

VP18 / VP18 M2 / Compact P



My unit was serviced earlier in the year, but my filter alarm has now appeared.

This is pre-programmed to alert every 90 days as a reminder to check the condition of the filters. This should not affect the operation of the system and can be reset.

Should I be concerned with a noise increase on my unit?

Parts will wear over time and it's likely this may be an indicator of an occurrence of this. We advise further investigation by a professional.

How do I change temperatures on my controller?

Desired temperatures can be adjusted by pressing 'enter' then using the up/down arrows to reach the required value. To set this – pressing 'enter' once more will secure your selection.

I'm aware there is an anode in my system – does this need checking?

Yes, we advise this is replaced every three years [estimated] to help protect your system and other components from corrosion.

I can't seem to obtain any hot water.

If the electric isolated switch is 'on' and there is power assumed to your unit, it is advised that further investigation is undertaken by a professional. Some models will have an emergency mode button located behind the large door on the cylinder – that can give a temporary hot water option in the interim.

The fan in my bathroom does not seem to be working.

Your system is part ventilation, so we would advise first reviewing when the filters were last cleaned/replaced. Further investigation into whether the fans are running on the system or if there is a debris blockage should be undertaken by a professional.