Guidance for 'disabling' a Compressor (Heat Pump) & Activating a Hot Water Immersion

To give temporary ventilation and if applicable, hot water, pending compressor replacement

This document is intended to provide guidance if you are experiencing a problem with your heat pump or hot water cylinder, to help you to isolate a possibly faulty compressor and then to enable the electric immersion to provide hot water via the immersion as a <u>temporary</u> solution.

This guidance is mainly for situations where the system is tripping-out or it is tripping the electrical supply to it, which is often caused by a faulty compressor, or faulty immersion element.

In the event of a problem, it is often worth a hard reset, by switching the unit off at the mains and restarting – this may sometimes clear a fault and may at least keep the hot water cylinder working for a period of time.

It also wise to check that power is in fact, going to the system and that there is no fault with the electrical supply.

If a hard reset does not help, we would suggest trying the steps below.

In all cases these steps need to be <u>completed very quickly</u> as the unit powers up and before the compressor kicks in.

For PREMIUM, use step 1.1	For COMBI, use steps 1.1 and 2.1
For VANVEX, use steps 1.2 and 2.2	**For FAIRLAND, use steps 1.3 and 2.3**

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1. **Disable the Compressor**
   1.1 **To 'Disable' a possibly faulty compressor – Genvex Combi and Premium units**
      1.1.1   Ask client to switch off the unit
      1.1.2   Switch unit back on but immediately change controller settings:
      1.1.3   Press bottom centre button
      1.1.4   At main menu screen, scroll down using left bottom button, until Service Menu is highlighted
      1.1.5   Scroll down using left bottom button, until Item 24 is highlighted
      1.1.6   Press bottom centre button
      1.1.7   Press the right bottom button to increase the % to 100%

   The unit should now run in ventilation mode (not heating) as the compressor will not engage

   1.2 **Disable the compressor – Vanvex unit**
      1.2.1   Switch off the unit
      1.2.2   Switch unit back on but immediately reduce the target water temperature
      1.2.3   On the Optima controller, press and hold the Thermostat button, and press the 'down' arrow to reduce the water temperature. Keep pressing until the target temperature is as low as it will go.

   1.3 **Disable the compressor – Fairland unit**
      1.3.1   Switch off the unit
      1.3.2   Switch unit back on, but immediately reduce the target water temperature
      On the controller, press in and hold in the 'down' arrow to reduce the water temperature. Keep pressing until the target temperature is as low as it will go.

2. **Enable Electric Element**
   2.1 **Enable the electric element (Combi)**
      2.1.1   Ensure that the Element is Enabled (Item 3 in User Menu)
      2.1.2   Go back to the Operating Menu (that displays the date/time/fans)
      2.1.3   Check if the thermometer icon has a + by it. If it does, the element is enabled.
      If it doesn't, press the button next to that symbol so that a + appears.

   2.2 **Enable Electric Element (Vanvex)**
      2.2.1   Press and hold the button below the heater symbol
      2.2.2   Display will either show 0 or 1. If showing 0, use arrow keys to change to 1 to enable to element.

   2.3 **Enable Electric Element (Fairland)**
      2.3.1   Press and hold the Up arrow button for 3 seconds until heating icon appears.
      2.3.2   Once the heating icon (this looks like 3 wavy arrows above a rectangle) appears, the element is enabled.

By completing the relevant steps above, the element will then be enabled and will provide hot water via the immersion, and in some cases, ventilation, until the compressor can be repaired. At this point, the unit should be operating without the compressor and a refrigeration company should be organised to replace the compressor.

DisableHeatPumpEnableImmersionGuidance, Iss1, 23.12.15, CY/DM, E&OE

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