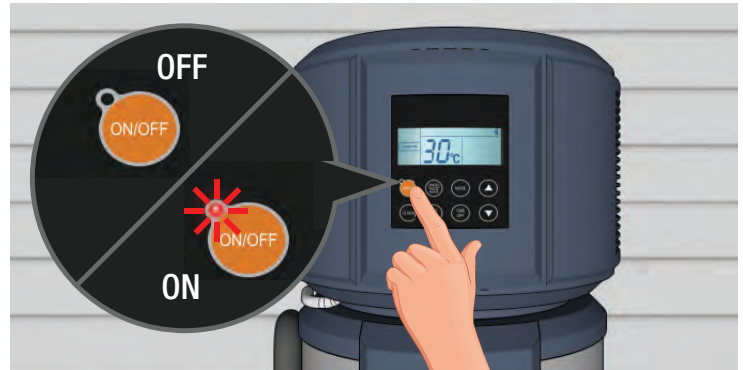


GENERAL TROUBLESHOOTING

MIDEA HEAT PUMP - 170 LITRE

How do I know if my unit is working

Check that the LED light next to the on/off button is on. If this light is not lit, then the system is not operating. Simply press & hold the cancel button for 3 secs (to unlock the controller) then press the on/off button to turn the unit on and check that the LED light is lit.



The water from the heat pump is not hot enough

If you find your heat pump is not supplying hot water then this is most likely related to one of the following:

1. **Hot water has been largely consumed and the system needs to reheat the replenished water.**

Check the temperature on the unit and then leave for an hour and see if this has increased. (please note if the system has been completely emptied recovery may take up to 4 - 5 hours)



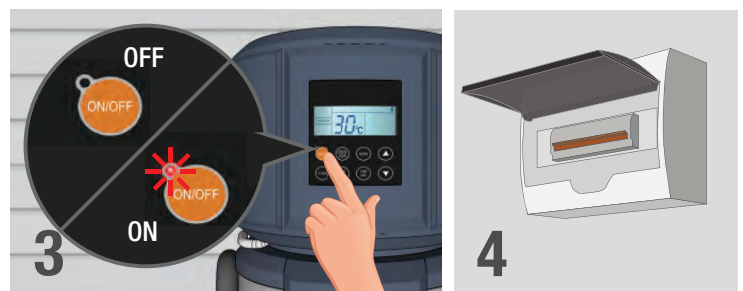
2. **A timer might be incorrectly set turning the unit off at the wrong time.**

If your screen is showing the 'time on' or 'time off' icon then it appears a timer has been set. When timers are set this turns the unit on and off at the set time periods. Remove all timers, by holding the cancel button for 3 secs to unlock the controller, then press the 'time' on' or 'time off' button, preceded by the cancel button to wipe the timers. Should you wish to set timers for your system please refer to the user manual on how to do this.



3. **The unit has been switched off.**

Check the unit and ensure the red LED light is showing. If not, unlock the controller by holding the cancel button for 3 secs (the lock icon will disappear from the display screen). Then simply press the on/off button and now the red LED light should be lit.



4. **The connected power is still in off peak supply only.**

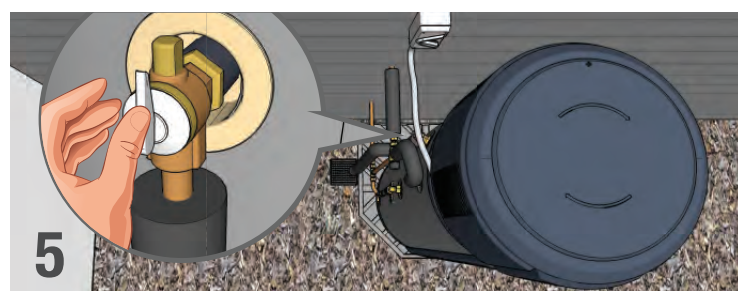
We recommend that power is available to the unit 24/7. This ensures that the unit can work to its maximum efficiency. If your water is not hot enough and only off peak power is supplied to the unit then the system cannot operate until the off peak period is active. If you believe your system is only available during off peak supply please contact our service team for further assistance.

5. **There may be an issue between the heat pump unit and the hot water outlet.**

Check the controller for the in tank temperature. If this controller is indicating the tank is at or near the set temperature then locate the PTR valve on the left hand side of the unit. Carefully release the PTR valve to release water directly from the tank.

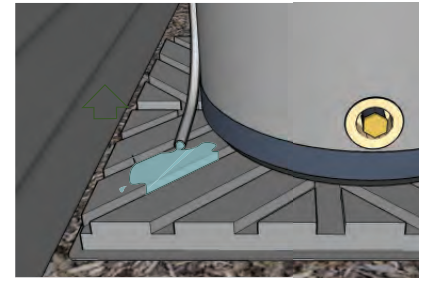
NOTE: Water expelled may be extremely hot.

Carefully check if the water released is hot. If water is hot, then there appears to be an issue beyond the heat pump unit. If so, please contact your plumber or our service team for further assistance.



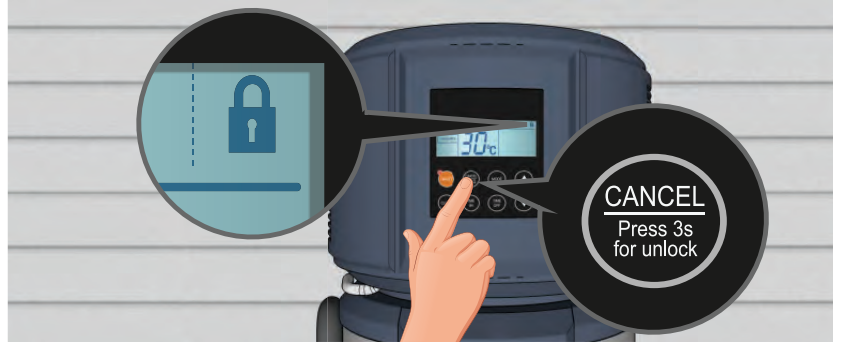
It appears water is leaking from the unit.

The unit is fitted with a condensate release point at the lower section of the head unit towards the rear of the system. At time of installation a condensate drain pipe should have been connected to this point. Check the area where the leak is occurring to see if this is coming from the condensate drain pipe. If not and water appears to be leaking from a different section of the heat pump unit, please contact our service team for further assistance.



None of the buttons on the controller work

Chances are the controller is in its locked state. Simply press and hold the unlock button for 3 seconds to unlock the controller. Now all the buttons will be functional.



It appears my unit is set to a low temperature (i.e. below 50°C)

The temperature shown on the controller is showing the current temperature in the tank and not the set temperature. To check the set temperature unlock the unit by pressing the unlock button for 3 seconds and simply press either the up or down button to check the set temperature.



My unit is outside a bedroom & the noise is too much during the night

If the location of your heat pump unit is in close proximity to a bedroom and your hot water usage pattern is consistently high at night then the heat pump may operate during the night. During the quietness of night you may hear the quiet hum of the heat pump that may cause you some concern. If your hot water usage pattern is consistently high at night and the noise is a concern, you may need to set a timer that will in effect turn the unit off during the night. Note: if a timer is set the heat pump will only operate during the set period. Please note, if large amounts of hot water are consumed outside this set period or near the end of the set period, the system will not be able to bring the water back up to temperature until the set period kicks in. For instruction on setting timers, please refer to the instructional manual for further details or contact our service team for further assistance.



My system has P or E code on my controller.

If the controller on your system is presenting with a 'P' or 'E' code followed by a number, then this is highlighting an error within the system. Please refer to the instructional manual for further details or contact our service team for further assistance.

