

# THE GRANT HEAT PUMP HANDBOOK



Operating guide for householders



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# System Check Log

Date	Evaporater clear of debris? Yes/No	Heat pump pressure	Notes	Checked/Maintained by:

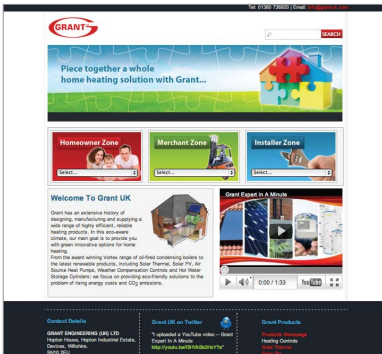




## Introduction

Thank you for choosing a Grant Aerona Air Source Heat Pump. This appliance has been designed to provide you with years of trouble free operation. However it is important to ensure that an annual system check is carried out.

Please take time to read the following useful information and retain this booklet to record all future maintenance.



## The heat pump warranty

The heat pump is automatically covered against manufacturing defects for 12 months from the date of purchase.

A further 12 months cover will be applied upon receipt by Grant UK of the completed guarantee. To register your heat pump visit: [www.grantuk.com](http://www.grantuk.com) and follow the link to the Householder zone.

For the warranty to apply, the heat pump must be installed, commissioned and operated in accordance with the installation instructions provided.

\* Terms and conditions apply. See Heat Pump Guarantee Section in 'Householder Zone' of website. Heat Pump must be checked after first 12 months.



## Commonly asked questions...

### **How does my heat pump work?**

Heat contained in the air around us is absorbed by a sealed refrigeration system in your heat pump. This heat is then used to warm your house through either radiators or an underfloor heating system and also provide hot water at your taps.

### **My radiator/underfloor system does not feel hot. Is there a problem?**

Your new heat pump is designed to work at lower operating temperatures than traditional oil or gas fired boilers. Radiators will therefore feel cooler to the touch, but this should not cause a problem with the heating of your house. The system will have been designed to work at these lower temperatures and the heat pump will be set to ensure the correct comfort levels are maintained.

Underfloor heating systems will require a longer pre-heat period to bring the floor up to operating temperature.

The heat pump has been designed to be as efficient as possible and will operate at a 'target' temperature depending on conditions inside and outside of your house. Due to this, your radiators will be warmer some days and cooler others. This is normal and the heat pump is working correctly.

### **I do not have enough hot water. What should I do?**

The heat pump will raise your water temperature to an acceptable level. If you are not satisfied with this temperature DO NOT alter the settings on either the heat pump or your water cylinder thermostat. Contact your heating installer for assistance.





### **Will I ever need to remove the front cover of the heat pump?**

No, that will not be necessary. The internal workings of the heat pump should only be accessed and maintained by those qualified to do so.

### **What does the pressure gauge on the side of the heat pump signify?**

This gauge indicates the refrigerant pressure and allows your heating engineer to see if the heat pump refrigerating circuit is operating correctly.



### **Is it normal to sometimes see 'steam' coming from the heat pump?**

Yes, the heat pump will monitor its condition to ensure that it is working at its peak performance. Occasionally the heat pump will carry out an automatic 'defrost'. Any ice that forms on the back of the heat pump (especially in cold weather) will melt. The result will be a short cloud of 'condensation' from the heat pump when this process has finished. This is quite normal and is to be expected - especially in the winter months.



### **Why does the surface below the heat pump become wet?**

Water vapour in the air or melted ice from the 'defrost' is drained away through the bottom of the unit. The heat pump has not developed a leak. This is normal and shows that your heat pump is operating correctly.

## Controller error codes....

### **The heat pump is not operating and the White ATC Controller in the house is showing EE1.**

It is important that you first check the heating system pressure in your house. As part of the hand-over, your installer will have explained how to check and maintain this pressure. Check the pressure and refill if necessary to the level advised.

Remember, this is the heating system pressure and the pressure gauge for this will be located inside the house. DO NOT confuse this with the refrigeration pressure gauge on the side of the heat pump. There is no need to remove the heat pump front cover and no adjustment to the heat pump itself is required.

### **Common cause of pressure loss**

Pressure loss will occur if, for instance, any radiators have recently been removed for decorating and if any air is trapped in the heating circuit.

Ensure all air is purged from the heating system before checking the system pressure gauge and adjusting as required. Once all air has been removed and the required pressure has once again been established, switch the heat pump electric isolator to off. Wait for five seconds and then turn it back on again. The fault should now have cleared.

If you are unsure what to do call your heating installer for advice.



White ATC controller

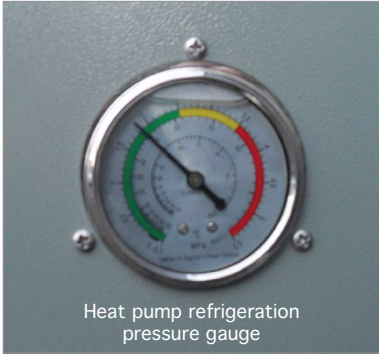


DO NOT remove front cover



Heating system pressure gauge





Heat pump refrigeration pressure gauge

**The heat pump is not operating and the White ATC Controller in the house is showing EE2.**

The controller showing EE2, signifies that a low refrigeration pressure has occurred on your heat pump.

Go to the heat pump and check the pressure gauge, located on the left hand side of the unit. If the gauge shows a level lower than 0.3, please contact your heating installer.

Note: this has nothing to do with your heating system pressure gauge inside the house.

**DO NOT attempt to rectify this fault.**



Heat pump isolator

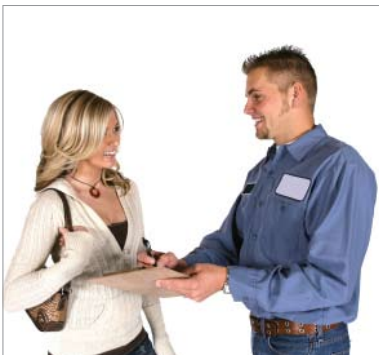
**The heat pump is not operating and the White ATC Controller in the house is showing PP6.**

Firstly, switch the heat pump electric isolator to off. Wait for five seconds and then turn it back on again.

If the fault reappears contact your heating installer. They will make the diagnosis and repair the heat pump as necessary.

There are other error codes that can appear on the controller and it is advisable to contact your heating installer if they appear.

Please remember if you are uncertain of what action to take call your heating installer for further advice.



If you need to contact your service provider, please have the following information available before calling:

**1) Heat Pump model**

See data label on back of unit

**2) Heat Pump Serial Number**

See data label on back of unit

**3) Date of purchase**

**4) The correct name and address for the installation.**

**5) Details of the fault and what you have checked**

**6) The Installer's name, address and telephone number.**



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