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resiSTEAM

Hot Water Installation and Operation Manual

MMESGHW-300 (240V/50HZ/1phase)

ASSTP

REUSABLE ENERGY

CONGRATULATIONS AND THANK YOU FOR PURCHASING OUR PRODUCTS.

THIS MANUAL CONTAINS IMPORTANT INFORMATION THAT WILL HELP YOU IN OPERATING AND MAINTAINING THIS PRODUCT.

PLEASE READ THE MANUAL CAREFULLY BEFORE INSTALLATION & OPERATION AND RETAIN IT FOR FUTURE REFERENCE.

Interpretation of marks and symbols.

WARNING!
Information provided with this warning mark relates to activities that are definitely forbidden or dangerous. Failure to adhere to the instructions may result in damage to the product or users may risk personal danger or injury.

CAUTION!
Information provided with this warning mark shall be strickly followed during operation. This is for the safety of both users and the product.

Information with this warning relates the important installation requirements ensuring correct operation.

1. IMPORTANT SAFETY INSTRUCTIONS

Please make sure you have read at least one chapter of safety precautions shown in the manual. This part provides quite important safe points for you and please operate it based on safety precautions.

The unit must be installed by a licensed person and in accordance with:

a. AS/NZS 3500.4 – National Plumbing and Drainage Code Hot Water Supply Systems - Acceptable Solutions.
b. AS/NZS 3000 – Wiring Regulations
c. Local authority regulations

- For outdoor installation only;
- Household electricity must have a reliable groundconnection;
- Household electricity must install leakage protection device;
- Do not dismantle any permanent instruction, label or parameter plate attached in the outside cover or all kinds of internal plate of heat pump;

Earthing pole of outlet must have a reliable connection, and rated current value should be not less than 10A.

- Any self-transformation or repair is forbidden, improper repair may cause fire, electric shock, injuries or leakage etc., Contact your dealer or professional personnel for repairs.

Please entrust dealer or professional personnel to install the device; Installer must have professional knowledge, any improper operation by yourself may cause fire, electric shock, injuries or leakage etc.

When you need to remove or re-install the heat pump, please contact your dealer or professional personnel.

- Outlet and power plug must be kept dry to prevent leakage, and make sure outlet and power plug are well matched.
- Installation on a place or wall with water source must have a height of not less than 1.8m or must keep a certain distance.
- One way valve specified by Madimack must be installed near to a cold water outlet;
- Keep out of reach for children.

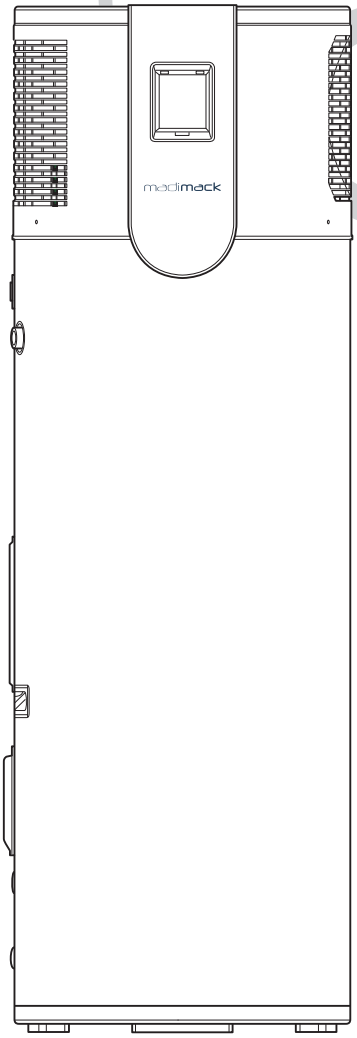
CONTENTS

2. GENERAL INFORMATION

2.1 SPECIFICATIONS

Model		MMESGHW-300
Heating Capacity at Air 20°C /15°C, Water Temperature from 15 °C to 55°C		
Heating Capacity(kW)		2.775
COP		4.183
Max Input Power(W)		2400W
Max Input Current(A)		10A
Power Supply		220-240v/ 50Hz
Heat Pump	Rated Power (W)	664
	Rated Current (A)	3
Electric Heater	Rated Power (W)	2000
	Rated Current (A)	9
Refrigerant		R290/420g
Compressor		GMCC
Net Dimension(mm)		Φ620 × 1890
Package Dimension(mm)		700 × 700 × 2040
Net Weight (KG)		130
Gross Weight (KG)		142
Noise(dB)		48
Water tank volume (L)		300
Working temperature range (°C)		-7~43
Testing condition: * Heating Capacity at Air temp. 20 °C / 15 °C, Water Temperature from 15 °C to 55 °C		

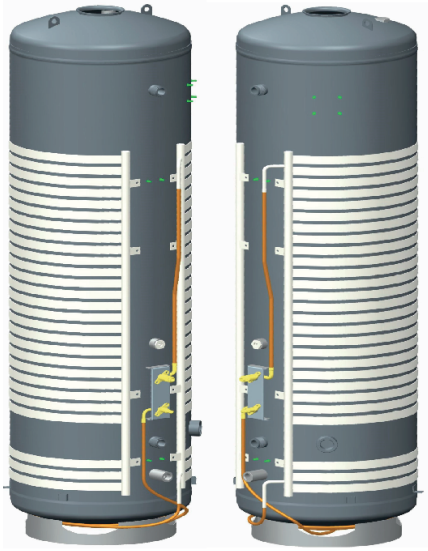
2.2 EXTERNAL APPEARANCE



2.3 FEATURES

All in one heat pump for sanitary hot water:

1) Has complete isolation between water and electricity.
   Without electric shock problem, more safety.
2) No fuel tubes and storage.
   No potential danger from oil leakage, fire, explosion, and so on.
3) No potential cross contamination as the condenser coil is wrapped around the enamel coated steel tank. The external coil does not come in contact with water directly.
4) The outlet water temperature is over 50°C.
   The system makes the water heating process stable and quick with innovative heating methods of combining the electric heating and heat pump heating properly.
5) Automatic start-up and shutdown.
   Automatic defrosting by recycling refrigerants to save extra operation.
6) According to the heat pump principle, the unit absorbs heat from outside and produce heat, with water thermal efficiency which can be approximately 4.18 (Under the condition A20/15°C and W15/55°C).
7) Within the temperature range of between -7°C to 43°C, the unit will still be effective even in the night, cloudy skies, rain and even snowy weather.



continue... GENERAL INFORMATION

2.4 REFRIGERANT CIRCUIT

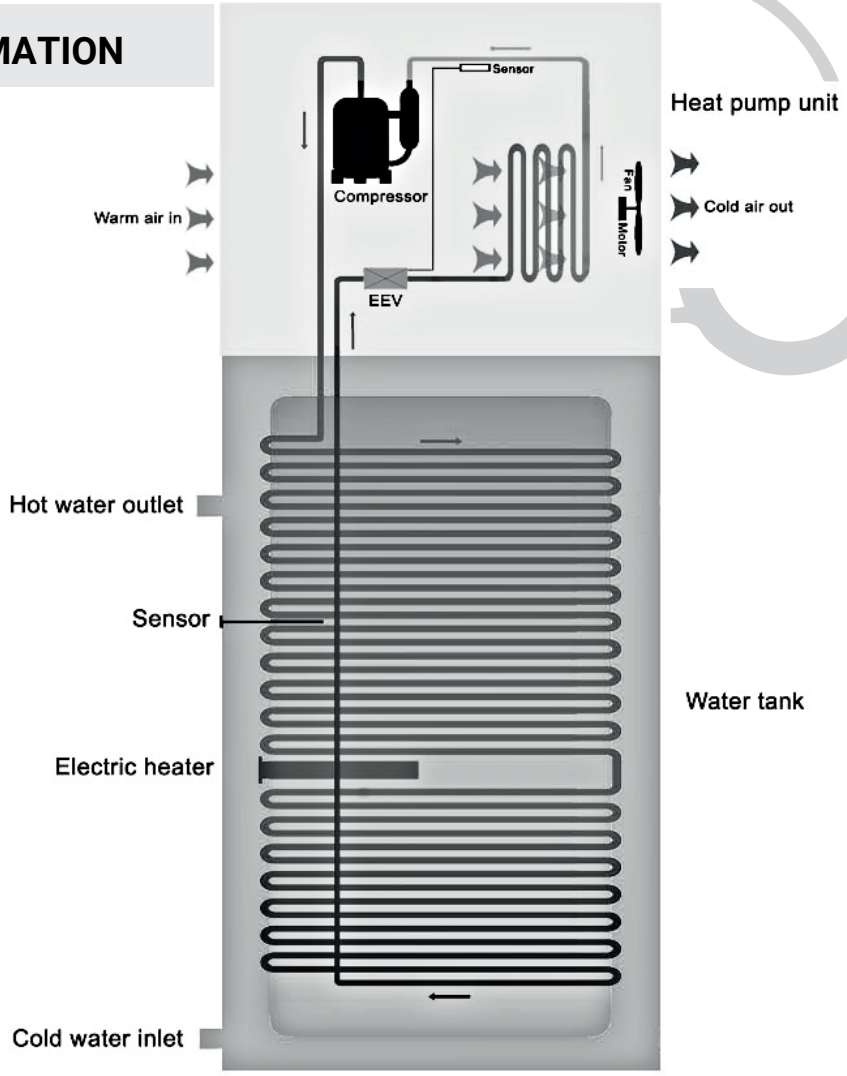
Compressor:
R290, supplied by GMCC.

Evaporator:
Copper tube and aluminum fin type heat exchanger.

EEV:
Electronic expansion valve, the opening is regulated according to the discharge air temperature of compressor.

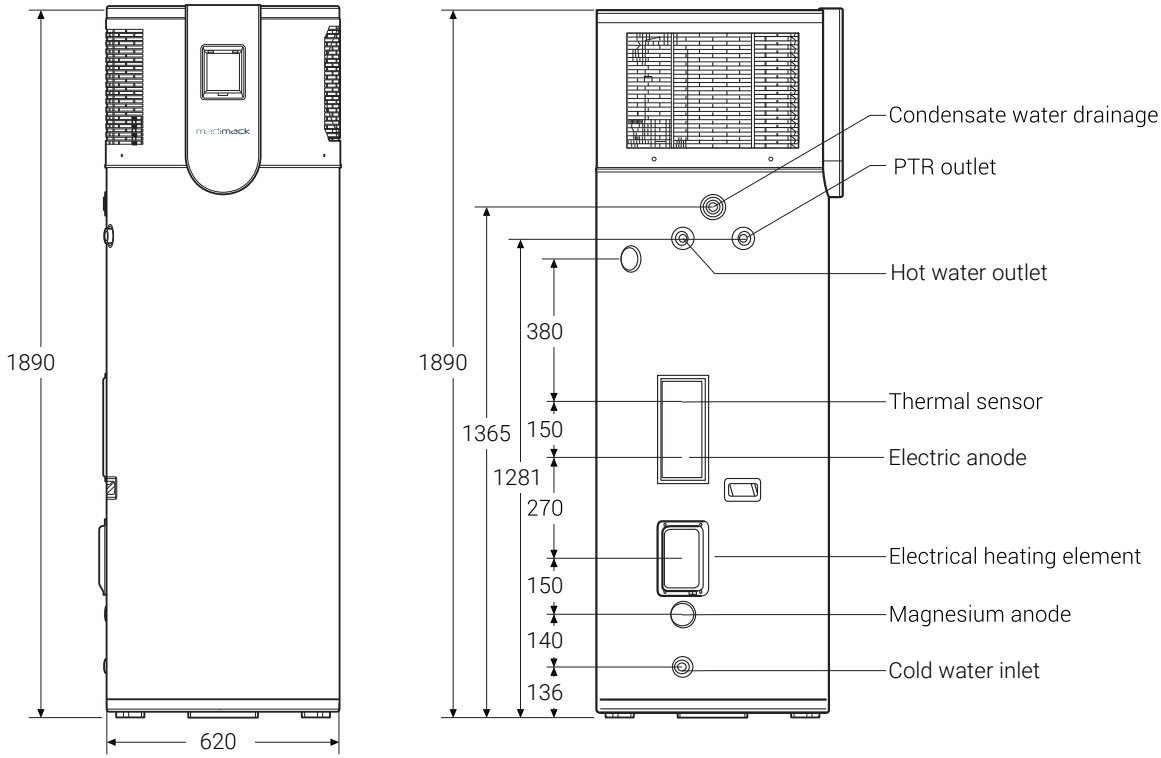
Fan:
Centrifugal fan with three speeds.

High Pressure Switch:
When the discharge pressure of compressor is 3.0 Mpa or higher, the protection switch will be triggered, and if the discharge pressure is down to 2.07MPa, the protection switch will be recovered.



3. PARTS NAME and COMPONENTS

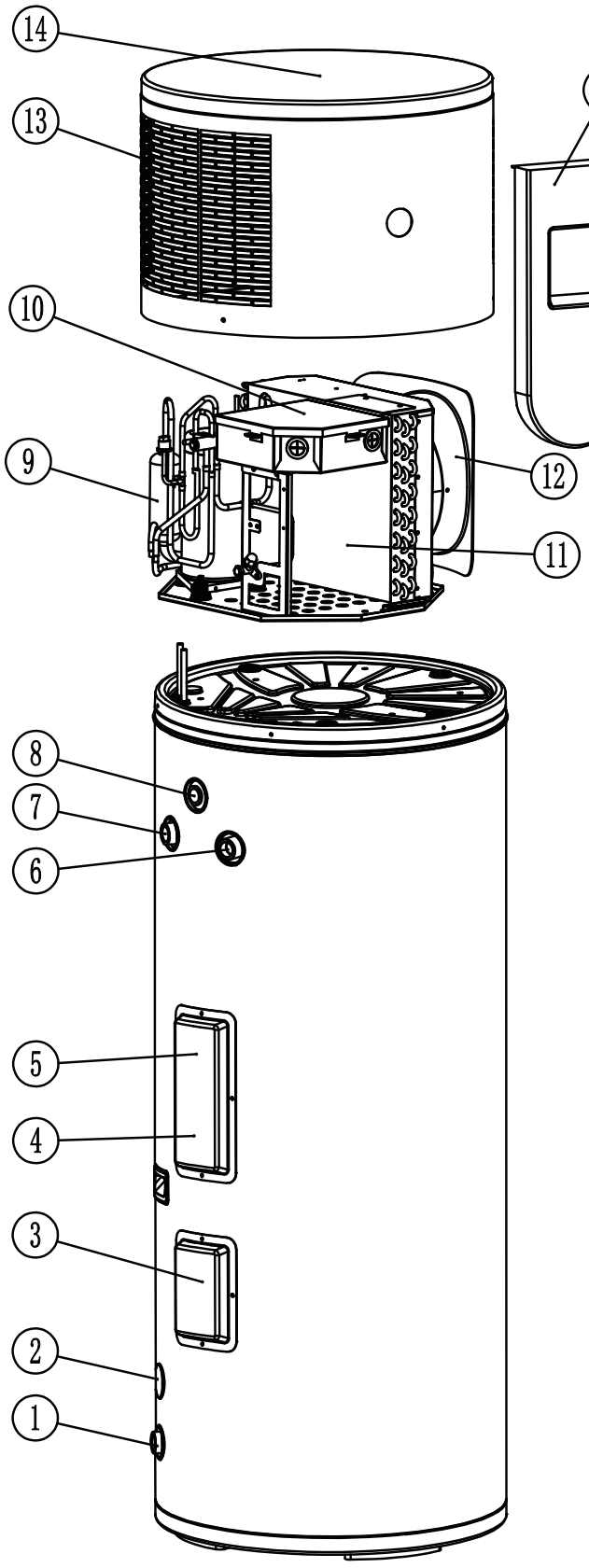
3.1 ORTHOGRAPHIC VIEW



continue... PARTS NAME and COMPONENTS

3.2 EXPLODED VIEW

All the pictures in this manual are for explanation purpose only.
It may be slightly different from the heat pump water heater you purchased (depend on the model).
Please refer to the real sample instead of the pictures of this manual.



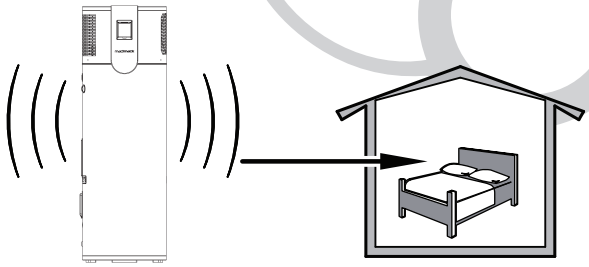
1	Cold water inlet
2	Magnesium anode
3	Electrical heating element
4	Electronic anode
5	Temperature sensor
6	Hot water outlet
7	PTR outlet
8	Condensate water drain
9	Compressor
10	Electronic control box
11	Evaporator
12	Fan assembly
13	Upper cover
14	Top cover
15	Fascia
16	Controller box
17	Controller

4. INSTALLATION

4.1 LOCATION

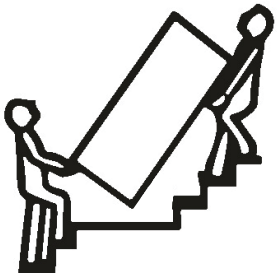
1. Do not install the unit indoor as it uses R290 refrigerant which is flammable.
2. The place of installation must have enough space for installing and maintaining the pump.
3. Ensure that there is adequate ventilation around the water heater, do not install in an enclose space.
4. Install the heater on a flat solid surface. (horizontal angle must not be more than 2°), and can bear the heat pump's weight. Heat pump must be easy to install vertically, in addition, be sure that the surface will not add any noise or shock.
5. Be sure that the noise and the exhaust air flow complies with the relevant regulations.
6. Ensure that the place has no combustible air or mineral oil thats might cause leakage and corrosion.
7. If heat pump installed in those metal parts of the building, electrical insulation must be done well and must comply with technical standard on electrical equipment.
8. Ensure that there is no strong interference around that may affect the controls and functions.

In a places where ambient temperatures are likely to drop below 0ºC, ensure that adequate freeze protection is provided.

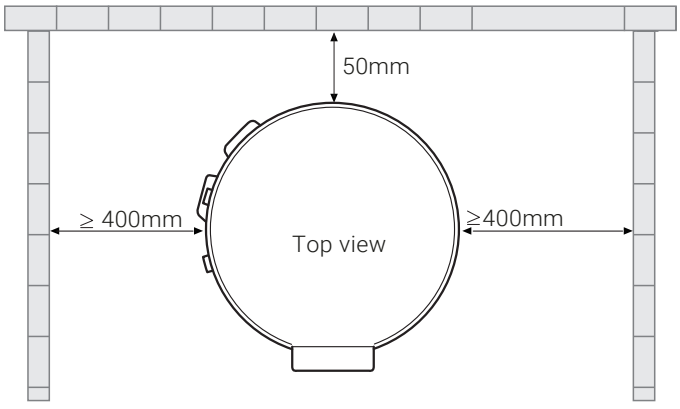


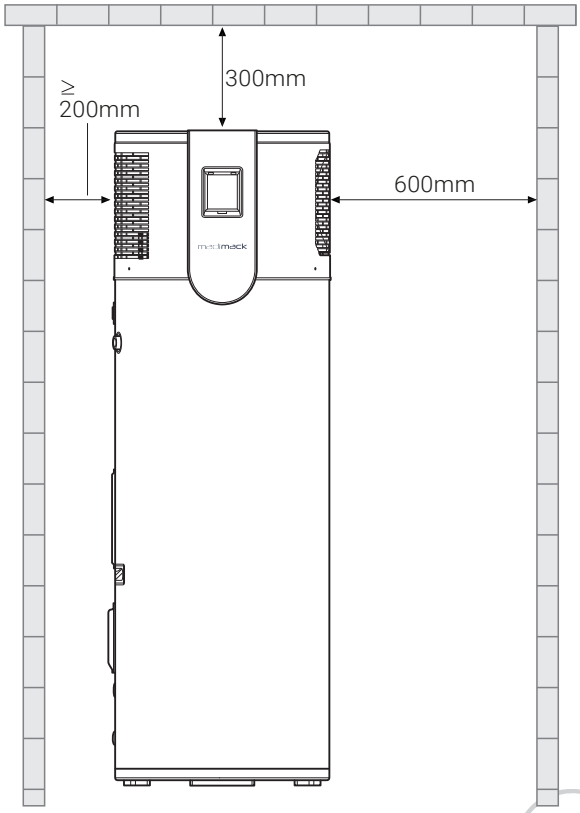
4.2 TRANSPORTATION

- During transportation or storage, the heat pump water heater shall be packed in the undamaged package to avoid damage to appearance and performance of the product.
- During transportation or storage, the heat pump water heater shall be in the upright position.
- Under certain conditions, this product may be laid down for a short time/ distance as per indication on the side of the package. The heat pump water heater, after being laid down, shall be kept in an upright position for more than 4 hours before starting up.



4.3 INSTALLATION DIMENSIONS

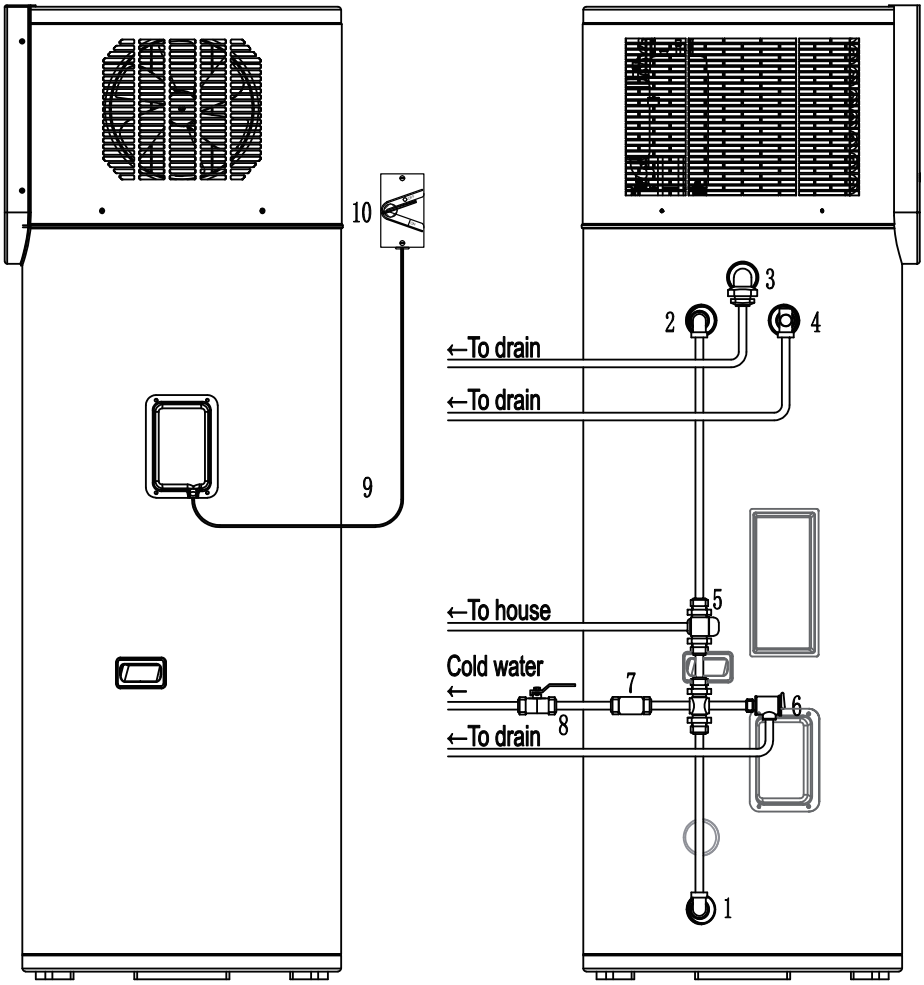




The system is designed for external use only with a minimum 20m^2 of unobstructed space surrounding the unit.

5. PIPE LINE CONNECTION

5.1 PIPE LINE INSTALLATION DIAGRAM



5.2PIPING MATERIALS

1. Cold water supply inlet (G3/4" female thread).
2. Hot water supply outlet (G3/4" female thread).
3. Condensate drain (*)
4. P & T Relief valve (*) (G1/2" female) (850kPa)
5. Tempering valve (High performance recommended)
6. Expansion control valve (ECV) (If required by council 700kPa)
7. Pressure reduction valve (500kPa)
8. Non-return/ Isolation valve
9. Electrical cable
10. Isolation switch (Hard wired into 10 amp circuit)

(*) Supplied with the system.

5.3 WATER PIPE LINE INSTALLATION INSTRUCTIONS

1. All hot water pipework should be insulated with sealed Polyethylene foamed or equivalent insulation to optimize performance and energy efficiency. Such insulation may also be mandatory under local regulations. Water pipe sizing should be performed in accordance with AS/NZS 3500.
2. All hot water parts should be cooper, if using pipe of other material please refer to local authorities for further instructions.
3. All pipework must be insulated with a minimum 13mm closed cell insulation;
4. Please according to the drawing shows to install the water pipes, parts etc.;
5. Water inlet/outlet size is G3/4'', female thread.
6. The water pipe's work life should not less than heat pump's work life.
7. Relief valve is G1/2'', 850 kPa, after installation, must sure that the drainage pipe which connect with the relief valve, is not blocked.
8. After finished all pipeline, open up the valve controlled cold water inlet and the valve controlled hot water outlet to fill water into tank, you can stop when you find water overflows from water outlet, then inspect all pipeline and make sure have no water leakage. If found leakage, you need require it well and fill water into tank again;
9. If the inlet water pressure is below 150kPa, a booster pump needed to be installed to connect with inlet water pipe for purpose of obtaining larger water capacity, which can make sure intake pressure is less than 150kPa; If the inlet water pressure is greater 500kPa, a pressure reduction valve needed to be installed to connect with inlet water pipe for purpose of keeping your water tank into a long-term working state.

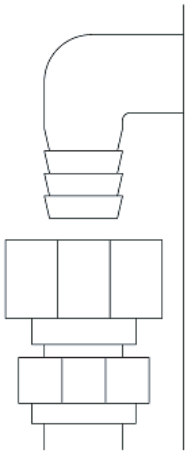
- Do not hold down the handle of safety valve;
- Do not knock down safety valve;
- Do not plug the drainage port;
- Excretion pipe must be connected with an open drainage port.
- Do not hold down the handle of safety valve;
- Do not knock down safety valve;
- Do not plug the drainage port;
- Excretion pipe must be connected with an open drainage port.

In a places where ambient temperatures are likely to drop below 0ºC, ensure that adequate freeze protection is provided.

continue... PIPE LINE CONNECTION

5.4 PLUMBING CONNECTION

All water heaters have the ability to produce hot water very quickly. To reduce risk of scald injury, it is recommended that a temperature control valve is fitted to the hot water supply pipe. The valve should be checked every 6 months to ensure its operation and settings remain correct.



This water heater is not intended for use by young children, inferms persons, or persons lacking relevant skills or experience without suitable supervision.

The water temperature over 50℃ can cause severe burns instantly or death from scalds. Children, disabled and elderly are at highest risk of being scalded. Feel water before bathing or showering. A tempering valve is required as per AS 3500.

1.

Condensate Drain
Fit the condensation tube to the connection on left hand side of the unit and run to suitable location.

2.

Pressure & Temperature Relief (PTR) Valve
This Valve is located near the top of the water heater and is essential for safe operation. It is normal for the valve to release a small quantity of water through the drain line during heating. However, continuous leakage of water from the valve and its drain line may indicate a problem with the water heater.

Warning!
Never block the outlet of PTR valve or it's drain line for any reason. The lift level must be operated at least every 6 months to remove lime deposits and verify that it is not blocked. Failure to do this may result in the water heater failing.
If the valve does not discharge water when the lift lever is opened, or does not seal again when the lift lever is closed, attendance by an authorized person must be arranged without delay. The PTR valve is not serviceable.

3.

Expansion Control Valve (ECV)
It is normal and desirable that is valve allows a small quantity of water to be discharged during the heating cycle, if it discharges more than a bucket of water during a 24 hours period or discharges continuously there may be another problem. If the valve leaks continuously, try easing the valve gear for a few seconds. This may dislodge any foreign matter and alleviate the problem.
Operate the easing gear regularly to remove any lime deposits and to verify that it is not blocked.
The ECV should be 700kPa.

4. **Pressure Reduction Valve**
If the inlet water pressure is greater 500kPa, a pressure reduction valve needed to be installed to connect with inlet water pipe for purpose of keeping your water tank into a long-term working state.

5. **Non-return/Isolating Valve**
It is mandatory to be install a non-return valve is installed directly into the coldwater supply line feeding the system. This will allow the hot water system to be isolated from the rest of the homes water supply, making servicing, draining and replacing the unit easy.

6. ELECTRICAL CONNECTION

- For safe performance, this water heater is fitted with a thermostat and an over temperature cut-out. These devices should not be tampered with or removed.
- Power supply circuit must be fitted with ground wire, and ground wire of power supply must be reliably connected to an external ground wire.
- The operation must be worked by professional personnel based on circuit diagram.
- Set up the leakage protection device well according to the National Technical Standard for electrical equipment.

6.1 POWER SPECIFICATION

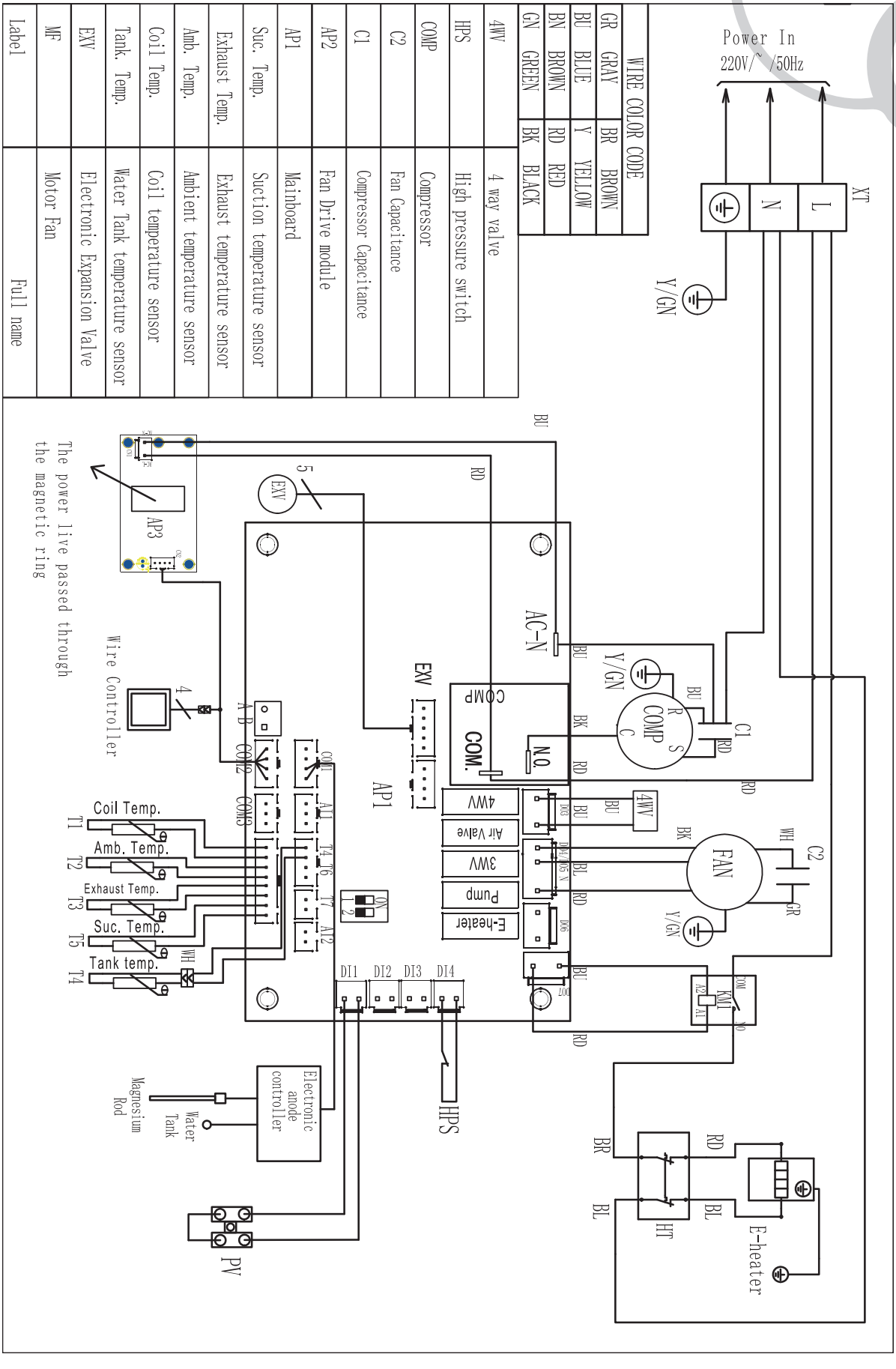
Remarks: Please directly connect power supply wire with user's plug when use the heat pump. The electric work must comply with the local supply authority regulations as well as AS/NZS 3000. The power rating of the unit is set at 10 amps as such the main power supplying the unit must have a 10 amps minimum circuit breaker fitted. The unit is fitted with an over-temperature control cut-out. Under no circumstances must the water heater be in operation without this safety device connected to the circuit. Re-setting and replacement of this unit must only be carried out by a qualified electrical contractor.

6.2 POWER CONNECTIONS

The unit is supplied with a 3-pin plug.
The unit is designed for permanent fixed wiring to either a continuous.
For continued long term operation, the unit must be hard wired into an isolated 10 amps circuit.
Remove the plug and connect the wires accordingly, it should be fitted with a suitable isolating switch (By authorized electrician).

continue... ELECTRICAL CONNECTION

6.3ELECTRICAL WIRING DIAGRAM



7. INSTALLATION CHECKLIST

Please confirm the following before pilot run of heat pump. (Location, System piping, Electrical)

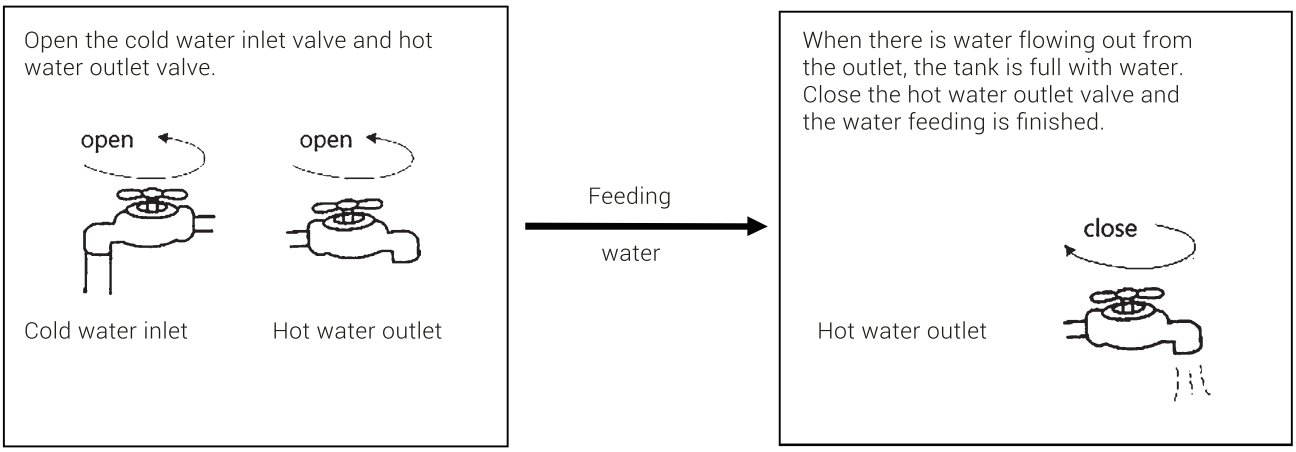
1. The heat pump has been finished well;
2. Assemble pipe and wire are all correct;
3. Drain water is smooth;
4. Insulation materials are complete;
5. Ground wire is installed well;
6. Power voltage is equivalent to rated voltage of heat pump;
7. Inlet and outlet air ports have no obstacle;
8. Air attached to water pipe is drained out, and all valve have been opened;
9. Leakage protection device works well;

8. METHODS OF APPLICATION

When using the unit, please operate to the following order:

1. Feeding water: When using the unit for the first time (or reuse it after the tank is empty), before connecting the unit with power, please make sure that the tank is full of water. Water feeding method (as below picture)

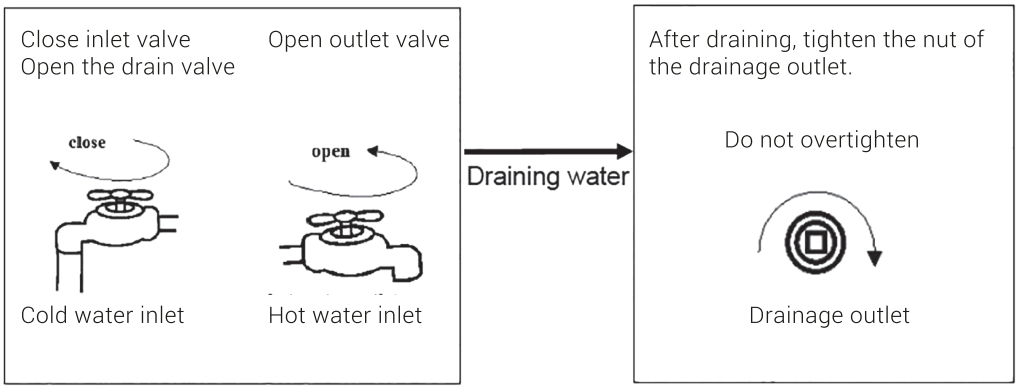
Operation without water in water tank may result in the damage of auxiliary E-heater. Such damage does not cover a warranty with manufacturer and will not be liable for any damages caused by this issue.



2. Plug in - To connect the unit with power.
Then display screen lights up which shows that the unit is connected with power. The user can realize different functions by clicking the relative button on the screen (see next page).

Water temperature over 50℃ can cause severe burns instantly or death from scalds. Children, disabled and elderly are at highest risk of being scalded. Feel water before bathing or showering. Water temperature limiting valves are required as per AS 3500.

3. Water draining:
Before cleaning or moving the unit, please drain out the water in the water heater. The draining method as below picture:

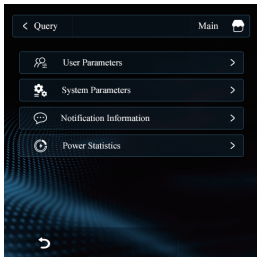
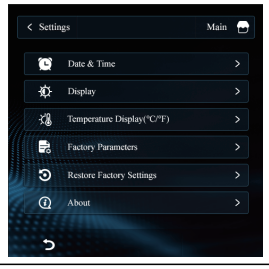


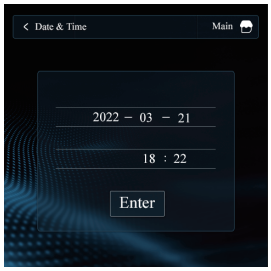
9. OPERATION

9.1 DISPLAY

- On the initial powering on, the controller display is off.
- The “Water Temp” and “Set Temp” will displays the actual temperature.
- The “Water Temp” “Set Temp” then displays “0”.
- Turn the power ON again, keep the unit in ON/OFF state, no operation for 60 seconds.
  - The screen flashes and displays the current “Water Temp”, Touch the screen again it and it will lights up automatically and switches on the main interface.
- Press the mechanical button at the top of the controller to break/light the screen.

9.2 CONTROLS

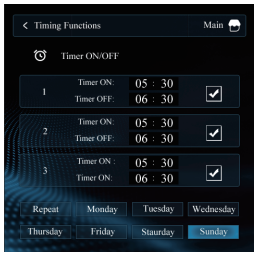
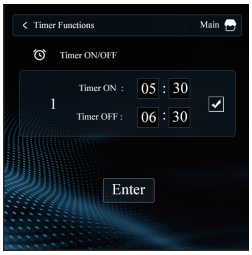
No.	Button	Symbol	Description
1	POWER ON/OFF		Press to power ON/OFF. When pressed ON the “MODE” lights up, Power Off the “MODE” lights out.
2	MODE		Press the Mode symbol will switch the working mode in a loop: STAN、AUTO、ELEMENT、SOLA.
3	QUERY		Press to enter the Query page; Press to enter the page; User can check the temperature, system status, fault info, controller information. 
4	SET		Press to enter the settings page; Press to enter the page; Press “Return” to return to main page 

No.	Button	Symbol	Description
5	Set Temp		1. Press to enter the temp setting page; 2. Press "**+**" 、 "**-**"to set the temperature (Unable to set in AUTO mode). 3. Press "**Enter**" to confirm and exit; 4. Press "Esc" to cancel and exit 
6	Time calibration		1. Press to enter the time calibration page; 2. Set the date and time; 3. Press "Return" to return to Setting page. 

9.3 QUERY PAGE

No.	Button	Symbol	Description
1	Temperature		1. Press to enter the User Parameters page; 2. Press "Return" to the previous page; 3. Water temperature and temperature difference valve can be set on this page.
2	System Parameters		1. Press to enter the system status page; 2. Press "Return" to the previous page 3. Press "Next" to the next page, Press "Prev" to the previous page.
3	Notification information		1. Press to enter fault info page; 2. Press "Return" to previous page; 3. Press "Clear " to clear records. 
4	Power Statistics		1. Press to enter Power Stastics page; 2. Press "Return" to previous page.

9.4 FUNCTIONS AND SETTING PAGES

No.	Button	Symbol	Description
1	User commands		1. Press to enter the User Para page; 2. Press “Return” to previous page; 3. Press "Germicidal mode" to sterilize; 4. Press “Forced frosting" to defrost; 5. Press “Quick heat mode" to turn on/off electric heater.(Not activated in AUTO mode.)
2	Timing functions		1. Press to enter timing page; 2. Press to set the timer; 3. Press “Return” to previous page; 4. Press “Cancel” to cancel and exit;  
3	WIFI distribution		1. Press to enter Wifi config page; 2. “Intelligent” and “AP” two kinds WIFI connection mode; 3. Press any one mode can enter to configuring page; 4. Refer to the guild on the app on mobile phone. 
4	Factory functions		1. Press to enter the Password page; 2. Input password, press “Enter” to enter the parameter page; 3. Press “Next” to next page, 4. Press “Prev” to previous page; 5. Press “Cancel” to cancel and exit; 6. Press “Return” to return previous page. *This page only for authorised Installers.
5	PV timing		1. Press to enter timing page; 2. Press to set the PV timer; 3. Press “Return” to previous page; 4. Press “Cancel” to cancel and exit;  
6	Display		1. Press to enter the brightness page; 2. Drag the brightness bar to change the brightness of the screen. 3. Press “Return” to previous page 

9.5 CONTROL FUNCTIONS

9.5.1 Water temperature control

Water temperature control

The controller can control the water temperature when it is on. In stand mode, the controller controls the water temperature according to the setting temperature and hysteresis; In auto mode, the controller controls the water temperature according to the ambient temperature.

Heating Mode

STAN: Standard mode, it controls the temperature based on the set temperature, when the hot water reach the set temperature, it turns off and when drop 5 degrees, it turns on.

SOLA: Solar Mode, it need to connect the heat pumps to the Solar module, when the Solar part sent signal to the heat pumps, its set temperature and temperature will become to the solar setting, which is different with other modes, the drops temperature is lower, in order to use the solar power as soon as possible.

AUTO: Automatic mode, it controls the hot water temperature based on ambient temperature, and have the best energy efficiency.

Remarks: In any mode above, when the temperature is set to be above 60 degrees, the element will be activited instead of heat pump.

ELEMENT: Element model, it only use the element to heat the water, normally we don't use this mode, only if the heat pump is broken or show errors which make the heat pump side can't work, we advise customer to use element tp ensure hot water for daily use, and wait for aftersales to repair the sustem.

When ambient temp s low ambient temp protection (F09)-2oCit enters low ambient temp protection and prohibits compressorto work, when the ambient temp >low ambient tempprotection(F09),it releases the low ambient temp protection and allows the compressor to work.

When shutdown, high/low pressure protection, low ambient temp protection, high exhaust temp protection, the unit suspends heating/cooling by the compressor; When inlet water temp sensor failure, ambient temp sensor failure, the unit suspends heating/cooling. The compressor is allowed to work 60 seconds after the unit is first powered on, the compressor can restart only after the compressor protection time, 3 mins after the compressor shutdown.

Remarks: In any mode, except for the electric heating mode, the temperature should not be set above 60 in order to maximize the use of the heat pump for energy conservation.

9.5.2 Defrosting

The controller automatically starts defrosting only when the compressor is used for heating.
Electric heating turns on during defrosting.
Start defrosting: Compressor shutdown, fan shutdown, after 20 seconds, the four-way valve open, after 30 seconds, defrosting starts;

Finish defrosting: Compressor shutdown, after 30 seconds, the evaporator and fan start, after 30 seconds, the four-way valve close, after 30 seconds, the unit can work.
If the unit is in the following state: shutdown、standby、high pressure protection、exhaust temperature too high、tank temperature sensor failure、ambient temperature sensor failure, it stops defrosting. If evaporator coil temperature sensor failure, the on/off of defrosting is not limited by the corresponding temperature.

9.5.3 Four-way Valve

The four-way valve is disconnected when the unit is heating, the four-way valve works as the defrosting program

9.5.4 Fan

When power on, the fan works 5 seconds before the compressor works, when power off, the fan stops 10 seconds after the compressor stops; When defrosting, the fan stops.

9.5.5 Electronic expansion valve

(Manufacturer's confidential information)

9.5.6 Electric heater

When defrosting, the electric heater is turned on; When cooling, the electric heater is not allowed to turn on. The electric heater is not allowed to turn on in 60 seconds when the unit is power on.

When the heating setting temp (Th)>water tan temp≥ highest temp (F08, default 60ºC), the electric heater is turned on to heat the water to the heating setting temp(Th). (the electric heater is not limited by ambient temp)
The automatic fast heating function (F13=0, enabled): when heating, water tank temp < automatic speed fast hot water temp (F14, default 40ºC), the electric heater is turned on, and the "electric heater" symbol lights on; when the water tank temp reaches the automatic speed fast hot water temp, the electric heater is turned off, and the "electric heater" symbol lights off, automatic fast heating function is not limited by ambient temp.

When the ambient temp is too low, the electric heater is enabled automatically, specific for: when the ambient temp ≤ the low ambient temp of automatically activate electric auxiliary (F10, default 5), the electric heater is turned on automatically; when the ambient temp ≥ the low ambient temp of automatically activate electric auxiliary(F10)+2, electric heater is turned off. When the water tank temperature meets the heating conditions, but the unit is locked in high/low pressure, low ambient temp protection, high exhaust temp protection, exhaust temp sensor failure, coils temp sensor failure, absorber temp sensor failure, the electric heater is not limited by ambient temperature.

In manual mode, the electric heater is controlled by the heating setting temp(F01) and water temp control hysteresis(F03);
In auto mode, the electric is controlled by the conditions as below.

Notes: Manual fast heating is not limited by the ambient temperature

Ambient temperature(℃)	T_a≤15	15＜T_a≤20	20＜T_a≤25	25＜T_a≤30	30＜T_a≤35	35＜T_a≤38	T_a≥38
T_h(℃)	55+F05	53+ F 05	50+ F 05	48+ F 05	46+ F 05	44+ F 05	42+ F 05

9.5.7 Auto disinfection

Works when F66=1, the auto disinfection is enabled,

Auto disinfection

If set temperature ＜70℃, the accumulated running time reaches 7 days, enter auto disinfection mode;
It will rest the timer after auto disinfection mode finishes.
When ambient temperature≥20℃, it starts disinfection at 1：00.
When ambient temperature＜20℃, it starts disinfection at 15:00; Auto disinfection starts, the electric heater heats the water to 70℃, and keep it between 65～70℃ for 30 minutes then exit auto disinfection mode.
If set temperature ≥70℃, the auto disinfection function is disable)

9.5.8 Temperature compensation

Temperature compensation

1. When F61=0， the units selects temperature compensation according to ambient temperature and tank temperature automatically；

Temperature compensation = 0.1*（Ta-20℃）+ 0.1*（Tw-30℃).

Note：When ambient temperature is below 20℃， ambient temperature compensation is not calculated；Then water tank temperature is below 30℃， water tank temperature compensation is not calculated, and the highest compensation is no more than 5℃.

2. When F61=1， Cancel"Temperature compensation"function.

Controlled and display temperature
Actual temperature + Temperature calibration value (F11)
Actual temperature + Temperature calibration value (F11)
Actual temperature + Temperature calibration value (F11)
Actual temperature + Temperature calibration value (F11)
Actual temperature + Temperature calibration value (F11)
Actual temperature + Temperature calibration value (F11)

9.5.9 Smart Grid

Switch set temperature and water temperature control hysteresis automatically according to the linkage switch.
Out of PV timer range:

Normal power:

Linkage switch is off(F48=0); City power
Heating setting temperature =50℃ (F01: 15℃--60 ℃; default 50ºC).
Water temperature control hysteresis =7℃; (F03: 1℃--15 ℃; default 7℃) Means the heat pump works when the water temperature drops to 43℃ until it reaches 50℃.

PV power

Linkage switch is off(F48=1); PV supply power
PV heating setting temperature=60℃ (F28: 15℃--60 ℃; default 60 ℃)
Water temperature control hysteresis =3℃ (F29: 1℃--15 ℃; default 3 ℃)
Means the heat pump works when the water temperature drops to 57℃ until it reaches 60℃;

During PV timer range:
No matter linkage switch is on/off, the PV setting temperature and control hysteresis are enabled.

PV timer (default)	Linkage Switch	Setting temperature	control hysteresis
11am-3pm	Off	Temp. for PV	Diff. for PV
	On	Temp. for PV	Diff. for PV
3pm-11am	Off	Set. Temp	Diff. Value
	On	Temp. for PV	Diff. for PV

9.6 Failure warning

9.6.1 Low pressure failure

When the compressor works 5 mins later(F43), if the low-pressure switch is detected disconnected for 10 consecutive seconds(F40), the compressor stops immediately, the controller displays the low pressure failure error code "E04"; After the low-pressure switch restores, if the low-pressure protection is not locked, then it will remove the low- pressure protection, if there is no other protection or lock, then the compressor will restart after 3 minutes If there are 3 times (F41) low pressure failure protection within 1 hour (F42), the controller will be locked, the compressor is locked in shutdown protection, the lock can only be unlocked by restart the unit; The low-pressure is not detected when defrosting.

9.6.2 High pressure failure

After the compressor works, if the high-pressure switch is detected disconnected for 10 consecutive seconds(F44), the compressor stops immediately, the controller displays the low-pressure failure error code "E03"; After the high-pressure switch restores, if the high-pressure protection is not locked, then it will remove the high-pressure protection, if there is no other protection or lock, then the compressor will restart after 3 minutes.
If there are 3 times (F46) high pressure failure protection within 1 hour (F42), the controller will be locked, the compressor is locked in shutdown protection, the lock can only be unlocked by restart the unit.

9.6.3 High exhaust temperature failure

When it detects the exhaust temperature is above or equal to the high exhaust temperature protection value (F60, default 100ºC)+10ºC,the high exhaust temperature alarms and the compressor stops heating, the controller displays the high exhaust temperature failure error code "E02"; The exhaust temperature drop back to the high exhaust temperature protection value(F60)- 10 ºC, it will detective alarm and restore the temperature control function. If there are 3 times (F46) High exhaust temperature failure protection within half an hour, the controller will be locked, the compressor is locked in shutdown protection, the lock can only be unlocked by restart the unit.

9.6.4 Low ambient temperature protection

Then the ambient is ≤-9ºC(F09-2ºC), the unit is not allowed to work; when the ambient is ≥-7ºC (F09), the unit can work; There is no failure symbol to show low ambient temperature protection.

9.6.5 Sensor failure

If tank、ambient sensor failure, then the unit shutdown;
If absorber、exhaust、coil sensor failure, then the electric heat is allowed to work; If tank、ambient sensor failure, then electric heater is not allowed to work.

9.6.6 Error code

Code	Error name
E02	Exhaust temperature too high.
E03	High-pressure switch failure (Switch ON/OFF protection)
E04	Low-pressure switch failure (Switch ON/OFF protection)
E09	Communication failure (The controller cannot receive data from PCB)
E11	Evaporator coil temperature sensor failure.
E12	Ambient temperature sensor failure.
E13	Exhaust temperature sensor failure.
E15	Tank temperature sensor failure （F64＝1 enabled）
E17	Absorb temperature sensor failure.

WIFI FUNCTION

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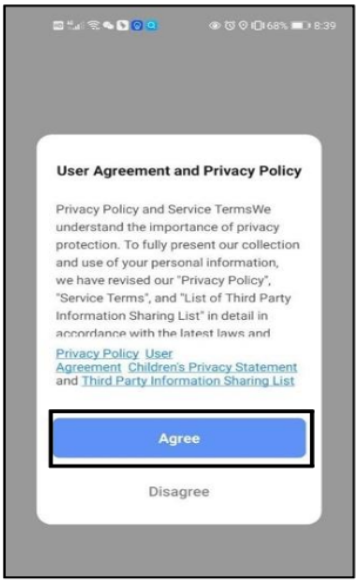
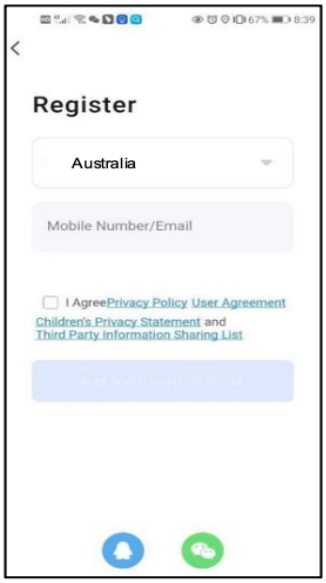
1. This unit is compatible with the Smart Life app (available on iOS and Android).
2. Download and install the Smart Life app from the App Store or Google Play.
3. Ensure your smartphone is connected to a 2.4GHz Wi-Fi network during the initial pairing process.

Connection process for the Smart Life App

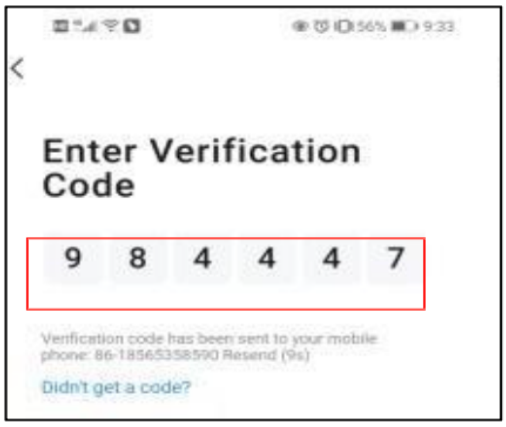
1. Sign up



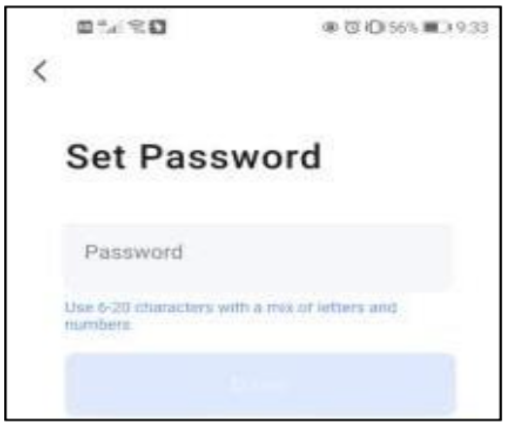
2. Accept agreement



3. Enter details



4. Enter the verification code



5. Set a password

WIFI FUNCTION

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Press and hold ⏻+⊕ for 5S, enter into manual intelligent distribution network

When connecting Wi-Fi, the symbol "📶" will flash, when connect Wi-Fi successfully, the symbol "📶" will light up, disconnect Wi-Fi, the symbol "📶" not light up.

Use the mobile device to connect to the Wi-Fi network

Note: The device supports 2.4 GHz Wi-Fi only. 5 GHz networks are not supported

1. Open the app Smart Life and login
2. Press the icon "+", or press "Add Device "
3. Find "Large Home Appliance"
4. Select the "Smart Heat Pump (Wi-Fi)"
5. Enter into Wi-Fi connecting interface
6. Input the Wi-Fi password. Ensure your mobile device is connected to the same 2.4 GHz Wi-Fi network that you want the unit to use.
7. Press “next” then press the " Confirm the indicator is blinking”. Ensure the unit is in pairing mode (Wi-Fi indicator flashing rapidly). Refer to the controller instructions to activate pairing mode if required.
8. Select the " Blink Quickly"
9. Wait for finding device, until the device appears
10. Press " + " to add the device, and give a new name.

10. MAINTENANCE and SOLUTION

10.1 Maintenance

1. Frequently check power plug and sockets and make sure both of them have been connected well and reliably, and have no over-heating effect.
2. When not used for a long time, especially where temperature is below 0℃ water filled in the water tank must be drained out to prevent from damaging inner tank; (operation shown the above contents).
3. To make heat pump to keep a long-term and high efficiency working state, we suggest you should clean inner tank up every half a year to remove accumulated sediment, please obey the following rules to clean innertank.
   (1). Turn off power supply of heat pump;
   (2). Turn off cold water inlet valve, and open up hot water tap water;
   (1) Connect drainage water with drain outlet through a soft pipe;(temperature resist of drainage pip is less than 93 ℃ if drainage pipe does not meet demands, please turn on cold water inlet valve, and turn on hot water tap water until water is not hot).
   Turn on drainage water port of heat pump, clean water tank attached to inner tank up, if needed, you will wash inner tank for many times to clear sediment.
   Turn off drainage water port, re-fill water into inner tank and recover powersupply.
4. Each device has been matched with one anode rod, and anode rod will be slowly consumed during the process of protecting inner tank and extending use life. Under some water circumstance, anode rod and water can rise reaction, hot water will be quickly corroded and rise leakage when anode rod has been used up. We suggest check insulation materials every one year, if anode rod is used up, you can inquiry local server center or specific technical department to change a new one.
5. Used for enough hot water where we suggest user turn down set temperature, which can reduce heat loss and avoid incrustation, meanwhile this work can help you save more electric energy and extend use life.
6. Filter should be cleaned up every one month to make sure heating effect.
7. If used for those regions which the temperature is below 0℃, you can take suitable measures to protect pipes and keeping your normal life;

10.2 Error & Approaches

Error	Reason	Approach
The outlet water is cold. The screen is dark.	The plug is not plugged properly. The temperature controller is on the lowest temperature control state; The temperature controller is damaged; The circuit board of the indicator lamp is damaged.	Plug in properly. Set the temperature of the controller in higher state. Inform the service man.
No water out from the hot water outlet	The tap water is cut off. The water pressure is too low. The tap water inlet valve is closed.	Waiting for the restore of the tap water. Wait and use when the water pressure is raised. Open the tap water inlet valve.
Water leakage	Bad tightness in the connecting points between pipes.	Improve the tightness of the connecting points.

Limited Warranty

Standard Conditions: Madimack Pty Ltd (Australia) provide the following limited warranties. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

IMPORTANT - Full Terms and Durations:
For a complete list of warranty periods and product-specific terms, please visit the warranty section at www.madimack.com

Statutory Rights: This document sets forth the comprehensive terms and conditions governing the warranty provided by Madimack. These terms are in addition to, and not a modification of or subtraction from, the statutory warranties and other rights and remedies contained in applicable local legislation, including the Australian Consumer Law where applicable.

Limited Warranty Coverage: Please visit www.madimack.com for full duration and product-specific terms. Madimack will, at its discretion, repair or replace any product proven to be defective in materials or manufacture during the warranty period. This warranty applies to domestic installations only, is personal to the original purchaser, and is non-transferable.

Exclusions: To the extent permitted by law, Madimack excludes all statutory or implied conditions and warranties. Madimack shall not be liable for any incidental or consequential damages (such as water loss or damage to surrounding structures). The following exclusions apply:

- Incorrect installation or operation resulting from failure to follow provided instructions.
- Damage caused by misuse, neglect, or "acts of God."
- Repairs or servicing performed by unauthorized dealers.
- Faults caused by the use of non-specified accessories or chemicals.
- General wear and tear of consumable items (e.g., seals, O-rings).

Procedure for Warranty Claims:

1. Initial Contact: Owners must contact Madimack via the online portal at www.madimack.com or the support numbers listed below.
2. Remote Troubleshooting: A service agent will attempt to resolve the issue via phone or email.
3. Service Type Determination:
    a. Return-to-Base: For portable or shippable units, you are responsible for disconnecting and transporting the product to an authorized service center. You are responsible for all freight and insurance costs to and from the supplier.
    b. On-Site Service: For fixed equipment, Madimack may coordinate an on-site technician. You are responsible for providing clear and safe access to the unit.
    c. Labor & Removal: You are responsible for the costs of removing the defective product and reinstalling the repaired/replacement product.

Required Documentation: All claims must include:

1. Proof of original purchase (Invoice with owner name and address).
2. A "Goods Return Authorization" or Service Ticket number provided by Madimack.

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