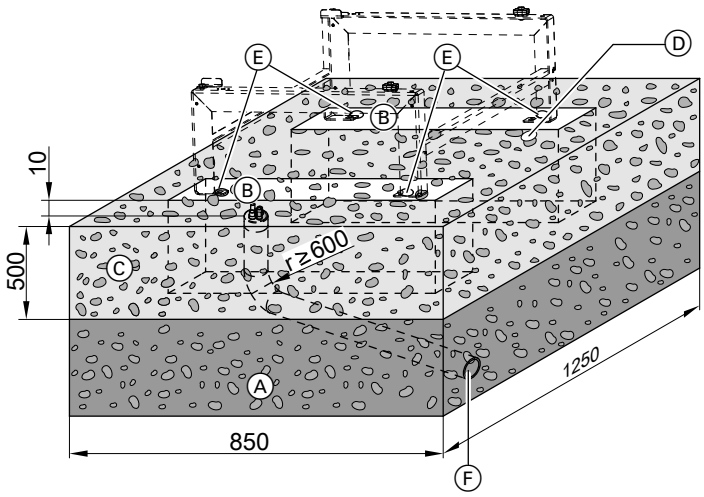

Fig. 17

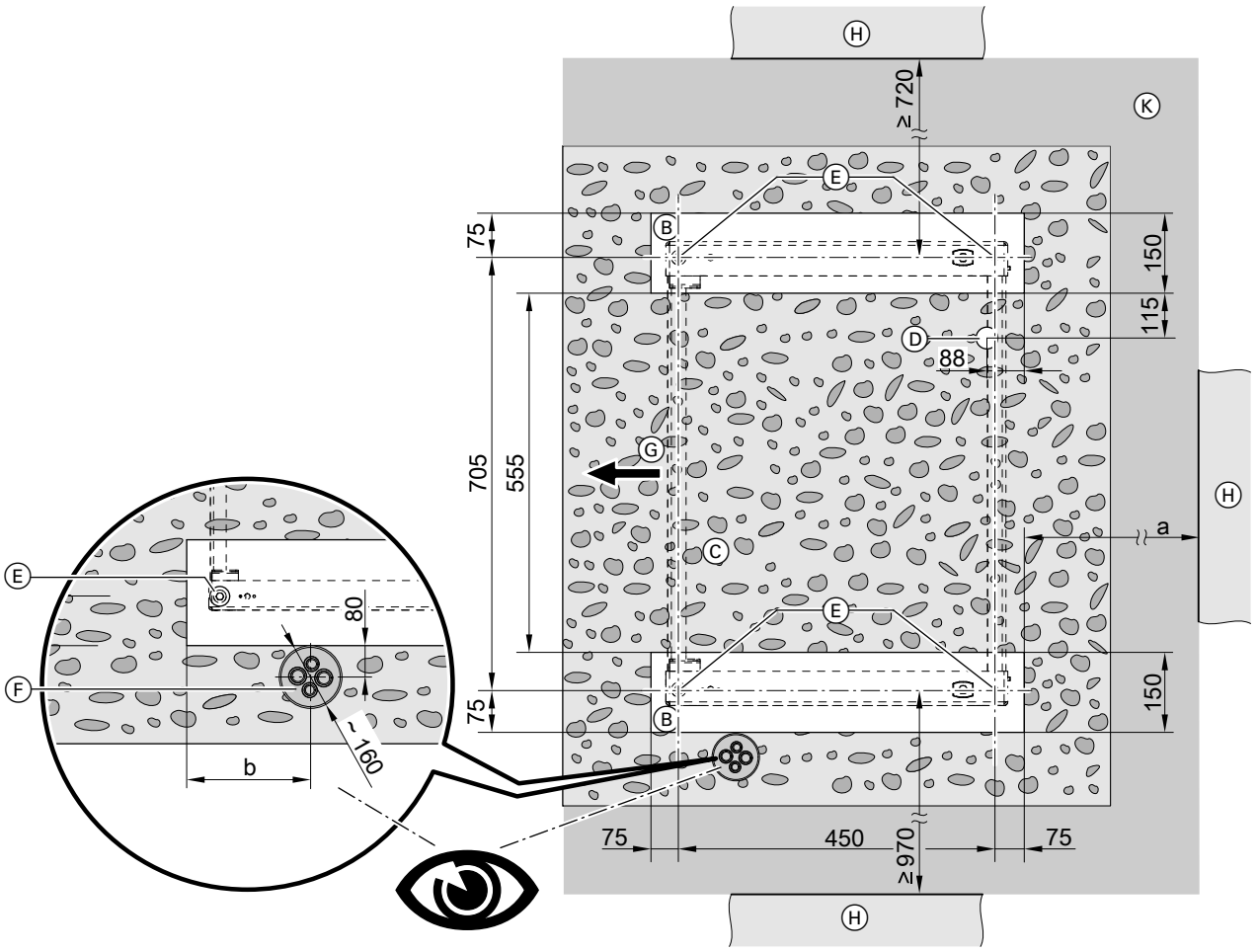

Fig. 18

Ⓐ Frost protection for foundations: compacted crushed stone (e.g. 0 to 32/56 mm); thickness of layer subject to local requirements and building regulations

Ⓑ Foundation strip of reinforced concrete

Ⓒ For free drainage of condensate: Gravel bed as soakaway
Or

Ⓓ Drain pipe (min. DN 40) for draining condensate via waste water system or seepage layer

Ⓔ Fixing points for support:
Use ground anchors with a tensile force of at least 2.5 kN.

Ⓕ Quattro connection line (accessories) for use when cable/line entry is below ground level:
So that the floorstanding installation support connection set (accessories) can be used, align the flow and return of the Quattro connection line (PB 40 x 3.7) flush with and parallel to the edge of the foundation.

Ⓖ Air discharge

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Floorstanding installation (cont.)

Ⓗ Wall
Ⓚ Flexible separating layer between the foundations and the wall, in accordance with local requirements and the standard rules of building engineering

a, b For line entries below ground level only: See the following tables.
r Bending radius

Installation with support for floorstanding installation (accessories)

Installation instructions for "support set for floorstanding installation"
Use M10 x 80 ground anchors with a tensile force of at least 2.5 kN to secure the support.

When laying the Quattro connection line in a straight trench

Vitocal	a	b
Types ...A04 to ...A13	≥ 940 mm	175 mm
Types ...A16 to ...A19	≥ 980 mm	215 mm

When laying the Quattro connection line in a trench with a bend

Vitocal	a	b
Types ...A04 to ...A13	≥ 250 mm	175 mm
Types ...A16 to ...A19	≥ 290 mm	215 mm

Foundation for installation with anti-vibration base (accessories)

Provide 2 horizontal foundation strips.
- Max. tilt tolerance: ±10 mm for every 1 m of length

Recommendation: Construct concrete foundations in accordance with the following diagram. The stated thickness of the layers represents an average value. These values should be adjusted to suit the local conditions. Observe the standard rules of building engineering.

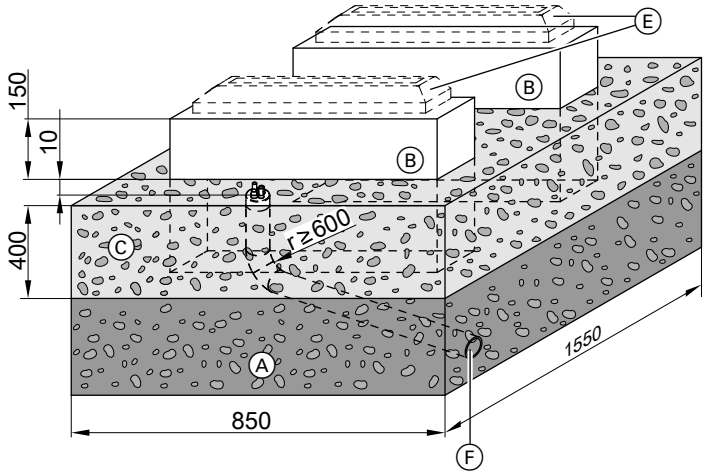

Fig. 19

Floorstanding installation (cont.)

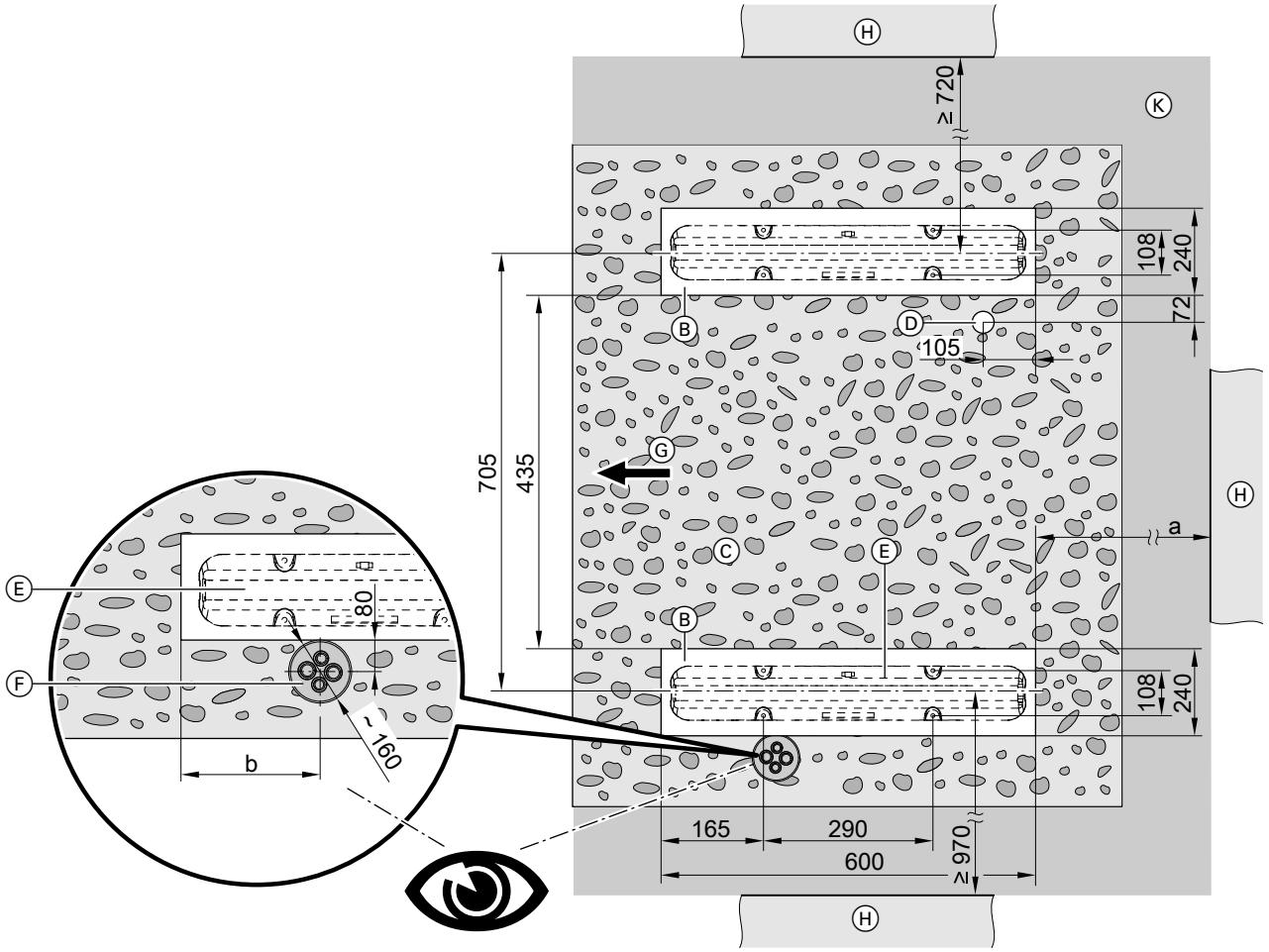

Fig. 20

Ⓐ Frost protection for the foundations: Compacted crushed stone, e.g. 0 to 32/56 mm; thickness of layer subject to local requirements and building regulations
Ⓑ Foundation strip of reinforced concrete
Ⓒ For free drainage of condensate: Gravel bed as soakaway
Or
Ⓓ Drain pipe (min. DN 40) for draining condensate via waste water system or seepage layer
Ⓔ Anti-vibration feet (accessories):
Observe installation instructions.
Ⓕ Quattro connection line (accessories) for use when cable/line entry is below ground level:
So that the floorstanding installation support connection set (accessories) can be used, align the flow and return of the Quattro connection line (PB 40 x 3.7) flush with and parallel to the edge of the foundation.
Ⓖ Air discharge
Ⓗ Wall
Ⓚ Flexible separating layer between the foundations and the wall, in accordance with local requirements and the standard rules of building engineering
a, b For line entries below ground level only: See the following tables.
r Bending radius

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Floorstanding installation (cont.)

Installation instructions for anti-vibration base

- *Align the anti-vibration base horizontally on the foundation using the spirit levels supplied.*
- *Use tension rods with a tensile force of at least 1.25 kN per fixing point.*
- *Drill holes at the markings based on the nominal diameter of the tension rods.*
- *Increase bearing surface of screw heads or nuts with washer.*

When laying the Quattro connection line in a straight trench

Vitocal	a	b
Types ...A04 to ...A13	≥ 940 mm	175 mm
Types ...A16 to ...A19	≥ 980 mm	215 mm

When laying the Quattro connection line in a trench with a bend

Vitocal	a	b
Types ...A04 to ...A13	≥ 250 mm	175 mm
Types ...A16 to ...A19	≥ 290 mm	215 mm

Line entry below ground level: Laying lines in a straight trench

Note

- *The following information for floorstanding installation applies to outdoor units with 1 or 2 fans. The outdoor unit with 2 fans is shown as an example.*
- *The following information applies to installation with a support and an anti-vibration base. Installation with a support is shown as an example.*

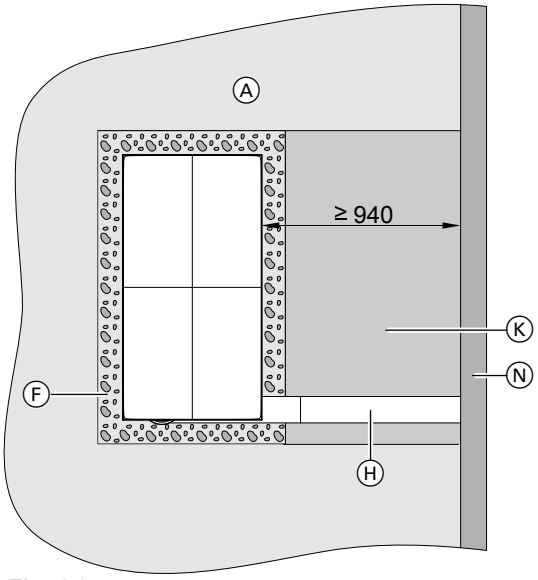

Fig. 21

Floorstanding installation (cont.)

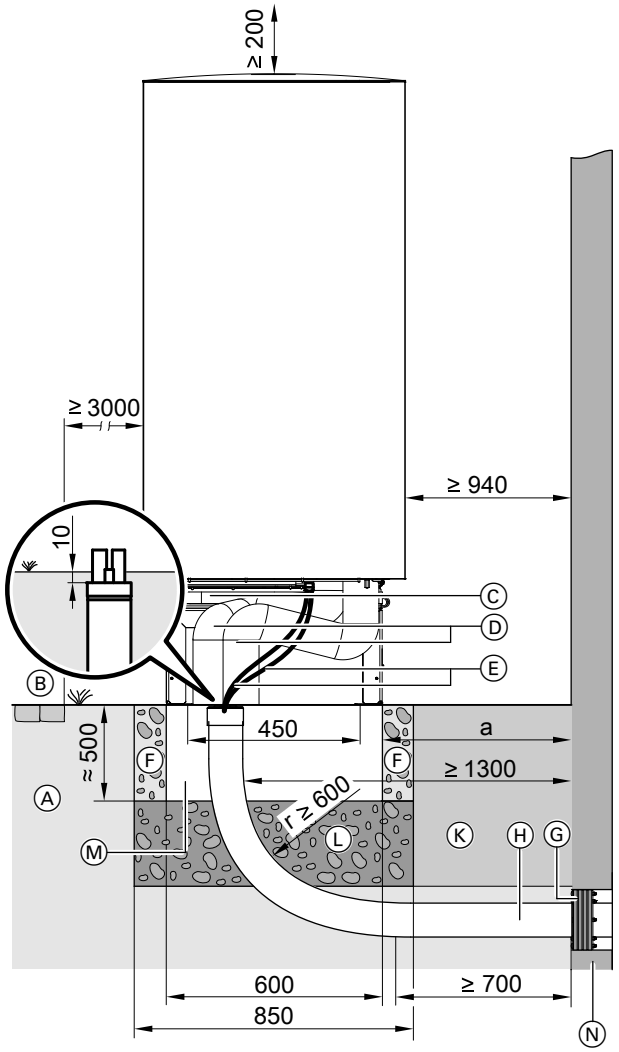

Fig. 22

Ⓐ Ground
Ⓑ Pathway, patio
Ⓒ Support for floorstanding installation (accessories)
Ⓓ Connection set, floorstanding installation (accessories)
Ⓔ Indoor/outdoor unit CAN bus communication cable and outdoor unit power cable:
Route the cables free of strain.
Ⓕ For free drainage of condensate: Gravel bed as soakaway
Ⓖ Ring seal (accessories)
Ⓗ Quattro connection line laid underground (accessories)
Ⓚ Flexible separating layer between the foundations and the wall
Ⓛ Frost protection for foundations (compacted crushed stone, e.g. 0 to 32/56 mm); thickness of layer subject to local requirements and building regulations
Ⓜ Foundation strips
Ⓝ Wall
a Clearance between wall and foundation strip:
- Types ...A04 to A13: ≥ 940 mm
- Types ...A16 to A19: ≥ 980 mm

r Bending radius

Further installation instructions for the Quattro connection line
Separate installation instructions

Note
- *Provide thermal insulation of sufficient thickness on the pipework to the outdoor air: See table on page 28.*
- *Protect the pipework against damage. Avoid trip hazards.*

Line entry below ground level: Laying lines in a trench with a bend

Note
- *The following information for floorstanding installation applies to outdoor units with 1 or 2 fans. The outdoor unit with 2 fans is shown as an example.*
- *The following information applies to installation with a support and an anti-vibration base. Installation with a support is shown as an example.*

Floorstanding installation (cont.)

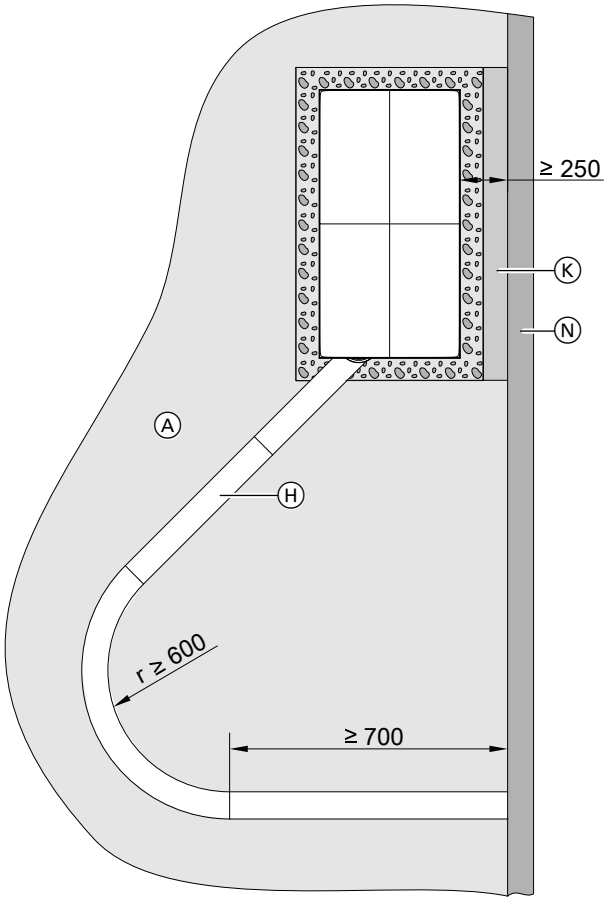

Fig. 23

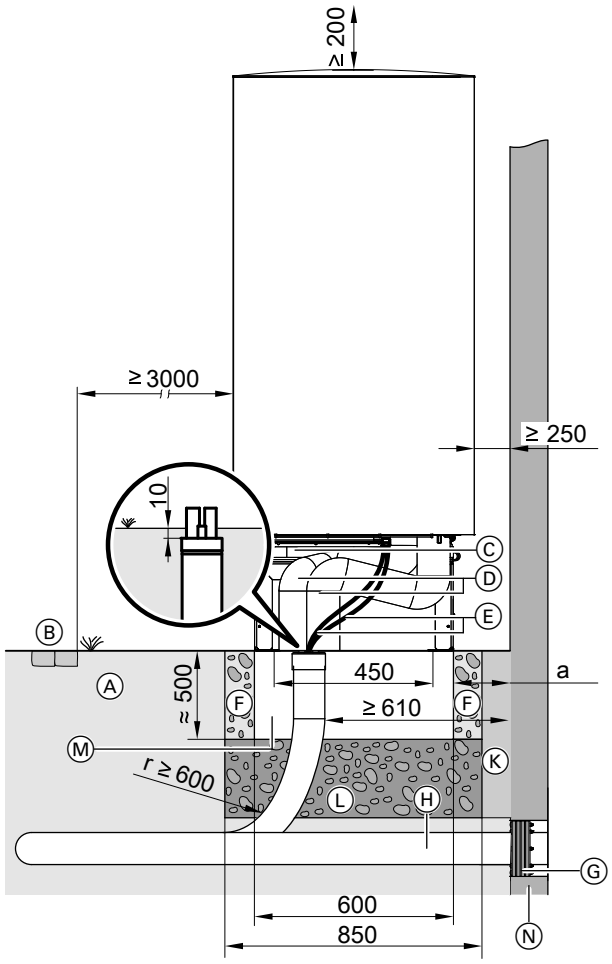

Fig. 24

Ⓐ Ground
Ⓑ Pathway, patio
Ⓒ Support for floorstanding installation (accessories)
Ⓓ Connection set, floorstanding installation (accessories)
Ⓔ Indoor/outdoor unit CAN bus communication cable and outdoor unit power cable:
Route the cables free of strain.
Ⓕ For free drainage of condensate: Gravel bed as soakaway
Ⓖ Ring seal (accessories)
Ⓗ Quattro connection line laid underground (accessories)
Ⓚ Flexible separating layer between the foundations and the wall
Ⓛ Frost protection for foundations (compacted crushed stone, e.g. 0 to 32/56 mm); thickness of layer subject to local requirements and building regulations
Ⓜ Foundation strips
Ⓝ Wall
a Clearance between wall and foundation strip:
- Types ...A04 to A13: ≥ 250 mm
- Types ...A16 to A19: ≥ 290 mm

r Bending radius

Floorstanding installation (cont.)

Further installation instructions for the Quattro connection line
Separate installation instructions

Note
- *Provide thermal insulation of sufficient thickness on the pipework to the outdoor air: See table on page 28.*
- *Protect the pipework against damage. Avoid trip hazards.*

Line entry above ground level

Note
- *The following information for floorstanding installation applies to outdoor units with 1 or 2 fans. The outdoor unit with 2 fans is shown as an example.*
- *The following information applies to installation with a support and an anti-vibration base. Installation with a support is shown as an example.*

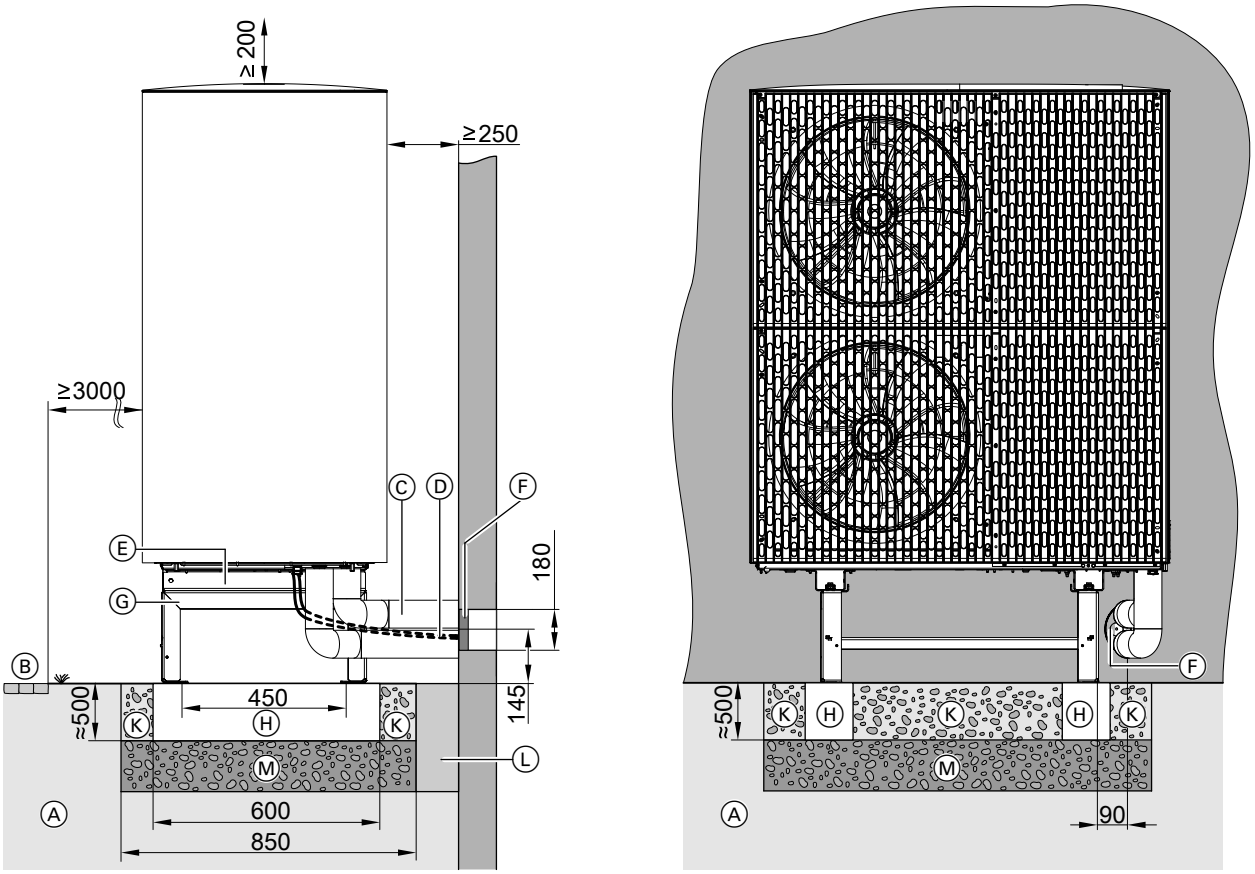

Fig. 25 Max. wall separation with design casing (accessories): 300 mm

Ⓐ Ground
Ⓑ Pathway, patio
Ⓒ Hydraulic connection lines, indoor/outdoor unit
Ⓓ Indoor/outdoor unit CAN bus communication cable and outdoor unit power cable:
Route the cables free of strain.
Ⓔ Condensate drain in the base plate:
Do not connect anything if the condensate can drain freely.
Ⓕ Wall outlet (accessories) for electrical cables and hydraulic lines
Ⓖ Support for floorstanding installation (accessories), illustration without design casing (accessories)
Ⓗ Foundation strips
Ⓚ For free drainage of condensate: Gravel bed as soakaway
Ⓛ Flexible separating layer between the foundations and the building
Ⓜ Frost protection for foundations (compacted crushed stone, e.g. 0 to 32/56 mm); thickness of layer subject to local requirements and building regulations

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Floorstanding installation (cont.)

Note
- *Provide thermal insulation of sufficient thickness on the pipework to the outdoor air: See table on page 28.*
- *Protect the pipework against damage. Avoid trip hazards.*

Wall mounting: Only permissible for types ...A04 to A13

Installation should **only** be performed with the bracket set for wall mounting (accessories).

Separate installation instructions for mounting bracket set for wall-mounting

Danger
Incorrect installation can lead to equipment damage and personal injury, e.g. if the outdoor unit falls down or falls over.
Only install the outdoor unit in accordance with the specifications in these instructions.

Installation with bracket set for wall mounting

Note
The following information for wall mounting applies to outdoor units with 1 or 2 fans. The outdoor unit with 2 fans is shown as an example.

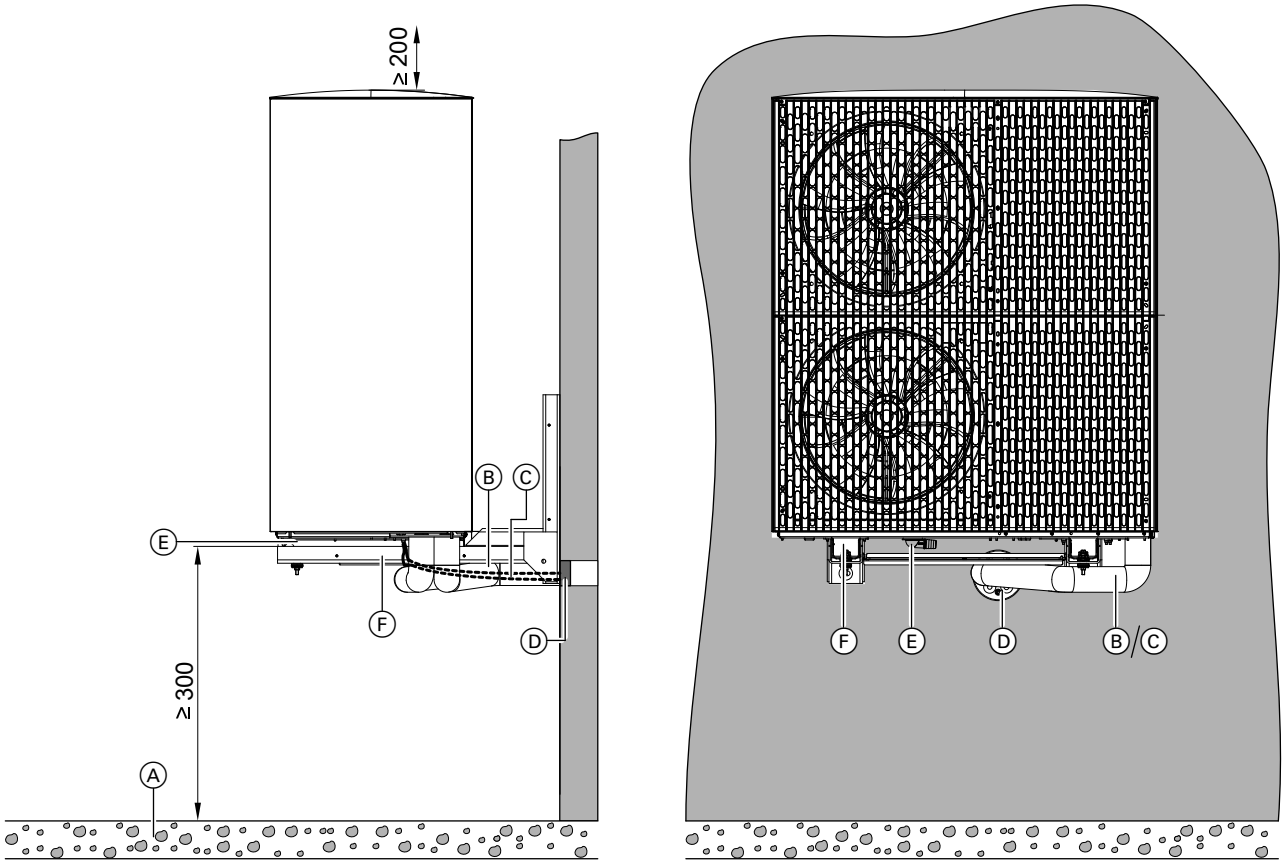

Fig. 26

Ⓐ Gravel bed as condensate soakaway
Ⓑ Connection set for wall mounting bracket (accessories)
Ⓒ Indoor/outdoor unit CAN bus communication cable and outdoor unit power cable:
Route the cables free of strain.
Ⓓ Wall outlet (accessories) for electrical cables and hydraulic lines

Wall mounting: Only permissible for types… (cont.)

Ⓔ Condensate drain in the base plate:
Do not seal the opening.
Ⓕ Bracket for wall mounting (accessories), illustration without design casing (accessories)

Note

- *For the exact location of the drill holes for the wall mounting bracket and wall opening: Use the drilling template supplied with the wall mounting bracket.*
- *Provide thermal insulation of sufficient thickness on the pipework to the outdoor air: See table on page 28.*

Transporting the indoor unit

! **Please note**
Impacts, compression and tensile loads can cause damage to the outside panels of the appliance.
Never apply loads/weight to the top, front or side panels of the appliance.

Splitting the indoor unit

To facilitate handling in confined spaces, the hydraulic unit can be separated from the DHW cylinder.

Transporting the indoor unit (cont.)

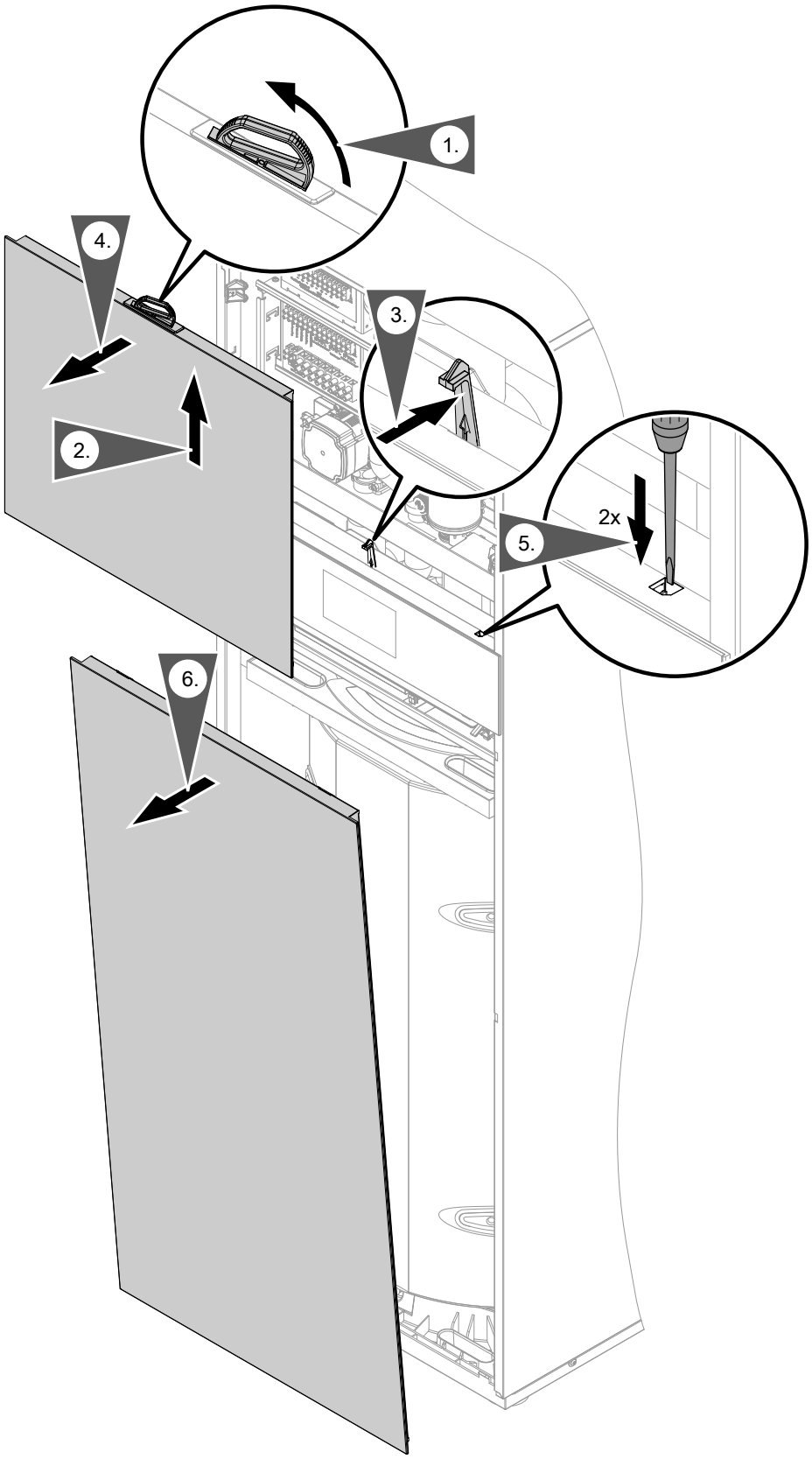

Fig. 27

Transporting the indoor unit (cont.)

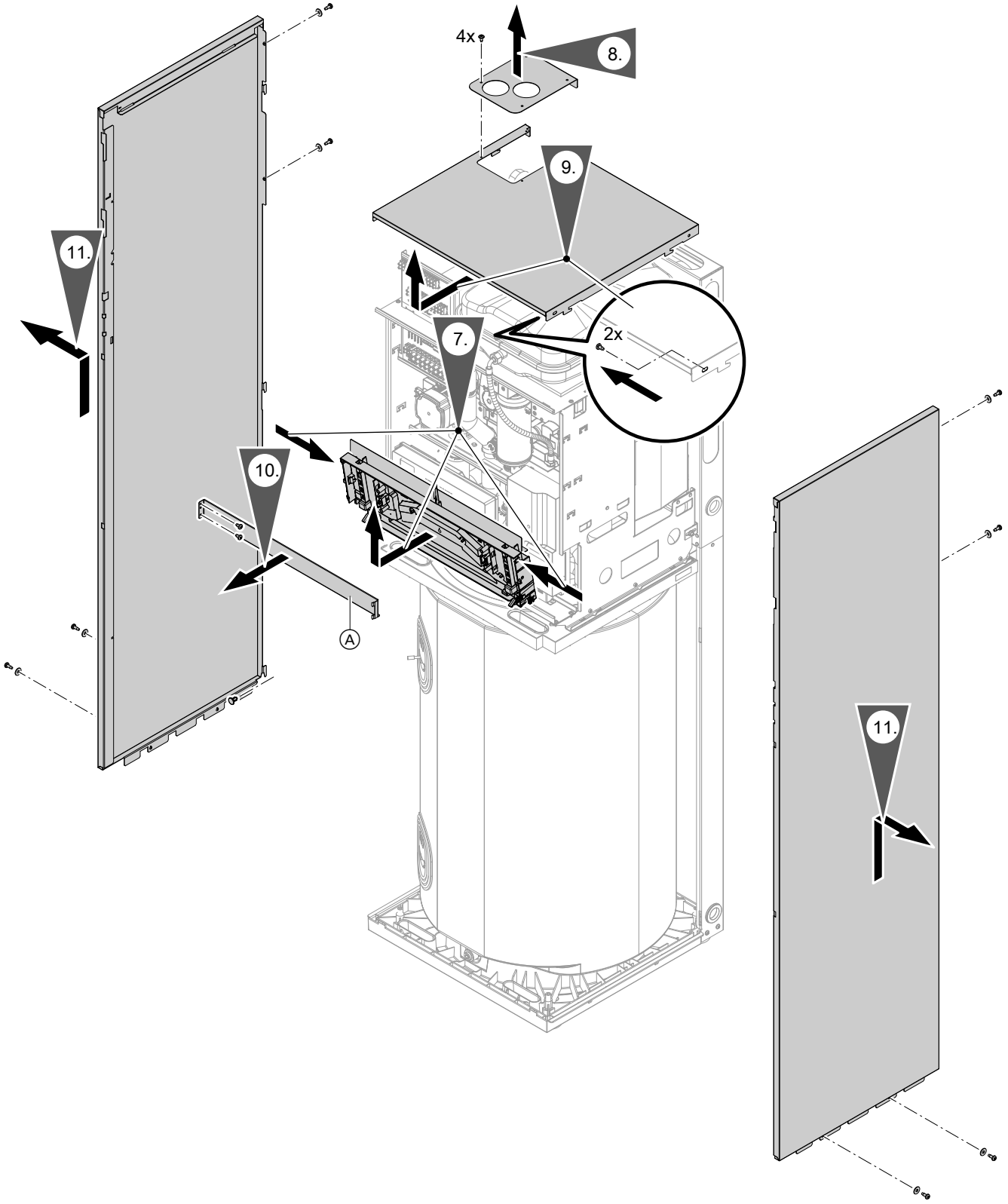

Fig. 28

Ⓐ Transport protection

Transporting the indoor unit (cont.)

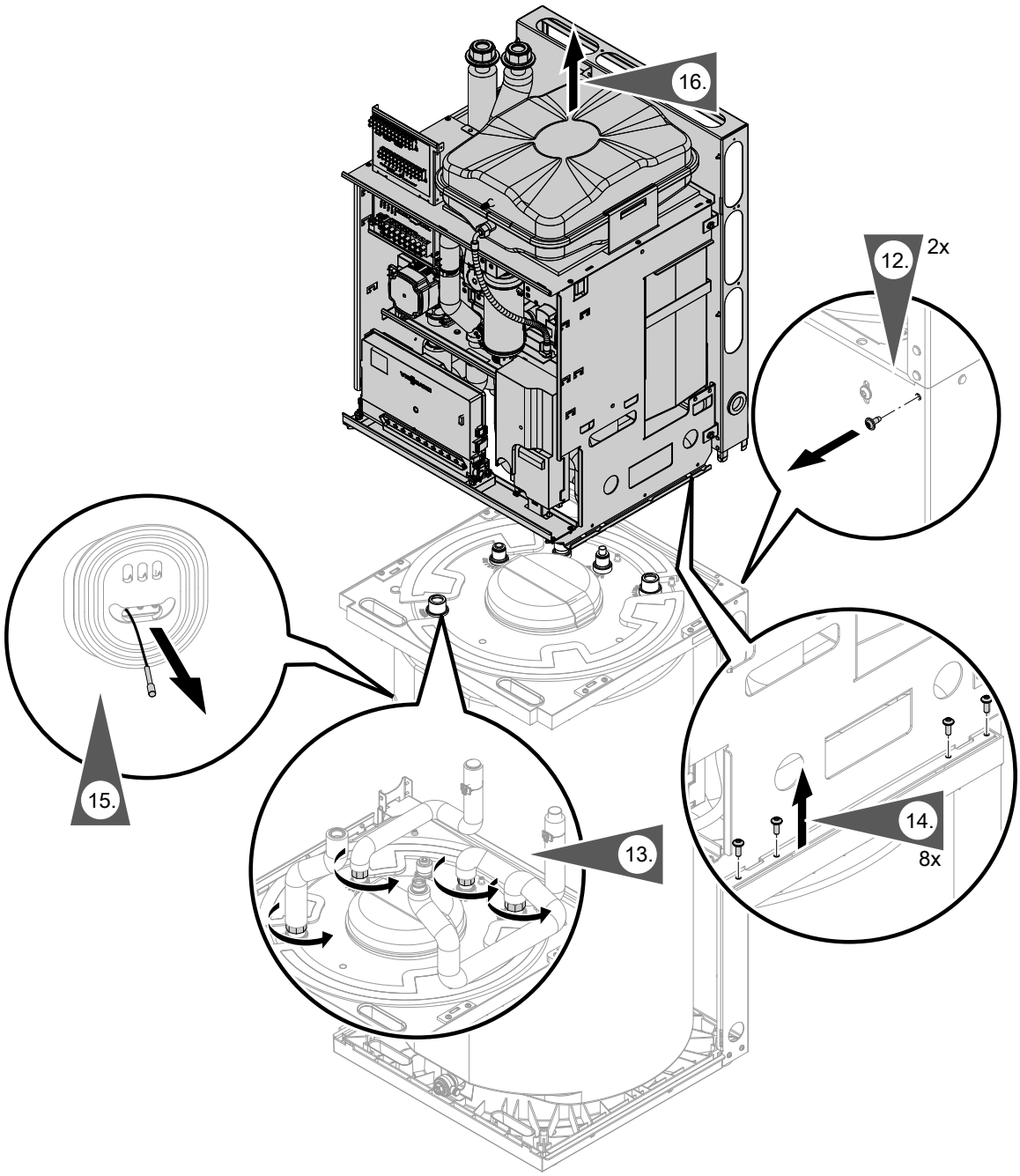

Fig. 29

Requirements for the installation room

⚠ **Danger**
Dust, gases and vapours can be damaging to health and trigger explosions.
Prevent dust, gases and vapours in the installation room.

! **Please note**
An unfavourable indoor environment can lead to malfunctions and appliance damage.
- The installation room must be dry and free from the risk of frost.
- Ensure ambient temperatures between 0 and 35 °C.
- Max. 70 % relative humidity (corresponding to an absolute humidity of approx. 25 g water vapour/kg of dry air at 35 °C)

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Requirements for the installation room (cont.)

WiFi operational reliability and system requirements

The appliance is equipped with an integral WiFi communication module. This WiFi communication module supports maintenance and servicing via ViGuide as well as operation via the ViCare app.

WiFi router system requirement
- WiFi router with activated WiFi:
  The WiFi router must be protected by a sufficiently secure WPA2 password.
  The WiFi router must always have the latest firmware version via updates.
  Unencrypted connections between the WiFi router and the heat generator are not permitted.
- Internet connection with high availability:
  "Flat rate" (flat rate tariff without restriction on time or data volume)
- Set the WiFi frequency to 2.4 GHz.
- Dynamic IP addressing (DHCP, delivered condition) in the network (WiFi):
  Have this checked on site by an IT expert **prior** to commissioning. Arrange for setup if required.
- Set routing and security parameters in the IP network (LAN).
  Note
  Length of password and permitted special characters depend on the respective router.
  Enable the following ports for direct outgoing connections:
  - Port 80
  - Port 123
  - Port 443
  - Port 8883

  Have this checked on site by an IT expert **prior** to commissioning. Arrange for enabling if required.

Wireless signal range of WiFi connection

The range of wireless signals may be reduced by walls, ceilings and interior fixtures. The following circumstances will reduce the strength of the wireless signal and can disrupt reception:
- On their way between transmitter and receiver, wireless signals are **damped**, e.g. by air or when penetrating walls.
- Wireless signals are **reflected** by metallic objects, e.g. reinforcements embedded in walls, the metal foil in thermal insulation, and thermal glazing with metallised thermal vapour deposit.
- Wireless signals are **isolated** by service ducts and lift shafts.
- Wireless signals are **disrupted** by devices that also operate with high frequency signals. Distance to such appliances: **Min. 2 m**.
  Examples of devices with high frequency signals:
  - Computers
  - Audio and video systems
  - Devices with active WiFi connection
  - Electronic transformers
  - Pre-ballasts

Install the heat generator as close as possible to the WiFi router to ensure a good WiFi connection. The signal strength can be displayed on the programming unit: See operating instructions.

Note
The WiFi signal strength can be increased with WiFi repeaters.

Angle of penetration

The reception quality remains best if wireless signals hit the walls vertically.
Depending on the angle of penetration, the effective wall thickness changes and so does the extent to which the electromagnetic waves are damped.

Flat (unfavourable) angle of penetration

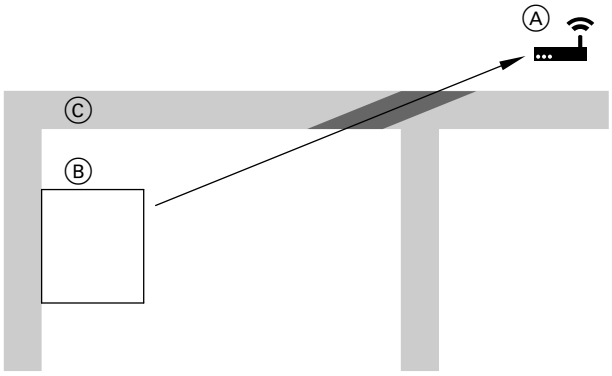

Fig. 30

Ⓐ WiFi router
Ⓑ Heat generator
Ⓒ Wall

Requirements for the installation room (cont.)

Ideal angle of penetration

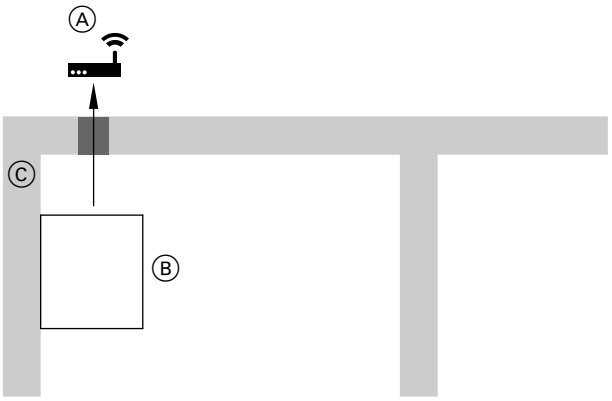

Fig. 31

Ⓐ WiFi router
Ⓑ Heat generator
Ⓒ Wall

Minimum clearances

Secondary circuit connections, left/top

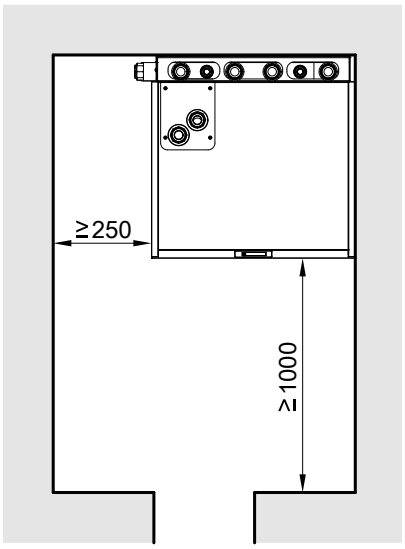

Fig. 32

Secondary circuit connections, right/top

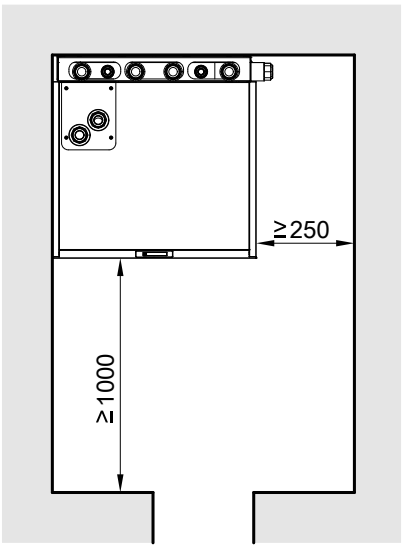

Fig. 33

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Minimum room height

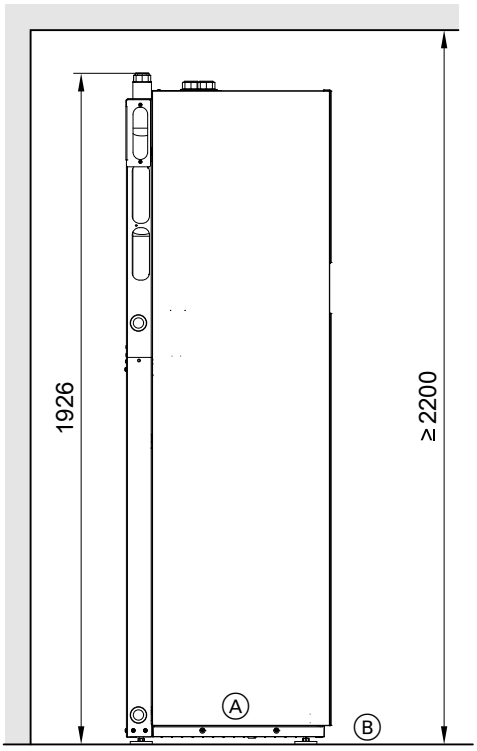

Fig. 34

Ⓐ Indoor unit with integral DHW cylinder
Ⓑ Finished floor level or top edge of platform for unfinished floors

Note
Remove the packaging upwards before positioning.

Pressure points

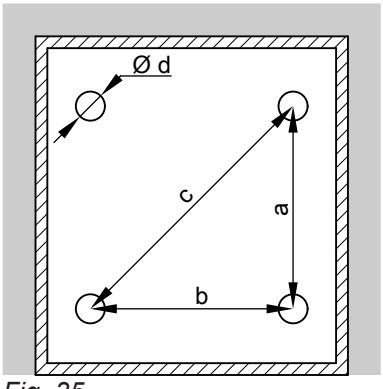

Fig. 35

a 478 mm
b 478 mm
c 677 mm
d 64 mm

Note
- *Observe the permissible floor load.*
- *Level the appliance horizontally.*
- *If the adjustable feet are used to compensate for an uneven floor (max. 10 mm), distribute the pressure load on the individual feet evenly.*

Pressure points (cont.)

- The total weight of the indoor unit with filled DHW cylinder and 1 integral heating/cooling circuit is 386 kg.
  Each pressure point (each with an area of 3217 mm^2) is subject to a load of up to 96.5 kg.
- The total weight of the indoor unit with filled DHW cylinder and 2 integral heating/cooling circuits is 426 kg.
  Each pressure point (each with an area of 3217 mm^2) is subject to a load of up to 109 kg.

Hydraulic connection of the outdoor unit

Opening the outdoor unit

Note
The following information for opening the outdoor unit applies to outdoor units with 1 or 2 fans. The outdoor unit with 2 fans is shown as an example.

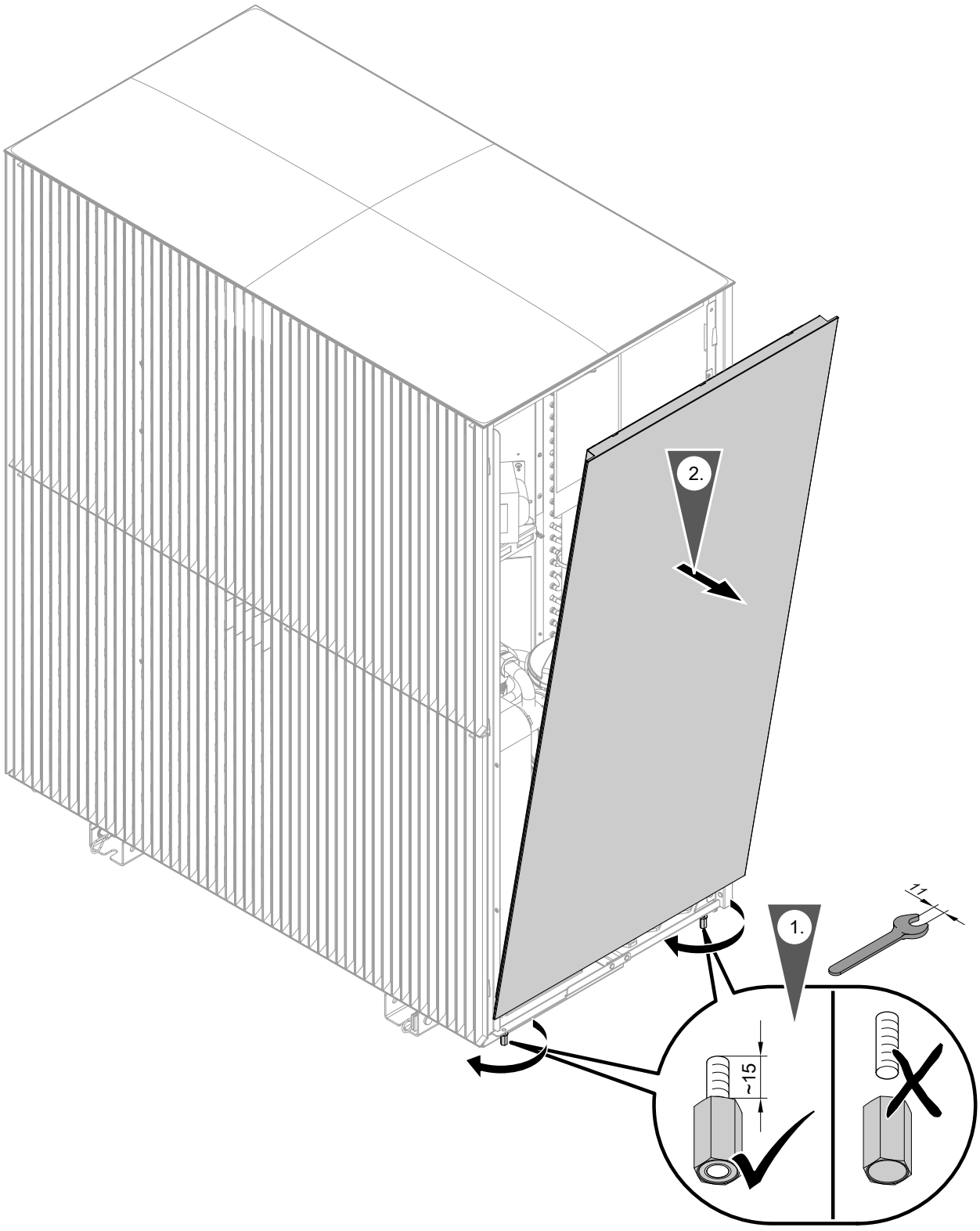

Fig. 36

3. Check visible components of the outdoor unit for transport and storage damage.

Hydraulic connection of the outdoor unit (cont.)

Connecting the hydraulic connection lines

Connect the connection lines of the hydraulic connection set (accessories) to the underside of the outdoor unit using either copper pipe or corrugated stainless steel pipe, dependent upon the connection set.

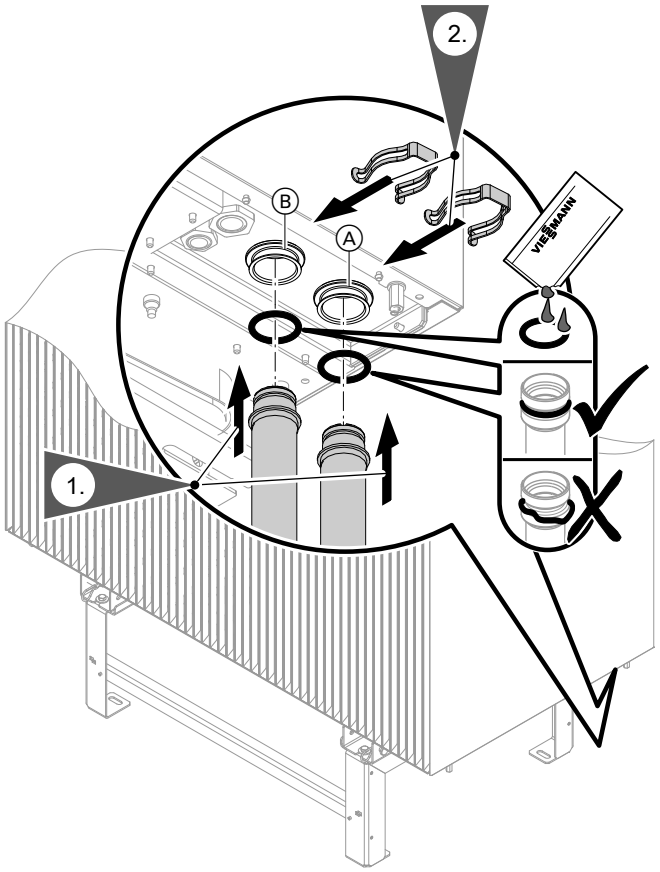

Fig. 37

Ⓐ Heating water **to** indoor unit (heating water outlet, flow from outdoor unit)
Ⓑ Heating water **from** indoor unit (heating water inlet, return to outdoor unit)

Requirements to be met by on-site lines

Requirements to be met, e.g. regarding cross-section, system pressure: See technical guides.

Installing the heating water filter

Install a heating water heater filter in the return to the outdoor unit in the following cases:
- Required when modernising the heating system
- Required when the pipe network is contaminated
- Recommended in new build

Note
Recommendation: Heating filter with magnetite separation (accessories), as the filter properties of this heating water filter are matched to the heat pump.

Checking the transport bracket

! **Please note**
Premature loosening of the transport bracket may cause damage to the outdoor unit.
Do not release the transport bracket until **after** the filling and venting process.

Hydraulic connection of the outdoor unit (cont.)

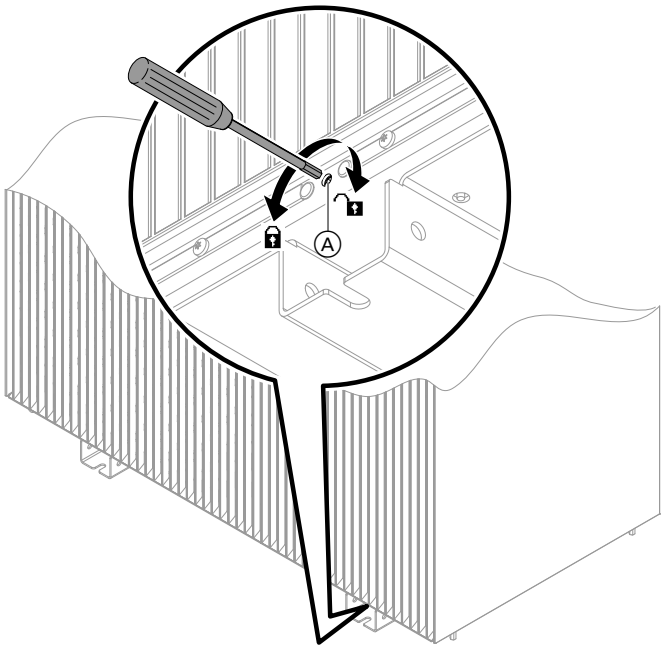

Fig. 38

Ⓐ Locking screw
🔒 Rotational direction for locking the transport bracket
🔓 Rotational direction for releasing the transport bracket

After positioning of the outdoor unit, check whether the transport bracket is completely secured with an Allen key (size 5).
Torque of the locking screw: Max. 4 Nm

Hydraulic connection of the indoor unit

Requirements for on-site connections

Observe the following requirements:
- Components reflect current technology.
- Components are approved for sealed unvented heating systems with operating pressures up to 3 bar.
- Observe the manufacturer's instructions on installation.

Install an expansion vessel approved in accordance with EN 13831 in the heating return of the heating system.

Note
With underfloor heating circuits, always install a temperature limiter to restrict the maximum temperature of the underfloor heating.

Preparing the connections on the DHW side

For connecting the DHW side, observe EN 806, DIN 1988, DIN 4753, TrinkwV Drinking Water Ordinance [Germany] and DVGW (CH: SVGW regulations). Observe other country-specific standards as applicable.

Hydraulic connection of the indoor unit (cont.)

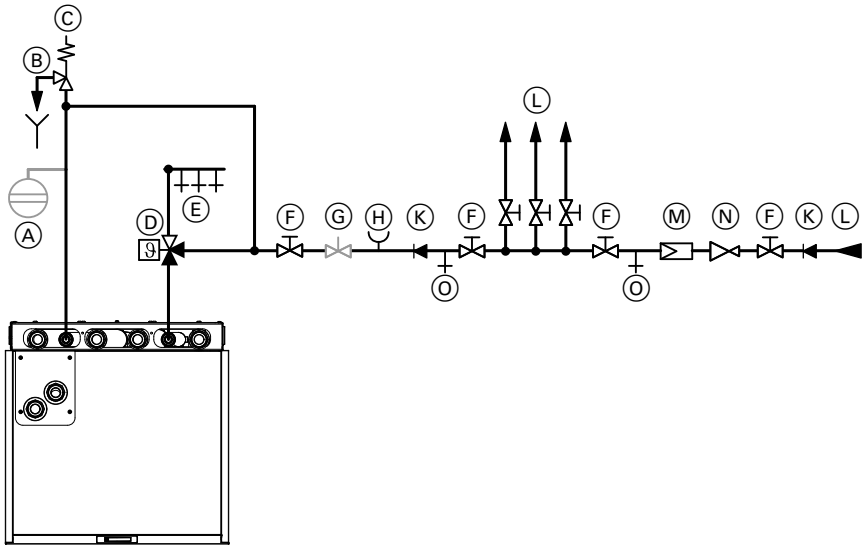

Fig. 39

Ⓐ Expansion vessel, suitable for drinking water
Ⓑ Visible discharge pipe outlet point
Ⓒ Safety valve
Ⓓ Automatic thermostatic mixing valve
Ⓔ DHW
Ⓕ Shut-off valve
Ⓖ Flow regulating valve
Ⓗ Pressure gauge connection
Ⓚ Non-return valve/pipe separator
Ⓛ Cold water
Ⓜ Drinking water filter
Ⓝ Pressure reducer to DIN 1988-200:2012-05
Ⓞ Drain valve

Safety valve

The DHW cylinder **must** have a safety valve to protect against unduly high pressure.
Recommendation: Install safety valve above top edge of cylinder. This means the DHW cylinder will not need to be drained when working on the safety valve.
CH: According to W3 "Principles for creating potable water installations", safety valves must be drained directly via a visible unrestricted drain or via a short outlet line to the drain network.

Drinking water filter

According to DIN 1988-2, a drinking water filter must be installed in systems with metal pipework. Viessmann also recommends the installation of a drinking water filter when using plastic pipes to DIN 1988 to prevent contaminants entering the DHW system.

Automatic thermostatic mixing valve

With appliances that heat DHW to temperatures above 60 °C, an automatic thermostatic mixing valve must be installed in the DHW line as protection against scalding.
This also particularly applies when connecting solar thermal systems.

Preparing the hydraulic connections

The following requirements must be met on site:
- Components reflect current technology.
- Components are approved in sealed unvented heating systems with operating pressures up to 3 bar.
- Comply with manufacturer's instructions on installation.

Hydraulic connection of the indoor unit (cont.)

Note
*So that the system can be filled and flushed via the commissioning assistant, fit a **3-way ball valve** in each of the following lines:*
- *Flow and return lines for heating/cooling circuit 1/ external buffer cylinder and heating/cooling circuit 2 (if present)*
- *Flow and return lines to the outdoor unit*

If necessary, install 1 shut-off valve in the flow and one in the return of the DHW cylinder.

Installing the hydraulic connection set (accessories)

"Hydraulic connection set" installation instructions

Grease with the valve grease supplied.

Note
The following diagram shows an example of the hydraulic connection set for surface mounting with upward connection.

Indoor unit with 1 integrated heating/cooling circuit

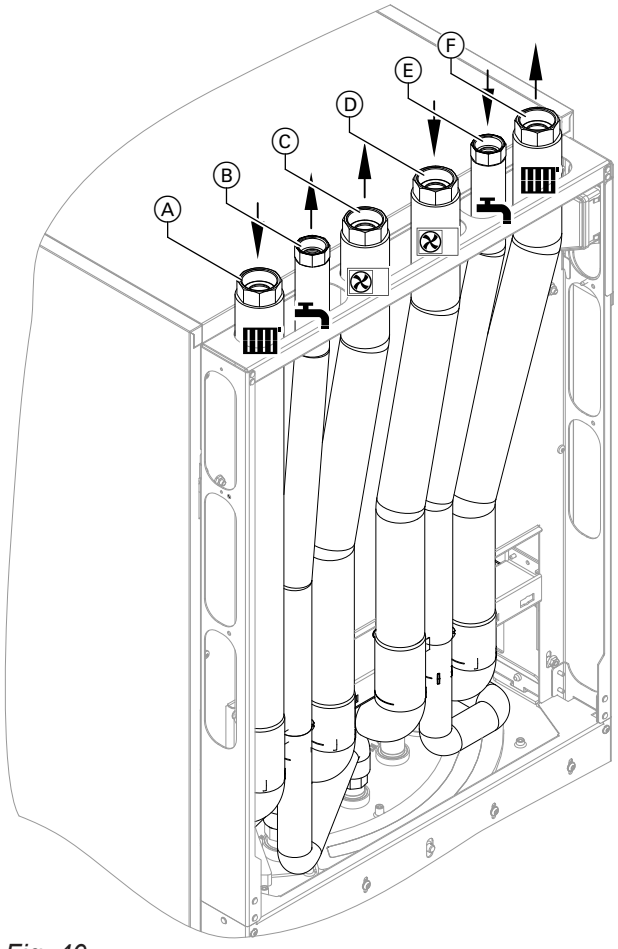

Fig. 40

Ⓐ Heating water return, heating/cooling circuit 1: G 1¼ (female thread)
Ⓑ DHW: G ¾ (female thread)
Ⓒ Heating water **to** outdoor unit: G 1¼ (female thread)
Ⓓ Heating water **from** outdoor unit: G 1¼ (female thread)
Ⓔ Cold water: G ¾ (female thread)
Ⓕ Heating water flow, heating/cooling circuit 1: G 1¼ (female thread)

Hydraulic connection of the indoor unit (cont.)

Indoor unit with 2 integrated heating/cooling circuits

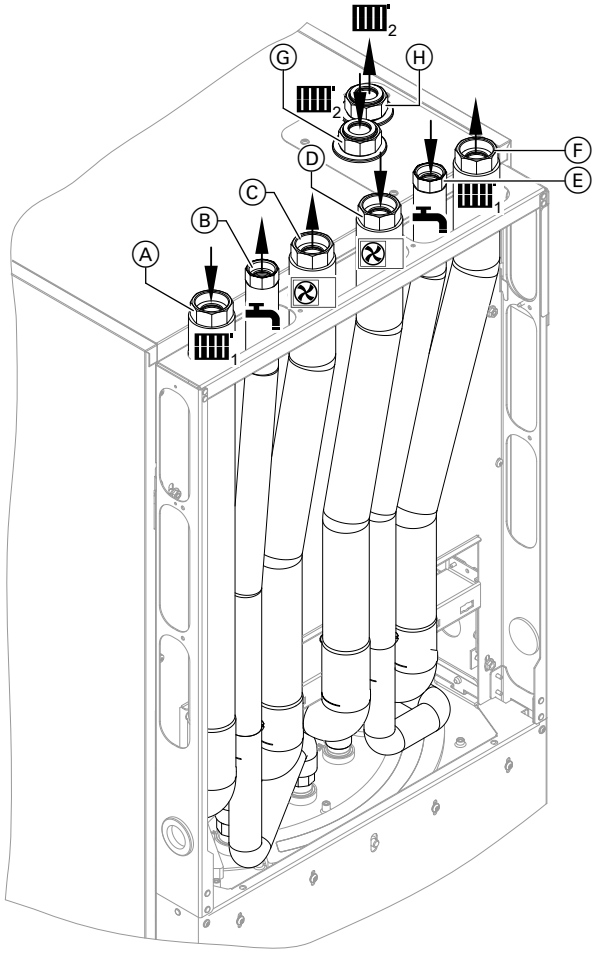

Fig. 41

Ⓐ Heating water return, heating/cooling circuit 1: G 1¼ (female thread)
Ⓑ DHW: G ¾ (female thread)
Ⓒ Heating water **to** outdoor unit: G 1¼ (female thread)
Ⓓ Heating water **from** outdoor unit: G 1¼ (female thread)
Ⓔ Cold water: G ¾ (female thread)
Ⓕ Heating water flow, heating/cooling circuit 1: G 1¼ (female thread)
Ⓖ Heating water return, heating/cooling circuit 2: G 1¼ (female thread)
Ⓗ Heating water flow, heating/cooling circuit 2: G 1¼ (female thread)

Hydraulic connections

1. If the expansion vessel fitted in the indoor unit is insufficient, equip the secondary circuit on site with an additional expansion vessel.
2. Connect all secondary side hydraulic lines (room heating/cooling, DHW heating) to the indoor unit.

   Please note
   Hydraulic connections subjected to mechanical loads lead to leaks, vibrations and appliance damage.
   Connect on-site lines so that they are free of load and torque stress.

   Note
   Recommendation: Install a suitable heating water filter in the secondary circuit to remove magnetic and non-magnetic dirt particles, e.g. the heating filter with magnetite separation (accessories).

   Please note
   Contamination in the secondary circuit will lead to blockage of the hot water filter in the outdoor unit.
   Before making the hydraulic connection of the indoor and outdoor unit, thoroughly flush the secondary circuit.

3. Grease and connect the hydraulic connection lines to the outdoor unit e.g. hydraulic connection set (accessory).
4. Recommendation: Check for leaks with nitrogen.
5. **Please note**
   Leaking hydraulic lines and joints will cause damage to the system or to the building.
   Do not thermally insulate joints until after completion of the leak test following filling: See chapter "Building up the system pressure".

Thermally insulate pipework inside the building. If room cooling is planned for the building, use thermal and vapour diffusion-proof insulation.

Pipework internal ∅	**Min. thickness of thermal insulation layer with λ = 0.035 W/(m·K)**
≤ 22 mm	20 mm
> 22 mm	30 mm

λ Thermal conductivity

Hydraulic connection of the indoor unit (cont.)

6. Connect the drain hose from the safety valve to the waste water system with a fall and an atmospheric pipe vent in accordance with EN 12828, e.g. via a drain outlet or waste water inlet.
   - Terminate the drain hose outlet point 20 to 40 mm above the waste water inlet.
   - Ensure there is a maximum of 2 bends in the drain hose.
   - Do not reduce the hose cross-section.
   - Min. waste water pipe cross-section: Twice the drain pipe cross-section

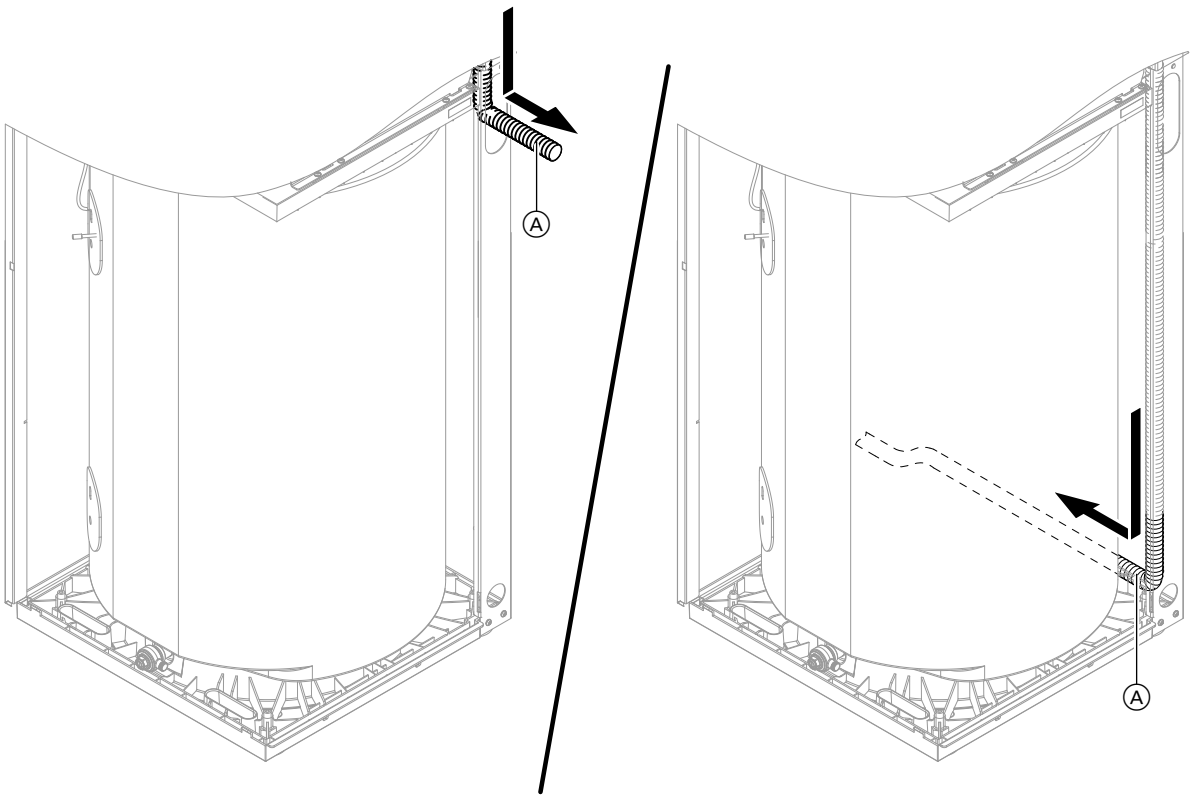

Fig. 42

To install drain hose Ⓐ, remove the side panel: See page 45.

Temperature limiter

With underfloor heating circuits, install a temperature limiter to restrict the maximum temperature in the flow of underfloor heating systems.
This temperature limiter is triggered as soon as the flow temperature exceeds the set value.

Once the temperature limiter has been triggered, the room heating ceases in the particular heating/cooling circuit.

Hydraulic connection of the indoor unit (cont.)

Contact humidistat

For area cooling systems (e.g. underfloor heating circuit, chilled ceiling), a contact humidistat (accessories) is required.

- Installation inside the room to be cooled at the cooling water flow: Remove thermal insulation if necessary.
- If several rooms with different relative humidity levels are part of the cooling circuit, fit and connect several contact humidistats in series:
  Design the switching contacts as N/C contacts.

Systems without external buffer cylinder

Heating/cooling circuits 1 and 2:

- Use a 24 V⎓ contact humidistat.
- Electrical connection in the extra low voltage (ELV) terminal area < 42 V:
  - Heating/cooling circuit 1: Lower luster terminal, terminals 1 and 2
  - Heating/cooling circuit 2 (only for type ...2C): Lower luster terminal, terminals 3 and 4

Systems with external buffer cylinder

Heating/cooling circuits 1, 2, 3 and 4:

- Use 230 V~ contact humidistat.
- Connect to respective mixer extension kit of the heating/cooling circuit (ADIO electronics module).

Operation without outdoor unit

The indoor unit can be operated without the outdoor unit, e.g. for screed drying. In this instance, room heating is provided by the installed booster heaters:

- Instantaneous heating water heater integrated into the indoor unit
- External heat generator, if installed

Hydraulic connection of the indoor unit (cont.)

The two connections **from** and **to** the outdoor unit are hydraulically connected for this purpose. It is essential to install an air vent valve and a non-return valve in this connection line: See the following illustration.

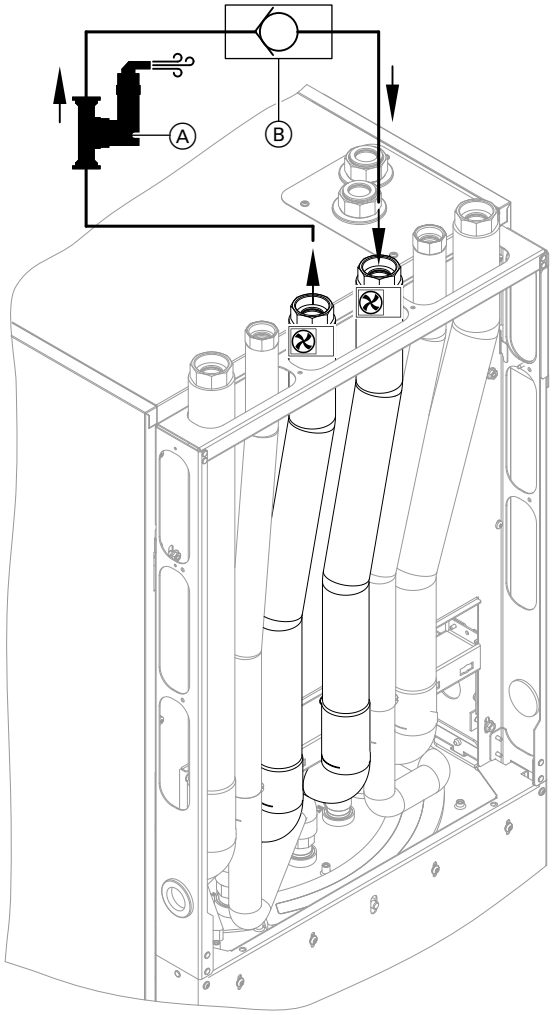

Fig. 43

Ⓐ Air vent valve
Ⓑ Non-return valve

Hydraulic connection of the indoor unit (cont.)

Aligning the indoor unit

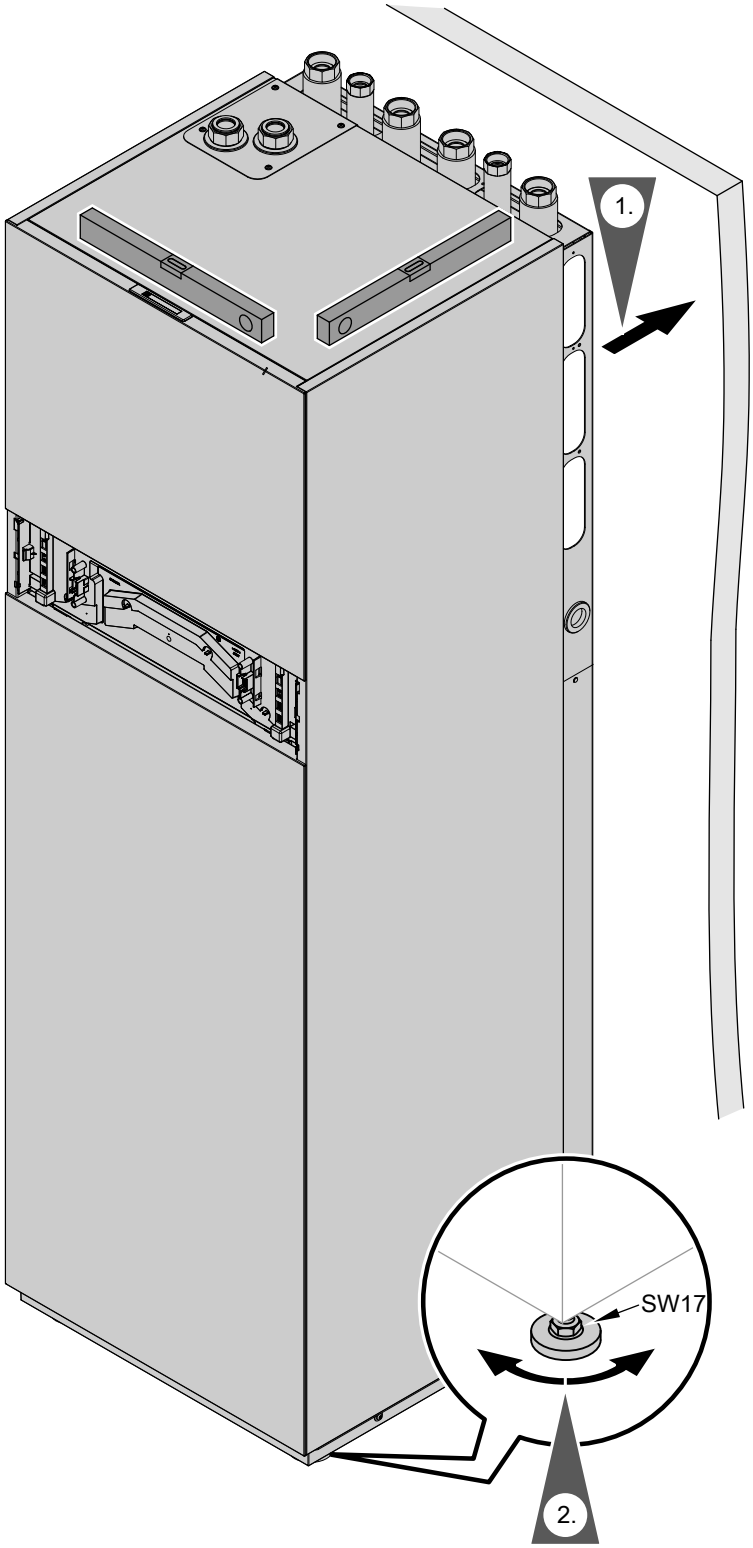

Fig. 44

Preparing the electrical connections

Cables
- For cable lengths and cable cross-sections: See the following tables.
- For accessories:
  Cables with the required number of cores for external connections.
  Prepare an on-site distribution box.

Cable lengths in the indoor unit

Connection cables	Cable lengths in the indoor unit
▪ 230 V~, e.g. for circulation pumps ***Note*** *Route the cables to the HPMU electronics module so they are flexible.*	1.3 m
▪ < 42 V, e.g. for sensors	1.3 m

Recommended power cables

Indoor unit

Power supply		Cable	Max. cable length
Control unit/PCB 230 V~			
	▪ Without power-OFF	3 x 1.5 mm²	50 m
	▪ With power-OFF	5 x 1.5 mm²	50 m
Instantaneous heating water heater			
400 V~	▪ 2-phase	5 x 2.5 mm²	25 m
	▪ 3-phase	5 x 2.5 mm²	25 m
230 V~	▪ 1-phase	3 x 2.5 mm²	25 m
	▪ 2-phase in the 3-phase network	5 x 2.5 mm²	25 m
	▪ 2-phase in the 1-phase network	7 x 2.5 mm²	25 m
	▪ 3-phase	7 x 2.5 mm²	25 m

Heat pumps with central power supply (types ... SP)

Power supply	Cable	Max. cable length
Indoor unit 230 V~	3 x 6.0 mm²	30 m

Outdoor units

Power supply	Cable	Max. cable length
Outdoor unit 230 V~	3 x 2.5 mm²	20 m
	Or	
	3 x 4.0 mm²	32 m
Outdoor unit 400 V~	5 x 2.5 mm²	30 m

Electrical connection of the indoor unit

Indoor unit: Removing the front panels

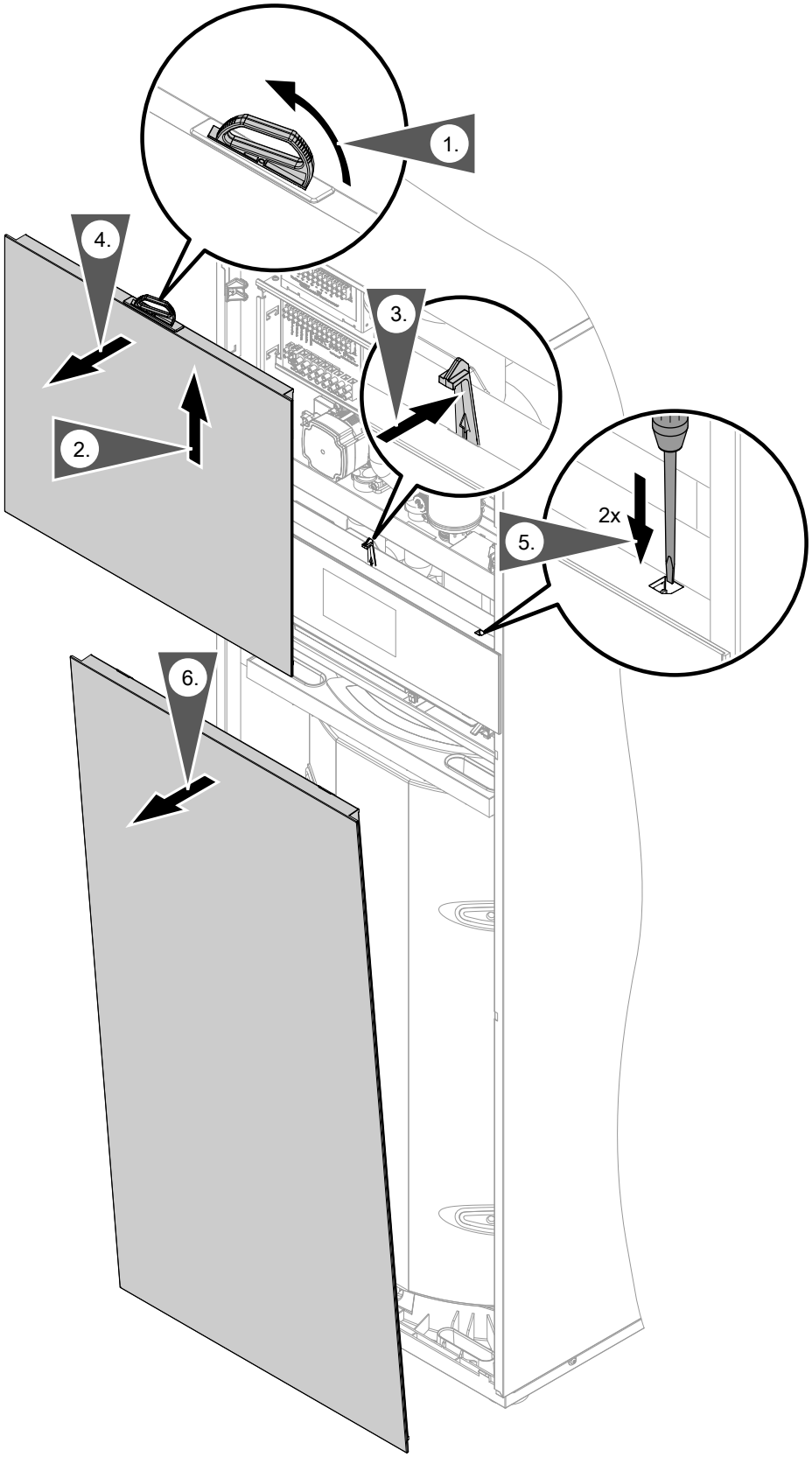

Fig. 45

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Electrical connection of the indoor unit (cont.)

Relocating the ON/OFF switch

Depending on the installation situation, the ON/OFF switch can be installed either on the right or the left side of the indoor unit. The ON/OFF switch is factory-fitted on the left side of the appliance.

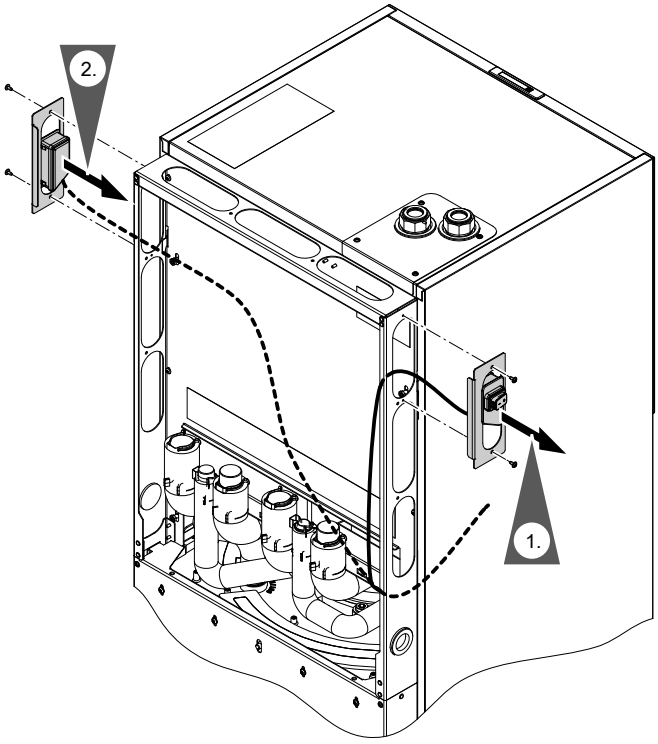

Fig. 46

Open the electrical wiring chamber of the HPMU. Disconnect the cable of the ON/OFF switch and remove. See chapter "Electrical connection".

1. Remove the retainer with the ON/OFF switch. Pull out the ON/OFF switch with its cable.

2. Insert and fit the retainer with the ON/OFF switch into the required opening. Reconnect the cable in the HPMU wiring chamber and relieve strain.

Electrical connection of the indoor unit (cont.)

Overview of electrical terminal areas

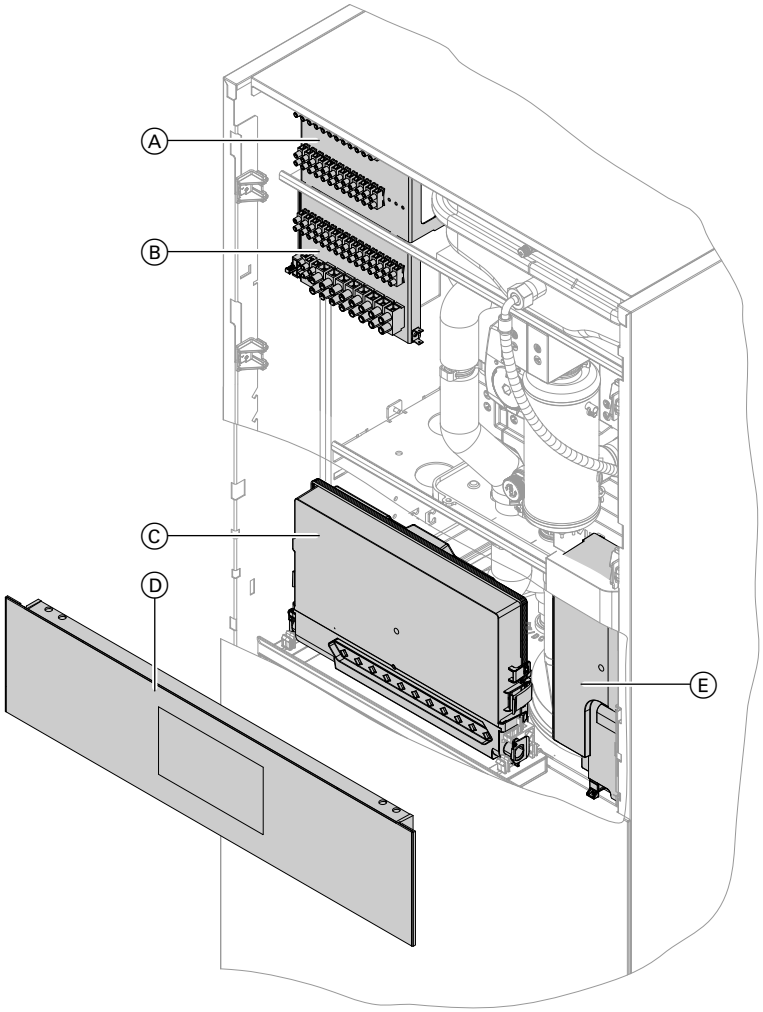

Fig. 47

Ⓐ Extra low voltage (ELV) terminal area < 42 V (upper PCB)
Ⓑ Terminal area 230 V~/400 V~ (lower PCB)
Ⓒ HPMU electronics module
Ⓓ HMI programming unit
Ⓔ EHCU electronics module

Opening electrical terminal areas

Please note
Electronic assemblies can be damaged by electrostatic discharge.
Before beginning work, touch earthed objects, e.g. heating or water pipes, to discharge any static.

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Electrical connection of the indoor unit (cont.)

Removing the programming unit mounting bracket

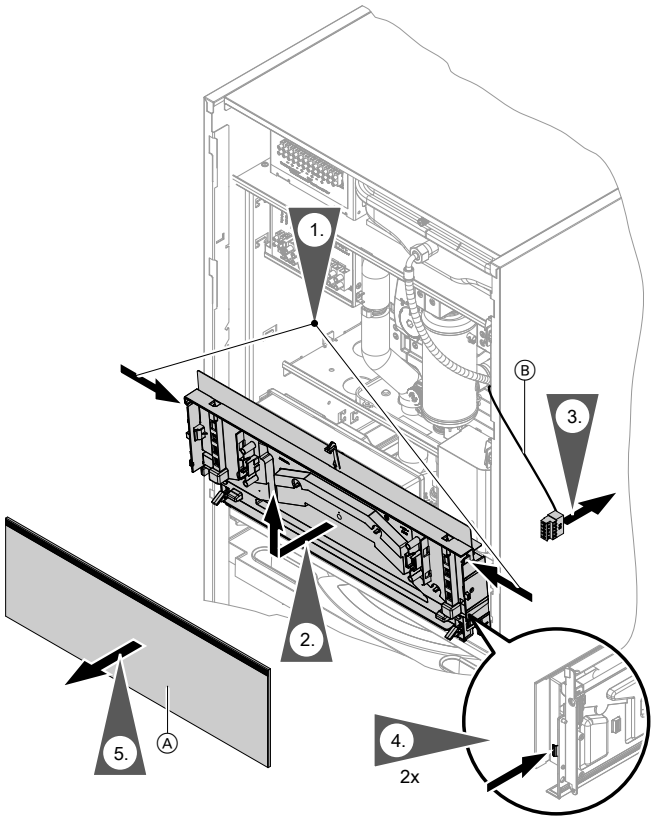

Fig. 48

Move the bracket to the maintenance position

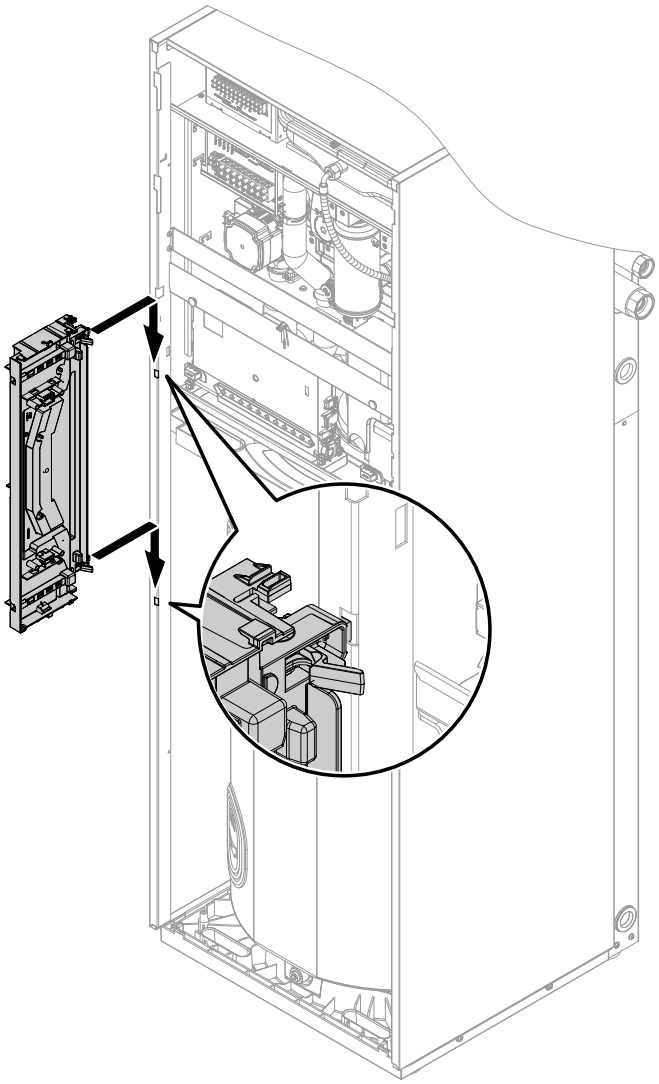

Fig. 49

Electrical connection of the indoor unit (cont.)

Opening the HPMU electronics module

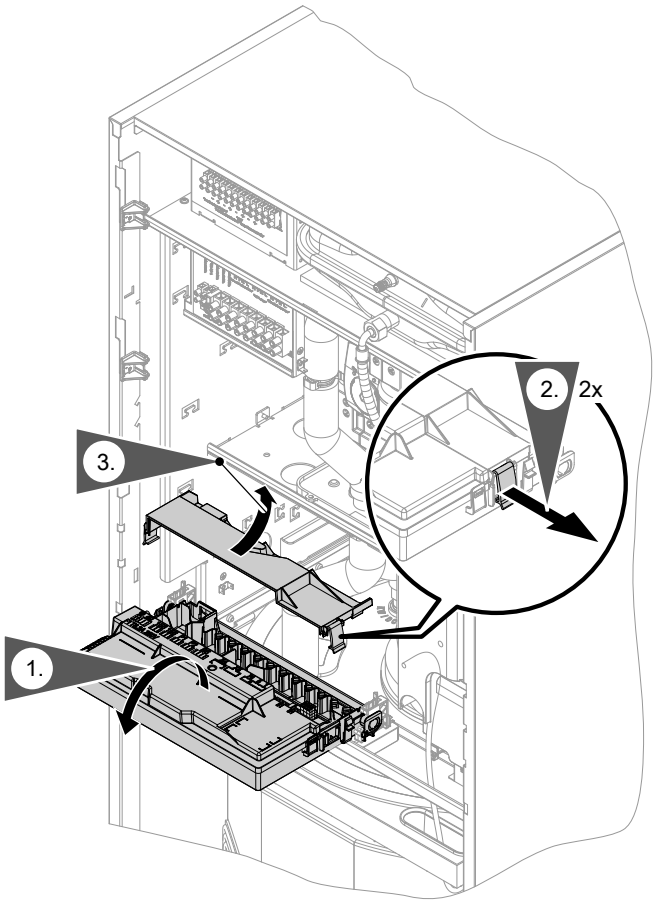

Fig. 50

Opening the EHCU electronics module

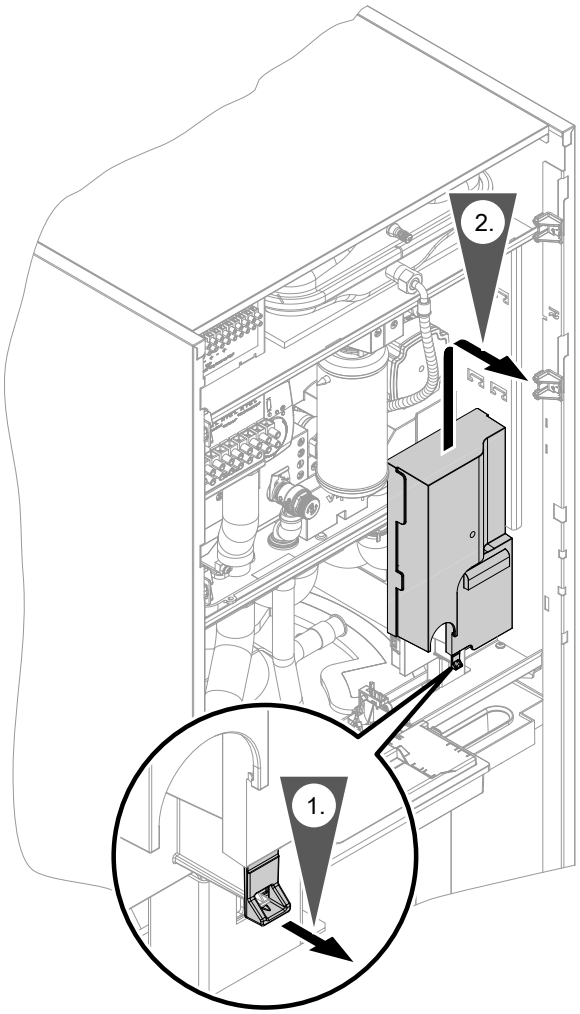

Fig. 51

Indoor unit: Routing cables to the terminal area

⚠ **Danger**
Damaged wiring insulation can lead to serious injury from electrical current and result in appliance damage.
Route cables so that they cannot touch very hot, vibrating or sharp-edged components.

⚠ **Danger**
Incorrect wiring can lead to serious injury from electrical current and result in appliance damage.
Take the following measures to prevent wires drifting into the adjacent voltage area:

- Route extra low voltage (ELV) leads < 42 V separately from cables > 42 V/230 V~/400 V~. Secure with cable ties.
- Strip as little of the insulation as possible, directly before the terminals. Bundle the cables close to the corresponding terminals.
- If 2 components are connected to the same terminal, press both cores together in a **single** wire ferrule.

Electrical connection of the indoor unit (cont.)

! **Please note**
Openly routed cables can be damaged by vibration.
Fasten all cables inserted into the appliance, along with the existing cable harness, with cable ties.

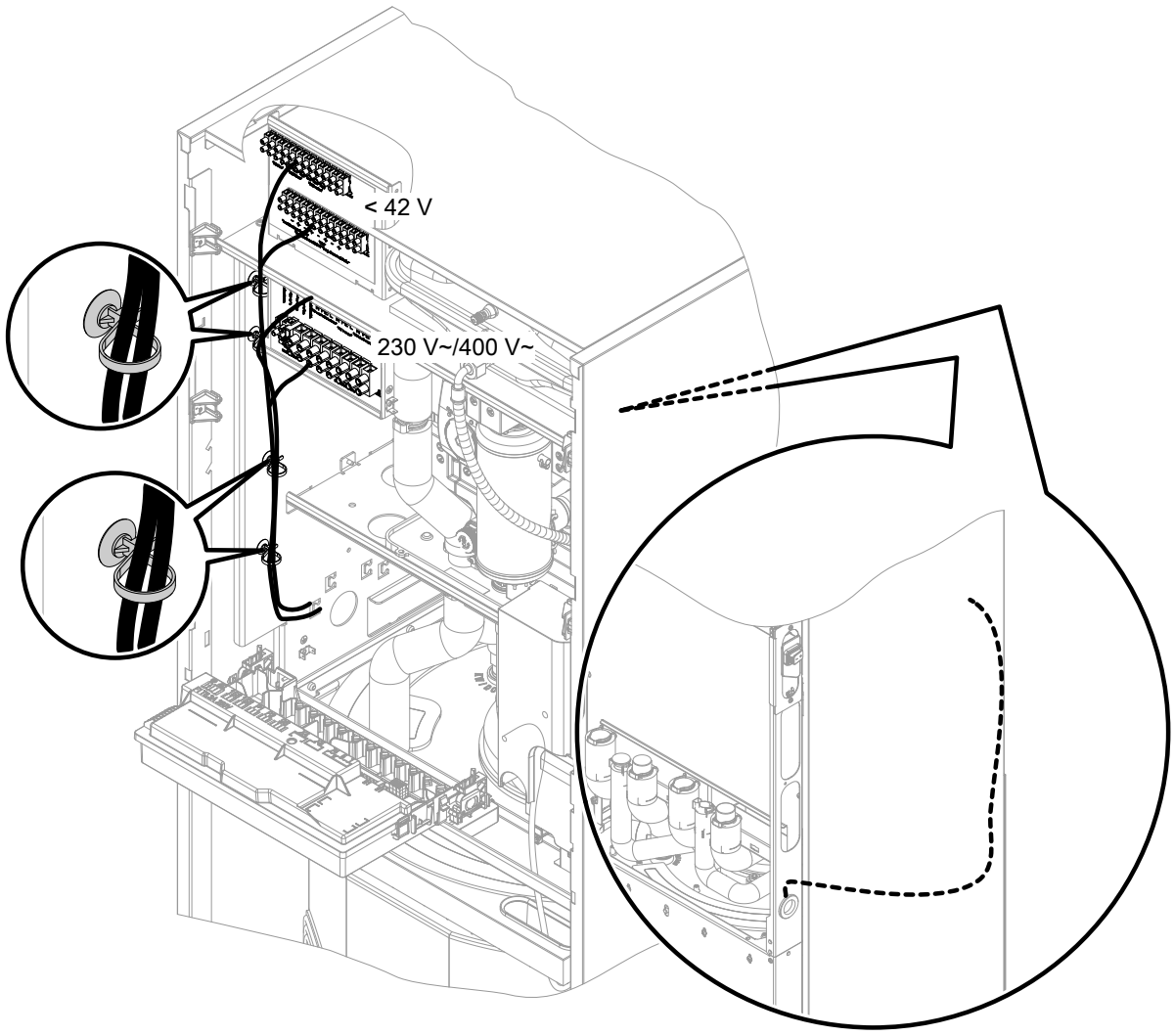

Fig. 52

Notes regarding the connection values

- The specified output is the recommended connected load.
- The total output of all components connected directly to the electronics control module (e.g. pumps, valves, message facilities, contactors): **Max.** 1000 W
  If the total output is < 1000 W, the individual rating of a component (e.g. pump, valve, message facility, contactor) can be greater than specified. However, the breaking capacity of the relevant relay must not be exceeded.
- The specified current indicates the max. switching current of the switching contact. Observe total current of 5 A.

Electrical connection of the indoor unit (cont.)

Extra low voltage (ELV) terminal area < 42 V

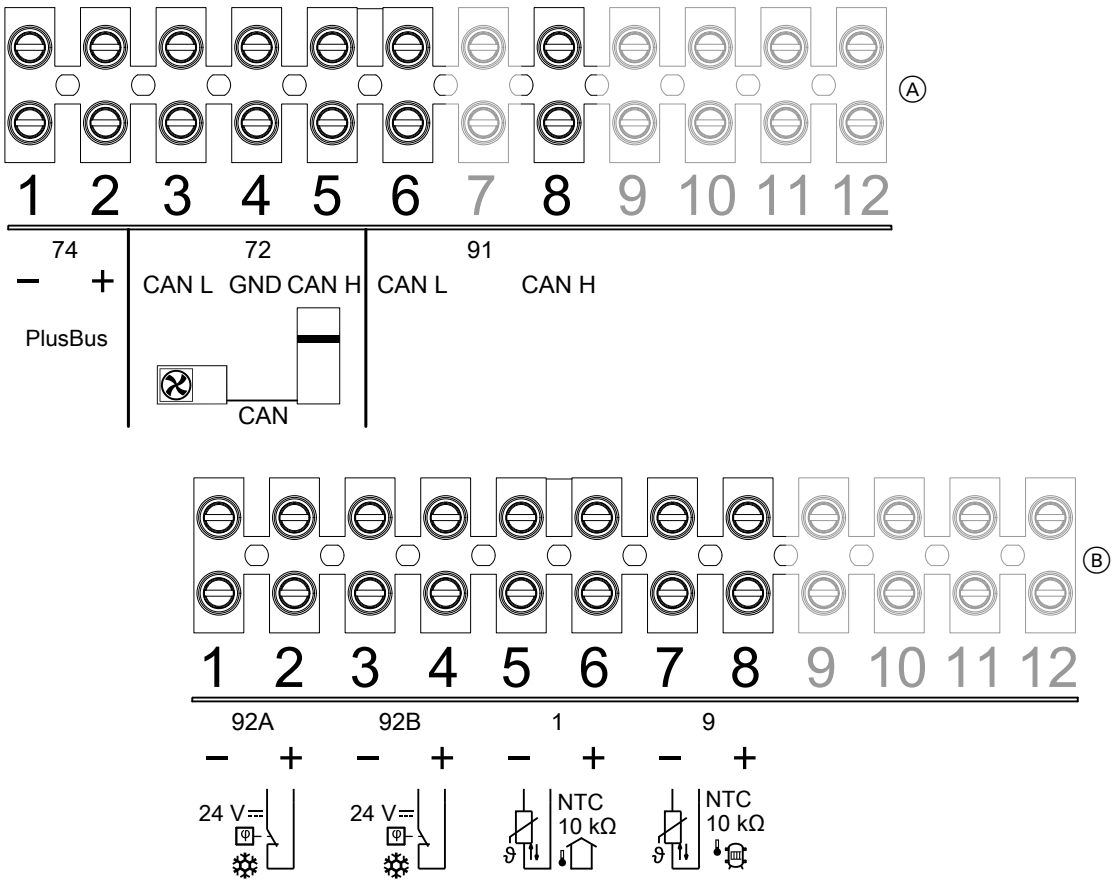

Fig. 53

Ⓐ BUS connections
Ⓑ Sensors

Upper luster terminal Ⓐ: BUS connections

Terminals	Component	Explanation
1 and 2 74.1 74.2	Connection of additional PlusBus subscribers, e.g. mixer extension kit	Cores are interchangeable Recommended connecting cable: ▪ Unshielded data cable: 2 x 0.34 mm^2 ▪ Max. cable length: 50 m

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Electrical connection of the indoor unit (cont.)

Terminals	Component	Explanation
3 to 5 72.L 72.GND 72.H	Indoor/outdoor unit CAN bus communication cable connection	Connection for integration into the **internal** CAN bus system ▪ When wiring on site: Also connect shielding to terminal 72.GND. ▪ If the indoor unit is operated without the outdoor unit (e.g. for screed drying), connect the terminator into terminal 72 between 72.L and 72.H. Recommended connecting cable: ▪ Pre-assembled bus communication cable (accessories) For further information: See chapter "Connecting the CAN bus communication cable of the indoor/outdoor unit".
6 to 8 91.L 91.H	Connection of an additional CAN bus subscriber (Viessmann appliance), e.g. Vitocharge VX3	To integrate the heat pump into an **external** CAN bus system: For recommended connecting cable and further information: See chapter "Connecting with other Viessmann appliances via the CAN bus". The connection is routed internally to plug 91 in the HPMU electronics module. Do **not** connect CAN Ground (GND)! ***Note*** *Plug 72 of the indoor/outdoor unit CAN bus communication cable may **only** be connected to terminal 72.*

Electrical connection of the indoor unit (cont.)

Lower luster terminal Ⓑ: Sensors

Terminals	Component	Explanation
1 and 2 92A.1 GND 92A.2 24 V	Contact humidistat, 24 V⎓ for heating/cooling circuit 1 ***Note*** *Use only 230 V~ contact humidistat in conjunction with external buffer cylinder. In this case, the contact humidistat is connected to the mixer extension kit of the respective heating/cooling circuit (ADIO electronics module).*	Recommended connecting cable: ▪ 2 x 0.75 mm² Max. cable length: 25 m Or ▪ 2 x 1.5 mm² Max. cable length: 50 m
3 and 4 92B.3 GND 92B.4 24 V	Only for indoor unit with 2 integral heating/cooling circuits: Contact humidistat, 24 V⎓ for heating/cooling circuit 2 ***Note*** *Use only 230 V~ contact humidistat in conjunction with external buffer cylinder. In this case, the contact humidistat is connected to the mixer extension kit of the respective heating/cooling circuit (ADIO electronics module).*	Recommended connecting cable: ▪ 2 x 0.75 mm² Max. cable length: 25 m Or ▪ 2 x 1.5 mm² Max. cable length: 50 m
5 and 6	Outside temperature sensor	Sensor type: NTC 10 kΩ Cores are interchangeable Recommended connecting cable: ▪ 2 x 1.5 mm² ▪ Max. cable length: 35 m
7 and 8	Only for indoor unit with 1 integrated heating/cooling circuit: Temperature sensor, external buffer cylinder	Sensor type: NTC 10 kΩ Cores are interchangeable Recommended connecting cable: ▪ 2 x 1.5 mm² ▪ Max. cable length: 35 m

Electrical connection of the indoor unit (cont.)

Terminal area 230 V~/400 V~

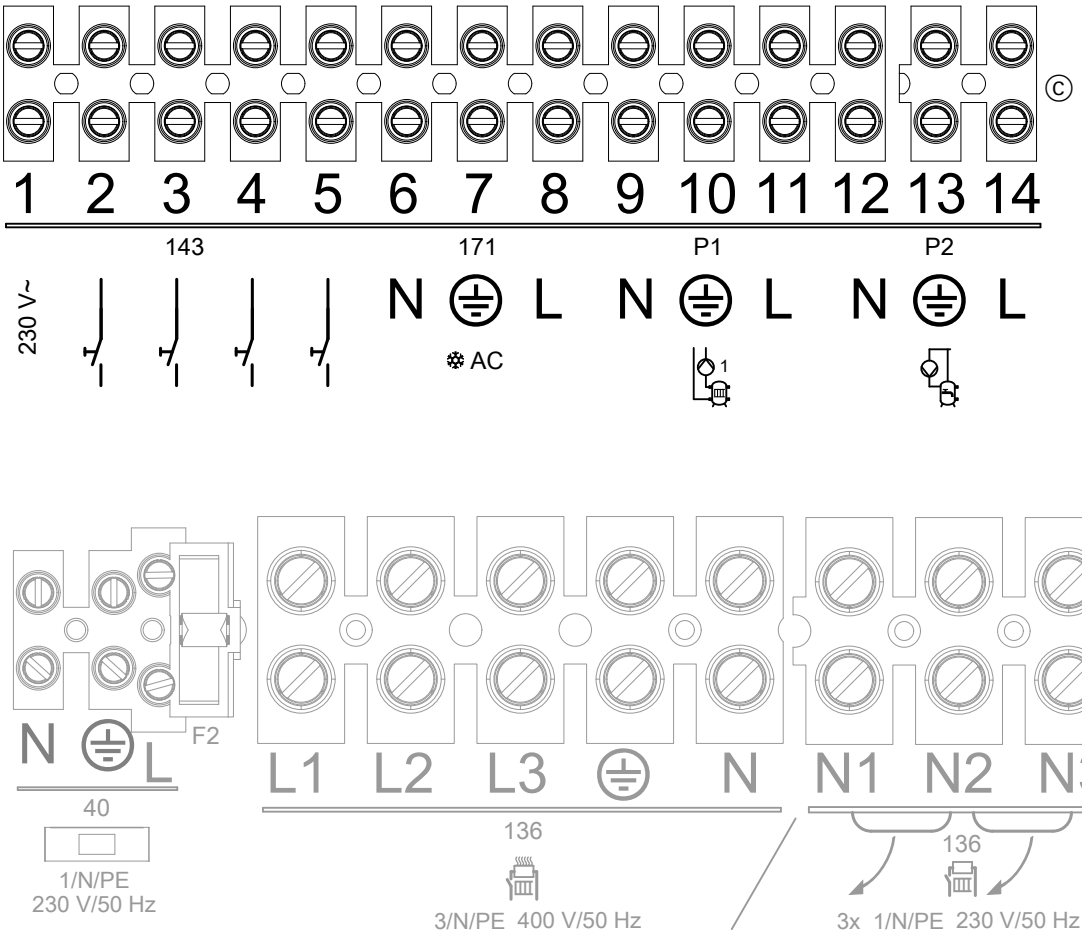


Fig. 54

Upper luster terminal ⓒ: 230 V~ components and digital inputs

Terminals	Component/function	Explanation
1 to 5		
143.1	Power supply for configurable digital inputs 143.2 to 143.5	Voltage: 230 V~
143.2 143.3 143.4 143.5	Configurable digital inputs 143.2 to 143.5 Possible functions: See chapter "Digital input functions"	Set the required parameters during commissioning: See chapter "Commissioning assistant" Breaking capacity: 230 V~, 0.15 A Recommended connecting cable: ▪ 2 x 0.75 mm² ▪ Max. cable length: 50 m
6 to 8 171.N 171.⏚ 171.L ❄ **AC**	Control of cooling "Active cooling" function	▪ Output: 230 W ▪ Voltage: 230 V~ ▪ Max. switching current: 1 A Recommended connecting cable: ▪ 3 x 1.5 mm² ▪ Max. cable length: 50 m

Electrical connection of the indoor unit (cont.)

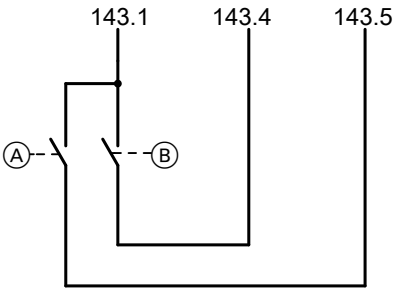
Terminals	Component/function	Explanation
9 to 11 P1.N P1.⏚ P1.L	Only for indoor unit with 1 integrated heating/cooling circuit: E.g. circulation pump for buffer discharge	Configurable connection ▪ Output: 230 W ▪ Voltage: 230 V~ ▪ Max. switching current: 1 A Recommended flexible connecting cable: ▪ 3 x 1.5 mm² ▪ Max. cable length: 50 m
12 to 14 P2.N P2.⏚ P2.L 	DHW circulation pump	▪ Output: 230 W ▪ Voltage: 230 V~ ▪ Max. switching current: 1 A Recommended connecting cable: ▪ 3 x 1.5 mm² ▪ Max. cable length: 50 m

Digital input functions

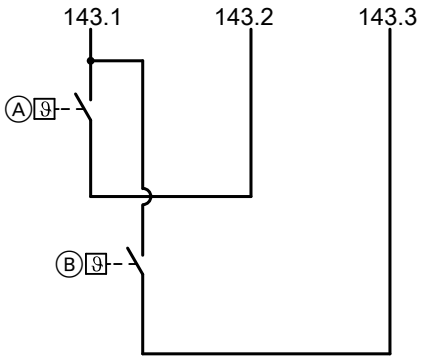
- The simultaneous connection of several functions to 1 digital input is **not** possible.
- With on site power supply, ensure phase matching with the control unit voltage input: See chapter "Indoor unit: Power supply for heat pump control unit".
- Set the required parameters during commissioning: See chapter "Commissioning assistant"

Electrical connection of the indoor unit (cont.)

The following functions are available via the 4 digital inputs:

Functions	Switching contacts				Explanation
	143.2	143.3	143.4	143.5	
Power-OFF 	—	—	X	—	Requires floating **N/C** contact: ▪ Closed: Heat pump operational ▪ Open: Heat pump shut down ▪ For the instantaneous heating water heater, the stages to be switched off can be selected. ▪ The power supply for the heat pump control unit (3 x 1.5 mm²) and the cable for the power-OFF signal can be combined in a single 5-core cable. ▪ For further information regarding power-OFF: See chapter "Power supply". ***In connection with Smart Grid:*** *Do **not** connect the power-OFF signal.*  Ⓐ Floating contact (on site)
Smart Grid	—	—	X	X	The power-OFF function is integral to Smart Grid. The power-OFF signal must therefore **not** be connected.  Ⓐ Floating contact (on site) Ⓑ Floating contact (on site)
DHW circulation pump demand 	X	—	—	—	External demand, DHW circulation pump  Ⓐ Floating contact (on site)

Electrical connection of the indoor unit (cont.)

Functions	Switching contacts				Explanation
	143.2	143.3	143.4	143.5	
External blocking	X	—	—	—	External blocking of refrigerant circuit and instantaneous heating water heater  Ⓐ Floating contact (on site)
Heating/cooling circuits temperature limiter 1	X	—	—	—	Temperature limiter to restrict the maximum temperature of underfloor heating circuits  Ⓐ Temperature limiter heating/cooling circuit 1 Ⓑ Temperature limiter heating/cooling circuit 2
Temperature limiter heating/cooling circuit 2	—	X	—	—	

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Electrical connection of the indoor unit (cont.)

HPMU electronics module: Accessory 230 V~ and BUS connection

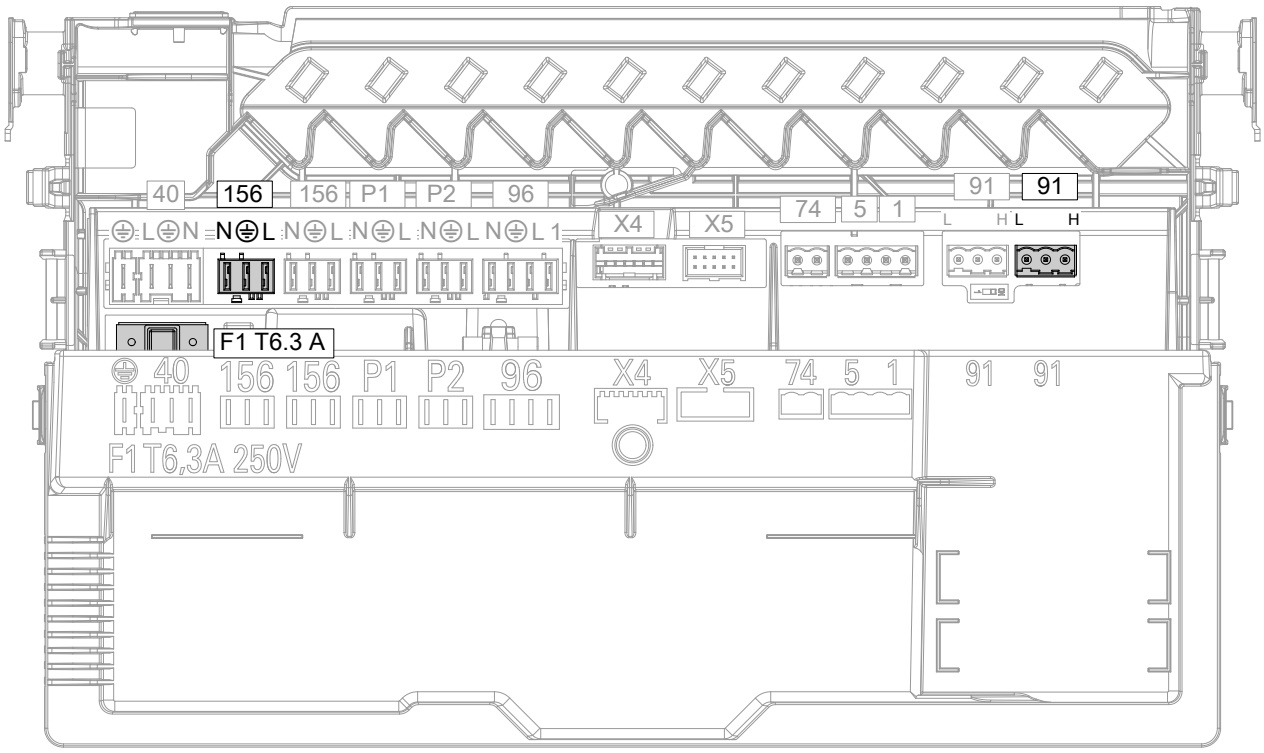

Fig. 55

F1 Fuse 6.3 A H (slow)

Make all connections with **flexible** cables.

230 V~ connections		
Terminals	**Component**	**Explanation**
156.N 156.⏚ 156.L	Switched mains output for mains connection, accessories, e.g. mixer extension kit	▪ Output: 230 W ▪ Voltage: 230 V~ ▪ Max. switching current: 1 A Recommended flexible connecting cable: ▪ 3 x 1.5 mm^2 ▪ Max. cable length: 50 m

Electrical connection of the indoor unit (cont.)

Extra low voltage (ELV) connections < 42 V

Terminals	Component	Explanation
91.L 91.H	Connection of an additional CAN bus subscriber (Viessmann appliance), e.g. Vitocharge VX3	Integration of the heat pump as central subscriber into an **external** CAN bus system Recommended connecting cable: ▪ Pre-assembled bus cable (accessories) For further information: See chapter "Connecting with other Viessmann appliances via the CAN bus". Do **not** connect CAN Ground (GND)! ***Note*** *Plug 72 of the indoor/outdoor unit CAN bus communication cable may **only** be connected to terminal 72.*

Power supply, accessories, 230 V ~

Power supply to all accessories via plug 156 (230 V~)

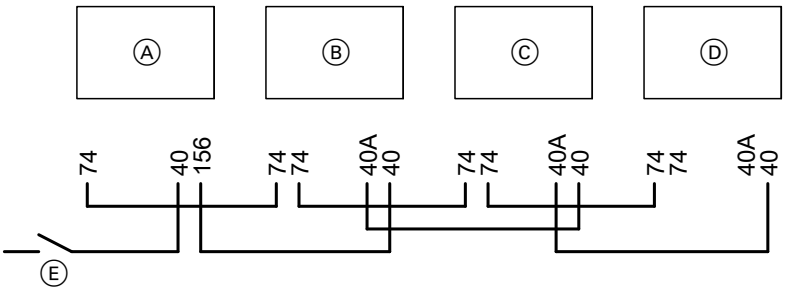

Fig. 56

Ⓐ Indoor unit terminal areas
- 40 Control unit/PCB power supply in the 230 V~ terminal area
- 74 Connecting PlusBus to the upper luster terminal in the low voltage (ELV) < 42 V terminal area
- 156 Power supply for PlusBus subscribers in the HPMU electronics module

Ⓑ Mixer extension kit
Ⓒ Mixer extension kit
Ⓓ Mixer extension kit
Ⓔ ON/OFF switch

Electrical connection of the indoor unit (cont.)

Some accessories with direct power supply

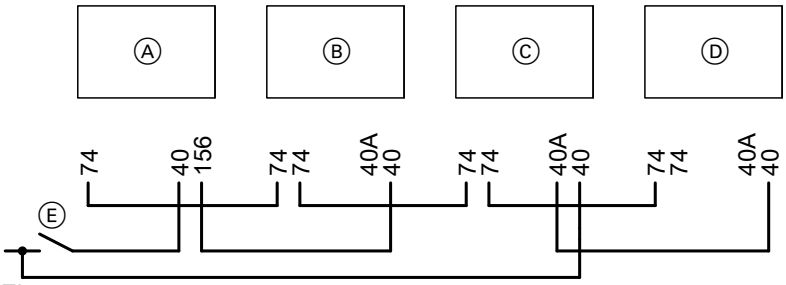

Fig. 57

Ⓐ Indoor unit terminal areas
- 40 Control unit/PCB power supply in the 230 V~ terminal area
- 74 Connecting PlusBus to the upper luster terminal in the low voltage (ELV) < 42 V terminal area
- 156 Power supply for PlusBus subscribers in the HPMU electronics module

Ⓑ Mixer extension kit
Ⓒ Mixer extension kit
Ⓓ Mixer extension kit
Ⓔ ON/OFF switch

Connecting with other Viessmann appliances via the CAN bus

The heat pump can form a system network with other compatible appliances via the external CAN bus. Combining Viessmann appliances with One Base brings benefits such as shared use of a connectivity module or even joint commissioning and operation via an app.
- The Viessmann CAN bus is designed for "line" bus topology with a terminator at both ends: See Fig. 58.
- With CAN bus, the transmission quality and the cable lengths depend on the electrical properties of the cable.
- Only use **one** cable type within a CAN bus.

Note
Commissioning of all CAN bus subscribers: See chapter "Commissioning the system".

Recommended cable

- Recommended cable:
  Bus cable (accessories), length: 5, 15 or 30 m
- For wiring on site:
  Only use cable types listed in the following tables.

Recommended cable type (on site):

CAN bus cable	In line with ISO 11898-2, twisted pair cable, shielded
▪ **Cable cross-section**	0.34 to 0.6 mm²
▪ **Characteristic impedance**	95 to 140 Ω
▪ **Max. length** (entire CAN bus system)	200 m

Alternative cable types (on site):

CAN bus cable	2-core, CAT7, shielded
▪ Max. length (entire CAN bus system)	200 m
CAN bus cable	2-core, CAT5, shielded
▪ Max. length (entire CAN bus system)	200 m

Terminator for external CAN bus system

When integrating into an external CAN bus system, a distinction is made as to whether a CAN bus subscriber is the first, last or central subscriber.

In order to avoid communication interferences, only 1 terminator with 120 Ω may be present at the first and last subscriber for the termination of the external CAN bus system.
If the heat pump is connected as the central subscriber, the factory-connected terminator must be removed: See the following chapters.

Electrical connection of the indoor unit (cont.)

To check this, the resistance at one of the CAN bus connections between CAN L and CAN H can be measured after all CAN bus connections have been completed: Target value 60 Ω

The heat pump is the first or last subscriber

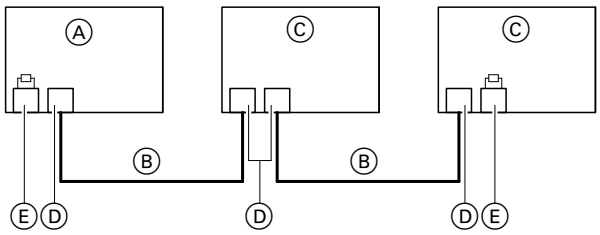

Fig. 58

Ⓐ Heat pump connected as first or last CAN bus subscriber

In this case, 1 connection is required on the heat pump:
- 1 connection in the extra low voltage (ELV) terminal area < 42 V on the upper luster terminal, terminals 6 and 8
  Connection 91
  Do **not** connect CAN Ground (GND)!
- Do **not** remove the factory-fitted plug 91 in the HPMU electronics module.
  This plug contains the terminator.

Ⓑ CAN bus cable
Ⓒ Other CAN bus subscribers
Ⓓ Connection of external CAN bus without terminator
Ⓔ Connection of external CAN bus with terminator

The heat pump is the central subscriber

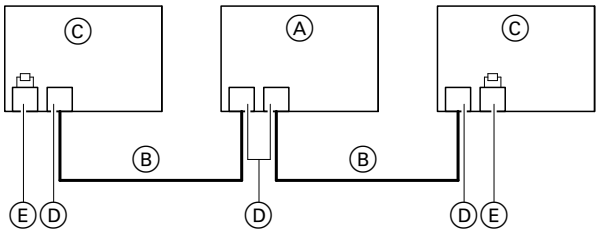

Fig. 59

Ⓐ Heat pump as central CAN bus subscriber

In this case, 2 connections are required on the heat pump:
- 1 connection in the extra low voltage (ELV) terminal area < 42 V on the upper luster terminal, terminals 6 and 8
  Connection 91
  Do **not** connect CAN Ground (GND)!
- 1 connection in the HPMU electronics module: Remove the factory-fitted plug 91. Insert the BUS cable (accessories) into the same slot.
  Or for wiring on site:
  1 connection at plug 91 inserted on site on HPMU electronics module: Remove terminator from this plug 91.
  Do **not** connect CAN Ground (GND)!

Ⓑ CAN bus cable
Ⓒ Other CAN bus subscribers
Ⓓ Connection of external CAN bus without terminator
Ⓔ Connection of external CAN bus with terminator

Connecting the energy meter

The energy meter is installed on the main distribution board. It is connected to the building's power supply and to the external CAN bus system according to the connection diagrams in the system schemes.
Recommended cable type: See chapter "Connecting with other Viessmann appliances via the CAN bus".

! **Please note**
Incorrect core assignment can result in appliance faults.
Never interchange wires.

CAN BUS ID
The node ID "ID 97" is preset.
If 2 energy meters are used within a CAN bus system, the node ID must be changed to "ID 98" for one of them.

Installation and service instructions for the "Energy meter"

Electrical connection of the indoor unit (cont.)

Fitting the programming unit

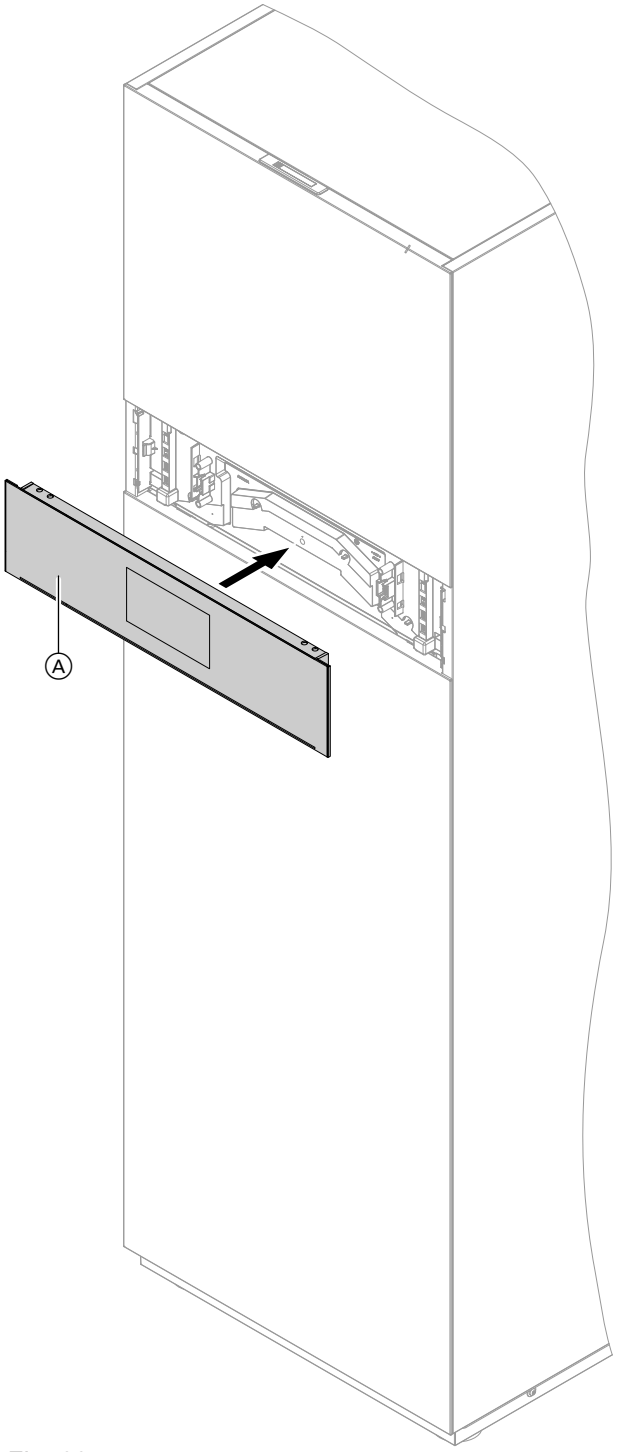

Fig. 60

Ⓐ Programming unit

Electrical connection of the outdoor unit

Cable routing to the terminal area

Outdoor unit with 1 fan

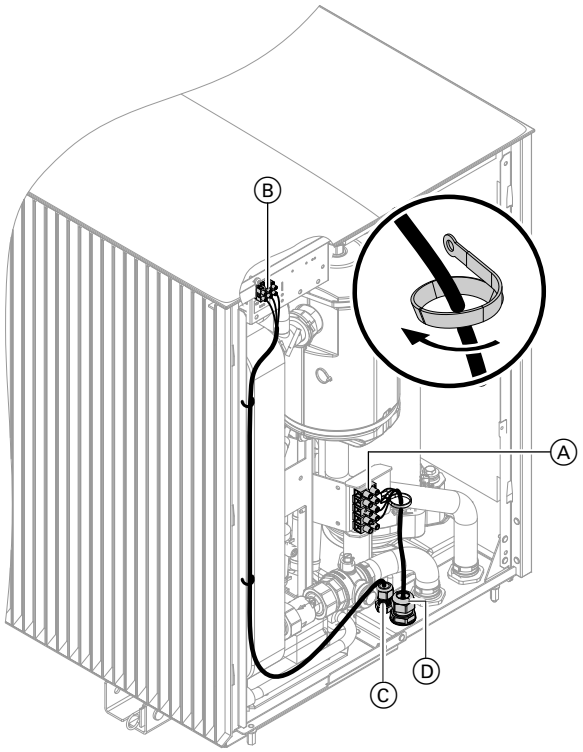

Fig. 61

Ⓐ Compressor power supply 230 V~
Ⓑ Connection for CAN bus communication cable (accessories)
Ⓒ Cable entry for CAN bus communication cable
Torque: 6 Nm
Ⓓ Cable entry for power cable
Torque: 8 Nm

Length of cable in appliance:
- Compressor power cable 230 V~: 300 mm
- CAN bus communication cable: 900 mm

Electrical connection of the outdoor unit (cont.)

Outdoor unit with 2 fans, types A10 to A13

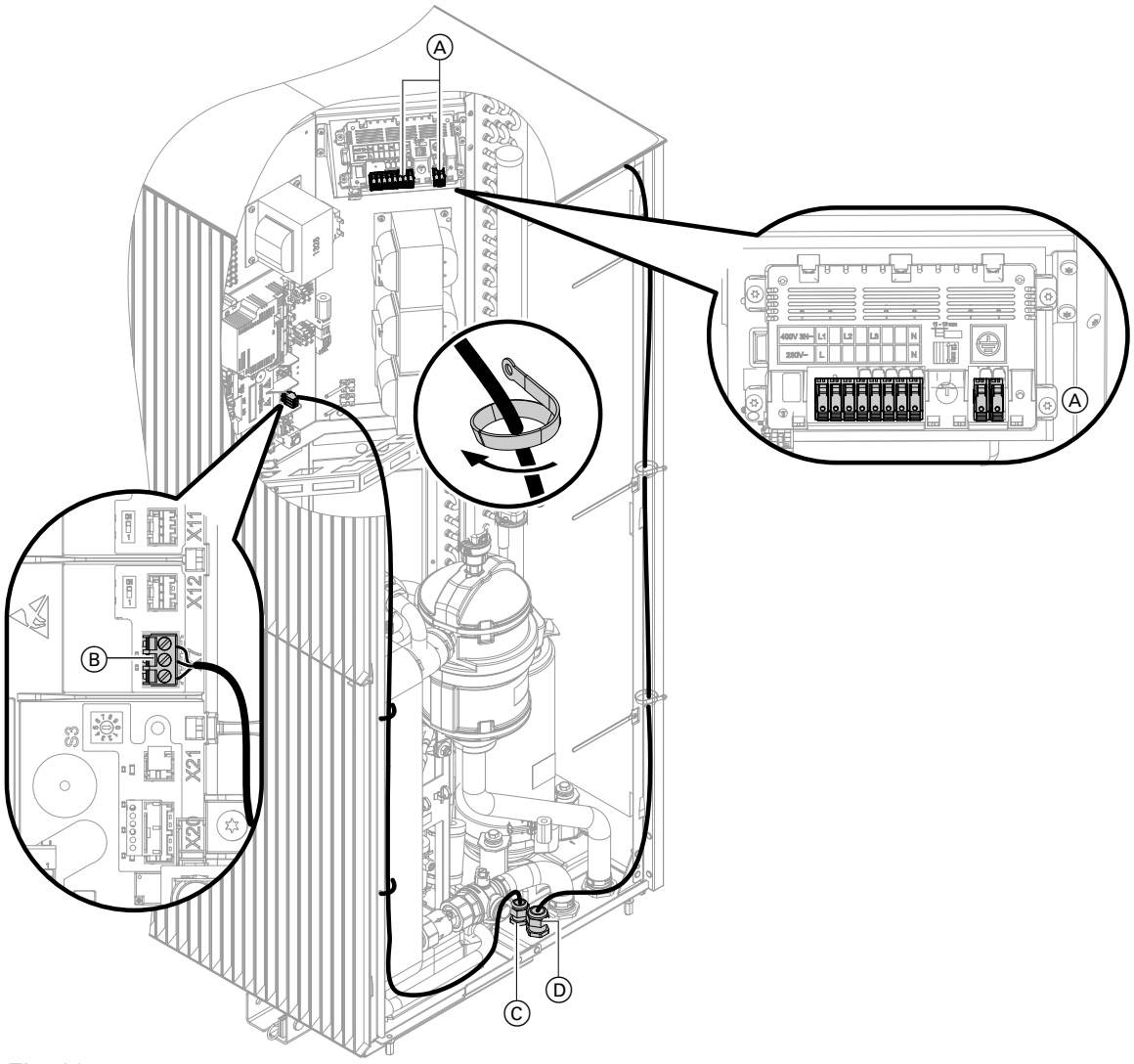

Fig. 62

Ⓐ Compressor power supply 230 V~/400 V~
Ⓑ Connection for CAN bus communication cable (accessories)
Ⓒ Cable entry for CAN bus communication cable
Torque: 6 Nm
Ⓓ Cable entry for power cable
Torque: 8 Nm

Length of cable in appliance:
- Compressor power cable 230 V~/400 V~: 1900 mm
- CAN bus communication cable: 1000 mm

Electrical connection of the outdoor unit (cont.)

Outdoor unit with 2 fans, types ...A16 to A19

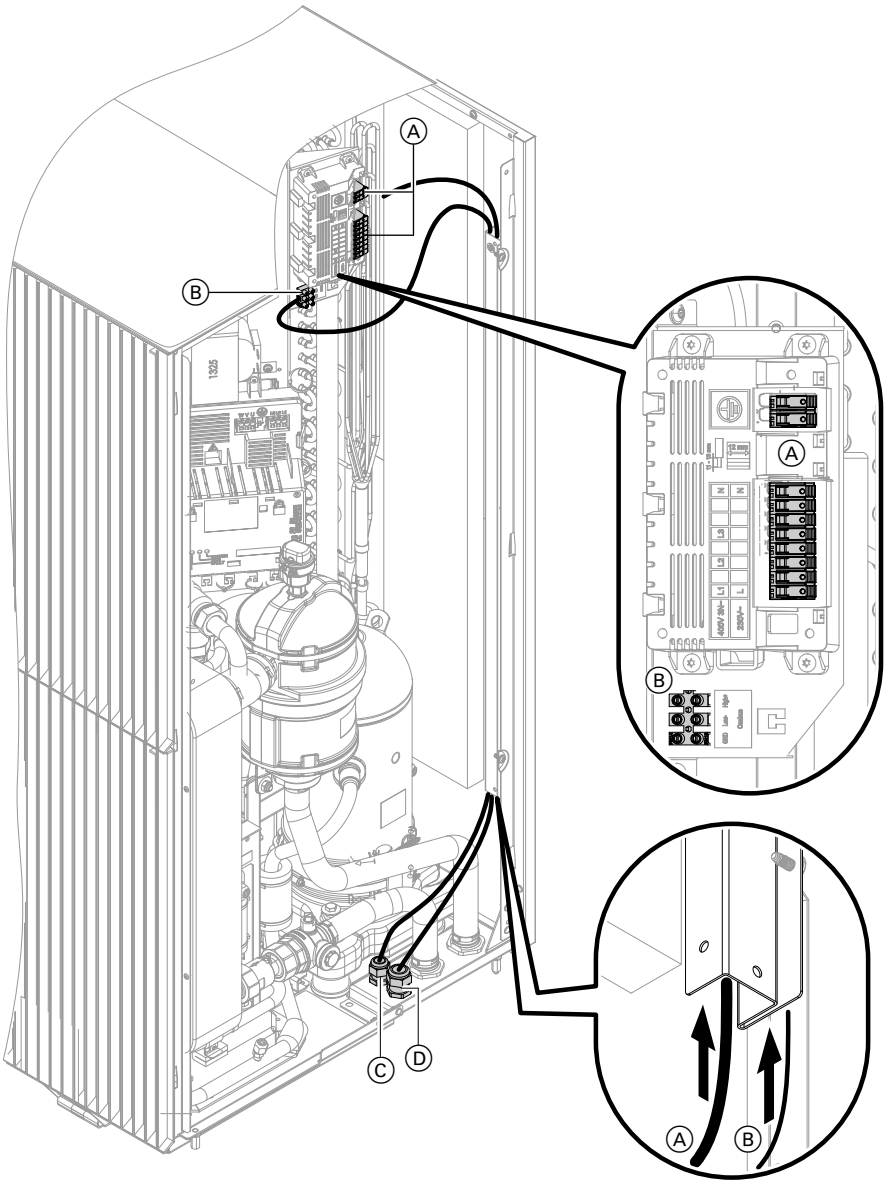

Fig. 63

Ⓐ Compressor power supply 400 V~
Ⓑ Connection for CAN bus communication cable (accessories)
Ⓒ Cable entry for CAN bus communication cable Torque: 6 Nm
Ⓓ Cable entry for power cable Torque: 8 Nm

Length of cable in appliance:
- Compressor power cable 400 V~: 1600 mm
- CAN bus communication cable: 1700 mm

Indoor/outdoor unit CAN bus communication cable (accessories)

Please note
Incorrectly carried out electrical installation can cause damage to the appliance.
Protect the CAN bus communication cable from damage.

The indoor unit and outdoor unit are integrated into the internal CAN bus system via the CAN bus communication cable.

Indoor/outdoor unit CAN bus communication cable… (cont.)

Recommended cable

- Recommended cable:
  Indoor/outdoor unit bus communication cable (accessories), length 5, 15 or 30 m
- For wiring on site:
  Only use the cable types listed in the following two tables.
  Also connect shielding to the "GND" connection of each of the following:
  - On connection of outdoor unit
  - In the extra low voltage (ELV) terminal area < 42 V (upper luster terminal) on the upper luster terminal: Connection 72

  If required, remove the terminator from terminal 72.

Recommended cable type (on site):

CAN bus cable	In line with ISO 11898-2, twisted pair cable, shielded
▪ **Cable cross-section**	0.34 to 0.6 mm^2
▪ **Characteristic impedance**	95 to 140 Ω
▪ **Max. length** (entire CAN bus system)	120 m

Alternative cable types (on site):

CAN bus cable	2-core, CAT7, shielded
▪ Max. length (entire CAN bus system)	120 m
CAN bus cable	2-core, CAT5, shielded
▪ Max. length (entire CAN bus system)	120 m

Terminator

The two terminators required for termination are connected at the factory.

Connecting the CAN bus cable

Note
Only use cables with shielding:
Connect the shielding on both sides of the connecting cable to the "GND" connection.

Cable length for on-site cables:
- Min. 3 m
- Max. 30 m

Indoor/outdoor unit CAN bus communication cable… (cont.)

Outdoor unit with 1 fan

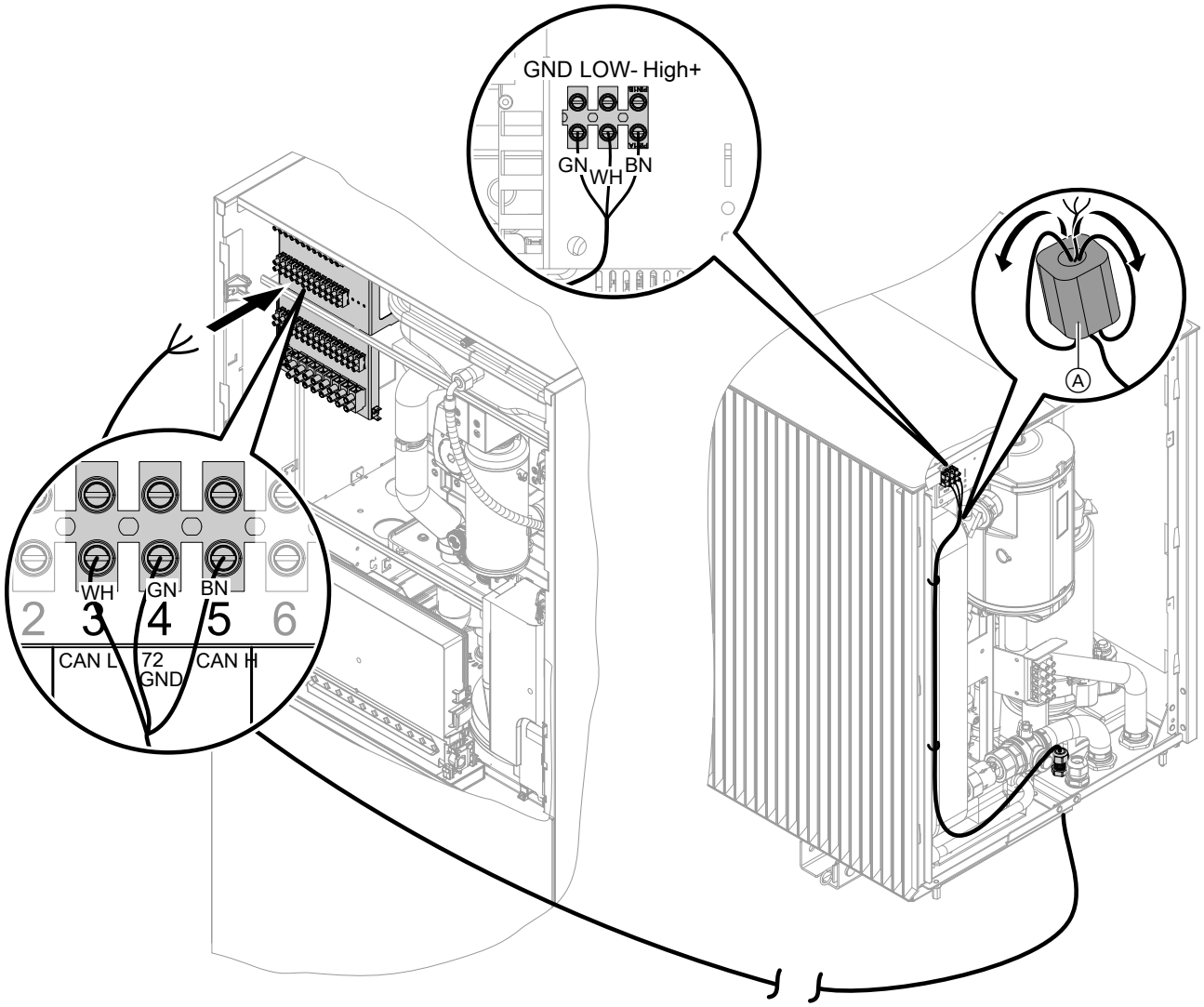

Fig. 64

Ⓐ Ferrite

Colour coding to IEC 60757:
BN Brown
GN Green
WH White

Indoor/outdoor unit CAN bus communication cable… (cont.)

Outdoor unit with 2 fans, types ...A10 to A13

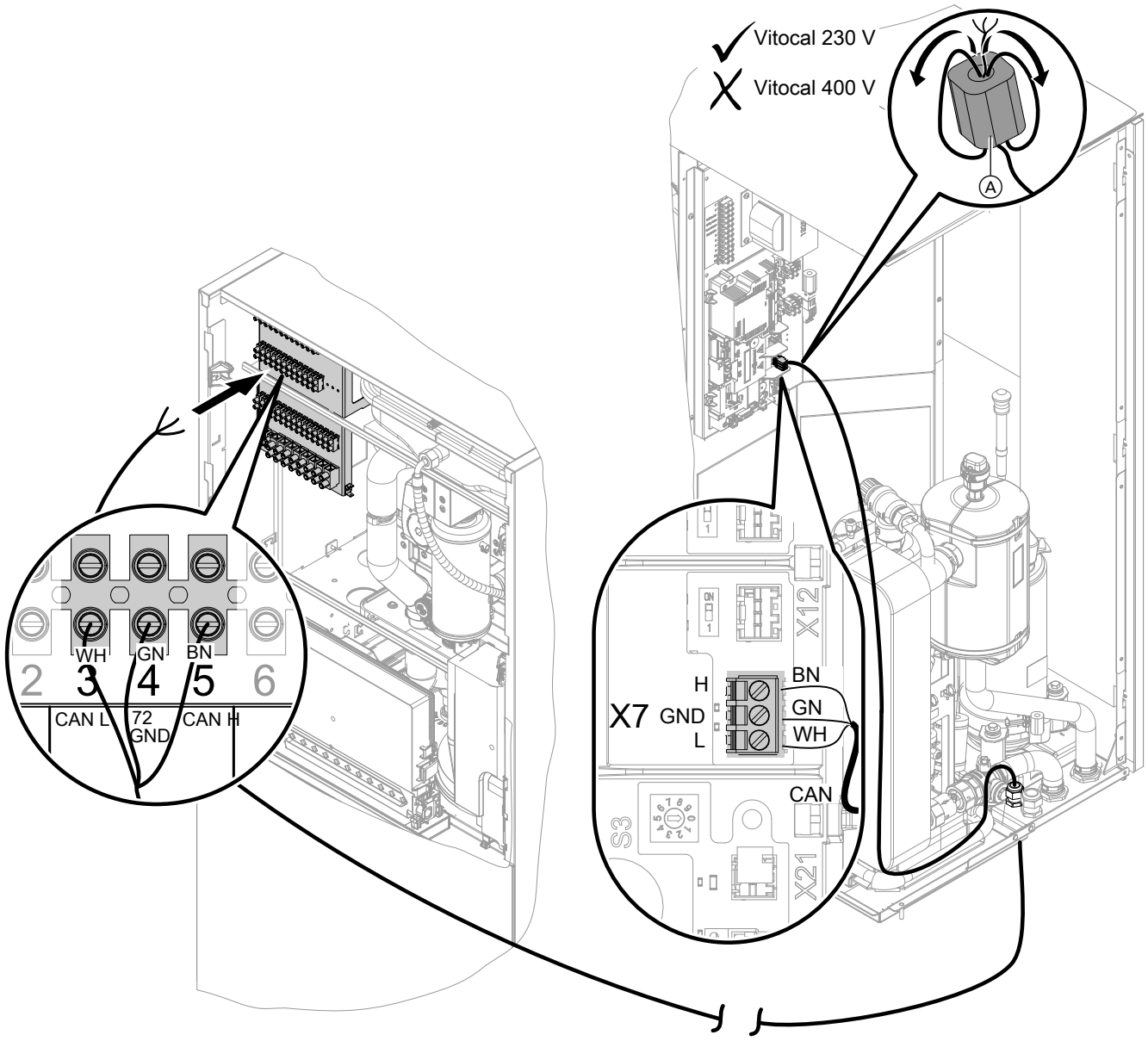

Fig. 65

Ⓐ Ferrite

Colour coding to IEC 60757:
BN Brown
GN Green
WH White

Indoor/outdoor unit CAN bus communication cable… (cont.)

Outdoor unit with 2 fans, types ...A16 to A19

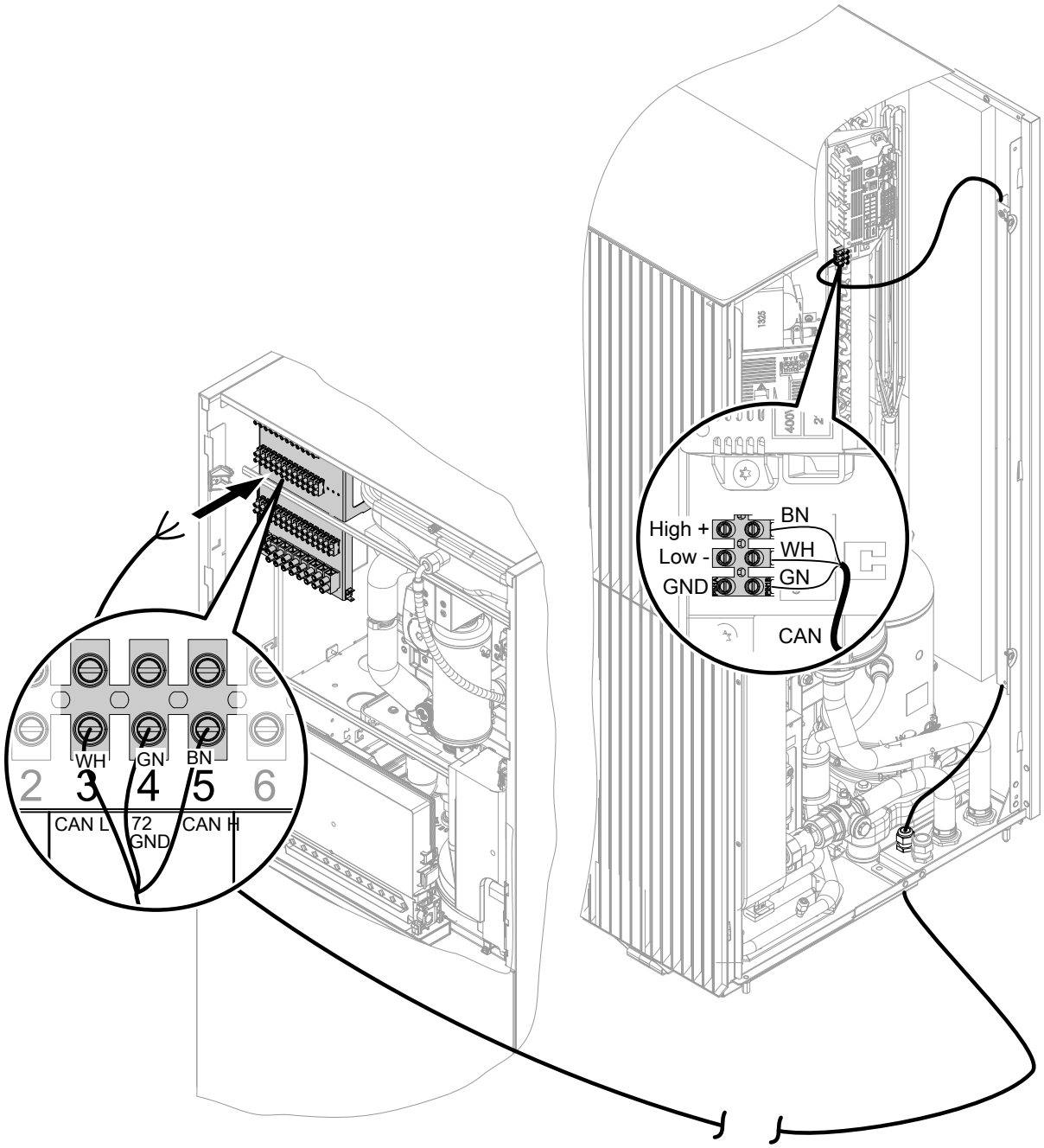

Fig. 66

Colour coding to IEC 60757:
BN Brown
GN Green
WH White

Power supply

Isolators for non-earthed conductors

- Install an isolator in the power cable to provide omnipolar separation from the mains for all active conductors, corresponding to overvoltage category III (3 mm) for full isolation. This isolator must be fitted in the permanent electrical installation in line with installation requirements, e.g. mains isolator or upstream circuit breaker.
- We additionally recommend installing an AC/DC-sensitive RCD with a nominal residual current of maximum 30 mA (RCD class B) for DC (fault) currents that can occur with energy efficient equipment.
- Select and size RCDs to DIN VDE 0100-530.

Danger
Incorrect electrical installations can lead to serious injury from electrical current and result in appliance damage.

Connect the power supply and implement all safety measures (e.g. RCD circuit) in accordance with the following regulations:
- IEC 60364-4-41
- VDE regulations
- TAR low voltage VDE-AR-N-4100

Danger
Incorrect electrical installations can lead to serious injury from electrical current and result in appliance damage.
- Protect the power cable against damage.
- In the outside area, the power cable must not be lighter than rubber sheathed cables with polychloroprene cover. Only use cables marked with ID 60245 IEC 57.

Danger
The absence of system component earthing can lead to serious injury from electrical current and component damage in the event of an electrical fault.
The appliance and pipework must be connected to the equipotential bonding of the building.

Danger
Incorrect core assignment can lead to serious injury from electrical current and result in appliance damage.
Do not interchange cores "L" and "N".

Note
Incorrectly executed electrical installations may cause undesirable electromagnetic interaction with other electronic devices.

- Consult your power supply utility, which may offer different supply tariffs for the power circuits.
  Observe the technical connection conditions of the power supply utility.
- If the compressor and/or instantaneous heating water heater are operated at an economy tariff (power-OFF), either provide an additional cable (e.g. 3 x 1.5 mm^2) for the power-OFF signal from the distribution board (meter box) to the heat pump control unit.
  Or
  Combine the cables for the power-OFF signal and for the heat pump control unit power supply (3 x 1.5 mm^2) in a 5-core cable.
- The assignment of the power-OFF (for compressor and/or instantaneous heating water heater) is made via the type of connection and by setting parameters in the heat pump control unit.
  In Germany, the power supply can be cut for a maximum of 3 x 2 hours per day (24 h).
- The **heat pump control unit/PCB** must be supplied **without** power-OFF. Tariffs subject to possible shutdown must not be used here.
- Using self-consumption (use of power generated by the photovoltaic system for own use):
  During the power-OFF period, it is **not** possible to operate the compressor with self-generated power.
- Protect the power cable to the heat pump control unit with a fuse of max. 16 A.
- For accessories and external components that will not be connected to the heat pump control unit, provide the power supply via the same fuse, or at least on the same phase, as the heat pump control unit. Connection to the same fuse provides additional safety in the event of the power being switched off. Observe the power consumption of the connected consumers.
- If the power supply to the appliance is connected with a flexible power cable, ensure that the live conductors are pulled taut before the earth conductor in the event of strain relief failure. The length of the earth conductor wire will depend on the design.

Power supply (cont.)

Only types ... SP: Heat pumps with central power supply on the indoor unit

Shared power supply for heat pump control unit and instantaneous heating water heater:

- Only for instantaneous heating water heaters with 230 V~ power supply
- 230 V~ power supply kit (accessories) required

  Installation instructions "230 V~ mains connection kit"

Note

Fuse in "230 V~ mains connection kit" for appliance protection only

- Power supply: 1/N/PE 230 V/50 Hz
- Recommended power cable: 3 x 6.0 mm^2
- Max. cable length: 30 m
- Max. fuse rating: 32 A
- Standard tariff: No economy tariff with power-OFF facility possible

Indoor unit: Heat pump control unit power supply 230 V~

The mains connection is made in the 230 V~/400 V~ terminal area.

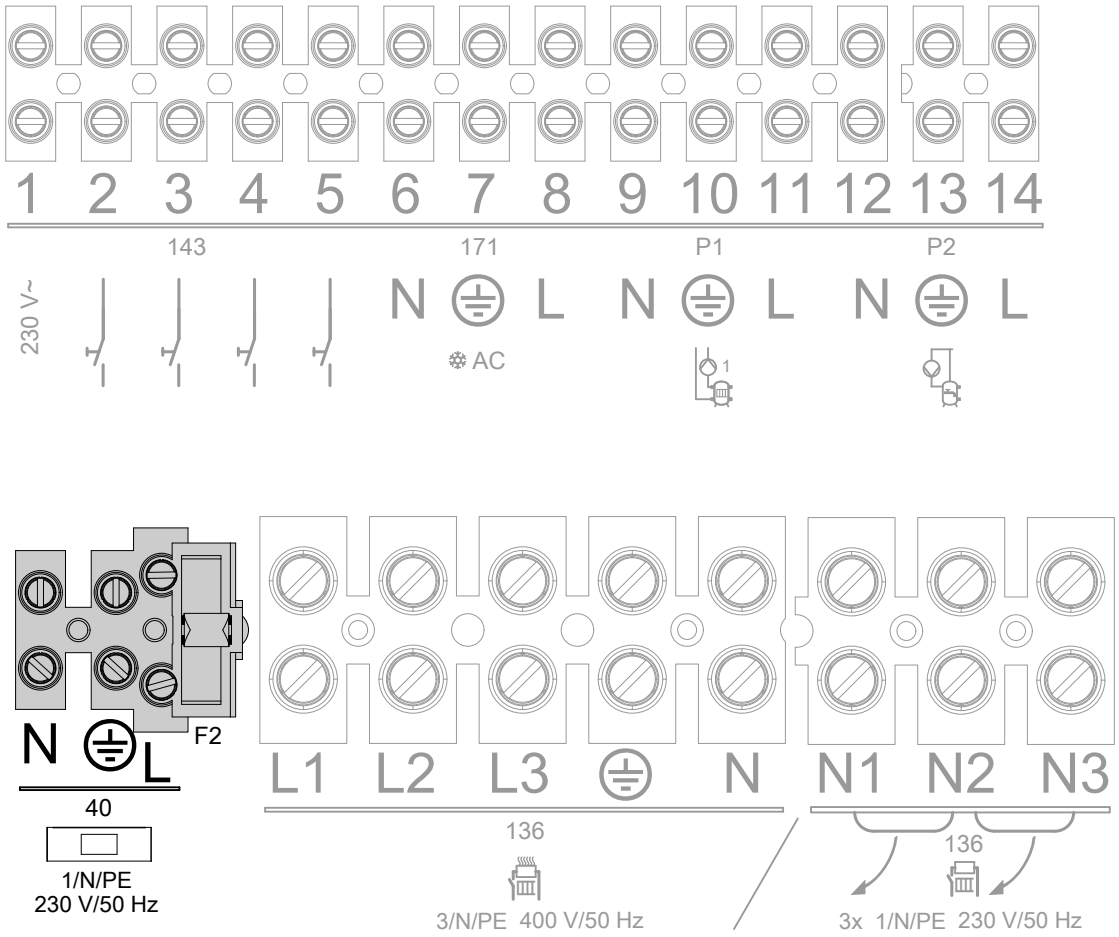

Fig. 67

F2 Fuse 6.3 A H (slow)

Mains terminal for heat pump control unit power supply

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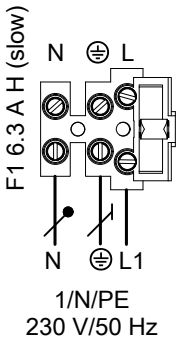
Power supply (cont.)

Heat pump control unit	▭
Power supply	1/N/PE 230 V/50 Hz
	 1/N/PE 230 V/50 Hz
Recommended power cable	
▪ Without power-OFF	3 x 1.5 mm²
▪ With power-OFF	5 x 1.5 mm²
Max. cable length	50 m
Max. fuse rating	16 A
Tariff	Standard tariff ▪ No economy tariff with power-OFF facility possible ▪ This supply must **never** be blocked.

Indoor unit: Instantaneous heating water heater power supply 230 V~/400 V~

- The mains connection is made in the 230 V~/400 V~ terminal area.
- The 230 V~ power supply can be 1-phase, 2-phase or 3-phase.
- The 400 V~ power supply can be 2-phase or 3-phase.

Depending on the version, the output restriction for the instantaneous heating water heater must be set during commissioning: See the following tables.

Power supply (cont.)

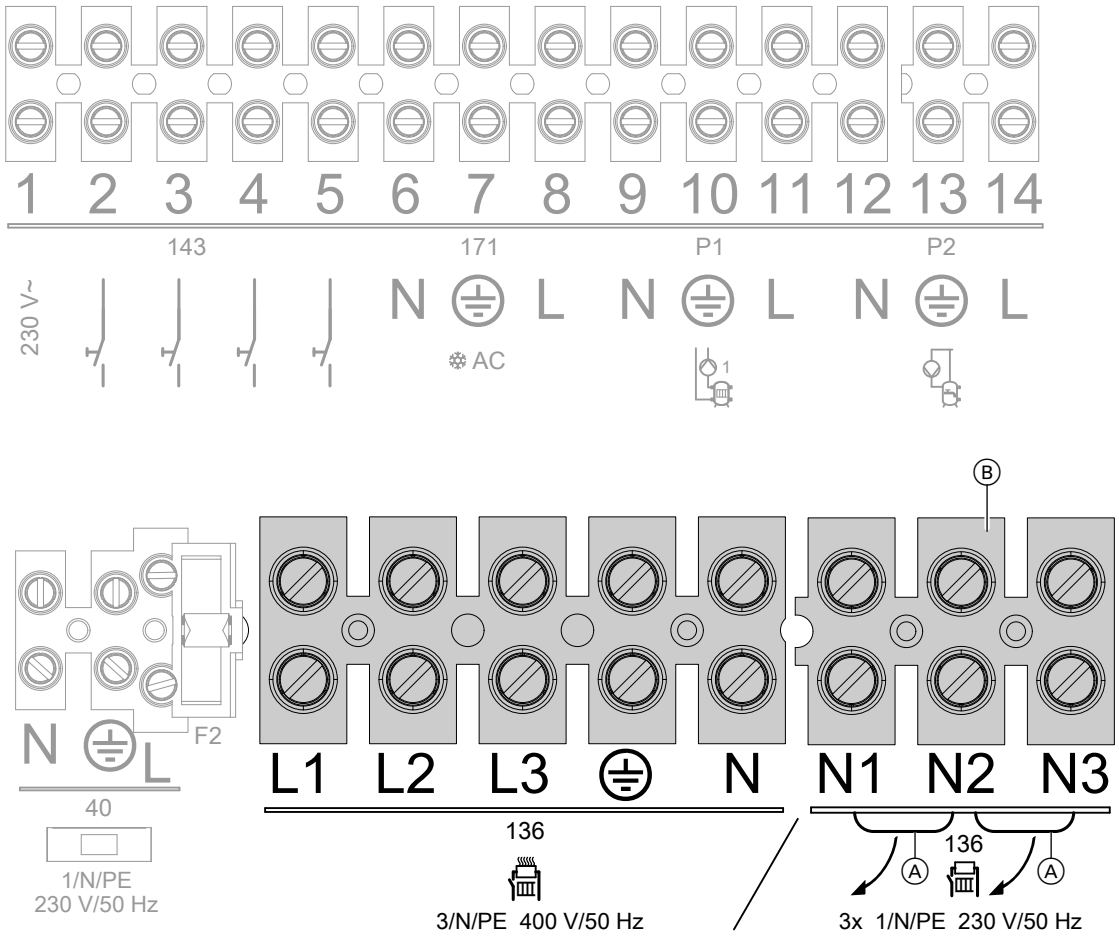


Fig. 68

Ⓐ Jumpers
Ⓑ Mains terminals for the instantaneous heating water heater

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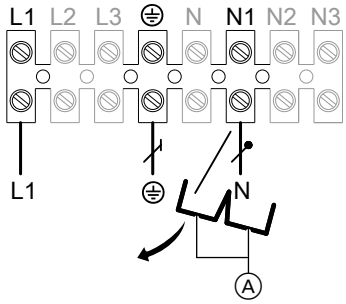
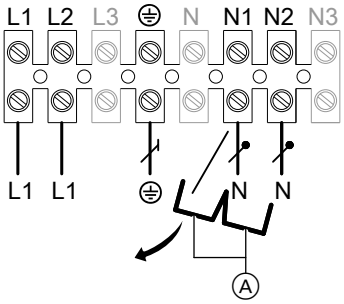
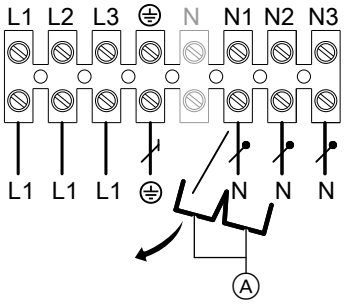
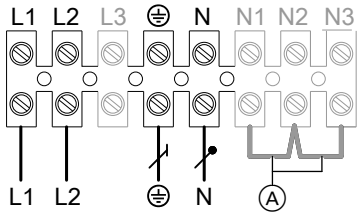
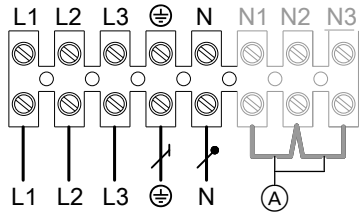
Power supply (cont.)

Instantaneous heating water heater power supply 230 V~

Power supply

	1-phase	2-phase	3-phase
	 1x 1/N/PE 230 V/50 Hz	 2x 1/N/PE 230 V/50 Hz	 3x 1/N/PE 230 V/50 Hz
Jumpers Ⓐ at terminals N1 to N3	Remove!	▪ In 3-phase network: Jumper at terminals N1, N2 can be removed. ▪ In 1-phase network: Remove jumper!	Remove!
Recommended power cable	3 x 2.5 mm²	▪ In 3-phase network: 5 x 2.5 mm² ▪ In 1-phase network: 7 x 2.5 mm²	7 x 2.5 mm²
Max. cable length	25 m	25 m	25 m
Max. fuse rating	16 A	16 A	16 A
Tariff	Economy tariff and power-OFF can be applied		
Output restriction during commissioning	3 kW	5 kW	8 kW

Instantaneous heating water heater power supply 400 V~

Power supply	**2-phase**	**3-phase**
	 2/N/PE 400 V/50 Hz	 3/N/PE 400 V/50 Hz
Jumpers Ⓐ at terminals N1 to N3	Never remove!	Never remove!
Recommended power cable	5 x 2.5 mm²	5 x 2.5 mm²
Max. cable length	25 m	25 m
Max. fuse rating	16 A	16 A
Tariff	Economy tariff and power-OFF can be applied	Economy tariff and power-OFF can be applied
Output restriction during commissioning	5 kW	8 kW

Power supply (cont.)

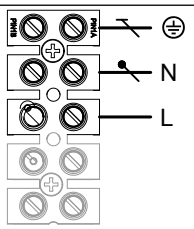
Outdoor unit: Compressor power supply 230 V~/400 V~

Danger
Risk of explosion: Electrical components can cause sparks which may be ignited by escaping refrigerant.
Before inserting or removing the power supply plug, isolate the system from the power supply e.g. at the separate fuse or main switch. Check that the system is no longer live.

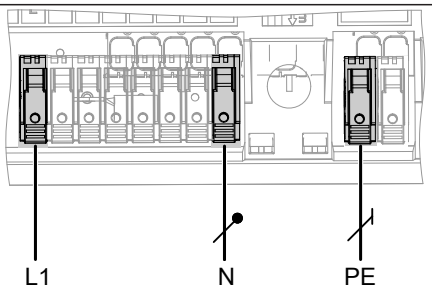
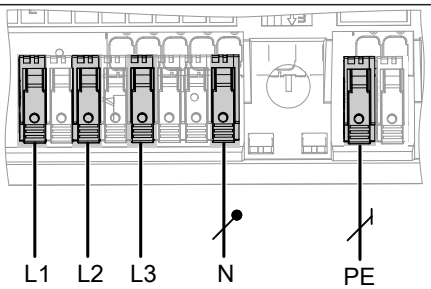
Please note
Incorrect phase sequence can cause damage to the appliance.
Connect the 400 V~ compressor power supply **only** in the phase sequence specified (see terminals) with a **clockwise** rotating field.

- Outdoor unit terminal area: See chapter "Cable routing to the terminal area".
- Shield the power cable from direct sunlight.

Outdoor unit with 1 fan

Compressor power supply	**230 V~**
	 1/N/PE 230 V/50 Hz
Recommended power cable	
	3 x 2.5 mm² **Or** 3 x 4.0 mm²
Max. cable length	
▪ For 3 x 2.5 mm²	20 m
▪ For 3 x 4.0 mm²	32 m
Max. fuse rating	16 A

Outdoor unit with 2 fans

Compressor power supply	**230 V~**	**400 V~**
	 1/N/PE 230 V/50 Hz	 3/N/PE 400 V/50 Hz
Recommended power cable		
	3 x 2.5 mm² **Or** 3 x 4.0 mm²	5 x 2.5 mm²
Max. cable length depends on power cable		
3 x 2.5 mm²	20 m	—
3 x 4.0 mm²	32 m	—
5 x 2.5 mm²	—	30 m
Max. fuse rating	B25A	16 A

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Power supply (cont.)

Power supply with power-OFF: Without on-site load disconnect

The power-OFF signal is connected directly into the 230 V~/400 V~ terminal area of the indoor unit. With heat pump cascades, the connection is only made at the lead heat pump.

Electrical connections of the power supply:

- Indoor unit:
  See following chapter:
  - "Terminal area 230 V~/400 V~"
  - "Indoor unit: Heat pump control unit power supply"
  - "Indoor unit: Power supply for instantaneous heating water heater"
- Outdoor unit:
  See chapter "Outdoor unit: Compressor power supply".

Note

Observe the technical connection requirements of the relevant power supply utility.

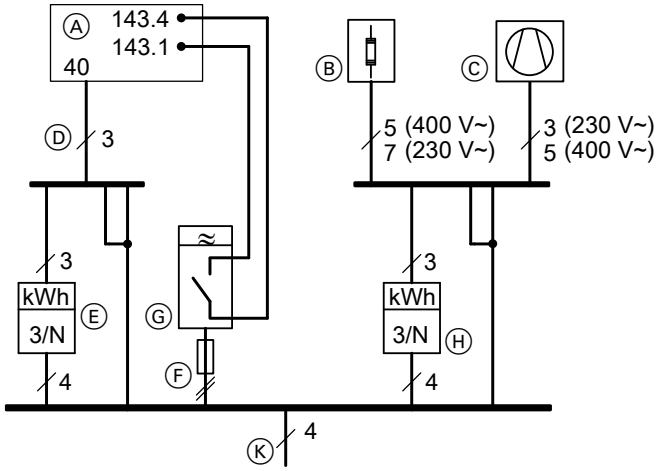

Fig. 69 Diagram excluding fuses and RCD

Ⓐ Terminal area 230 V~/400 V~
Ⓑ Instantaneous heating water heater
Ⓒ Compressor
Ⓓ Heat pump control unit power supply
Ⓔ Premium tariff meter
Ⓕ Ripple control receiver backup fuse
Ⓖ Ripple control receiver (contact open: Power-OFF enabled); feed: TNC system
Ⓗ Economy tariff meter
Ⓚ Feed: TNC system

Mains power supply in conjunction with self-consumption

Connection schematics for self-consumption via the integrated energy management system as well as further information: See **https://link.viessmann.com/energymanagement**.

Fig. 70

Closing the indoor unit

Danger

The absence of system component earthing can lead to serious injury from electrical current and component damage in the event of an electrical fault.

- Before closing the indoor unit, restore all protective conductor connections.
- Check whether equipment and pipe connections are connected to the equipotential bonding of the building. Restore the connections if required.

Please note

If a casing door is not securely closed this can lead to damage from condensation, vibrations and excessive noise.

- Check all-round seal of front panel for damage.
- Close appliance correctly.
- On pipe and hose outlets, ensure the thermal insulation is seated correctly.

Indoor unit: Fitting the front panel

In reverse order: See page 44.

Closing the outdoor unit

Note
The following information for closing the outdoor unit applies to outdoor units with 1 or 2 fans. The outdoor unit with 2 fans is shown as an example.

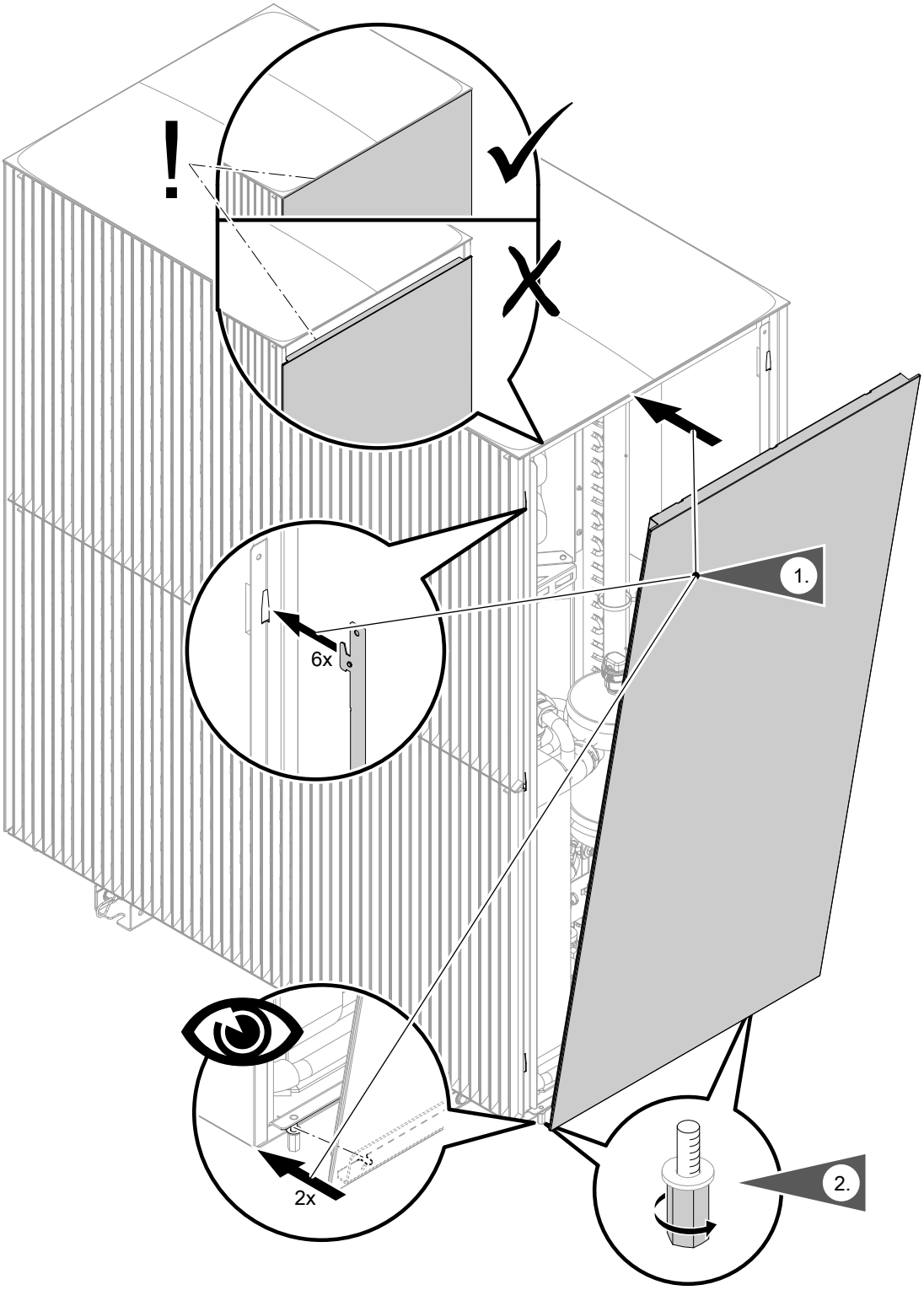

Fig. 71

2. Torque 1.5 +1.0 Nm

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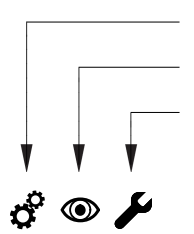
Steps - commissioning, inspection and maintenance



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Compiling reports

Enter the readings taken during commissioning in the reports on page 185 onwards and the operator's log (if available).

Only types ...A16 to A19: Removing the compressor transport bracket

Danger
Operating the outdoor unit with the compressor transport bracket still installed may cause damage to the outdoor unit.
Remove the compressor transport bracket **before** commissioning **and** dispose of it.

Danger
If the compressor transport bracket is re-used, there is a risk of explosion due to defective protection from electrostatic discharge.
Remove the compressor transport bracket **before** commissioning **and** dispose of it.

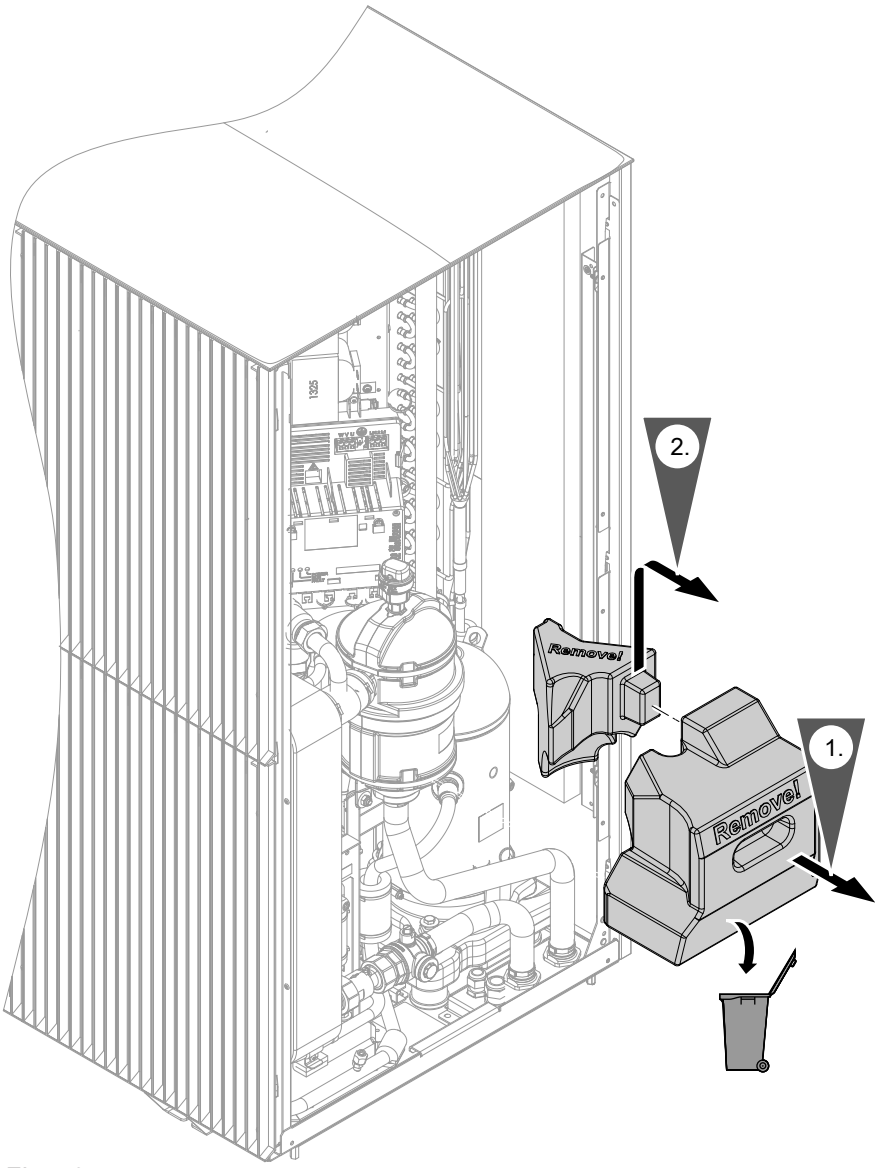

Fig. 72

Commissioning the system

Commissioning requirements

Please note
Commissioning immediately after installation of the outdoor unit can lead to appliance damage. Wait at least **30 min** between installing the outdoor unit and commissioning the heat pump.

- All hydraulic lines are connected to the heat pump and have been checked for leaks.
- The indoor and outdoor units are connected to each other hydraulically.
  For modernisation projects:
  - The system has been thoroughly flushed.
  - A heating water filter (accessories) is installed between the outdoor and indoor units, in the return to the outdoor unit.
- The system is **not** yet filled with heating water.
- All electrical components of the system are connected.
- All CAN bus connections have been made:
  For internal CAN bus: See "Connecting the indoor/outdoor unit CAN bus communication cable".
  For external CAN bus for system networks: See "Connecting with other Viessmann appliances via the CAN bus".
- The indoor unit, the instantaneous heating water heater and the outdoor unit are connected to the mains supply.
- Only types ...A16 to ...A19: The compressor transport bracket has been removed

Credentials for the access point

For commissioning via the ViGuide app, a WiFi connection is established via the heat pump's access point.
Three labels with the credentials required for establishing the connection are attached at the factory to the front of the programming unit. The access code is marked .

Remove these 3 labels. Apply the labels in the following positions:
- For commissioning, affix a label to the place marked on the type plate.
- For later use, affix a label here:

Fig. 73

- Affix a label in the space provided in the operating instructions.

Start sequence for indoor/outdoor units

If this start sequence is not observed, communication errors are displayed and the system does not start.

1. Switch on the power supply at the main fuse.
2. Switch on power supply to indoor unit. Wait until the default display is shown on the HMI programming unit.

Please note
Freezing can cause damage to the heat pump and to the system.
Leave the indoor unit power supply and ON/OFF switch permanently switched on. Only switch off the power supply and ON/OFF switch for short periods, e.g. for work on the heat pump.

Heat pump start-up at outside temperatures below –10 °C
For technical reasons, heat pump start-up is delayed by several minutes in the following cases:
- *When carrying out initial commissioning*
- *After long downtimes*

Commissioning the system (cont.)

3. Switch on power supply to outdoor unit.

Commissioning the heat pump as a single appliance

Commissioning of the heat pump as a single appliance is carried out via the commissioning assistant. The commissioning assistant can be accessed either via the HMI programming unit or the ViGuide app.

1. **Start the heat pump:**
   It is **essential** to observe the start sequence: See chapter "Start sequence for indoor/outdoor unit".

2. **Start commissioning:**
   Launch the commissioning process on the heat pump via the commissioning assistant:
   - If the heat pump hasn't been switched on yet, the commissioning assistant starts automatically.
   - If the heat pump has already been switched on: See chapter "Calling up the commissioning assistant at a later point".

   - For commissioning via the HMI programming unit: Select **"With programming unit (HMI)"**. Or
   - For commissioning via the ViGuide app: Select **"Commissioning with software tool"**. The heat pump automatically activates the access point. A direct WiFi connection to a mobile device is established via the access point. This WiFi connection is independent of the home WiFi network.

3. **Commission and set up the system:**
   - When commissioning via the HMI programming unit:
     See chapter "Commissioning assistant".
     Or
   - When commissioning via the ViGuide app:
     Start the ViGuide app on the mobile device. Follow the instructions.
     - Scan the QR code on the label.
       Or
     - Enter the name of the access point "Viessmann-xxxx" and the password ("WPA2").

     Perform all necessary settings in the ViGuide app.

   Note
   Depending on the heat generator type, the accessories connected and other settings, not all menu points will be displayed.

4. **Further settings via the ViCare app:**
   The heat pump must be connected to the Viessmann server via the internet in order to perform settings via the ViCare app. This internet connection is established via the home WiFi.
   To set up the internet connection:

   Operating instructions

Commissioning the heat pump in a system network

In a system network, all Viessmann appliances with One Base are commissioned using the ViGuide app via the access point of the heat pump (main appliance).

Note
The ViGuide app for commissioning and servicing is available for iOS and Android devices.

Download on the App Store

GET IT ON Google Play

1. Where one or more of the other Viessmann appliances have already been operational as a standalone unit, **first** restore the factory settings on these Viessmann appliances.

   Installation and service instructions of the relevant Viessmann appliance

2. **Switch on the Viessmann appliances:**
   - Switch on all Viessmann appliances in the system network.
   - It is **essential** to observe the start sequence for the heat pump: See chapter "Start sequence for indoor/outdoor units".

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Commissioning the system (cont.)

3. **Start commissioning on the heat pump (main appliance):**
   Launch the commissioning process on the heat pump via the commissioning assistant:
   - If the heat pump hasn't been switched on yet, the commissioning assistant starts automatically.
   - If the heat pump has already been switched on: See chapter "Calling up the commissioning assistant at a later point".

   Select **"Commissioning with software tool"**:
   - The heat pump automatically activates the access point. A direct WiFi connection to a mobile device is established via the access point. This WiFi connection is independent of the home WiFi network.
   - The other connected Viessmann appliances detect the connection to the heat pump (main appliance). Some Viessmann appliances indicate on the HMI programming unit display that connection was successful.

4. **Commission and set up the system network:**
   Start the ViGuide app on the mobile device. Follow the instructions.
   - Scan the QR code on the label.
     Or
   - Enter the name of the access point "Viessmann-xxxx" and the password ("WPA2").

   Commission all Viessmann appliances via the heat pump's access point using the ViGuide app.
   Perform all necessary settings in the ViGuide app.

5. **Further settings via the ViCare app:**
   The heat pump must be connected to the Viessmann server via the internet in order to perform settings via the ViCare app. This internet connection is established via the home WiFi.
   To set up the internet connection:

   Operating instructions

Setting up the internet connection

For maintenance and service via ViGuide and for operation via the ViCare app, an internet connection between the heat pump and the Viessmann server is required.

To set up the internet connection:
Operating instructions

Calling up the commissioning assistant at a later point

If you need to continue commissioning later, the commissioning assistant can be restarted at any time.

Tap the following buttons:

1. ☰
2. **"Service"**
3. Enter password **"viservice"**.
4. Confirm with ✓.
5. **"Commissioning"**

Commissioning assistant

Procedure	Explanations and references
Commissioning	
Language	Select the required menu language for the programming unit.
Commissioning tool ▪ With programming unit (HMI) ▪ Commissioning with software tool	 Commissioning is continued with the programming unit. The access point of the heat pump is switched on automatically. For the next commissioning steps, follow the instructions in ViGuide.
Demo operation	In demo operation, sensor values and hydraulic settings are simulated. The activated demo mode can be terminated from the Service menu. Upon return to normal operation, a restart is carried out.

Commissioning the system (cont.)

Procedure	Explanations and references
Information	Confirm the information displayed on the "service link" and the data protection information.
Language	Select the required menu language for the programming unit.
Country	Select the country of installation.
Date and time	Set the date and time.
Units of measurement	Select the system of units.
Altitude	Set the geographical height of the installation location.
Installation conditions of outdoor unit	Installation conditions of outdoor unit: See installation information on page 26.
▪ Yes, installation conditions are met	Continue commissioning with the outdoor unit.
▪ No, the installation conditions have not been met.	Commissioning the system without the outdoor unit, e.g. for screed drying: ▪ Room heating by means of the integral instantaneous heating water heater or the external heat generator, if installed ▪ No room cooling ▪ DHW is always heated by the instantaneous heating water heater
Refrigerant circuit installation	
▪ Yes, enable outdoor unit	The outdoor unit is installed in accordance with these installation and servicing instructions and ready for operation: Continue commissioning.
▪ No, continue with deactivated outdoor unit.	Outdoor unit not ready for operation: ▪ Room heating by means of the integral instantaneous heating water heater or the external heat generator, if installed ▪ No room cooling ▪ DHW is always heated by the instantaneous heating water heater
Safety information	The safety information must be confirmed in order for commissioning to continue.

System scheme	
Low loss header/buffer cylinder	Only for indoor units with 1 integral heating/cooling circuit: Configuration in accordance with system equipment (in conjunction with external buffer cylinder)
▪ Not available	
▪ Buffer cylinder, heating only	System with heating water buffer cylinder with 1 buffer temperature sensor
▪ Buffer cylinder with heating and cooling	System with heating water/coolant buffer cylinder with 1 buffer temperature sensor

Commissioning the system (cont.)

Procedure	Explanations and references
Heating/cooling circuit 1 to heating/cooling circuit 4	Configuring the heating/cooling circuits ***Note*** *For types ....2C, only 2 heating/cooling circuits can be configured.*
▪ Function	▪ Not available ▪ Heating/cooling circuit without mixer ▪ Heating/cooling circuit with mixer (not for heating/cooling circuit 1)
▪ Operating mode	▪ Heating only ▪ Cooling only An external buffer cylinder (if installed) must be configured for "Heating and cooling". ▪ Heating and cooling An external buffer cylinder (if installed) must be configured for "Heating and cooling".
▪ Type	Type of energy distribution, e.g. radiators, underfloor heating system
DHW	System components for DHW heating
▪ Not available	System without DHW heating
▪ Cylinder with one sensor	DHW cylinder with 1 cylinder temperature sensor
▪ Cylinder with one sensor and DHW circulation pump	DHW cylinder with 1 cylinder temperature sensor and DHW circulation pump
External heat generator	In conjunction with the EM-HB1 extension kit (accessories): Configuration of the external heat generator
▪ Function not available	System without external heat generator
▪ Central heating without pump	For external heat generators without integral circulation pump
▪ Central heating with pump	For external heat generators with integral circulation pump

Filling assistant	
System pressure	Select the system pressure values.
▪ Set value	Set value of the heating water side system pressure in bar
▪ Range	Tolerance range of the system pressure in bar: If this value deviates for a determined period by more than the given range, warning message A.11 appears.
Filling	Fill the system with heating water.
▪ Filling heating/cooling circuit 2	See chapter "Filling heating/cooling circuit 2" on page 107.
▪ Filling DHW	See chapter "Filling the remaining consumer circuits" on page 107.
▪ Filling defrost buffer	
▪ Filling heating/cooling circuit 1	
▪ Building up the system pressure	See chapter "Building up the system pressure" on page 110.

Commissioning the system (cont.)

Procedure	Explanations and references
Venting	The system is vented via the quick-action air vent valve in the outdoor unit: See chapter "Venting the system" on page 111. ***Note*** *If the outdoor unit is not yet connected, connect both the flow and return connections of the outdoor unit to the indoor unit on site. Fit an air vent valve into this hydraulic connection and use it to vent the system: See page 58.* ***Note*** *The venting process can take up to 20 min.*

Extensions	
Power-OFF and Smart Grid	Activation of power-OFF or Smart Grid: Connection of power supply utility floating contacts (connections 143.4 and 143.5 on the bottom PCB): See page 71.
▪ Not available	Neither power-OFF nor Smart Grid is connected.
▪ Power-OFF	Floating contact for power-OFF is connected (connection 143.4 on the bottom PCB): See page 71.
▪ Smart Grid	Floating contacts for Smart Grid are connected (connections 143.4 and 143.5 on the bottom PCB): See page 71.

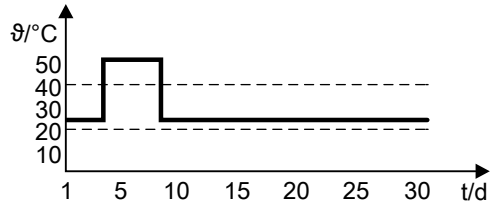
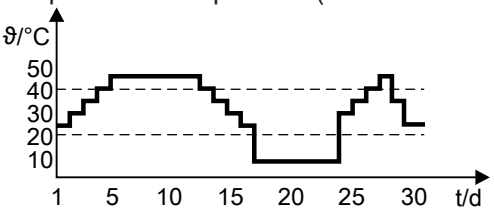
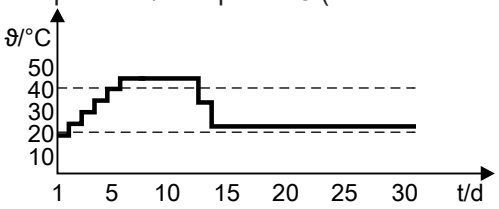
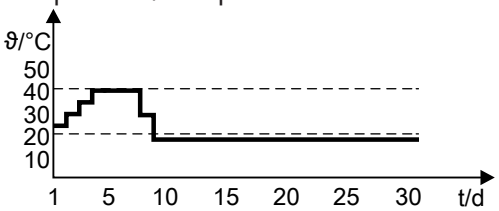
Commissioning the system (cont.)

Procedure	Explanations and references
External heat generator	
Operating mode, external heat generator	▪ Not active Demands cannot be sent to the external heat generator. ▪ Heating only Room heating via the external heat generator; no room cooling ***Note*** *DHW is always heated by the integral instantaneous heating water heater.*
Operating mode	▪ Mono mode Heat generation only via the heat pump ▪ Dual mode parallel Demands can be sent to both heat generators (heat pump and external heat generator) in parallel. ▪ Dual mode alternative Demands can be sent to both heat generators (heat pump and external heat generator), but they never both run at the same time. ***Note*** *DHW is always heated by the integral instantaneous heating water heater.*
Dual mode point	Dual mode temperature: Temperature limit between heat pump-only mode and parallel operation of the heat pump and external heat generator
Alternative point	Alternative mode temperature limit: Temperature limit between operation with the heat pump and operation with the external heat generator ***Note*** *DHW is always heated by the integral instantaneous heating water heater.*
Control modes	Control strategy settings: ▪ Constant temperature limits ▪ Economical control strategy for minimum running costs ▪ Ecological control strategy for minimum CO_2 emissions
Temperature offset, external heat generator	Offset for boiler temperature sensor: For raising the set flow temperature to compensate for a slightly too low flow temperature from the mixer.

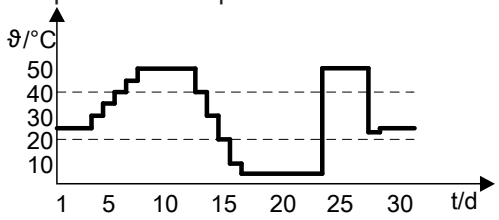
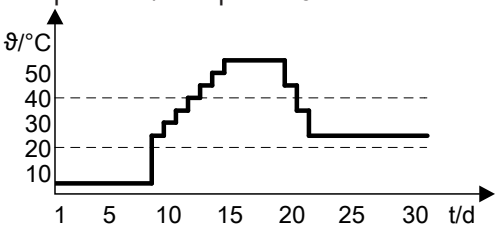
Commissioning the system (cont.)

Procedure	Explanations and references
Electric booster heater	Enabling the integral instantaneous heating water heater
▪ Function not available	The instantaneous heating water heater is not enabled for room heating or DHW heating: Instantaneous heating water heater only is switched on only for frost protection of the heat pump and the system.
▪ Heating only	The instantaneous heating water heater only is switched on for room heating, e.g. if the heat pump output is insufficient. ***Note*** *In conjunction with an external heat generator, room heating is always provided via the external heat generator.*
▪ Only DHW	The instantaneous heating water heater only is switched on for DHW reheating, e.g. if the set DHW temperature value is not reached with the heat pump alone.
▪ Heating and DHW	The instantaneous heating water heater only is switched on for room heating and DHW reheating, e.g. if the heat pump output is insufficient. ***Note*** *In conjunction with an external heat generator, room heating is always provided via the external heat generator.*
▪ Maximum output, electric booster heater	Output restriction for the instantaneous heating water heater Depending on the power supply to the instantaneous heating water heater, the max. output must be limited as follows: Max. output with 230 V~ power supply ▪ 1-phase: 3 kW ▪ 2-phase: 5 kW ▪ 3-phase: 8 kW Max. output with 400 V~ power supply ▪ 2-phase: 5 kW ▪ 3-phase: 8 kW
Digital input 1	Function of the floating contact connected to connection 143.2 on the bottom PCB
▪ No function	No floating contact connected
▪ External demand, DHW circulation pump	If the connected button is pressed, the DHW circulation pump runs for 5 minutes.
▪ External blocking	Refrigerant circuit and instantaneous heating water heater are blocked.
▪ Blocking heating/cooling circuit 1	If the temperature limiter to restrict the maximum temperature for underfloor heating circuit 1 responds, the room heating for this heating/cooling circuit is switched off.
Digital input 2	Function of the floating contact connected to connection 143.3 on the bottom PCB
▪ No function	No floating contact connected
▪ Fault message input	External appliance fault message, e.g. external heat generator
▪ Blocking heating/cooling circuit 2	If the temperature limiter to restrict the maximum temperature for underfloor heating circuit 2 responds, the room heating for this heating/cooling circuit is switched off.

Commissioning the system (cont.)

Procedure	Explanations and references
System configuration	
Quieter operation	Quieter operation of the outdoor unit: During quieter operation, the compressor and fan are operated at reduced speed.
▪ Function	Enable/disable quieter operation.
▪ Time program	Set the time program for quieter operation: See operating instructions.
▪ Adjustable by system user	Enable whether the time program for quieter operation can be set by the system user.
Screed drying	If a profile is selected, screed drying begins with the respective temperature/time profile, after the commissioning assistant finishes.
▪ Not active	Screed drying is not switched on.
▪ Profile A	Temperature/time profile 1 (in acc. with EN 1264-4) 
▪ Profile B	Temperature/time profile 2 (in acc. with ZV parquet and flooring technology) 
▪ Profile C	Temperature/time profile 3 (in acc. with Austrian Standards) 
▪ Profile D	Temperature/time profile 4 

Commissioning the system (cont.)

Procedure	Explanations and references
▪ Profile E	Temperature/time profile 5 
▪ Profile F	Temperature/time profile 6 
Abort startup	▪ Use ✓ to restart the system. ▪ Use ✕ to return to system configuration

Installing and connecting the wireless remote control (accessory)

Installation and service instructions for the wireless remote control

The Viessmann appliance (e.g. heat generator or ventilation unit) is connected to the wireless remote control via low power radio.

Note
The wireless remote control is commissioned via the ViGuide app.

Filling the system

The filling of the system is menu-guided with the commissioning assistant.

Please note
Filling and venting the system with the transport bracket loose can cause damage to the outdoor unit.
Before filling and venting the system, check whether the transport bracket is secured: See page 52.

Fill and top-up water

Do not use antifreeze (e.g. water/glycol mixture) in the heating water.

Please note
Unsuitable fill and top-up water increases the level of deposits and corrosion. This can reduce the output of the heat pump or cause damage to the system, in particular to the integral instantaneous heating water heater.
- Flush the heating system thoroughly before filling.
- Only fill with water of potable quality.
- Use only softened fill and top-up water complying with VDI 2035.

For further information about fill and top-up water: See technical guide "Heat pump principles".

We recommend filling the entire system with potable quality water first.

Treat the heating water with one of the following options:
- Direct filling via descaling system while maintaining the minimum flow rate
- Filling with purge pump and treated water
- Filling with circulation process between flow and return

Filling the system (cont.)

Note
For indoor units with 2 integrated heating/cooling circuits, heating/cooling circuit 2 is filled in the 1st step. Then the filling of the rest of the system, including the outdoor unit, is menu-guided. For this, the 4/3-way valve switches in turn between each of the lines for the heating/cooling circuit 1, DHW heating, defrost buffer, etc.

Filling heating/cooling circuit 2

Note
Only for indoor units with 2 integral heating/cooling circuits

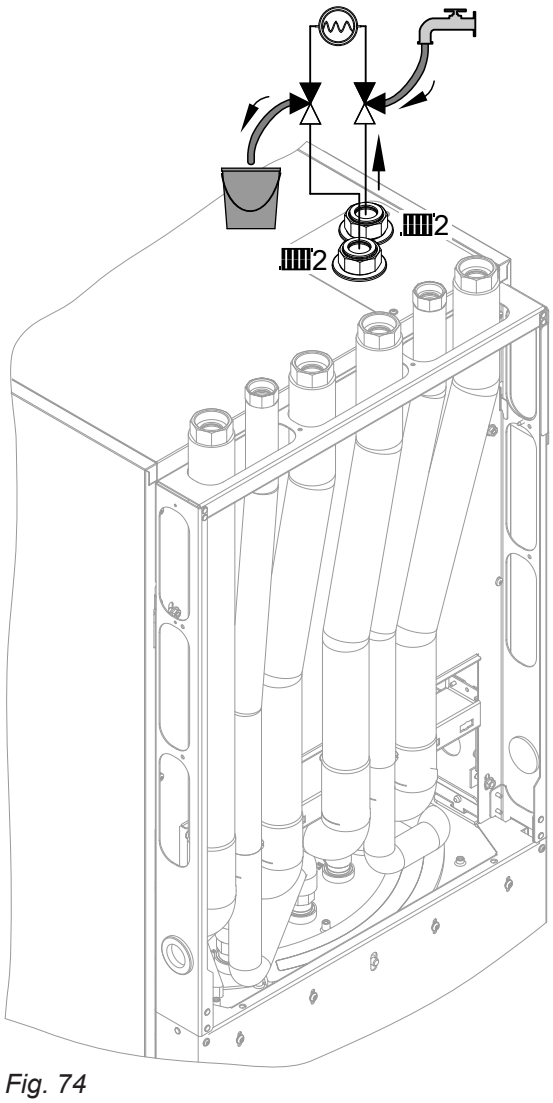


Fig. 74

1. Call up the filling function in the commissioning assistant.
2. Connect the fill hose to the 3-way ball valve, heating/cooling circuit 2 flow.
3. Connect the drain hose to the 3-way ball valve, heating/cooling circuit 2 return. Route the hose into a suitable container or drain outlet.
4. Open the 3-way ball valves in the heating/cooling circuit 2 flow and return as shown in Fig. 74.
   Allow the heating water to flow in via the fill hose.

   Required flow rate for filling with heating water:
   - Min. 600 l/h
   - Max. 1500 l/h

   Filling pressure: 0.3 to 0.5 bar (30 to 50 kPa) higher than diaphragm expansion vessel pre-charge pressure
   Factory-set pre-charge pressure of expansion vessel: 0.75 bar (0.075 MPa) to 0.95 bar (0.095 MPa)
5. Start the filling process in the commissioning assistant.
6. As soon as air bubbles are no longer coming out of the drain hose, end the filling with ✔.
   The commissioning assistant switches to filling the remaining consumer circuits.
7. Close both 3-way ball valves.
8. Remove the fill and drain hoses.

Filling the system (cont.)

Filling the remaining consumer circuits

DHW circuit (**"Filling DHW"**), integral buffer cylinder (**"Filling defrost buffer"**) and heating/cooling circuit 1 (**"Filling heating/cooling circuit 1"**) are filled in turn.

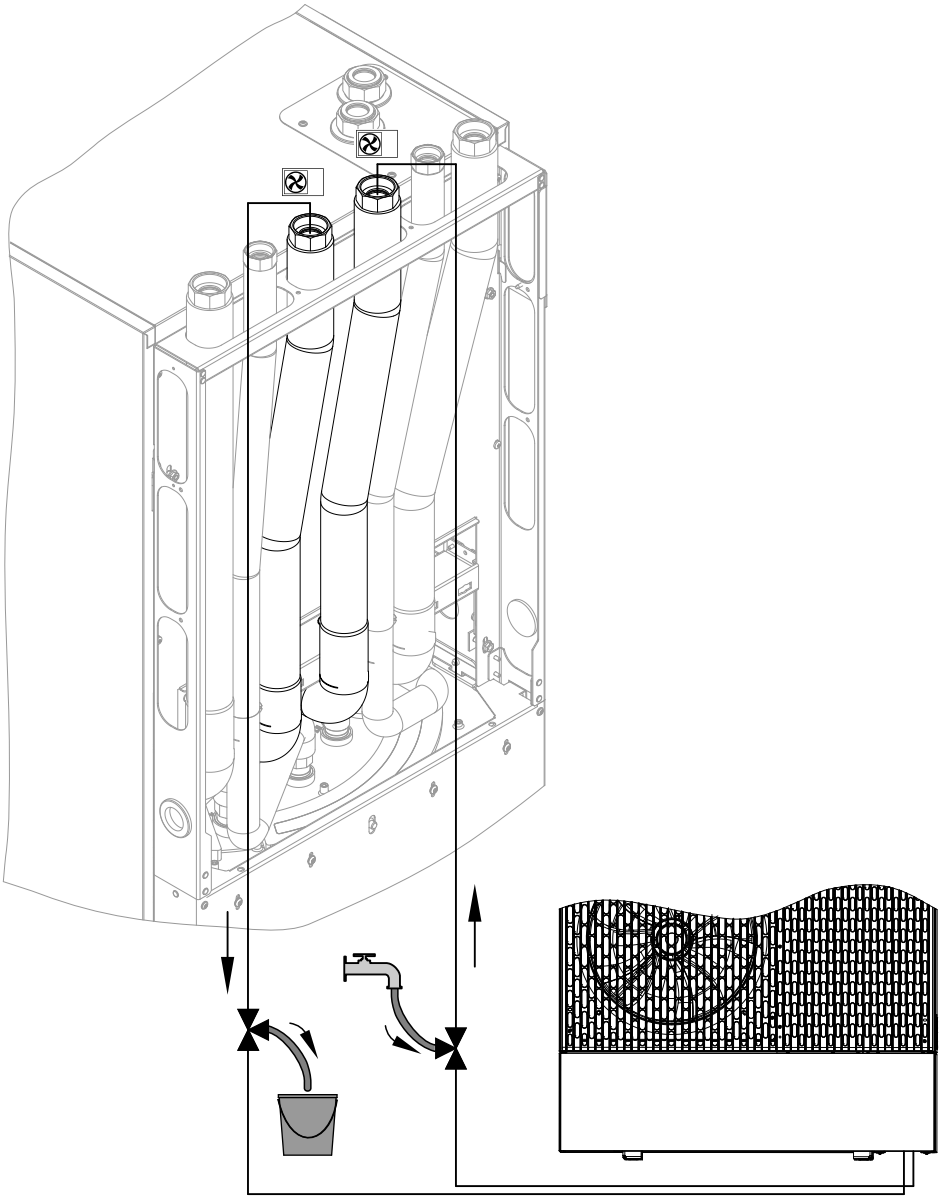


Fig. 75

Start filling the remaining consumer circuits:
- For an indoor unit with 1 integrated heating/cooling circuit, the filling starts automatically after **"Filling"** has been called up in the commissioning assistant.
- For an indoor unit with 2 integrated heating/cooling circuits, filling starts automatically after the filling of integrated heating/cooling circuit 2 has completed.

1. Connect the fill hose to the 3-way ball valve in the outdoor unit flow (indoor unit heating water inlet).

2. Connect the drain hose to the 3-way ball valve on the outdoor unit return (indoor unit heating water outlet). Route the hose into a suitable container or drain outlet.

Filling the system (cont.)

3. Open the outdoor unit 3-way flow and return ball valve as shown in Fig. 75: **Open in all directions**
   Allow the heating water to flow in via the fill hose.

   Required flow rate for filling with heating water:
   - Min. 600 l/h
   - Max. 1500 l/h

   Filling pressure: 0.3 to 0.5 bar (30 to 50 kPa) higher than diaphragm expansion vessel pre-charge pressure
   Factory-set pre-charge pressure of expansion vessel: 0.75 bar (0.075 MPa) to 0.95 bar (0.095 MPa)

4. Start the filling process in the commissioning assistant.
   The filling of the 1st consumer circuit begins.

5. Once air bubbles stop coming out of the drain hose, use ✔ to start filling the next consumer circuit.

6. After filling all consumer circuits, use ✔ to end the filling process.
   The commissioning assistant switches to building up the system pressure.

7. Close both the 3-way ball valves.

8. Remove the fill and drain hoses.

9. Clean the heating water filter in the outdoor unit return: See chapter "Cleaning the filter in the ball valve".

Calling up the filling function

To activate this function, start the commissioning assistant.

See page 99.

Building up the system pressure

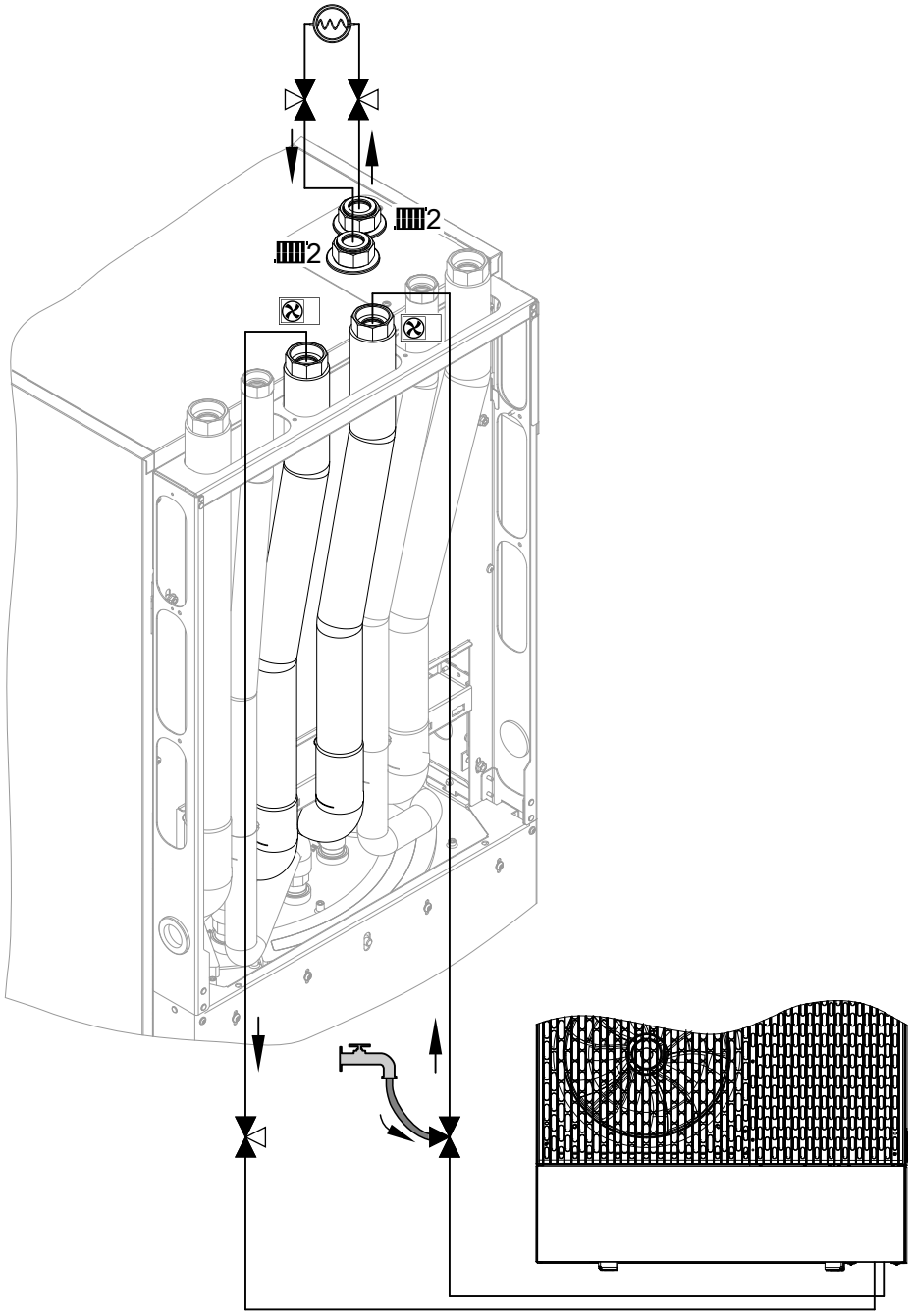


Fig. 76

Filling the system with the filling function is completed. The **"Build up system pressure"** function then starts automatically.

1. Only for indoor units with 2 integrated heating/cooling circuits:
   Open both 3-way ball valves to and from heating/cooling circuit 2: See Fig. 76.

2. Connect the fill hose to the 3-way ball valve from the outdoor unit flow (indoor unit heating water inlet).

3. Open the 3-way ball valve from the outdoor unit flow (indoor unit heating water inlet) as shown in Fig. 76: **Open in all directions**

4. Open the 3-way ball valve to the outdoor unit return (indoor unit heating water outlet): See Fig. 76.

5. Allow the heating water to flow in slowly via the fill hose.
   Check the system pressure on the display.

6. As soon as the required system pressure has been reached, end the process in the commissioning assistant.

Building up the system pressure (cont.)

7. Close the 3-way ball valve from the outdoor unit flow (indoor unit heating water inlet) in the direction of the fill hose. The flow direction from the outdoor unit to the indoor unit remains open.
   Remove the fill hose.

8. Check the internal and on-site hydraulic connections for leaks.
   Recommended test pressure: 2 to 2.5 bar (0.2 to 0.25 MPa)

   Danger
   There is a risk of electric shock from escaping heating water or DHW.
   Check all water side connections for leaks.

   Please note
   Leaking hydraulic connections lead to appliance damage.
   - Check the internal and on-site hydraulic connections for leaks.
   - In the event of leaks, switch off the appliance immediately. Drain the heating water. Check the seating of seal rings. **Always** replace displaced seal rings.

9. Thermally insulate the hydraulic connections.

Activate system pressure function

To activate this function, start the commissioning assistant.

See page 99.

Venting the system

1. In the commissioning assistant, the **"Venting"** function can be started directly after filling:
   Confirm the query **"Would you like to continue with the venting program?"** with ✔.

2. Once the **"Venting"** function has started, the entire system is automatically vented by means of the quick-action air vent valve in the outdoor unit. The quick-action air vent valve is on the float air vent valve: See chapter "Overview of internal components".
   For this the 4/3-way valve moves through different positions in turn.

3. The **"Venting"** function ends automatically.
   The display shows the system pressure.
   The venting process can take up to 20 min.

   Note
   In case of a large system pressure drop, restore the system pressure: See chapter "Establishing system pressure".

Activating the venting function

To activate this function, start the commissioning assistant.

See page 99.

Opening the heat pump

Danger
Contact with live components can lead to serious injury from electric current. Some components on PCBs remain live even after the power supply has been switched off.
- **Never touch** electrical terminal areas.
- When working on the indoor or outdoor unit, isolate the system from the power supply, e.g. at a separate fuse or a main switch. Check that no installed power circuits of the indoor and outdoor unit are still live. Safeguard against unauthorised reconnection.
- Prior to working on the appliance, wait at least 4 min until the voltage has completely dropped out.

Danger
The absence of system component earthing can lead to serious injury from electrical current and component damage in the event of an electrical fault.
All earth conductor connections **must** be reconnected.
The appliance and pipework must be connected to the equipotential bonding of the building.

Please note
Refrigerant can escape when working on the refrigerant circuit.
- Always observe regulations and guidelines on handling this type of refrigerant.
- Work on the refrigerant circuit must **only** be carried out by a certified contractor (in accordance with Regulations (EU) No 517/2014 and 2015/2067).

Opening the indoor unit

See page 44.

Opening the outdoor unit

See page 51.

Checking the expansion vessel and system pressure

- Use the calculation to DIN 4807-2 to check whether the installed expansion vessel is adequate for the system water volume.
  If the expansion vessel fitted is insufficient, equip the secondary circuit on site with an additional expansion vessel.
- Check the pre-charge pressure of the expansion vessel once a year.
  Carry out this test on a cold system.

1. Drain the system until "0" is shown on the pressure indicator.

   Calling up system pressure
   Operating instructions.

2. If the pre-charge pressure of the expansion vessel is lower than the static system pressure: Top up with nitrogen at the valve of the diaphragm expansion vessel until the pre-charge pressure is 0.1 to 0.2 bar (10 to 20 kPa) higher than the static system pressure.

   Note
   - *Do not allow the pre-charge pressure to fall below 0.7 bar (70 kPa) (boiling noises).*
   - *Factory-set pre-charge pressure: 0.75 to 0.95 bar (75 to 95 kPa)*

3. Top up with water until the charge pressure of the cooled system is at least 1.0 bar (0.1 MPa), and is 0.3 to 0.5 bar (30 to 50 kPa) higher than the pre-charge pressure of the expansion vessel: See chapter "Filling the system".
   Permiss. operating pressure: 3 bar (0.3 MPa)

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Filling and venting the DHW cylinder on the DHW side

1. Open all DHW draw-off points in the building.
2. Open the on-site drinking water supply.
3. Once air stops coming out of the DHW draw-off point, the DHW cylinder is completely filled.

Testing the anode connection

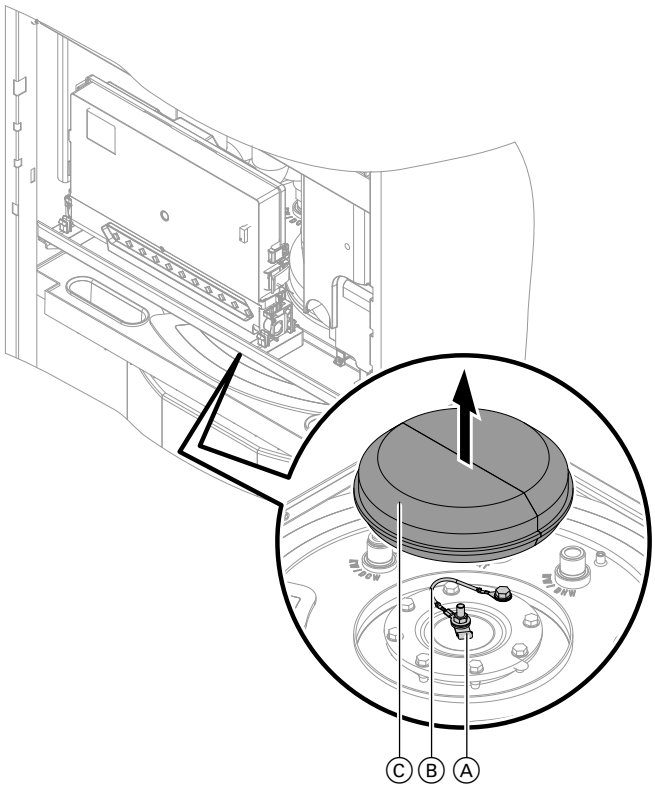

Fig. 77

1. Remove thermal insulation Ⓒ.
2. Check that earth cable Ⓑ is connected to protective magnesium anode Ⓐ.
3. Insert thermal insulation Ⓒ.

Checking the anode earth current with an anode tester

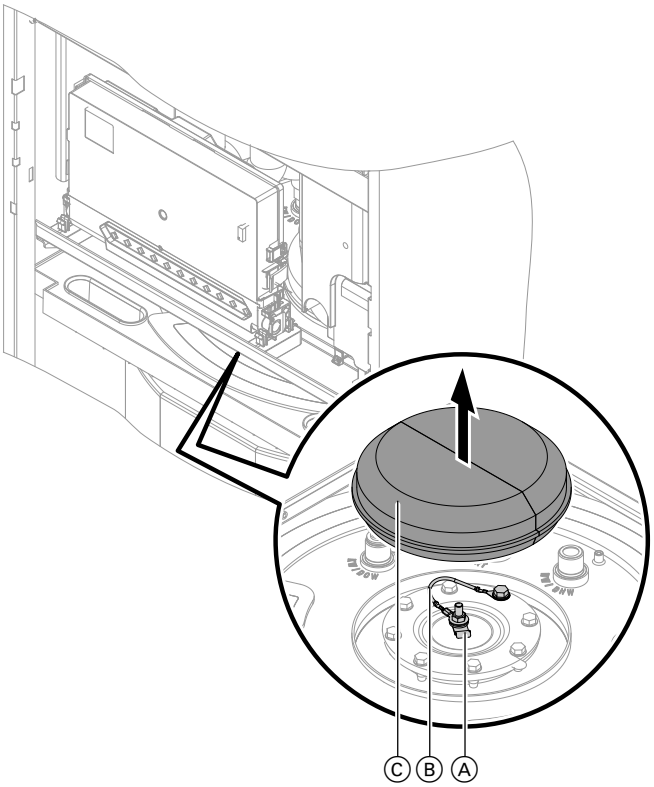

Fig. 78

1. Remove thermal insulation Ⓒ.
2. Remove earth cable Ⓑ from protective magnesium anode Ⓐ.
3. Connect the tester (measuring range up to 5 mA) in series across tab Ⓐ of protective magnesium anode and earth cable Ⓑ.

Anode earth current	Protective magnesium anode
> 0.3 mA	Function OK
< 0.3 mA	Visual inspection required: See chapter "Testing the protective magnesium anode".

4. Insert thermal insulation Ⓒ.

Checking the protective magnesium anode

We recommend replacing the protective magnesium anode once it has been reduced to a diameter of 10 to 15 mm.

Replacing the protective magnesium anode

Note
If the protective magnesium anode needs to be replaced, a maintenance-free impressed current anode (accessories) can be used.

For removal of the protective magnesium anode: See diagram in chapter "Cleaning the DHW cylinder".

Draining the appliance on the DHW side

1. Shut off the drinking water supply.
   Ensure adequate ventilation in the DHW pipework by opening a cold and hot water tap.

   Danger
   The uncontrolled escape of DHW can cause scalding and building damage.
   Only open DHW and heating water connections with a depressurised DHW cylinder.

Draining the appliance on the DHW side (cont.)

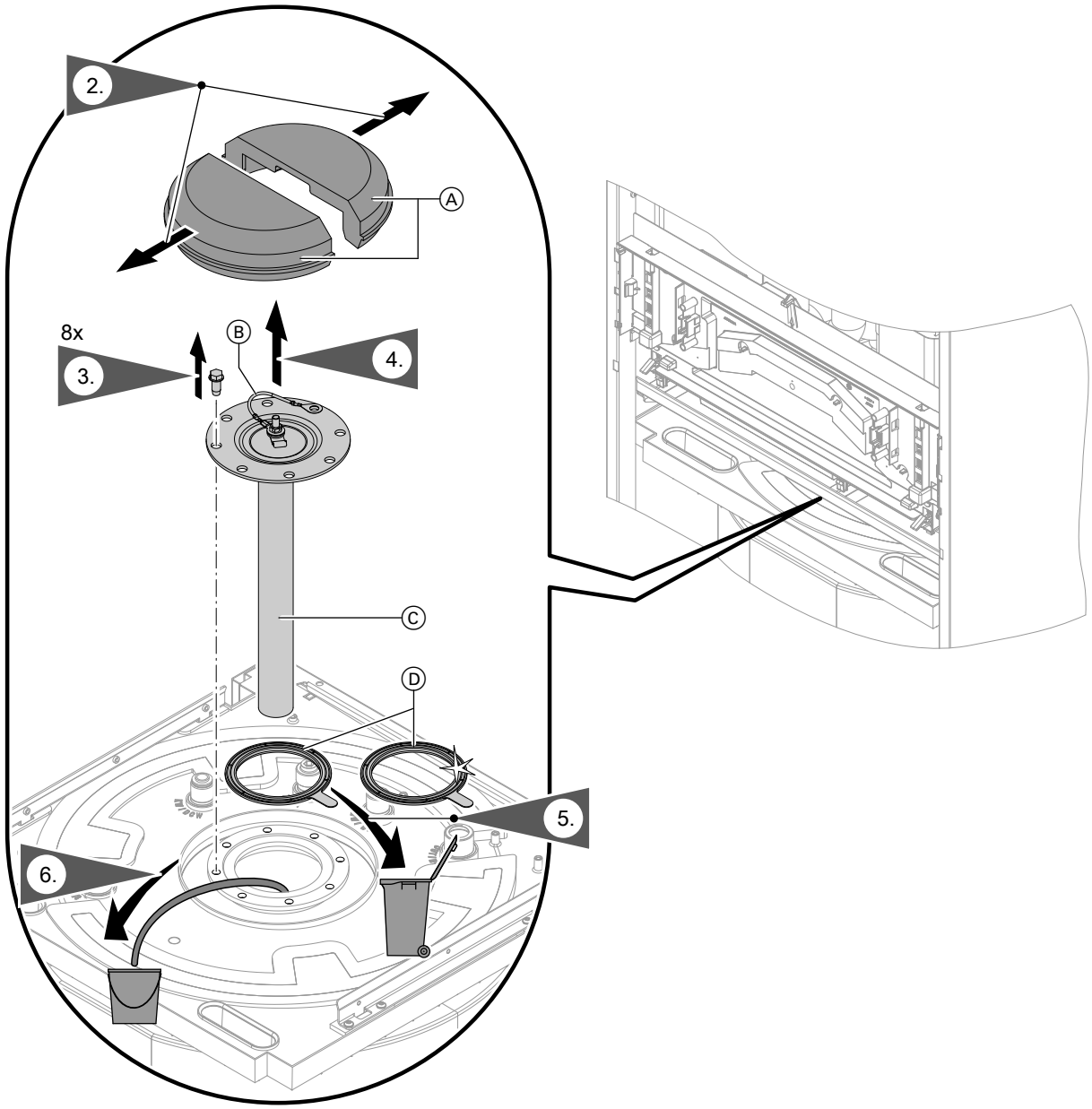

Fig. 79

Ⓐ Thermal insulation
Ⓑ Earth cable
Ⓒ Protective magnesium anode
Ⓓ Gasket

6. Insert a hose into the DHW cylinder. Drain with a pump.

! **Please note**
Negative pressure in the DHW cylinder can cause material damage.
The air vent valve must always be open when draining the DHW cylinder with a suction pump.

Checking all connections on the heating water and DHW sides for leaks

Danger
There is a risk of electric shock from escaping heating water or DHW.
When commissioning and after carrying out maintenance work, check all water side connections for leaks.

Please note
Leaking hydraulic connections lead to appliance damage.
- Check the internal and on-site hydraulic connections for leaks.
- In the event of leaks, switch off the appliance immediately. Drain the heating water. Check the seating of seal rings. **Always** replace displaced seal rings.

Releasing the outdoor unit transport bracket

Please note
Premature loosening of the transport bracket may cause damage to the outdoor unit.
- Only release the transport lock once the system has been completely filled and vented.
- Re-engage the transport lock **before** topping up heating water.

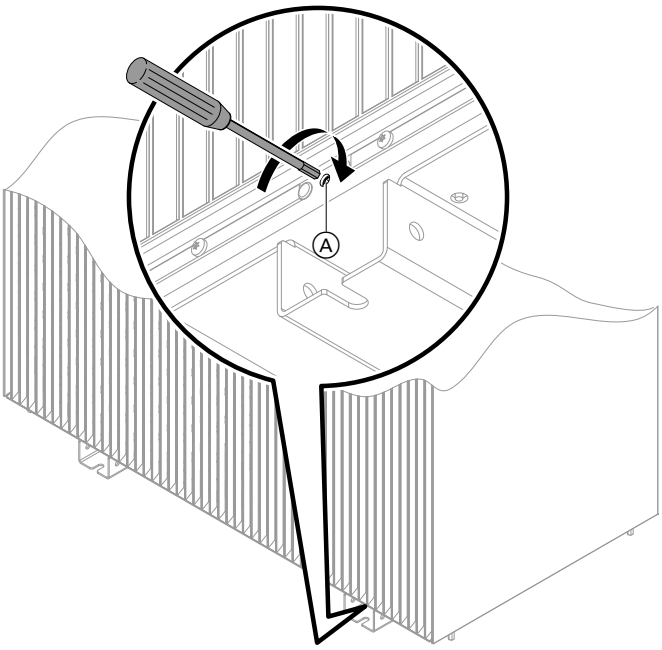

Fig. 80

To **release** the transport bracket securing screw Ⓐ with an Allen key (size 5), turning it fully to the **right**.

Testing the refrigerant circuit

Pressure equipment in the refrigerant circuit according to Pressure Equipment Directive 2014/68/EU

Outdoor unit with 1 fan

Pipework	$\varnothing_{max}$	PS x DN	Category
Pipework according to article 4, paragraph 3 And Pipework evaporator	< DN 25	< 546 barmm	—

Cylinder	V_{max}	PS x V_{max}	Category
Accumulator 1	2.5 l	76 barl	II
Accumulator 2 (compressor)	1.1 l	34 barl	I
Compressor	1.5 l	46 barl	I
Vessel according to article 4, paragraph 3	< 1 l	< 30.3 barl	—

Safety components	Switching pressure	Category
High pressure switch PSH	30.3 bar (3.03 MPa)	IV

PS Permissible operating pressure: See "Specification".

Outdoor unit with 2 fans, types ...A10 to A13

Pipework	$\varnothing_{max}$	PS x DN	Category
Pipework according to article 4, paragraph 3	< DN 25	< 546 barmm	—
Pipework evaporator	DN 32	970 barmm	I

Cylinder	V_{max}	PS x V_{max}	Category
Accumulator 1	4.1 l	125 barl	II
Accumulator 2 (compressor)	1.1 l	34 barl	I
Compressor	1.5 l	46 barl	I
Vessel according to article 4, paragraph 3	< 1 l	< 30.3 barl	—

Safety components	Switching pressure	Category
High pressure switch PSH	30.3 bar (3.03 MPa)	IV

PS Permissible operating pressure: See "Specification".

Outdoor unit with 2 fans, types ...A16 to A19

Pipework	$\varnothing_{max}$	PS x DN	Category
Pipework according to article 4, paragraph 3	< DN 25	—	—

Pressure-bearing equipment components	$\varnothing_{max}$	PS x DN	Category
4-way valve	DN 33	1000 barmm	II

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Testing the refrigerant circuit (cont.)

Cylinder	V_{max}	PS x V_{max}	Category
Accumulator 1	4.5 l	136.35 barl	II
Compressor	4.4 l	133.32 barl	II
Vessel according to article 4, paragraph 3	< 1 l	< 30.3 barl	—

Safety components	Switching pressure	Category
High pressure switch PSH	30.3 bar (3.03 MPa)	IV

PS Permissible operating pressure: See "Specification".

Maintain pressure equipment and safety equipment according to the local and national regulations and guidelines.

Recommended annual maintenance for outdoor units with 1 and 2 fans

Visual checks:
- Check all components for damage.
- Check all components and pipes for corrosion.
- Check insulation materials for damage and ageing.
- Check the outdoor unit interior for oil residue.
- Check all screw connections for firm seating.
- Check all components containing water for leaks.
- Check all electrical components and connections for damage, ageing and firm seating.
- Check all dampers and brackets.
- Check that the safety zone requirements are met.

Repairs:
- Rectify any defects found during the visual inspection.
  If necessary replace components, gaskets and insulation.
- Observe regulations and specifications for working on the refrigerant circuit.
  See also chapter "Checklist for maintenance work".

Cleaning work:
- Clean the filter in the outdoor unit return: See chapter "Cleaning the filter in the ball valve".
- Clean the cladding of the external panels and the interior of the outdoor unit.
- Clean the evaporator: See chapter "Cleaning the outdoor unit heat exchanger (evaporator)".
- Ensure the condensate can drain freely: See chapter "Cleaning the condensate pan and condensate drain".

Further tests:
- Leak test: See chapter "Checking the refrigerant circuit for leaks".
- Test the quality of the heating water: See chapter "Fill and top-up water".

Maintenance after max. 12 years for outdoor units with 1 and 2 fans

Due to the refrigerant R290, a special test and service of pressure equipment and safety equipment is required after 12 years. The test may require replacing components.

Repair or dispose of the outdoor unit in the following cases:
- If it is suspected that the components are no longer suitable for safe operation.
- If the components do not pass the inspection.

For working on the refrigerant circuit: See also chapter "Checklist for maintenance work".

Note
The specified maintenance work and the Pressure Equipment Directive must also be complied with for commercial use. Any additional regulations for commercial use must also be observed.

- Test the safety chain **annually**: Request information about the test procedure from Viessmann Technical Service.
- Replace the high pressure switch PSH at least **every 12 years**.
- Replace the high limit safety cut-out at least **every 12 years**.

Checking the refrigerant circuit for leaks

Check the connections for refrigerant leaks.

Danger
Direct contact with refrigerant can be harmful to the skin.
Wear safety goggles and protective gloves when working on the refrigerant circuit.

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Testing the refrigerant circuit (cont.)

Please note
Refrigerant can escape when working on the refrigerant circuit.
- Always observe regulations and guidelines on handling this type of refrigerant.
- Work on the refrigerant circuit must **only** be carried out by a certified contractor (in accordance with Regulation (EU) No 517/2014 and 2015/2067).

Specialist personnel working on a refrigerant circuit with flammable refrigerant are required to have specific qualifications and certification: See "Safety information".

Cleaning the filter in the ball valve

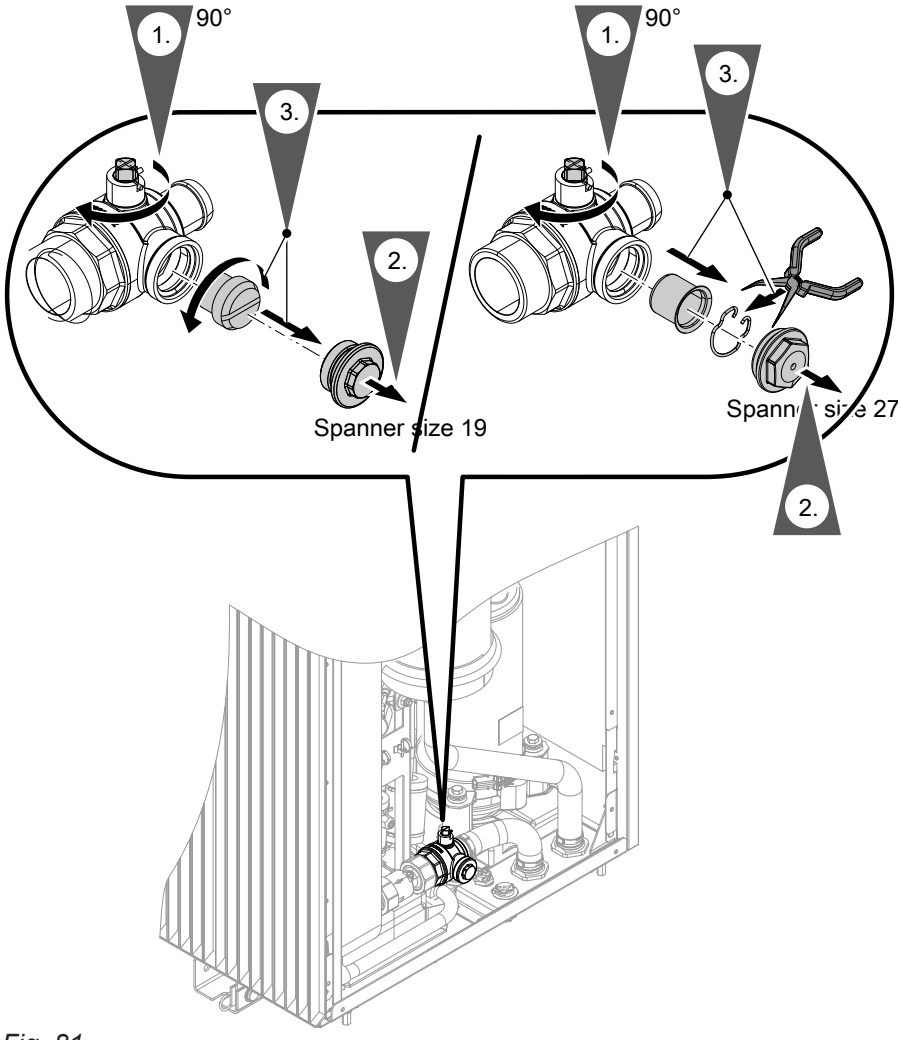

Fig. 81

4. Rinse the filter under running water.

5. Refit filter in reverse order (steps 3 to 1 in reverse order).

Torque for the top cover:
10.0 ±0.5 Nm

Checking that the fan in the outdoor unit can run freely

Danger
Contact with the fans while they are operating can result in serious cutting injuries.
- Isolate the outdoor unit from the power supply. Safeguard against unauthorised reconnection.
- Do not open the appliance until the fan has come to a stop.

Danger
Operating the outdoor unit with an out-of-balance fan can cause severe vibrations and damage to the outdoor unit. This may result in life threatening injuries.
Do **not** modify, move or remove the balancing weights.

Danger
A blocked fan may break during operation. Flying fragments can cause life threatening injuries.
Remove any blockages **before** commissioning.

1. Remove fan grille: See page 158.

2. Turn the fan by hand.

Torque for the screws:
1.8 ±0.5 Nm

Cleaning the outdoor unit heat exchanger (evaporator)

A dirty heat exchanger (evaporator) reduces heating output and may cause the heat pump to shut down. We recommend cleaning the heat exchanger (evaporator) regularly.

Danger
If you touch live components or they come into contact with water, this can result in serious injury due to electric shock.
- Isolate the outdoor unit from the power supply. Safeguard against unauthorised reconnection.
- Protect the outdoor unit against moisture.

Danger
Contact with the fans while they are operating can result in serious cutting injuries.
- Isolate the outdoor unit from the power supply. Safeguard against unauthorised reconnection.
- Do not open the appliance until the fan has come to a stop.

Danger
Easily flammable liquids and materials can cause deflagration and fires; e.g. naphtha/petrol, solvents, cleaning agents, paints or paper.
- Do **not** use substances containing acids or solvents, such as vinegar-based cleaners, cellulose or synthetic resin thinners, nail varnish remover, ethyl alcohol, sprays, etc.
- Do **not** use substances containing chloride or ammonia.

Please note
Commercially available domestic cleaning agents and special cleaning agents can damage the heat exchanger (evaporator).
- Clean the fins of the heat exchanger (evaporator) on the back of the outdoor unit with a hand brush with long bristles.
- Only use mild water-based domestic cleaning agents.
- Do **not** use substances that contain abrasive particles such as polishes, scouring agents, dirt erasers or scouring pads.

Cleaning with compressed air

1. Open the outdoor unit casing.

   Danger
   The sharp edges of the heat exchanger (evaporator) can cause injuries.
   Avoid contact.

2. Using compressed air, clean the heat exchanger **from the inside out**.

   Please note
   Excessive air pressure from the front and sides can result in the deformation of the aluminium fins of the heat exchanger.
   Only point the compressed air gun at the heat exchanger from the front and from an adequate distance.

3. Check the aluminium fins of the heat exchanger for deformation and scratches. If necessary, repair with a suitable tool.

4. Close the outdoor unit casing.

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Cleaning the condensate pan and condensate drain

Danger
If you touch live components or they come into contact with water, this can result in serious injury due to electric shock.
- Isolate the outdoor unit from the power supply. Safeguard against unauthorised reconnection.
- Protect the outdoor unit against moisture.

Danger
Contact with the fans while they are operating can result in serious cutting injuries.
- Isolate the outdoor unit from the power supply. Safeguard against unauthorised reconnection.
- Do not open the appliance until the fan has come to a stop.

Danger
Easily flammable liquids and materials (e.g. naphtha/petrol, solvents, cleaning agents, paints or paper) can cause deflagration and fire.
- Do **not** use substances containing acids or solvents, such as vinegar-based cleaners, cellulose or synthetic resin thinners, nail varnish remover, ethyl alcohol, sprays, etc.
- Do **not** use substances containing chloride or ammonia.

Please note
Commercially available domestic cleaning agents and special cleaning agents can damage the condensate pan.
- Only clean with clear water. Do not use any cleaning agents.
- Do **not** use substances that contain abrasive particles such as polishes, scouring agents, dirt erasers or scouring pads.

Please note
Prevent damage due to condensate.
Cover electronic components with suitable watertight material.

Cleaning the condensate pan and condensate drain (cont.)

Note
The following information applies to outdoor units with 1 and 2 fans. The outdoor unit with 2 fans is shown as an example.

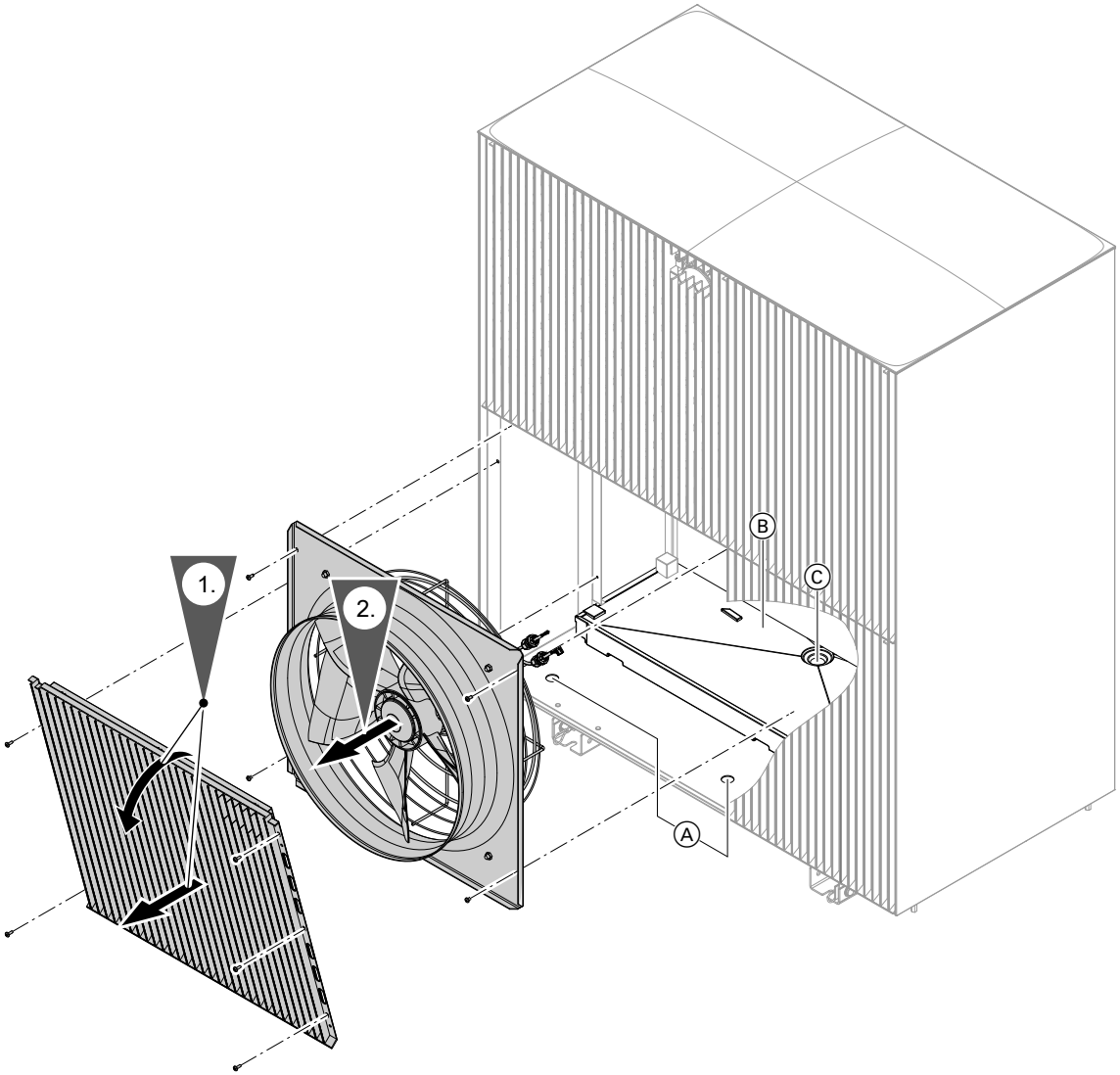

Fig. 82

Ⓐ Apertures in the base plate
Ⓑ Condensate pan
Ⓒ Condensate drain

3. Clean the condensate pan and condensate drain.

Torque for the screws:
1.8 ±0.5 Nm

Cleaning the DHW cylinder

According to EN 806, a visual inspection and (if necessary) cleaning must be carried out no later than 2 years after commissioning, and as required thereafter.

Cleaning the DHW cylinder (cont.)

1. Shut off the drinking water supply. Ensure adequate ventilation in the DHW pipework by opening a cold and hot water tap.
   Remove the thermal insulation.

   Danger
   The uncontrolled escape of DHW can cause scalding and building damage.
   Only open DHW and heating water connections with a depressurised DHW cylinder.

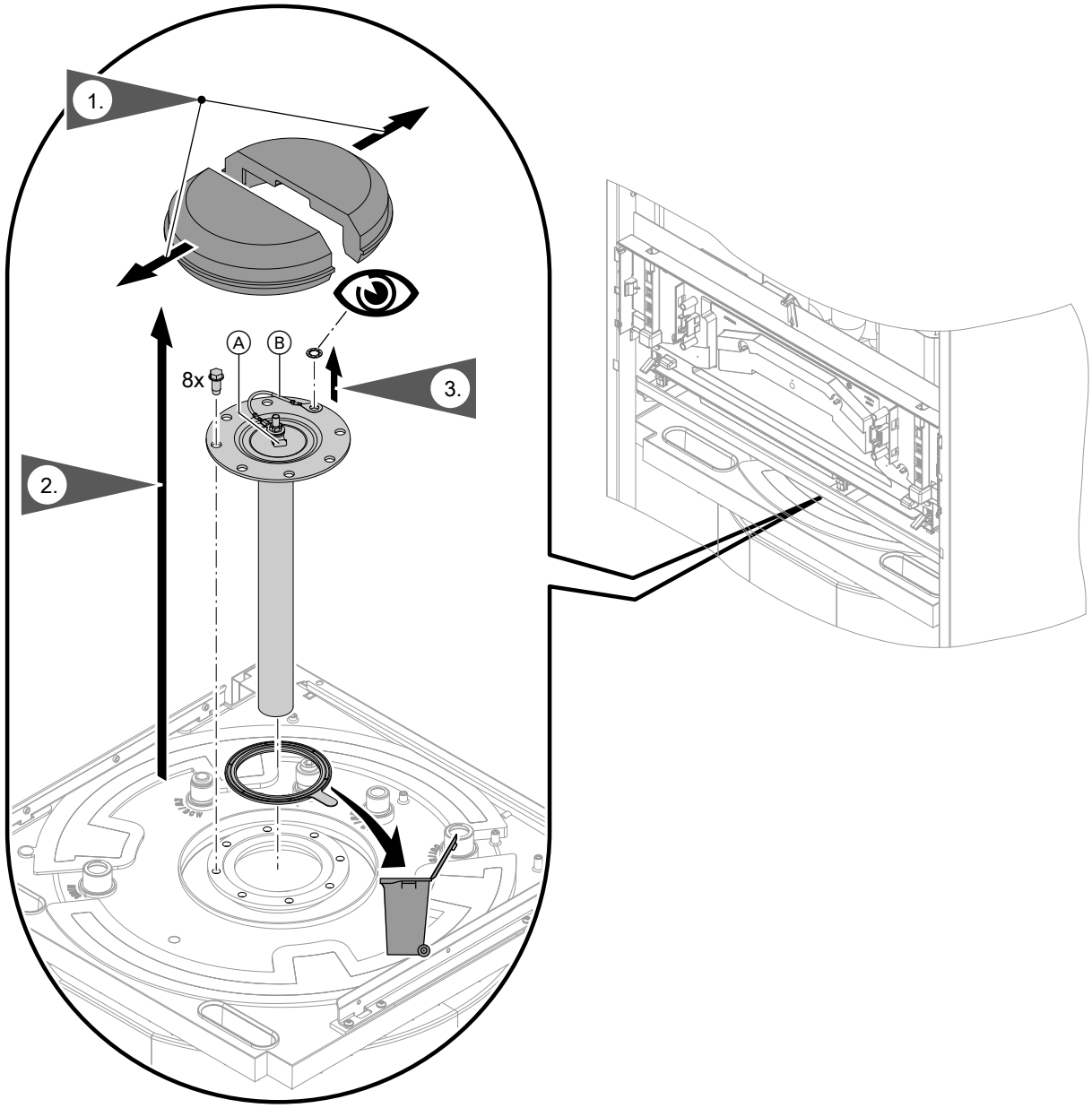

Fig. 83

Ⓐ Protective magnesium anode
Ⓑ Earth cable

Cleaning the DHW cylinder (cont.)

4. Insert a hose into the DHW cylinder. Drain with a pump.

   Please note
   Negative pressure in the DHW cylinder can cause material damage.
   The air vent valve must always be open when draining the DHW cylinder with a suction pump.

5. To prevent contaminants entering the pipework: Separate the DHW cylinder from the pipework.

6. Remove loose deposits with a high pressure cleaner.

   Please note
   Water splashes can cause electrical faults.
   Protect the electrical components of the heat pump from water splashes.

   Please note
   Pointed or sharp cleaning tools will damage the cylinder interior.
   Only use plastic cleaning equipment to clean the inside.

7. Use a chemical cleaning agent to remove hard deposits that cannot be removed with a high pressure cleaner.

   Danger
   Cleaning agent residues can result in poisoning.
   Fully drain all cleaning agent.
   Always observe the information provided by the cleaning agent manufacturer.

   Please note
   Cleaning agents containing hydrochloric acid will attack the DHW cylinder material.
   Only use pH-neutral cleaning agents.

8. Flush the DHW cylinder thoroughly after cleaning.

9. Refit protective magnesium anode with a new gasket.

10. Open valves. Fill the DHW cylinder.

Checking the indoor unit electrical connections for firm seating

Danger
Contact with live components can lead to serious injury from electric current.
When working on the indoor unit, isolate the system from the power supply, e.g. at a separate fuse or a main switch. Wait at least 4 min until the voltage has dropped out. Check that it is no longer live. Safeguard against reconnection.

Checking the outdoor unit electrical connections for firm seating

Danger
Contact with live components can lead to serious injury from electric current. Some components on PCBs remain live even after the power supply has been switched off.

- When working on the outdoor unit, isolate the system from the power supply, e.g. at a separate MCB/fuse or a mains isolator. Check the system is no longer live and safeguard against reconnection.
- Prior to working on the appliance, wait at least 4 min until the voltage on the charged capacitors has completely dropped out.

Resetting the high limit safety cut-out

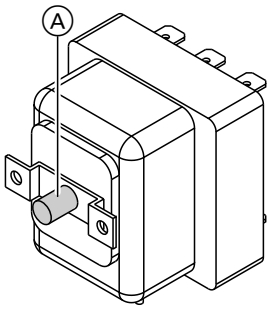

Fig. 84

Ⓐ High limit safety cut-out reset button

Please note
If the heat pump is exposed to temperatures below –10 °C, e.g. during storage or transport, the high limit safety cut-out of the instantaneous heating water heater may respond. In this case, the instantaneous heating water heater will not switch on.
Heat up the high limit safety cut-out to above 20 °C. Press the reset button of the high limit safety cut-out.

Note
The high limit safety cut-out can only be reset if the temperature at the sensor is below 82 °C.

Setting max. flow rate manually

The max. flow rate can be restricted manually, e.g. for hydronic balancing.
- The setting is only possible via the actuator test in the ViGuide app.
- The setting is only possible for systems without an external heating/cooling water buffer cylinder.

1. Call up the "Actuator test" in the ViGuide app.

2. Select the following settings for the "4/3-way valve position":

Indoor unit with 1 integral heating/cooling circuit:
- Select a setting of "0 %".

- Indoor unit with 2 integral heating/cooling circuits: For heating/cooling circuit 1, select the setting "0 %".
- For heating/cooling circuit 2, select the setting "50 %".

3. Set the required flow rate for the two heating/cooling circuits in turn using the speed of the heating/cooling circuit pump.

During the adjustment procedure, the flow rate for heating/cooling circuit 1 can be checked as follows:
- On the control panel in the **"Information"** menu
- In the ViGuide app in the "Operating data" menu

The flow rate for heating/cooling circuit 2 must be determined on site.

4. Terminate the actuator test in the ViGuide app.

5. Set the calculated values in the parameters for the max. speed of the heating/cooling circuit pumps:

Separate service instructions "System configuration and diagnosis for heat pumps with Viessmann One Base"

Closing the heat pump

Danger
The absence of system component earthing can lead to serious injury from electrical current and component damage in the event of an electrical fault.
- Before closing the indoor unit, restore all protective conductor connections.
- Check whether equipment and pipe connections are connected to the equipotential bonding of the building. Restore the connections if required.

Please note
If a casing door is not securely closed this can lead to damage from condensation, vibrations and excessive noise.
- Check all-round seal of front panel for damage.
- Close appliance correctly.
- On pipe and hose outlets, ensure the thermal insulation is seated correctly.

Closing the heat pump (cont.)

Please note
Leaking hydraulic connections lead to appliance damage.
- Check the internal and on-site hydraulic connections for leaks.
- In the event of leaks, switch off the appliance immediately. Drain the heating water. Check the seating of seal rings. Replace any seal rings that may have become dislodged.

Close the heat pump after completing all work.

Closing the indoor unit

In reverse order: See page 44.

Closing the outdoor unit

See page 94.

Checking the heat pump for noise

Check indoor and outdoor units for unusual noises.

Examples:
- Fan operating noises
- Compressor operating noises
- Circulation pump operating noises
- Vibration on the refrigerant lines

Vent hydraulic circuits again if necessary.

Adjusting the heating curve

Tap the following buttons:

1. ☰
2. **"Indoor environment"**
3. Select the required heating/cooling circuit, e.g. **"Climate circuit 1"**.
4. **"Heating curve"**
5. + − for the required value regarding **"Slope"** and **"Level"** respectively, depending on the system requirements
6. ✓ to confirm

Naming the heating/cooling circuits

In the delivered condition, the heating/cooling circuits are designated **"Heating/cooling circuit 1"**, **"Heating/cooling circuit 2"** etc.
If the system user prefers, the heating/cooling circuits can be renamed to suit the specific system.

Tap the following buttons:

1. ☰
2. **"Settings"**
3. **"Rename heating/cooling circuits"**
4. Select the required heating/cooling circuit, e.g. **"Climate circuit 1"**
5. Type in the required name, e.g. "Ground floor" (1 to 20 characters).
6. ✓ to confirm

Entering the contractor's contact details

The system operator can call up contact details when required and notify the contractor.

Tap the following buttons:

1. ☰
2. ⓘ **"Information"**
3. **"Contractor contact details"**
4. Enter contact details.
5. ✔ to confirm

Instructing the system user

The system installer should hand the operating instructions to the system user and instruct the user in operating the system. This also includes all components added as accessories, such as remote controls.

Equipment and functions of the heating system must be entered in the form in the appendix to the operating instructions.
The system installer should also provide information on the required maintenance.

Service menu

Calling up the service menu

Tap the following buttons:

1. "☰"
2. 🔧**"Service"**
3. Enter password **"viservice"**.
4. Confirm with ✔.
5. Select required menu.

Note
Not all menus will be available, depending on the system equipment level.

Service menu overview

Service menu	
Diagnostics	
	Refrigerant circuit
	General
	Heating/cooling circuit 1
	Heating/cooling circuit 2
	Heating/cooling circuit 3
	Heating/cooling circuit 4
	DHW
Change passwords	
Commissioning	
Appliances detected	
Access point on/off	
Exit demo operation	
Exiting the service menu	
Actuator test	
System configuration	

Changing the service password

In the delivered condition, **"viservice"** is preset as the password for accessing the **"Service menu"**.

Tap the following buttons:

1. "☰"
2. 🔧**"Service"**
3. Enter password **"viservice"**.
4. Confirm with ✔.
5. **"Change passwords"**.
6. **"Service menu"**
7. Enter current password.
8. Confirm with ✔.
9. Enter new password.
10. Confirm twice with ✔.

Service menu (cont.)

Resetting all passwords to delivered condition

Tap the following buttons:

1. Request the master password from Viessmann Technical Service.
2. "☰"
3. 🔧**"Service"**
4. Enter password **"viservice"**.
5. Confirm with ✓.
6. **"Change passwords"**
7. **"Reset all passwords"**
8. Enter master password.
9. Confirm twice with ✓.

System configuration

The parameters can be adjusted via 3 user interfaces:
- HMI programming unit of the heat pump control unit
- ViGuide app
- All ViGuide web applications: ViGuide Plus, ViGuide Pro, ViGuide Business

For further information on ViGuide: See **www.viguide.info**.

- Depending on the system equipment and which user interface is selected, not all parameters may be available.
- Some parameters are set during commissioning with the help of the commissioning assistant.
- The factory settings and setting ranges for the parameters may vary for different heat pumps and system configurations.

Setting parameters on the HMI programming unit

Tap the following buttons:

1. "☰"
2. 🔧**"Service"**
3. Enter password **"viservice"**.
4. Use ✓ to confirm.
5. **"System configuration"**
6. Use › to select the required parameter group, e.g. **"DHW"**.
7. Use ∧/∨ to select the required parameter category, e.g. **"Domestic Hot Water Setpoint Metadata"**.
8. Use › to select the required parameter, e.g. **"504.1 Low"**.
9. Use ∧/∨ to select the required value, e.g. **"30 °C"**.
10. Use ✓ to confirm.

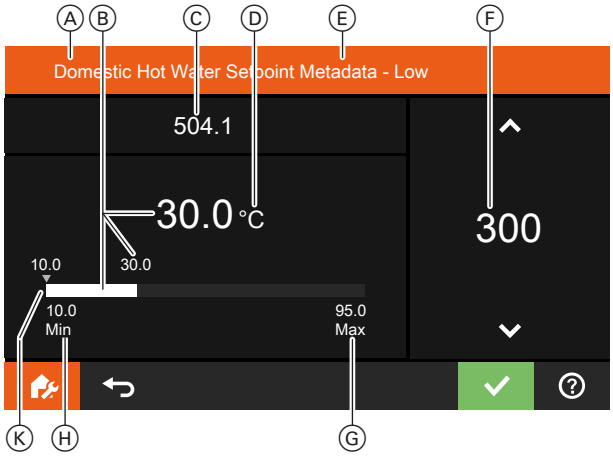

Fig. 85

Ⓐ Parameter category
Ⓑ Set value
- Display with decimal point and
- Display with light-coloured bar

Ⓒ Number of parameter
Ⓓ Unit for selected value
Ⓔ Name of parameter
Ⓕ Adjust value with ∧/∨
- Display without decimal point
- Step in this example: 0.1 °C

Ⓖ Upper limit of the setting range
Ⓗ Lower limit of the setting range
Ⓚ Factory setting highlighted with ▼

System configuration (cont.)

Parameter

Descriptions of the parameters are available online:
https://link.viessmann.com/tdoc/6200041

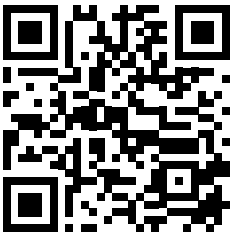

Fig. 86

Diagnostics

Checking operating data

Only the operating data that correspond to the actual system equipment level are shown.

Note
*If a checked sensor is faulty, **"- - -"** appears on the display.*

Calling up operating data

Tap the following buttons:

1. "☰"
2. **"Service"**
3. Enter password **"viservice"**.
4. Confirm with ✓.
5. **"Diagnosis"**
6. Select the required group, e.g. **"General"**.

Refrigerant circuit

Tap the following buttons:

1. "☰"
2. **"Service"**
3. Enter password **"viservice"**.
4. **"Diagnosis"**
5. **"Refrigerant circuit"**

Notes
- *The symbols on the display are animated if the components are operational (e.g. circulation pumps).*
- *The values shown are examples.*
- *Depending on the features of the system, not all of the displays may be available.*

Diagnostics (cont.)

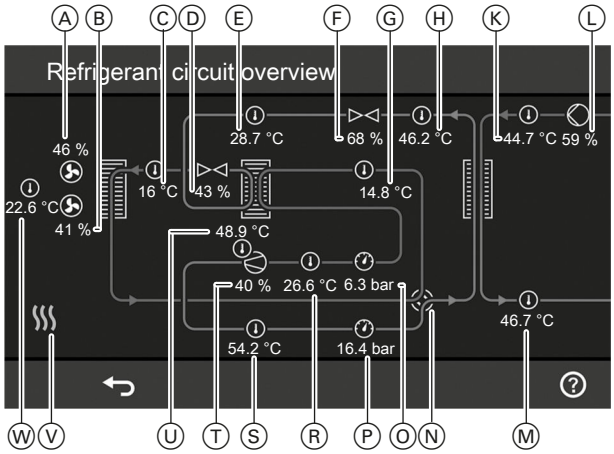

Fig. 87

Pos.	Meaning
	Fan Animated symbol: Fan is running.
Ⓐ	Only outdoor units with 2 fans: Speed of fan 2 in %
Ⓑ	Speed of fan 1 in %
Ⓒ	Liquid gas temperature – cooling, in °C
Ⓓ	Aperture width of electronic expansion valve 2 in %
Ⓔ	Liquid gas temperature – heating, in °C
Ⓕ	Aperture width of electronic expansion valve 1 in %
Ⓖ	Suction gas temperature – evaporator, in °C
Ⓗ	Liquid gas temperature – condenser, in °C
Ⓚ	Secondary circuit return temperature in °C
	Secondary pump Animated symbol: Pump is running.
Ⓛ	Secondary pump speed in %
Ⓜ	Secondary circuit flow temperature in °C
Ⓝ	4-way valve, refrigerant circuit Heating mode Cooling mode
Ⓞ	Suction gas pressure – compressor, in bar
Ⓟ	Condensing pressure – compressor, in bar
	Compressor Animated symbol: Compressor is running.
Ⓡ	Suction gas temperature – compressor, in °C
Ⓢ	Hot gas temperature in °C
Ⓣ	Position of compressor in %
Ⓤ	Compressor temperature in °C
Ⓥ	Heating mode Cooling mode Defrost Power-OFF
Ⓦ	Evaporator air intake temperature in °C

Checking subscribers

All detected subscribers, e.g. CAN bus subscribers, are displayed.
Possible subscribers: See "Subscriber numbers" in chapter "Calling up acknowledged messages".

Tap the following buttons:

1. "☰"
2. **"Service"**
3. Enter password **"viservice"**.
4. Confirm with ✓.
5. **"Appliances detected"**

Switching access point on/off

The WiFi connection is used for service purposes.

Tap the following buttons:

1. "☰"
2. **"Service"**
3. Enter password **"viservice"**.
4. Confirm with ✓.
5. **"Access point on/off"**
6. **"On"** to switch the access point on
   "Off" to switch the access point off
7. ✓ to confirm

Checking outputs (actuator test)

Note
When the actuator test is started, all actuators are initially disabled.

Tap the following buttons:

1. "☰"
2. **"Service"**
3. Enter password **"viservice"**.
4. **"Actuator test"**
5. ✓ to confirm the security prompt.

   Note
   If an actuator function is not possible because another process is running, a message is displayed.

6. Use ◀/▶ to select the required group: See the following table.
7. Select required actuator. Several actuators can be activated simultaneously.
8. If necessary, press ✓ to confirm

   Note
   *If necessary, use ⓘ to switch to **"Refrigerant circuit overview"**.*

9. Use ↩ to end the actuator test.

   Note
   The actuator test is terminated automatically if no operation is performed for 30 min.

Depending on the features of the system, not all of the following actuators may be available.

Checking outputs (actuator test) (cont.)

Heating group

Display		Meaning
Secondary circuit pump speed	Set value	Only for indoor units with 1 integral heating/cooling circuit: Speed of internal secondary pump/heating circuit pump, heating/cooling circuit 1 in %
4/3-way valve position	Set value	4/3-way valve position in % For indoor units with 1 integral heating/cooling circuit: 0 % Secondary circuit (heating/cooling circuit 1 or external buffer cylinder) > 0 % to 50 % Mixed operation of the secondary circuit (heating/cooling circuit 1 or external buffer cylinder) and defrosting > 50 % Defrost 100 % DHW heating For indoor units with 2 integral heating/cooling circuits: 0 % Heating/cooling circuit 1 > 0 % to 50 % Mixed operation of heating/cooling circuit 1 and defrost or heating/cooling circuit 2 > 50 % Defrost or heating/cooling circuit 2 100 % DHW heating
Heating circuit pump, heating/cooling circuit 1	Set value	Only for indoor units with 2 integral heating/cooling circuits: Speed of internal heating circuit pump, heating/cooling circuit 1 in %
Heating circuit pump, heating/cooling circuit 1	ON/OFF	Switch the internal secondary pump/heating circuit pump, heating/cooling circuit 1, on and off.
Heating circuit pump, heating/cooling circuit 2		▪ For indoor units with 1 integral heating/cooling circuit in conjunction with external buffer cylinder: **External** heating circuit pump, heating/cooling circuit 2 ▪ For indoor units with 2 integral heating/cooling circuits: **Integral** heating circuit pump, heating/cooling circuit 2
	Set value	Speed of heating circuit pump, heating/cooling circuit 2 in %
	ON/OFF	Switch the heating circuit pump, heating/cooling circuit 2, on and off.
Mixer for heating/cooling circuit 2	Open	Only in conjunction with an external buffer cylinder: Mixer for heating/cooling circuit 2 opens.
	Stop	Current position is maintained.
	Close	Mixer closes.
Heating circuit pump, heating/cooling circuit 3		Only for indoor units with 1 integral heating/cooling circuit in conjunction with external buffer cylinder: External heating circuit pump, heating/cooling circuit 3
	Set value	Speed of heating circuit pump, heating/cooling circuit 3 in %
	ON/OFF	Switch the heating circuit pump, heating/cooling circuit 3, on and off.
Mixer for heating/cooling circuit 3	Open	Only in conjunction with an external buffer cylinder: Mixer for heating/cooling circuit 3 opens.
	Stop	Current position is maintained.
	Close	Mixer closes.
Heating circuit pump, heating/cooling circuit 4		Only for indoor units with 1 integral heating/cooling circuit in conjunction with external buffer cylinder: External heating circuit pump, heating/cooling circuit 4
	Set value	Speed of heating circuit pump, heating/cooling circuit 4 in %
	ON/OFF	Switch the heating circuit pump, heating/cooling circuit 4, on and off.

Checking outputs (actuator test) (cont.)

Display		Meaning
Mixer for heating/cooling circuit 4	Open	Only in conjunction with an external buffer cylinder: Mixer for heating/cooling circuit 4 opens.
	Stop	Current position is maintained.
	Close	Mixer closes.
Signal cooling	On	Cooling mode enabled
	Off	Cooling mode off

Heat generator group

Display		Meaning
Secondary circuit pump speed	Set value	Speed of internal secondary pump/heating circuit pump, heating/cooling circuit 1 in %
External heat generator	ON/OFF	Switch demand for external heat generator on and off.
External booster heater set temperature	Set value	Set flow temperature of external heat generator in °C
Dual mode valve	Open	Mixer for system flow opens.
	Stop	Current position is maintained.
	Close	Mixer closes.

DHW group

Display		Meaning
Secondary circuit pump speed	Set value	Speed of internal secondary pump/heating circuit pump, heating/cooling circuit 1 in %
4/3-way valve position	Set value	4/3-way valve position in % For indoor units with 1 integral heating/cooling circuit: 0 % Secondary circuit (heating/cooling circuit 1 or external buffer cylinder) > 0 % to 50 % Mixed operation of the secondary circuit (heating/cooling circuit 1 or external buffer cylinder) and defrosting > 50 % Defrost 100 % DHW heating For indoor units with 2 integral heating/cooling circuits: 0 % Heating/cooling circuit 1 > 0 % to 50 % Mixed operation of heating/cooling circuit 1 and defrost or heating/cooling circuit 2 > 50 % Defrost or heating/cooling circuit 2 100 % DHW heating
DHW circulation pump	ON/OFF	Switch the DHW circulation pump on and off.

Message display on the programming unit

If there are messages pending in the system, the message and ⚠ are displayed. The Lightguide flashes.

Types of messages	Meaning
Status	▪ Operating message ▪ No faults in system in normal operation
Warnings	▪ The cause of the message must be remedied. ▪ Limited normal operation
Information	▪ Action may be required ▪ System in normal operation
Faults	▪ The cause of the message must be remedied **without delay**. ▪ No normal operation
Service messages	▪ The cause of the message must be remedied. ▪ Limited normal operation

Calling up messages

1. Tap ✔ to hide the message.
   ⚠ flashes in the navigation area.

2. In the navigation area, tap ⚠.
   All pending messages are displayed in a message list:
   - The entries are grouped by the type of message **"Status"**, **"Warnings"**, **"Information"**, **"Faults"** and **"Service messages"**.
   - The messages in each group are listed in chronological order.
   - A message consists of the message code, time and message text.

If "Connection error" and ⚠ are displayed:
Check connecting cable and plug between HPMU electronics module and HMI programming unit.

Acknowledging messages

Use (✔) to acknowledge that message causes have been remedied.

Note
*(✔) acknowledges **all** messages in the message list.*

⚠ no longer flashes.

Note
If an acknowledged service is not carried out, the service message is redisplayed the following Monday.

Calling up acknowledged messages

Tap the following buttons:

1. ☰

2. **"Message lists"**

3. If there are any corresponding messages:
   - **"Status"**
   - **"Warnings"**
   - **"Information"**
   - **"Faults"**
   - **"Service messages"**

   The messages are displayed in chronological order.

Message display on the programming unit (cont.)

The following information is displayed:
- Date and time of the occurrence of the fault
- Fault code
- Short description of the fault
- Subscriber number of the component affected: See the following lists.

Note
When troubleshooting, always observe the subscriber number of the component.
Check the component displayed. Remedy fault if required. The subscriber number of the component depends on the position of rotary switch S1 on the corresponding extension module. The rotary switch was set during installation.
To identify the extension module affected, check the setting of rotary switch S1 on the extension module in question, if required.

Subscriber numbers

PlusBus subscriber:

0	EM-S1 extension (ADIO electronics module)
1 - 15	EM-M1, EM-MX, EM-P1 extensions (ADIO electronics module)
17 - 31	EM-EA1 extension (DIO electronics module)
32 - 47	M2IO electronics module
64	SM1A extension (SDIO electronics module)
67	EM-HB1 extension (HIO electronics module)

CAN bus subscriber:

1	HPMU electronics module
45	Inverter
54	VCMU refrigerant circuit controller
58	Communication module (TCU 200/300)
59	HMI programming unit
67	EHCU electronics module
68	Communication module, service link (NB-IoT)
71 to 84	Other Viessmann devices in the system network
90	Gateway (KNX, BACnet, Modbus)
97, 98	Energy meter

Low power radio subscriber:

49 - 63	Vitotrol 300-E

Troubleshooting measures

Descriptions of the messages and actions required are available online:
https://link.viessmann.com/tdoc/6200041

Fig. 88

Note
The possible faults vary according to the system equipment. Therefore, not all fault messages will come up for every system.

Please note
Refrigerant can escape when working on the refrigerant circuit.
- It is essential that regulations and guidelines on handling refrigerant are always observed and adhered to: See "Safety information".
- Work on the refrigerant circuit must **only** be carried out by a certified contractor (in accordance with Regulations (EU) No 517/2014 and 2015/2067).
- Specialist personnel working on a refrigerant circuit with flammable refrigerant are required to have specific qualifications and certification: See "Safety information".

Please note
Repairing components that fulfil a safety function can compromise the safe operation of the system.
- Do not undertake any repairs on the inverter. Replace the inverter if there is a defect.
- Replace faulty components only with genuine Viessmann spare parts.

Overview of electrical terminal areas

See page 64 onwards.

Removing the programming unit and electronics module

Danger
Contact with live components can lead to serious injury from electric current. Some components on PCBs remain live even after the power supply has been switched off.
- **Never touch** electrical terminal areas.
- When working on the indoor or outdoor unit, isolate the system from the power supply, e.g. at a separate fuse or a main switch.
  Note
  The indoor and outdoor unit can be fused separately.
  Check that it is no longer live. Safeguard against unauthorised reconnection.
- Prior to working on the appliance, wait at least 4 min until the voltage has completely dropped out.

Danger
The absence of system component earthing can lead to serious injury from electrical current and component damage in the event of an electrical fault.
All earth conductor connections **must** be reconnected.
The appliance and pipework must be connected to the equipotential bonding of the building.

Note
Incorrectly executed electrical installations may cause undesirable electromagnetic interaction with other electronic devices.

Removing the HMI programming unit

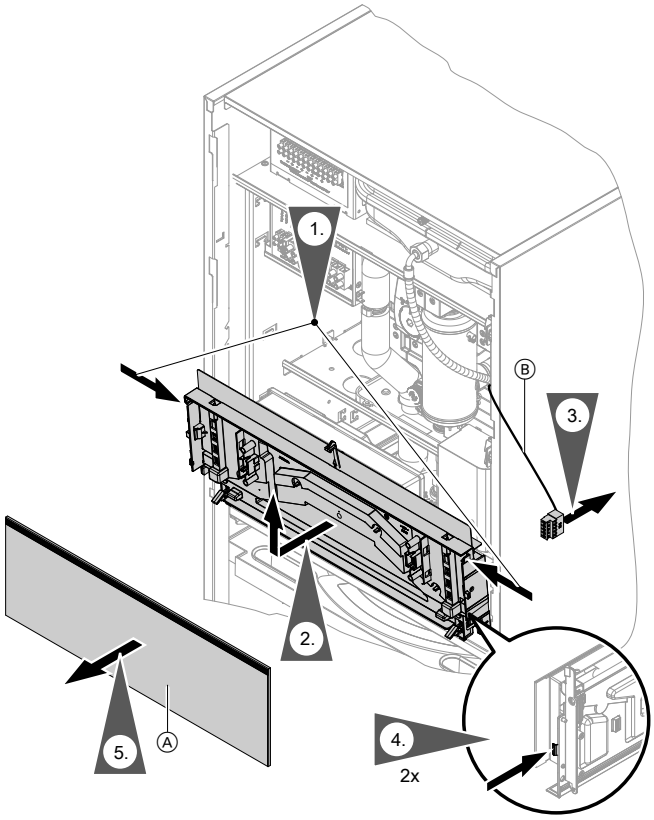

Fig. 89

Ⓐ HMI programming unit
Ⓑ Connection pipe

Removing the programming unit and electronics… (cont.)

Removing the HPMU electronics module

Remove programming unit: See previous chapter.

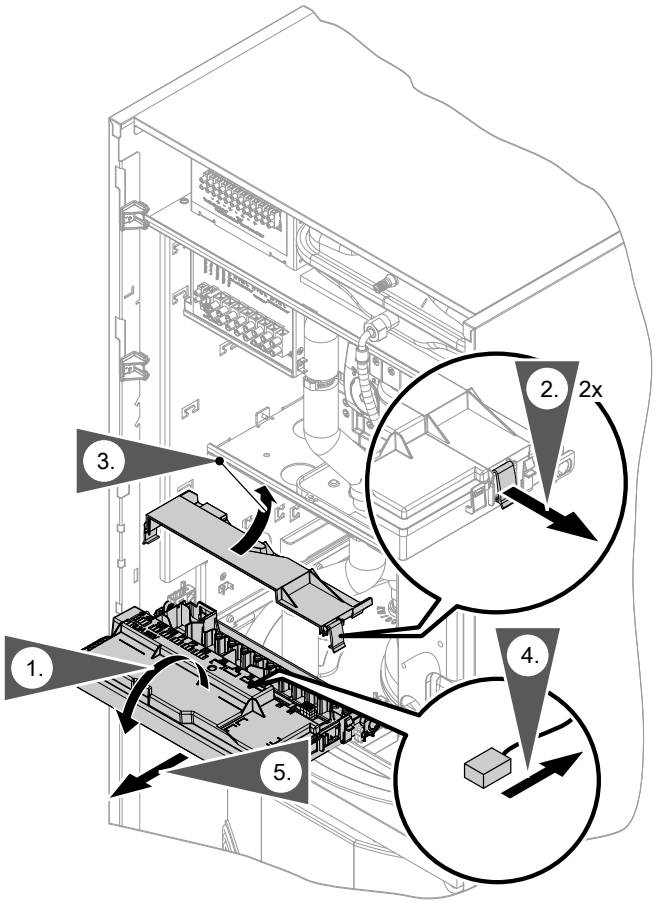

Fig. 90

After replacing the HPMU electronics module, repeat the commissioning procedure: See chapter "Commissioning".

Removing the EHCU electronics module

⚠ **Danger**
Contact with live components can lead to serious injury from electric current. Some components on PCBs remain live even after the power supply has been switched off.

- **Never touch** electrical terminal areas.
- When working on the indoor or outdoor unit, isolate the system from the power supply, e.g. at a separate fuse or a main switch.
  Note
  The indoor and outdoor unit can be fused separately.
  Check that it is no longer live. Safeguard against unauthorised reconnection.
- Prior to working on the appliance, wait at least 4 min until the voltage has completely dropped out.

Remove programming unit: See chapter "Removing the HMI programming unit".
Fold open the HPMU electronics module if required: See Fig. 90.

Removing the programming unit and electronics… (cont.)

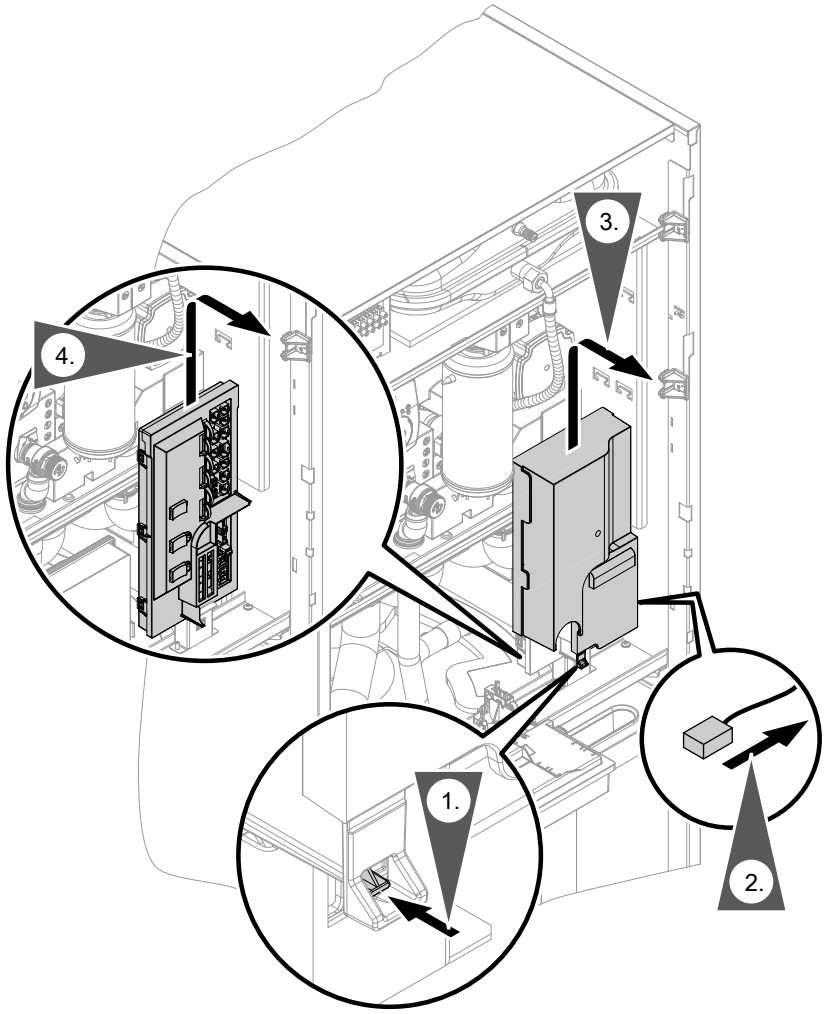

Fig. 91

Note
***No** recommissioning is necessary following replacement of the EHCU electronics module.*

Overview of internal components

Indoor unit with 1 integrated heating/cooling circuit

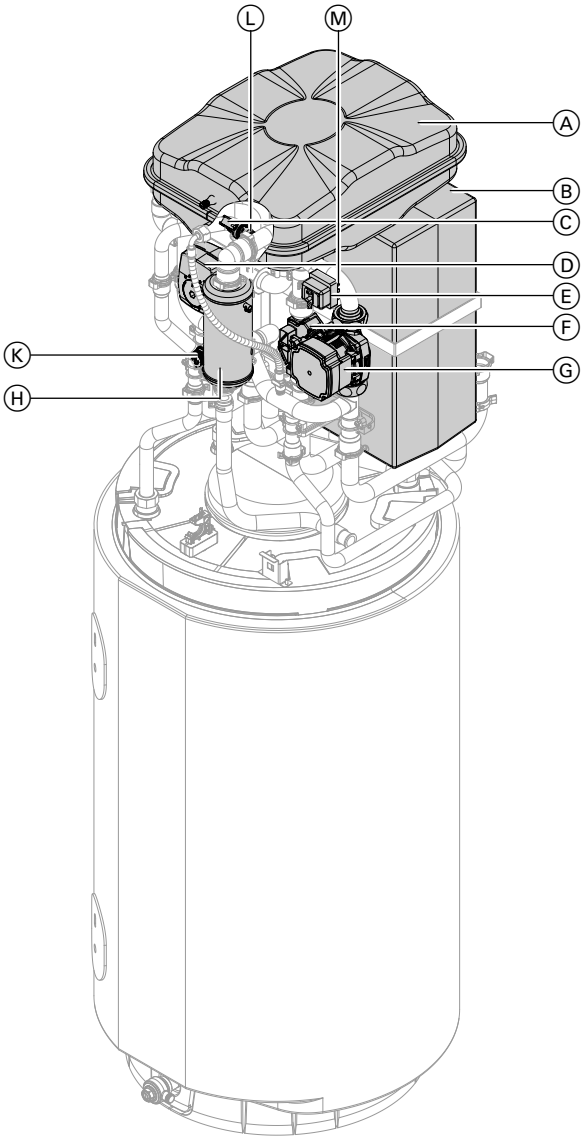

Fig. 92

Ⓐ Expansion vessel
Ⓑ Integrated buffer cylinder
Ⓒ Water pressure sensor
Ⓓ 4/3-way valve
Ⓔ High limit safety cut-out (STB), instantaneous heating water heater
Ⓕ Flow sensor
Ⓖ Secondary pump
Ⓗ Instantaneous heating water heater
Ⓚ Safety valve
Ⓛ Flow temperature sensor
Ⓜ Return temperature sensor

Overview of internal components (cont.)

Indoor unit with 2 integrated heating/cooling circuits

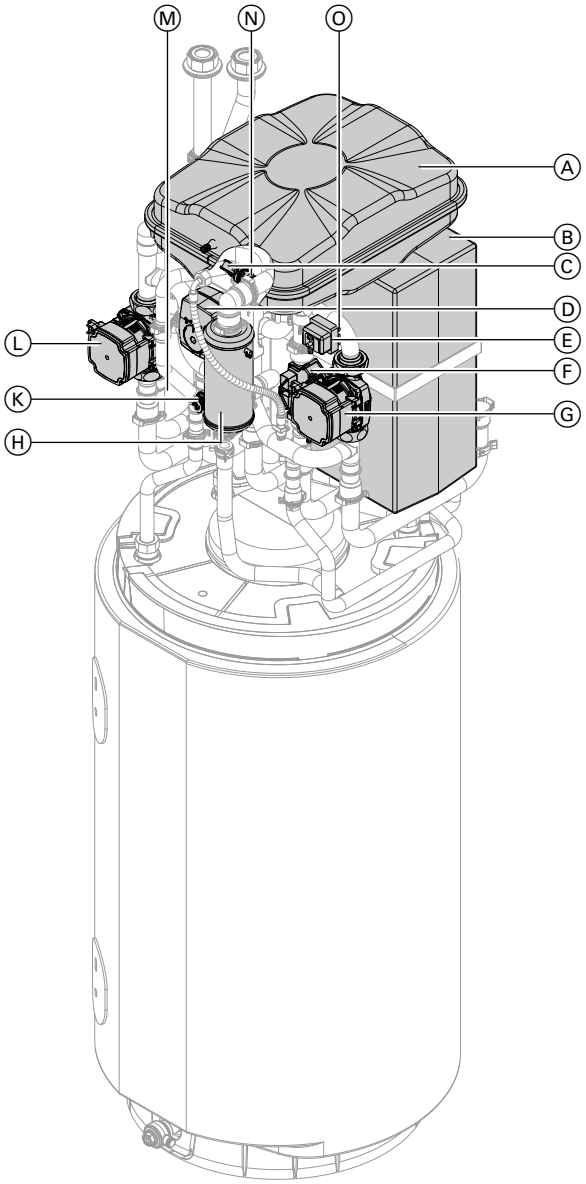

Fig. 93

Ⓐ Expansion vessel
Ⓑ Integrated buffer cylinder
Ⓒ Water pressure sensor
Ⓓ 4/3-way valve
Ⓔ High limit safety cut-out (STB), instantaneous heating water heater
Ⓕ Flow sensor
Ⓖ Heating/cooling circuit 1 heating circuit pump
Ⓗ Instantaneous heating water heater
Ⓚ Safety valve
Ⓛ Heating/cooling circuit 2 heating circuit pump
Ⓜ Heating/cooling circuit 2 flow temperature sensor
Ⓝ Heating/cooling circuit 1 flow temperature sensor
Ⓞ Return temperature sensor

Draining indoor unit on the secondary side

⚠ **Danger**
Heating water escaping uncontrolled may cause scalding.
Allow the heating system to cool down before draining.

1. Connect hoses to all drain valves. Open drain valves.
2. Set the 4/3-way valve in turn to , and until water no longer comes out.

Removing hydraulic components and EPP insulating parts

When replacing hydraulic components and EPP insulating parts, first fold out or remove electrical components if required: See chapter "Removing the programming unit and electronics module".
Separate installation instructions are supplied with some components.

⚠ **Danger**
Residual water will escape when the indoor unit or hydraulic components are fitted or removed.
Contact of live components with water can lead to severe injury due to electric shock.
- Isolate the heat pump from the power supply. Safeguard against unauthorised reconnection.
- Protect electrical components from the ingress of water, e.g. electronics modules, plug connectors, electrical cables.

⚠ **Danger**
Residual water will escape when the indoor unit or hydraulic components are fitted or removed.
Escaping heating water and hot steam can cause serious injury and damage to the heating system.
Only carry out work on the system when it has cooled down and is depressurised.

! **Please note**
Leaking hydraulic connections lead to appliance damage.
- **Always** use new seals for assembly.
- Renew damaged fasteners, e.g. clips, screws, etc.
- After installing the new components, check the internal and on-site hydraulic connections for leaks.
- In the event of leaks, drain off liquid via the drain valve. Check the seating of seal rings. **Always** replace displaced seal rings.

Overview of torque settings for assembly

Union nuts:
G ½ 12 ±1 Nm
G 1¼ 50 ± 2 Nm
G 1½ 70 ± 2 Nm

Screws:
∅ 4.8 x 9.5 3.5 ±0.5 Nm
M 4 1.5 –0.5 Nm

! **Please note**
Filling and venting the system with the transport bracket loose can cause damage to the outdoor unit.
Before filling and venting the system, check whether the transport bracket is secured: See chapter "Checking the transport bracket".

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Removing hydraulic components and EPP… (cont.)

Removing the expansion vessel

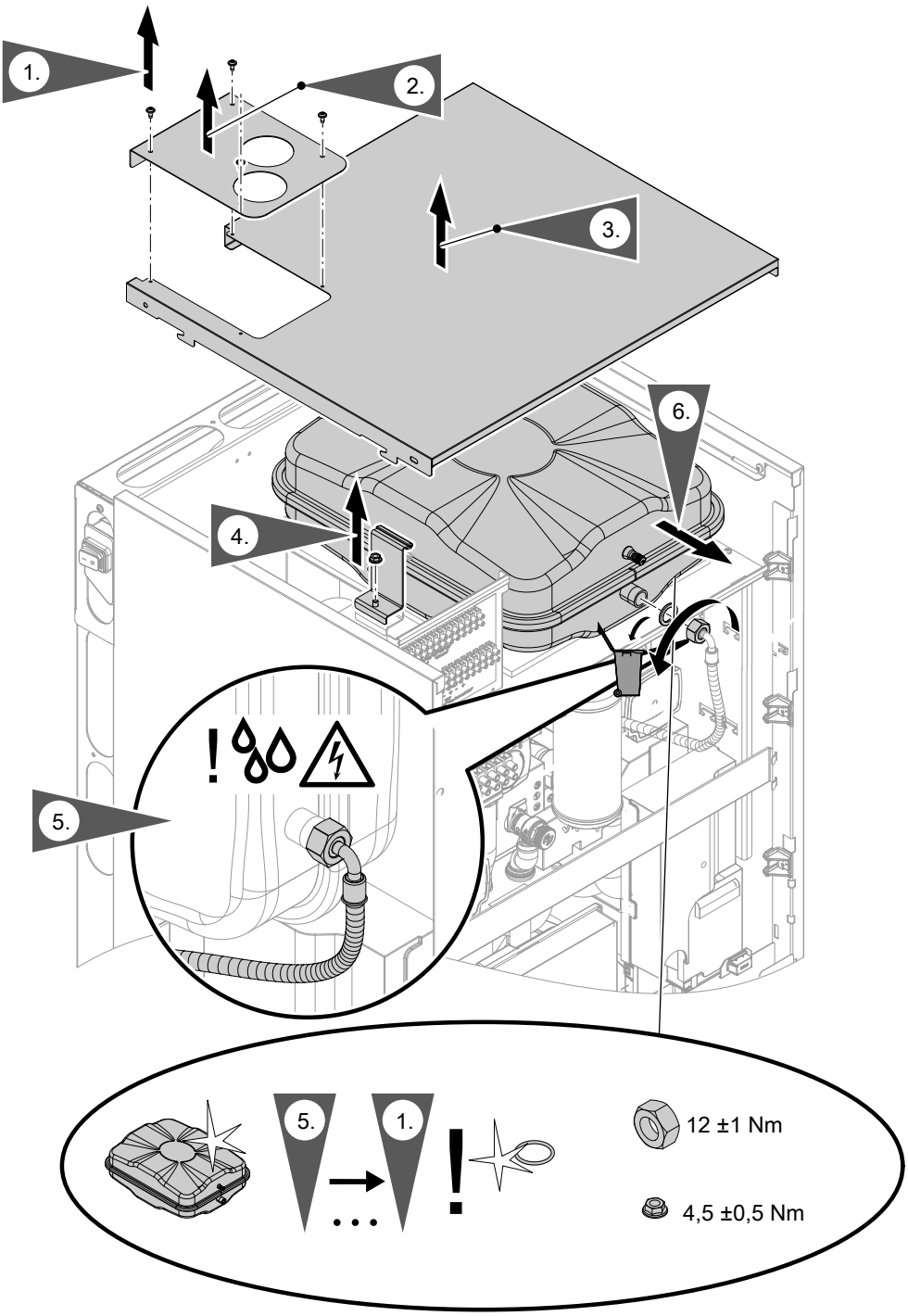

Fig. 94

Removing hydraulic components and EPP… (cont.)

Removing the instantaneous heating water heater

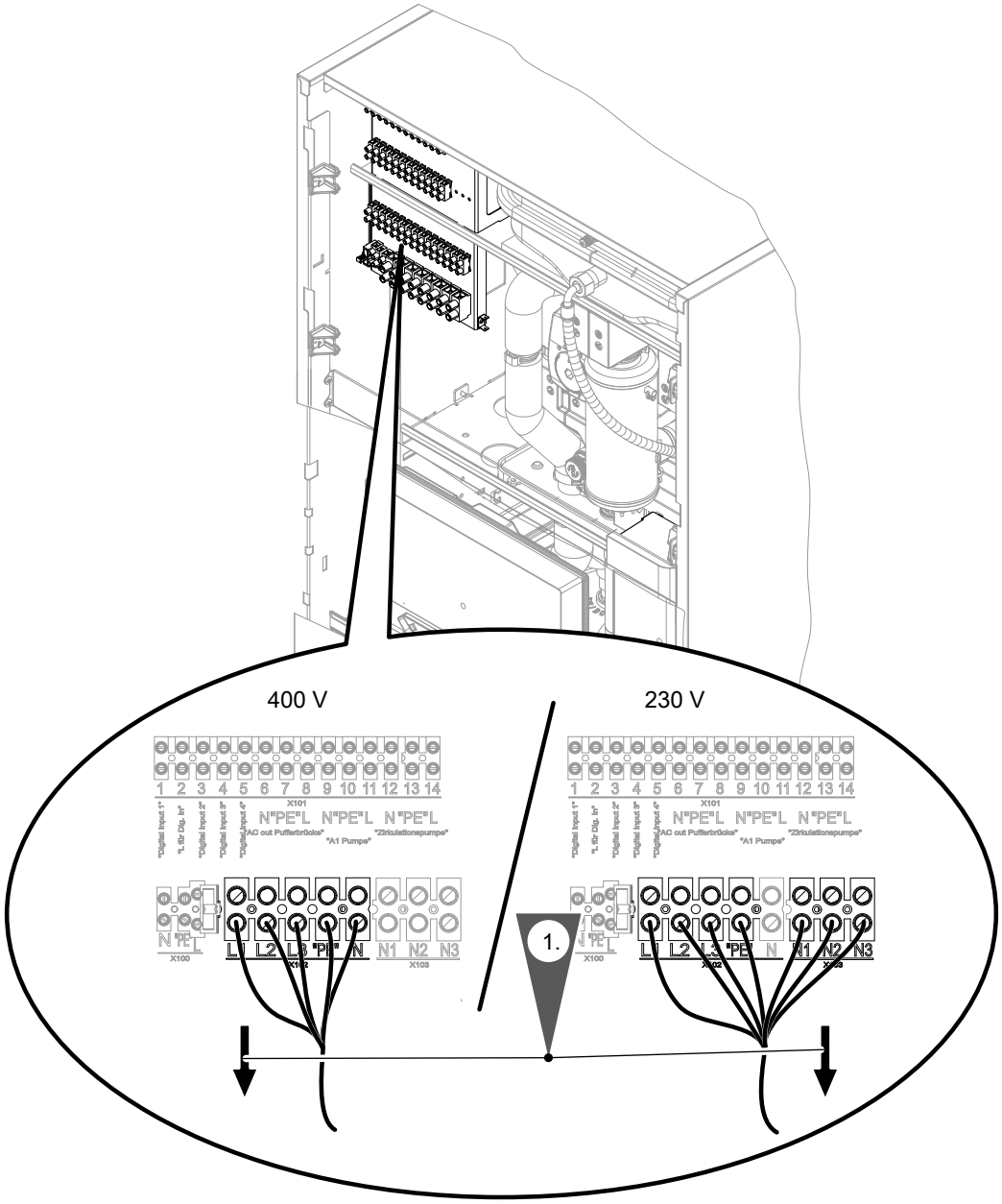

Fig. 95

Removing hydraulic components and EPP… (cont.)

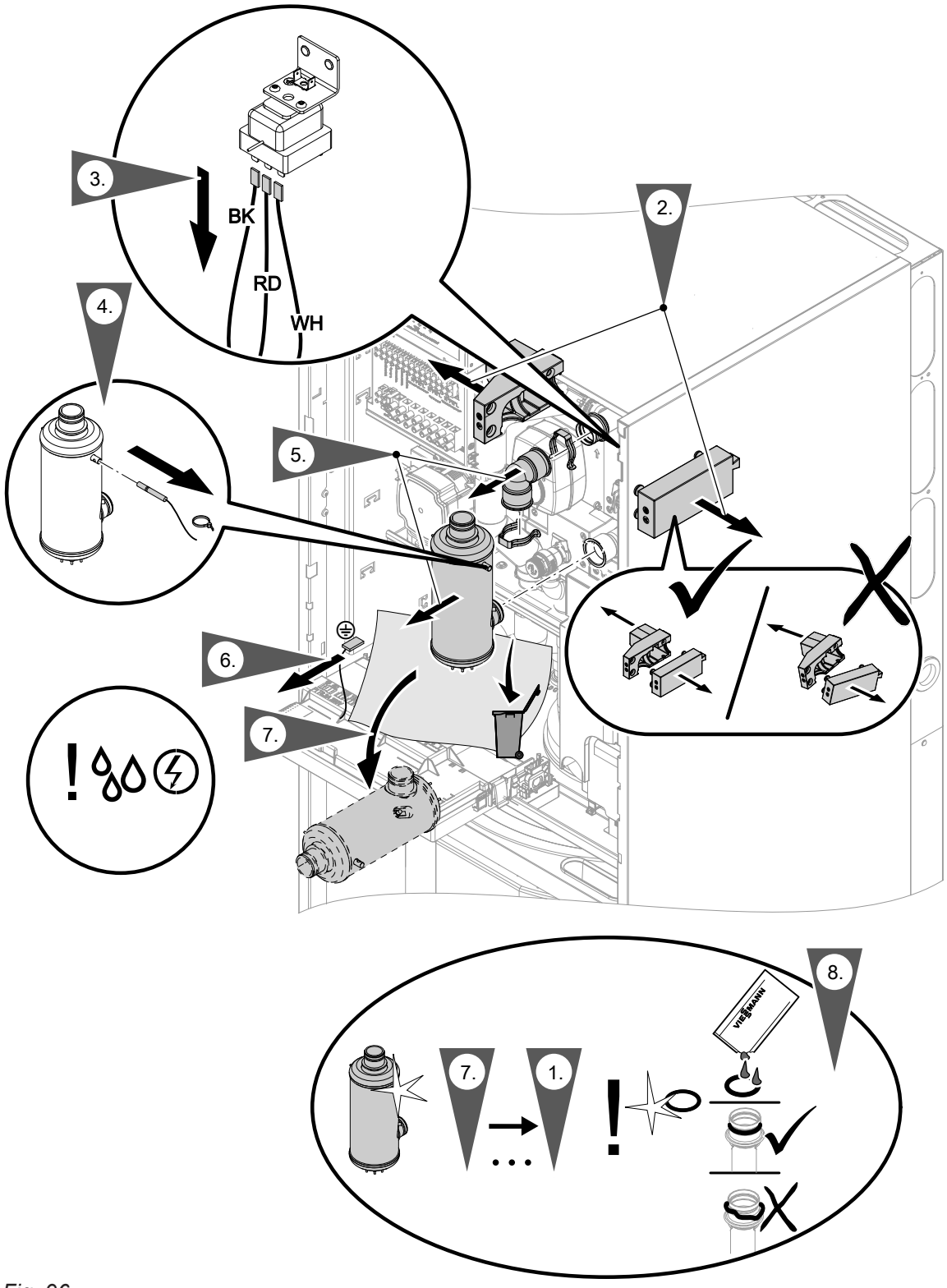

Fig. 96

Note
Observe the colour coding of the core wires connected to the high limit safety cut-out (as per IEC 60757):
BK Black
RD Red
WH White

Removing hydraulic components and EPP… (cont.)

Removing the sensors

Removing the flow sensor

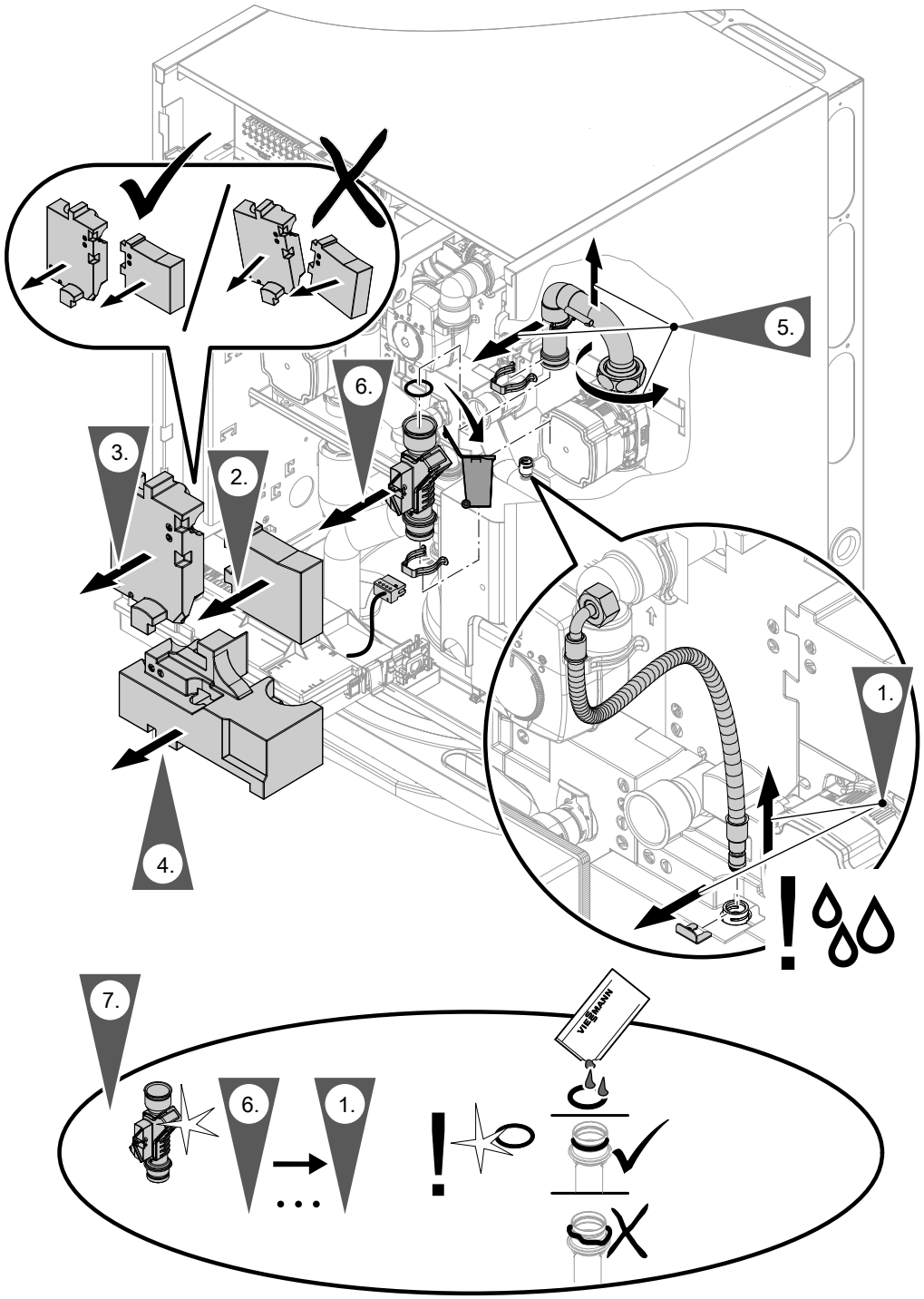

Fig. 97

Removing hydraulic components and EPP… (cont.)

Removing the secondary circuit temperature sensors

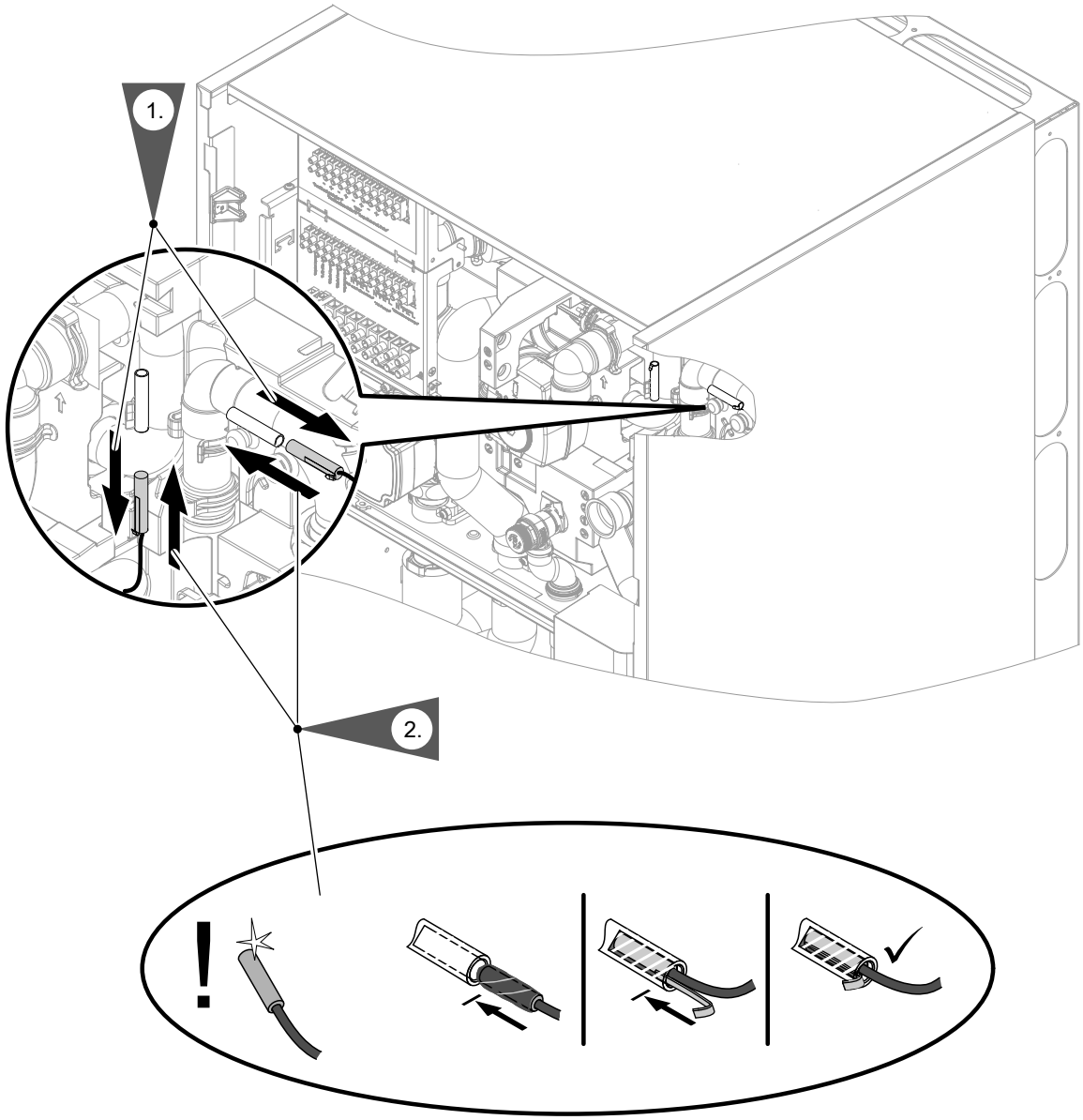

Fig. 98

Removing hydraulic components and EPP… (cont.)

Additionally for indoor unit with 2 integrated heating/cooling circuits

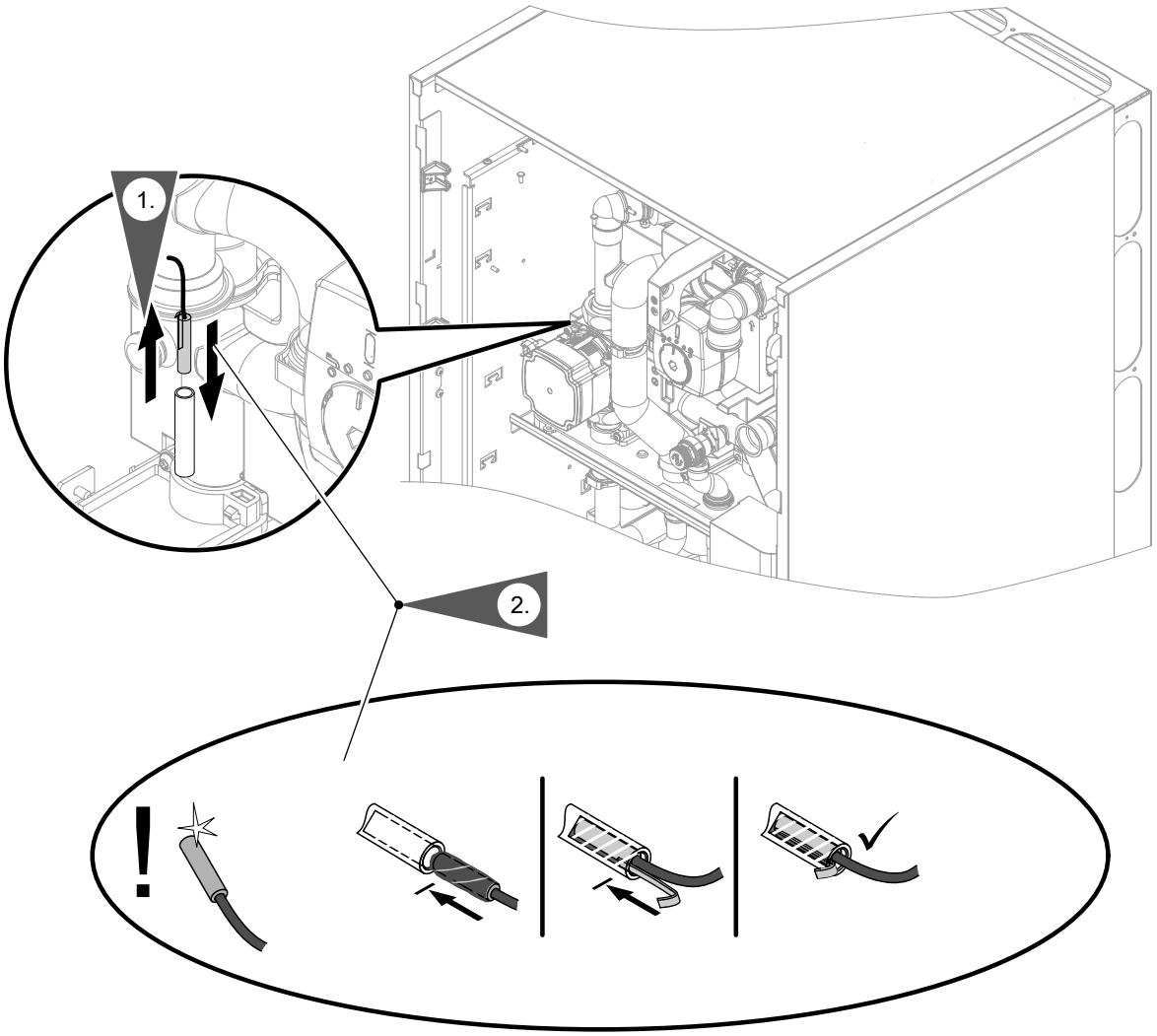

Fig. 99

Removing hydraulic components and EPP… (cont.)

Removing the water pressure sensor

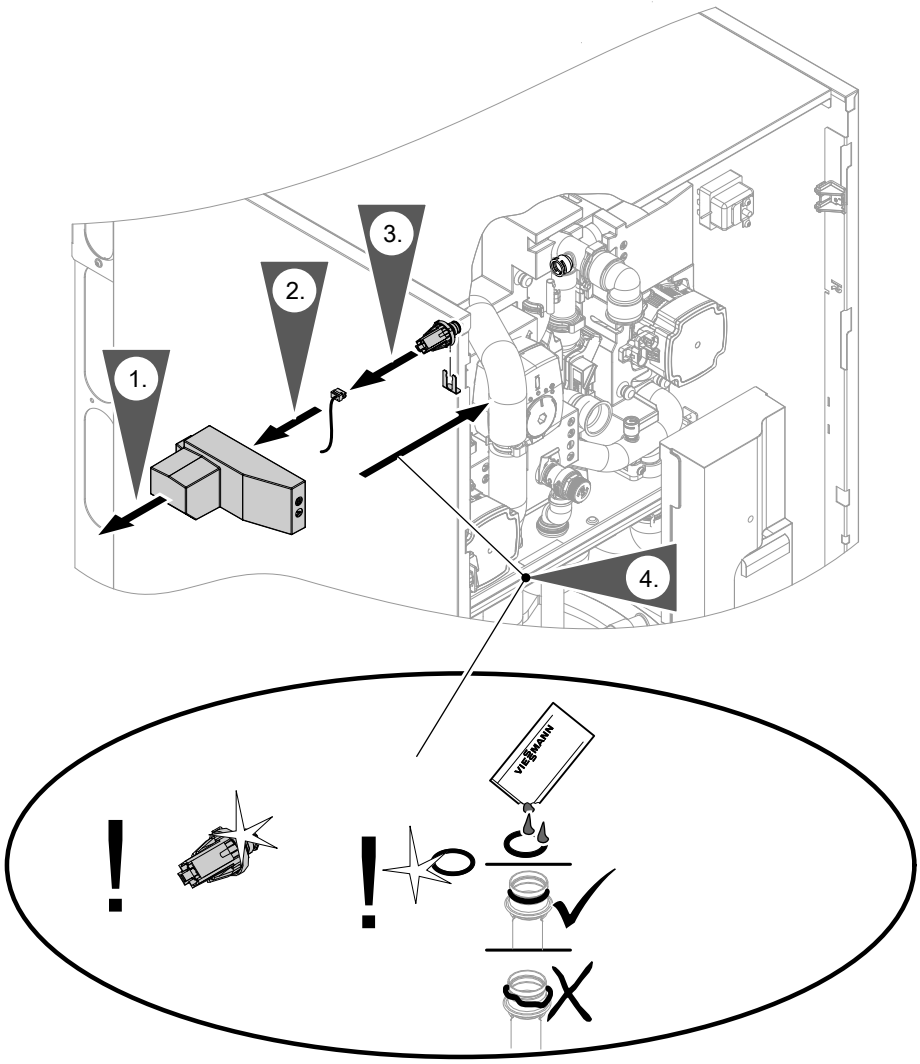

Fig. 100

Removing hydraulic components and EPP… (cont.)

Removing the circulation pump head

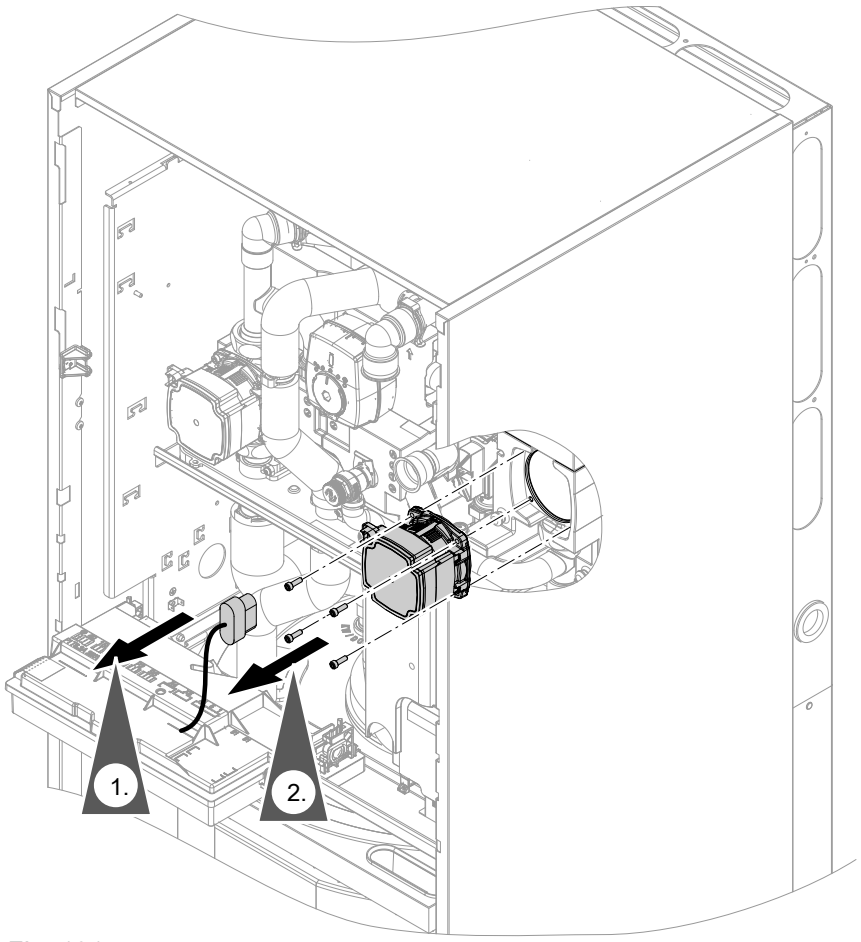

Fig. 101

Torque settings

- *Torque settings for the circuit pump union nuts: 70 ±2 Nm*
- *Torque for the screws on the pump head: 5 ±1 Nm*

Status display, internal circulation pumps

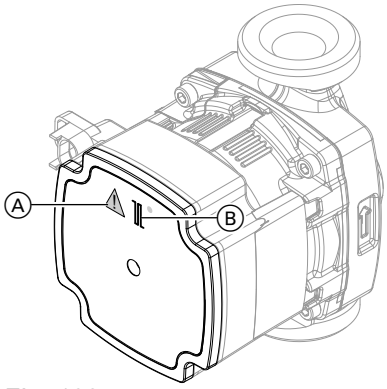

Fig. 102

LED	Meaning
Ⓑ flashes green.	Normal operation, circulation pump runs on demand.
Ⓑ lights up green.	▪ Circulation pump runs continuously with maximum output, e.g. when the PWM signal is interrupted. ▪ No fault message
Ⓐ lights up red.	▪ Fault with fault message ▪ When isolating the indoor unit from the power supply, the LED illuminates for the duration of the run-on time of approx. 30 to 60 s. When carrying out repair work, wait until the run-on time has elapsed.

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Checking the temperature sensors

Temperature sensor NTC 10 kΩ	Connection
▪ Outside temperature sensor	▪ Luster terminals for sensors, terminal 5 and 6 ▪ Plug 1 on the HPMU electronics module
▪ Cylinder temperature sensor	Plug 5 on the HPMU electronics module
▪ Secondary circuit flow temperature sensor Or ▪ Flow temperature sensor, heating/cooling circuit 1	▪ EHCU electronics module ▪ Position of the temperature sensor: See chapter "Indoor unit maintenance: Overview of internal components".
▪ Return temperature sensor	▪ EHCU electronics module Cable harness in the indoor unit ▪ Position of the temperature sensor: See chapter "Indoor unit maintenance: Overview of internal components".
▪ Flow temperature sensor, heating/cooling circuit 2 For indoor unit with 2 integrated heating/cooling circuits	▪ EHCU electronics module ▪ Position of the temperature sensor: See chapter "Indoor unit maintenance: Overview of internal components".
▪ Temperature sensor, external buffer cylinder For indoor unit with 1 integrated heating/cooling circuit	Luster terminals for sensors, terminal 7 and 8

1. Check the lead and plug of the temperature sensor.
2. Disconnect the wires from the plug.
3. Measure the temperature sensor resistance. Compare the resistance with the value for the current temperature from the following table.
4. If the deviation is > 10 %, disconnect the wires on the temperature sensor. Repeat the test directly on the sensor.
   If required, check the on-site cable (2-core cable, max. length 35 m with a cross-section of 1.5 mm^2).
   Depending on the test result, replace the lead or the outside temperature sensor.

Checking the temperature sensors (cont.)

Viessmann NTC 10 kΩ (blue marking)

ϑ / °C	R / kΩ	ϑ / °C	R / kΩ	ϑ / °C	R / kΩ	ϑ / °C	R / kΩ	ϑ / °C	R / kΩ	ϑ / °C	R / kΩ
–40	336.500	–8	49.647	24	10.449	56	2.878	88	0.976	120	0.389
–39	314.870	–7	47.055	25	10.000	57	2.774	89	0.946	121	0.379
–38	294.780	–6	44.614	26	9.572	58	2.675	90	0.918	122	0.369
–37	276.100	–5	42.315	27	9.165	59	2.579	91	0.890	123	0.360
–36	258.740	–4	40.149	28	8.777	60	2.488	92	0.863	124	0.351
–35	242.590	–3	38.107	29	8.408	61	2.400	93	0.838	125	0.342
–34	227.550	–2	36.181	30	8.057	62	2.316	94	0.813	126	0.333
–33	213.550	–1	34.364	31	7.722	63	2.235	95	0.789	127	0.325
–32	200.510	0	32.650	32	7.402	64	2.158	96	0.765	128	0.317
–31	188.340	1	31.027	33	7.098	65	2.083	97	0.743	129	0.309
–30	177.000	2	29.495	34	6.808	66	2.011	98	0.721	130	0.301
–29	166.350	3	28.048	35	6.531	67	1.943	99	0.700	131	0.293
–28	156.410	4	26.680	36	6.267	68	1.877	100	0.680	132	0.286
–27	147.140	5	25.388	37	6.016	69	1.813	101	0.661	133	0.279
–26	138.470	6	24.165	38	5.775	70	1.752	102	0.642	134	0.272
–25	130.370	7	23.009	39	5.546	71	1.694	103	0.623	135	0.265
–24	122.800	8	21.916	40	5.327	72	1.637	104	0.606	136	0.259
–23	115.720	9	20.880	41	5.117	73	1.583	105	0.589	137	0.253
–22	109.090	10	19.900	42	4.917	74	1.531	106	0.572	138	0.247
–21	102.880	11	18.969	43	4.726	75	1.481	107	0.556	139	0.241
–20	97.070	12	18.087	44	4.543	76	1.433	108	0.541	140	0.235
–19	91.600	13	17.251	45	4.369	77	1.387	109	0.526	141	0.229
–18	86.474	14	16.459	46	4.202	78	1.342	110	0.511	142	0.224
–17	81.668	15	15.708	47	4.042	79	1.299	111	0.497	143	0.219
–16	77.160	16	14.995	48	3.889	80	1.258	112	0.484	144	0.213
–15	72.929	17	14.319	49	3.743	81	1.218	113	0.471	145	0.208
–14	68.958	18	13.678	50	3.603	82	1.180	114	0.458	146	0.204
–13	65.227	19	13.069	51	3.469	83	1.143	115	0.445	147	0.199
–12	61.722	20	12.490	52	3.340	84	1.107	116	0.434	148	0.194
–11	58.428	21	11.940	53	3.217	85	1.072	117	0.422	149	0.190
–10	55.330	22	11.418	54	3.099	86	1.039	118	0.411	150	0.185
–9	52.402	23	10.921	55	2.986	87	1.007	119	0.400		

Checking the water pressure sensor

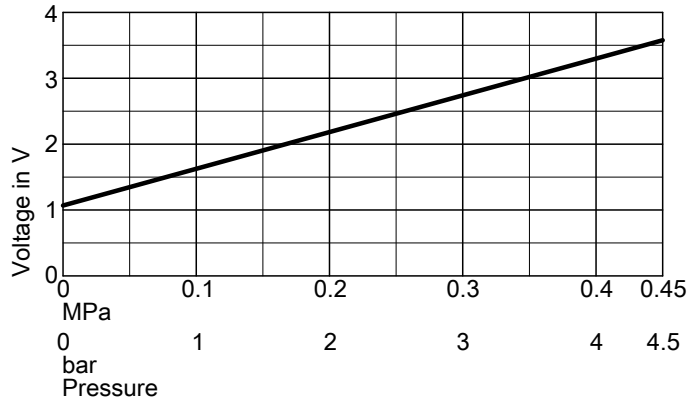


Fig. 103

Checking the fuse

- Fuse F1 is located in the HPMU electronics module: See page 75.
- Fuse F2 is located on the luster terminal for the heat pump control unit power supply: See page 88.

Fuse type:
- 6.3 A H (slow), 250 V~
- Max. power loss ≤ 2.5 W

Danger
Removing fuses does **not switch the power circuit to zero volt**. Contact with live components can lead to serious injury from electric current.
Before working on the equipment, always ensure that **the power circuit is also at zero volt.**

1. Switch off the power supply.
2. Open the HPMU electronics module.
3. Check the fuse. Replace if required.

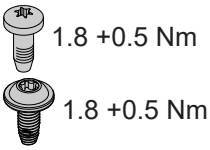
Danger
Incorrect or improperly fitted fuses can lead to an increased risk of fire.
- Insert fuses without using any force. Position fuses correctly.
- Only use structurally identical types with the same response characteristics.

Heat pumps with central power supply (types... SP):
- In addition, check the fuse in the "230 V~ mains connection kit" (accessories). To do so, remove the cover of the mains connection kit.

Removing the outer casing

The steps are shown using the example of the outdoor unit with 2 fans.

- The procedure for the outdoor unit with 1 fan is identical.
- Fitting the outer casing: Carry out the steps in the reverse order.
- Torques for assembly:
  Right side panel nuts: 1.5 +1.0 Nm
  Screws TX 25:



1.8 +0.5 Nm

1.8 +0.5 Nm

Removing the outer casing (cont.)

Removing the right-hand side casing

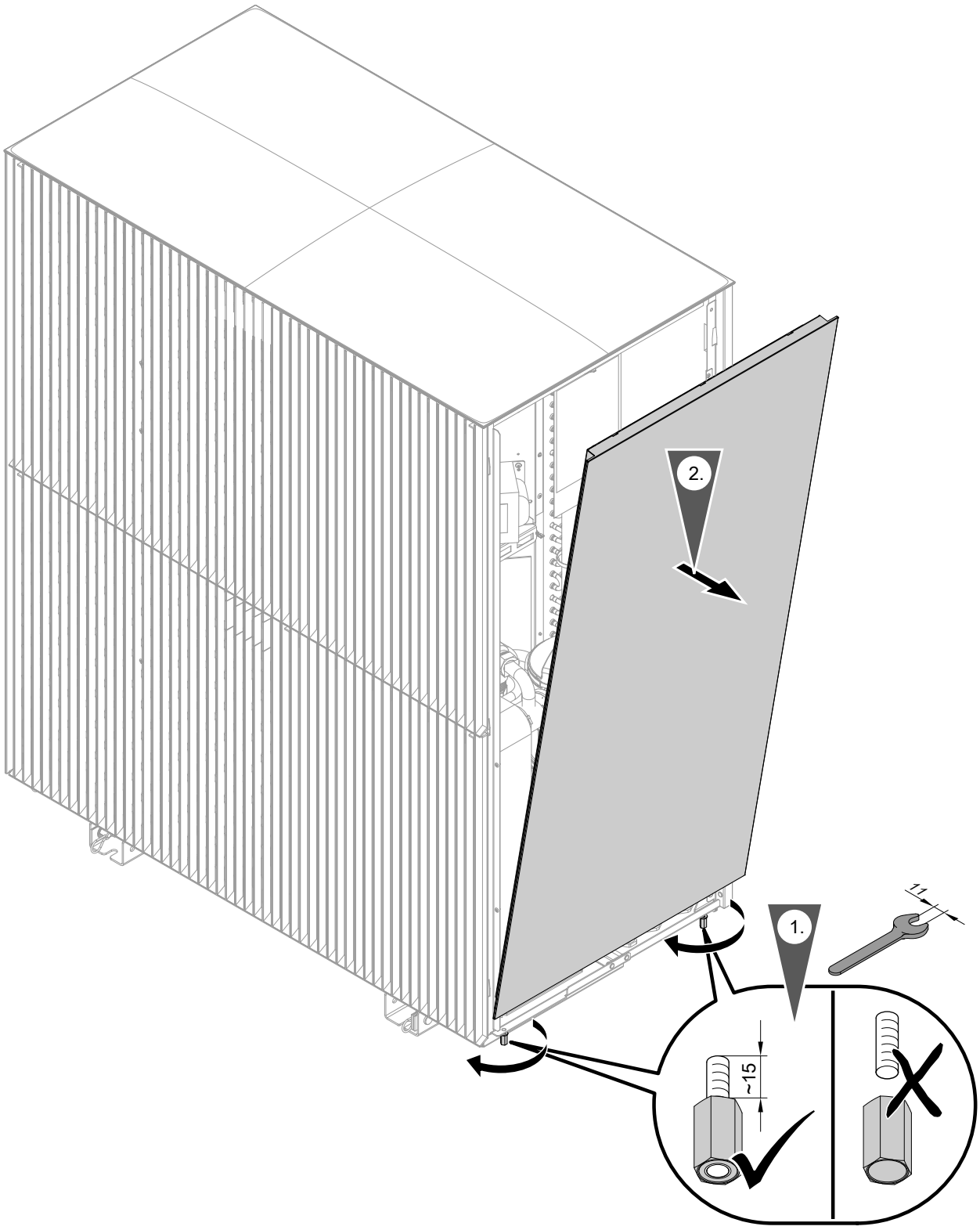


Fig. 104

Removing the outer casing (cont.)

When fitting the right side panel, make sure it is positioned correctly:

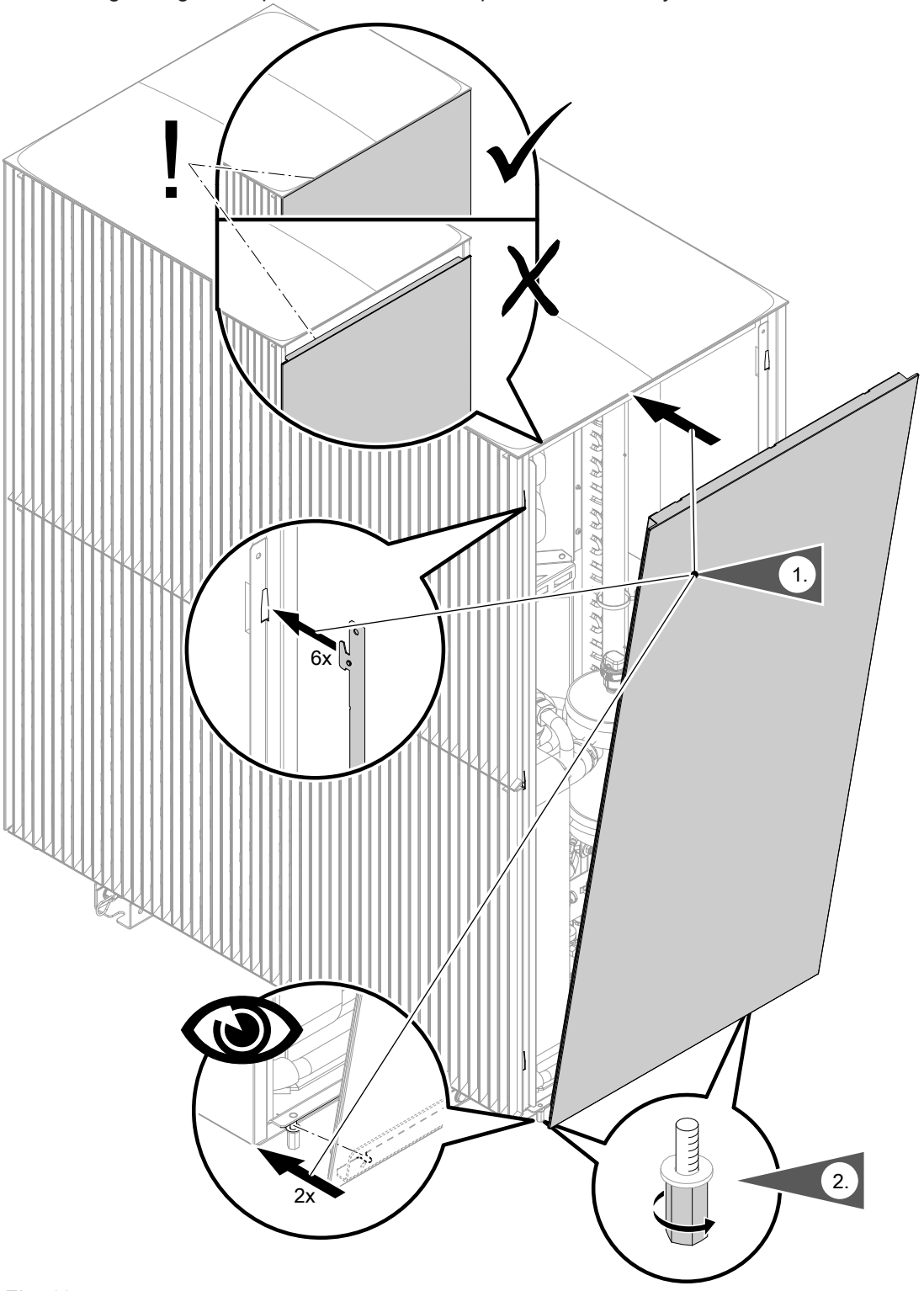


Fig. 105

Note
Torque for the nuts: 1.5 +1.0 Nm

Removing the top casing

1. Remove side casing, right: See Fig. 104.

Removing the outer casing (cont.)

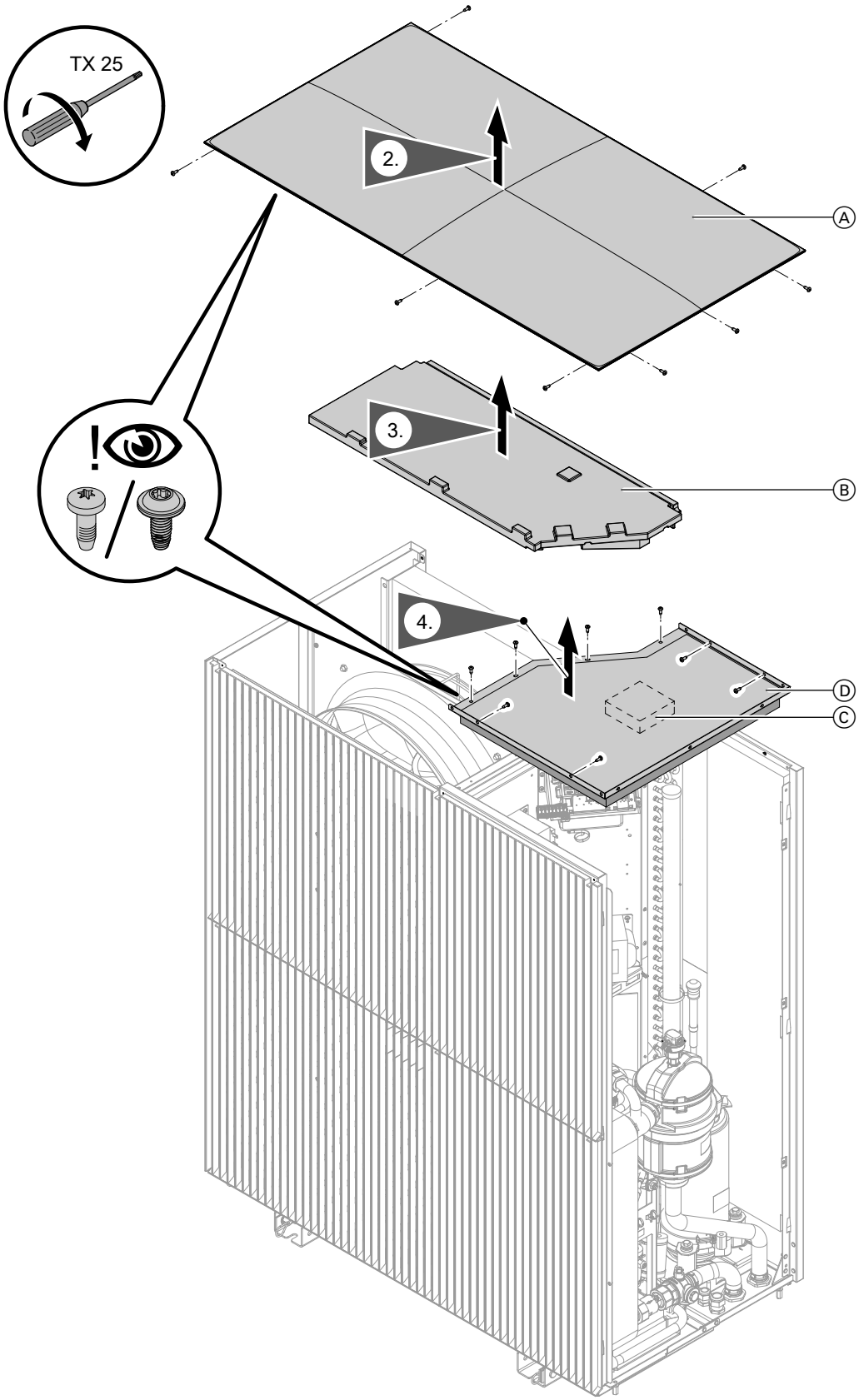


Fig. 106

Note
Torque for both screws: 1.8 +0.5 Nm

Ⓐ Cover
Ⓑ Air space cover
Ⓒ EPP support
Ⓓ Cover with gasket and sound insulation

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Removing the outer casing (cont.)

Removing the front casing

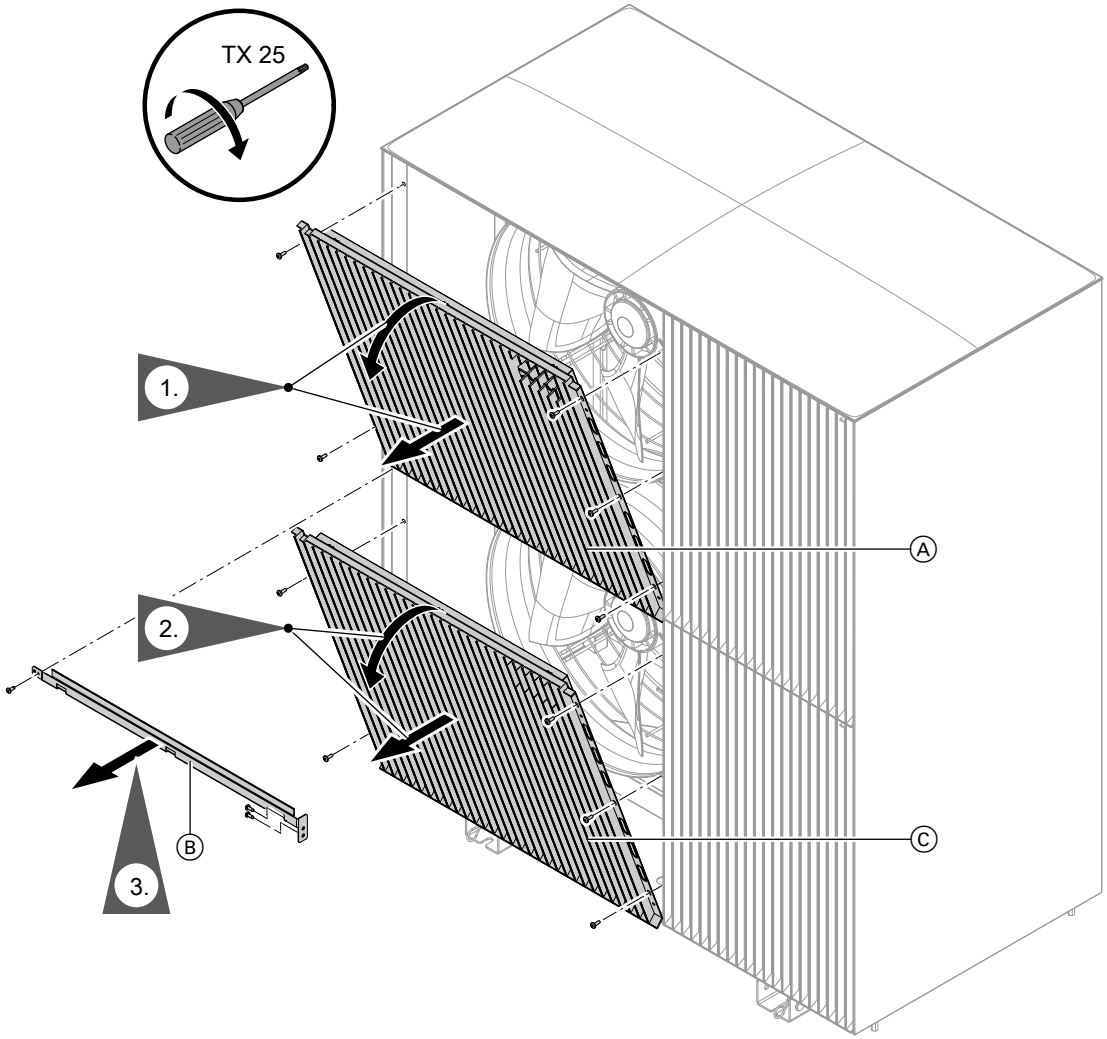

Fig. 107

Note
Torque for the screws: 1.8 +0.5 Nm

Ⓐ Only for outdoor unit with 2 fans:
Upper fan grille
Ⓑ Reinforcing strut
Ⓒ Lower fan grille

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Removing the outer casing (cont.)

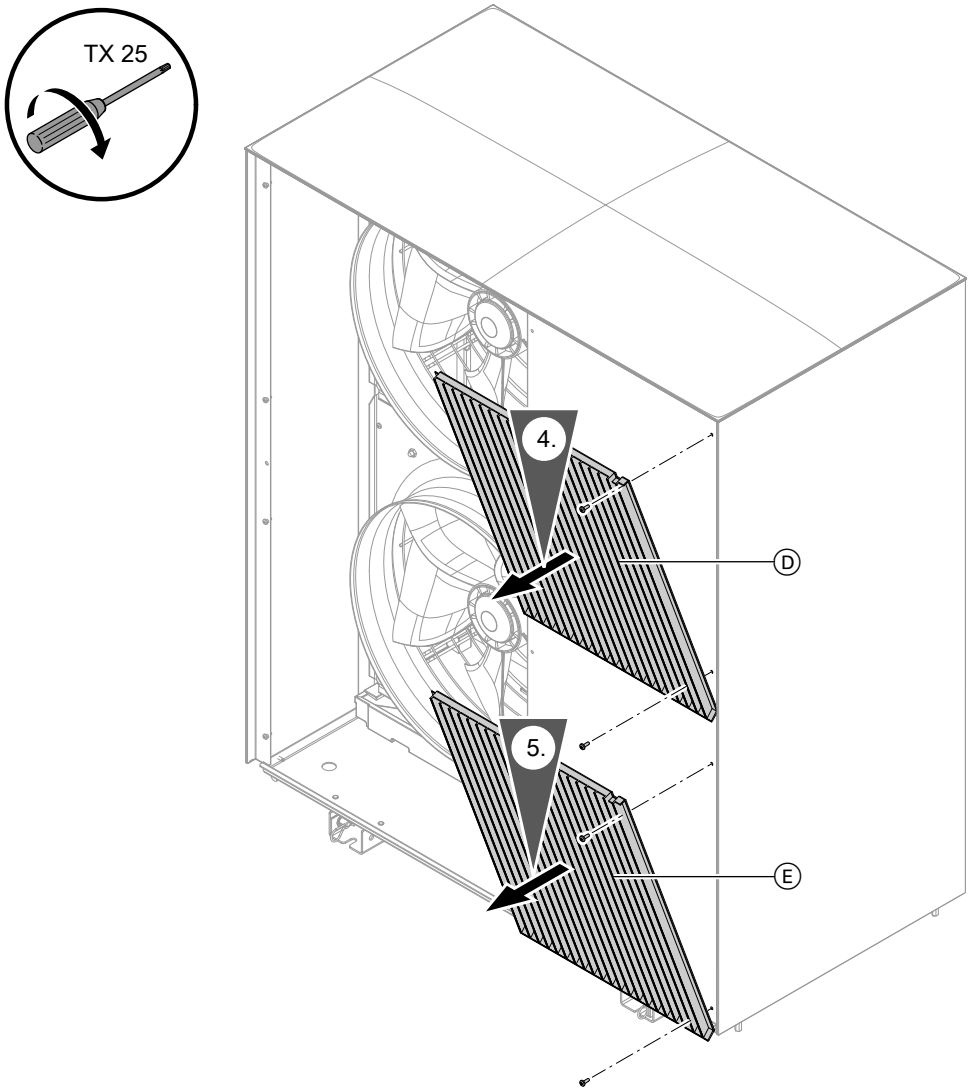

Fig. 108

Note
Torque for the screws: 1.8 +0.5 Nm

Ⓓ Only for outdoor unit with 2 fans:
Design grille, top
Ⓔ Design grille, bottom

6. Remove side casing, right: See Fig. 104.

7. Remove top cover: See Fig. 106.

Removing the outer casing (cont.)

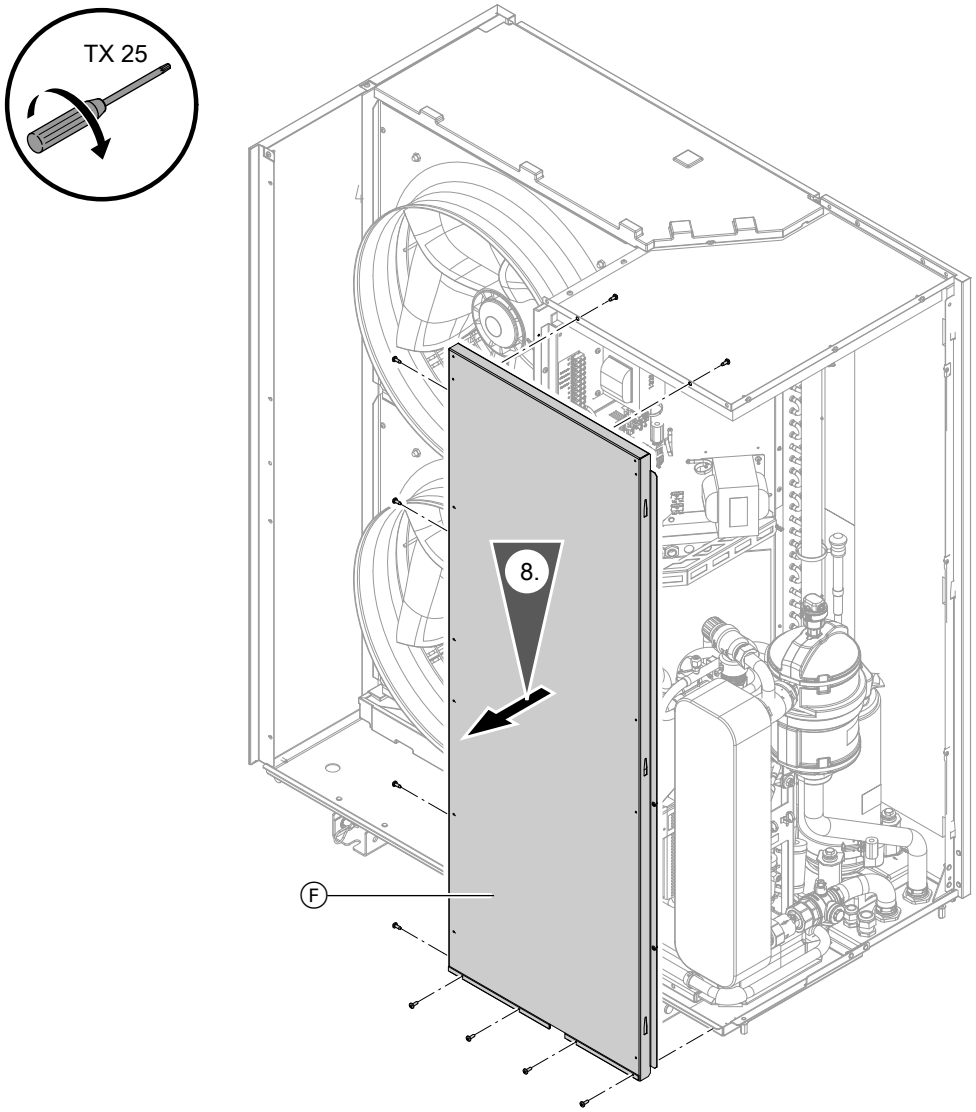

Fig. 109

Note
Torque for the screws: 1.8 +0.5 Nm

Ⓕ Front panel

Removing the left-hand side casing

1. Remove side casing, right: See Fig. 104.

2. Remove top cover: See Fig. 106.

3. Remove fan grilles and reinforcing strut: See Fig. 107.

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Removing the outer casing (cont.)

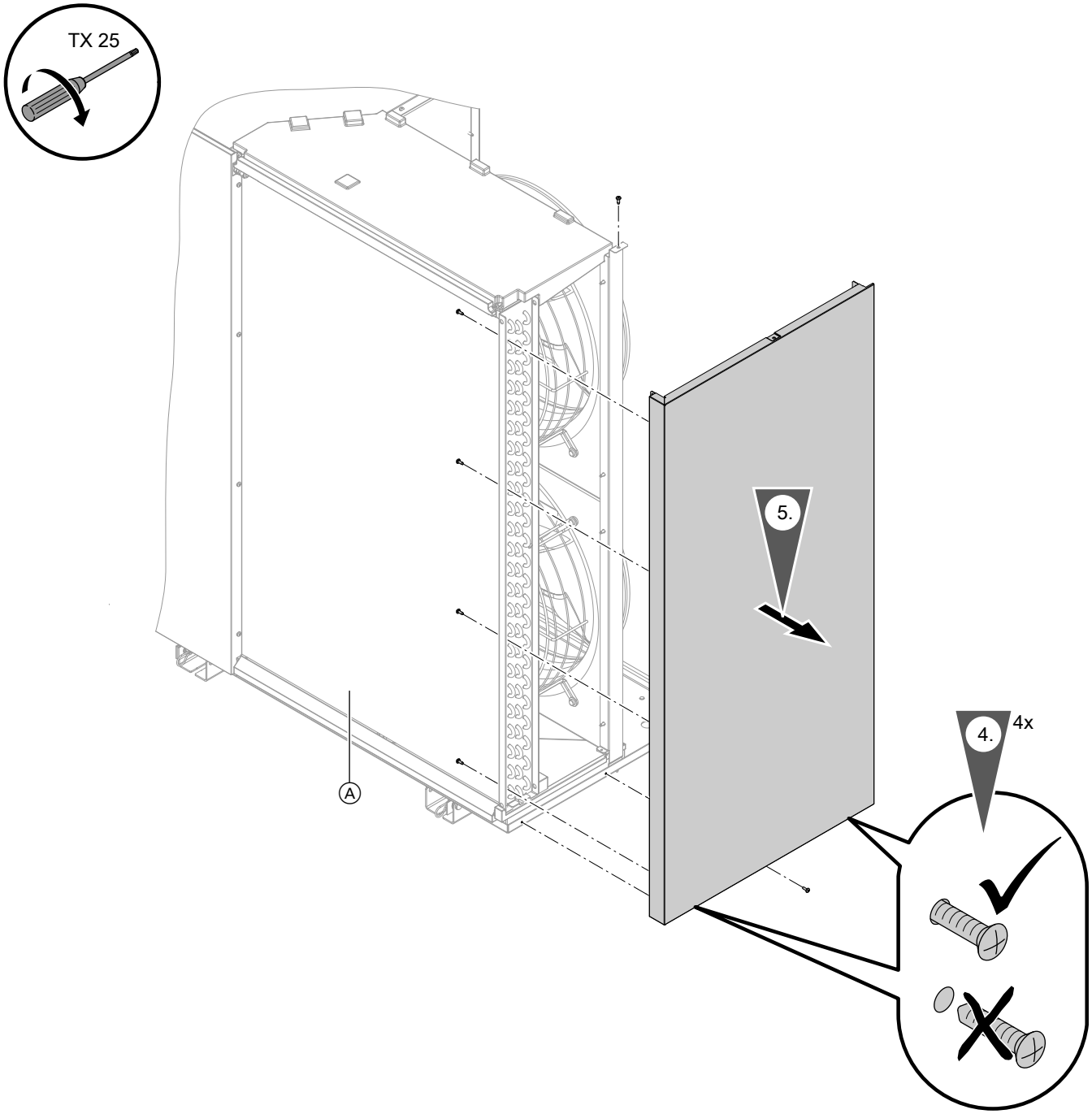

Fig. 110

Note
Torque for the screws: 1.8 +0.5 Nm

Ⓐ Evaporator

Removing the rear casing

1. Remove side casing, right: See Fig. 104.

2. Remove top cover: See Fig. 106.

Removing the outer casing (cont.)

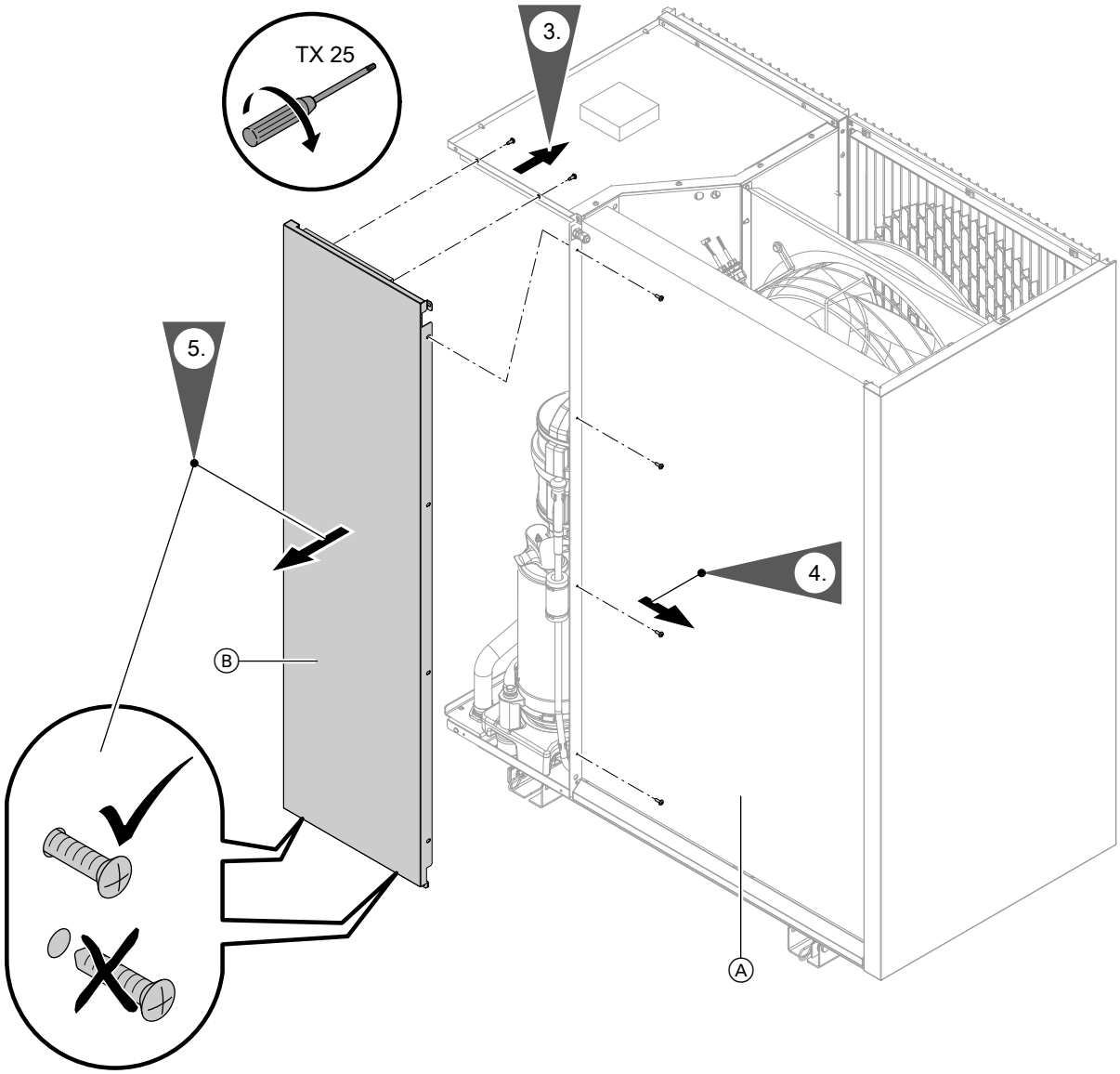

Fig. 111

Note
Torque for the screws: 1.8 +0.5 Nm

Ⓐ Evaporator
Ⓑ Back panel

Overview of electrical components

Danger
Contact with live components can lead to serious injury from electric current. Some components on PCBs remain live even after the power supply has been switched off.
- **Never touch** electrical terminal areas.
- When working on the indoor or outdoor unit, isolate the system from the power supply, e.g. at a separate fuse or a main switch. Check that it is no longer live. Safeguard against unauthorised reconnection.
- Prior to working on the appliance, wait at least 4 min until the voltage has completely dropped out.

Danger
The absence of system component earthing can lead to serious injury from electrical current and component damage in the event of an electrical fault.
All earth conductor connections **must** be reconnected.
The appliance and pipework must be connected to the equipotential bonding of the building.

Outdoor unit with 1 fan

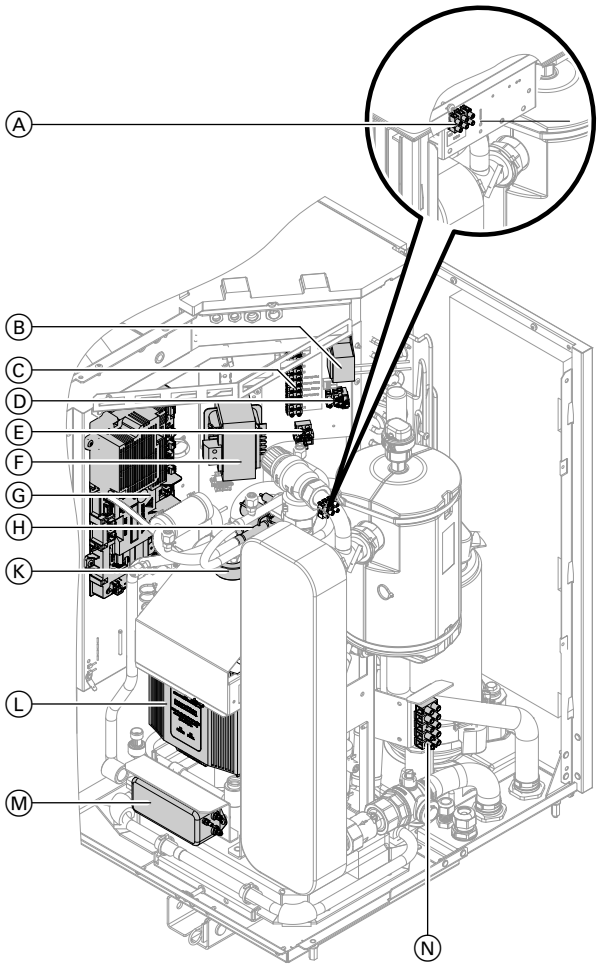

Fig. 112

Ⓐ CAN bus terminal
Ⓑ Choke coil
Ⓒ Terminal strip, 230 V~ function components
Ⓓ Fan terminal with fuse 6.3 A H (slow), 250 V~
Ⓔ Electronics terminal with fuse 6.3 A H (slow), 250 V~
Ⓕ Chokes
Ⓖ VCMU refrigerant circuit controller
Ⓗ Solenoid coil, 4-way diverter valve
Ⓚ Ferrite
Ⓛ Inverter
Ⓜ Interference suppression filter
Ⓝ Mains terminal 230 V~

Overview of electrical components (cont.)

Outdoor unit with 2 fans, types ...A10 to A13

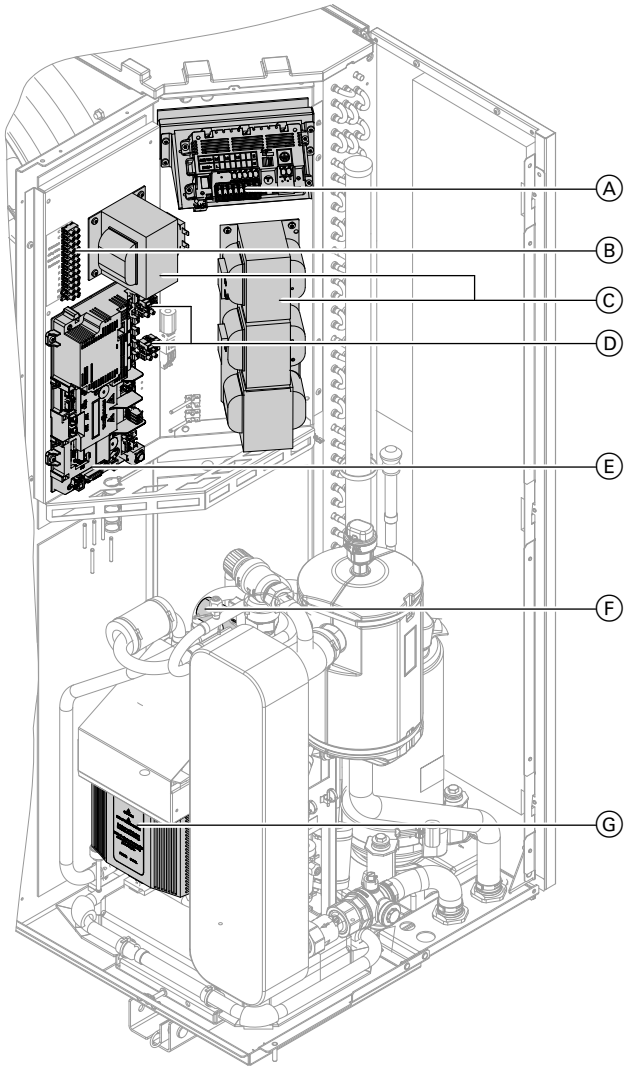

Fig. 113

Ⓐ EMCF PCB with 400 V~/230 V~ power supply
Ⓑ Terminal strip, 230 V~ function components
Ⓒ Chokes
Ⓓ Fuses for PCB and fans
6.3 A H (slow), 250 V~
Ⓔ VCMU refrigerant circuit controller
Ⓕ Coil, 4-way diverter valve
Ⓖ Inverter

Overview of electrical components (cont.)

Outdoor unit with 2 fans, types ...A16 to A19

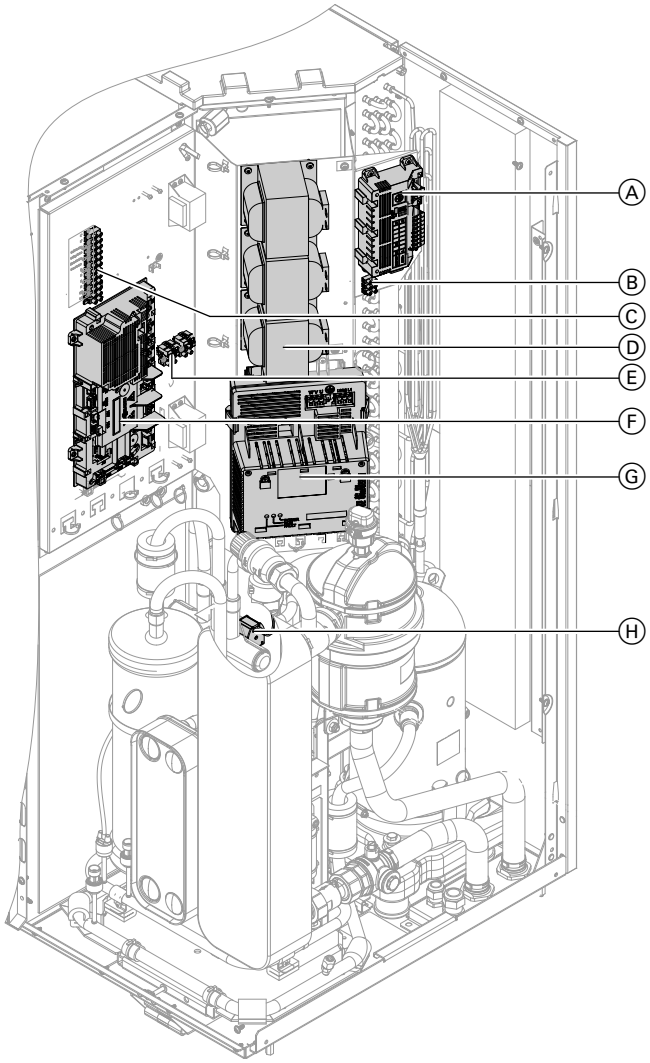

Fig. 114

Ⓐ EMCF PCB with 400 V~ power supply
Ⓑ Connection for CAN bus communication cable
Ⓒ Terminal strip, 230 V~ function components
Ⓓ Chokes
Ⓔ Fuses for PCB and fans
6.3 A H (slow), 250 V~
Ⓕ VCMU refrigerant circuit controller
Ⓖ Inverter
Ⓗ Coil, 4-way diverter valve

Checklist for maintenance work

Note
Work on the refrigerant circuit must only be carried out by Viessmann Technical Services employees.

- Every person working on the refrigerant circuit must be able to produce a certificate of competence issued by an organisation with industry accreditation. This certificate confirms their competence in the safe handling of refrigerants by means of a standard industry procedure.
- Servicing work may only carried out in accordance with the manufacturer's specifications. If maintenance and repair work requires assistance from additional individuals, the person trained in the handling of flammable refrigerants must constantly supervise the work.
- For soldering work on the refrigerant circuit, only solders AG145 and CuP 281a may be used. These are used by Viessmann and comply with ISO 17672.
- In order to minimise the risk of ignition, safety checks must be carried out **before** any work on appliances with flammable refrigerants can commence. Take the following measures **before** interfering with the refrigerant circuit:

Checklist for maintenance work (cont.)

Measure		Completed	Comments
1	**General working environment** ▪ Inform the following persons of the type of work to be carried out: – All maintenance personnel – All persons in the vicinity of the system. ▪ Shut off the area surrounding the outdoor unit. ▪ Survey the immediate surroundings of the outdoor unit for flammable materials and ignition sources: Remove all flammable, movable materials and all ignition sources.		
2	**Checking for the presence of refrigerant** ▪ In order to recognise a flammable atmosphere in time: Before, during and after the work, check the surrounding area for any escaping refrigerant, using an explosion-proof refrigerant detector suitable for R290. This refrigerant detector must not generate any sparks and must be suitably sealed.		
3	**Fire extinguisher** A CO_2 or powder extinguisher must be to hand in the following cases: ▪ Refrigerant is being drained. ▪ Refrigerant is being topped up. ▪ Welding or brazing/soldering work is being carried out.		
4	**Sources of ignition** ▪ When carrying out work on a refrigerant circuit that contains or previously contained flammable refrigerant, never use ignition sources that could ignite the refrigerant. Remove all possible ignition sources, including cigarettes, from the area where installation, repair, dismantling or disposal work is taking place that may result in refrigerant escaping. ▪ Before starting work, survey the immediate surroundings of the appliance for flammable materials and ignition sources: Remove all flammable, movable materials and all ignition sources. ▪ Display no smoking signs.		
5	**Ventilating the work location** ▪ Carry out repairs outdoors, or provide adequate ventilation for the work location before interfering with the refrigerant circuit or commencing any welding or brazing/soldering work. ▪ The ventilation must be maintained for the entire duration of the work. The ventilation should dilute any refrigerant that may escape and should ideally discharge it into the surrounding atmosphere.		

Checklist for maintenance work (cont.)

Measure		Completed	Comments
6	**Checking the refrigeration system** ▪ Any replacement electrical components must be suitable for the application and must correspond to the manufacturer's specification. Only replace faulty components with genuine Viessmann spare parts. ▪ Carry out all component replacements in accordance with Viessmann guidelines. If required, consult Viessmann Technical Service. Perform the following checks: ▪ The refrigerant charge must not be greater than specified in the technical data. ▪ If a hydraulically separated system is used, check the secondary circuit for the presence of any refrigerant. ▪ Labels and symbols must always be clearly visible and legible. Replace any illegible information. ▪ Refrigerant lines and components must be installed in such a manner that they do not come into contact with substances that can cause corrosion. Exception: The refrigerant lines are made from corrosion-resistant materials or are reliably protected against corrosion.		
7	**Checks on electrical components** ▪ Safety checks must be carried out for maintenance and repair work on electrical components: See below. ▪ In the event of a safety-related fault, do not connect the system until the fault has been remedied. If it is not possible to remove the fault immediately, provide a suitable interim solution for the system's operation if required. Inform the system operator. Carry out the following safety checks: ▪ Discharge the capacitors: Ensure no sparks are created when discharging. ▪ Do not position any live electrical components or cables in the immediate vicinity of the outdoor unit when filling or extracting refrigerant or when flushing the refrigerant circuit. ▪ Check the earth connection.		

Checklist for maintenance work (cont.)

Measure		Completed	Comments
8	**Repairs on sealed enclosures** ▪ When carrying out work on sealed components, fully isolate the appliance from the power supply, also before removing sealed covers. ▪ If a power supply is absolutely necessary during the work: Position a continuously operating refrigerant detector in the most critical locations, to provide warning of any potentially dangerous situation. ▪ Pay special attention to ensuring that any work on electrical components does not lead to any changes to the enclosures that would affect their protective properties. This includes damage to leads, too many connections on a single terminal, connections that do not correspond to the manufacturer's specification, damage to seals, as well as incorrect installation of cable entries. ▪ Ensure the appliance is correctly installed. ▪ Check that the seals have settled. Ensure by checking that the seals reliably prevent the ingress of a flammable atmosphere. Replace defective seals. ! **Please note** Silicone as a sealant can affect the function of leak detection devices. Do not use silicone as a sealant. ▪ Spare parts must correspond to the manufacturer's specifications. ▪ Work on components which are suitable for flammable atmospheres: It is not imperative that these components are isolated from the power supply.		
9	**Repairs on components that are suitable for flammable atmospheres** ▪ Do not connect any continuous capacitive or inductive loads to the appliance, unless it has been ensured that the permissible voltages and currents are not exceeded. ▪ In areas where flammable atmospheres exist, only apply voltage to components which are suitable for flammable atmospheres. ▪ Only use Viessmann original parts or parts approved by Viessmann. Other parts may result in refrigerant becoming ignited in the event of a leak.		
10	**Wiring** ▪ Check whether the wiring is subject to wear, corrosion, tension, vibration, sharp edges or other unfavourable environmental influences. ▪ When checking, also take into account the effects of ageing and continuous vibration on the compressor and fans.		
11	**Refrigerant detectors** ▪ On no account use possible ignition sources for refrigerant detection or leak detection. ▪ Flame leak detectors or other detectors with open flames must not be used.		

Checklist for maintenance work (cont.)

Measure		Completed	Comments
12	**Leak detection** The following leak detection processes are suitable for appliances with flammable refrigerant: Leak detection with electronic refrigerant detectors: ▪ Electronic refrigerant detectors may not have the required sensitivity or may need to be calibrated to the relevant range. Carry out the calibration in refrigerant-free surroundings. ▪ The refrigerant detector must be suitable for the R290 refrigerant to be detected. ▪ The refrigerant detector must not contain any potential ignition sources. ▪ Calibrate the refrigerant detector to the refrigerant used. Set the response threshold to < 3 g/a, suitable for propane. Leak detection with liquid leak detectors: ▪ Liquid leak detectors are suitable for use with most refrigerants. ! **Please note** Liquid leak detectors containing chlorine may react with the refrigerant. This could result in corrosion. Do not use liquid leak detectors that contain chlorine. Measures to take if a leak in the refrigerant circuit occurs or is suspected: ▪ Immediately extinguish all open flames in the vicinity of the heat pump. ▪ If brazing/soldering work needs to be undertaken to remedy the leak, always extract all the refrigerant from the refrigerant circuit. Purge the site to be brazed/soldered before and during the brazing/soldering work with oxygen-free nitrogen.		
13	**Extracting the refrigerant** Carry out the work in accordance with chapter "Extracting the refrigerant".		
14	**Testing pressure resistance** Carry out the work according to chapter "Testing pressure resistance".		
15	**Filling the refrigerant circuit** Carry out the work in accordance with chapter "Filling the refrigerant circuit".		
16	**Shutdown** Carry out the work in accordance with chapter "Final decommissioning and disposal".		
17	**Identification** (labelling the heat pump) If the heat pump has been taken out of use, affix a label to the outdoor unit in a clearly visible position containing the following information with date and signature: ▪ Outdoor unit works with flammable refrigerant R290 (propane). ▪ System has been taken out of use. ▪ Refrigerant has been extracted. ▪ Outdoor unit contains nitrogen. ▪ Outdoor unit may contain residual flammable refrigerant.		

Overview of internal components

Danger
Contact with live components can lead to serious injury from electric current. Some components on PCBs remain live even after the power supply has been switched off.
- When working on the outdoor unit, isolate the system from the power supply, e.g. at a separate MCB/fuse or a mains isolator. Check the system is no longer live and safeguard against reconnection.
- Prior to working on the appliance, wait at least 4 min until the voltage on the charged capacitors has completely dropped out.

Outdoor unit with 1 fan

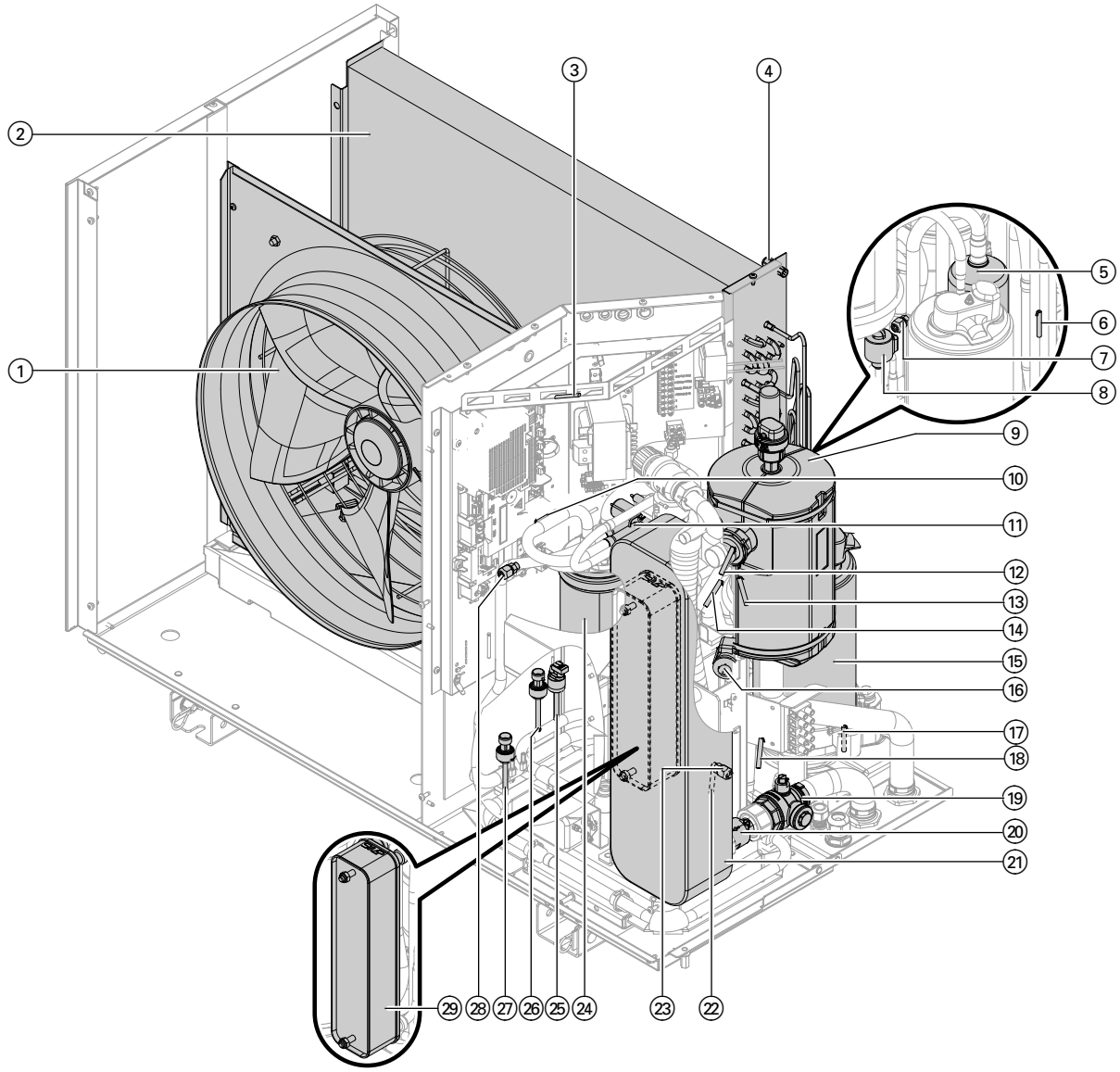

Fig. 115

① Fan
② Evaporator
③ Interior temperature sensor
④ Air intake temperature sensor
⑤ Accumulator (refrigerant receiver) compressor
⑥ Liquid gas temperature sensor, cooling
⑦ Schrader valve, low pressure side
⑧ Electronic expansion valve 2
⑨ Float air vent valve with quick-action air vent valve
⑩ Suction gas temperature sensor, evaporator

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Overview of internal components (cont.)

⑪ 4-way diverter valve
⑫ Secondary circuit flow temperature sensor
⑬ Liquid gas temperature sensor, condenser
⑭ Hot gas temperature sensor
⑮ Compressor
⑯ Electronic expansion valve 1
⑰ Oil sump temperature sensor
⑱ Compressor temperature sensor, compressor
⑲ Ball valve with filter
⑳ Non-return valve
㉑ Condenser
㉒ Liquid gas temperature sensor, heating
㉓ Schrader valve, high pressure side 1
㉔ Accumulator (refrigerant receiver)
㉕ High pressure switch PSH
㉖ High pressure sensor
㉗ Low pressure sensor
㉘ Schrader valve, high pressure side 2
㉙ Internal heat exchanger

Overview of internal components (cont.)

Outdoor unit with 2 fans, types ...A10 to A13

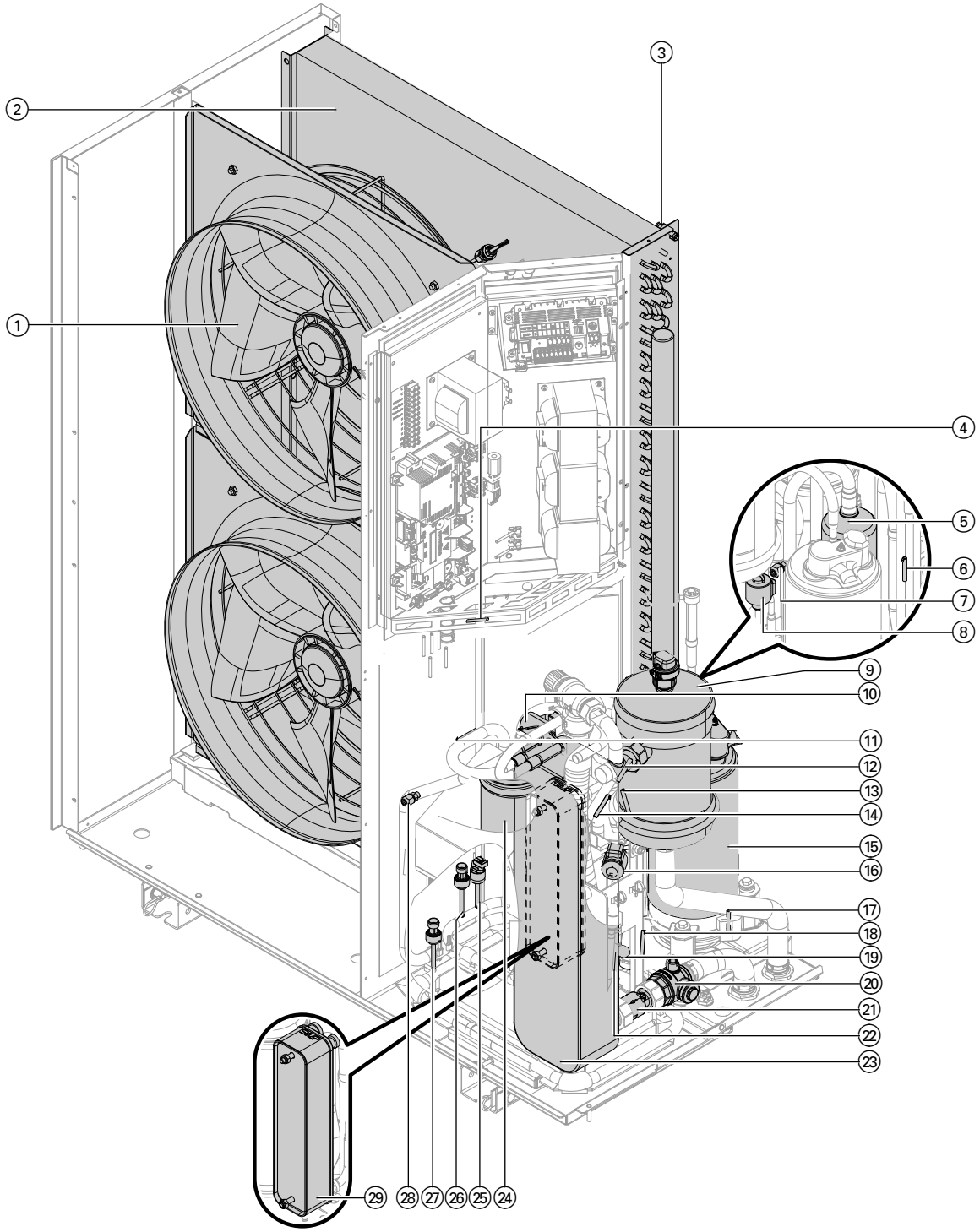

Fig. 116

① Fan
② Evaporator
③ Air intake temperature sensor
④ Interior temperature sensor
⑤ Accumulator (refrigerant receiver) compressor
⑥ Liquid gas temperature sensor, cooling
⑦ Schrader valve, low pressure side
⑧ Electronic expansion valve 2
⑨ Float air vent valve with quick-action air vent valve
⑩ 4-way diverter valve
⑪ Suction gas temperature sensor, evaporator
⑫ Secondary circuit flow temperature sensor
⑬ Liquid gas temperature sensor, condenser
⑭ Hot gas temperature sensor
⑮ Compressor
⑯ Electronic expansion valve 1
⑰ Oil sump temperature sensor
⑱ Compressor temperature sensor, compressor
⑲ Schrader valve, high pressure side 1
⑳ Ball valve with filter

Overview of internal components (cont.)

㉑ Non-return valve
㉒ Liquid gas temperature sensor, heating
㉓ Condenser
㉔ Accumulator (refrigerant receiver)
㉕ High pressure switch PSH
㉖ High pressure sensor
㉗ Low pressure sensor
㉘ Schrader valve, high pressure side 2
㉙ Internal heat exchanger

Outdoor unit with 2 fans, types ...A16 to A19

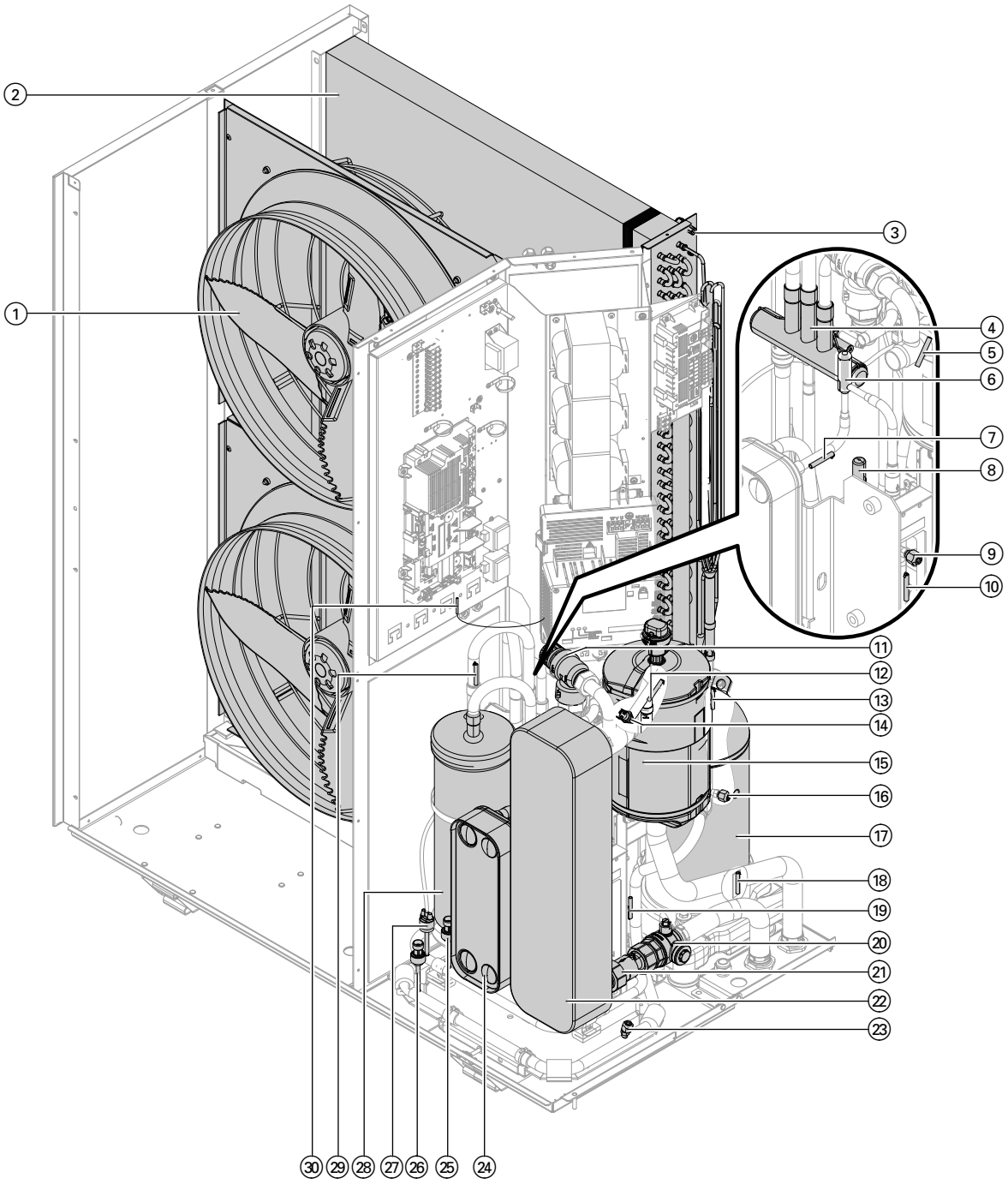

Fig. 117

① Fan
② Evaporator
③ Air intake temperature sensor
④ 4-way diverter valve
⑤ Secondary circuit flow temperature sensor
⑥ Electronic expansion valve 1
⑦ Liquid gas temperature sensor, cooling
⑧ Electronic expansion valve 2
⑨ Schrader valve, high pressure side 2
⑩ Liquid gas temperature sensor, heating
⑪ Safety valve 3 bar
⑫ Hot gas temperature sensor

Overview of internal components (cont.)

⑬ Suction gas temperature sensor, evaporator
⑭ High limit safety cut-out
⑮ Float air vent valve with quick-action air vent valve
⑯ Schrader valve, evaporator
⑰ Compressor including oil sump heater
⑱ Oil sump temperature sensor
⑲ Compressor temperature sensor, compressor
⑳ Ball valve with filter
㉑ Non-return valve
㉒ Condenser
㉓ Schrader valve, low pressure side
㉔ Internal heat exchanger
㉕ High pressure sensor
㉖ Low pressure sensor
㉗ High pressure switch PSH
㉘ Accumulator (refrigerant receiver)
㉙ Liquid gas temperature sensor, condenser
㉚ Interior temperature sensor

Refrigerant circuit flow diagrams

Labelling of the sensors in acc. with EN 1861:

PT H 1 High pressure sensor

PT 2 L Low pressure sensor

TT 3 Temperature sensor

PS H 4 High pressure switch PSH

TS H 5 High limit safety cut-out

Note
The following two flowcharts for heating operation and cooling operation apply to outdoor units with 1 and 2 fans. The outdoor unit with 2 fans is shown as an example.

Flow rates

Outdoor unit for heat pump types	**...A04 to A13**	**...A16 to A19**
Secondary-side flow rates (heating water)		
▪ Minimum flow rate	0.350 m^3/h (350 l/h)	0.350 m^3/h (350 l/h)
▪ Max. flow rate	2.050 m^3/h (2050 l/h)	2.070 m^3/h (2070 l/h)
Primary side flow rates (air)		
▪ Minimum flow rate	2900 m^3/h	3432 m^3/h
▪ Max. flow rate	5300 m^3/h	5400 m^3/h

Refrigerant circuit flow diagrams (cont.)

Heating mode

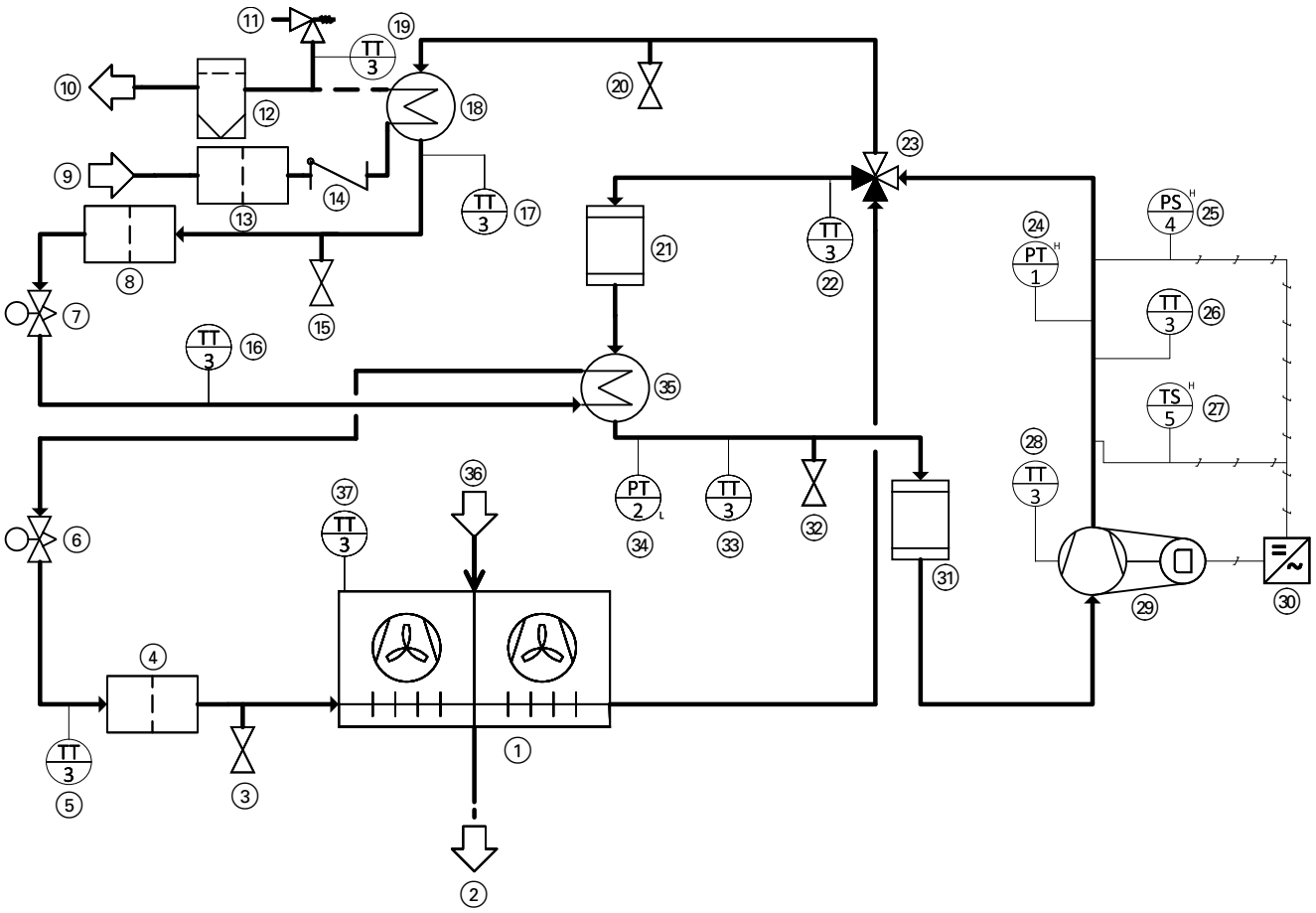

Fig. 118

① Evaporator
② Air discharge
③ May be installed on types ...A10 to A19 (depending on factory fill version)
Schrader valve, evaporator
④ Filter, electronic expansion valve 2
⑤ Liquid gas temperature sensor, cooling
⑥ Electronic expansion valve 2
⑦ Electronic expansion valve 1
⑧ Filter, electronic expansion valve 1
⑨ Secondary circuit return
⑩ Secondary circuit flow
⑪ Safety valve 3 bar
⑫ Float air vent valve with quick-action air vent valve
⑬ Filter, non-return valve
⑭ Non-return valve
⑮ Schrader valve, high pressure side 2
⑯ Liquid gas temperature sensor, heating
⑰ Liquid gas temperature sensor, condenser
⑱ Condenser
⑲ Secondary circuit flow temperature sensor
⑳ Only for types ...A04 to A13
Schrader valve, high pressure side 1
㉑ Accumulator (refrigerant receiver)
㉒ Suction gas temperature sensor, evaporator
㉓ 4-way diverter valve
㉔ High pressure sensor
㉕ High pressure switch PSH
㉖ Hot gas temperature sensor
㉗ High limit safety cut-out
㉘ Oil sump temperature sensor
㉙ Compressor, including oil sump heater
㉚ Inverter
Position in refrigerant circuit depends on type: See "Overview of electrical components".
㉛ Only for types ...A04 to A13
Accumulator (refrigerant receiver)
㉜ Schrader valve, low pressure side
㉝ Suction gas temperature sensor, compressor
㉞ Low pressure sensor
㉟ Internal heat exchanger
㊱ Air intake
㊲ Air intake temperature sensor

Refrigerant circuit flow diagrams (cont.)

Cooling mode

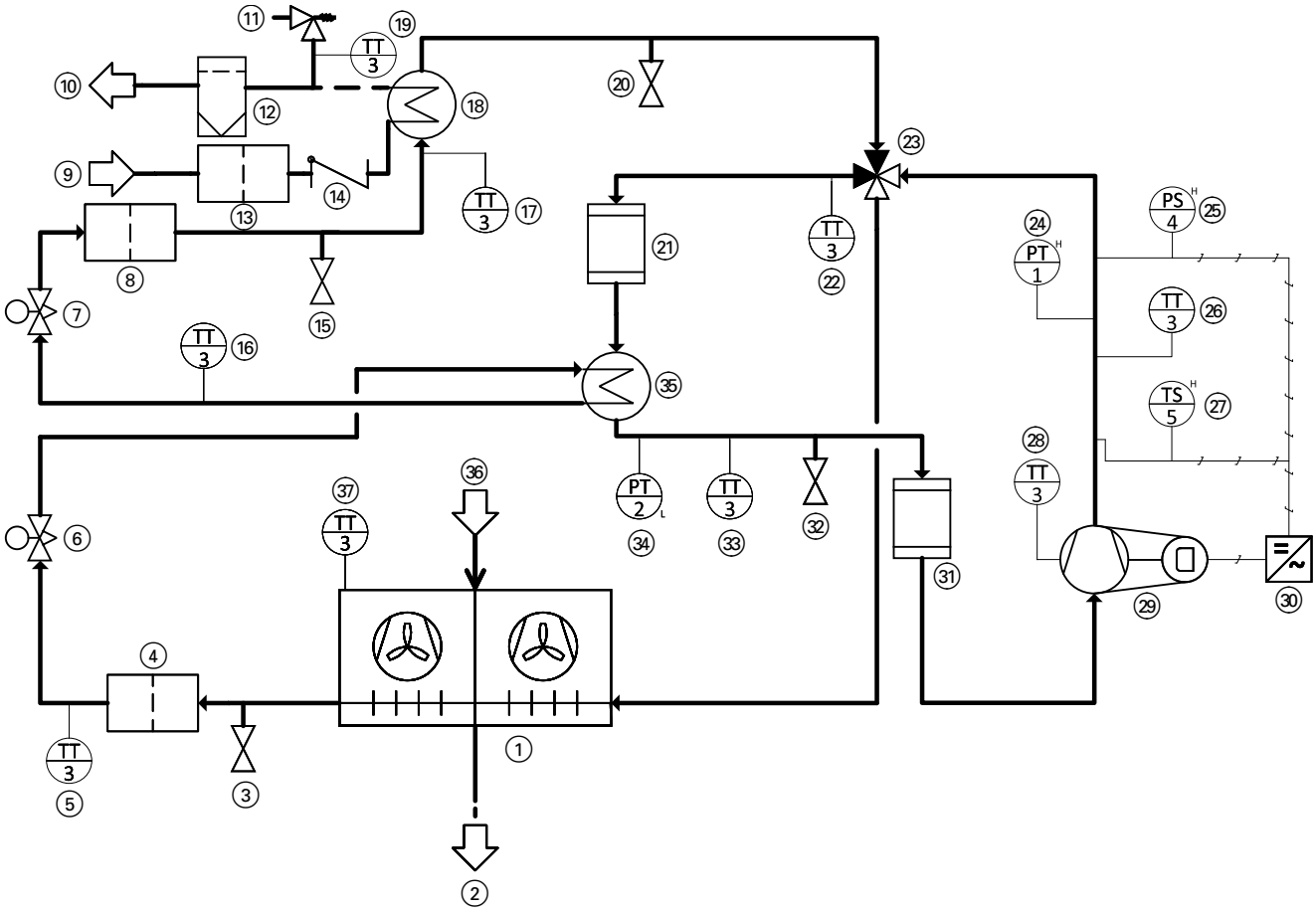

Fig. 119

① Evaporator
② Air discharge
③ May be installed on types ...A10 to A19 (depending on factory fill version)
Schrader valve, evaporator
④ Filter, electronic expansion valve 2
⑤ Liquid gas temperature sensor, cooling
⑥ Electronic expansion valve 2
⑦ Electronic expansion valve 1
⑧ Filter, electronic expansion valve 1
⑨ Secondary circuit return
⑩ Secondary circuit flow
⑪ Safety valve 3 bar
⑫ Float air vent valve with quick-action air vent valve
⑬ Filter, non-return valve
⑭ Non-return valve
⑮ Schrader valve, high pressure side 2
⑯ Liquid gas temperature sensor, heating
⑰ Liquid gas temperature sensor, condenser
⑱ Condenser
⑲ Secondary circuit flow temperature sensor
⑳ Only for types ...A04 to A13
Schrader valve, high pressure side 1
㉑ Accumulator (refrigerant receiver)
㉒ Suction gas temperature sensor, evaporator
㉓ 4-way diverter valve
㉔ High pressure sensor
㉕ High pressure switch PSH
㉖ Hot gas temperature sensor
㉗ High limit safety cut-out
㉘ Oil sump temperature sensor
㉙ Compressor, including oil sump heater
㉚ Inverter
Position in refrigerant circuit depends on type: See "Overview of electrical components".
㉛ Only for types ...A04 to A13
Accumulator (refrigerant receiver)
㉜ Schrader valve, low pressure side
㉝ Suction gas temperature sensor, compressor
㉞ Low pressure sensor
㉟ Internal heat exchanger
㊱ Air intake
㊲ Air intake temperature sensor

Extracting the refrigerant

Before commencing work, note the "Checklist for maintenance work" on page 136 165 onwards.

Also take into account the following points:
- Only extraction equipment authorised for R290 (propane) that has been regularly inspected may be used.
  Check the condition of the extraction equipment, including the service record.
- Only use refrigerant bottles suitable for R290, e.g. special recycling bottles. The refrigerant bottles must be correspondingly labelled.
  The refrigerant bottles must be equipped with a safety valve and permanently attached shut-off valves.
- Check whether a sufficient number of recycling bottles is available.
- Do not mix together different refrigerants in a single recovery bottle.
- Have suitable transport equipment ready for the refrigerant bottles (if required).
- Check the availability of personal protective equipment and its proper use.
- Ensure the refrigerant circuit and all connections used are free from leaks.
- Provide calibrated scales to determine the amount of extracted refrigerant.

1. Check the condition of the heat pump. Check whether the service intervals have been adhered to.

2. Isolate the system from the power supply. Safeguard against unauthorised reconnection.

   ⚠ **Danger**
   Escaping refrigerant can lead to explosions that result in very serious injuries.
   Do not introduce any power sources or ignition sources into the safety zone.

3. ! **Please note**
   Pressure fluctuations occur when the refrigerant circuit is drained. This can cause the heating water in the outdoor unit to freeze. First drain the outdoor unit on the secondary side.

4. Check whether the safety instructions for work on the refrigerant circuit are being adhered to: See "Safety instructions".

5. Place the refrigerant bottle on the scales.
   Battery operated scales may only be used outside the safety zone.

6. Connect the refrigerant bottle to the extraction equipment. Connect the extraction equipment to the Schrader valves on the high pressure and low pressure side of the refrigerant circuit via the manifold.

7. Extract the refrigerant from all parts of the refrigerant circuit using the extraction equipment. If necessary, open the electronic expansion valves with the appropriate permanent magnet.

   Note
   - *The refrigerant extraction must be continuously monitored by an authorised contractor.*
   - *Do not overfill the refrigerant bottle, max. 80 % of the permissible capacity.*
   - *Do not exceed the permissible design pressure of the refrigerant bottle.*
   - *Do not mix the refrigerant with other refrigerants.*
   - *Observe the following technical rules on operational reliability and hazardous materials: TRGS 510, TRBS 3145, TRGS 745*

8. Separate the refrigerant bottle from the refrigerant circuit. Close the connection securely. Label the refrigerant bottle according to the statutory requirements. Dispose of the refrigerant bottle in a suitable disposal/recycling facility.

9. Flush the refrigerant circuit with dry nitrogen for 5 minutes.

10. Fill the refrigerant circuit with dry nitrogen up to a positive pressure of 5 bar (500 kPa).

11. Release the positive pressure.

12. Evacuate the refrigerant circuit.
    Absolute pressure for vacuum according to EN 378: < 2.7 mbar (< 270 Pa)

    ⚠ **Danger**
    Escaping refrigerant can lead to explosions that result in very serious injuries.
    Ensure the vacuum pump outlet is outside the safety zone.

13. Carry out a static vacuum test:
    Absolute pressure may not exceed 10 mbar (1 kPa) for at least 30 min.
    If the vacuum is not maintained, repeat from step 8.

Extracting the refrigerant (cont.)

14. Repeat steps 8 to 10 until there is no more refrigerant in the refrigerant circuit.

Note
On the final purging process, release the positive pressure down to atmospheric pressure. Do not evacuate further.
This is especially important if brazing/soldering work is to be carried out on the refrigerant circuit.

15. Once the refrigerant has been completely evacuated, close the Schrader valves so they are gas-tight. Fit the sealing cap. To achieve this, counter-hold the valve body.
Torque for dust cap union nut: 11 Nm

16. Affix a label to the outdoor unit in a clearly visible position, containing the following information, with date and signature:
- Outdoor unit works with flammable refrigerant R290 (propane).
- System has been taken out of use.
- Refrigerant has been extracted.
- Outdoor unit contains nitrogen.
- Outdoor unit may contain residual flammable refrigerant.

Testing pressure resistance

⚠ **Danger**
Excessive pressure can cause damage to the system and hazards due to high pressure and escaping refrigerant.
Observe the permissible test pressure.

1. Connect the test device on the low pressure side and high pressure side 1.
Or
Connect the test device on the low pressure side and high pressure side 2.

2. Carry out a pressure test with nitrogen:

Test pressure:
- Output size up to 13 kW:
  1.43 x permissible operating pressure
- Output size from 16 kW:
  1.1 x permissible operating pressure
  Max. test pressure: 35 barg

Permissible operating pressure: See chapter "Specification".

Filling the refrigerant circuit

In comparison to non-flammable refrigerants, the following points must **additionally** be observed when topping up flammable refrigerants:
- Do not use the same fill valve for different refrigerants.
- Position refrigerant bottles vertically.

Before commencing work, observe chapter "Checklist for maintenance work": See page.

1. Check whether the safety instructions for work on the refrigerant circuit are being adhered to: See chapter "Safety instructions".

2. Earth the refrigerant circuit.

3. Ensure the following conditions for filling are met:
- Refrigerant circuit has been drained and evacuated: See chapter "Extracting refrigerant".
- Absolute pressure before filling: < 2.7 mbar (< 270 Pa)
- If any components were replaced, observe all information in the separate installation instructions.
- After performing any repairs (e.g. soldering/brazing, replacing components) first carry out a pressure resistance test: See chapter "Testing pressure resistance".

Filling the refrigerant circuit (cont.)

4. Fill refrigerant circuit with refrigerant R290 (propane) via the Schrader valve of high pressure side 2 (liquid line): See chapter "Overview of internal components".

   Danger
   Oxygen in the refrigerant circuit can cause a fire or explosion during operation.
   When filling the refrigerant circuit ensure that neither air nor oxygen gets into the refrigerant circuit.

   Danger
   An excessive refrigerant charge leads to a risk of explosion.
   Do not overfill the refrigerant circuit:
   - Weigh the refrigerant bottle before filling.
   - The refrigerant charge is equal to the weight reduction of the refrigerant bottle. Max. refrigerant charge: See chapter "Specification".

5. Close the Schrader valve so it is gas-tight. Fit the sealing cap. To achieve this, counterhold the valve body.
   Torque for sealing cap union nut: 11 Nm
   Torque for valve body: 0,25 Nm

6. Affix a label to the heat pump in a clearly visible position, with the following content, with date and signature:
   - Type of topped up refrigerant
   - Amount of topped up refrigerant

7. Carry out the leak test using an explosion-proof refrigerant detector suitable for R290 (propane).

8. Seal the sealing caps of the low pressure and high pressure Schrader valves: See chapter "Outdoor unit maintenance: Overview of internal components".

Draining the outdoor unit on the secondary side

If only the outdoor unit is to be drained, shut off the hydraulic lines to the indoor unit.

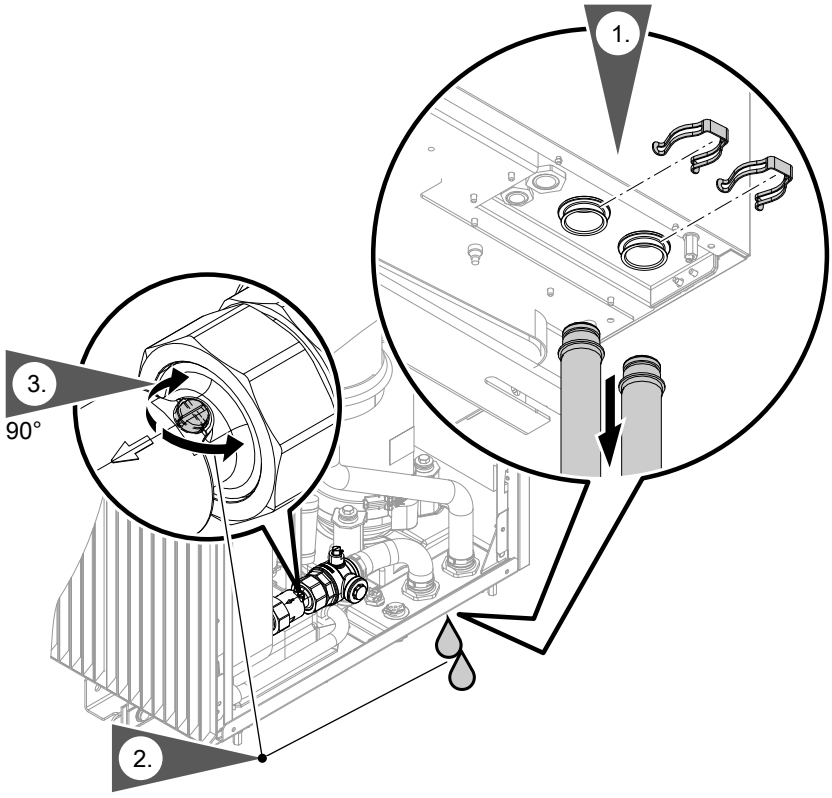

Fig. 120

Draining the outdoor unit on the secondary side (cont.)

2. Turn setting screw slot by 90° in the direction of flow.
   Check valve is open. Heating water flows out in the opposite direction to the arrow.
   Fully drain the outdoor unit.
3. Turn setting screw slot back by 90° perpendicular to the direction of flow.
   Check valve is closed.

Removing the hydraulic components

Before dismantling hydraulic components from the outdoor unit, drain the hydraulic connection line to the indoor unit: See chapter "Draining the indoor unit on the secondary side".

Note
Removal of components not shown: See separate installation instructions for the individual part.

Removing the hydraulic components (cont.)

Removing the float air vent valve with quick-action air vent valve

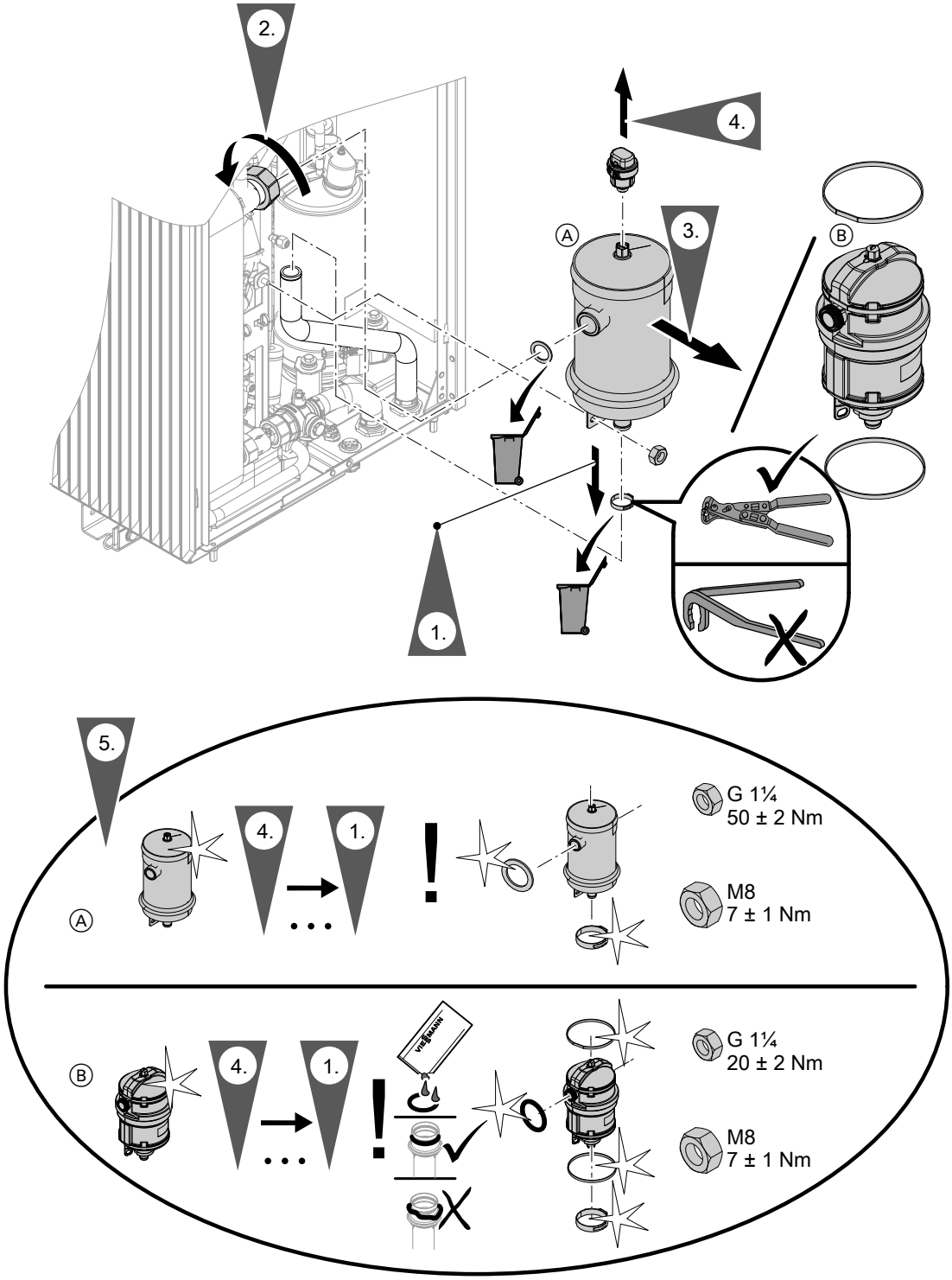

Fig. 121

Ⓐ Stainless steel float air vent valve
Ⓑ Plastic float air vent valve

Removing the hydraulic components (cont.)

Removing the ball valve with filter

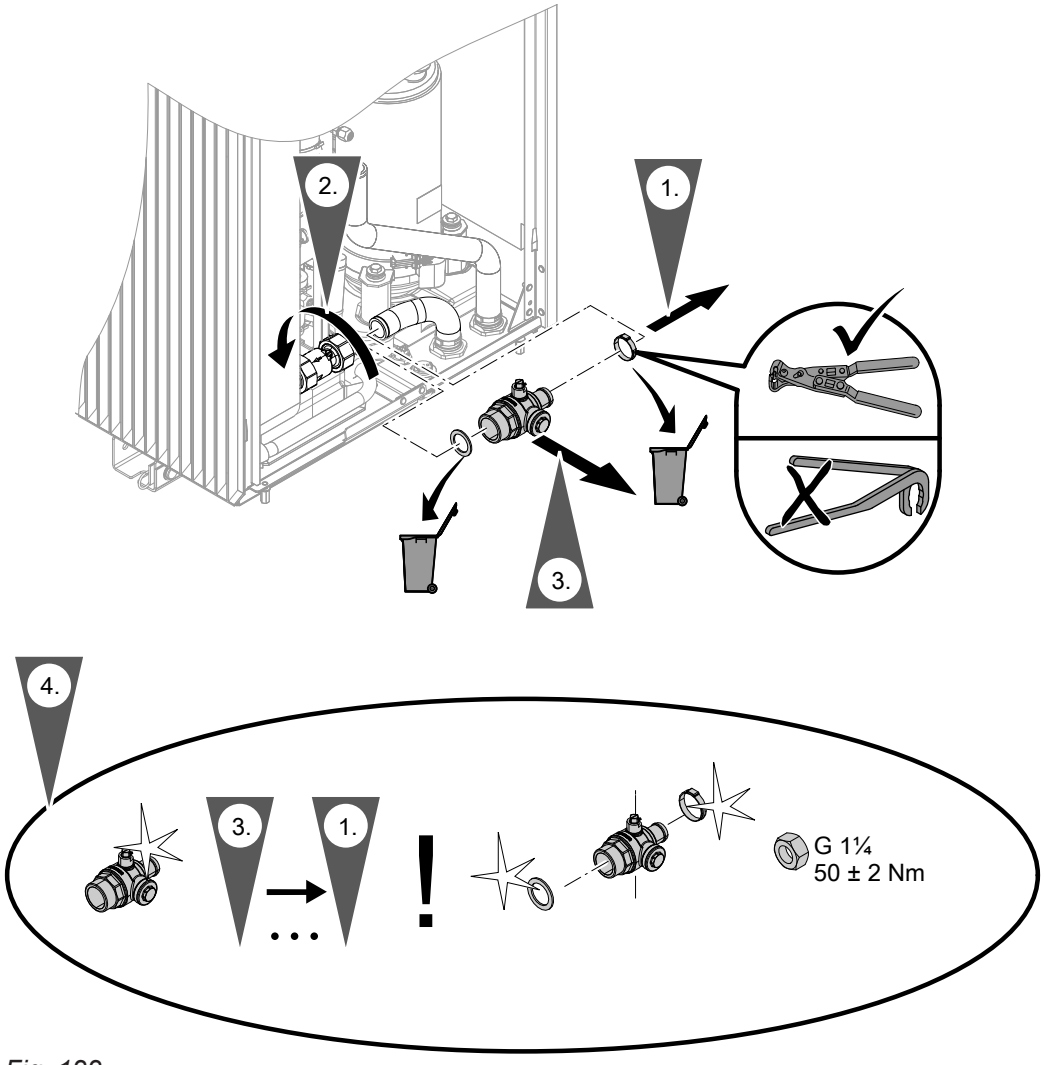

Fig. 122

Checking the temperature sensors

Temperature sensors are connected to the
VCMU refrigerant circuit controller in the outdoor unit.

Temperature sensor NTC 10 kΩ	Connection
▪ Air intake temperature sensor ▪ Interior temperature sensor ▪ Compressor suction gas temperature sensor ▪ Suction gas temperature sensor, evaporator ▪ Secondary circuit flow temperature sensor ▪ Condenser liquid gas temperature sensor ▪ Hot gas temperature sensor ▪ Compressor suction gas temperature sensor ▪ Liquid gas temperature sensor, heating ▪ Liquid gas temperature sensor, cooling	Position of the temperature sensor: See chapter "Outdoor unit maintenance: Overview of internal components"

Checking the temperature sensors (cont.)

NTC 10 kΩ (no marking)

ϑ / °C	R / kΩ	ϑ / °C	R / kΩ	ϑ / °C	R / kΩ	ϑ / °C	R / kΩ	ϑ / °C	R / kΩ	ϑ / °C	R / kΩ
–40	325.700	–8	49.530	24	10.450	56	2.874	88	0.975	120	0.391
–39	305.400	–7	46.960	25	10.000	57	2.770	89	0.946	121	0.381
–38	286.500	–6	44.540	26	9.572	58	2.671	90	0.917	122	0.371
–37	268.800	–5	42.250	27	9.164	59	2.576	91	0.889	123	0.362
–36	252.300	–4	40.100	28	8.776	60	2.484	92	0.863	124	0.352
–35	236.900	–3	38.070	29	8.406	61	2.397	93	0.837	125	0.343
–34	222.600	–2	36.150	30	8.054	62	2.313	94	0.812	126	0.335
–33	209.100	–1	34.340	31	7.719	63	2.232	95	0.788	127	0.326
–32	196.600	0	32.630	32	7.399	64	2.155	96	0.765	128	0.318
–31	184.900	1	31.020	33	7.095	65	2.080	97	0.743	129	0.310
–30	173.900	2	29.490	34	6.804	66	2.009	98	0.721	130	0.302
–29	163.700	3	28.050	35	6.527	67	1.940	99	0.700	131	0.295
–28	154.100	4	26.680	36	6.263	68	1.874	100	0.680	132	0.288
–27	145.100	5	25.390	37	6.011	69	1.811	101	0.661	133	0.281
–26	136.700	6	24.170	38	5.770	70	1.750	102	0.642	134	0.274
–25	128.800	7	23.020	39	5.541	71	1.692	103	0.624	135	0.267
–24	121.400	8	21.920	40	5.321	72	1.636	104	0.606	136	0.261
–23	114.500	9	20.890	41	5.112	73	1.581	105	0.589	137	0.254
–22	108.000	10	19.910	42	4.912	74	1.529	106	0.573	138	0.248
–21	102.000	11	18.980	43	4.720	75	1.479	107	0.557	139	0.242
–20	96.260	12	18.100	44	4.538	76	1.431	108	0.541	140	0.237
–19	90.910	13	17.260	45	4.363	77	1.385	109	0.527	141	0.231
–18	85.880	14	16.470	46	4.196	78	1.340	110	0.512	142	0.226
–17	81.160	15	15.720	47	4.036	79	1.297	111	0.498	143	0.220
–16	76.720	16	15.000	48	3.884	80	1.256	112	0.485	144	0.215
–15	72.560	17	14.330	49	3.737	81	1.216	113	0.472	145	0.210
–14	68.640	18	13.690	50	3.597	82	1.178	114	0.459	146	0.206
–13	64.950	19	13.080	51	3.463	83	1.141	115	0.447	147	0.201
–12	61.480	20	12.500	52	3.335	84	1.105	116	0.435	148	0.196
–11	58.220	21	11.940	53	3.212	85	1.071	117	0.423	149	0.192
–10	55.150	22	11.420	54	3.095	86	1.038	118	0.412	150	0.187
–9	52.250	23	10.920	55	2.982	87	1.006	119	0.401		

Checking the pressure sensors

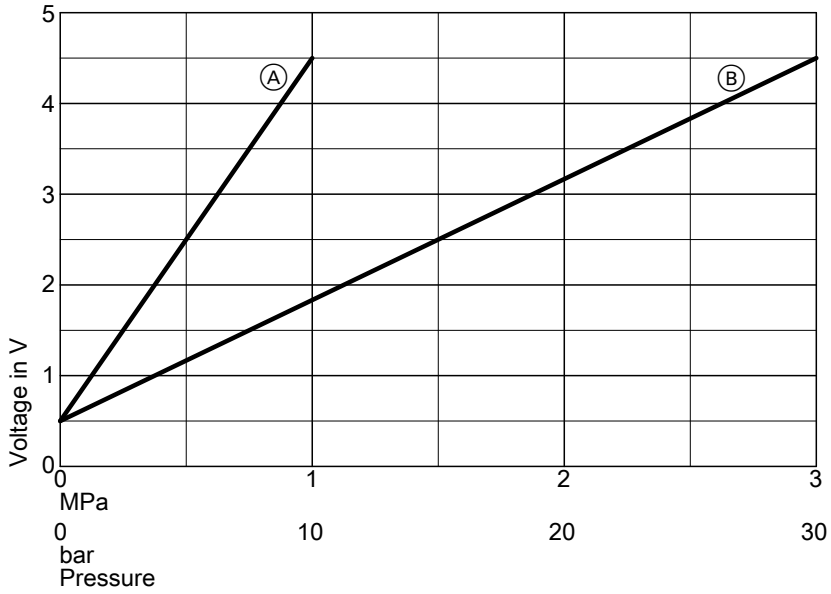

Fig. 123

Ⓐ Low pressure sensor
Ⓑ High pressure sensor

Checking the fuses

The fuses are located next to the VCMU refrigerant circuit controller: See page 163.

Fuse type:
- 6.3 A H (slow), 250 V~
- Max. power loss ≤ 2.5 W

Danger
Removing fuses does **not switch the power circuit to zero volt**. Contact with live components can lead to serious injury from electric current.
Before working on the equipment, always ensure that **the power circuit is also at zero volt.**

1. Switch off the power supply.
2. Remove right-hand side panel of the outdoor unit.
3. Check the fuse. Replace if required.

Danger
Incorrect or improperly fitted fuses can lead to an increased risk of fire.
- Insert fuses without using any force. Position fuses correctly.
- Only use structurally identical types with the same response characteristics.

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Commissioning/service reports

Hydraulic parameter report

Settings and test values		Set value	Commissioning	Maintenance/ service
Check external heating/cooling circuit pumps				
Circulation pump type				
Circulation pump stage				
Primary circuit commissioning				
Air intake temperature	°C			
Air discharge temperature	°C			
Temperature differential (air intake/ discharge) ΔT:				
▪ At secondary circuit flow temperature = 35 °C and air intake temperature ≤ 15 °C	K	4 to 8		
▪ At secondary circuit flow temperature = 35 °C and air intake temperature > 15 °C	K	4 to 13		
Check of mixers, heat pump and cylinder heating Checked under the following conditions:				
Room temperature	°C			
Outside temperature	°C			
Cylinder temperature constant?		Yes (±1 K)		
Secondary circuit flow temperature	°C	Rising	From To	From To
Temperature differential ΔT (Secondary circuit temperature spread)	K	6 to 8		

Specification

Heat pumps with 400 V~ outdoor unit

Type AWOT-E-AC/AWOT-E-AC-AF	251.A	10 10 2C	13 13 2C	16 16 2C	19 19 2C
Heating performance data to EN 14511 (A2/W35)					
Rated heating output	kW	5.8	6.7	7.6	8.6
Fan speed	rpm	425	440	483	520
Power consumption	kW	1.31	1.68	1.76	2.13
Coefficient of performance ε in heating mode (COP)		4.46	3.98	4.30	4.06
Output control	kW	2.2 to 11.0	2.6 to 12.3	6.28 to 12.80	6.27 to 13.20
Heating performance data to EN 14511 (A7/W35, 5 K spread)					
Rated heating output	kW	7.3	8.1	8.5	9.0
Fan speed	rpm	430	440	422	432
Air flow rate	m^3/h	4045	4188	3608	3693
Power consumption	kW	1.38	1.56	1.60	1.71
Coefficient of performance ε in heating mode (COP)		5.31	5.2	5.31	5.27
Output control	kW	2.6 to 12.0	3.0 to 13.4	7.4 to 17.1[*1]	7.4 to 18.5[*1]
Heating performance data to EN 14511 (A–7/W35)					
Rated heating output	kW	9.7	11.1	11.7	12.3
Power consumption	kW	3.07	3.75	4.0	4.24
Coefficient of performance ε in heating mode (COP)		3.16	2.97	2.95	2.87
Heating performance data to EN 14511 (A–7/W55)					
Rated heating output	kW	9.18	10.6	11.8	12.5
Power consumption	kW	4.31	4.60	5.13	5.6
Coefficient of performance ε in heating mode (COP)		2.13	2.30	2.3	2.2
Heating performance data to Commission Regulation (EU) No 813/2013 (average climatic conditions)					
Low temperature application (W35)					
▪ Energy efficiency η_S	%	197	195	190	191
▪ Rated heating output P_{rated}	kW	10.0	12.5	13.3	13.6
▪ Seasonal coefficient of performance (SCOP)		5.01	4.96	4.84	4.86
Medium temperature application (W55)					
▪ Energy efficiency η_S	%	152	154	153	152
▪ Rated heating output P_{rated}	kW	9.6	12.2	12.1	13.2
▪ Seasonal coefficient of performance (SCOP)		3.87	3.93	3.92	3.88
▪ DHW heating energy efficiency η_{wh}	%	123	123	116	116

*[*1] Output control not in accordance with EN 14511*

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Specification (cont.)

Type AWOT-E-AC/AWOT-E-AC-AF	251.A	10 10 2C	13 13 2C	16 16 2C	19 19 2C
Energy efficiency class to Commission Regulation (EU) No 813/2013					
Heating, average climatic conditions					
▪ Low temperature application (W35)		A^{+++}	A^{+++}	A^{+++}	A^{+++}
▪ Medium temperature application (W55)		A^{+++}	A^{+++}	A^{+++}	A^{+++}
DHW heating, draw-off profile (XL)		A^{+}	A^{+}	A	A
Cooling performance data to EN 14511 (A35/W7)					
Rated cooling capacity	kW	3.90	5.60	6.58	7.38
Fan speed	rpm	550	550	—	—
Power consumption	kW	1.18	1.65	1.72	1.96
Coefficient of performance in cooling mode (EER)		3.30	3.40	3.83	3.78
Output control	kW	3.9 to 6.4	4.2 to 7.7	6.41 to 11.80	7.19 to 13.30
Cooling performance data average climatic conditions (A35/W7)					
Rated cooling capacity P_{rated}	kW	6.53	8.00	11.90	13.30
Seasonal cooling energy efficiency ratio (SEER)		4.59	4.77	4.38	4.48
Cooling performance data to EN 14511 (A35/W18)					
Rated cooling capacity	kW	6.50	8.20	9.49	10.54
Fan speed	rpm	550	550	—	—
Power consumption	kW	1.23	1.67	1.77	2.03
Coefficient of performance in cooling mode (EER)		5.30	4.90	5.37	5.20
Output control	kW	6.5 to 13.0	6.8 to 15.1	9.49 to 16.80	10.5 to 18.7
Performance data – cooling average climatic conditions (A35/W18)					
Rated cooling capacity P_{rated}	kW	9.05	11.00	16.80	18.70
Seasonal cooling energy efficiency ratio (SEER)		6.65	6.78	5.73	5.68
Air intake temperature					
Cooling mode					
▪ Min.	°C	10	10	10	10
▪ Max.	°C	45	45	45	45
Heating mode					
▪ Min.	°C	–20	–20	–20	–20
▪ Max.	°C	40	40	40	40
Heating water (secondary circuit)					
Capacity excl. expansion vessel	l	18	18	18	18
Heat pump circuit minimum flow rate (defrosting)	l/h	1000	1000	1000	1000
Max. flow temperature	°C	70	70	70	70

Specification (cont.)

Type AWOT-E-AC/AWOT-E-AC-AF	251.A	10 10 2C	13 13 2C	16 16 2C	19 19 2C
Outdoor unit electrical values					
Rated voltage, compressor			3/N/PE 400 V/50 Hz		
Max. operating current, compressor	A	12	12	14	14
Cos φ		0.96	0.96	0.85	0.85
Compressor starting current, inverter controlled	A	< 10	< 10	< 10	< 10
Starting current, compressor with stalled armature	A	< 10	< 10	< 10	< 10
Fuse protection		B16A	B16A	B16A	B16A
IP rating		IP X4	IP X4	IP X4	IP X4
Indoor unit electrical values					
PCB					
▪ Rated voltage			1/N/PE 230 V/50 Hz		
▪ Power supply fuse protection			1 x B16A		
▪ Internal fuse protection			6.3 A H (slow)/250 V~		
Instantaneous heating water heater					
▪ Rated voltage			3/N/PE 400 V/50 Hz		
▪ Heating output					
Max.	kW	8	8	8	8
Stage 1	kW	2.4	2.4	2.4	2.4
Stage 2	kW	2.4	2.4	2.4	2.4
Stage 3	kW	3.2	3.2	3.2	3.2
▪ Power supply fuse protection		3 x B16A	3 x B16A	3 x B16A	3 x B16A
Max. power consumption					
Outdoor unit					
▪ Fan	W	2 x 140	2 x 140	2 x 170	2 x 170
▪ Total	kW	4.8	5.4	7.2	7.2
Indoor unit					
▪ Integral secondary pump/heating circuit pump, heating/cooling circuit 1 (PWM)	W	63	63	63	63
▪ Integral heating circuit pump, heating/cooling circuit 2 (PWM)	W	26	26	26	26
▪ Energy efficiency index EEI of the circulation pumps		≤ 0.20	≤ 0.20	≤ 0.20	≤ 0.20
▪ Control unit/PCB max.	W	65	65	65	65
▪ Rated power consumption, control unit/PCB	W	5	5	5	5
▪ Max. connected load, 230 V~ function components	W	1000	1000	1000	1000

Specification (cont.)

Type AWOT-E-AC/AWOT-E-AC-AF	251.A	10 10 2C	13 13 2C	16 16 2C	19 19 2C
Mobile data transfer					
WiFi					
▪ Transfer standard		IEEE 802.11 b/g/n	IEEE 802.11 b/g/n	IEEE 802.11 b/g/n	IEEE 802.11 b/g/n
▪ Frequency band	MHz	2400 to 2483.5	2400 to 2483.5	2400 to 2483.5	2400 to 2483.5
▪ Max. transmission power	dBm	+15	+15	+15	+15
Low power radio					
▪ Transfer standard		IEEE 802.15.4	IEEE 802.15.4	IEEE 802.15.4	IEEE 802.15.4
▪ Frequency band	MHz	2400 to 2483.5	2400 to 2483.5	2400 to 2483.5	2400 to 2483.5
▪ Max. transmission power	dBm	+6	+6	+6	+6
Service link					
▪ Transfer standard		LTE-CAT-NB1	LTE-CAT-NB1	LTE-CAT-NB1	LTE-CAT-NB1
▪ Frequency band 3	MHz	1710 to 1785	1710 to 1785	1710 to 1785	1710 to 1785
▪ Frequency band 8	MHz	880 to 915	880 to 915	880 to 915	880 to 915
▪ Frequency band 20	MHz	832 to 862	832 to 862	832 to 862	832 to 862
▪ Max. transmission power	dBm	+23	+23	+23	+23
Refrigerant circuit					
Refrigerant		R290	R290	R290	R290
▪ Safety group		A3	A3	A3	A3
▪ Charge weight	kg	2	2	2	2
▪ Global warming potential (GWP)*2		0.02	0.02	0.02	0.02
▪ CO_2 equivalent	t	0.00004	0.00004	0.00004	0.00004
Compressor (hermetically sealed)	Type	Twin rotary	Twin rotary	Scroll	Scroll
▪ Oil in compressor	Type	HAF68	HAF68	PAG	PAG
▪ Oil volume in compressor	l	1.150 ±0.020	1.150 ±0.020	1.380 ±0.030	1.380 ±0.030
Permissible operating pressure					
▪ High pressure side	bar	30.3	30.3	30.3	30.3
	MPa	3.03	3.03	3.03	3.03
▪ Low pressure side, temperature range –10 °C to +150 °C	bar	30.3	30.3	30.0	30.0
	MPa	3.03	3.03	3.00	3.00
▪ Low pressure side, temperature range –50 °C to +150 °C	bar	30.3	30.3	24.0	24.0
	MPa	3.03	3.03	2.40	2.40
Integral DHW cylinder					
Capacity	l	190	190	190	190
Max. draw-off volume at mixed water temperature 40 °C (V40)	l	260	260	260	260
Reference DHW temperature θ'WH	°C	52.1	52.1	53.3	53.3
Max. permissible DHW temperature	°C	70	70	70	70

*2 *Based on the Sixth Assessment Report of the Intergovernmental Panel on Climate Change (IPCC AR6)*

Specification (cont.)

Type AWOT-E-AC/AWOT-E-AC-AF	251.A	10 10 2C	13 13 2C	16 16 2C	19 19 2C
Outdoor unit dimensions					
Total length	mm	600	600	680	680
Total width	mm	1144	1144	1144	1144
Total height	mm	1382	1382	1382	1382
Indoor unit dimensions					
Total length	mm	597	597	597	597
Total width					
▪ With 1 integrated heating/cooling circuit	mm	600	600	600	600
▪ With 2 integrated heating/cooling circuits	mm	600	600	600	600
Total height	mm	1900	1900	1900	1900
Total weight					
Indoor unit with 1 integrated heating/cooling circuit					
▪ Empty	kg	170	170	170	170
▪ Filled (max.)	kg	386	386	386	386
Indoor unit with 2 integrated heating/cooling circuits					
▪ Empty	kg	172	172	172	172
▪ Filled (max.)	kg	426	426	426	426
Outdoor unit	kg	221	221	257	257
Permissible operating pressure, secondary side					
Heating water	bar	3	3	3	3
	MPa	0.3	0.3	0.3	0.3
DHW	bar	10	10	10	10
	MPa	1.0	1.0	1.0	1.0
Connections with connection pipes supplied					
Heating water flow/return, heating circuits or heating water buffer cylinder	mm	Cu 28 x 1.0	Cu 28 x 1.0	Cu 28 x 1.0	Cu 28 x 1.0
DHW/cold water, DHW circulation	mm	Cu 22 x 1.0	Cu 22 x 1.0	Cu 22 x 1.0	Cu 22 x 1.0
Outdoor unit heating water flow/return	mm	Cu 28 x 1.0	Cu 28 x 1.0	Cu 28 x 1.0	Cu 28 x 1.0
Length of connection line indoor — outdoor unit (hydraulic connection set)	m	5 to 20	5 to 20	5 to 20	5 to 20
Sound power of the outdoor unit at rated heating output (tested with reference to EN 12102/EN ISO 3744) Assessed total sound power level at A7/W55					
▪ ErP	dB(A)	54	54	48	48
▪ Max.	dB(A)	58	59	56	57
▪ Low-noise mode	dB(A)	54	54	49	50

Specification (cont.)

Heat pumps with 230 V~ outdoor unit

Type AWOT-M-E-AC/ AWOT-M-E-AC-AF	251.A	04 04 2C	06 06 2C	08 08 2C	10 10 2C	13 13 2C
Heating performance data to EN 14511 (A2/W35)						
Rated heating output	kW	2.5	3.1	4.0	5.8	6.7
Fan speed	rpm	376	401	447	425	440
Power consumption	kW	0.63	0.78	1.08	1.31	1.68
Coefficient of performance ε in heating mode (COP)		4.00	4.00	3.70	4.46	3.98
Output control	kW	1.8 to 4.5	1.8 to 6.0	1.8 to 6.8	2.2 to 11.0	2.6 to 12.3
Heating performance data to EN 14511 (A7/W35, 5 K spread)						
Rated heating output	kW	4.0	4.8	5.6	7.3	8.1
Fan speed	rpm	412	443	482	430	440
Air flow rate	m^3/h	1813	1954	2125	4045	4188
Power consumption	kW	0.78	0.94	1.14	1.38	1.56
Coefficient of performance ε in heating mode (COP)		5.1	5.1	4.9	5.31	5.21
Output control	kW	2.1 to 4.0	2.1 to 6.0	2.1 to 8.0	2.6 to 12.0	3.0 to 13.4
Heating performance data to EN 14511 (A–7/W35)						
Rated heating output	kW	3.8	5.6	6.5	9.7	11.1
Power consumption	kW	1.19	1.87	2.41	3.07	3.75
Coefficient of performance ε in heating mode (COP)		3.2	3.0	2.7	3.16	2.97
Heating performance data to EN 14511 (A–7/W55)						
Rated heating output	kW	3.5	5.2	6.2	9.2	10.6
Power consumption	kW	1.58	2.39	2.97	4.31	4.60
Coefficient of performance ε in heating mode (COP)		2.2	2.2	2.1	2.1	2.3
Heating performance data to Commission Regulation (EU) No 813/2013 (average climatic conditions)						
Low temperature application (W35)						
▪ Energy efficiency η_S	%	180	183	176	197	195
▪ Rated heating output P_{rated}	kW	4.1	5.4	6.5	10.0	12.5
▪ Seasonal coefficient of performance (SCOP)		4.6	4.7	4.5	5.01	4.96
Medium temperature application (W55)						
▪ Energy efficiency η_S	%	130	141	140	152	154
▪ Rated heating output P_{rated}	kW	3.8	5.1	6.2	9.6	12.2
▪ Seasonal coefficient of performance (SCOP)		3.3	3.6	3.6	3.87	3.93
▪ DHW heating energy efficiency η_{wh}	%	115	115	115	123	123

Specification (cont.)

Type AWOT-M-E-AC/ AWOT-M-E-AC-AF	251.A	04 04 2C	06 06 2C	08 08 2C	10 10 2C	13 13 2C
Energy efficiency class to Commission Regulation (EU) No 813/2013						
Heating, average climatic conditions						
▪ Low temperature application (W35)		A^{+++}	A^{+++}	A^{+++}	A^{+++}	A^{+++}
▪ Medium temperature application (W55)		A^{++}	A^{++}	A^{++}	A^{+++}	A^{+++}
DHW heating, draw-off profile (XL)		A	A	A	A^{+}	A^{+}
Cooling performance data to EN 14511 (A35/W7)						
Rated cooling capacity	kW	2.6	3.0	3.4	3.9	5.6
Fan speed	rpm	—	—	—	550	550
Power consumption	kW	0.87	1.00	1.13	1.18	1.65
Coefficient of performance in cooling mode (EER)		3.0	3.0	3.0	3.3	3.4
Output control	kW	1.8 to 4.0	1.8 to 4.8	1.8 to 5.0	3.9 to 6.4	4.2 to 7.7
Cooling performance data average climatic conditions (A35/W7)						
Rated cooling capacity P_{rated}	kW	2.95	3.6	4.4	6.53	8.0
Seasonal cooling energy efficiency ratio (SEER)		3.8	3.9	4.0	4.59	4.77
Cooling performance data to EN 14511 (A35/W18)						
Rated cooling capacity	kW	4.0	5.0	6.0	6.3	7.9
Fan speed	rpm	—	—	—	550	550
Power consumption	kW	0.85	1.14	1.46	1.19	1.65
Coefficient of performance in cooling mode (EER)		4.7	4.4	4.1	5.3	4.8
Output control	kW	3.2 to 4.0	3.2 to 5.5	3.2 to 6.7	6.3 to 12.9	6.6 to 14.1
Performance data – cooling average climatic conditions (A35/W18)						
Rated cooling capacity P_{rated}	kW	4.6	5.6	6.9	9.05	11.0
Seasonal cooling energy efficiency ratio (SEER)		4.5	4.7	4.9	6.65	6.78
Air intake temperature						
Cooling mode						
▪ Min.	°C	10	10	10	10	10
▪ Max.	°C	45	45	45	45	45
Heating mode						
▪ Min.	°C	–20	–20	–20	–20	–20
▪ Max.	°C	40	40	40	40	40
Heating water (secondary circuit)						
Capacity excl. expansion vessel	l	18	18	18	18	18
Heat pump circuit minimum flow rate (defrosting)	l/h	1000	1000	1000	1000	1000
Max. flow temperature	°C	70	70	70	70	70

Specification (cont.)

Type AWOT-M-E-AC/ AWOT-M-E-AC-AF	251.A	04 04 2C	06 06 2C	08 08 2C	10 10 2C	13 13 2C
Outdoor unit electrical values						
Rated voltage, compressor		1/N/PE 230 V/50 Hz				
Max. operating current, compressor	A	15	15.5	16	23	25
Cos φ		0.99	0.99	0.99	0.99	0.99
Compressor starting current, inverter controlled	A	< 10	< 10	< 10	< 10	< 10
Starting current, compressor with stalled armature	A	< 10	< 10	< 10	< 10	< 10
Fuse protection	A	B16A	B16A	B16A	B25A	B25A
IP rating		IP X4	IP X4	IP X4	IP X4	IP X4
Indoor unit electrical values						
PCB						
▪ Rated voltage		1/N/PE 230 V/50 Hz				
▪ Power supply fuse protection		1 x B16A				
▪ Internal fuse protection		6.3 A H (slow)/250 V~				
Instantaneous heating water heater						
▪ Heating output						
Max.	kW	8				
Stage 1	kW	2.4				
Stage 2	kW	2.4				
Stage 3	kW	3.2				
▪ Rated voltage		230 V/50 Hz or 400 V/50 Hz				
▪ Fuse rating, power supply 230 V~		3 x B16A, 1-pole				
▪ Fuse rating, power supply 400 V~		1 x B16A, 3-pole				
Max. power consumption						
Outdoor unit						
▪ Fan	W	140	140	140	2 x 140	2 x 140
▪ Total	kW	2.3	3.6	3.7	4.8	5.4
Indoor unit						
▪ Integral secondary pump/heating circuit pump, heating/cooling circuit 1 (PWM)	W	63	63	63	63	63
▪ Integral heating circuit pump, heating/cooling circuit 2 (PWM)	W	26	26	26	26	26
▪ Energy efficiency index EEI of the circulation pumps		≤ 0.2	≤ 0.2	≤ 0.2	≤ 0.2	≤ 0.2
▪ Control unit/PCB	W	65	65	65	65	65
▪ Rated power consumption, control unit/PCB	W	5	5	5	5	5
▪ Max. connected load, 230 V~ function components	W	1000	1000	1000	1000	1000

Specification (cont.)

Type AWOT-M-E-AC/ AWOT-M-E-AC-AF	251.A	04 04 2C	06 06 2C	08 08 2C	10 10 2C	13 13 2C
Mobile data transfer						
WiFi						
▪ Transfer standard		IEEE 802.11 b/g/n				
▪ Frequency band	MHz	2400 to 2483.5				
▪ Max. transmission power	dBm	+15				
Low power radio						
▪ Transfer standard		IEEE 802.15.4				
▪ Frequency band	MHz	2400 to 2483.5				
▪ Max. transmission power	dBm	+6				
Service link						
▪ Transfer standard		LTE-CAT-NB1				
▪ Frequency band 3	MHz	1710 to 1785				
▪ Frequency band 8	MHz	880 to 915				
▪ Frequency band 20	MHz	832 to 862				
▪ Max. transmission power	dBm	+23				
Refrigerant circuit						
Refrigerant		R290	R290	R290	R290	R290
▪ Safety group		A3	A3	A3	A3	A3
▪ Charge weight	kg	1.2	1.2	1.2	2	2
▪ Global warming potential (GWP)[*3]		0.02	0.02	0.02	0.02	0.02
▪ CO_2 equivalent	t	0.000024	0.000024	0.000024	0.00004	0.00004
Compressor (hermetically sealed)	Type	Twin rotary				
▪ Oil in compressor	Type	HAF68	HAF68	HAF68	HAF68	HAF68
▪ Oil volume in compressor	l	0.840 ±0.020	0.840 ±0.020	0.840 ±0.020	1.150 ±0.020	1.150 ±0.020
Permissible operating pressure						
▪ High pressure side	bar	30.3	30.3	30.3	30.3	30.3
	MPa	3.03	3.03	3.03	3.03	3.03
▪ Low pressure side	bar	30.3	30.3	30.3	30.3	30.3
	MPa	3.03	3.03	3.03	3.03	3.03
Integral DHW cylinder						
Capacity	l	190	190	190	190	190
Max. draw-off volume at mixed water temperature 40 °C (V40)	l	260	260	260	260	260
Reference DHW temperature θ'WH	°C	53.5	53.7	53.7	52.1	52.1
Max. permissible DHW temperature	°C	70	70	70	70	70
Outdoor unit dimensions						
Total length	mm	600	600	600	600	600
Total width	mm	1144	1144	1144	1144	1144
Total height	mm	841	841	841	1382	1382

*[*3] Based on the Sixth Assessment Report of the Intergovernmental Panel on Climate Change (IPCC AR6)*

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Specification (cont.)

Type AWOT-M-E-AC/ AWOT-M-E-AC-AF	251.A	04 04 2C	06 06 2C	08 08 2C	10 10 2C	13 13 2C
Indoor unit dimensions						
Total length	mm	597	597	597	597	597
Total width						
▪ With 1 integrated heating/cooling circuit	mm	600	600	600	600	600
▪ With 2 integrated heating/cooling circuits	mm	600	600	600	600	600
Total height	mm	1900	1900	1900	1900	1900
Total weight						
Indoor unit with 1 integrated heating/cooling circuit						
▪ Empty	kg	170	170	170	170	170
▪ Filled (max.)	kg	386	386	386	386	386
Indoor unit with 2 integrated heating/cooling circuits						
▪ Empty	kg	172	172	172	172	172
▪ Filled (max.)	kg	426	426	426	426	426
Outdoor unit	kg	162	162	162	215	215
Permissible operating pressure, secondary side						
Heating water	bar	3	3	3	3	3
	MPa	0.3	0.3	0.3	0.3	0.3
DHW	bar	10	10	10	10	10
	MPa	1.0	1.0	1.0	1.0	1.0
Connections with connection pipes supplied						
Heating water flow/return, heating circuits or heating water buffer cylinder	mm	Cu 28 x 1.0	Cu 28 x 1.0	Cu 28 x 1.0	Cu 28 x 1.0	Cu 28 x 1.0
Hot water/cold water	mm	Cu 22 x 1.0	Cu 22 x 1.0	Cu 22 x 1.0	Cu 22 x 1.0	Cu 22 x 1.0
Outdoor unit heating water flow/return	mm	Cu 28 x 1.0	Cu 28 x 1.0	Cu 28 x 1.0	Cu 28 x 1.0	Cu 28 x 1.0
Length of connection line indoor — outdoor unit (hydraulic connection set)	m	5 to 20	5 to 20	5 to 20	5 to 20	5 to 20
Sound power of the outdoor unit at rated heating output (tested with reference to EN 12102/ EN ISO 3744) Assessed total sound power level at A7/W55						
▪ ErP	dB(A)	49	49	49	54	54
▪ Max.	dB(A)	55	55	58	58	59
▪ Low-noise mode (stage 2)	dB(A)	49	49	49	54	54

Specification (cont.)

Heat pumps with 230 V~ outdoor unit and indoor unit with central power supply

Type AWOT-M-E-AC/ AWOT-M-E-AC-AF 251.A		04 SP 04 2C SP	06 SP 06 2C SP	08 SP 08 2C SP	10 SP 10 2C SP	13 SP 13 2C SP
Heating performance data to EN 14511 (A2/W35)						
Rated heating output	kW	2.5	3.1	4.0	5.8	6.7
Fan speed	rpm	376	401	447	425	440
Power consumption	kW	0.63	0.78	1.08	1.31	1.68
Coefficient of performance ε in heating mode (COP)		4.00	4.00	3.70	4.46	3.98
Output control	kW	1.8 to 4.5	1.8 to 6.0	1.8 to 6.8	2.2 to 11.0	2.6 to 12.3
Heating performance data to EN 14511 (A7/W35, 5 K spread)						
Rated heating output	kW	4.0	4.8	5.6	7.3	8.1
Fan speed	rpm	412	443	482	430	440
Air flow rate	m^3/h	1813	1954	2125	4045	4188
Power consumption	kW	0.78	0.94	1.14	1.38	1.56
Coefficient of performance ε in heating mode (COP)		5.1	5.1	4.9	5.31	5.21
Output control	kW	2.1 to 4.0	2.1 to 6.0	2.1 to 8.0	2.6 to 12.0	3.0 to 13.4
Heating performance data to EN 14511 (A–7/W35)						
Rated heating output	kW	3.8	5.6	6.5	9.7	11.1
Power consumption	kW	1.19	1.87	2.41	3.07	3.75
Coefficient of performance ε in heating mode (COP)		3.2	3.0	2.7	3.16	2.97
Heating performance data to EN 14511 (A–7/W55)						
Rated heating output	kW	3.5	5.2	6.2	9.2	10.6
Power consumption	kW	1.58	2.39	2.97	4.31	4.60
Coefficient of performance ε in heating mode (COP)		2.2	2.2	2.1	2.1	2.3
Heating performance data to Commission Regulation (EU) No 813/2013 (average climatic conditions)						
Low temperature application (W35)						
▪ Energy efficiency η_S	%	180	183	176	197	195
▪ Rated heating output P_{rated}	kW	4.1	5.4	6.5	10.0	12.5
▪ Seasonal coefficient of performance (SCOP)		4.6	4.7	4.5	5.01	4.96
Medium temperature application (W55)						
▪ Energy efficiency η_S	%	130	141	140	152	154
▪ Rated heating output P_{rated}	kW	3.8	5.1	6.2	9.6	12.2
▪ Seasonal coefficient of performance (SCOP)		3.3	3.6	3.6	3.87	3.93
▪ DHW heating energy efficiency η_{wh}	%	115	115	115	123	123

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Specification (cont.)

Type AWOT-M-E-AC/ AWOT-M-E-AC-AF	251.A	04 SP 04 2C SP	06 SP 06 2C SP	08 SP 08 2C SP	10 SP 10 2C SP	13 SP 13 2C SP
Energy efficiency class to Commission Regulation (EU) No 813/2013						
Heating, average climatic conditions						
▪ Low temperature application (W35)		A^{+++}	A^{+++}	A^{+++}	A^{+++}	A^{+++}
▪ Medium temperature application (W55)		A^{++}	A^{++}	A^{++}	A^{+++}	A^{+++}
DHW heating, draw-off profile (XL)		A	A	A	A^{+}	A^{+}
Cooling performance data to EN 14511 (A35/W7)						
Rated cooling capacity	kW	2.6	3.0	3.4	3.9	5.6
Fan speed	rpm	—	—	—	550	550
Power consumption	kW	0.87	1.00	1.13	1.18	1.65
Coefficient of performance in cooling mode (EER)		3.0	3.0	3.0	3.3	3.4
Output control	kW	1.8 to 4.0	1.8 to 4.8	1.8 to 5.0	3.9 to 6.4	4.2 to 7.7
Cooling performance data average climatic conditions (A35/W7)						
Rated cooling capacity P_{rated}	kW	2.95	3.6	4.4	6.53	8.0
Seasonal cooling energy efficiency ratio (SEER)		3.8	3.9	4.0	4.59	4.77
Cooling performance data to EN 14511 (A35/W18)						
Rated cooling capacity	kW	4.0	5.0	6.0	6.3	7.9
Fan speed	rpm	—	—	—	550	550
Power consumption	kW	0.85	1.14	1.46	1.19	1.65
Coefficient of performance in cooling mode (EER)		4.7	4.4	4.1	5.3	4.8
Output control	kW	3.2 to 4.0	3.2 to 5.5	3.2 to 6.7	6.3 to 12.9	6.6 to 14.1
Performance data – cooling average climatic conditions (A35/W18)						
Rated cooling capacity P_{rated}	kW	4.6	5.6	6.9	9.05	11.0
Seasonal cooling energy efficiency ratio (SEER)		4.5	4.7	4.9	6.65	6.78
Air intake temperature						
Cooling mode						
▪ Min.	°C	10	10	10	10	10
▪ Max.	°C	45	45	45	45	45
Heating mode						
▪ Min.	°C	–20	–20	–20	–20	–20
▪ Max.	°C	40	40	40	40	40
Heating water (secondary circuit)						
Capacity excl. expansion vessel	l	18	18	18	18	18
Heat pump circuit minimum flow rate	l/h	1000	1000	1000	1000	1000
Max. flow temperature	°C	70	70	70	70	70

Specification (cont.)

Type AWOT-M-E-AC/ AWOT-M-E-AC-AF	251.A	04 SP 04 2C SP	06 SP 06 2C SP	08 SP 08 2C SP	10 SP 10 2C SP	13 SP 13 2C SP
Outdoor unit electrical values						
Rated voltage, compressor		1/N/PE 230 V/50 Hz				
Max. operating current, compressor	A	15	15.5	16	23	25
Cos φ		0.99	0.99	0.99	0.99	0.99
Compressor starting current, inverter controlled	A	< 10	< 10	< 10	< 10	< 10
Starting current, compressor with stalled armature	A	< 10	< 10	< 10	< 10	< 10
Fuse protection	A	B16A	B16A	B16A	B25A	B25A
IP rating		IP X4	IP X4	IP X4	IP X4	IP X4
Indoor unit electrical values						
PCB						
▪ Rated voltage		1/N/PE 230 V/50 Hz				
▪ Internal fuse protection		6.3 A H (slow)/250 V~				
Instantaneous heating water heater						
▪ Heating output	kW	5				
Power supply, indoor unit						
▪ Rated voltage		1/N/PE 230 V/50 Hz				
▪ Power supply fuse protection		1 x B32A, 1-pole				
Max. power consumption						
Outdoor unit						
▪ Fan	W	140	140	140	2 x 140	2 x 140
▪ Total	kW	2.3	3.6	3.7	4.8	5.4
Indoor unit						
▪ Integral secondary pump/heating circuit pump, heating/cooling circuit 1 (PWM)	W	63	63	63	63	63
▪ Integral heating circuit pump, heating/cooling circuit 2 (PWM)	W	26	26	26	26	26
▪ Energy efficiency index EEI of the circulation pumps		≤ 0.2	≤ 0.2	≤ 0.2	≤ 0.2	≤ 0.2
▪ Control unit/PCB	W	65	65	65	65	65
▪ Rated power consumption, control unit/PCB	W	5	5	5	5	5
▪ Max. connected load, 230 V~ function components	W	1000	1000	1000	1000	1000

Specification (cont.)

Type AWOT-M-E-AC/ AWOT-M-E-AC-AF	251.A	04 SP 04 2C SP	06 SP 06 2C SP	08 SP 08 2C SP	10 SP 10 2C SP	13 SP 13 2C SP
Mobile data transfer						
WiFi						
▪ Transfer standard		IEEE 802.11 b/g/n				
▪ Frequency band	MHz	2400 to 2483.5				
▪ Max. transmission power	dBm	+15				
Low power radio						
▪ Transfer standard		IEEE 802.15.4				
▪ Frequency band	MHz	2400 to 2483.5				
▪ Max. transmission power	dBm	+6				
Service link						
▪ Transfer standard		LTE-CAT-NB1				
▪ Frequency band 3	MHz	1710 to 1785				
▪ Frequency band 8	MHz	880 to 915				
▪ Frequency band 20	MHz	832 to 862				
▪ Max. transmission power	dBm	+23				
Refrigerant circuit						
Refrigerant		R290	R290	R290	R290	R290
▪ Safety group		A3	A3	A3	A3	A3
▪ Charge weight	kg	1.2	1.2	1.2	2	2
▪ Global warming potential (GWP)[*3]		0.02	0.02	0.02	0.02	0.02
▪ CO_2 equivalent	t	0.000024	0.000024	0.000024	0.00004	0.00004
Compressor (hermetically sealed)	Type	Twin rotary				
▪ Oil in compressor	Type	HAF68	HAF68	HAF68	HAF68	HAF68
▪ Oil volume in compressor	l	0.840 ±0.020	0.840 ±0.020	0.840 ±0.020	1.150 ±0.020	1.150 ±0.020
Permissible operating pressure						
▪ High pressure side	bar	30.3	30.3	30.3	30.3	30.3
	MPa	3.03	3.03	3.03	3.03	3.03
▪ Low pressure side	bar	30.3	30.3	30.3	30.3	30.3
	MPa	3.03	3.03	3.03	3.03	3.03
Integral DHW cylinder						
Capacity	l	190	190	190	190	190
Max. draw-off volume at mixed water temperature 40 °C (V40)	l	260	260	260	260	260
Reference DHW temperature θ'WH	°C	53.5	53.7	53.7	52.1	52.1
Max. permissible DHW temperature	°C	70	70	70	70	70
Outdoor unit dimensions						
Total length	mm	600	600	600	600	600
Total width	mm	1144	1144	1144	1144	1144
Total height	mm	841	841	841	1382	1382

[*3] *Based on the Sixth Assessment Report of the Intergovernmental Panel on Climate Change (IPCC AR6)*

Specification (cont.)

Type AWOT-M-E-AC/ AWOT-M-E-AC-AF 251.A		04 SP 04 2C SP	06 SP 06 2C SP	08 SP 08 2C SP	10 SP 10 2C SP	13 SP 13 2C SP
Indoor unit dimensions						
Total length	mm	597	597	597	597	597
Total width						
▪ With 1 integrated heating/cooling circuit	mm	600	600	600	600	600
▪ With 2 integrated heating/cooling circuits	mm	600	600	600	600	600
Total height	mm	1900	1900	1900	1900	1900
Total weight						
Indoor unit with 1 integrated heating/cooling circuit						
▪ Empty	kg	170	170	170	170	170
▪ Filled (max.)	kg	386	386	386	386	386
Indoor unit with 2 integrated heating/cooling circuits						
▪ Empty	kg	172	172	172	172	172
▪ Filled (max.)	kg	426	426	426	426	426
Outdoor unit	kg	162	162	162	215	215
Permissible operating pressure, secondary side						
Heating water	bar	3	3	3	3	3
	MPa	0.3	0.3	0.3	0.3	0.3
DHW	bar	10	10	10	10	10
	MPa	1.0	1.0	1.0	1.0	1.0
Connections with connection pipes supplied						
Heating water flow/return, heating circuits or heating water buffer cylinder	mm	Cu 28 x 1.0	Cu 28 x 1.0	Cu 28 x 1.0	Cu 28 x 1.0	Cu 28 x 1.0
Hot water/cold water	mm	Cu 22 x 1.0	Cu 22 x 1.0	Cu 22 x 1.0	Cu 22 x 1.0	Cu 22 x 1.0
Outdoor unit heating water flow/return	mm	Cu 28 x 1.0	Cu 28 x 1.0	Cu 28 x 1.0	Cu 28 x 1.0	Cu 28 x 1.0
Length of connection line indoor — outdoor unit (hydraulic connection set)	m	5 to 20	5 to 20	5 to 20	5 to 20	5 to 20
Sound power of the outdoor unit at rated heating output (tested with reference to EN 12102/ EN ISO 3744) Assessed total sound power level at A7/W55						
▪ ErP	dB(A)	49	49	49	54	54
▪ Max.	dB(A)	55	55	58	58	59
▪ Low-noise mode (stage 2)	dB(A)	49	49	49	54	54

Commissioning order

- Email this request form, together with the system scheme, to your local Viessmann sales office.
  Or
- Complete the order online at partnerportal.viessmann.com.

A competent employee must be present when the system is commissioned.

System details:

Requester _____

_____

System location _____

_____

_____

Checklist:

- ☐ Hydraulic scheme for heating system included
- ☐ Heating circuits fully installed and filled
- ☐ Electrical installation completed
- ☐ Hydraulic lines fully thermally insulated
- ☐ Installation completed in full up to refrigerant circuit
- ☐ All windows and external doors airtight
- ☐ Components for cooling mode fully installed (optional)
- ☐ Components for ventilation fully installed (optional)
- ☐ Components for photovoltaic system fully installed (optional)

Preferred appointment:

1. Date _____
   Time _____
2. Date _____
   Time _____

The work requested from Viessmann will be billed to me/us in accordance with the latest Viessmann pricelist.

Place/date _____

Signature _____

Final decommissioning and disposal

Viessmann products can be recycled. Components and substances from the system are not part of ordinary domestic waste.
Isolate the system from the power supply for decommissioning. Allow any hot components to cool down.
All components must be disposed of correctly.

Final decommissioning and disposal (cont.)

Danger
Escaping refrigerant can lead to explosions that result in very serious injuries.
Do not introduce any power sources or ignition sources into the safety zone.
- Complete units and compressors are only to be disposed of via qualified disposal specialists.
- In the case of damage to the refrigerant circuit or suspected leakage from the refrigerant circuit, evacuate the refrigerant circuit. Fill with nitrogen or comparable gases.

Observe the following regulations:
- Fluorinated greenhouse gas regulation 517/2014/EU
- Currently applicable regulations and requirements

Note
***Before** commencing decommissioning, note the "Checklist for maintenance work" on page 165.*

Decommissioning:
- Positioning requirements apply only so long as the outdoor unit is filled with refrigerant: See page 23.
- Decommissioning may only be carried out by a qualified contractor who is familiar with the equipment used for refrigerant disposal.
- For decommissioning and disposal also, work on the refrigerant circuit may only be carried out by qualified and certified personnel: See "Safety information".
- Check that it is possible to transport the outdoor unit safely. If necessary, extract the refrigerant: See chapter "Extracting the refrigerant" on page 177.

Frost protection:
- To avoid frost damage, completely remove heating water from the connection pipes and the condenser (not required with frost-free storage).

Intermediate storage:
- Intermediate storage only above ground level with natural ventilation aperture to the outside
- Ensure adequate air circulation during intermediate storage.
- If the outdoor unit dismantled for disposal is not stored in accordance with the siting requirements, the following steps must be carried out:
- Check that it is possible to transport the outdoor unit safely. If necessary, extract the refrigerant: See chapter "Extracting the refrigerant" on page 177.

Transport:
- Observe transport information: See page 23.
  Observe all applicable regulations and requirements.
  Note
  According to the European regulation on the carriage of dangerous goods by road (ADR), special regulation 291 for transporting complete units with less than 12 kg of flammable refrigerant, no special transport requirements need be followed.
- Transport only in an upright position
- Use suitable transport brackets.
- Ensure adequate air circulation during transport.
- Keep ignition sources away, e.g. flying sparks, smoking, etc.

Ordering individual parts for accessories

Please affix accessory labels with part numbers here.
Please specify the relevant part no. when ordering individual parts.

Declaration of conformity

We, Viessmann Climate Solutions SE, D-35108 Allendorf, declare as sole responsible body that the named product complies with the European directives and supplementary national requirements in terms of its design and operational characteristics. Viessmann Climate Solutions SE, D-35108 Allendorf, hereby declares that the radio equipment type of the named product is in compliance with Directive 2014/53/EU.

Using the serial number, the full Declaration of Conformity can be found on the following website:
www.viessmann.co.uk/eu-conformity

Keyword index

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