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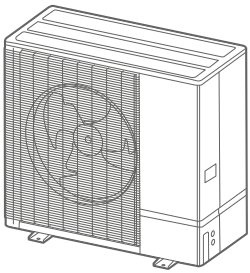
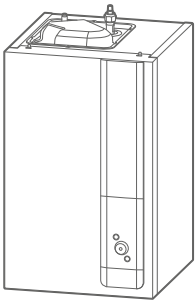
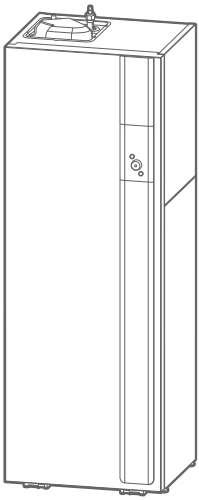
Alfea Excellia S

Split air-to-water heat pump







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For professionals and users.
The user should keep this manual for future reference

Safety instructions

Please follow the instructions below to avoid any risk of injury or incorrect use of the appliance.

Commissioning

Only turn on the appliance once all fillings have been done.

Do not attempt to install the appliance yourself. This heat pump needs to be installed by a qualified technician with a qualification certificate.

The installation should always be earthed and equipped with a safety circuit breaker.

Do not modify the power supply.

Appliances are not fireproof and should therefore not be installed in an explosive environment.

Use

This appliance may be used by children aged 8 and over and by persons with diminished physical, sensory or mental capacity, or lacking experience or knowledge, provided they are appropriately supervised or have received instructions on the safe use of the appliance, and they understand the risks involved. Children should not play with the appliance. The appliance should not be cleaned or maintained by unsupervised children.

This appliance is not designed to be used by persons (including children) with diminished physical, sensory or mental capacity, or lacking experience or knowledge, unless they have been provided prior instructions on how to use the appliance or are supervised by a person responsible for their safety. Children should be supervised to ensure they do not play with the appliance.

Do not let children insert foreign bodies into the propeller protective grid or climb on top of the outdoor unit. The fins of the air heat exchanger are extremely thin and may cause cuts.

There should be no obstacle hindering air circulation through the evaporator and out of the fan.

The outdoor unit should always be installed outdoors. If a shelter is required, it should include wide openings on all 4 sides and comply with required clearances for installation (check with your installation engineer).

Do not climb on top of the outdoor unit.

Caution: the copper pipes carrying the refrigerant can be hot and cause burns

The room in which the appliance is installed should be sufficiently ventilated to prevent any shortage of oxygen in the event of a refrigerant leak.

Since the room meets safety standards, you should not modify it (ventilation, smoke duct, openings, etc.) without checking with your installation engineer first.

Do not place any heat source under the remote control.

Keep all plastic bags and packaging film away from young children to prevent any suffocation risks.

Maintenance

Do not attempt to repair the appliance yourself.

If the power cable is damaged, it should be replaced by qualified persons to prevent any hazard.

This appliance contains no part which may be repaired by the user himself. Dismantling one of the covers may cause hazardous electric voltages.

Switching off the mains is in no way sufficient to prevent any electrical shock (condensers).

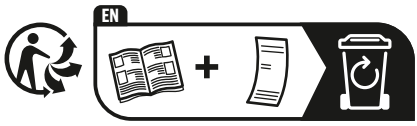
Do not open the outdoor unit or the indoor module while they are operating.

Switch off the power in the event of any abnormal noises, smells or smoke coming from the appliance and contact your installation engineer.

Switch off the power before cleaning the appliance.

Do not use any harsh cleaning liquids or solvents to clean the bodywork.

Do not use a pressure hose to clean the outdoor unit. This may damage the air heat exchanger and water may infiltrate inside the electrical circuits.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▶Symbols and definitions



HAZARD. Risk of significant injury for persons and/or risk of damage to the appliance. Always follow the warning.



Important information to be remembered at all times.



Tip/Advice



Bad practice



Hazard: Electricity/Electrical shock



Hazard: Low burn rate material

Installation

▶ Outdoor unit

The outdoor unit extracts calories from the outside air.

It was placed by the installation engineer so as to operate in the best way.

There should be no obstacle hindering air circulation through the outdoor unit.

The water in the ambient air may condense and flow out from the outdoor unit. The outdoor unit may generate a significant volume of water called condensates.

In cold weather, this water may freeze and must be frequently evacuated using defrost cycles. Defrost cycles are managed automatically and may produce a perfectly normal amount of vapour.

▶ Indoor module

The indoor module, located in the boiler room, pantry, garage, etc. transfers calories to the heating and domestic hot water circuit*.

It includes the appliance control system which manages thermal comfort and domestic hot water production*.

▶ Control system

The installation engineer has carefully set the installation. Do not modify the settings without his approval. Contact him in case of any doubt.

The heating system is regulated according to

- the indoor temperature (thermostat option)

and/or

- the outdoor temperature (outside sensor option).

▶ Underfloor heating system

A new underfloor heating system requires gradual initial heating to prevent any cracking. Check with your installation engineer whether this has been carried out before using the heating system.

Because the underfloor heating system has high thermal inertia, it prevents sudden variations in the ambient temperature. However, this thermal inertia implies a reaction time of a few hours (approximately 6 hours).

Any change in the settings must be done gradually to allow the installation time to respond. Excessive or too frequent changes in the settings will always result in significant temperature oscillations over the day.

Do not lower or switch off the heating during short absences. It always takes a little time for the heating to be operational again (approximately 6 hours).

▶ Radiators

▼ Standard radiators

To ensure the control system is operational, the room in which the room sensor is located must not include any thermostatic valves. If it does, they must be fully open.

▼ Fan coils / dynamic radiators with integrated control system

Do not use a room sensor in the corresponding area.

▶ Hot water*

When hot water production is requested, the heat pump switches to this request as a priority.

There is no heating production when domestic hot water is produced.

Hot water is produced by the heat pump and completed by the electrical backup if required.

To ensure a DHW setpoint over 45°C, the electrical backup must be left in operation (to ensure the anti legionella cycles can be carried out).

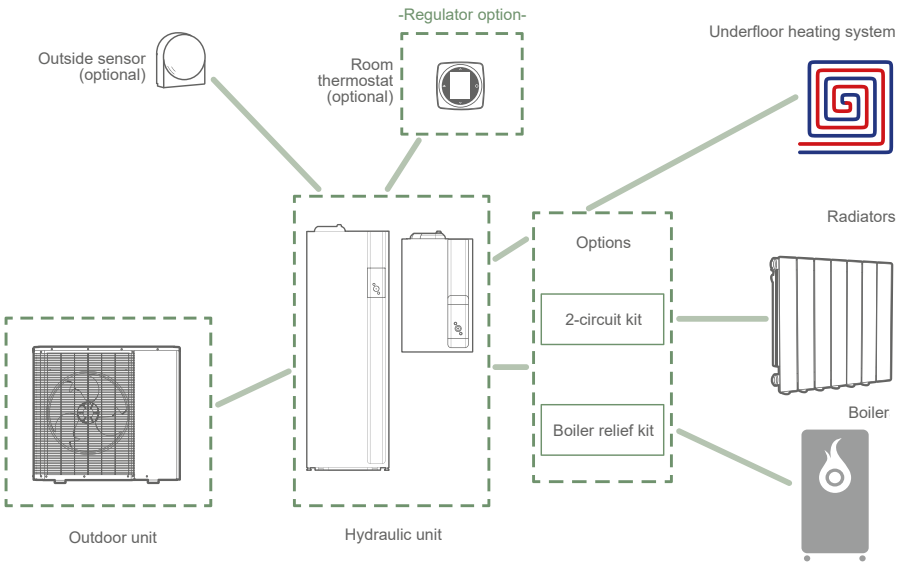


fig. 1 - Overview of a complete installation setup

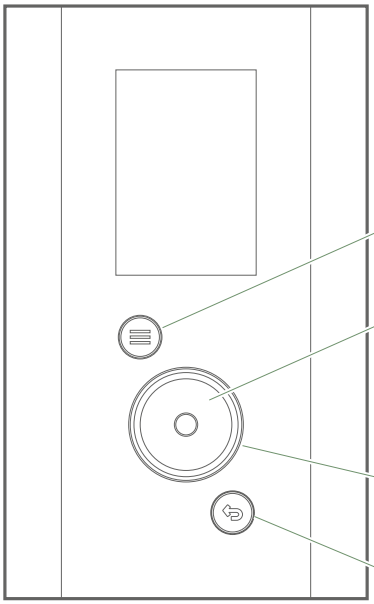
* depending on setup / option

Control system interface

▶ Menu organisation

- Menu
  - Active Functions
  - Domestic Hot Water
  - Away Mode
  - Energy monitoring
    - Energy Consumed
    - Energy Produced
  - Settings
    - Language
    - Date / Time
    - Circuit names
    - Wi-Fi
    - Software version

▶ User interface



Menu button

Knob:

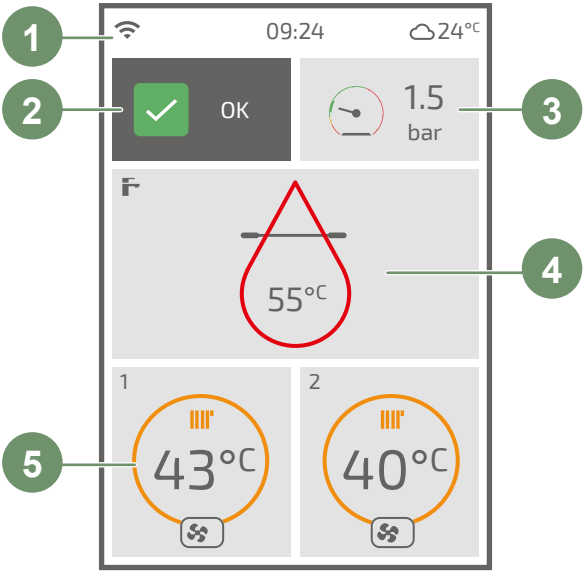
Rotating: Navigates in the menus
Pressing: Confirms selection

Operation indicator:

Steady white: Normal operation
Flashing orange: Error

Back button

▶ Description of display



1 Connectivity

Noise reduction mode

Programmed away mode

Emergency mode

Outdoor temperature

Installer menu

2 Normal operation

Caution

Error

3  Pressure indicator

4

55°C DHW setpoint

Quantity of hot water remaining



DHW activated



Heating in progress


(Grey) Off / Frost protection

5 43°C Flow temperature setpoint

Operation:

(Orange) Heating

(Grey) Off / Frost protection

Mode:


Heating mode


Away Mode


Floor drying mode

Produced by:


Heat pump


Electrical backup


Heat pump + Electrical backup


Heat Pump + Backup Boiler


Backup Boiler

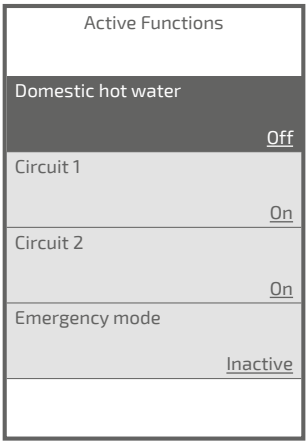
Control system menu

▶ Setting the operating functions

Active Functions

On the *Active Functions* page, you can check operating functions and change their status.

- ***Domestic Hot Water:***
  On/Off
- ***Circuit 1/2:***
  On/Off
- ***Emergency mode:***
  Enabled/Inactive



“Emergency mode”: Only activate in case of error “G6.xx: Outdoor unit error”. The appliance only heats with the electrical backup.

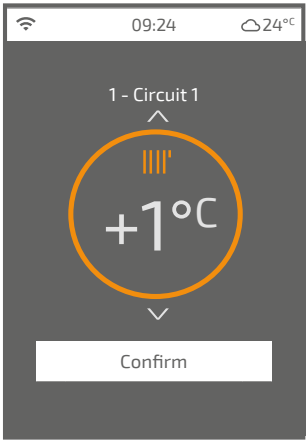
▶ Setting the temperature

▼ With a room thermostat

See thermostat instructions.

▼ Without a room thermostat

The heating flow temperature is calculated automatically. Adjustments range from -5°C to +5°C of the calculated temperature.

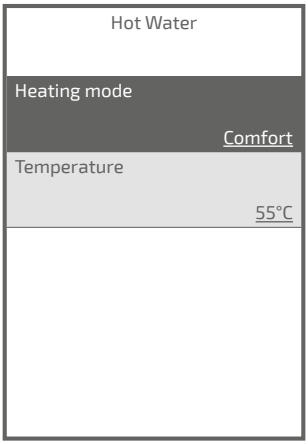


▶ Controlling hot water

Domestic Hot Water

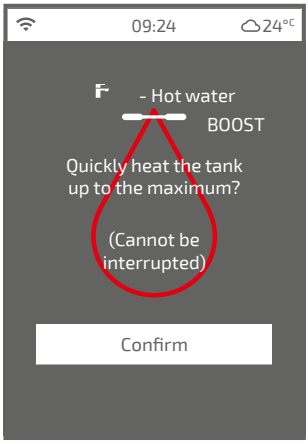
You can select the hot water operating mode and temperature.

- ***Heating mode:***
  - *Schedule (+ Off-peak hours)*
  - *Permanent comfort*
- ***Temperature:***
  - 40°C ... 65°C



You can trigger a boost from the display screen.

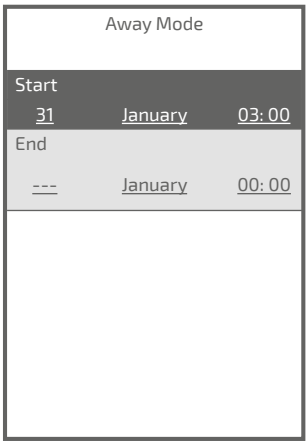
The “BOOST” feature is used to heat the entire hot water tank.



▶ Going away

Away Mode

Set the dates and times when you will be away.

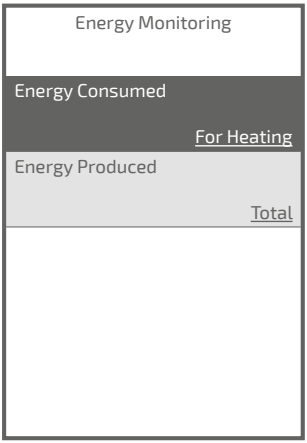


During an absence, the symbol is displayed on the home screen.

▶ Viewing your consumptions

Energy Monitoring

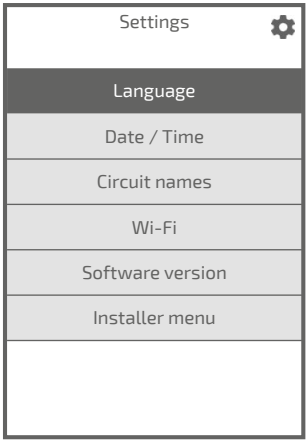
- ***Energy Consumed:***
  - *For Heating*
  - *For Hot Water*
  - *Total*
- ***Energy Produced:***
  - *For Heating*
  - *For Hot Water*
  - *Total*



Settings

In the settings menu:
you can set:
- the language
- the date and time
- the circuit names

you can access:
- WiFi network information
- software information



Maintenance

The following maintenance operations are required periodically to ensure your appliance stays in perfect working order for years to come. They are usually carried out as part of a maintenance contract.

▶ Periodical checks

You should regularly check the water pressure inside the heating circuit (refer to the pressure recommended by the installation engineer - between 1 and 2 bar).

If a filling and a pressure reset are required, check the type of fluid initially used (contact your heating engineer in case of any doubt).

If fillings are frequently required, it is imperative to check for any leaks.

Frequent water fillings may lead to scaling on the exchanger and affects its performance and longevity.

▶ Checking the outdoor unit

The condenser located on the back of the appliance should be kept clean and free from dust and other impurities. Clean it from time to time using a non-metallic soft brush.

Clean the outside of the appliance using a soft damp cloth

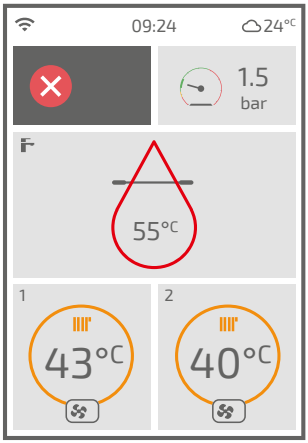
Check for anything preventing air circulation.



▶ Error messages

In the event of a defect, the error number is displayed on the home screen. Select it using the knob to view the error description.

Consult your heating engineer.



For error “G6.xx: Outdoor unit error”, activate the “Emergency mode” and consult your heating engineer.

Appliance end-of-life

Appliance dismantling and recycling must be done by a specialised unit. Appliances must never be disposed of with household waste, bulky waste or in a landfill.

When the appliance has reached its end-of-life, please contact your installation engineer or local representative to dismantle and recycle the appliance.





This appliance is identified by this symbol. It means all electrical and electronic goods must imperatively be separated from household waste.
A specific recovery circuit for this type of product is in place in European Union countries (*), Norway, Iceland and Liechtenstein.
Do not try dismantling the product yourself. It may harm your health as well as the environment.
The refrigerant, oil and other parts must be reprocessed by a qualified installation engineer in accordance with applicable local and national legislations.
To be recycled, this appliance must be collected by a specialised unit and must in no circumstance be disposed of with household waste, bulky waste or in a landfill.
Please contact your installation engineer or local representative for further information.

* Depending on each member state's national regulations.

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Commissioning date:

Address of your heating installer or customer service.

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