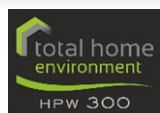


# TROUBLESHOOTING GUIDE

## HPW 300 AIR-TO-WATER HEAT PUMP



### EMERGENCY IMMERSION OPERATION

This document is for the activation of the back-up immersion element and the deactivation of the domestic hot water heat pump in the event of a heat pump failure. This will isolate the possibly faulty compressor and provide you with some hot water via the immersion as a **temporary** solution.

This guidance is mainly for situations where the system or electrics that supply the system keep “tripping”. This guide will tell you how to switch between the modes to isolate the fault.

#### 1. HARD RESET – may solve many issues

The first thing to try with any issue, is completing a hard reset, solving the issue of an unresponsive controller or maybe even clearing other errors on the system. This is done by switching the unit off at the mains and restarting.

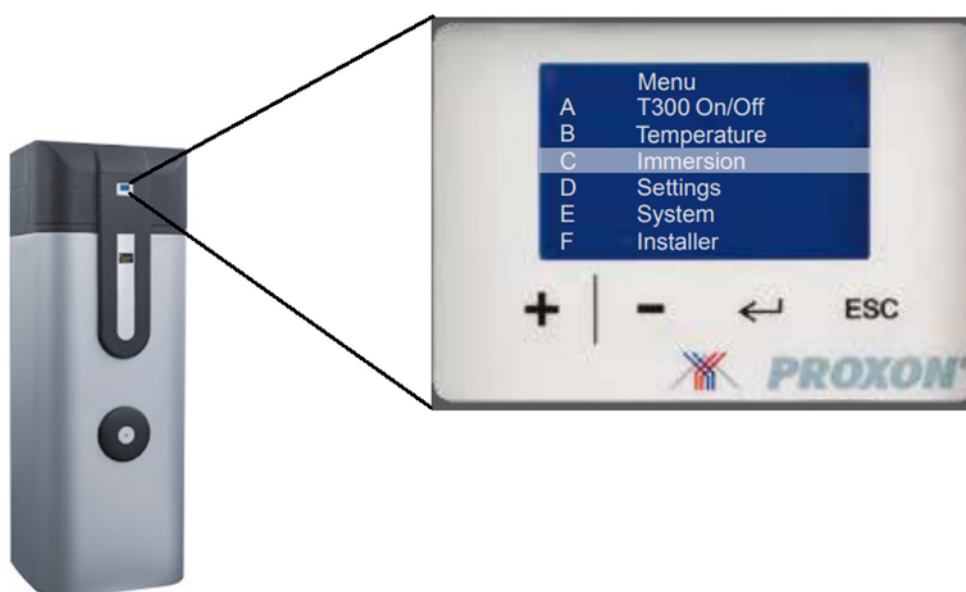
#### 2. IS POWER GETTING TO UNIT?

It would also be wise to check that power is getting to the unit and that there is not a fault with the electrical supply (you may need a qualified electrician to do this).

#### 3. ELECTRICS STILL KEEP TRIPPING

If a compressor is at fault and the electric keeps tripping after several minutes, this is the length of time that you will have to deactivate them. You will need to complete the below instructions quickly, before the fault happens again.

If someone is available at Total Home Environment then these changes can be performed remotely if you have your system connected to the internet via the **HPV Series** heat pump ventilation unit. The below picture shows the '**Menu**'.



# TROUBLESHOOTING GUIDE

1. Switch the unit back on at the mains and wait for the screen with the temperature on it (Home Screen) – this means the unit has booted up.
2. Press **'return' button** and you will see the **'Menu'** as in the picture above.
3. Press **'-' button** until item **'D settings'** is highlighted, then press **'return' button**.
4. Press **'-' button** until item **'D08'** is highlighted.
5. Press **'return' button** which will give you the option of **"ON"** or **"OFF"** for **'only heat rod on'** (no heat pump).
6. Pressing **'+' button** will set **'only heat rod on'** to **"ON"**
7. Press **'return' button**
8. Press **'ESC' button** which should take you back to the **'Menu'**.
9. Press **'+' button** to go up to item **'C Heat Rod/Boost'**.
10. Press **'return' button** and this should give you the option of **"ON"** or **"OFF"**.
11. Pressing **'+' button** will set this to **"ON"**.
12. Press **'return' button** to come back to the **'Menu'**
13. Press **'ESC'** to go back to the Home Screen.
14. **'Only heat rod'** should now be flashing at the top of the screen above the temperature.

The HPW 300 should now be in 'heat rod only' mode (utilising the immersion only) and the heat pump should not come on.

**WARNING: this is only an emergency solution to ensure you still have hot water, whilst waiting for an engineer visit.  
Increased electricity bills will be incurred using this temporary function.**

## 4. CALL FOR SERVICE

On 0345 260 0123 Opt 2. Monday – Thursday 8.30am-5pm, Friday 8.30-4.30pm or email [support@totalhome.co.uk](mailto:support@totalhome.co.uk). Between Christmas and New Year we will shut down although you may email [xmassupport@totalhome.co.uk](mailto:xmassupport@totalhome.co.uk). We will respond within 24 hours outside of the bank holidays, although assistance will be limited.