


HPW300 “Error 4!” (Shown as Error 62 on the HPV)

- If “error 62” is shown on the HPV touchscreen controller, then this means there is a fault on the HPW300 water cylinder.
- Check the HPW and if the “error 4!” fault is displayed at the top of the screen there is a chance this could be reset (this may be a faulty sensor or an erroneous reading).
- To reset the error, switch the HPW300 off at the mains isolator next to the unit and then switch back on. Look at the screen for the HPW300 while it loads and there should be an option to “reset errors?”, press the enter button on the HPW300 panel. The symbol for the button looks like this: 
- The error should now be gone, and the heat pump can start up if needed.
- The touchscreen for the HPV will still show an error until the screen is ‘refreshed’ by pressing any option to change the page view.
- If the HPW300 error returns you will need to contact Total Home Environment on **01608 653060**