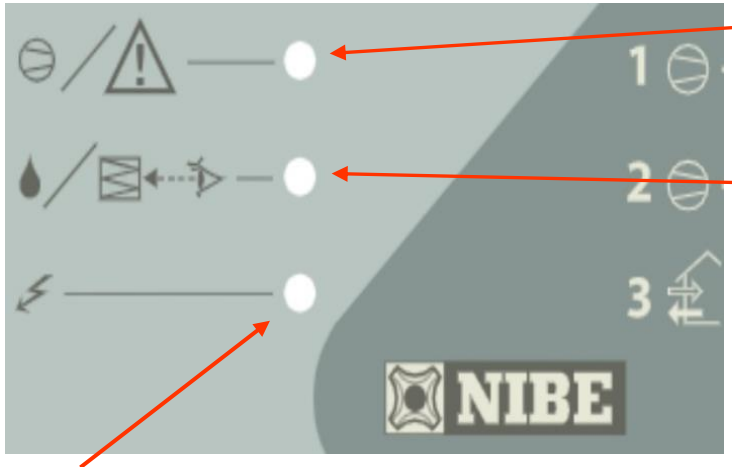
Heat / Exhaust Recovery Systems

Example: Nibe 200p or 205p

Lamp Indicators



Top light on: This should be on if the compressor is running, however if this is flashing it refers to an active alarm. See HP/LP Alarm

Middle light on: The unit is in defrost mode which could be due to a lack of air flow or dirty filters. Check that the air valves in the kitchen and bathroom are open and able to allow free flow of air.
Alternately, if the room temperature is below 16°C the system is unable to recover any heat (too cold) to run properly. You will need to add heat into the building, i.e. use an electric heater, before the system will operate as intended.

Bottom light on: There is too much ice on the evaporator so the unit is defrosting, therefore your immersion may now be on. After it has completed this task, the unit should operate as usual. As with the middle light, this could also indicate that the filters and ventilation system require cleaning especially if you notice these lights coming on frequently. See Annual Service

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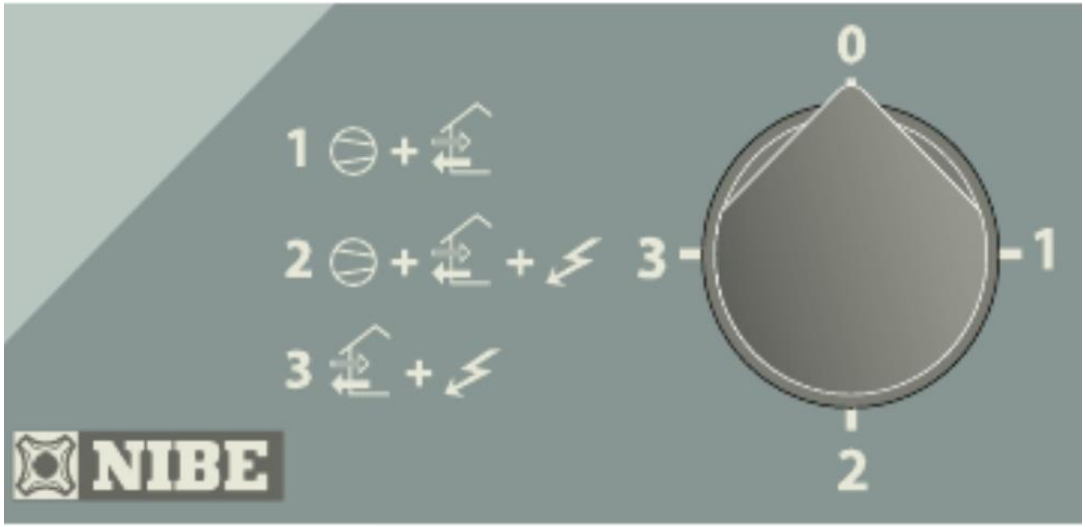
Mode Switch



0: Unit is off or in reset.

1: Summer setting. Full heat recovery operation only; with no immersion assistance.

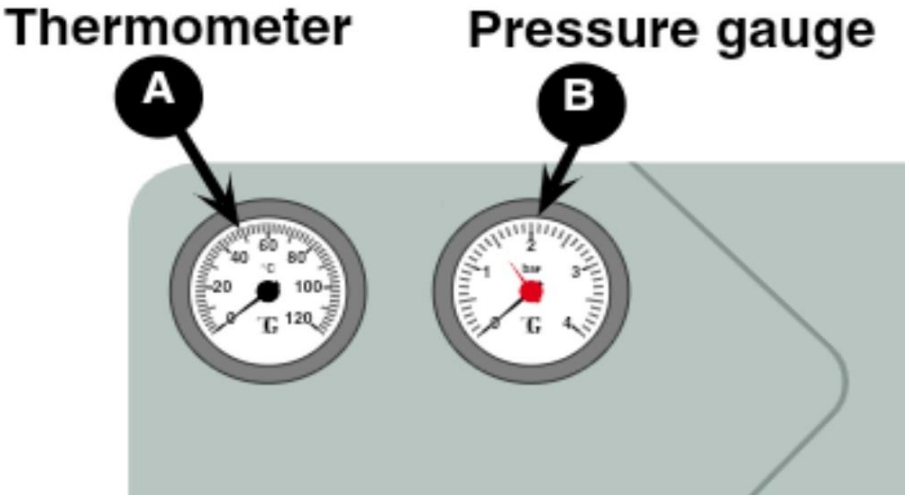
2: Winter/Cold Weather setting. Full heat recovery operation; with immersion addition if required.

3: Back up/Emergency Immersion operation only. This should not be used unless under the instructions of a service provider. This is likely to be necessary if heat recovery operation has failed and requires prompt engineer's visit.

Gauges

A – Temperature Gauge: Low temperature is most commonly diagnosed due to air in the system, ensure all valves are left open to provide air flow. High temperatures can occur when thermostats have been set incorrectly. We often turn them up when we 'feel cold' rather than the air around us actually being cold. *See High Electricty Bill*

B – Pressure Gauge: We would expect this to read between 1 and 1.5 bar generally. If this falls, consistently, below 0.5 or above 1.5 it could indicate an issue with flow. *See HP/LP Alarm*



Example: Nibe 360p or 370p

Front Panel

Hot Water Symbol – When the extra hot water function is activated this will be displayed.

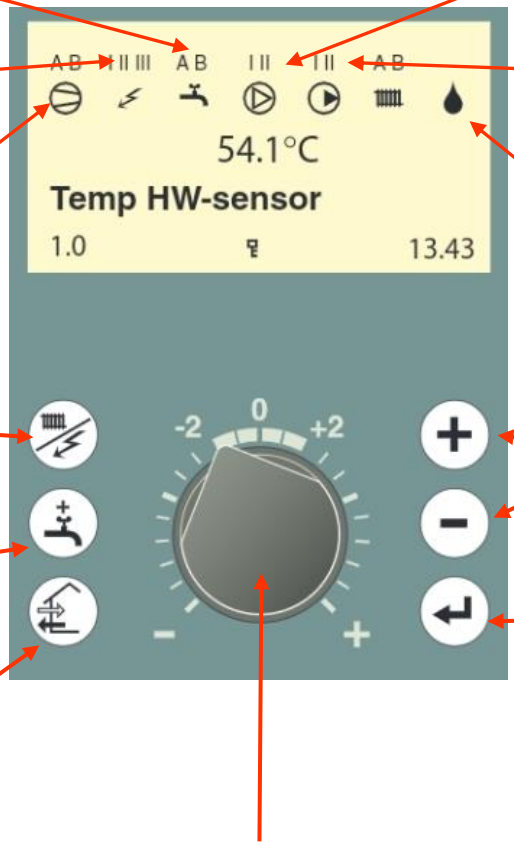
Supplement Symbol – Displayed when supplement energy is connected i.e. immersion heater on.

Compressor Symbol – Indicates when the compressor is operational.

Operating Mode – This button is used to set the operating mode required. i.e. winter or summer mode.

Extra Hot Water Button – This will in part, temporarily increase the temperature of your hot water for a set period of time.

Fan Speed Button – This will temporarily increase the speed of the fan before returning to normal. Note it will not function if turned off.



This dial changes the heating curve. Right to increase, left to decrease.

Fan Symbol – Indicates when the fan is operational.

Heating System Symbol – Indicates when the circulation pump is operational.

Defrosting Symbol – Indicates that evaporator defrosting is in progress.

Plus and Minus buttons to scroll forwards and backwards through the menu system.

Enter button – in part, providing confirmation to changes made.

Alarm codes can give an indication that there's an issue. *The most common, in particular for the 360 unit, may be either HP, LP, TB or Sensor. In the majority of these cases, there could be a potential blockage somewhere in the system which has caused the alarm to signal. We would not advise that you attempt to rectify yourself, but instead call us, so we can put you through to a specially trained engineer to discuss the unit in further detail.*
The 370 unit may give slightly different codes to the above, and if the alarm is active, it will also show a spanner symbol.
Occasionally, relays can get stuck and alarm unnecessarily. By turning the unit off and on again after a few minutes, you may find this provides a reset and clears the code without further issue.

No Heating but Hot Water is unaffected. *With the 360 unit, it's quite possible that the operating mode could be in 'summer' rather than 'winter'. Using the Front Panel guide, press the operating mode button to change the setting and see whether this makes a difference. If after an hour or so, you still have no heating, we'd advise for you to give us a call.*

In all instances, we suggest that you call us first, whereby, we will offer you free advice over the phone in the hopes to resolve the issue without the need for an engineer's visit. But if we do need to make an appointment to come out to see the unit, we will do so as quickly as possible and provide a report of our findings.

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