STIEBEL ELTRON

07 | 2023

Heat pump handover and maintenance guide

EN

Contents

Your installation

Commissioning date:

Product & serial number:

Cylinder details:

Any other details:

Installer details:

Business name:

Business address:

Business contact details:

Your warranty

All STIEBEL ELTRON products come with a standard 2 year guarantee. Some installer partners also offer an extended warranty through us for up to 7 years on systems up to 20kW.

In many cases your installer will register your warranty for you and you should confirm with them whether they have done so. To do this yourself you will need a completed commissioning sheet (see our FAQs overleaf) and your product serial numbers. A submission form can be found at: **www.stiebel-eltron.co.uk/registerproduct**


STIEBEL ELTRON

STIEBEL ELTRON GmbH & Co. KG
Dr.-Stiebel-Strasse 33
D-37603 Holzminden

Typ: WPL 15 ACS
Nr.: 236639-9765-059794-0034 HP-ID: 62

		WQA	WNA
Kältemittel:	R410A (GWP100: 2088)	Luft (A)	Wasser (W)
Füllgewicht:	4,20 kg / 8,77 t CO2e		
PS (HD):	4,5 MPa		

Volumenstrom:	2300 m³/h	
Volumenstrom Heizung EN 14511 (A7/W35: 5 K):		0,7 m³/h
Druckabfall in WP/zul. Überdruck:	20 Pa	45 hPa / 0,3 MPa
Einsatzgrenzen:	-20 °C / +40 °C	+15 °C / +65 °C

Betriebspunkt*	Wärmeleistung (kW)	Leistungsaufnahme (kW)	Leistungszahl (COP) (-)
A 2 /W 35	4,23	1,09	3,88
A -7 / W 55	7,09	3,38	2,1
A 7 / W 35	4,68	1,1	4,23

	Anschluss	Absich.	L-Aufnahme max.
Wärmepumpe:	1/N/PE~230 V 50 Hz	1 x 20 A	4,4 kW
Zusatzheizung (DHC):	1/N/PE~230 V 50 Hz	2 x 16 A	6,2 kW

Anlaufstrom /LRA: 7 A / 17 A
Schutzart: IP 14B

*gemäß EN 14511 Enthält fluorierte Treibhausgase - Hermetischdicht!
Montageanweisung beachten! Dichtheit geprüft! Made in Germany

011-1W0001 279975-44492

236639-9765-059794-0034

Rating plates and serial numbers
Depending on the device, your rating plate can be found on the bottom or low down on the side. For some devices, the plate is mounted behind a flap below the control panel. The serial number is listed on the first line .

What to expect from your heat pump system

The heat sources in your home may feel cooler than those in a boiler-fed system

Heat pump systems are typically run at much lower temperatures than boilers for higher efficiency. Every 1 degree lower that you can run your system gives 3% off your running costs, so 10 degrees means a 30% reduction in cost. This means that your underfloor heating and radiators should not feel 'hot' to the touch as you may be used to in a boiler-fed system. Smart weather compensation technology also ensures that the system only works as hard as it needs to combat external temperatures - so your heating emitters will feel hotter when it is colder outside, even if they are heating your home to the same temperature.

Response times

Boilers are typically oversized for the property they serve so that they can be used in intermittent heating patterns – with the heating switched completely off between heating programmes and the property cooling down considerably during those times. This is both inefficient and provides less continuous comfort than a low temperature system which should be set to maintain the property at a 'setback temperature' which is only a few degrees lower than your preferred target or 'comfort' temperature.

Remember that the colder your home gets the longer it will take to heat up again. You can experiment with dropping the setback temperature to see how low you can go for maximum efficiency whilst still having an acceptably fast recovery to your desired comfort temperature. This is very much a case of personal preference and there is no 'right' answer but remember that lower temps = lower running costs.

In the same way as you should consider using a setback temperature instead of turning off the heating completely when you are in residence, there is an ECO mode for maintaining a continuous lower-temperature when you will be away for short periods, so that the house can still be heated up quickly when you return. See more on the various operating modes in the FAQs that follow.

Hot water vs heating

Unless you have more than one heat pump with a unit dedicated to hot water production your heat pump will alternate between heating and hot water production.

With heat pump systems it is therefore better to set the hot water tank to heat on a programme which occurs during the middle of setback periods for heating. This will assist in ensuring that your heat pump responds quickly to calls for heating up to comfort temperatures.

As with any system with a store of hot water, a routine high-heat cycle is required once a week to reduce bacterial growth in your water tank. This should always been left on.

Maintaining your heat pump

- Regularly clean out leaves/debris from the back of air source units. This is particularly important during autumn when leaves are falling.
- Make sure that the clearances around any outdoor units are maintained by trimming back plants that grow near them.
- Schedule annual maintenance by a qualified engineer to carry out the legally required checks on pressurised hot water systems and check the running of the system. We offer convenient annual service packages direct - for more information and prices see: **www.stiebel-eltron.co.uk/maintenance**

Condensate drain clearance video

Frequently asked questions

Q1 - What do the symbols on the controller mean?

Heating circuit pump
The heating circuit pump is in operation.

Mixer circuit pump
The mixer circuit pump is in operation.

Electric emergency booster heater
The electric emergency / booster heater has started up. This occurs, for example, when the outside temperature has fallen below the dual mode point.

Heating
The heat pump is in heating mode.

DHW heating
The heat pump is heating the DHW.

Compressor
The compressor is running.

Summer mode
The heat pump is in summer mode.

Cooling
The heat pump is in cooling mode.

Defrosting
The heat pump is in defrost mode.

Silent mode (Reduced noise mode)
Silent mode is enabled. The associated time programs determine activation of the fan or compressor throttle.

Silent mode 1
The fan and / or compressor run with reduced output.

Silent mode 2
Compressor and fan are stopped. The second heat source provides the heating. Note: This operating mode results in higher operating costs.

Heat-up program
The heat-up programme is enabled.

Note: this programme is used for screed drying.

Q2 - What are the different operating modes?

A - STANDBY MODE

Purpose: If the heat pump will not be running for a longer period.

- The frost protection function is enabled.

B - PROGRAMMED OPERATION

Purpose: If you need heating and DHW.

Heating mode

- Heating mode takes place during the periods specified for the heating circuits.
- The heat pump switches between comfort temperature and ECO temperature.
- Your comfort temperature is your target temperature for when you want the heating 'on'.
- The eco temperature is your setback temperature below which you do not want the house to fall. You can think of this as your 'heating off' temperature but, as discussed at the start of the booklet, do be aware that typically this should only be a few degrees lower than your comfort temperature to ensure fast recovery times to the comfort temperature.
- Set the times under PROGRAMS / HEATING PROGRAM for the relevant heating circuit.

DHW heating

- DHW heating takes place at the specified times. The heat pump switches between comfort temperature and ECO temperature.
- Set the comfort temperature under SETTINGS / DHW / DHW / TEMPERATURES / COMFORT TEMPERATURE.
- Set the ECO temperature under SETTINGS / DHW / DHW TEMPERATURES / ECO TEMPERATURE.
- Set the times under PROGRAMS / DHW PROGRAM.

C - COMFORT MODE

Purpose: If no reduction is to take place, e.g. in a low energy house.

Heating mode

- The heating circuits (HK) are constantly held at the comfort temperature (applies to HK 1 and HK 2).
- Set the comfort temperature for the relevant heating circuit under SETTINGS / HEATING / HEATING CIRCUIT / COMFORT TEMPERATURE.

DHW heating

- DHW heating takes place at the specified times. The heat pump switches between comfort temperature and ECO temperature.
- Set the comfort temperature under SETTINGS / DHW / DHW TEMPERATURES / COMFORT TEMPERATURE.
- Set the ECO temperature under SETTINGS / DHW / DHW TEMPERATURES / ECO TEMPERATURE.
- Set the times under PROGRAMS / DHW PROGRAM.

D - ECO MODE

Purpose: If for a short period there is nobody in the building, e.g. during a weekend break.

Heating mode

- The heating circuits (HK) are constantly held at the ECO temperature (applies to HK 1 and HK 2).
- Set the ECO temperature for the relevant heating circuit under SETTINGS / HEATING / HEATING CIRCUIT / ECO TEMPERATURE.

DHW heating

- DHW heating takes place at the specified times. The heat pump switches between comfort temperature and ECO temperature.
- Set the comfort temperature under SETTINGS / DHW / DHW TEMPERATURES / COMFORT TEMPERATURE.
- Set the ECO temperature under SETTINGS / DHW / DHW TEMPERATURES / ECO TEMPERATURE.
- Set the times under PROGRAMS / DHW PROGRAM.

E - DHW MODE

Purpose: When the heating period is over and only DHW is required (summer mode).

- DHW heating takes place at the specified times. The heat pump switches between comfort temperature and ECO temperature.
- Set the comfort temperature under SETTINGS / DHW / DHW TEMPERATURES / COMFORT TEMPERATURE.
- Set the ECO temperature under SETTINGS / DHW / DHW TEMPERATURES / ECO TEMPERATURE.
- Set the times under PROGRAMS / DHW PROGRAM.
- Frost protection is activated for heating mode.

F - EMERGENCY OPERATION

Note: If emergency mode is enabled, higher operating costs will result because of the second heat source.

Purpose: If the heat pump can no longer function. In many cases the heat pump switches into this operating mode automatically.

Heat pumps with second internal heat source

- In heat pumps with an integral second heat source, the NHZ stages (electric reheating stages) of the electric emergency / booster heater
- take over central heating and DHW irrespective of the dual mode changeover point.

Heat pumps with second external heat source

- If the heat pump is connected to an external second heat source and your qualified contractor has enabled the corresponding parameters
- (THREADED IMMERSION HEATER or BOILER), the operating mode can be selected.
- The external heat source then takes over operation of the DHW or central heating function, irrespective of the dual mode changeover point.

Q3 - How do I set my hot water temperature?

DHW TEMPERATURES

- With all DHW temperature menu items, you can specify the set temperatures for comfort and ECO modes.
- Set the comfort temperature under SETTINGS / DHW / DHW TEMPERATURES / COMFORT TEMPERATURE.
- Set the ECO temperature under SETTINGS / DHW / DHW TEMPERATURES / ECO TEMPERATURE.
- Set the times under PROGRAMS / DHW PROGRAM.

Q4 - How do I set my heating temperature?

HEATING TEMPERATURES

HEATING CIRCUIT 1 | HEATING CIRCUIT 2 | HEATING CIRCUIT 3

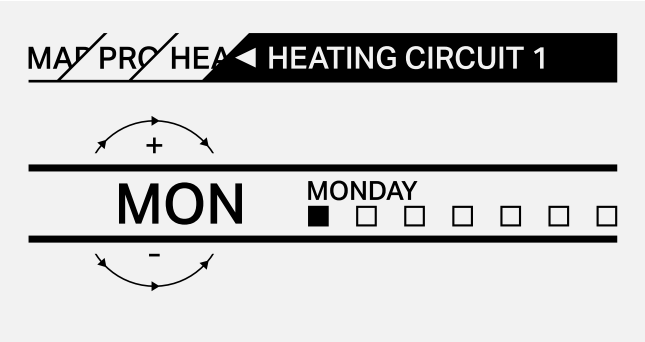
- With all heating circuit menu items, you can specify the parameters independently of one another.
- Set the comfort temperature for the relevant heating circuit under SETTINGS / HEATING / HEATING CIRCUIT / COMFORT TEMPERATURE.
- Set the ECO temperature for the relevant heating circuit under SETTINGS / HEATING / HEATING CIRCUIT / ECO TEMPERATURE.
- Set the times under PROGRAMS / HEATING PROGRAM for the relevant heating circuit.

Q5 - How can I set a heating programme?

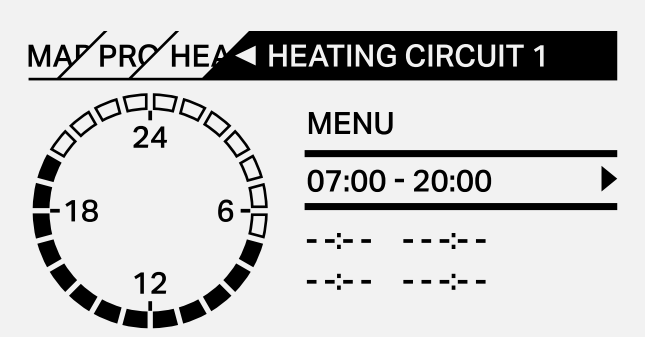
HEATING PROGRAM

› The HEATING PROGRAM will determine the times during which rooms should be heated to the set comfort value.

› In the periods in between, heating takes place to the set ECO value. The times are determined individually for each available heating circuit.

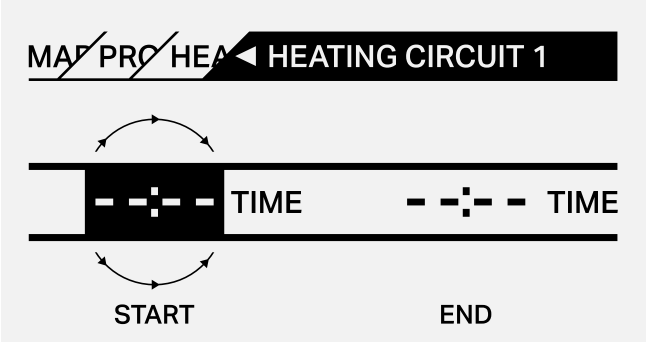


› Navigate to PROGRAMS / HEATING PROGRAM.
› Under HEATING PROGRAM select the heating circuit for which you want to specify the times.
› Select the period for which you want to set the time program.
› You have the following options:
  - For each individual day of the week (Monday - Sunday)
  - Monday to Friday (Mon - Fri)
  - Saturday and Sunday (Sat - Sun)
  - The whole week (Mon - Sun)
› Turn the Touch-Wheel clockwise to select another day or a group of days.
› Confirm the selection with OK.



› You can set three switching time pairs per day or block of days.
› The switching time pairs are shown on the display, to the right of the clock.
› Each switching time pair consists of a start time and an end time.
› In this example, only one switching time pair has been programmed.
› The switching time pairs that are still free are represented with dashes for the time slots.
› Use the Touch-Wheel to select one of the free switching time pairs or the switching time pair that you wish to change.
› Confirm the selection with OK.
› Use the Touch-Wheel to select the start or end time that you wish to change.
› Confirm the selection with OK.

› Set the start or stop time using the Touch-Wheel.
› Confirm your entry with OK.



Periods around midnight

› Switching time pairs can be programmed only up to 24:00. If you want to choose periods that extend beyond midnight, you will need to set an additional switching time pair for the following day.

Example: Assume, for example, you want heating mode to be enabled from 22:00 for four hours every Wednesday evening.

› The time period ends on the following Thursday at 02:00.
› For Wednesday, programme the period 22:00 to 24:00.
› For Thursday, programme the period 00:00 to 02:00.

Deleting switching time pairs

› Use the Touch-Wheel to select the switching time pair you want to delete.
› Confirm the selection with OK.
› Select the start time using the Touch-Wheel.
› Confirm the selection with OK.
› Reset the start time to '--:--' using the Touch-Wheel.
› Confirm your entry with OK.
› By resetting the start time, the associated end time is automatically reset.

Q6 - My heat pump still runs when the heating is switched off, why?

› Heat pump systems do not work in the same way that a conventional boiler does.
› A conventional boiler will often run when there is a call for heat from the room thermostat.
› On a heat pump system you have a buffer cylinder which is effectively were the heat energy is stored ready to be transferred to the heating system.
› The heat energy will only be transferred from the buffer cylinder to the heating system when there is a call for heat from the room thermostat as this will trigger the heating circulation pumps. This call for heat will not trigger the heat pump to fire up until the temperature in the buffer cylinder drops low enough.
› The heat pump will only fire up to maintain the temperature of the buffer cylinder not the heating system.
› The heat pump will always fire up if the temperature of the buffer cylinder drops.
› The buffer cylinder temperature can drop due to transferring heat to the heating system because there is a call for heat.
› If there is no call for heat the buffer cylinder temperature will still drop over time due to standing heat loss. The heat pump will fire up to replenish this heat loss even if there is no call for heat from the heating system.

Q7 - What is pasteurisation and how do I set it up?

- Pasteurisation is a process of heating stored water to a certain temperature for a certain time period to kill germs and viruses like Legionnaires.
- We recommend running your hot water up to 60 °C for a 1 hour period at least once a week.
- This can be done by turning on pasteurisation under SETTINGS / DHW / STANDARD SETTINGS / PASTEURISATION.
- Use the Touch-Wheel to select ON and set the temperature to 60 °C.
- Confirm the selection with OK.

PASTEURISATION PROGRAM

Note: For the PASTEURISATION PROGRAM, an emergency / booster heater or external heat source must be connected.

- In menu item PASTEURISATION PROGRAM, you can specify the days and times at which the DHW cylinder heats the content to the highest value.

START TIME

- Here you can specify the start time at which the DHW cylinder heats the content to the highest value.
- Use the touch wheel to set the required start time.
- Confirm your entry with “OK”.

Deleting the start time

- Use the touch wheel to select the start time that you wish to delete.
- Confirm with ‘OK’.
- Use the touch wheel to reset the required start time to ‘--:--’.
- Confirm your entry with ‘OK’.

DAYS

- Here you can set the days on which the DHW cylinder heats the content to the highest value.
- Select the days on which you wish to specify heating of the DHW cylinder.
- Confirm your entry with ‘OK’.

Q8 - Who should I call if I get a fault on my heat pump?

- Please contact your installer in the first instance if you have a fault you cannot resolve by following our self help guides. They know your system best and can provide you with the quickest response.

Q9 - How do I clear or reset a fault on my heat pump?

- Please see our step by guide on our website at **www.stiebel-eltron.co.uk/resetheatpump** or see the link at the end of the booklet for a video guide.

Download reset instructions

Q10 - How do I access my ISG / Servicewelt?

- Servicewelt is accessed via an IP address, this should be provided by your installer when your internet service gateway is installed.
- The IP address should be entered into the URL internet search bar on you computer or device that is connected to the same local network.
- The ISG box that is connected to the LAN or home network will be assigned an IP address by the router.

To confirm the IP address you can follow the steps below.

Windows Laptop/PC:

1. Connect to WiFi network ISG is on
2. Then can they press the windows button on their laptop/PC and type in CMD in the search bar then open up the program Command Prompt.
3. Once in command prompt, the customer should type ping Servicewelt and hit enter.
4. This will then reply with an IP address. They should then type that IP address into a web browser and it will load the Servicewelt portal.

Apple Mac/Macbook:

1. Connect to WiFi network ISG is on
2. Then press the launchpad on the screen and type in Terminal in the search bar then open up the program Terminal.
3. Once in Terminal, type ping Servicewelt and hit enter.
4. This will then reply with an IP address. Then type that IP address into a web browser and it will load the Servicewelt portal.

Where to go for more help

› Our website has useful self-help content which can be searched by product name/number. You can find this at: **www.stiebel-eltron.co.uk/quickhelp**

Quick online problem resolution

› Guides and videos for various issues can be found in the aftersales area of our website at **www.stiebel-eltron.co.uk/aftersales** or on our youtube channel **@StiebelEltronuk**

› Videos available:
- Setting the heating programme on your heat pump
- Setting the room temperature on your heat pump controller
- Switching between operating modes on your heat pump
- Setting the hot water program on your heat pump
- Setting the hot water temperature on your heat pump
- Setting the cooling function on your heat pump
- View a list of error codes on your heat pump
- Resetting your heat pump
- Check and clear your air source heat pump drain

Help with device settings & device errors

› If you cannot resolve the issue yourself and the product is in warranty then your first port of call should be your installer who will liaise with us.

› In other circumstances we can assist with service support via our office and field-based technical support teams. If possible, our team will help you resolve your issue via phone or email. However, if out of warranty visits and repairs are required they will typically incur a parts and service charge. Our team will be happy to give you full details of one-off charges or annual maintenance packages. Call **0151 346 2301**, email **technical@stiebel-eltron.co.uk** or see **www.stiebel-eltron.co.uk/maintenance**

Comfort through Technology

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