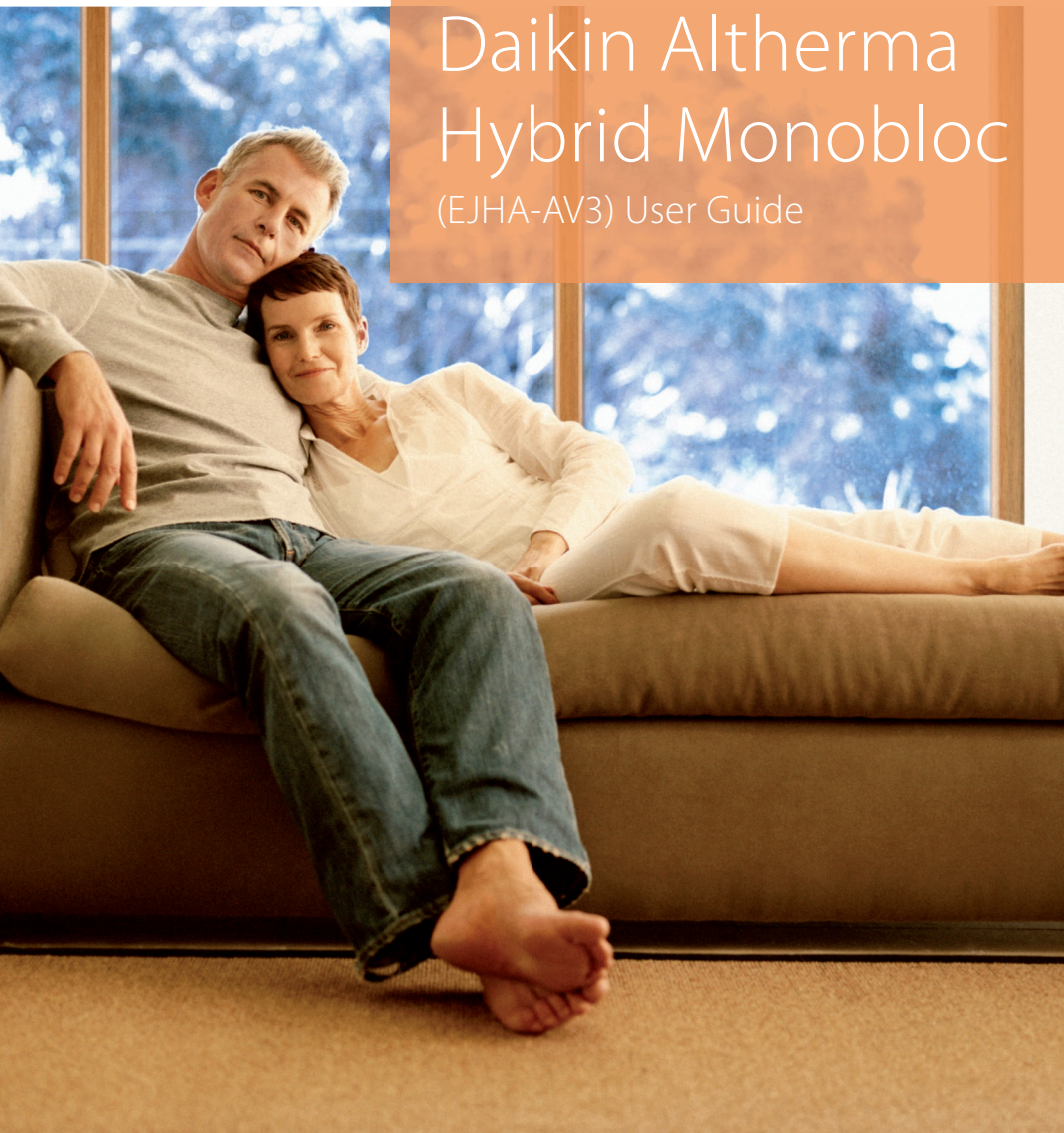




# Daikin Altherma Hybrid Monobloc

(EJHA-AV3) User Guide



# Your new Daikin Altherma Hybrid Monobloc heat pump

In this guide you will find information and guidelines that will allow you to run your Daikin Altherma Hybrid Monobloc heat pump system in the most energy efficient and cost effective way.

We hope you enjoy a warm and comfortable home.

## System overview

The heart of your new central heating system is a highly efficient Daikin Altherma Hybrid Monobloc heat pump. It combines a high efficiency gas boiler with a renewable energy heat pump, all in one efficient, compact heating system. Its smart hybrid logic automatically selects the most energy-efficient and cost-effective operation based on your energy tariff. The system heats the water which flows around your central heating and heats the water when required.

The central heating is usually controlled from a Daikin controller or programmable room thermostat which switches the heat pump on and off at preset times, sending warm water through the central heating. Most radiators have thermostats (TRVs) fitted to control individual room temperatures.

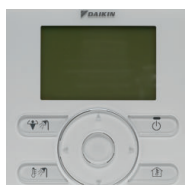
To enable you to get the most from your system, it is important to understand how it is provided and how it is set up.



Outdoor unit



Indoor unit



Daikin Altherma controller



Smart Comfort controller

# Your heating system in detail and getting the most from it



## Outdoor unit

The heat pump is outside. This extracts heat from the air, even at low outside air temperatures and uses this heat to heat the water passing through the central heating.

The outdoor unit pulls in air from the rear, extracts the heat in the air, and blows the cooled air out the front. This is done automatically, and there is no need to set or adjust it.

If the rear of the outdoor unit gets clogged up with leaves or debris, the efficiency of your heating system can be reduced, this should be checked regularly and cleaned with a soft brush. The unit requires unrestricted air circulation, so keep the area around the unit clear at all times.

## Indoor unit

The indoor unit distributes hot water around the central heating. The Daikin Altherma controller communicates with the indoor unit for the most efficient operation. Dependent on your energy prices the unit will automatically either run the heat pump only, bring on the boiler to assist the heat pump, or run the boiler only.

## Hot water

Domestic hot water is either produced on demand or when scheduled when a cylinder is fitted and it requires reheating. The temperature of the hot water can be adjusted with your Daikin controller.

## Programmable room thermostat

The Daikin controller or a separate thermostat controls when the house is heated, and to what temperature. It is normally located in the hall or another central location.

It is likely the thermostat has been set to heat the house to 21°C in the early morning, lunchtime and evening, with a cooler 18°C at other times from Monday to Friday. At weekends, it is set to 21°C from early morning until late evening, with 18°C over night.

## Heat emitters: radiators

Most radiators are fitted with Thermostatic Radiator Valves (TRV's) as shown in the picture which ensures individual rooms will not become too warm.

Temperatures are represented by numbers, roman numerals or actual temperatures. The higher the value, the warmer the room temperature. Each valve should be set according to the temperature you wish to achieve.

## Underfloor heating (UFH) and/or fan coil units (FCU)

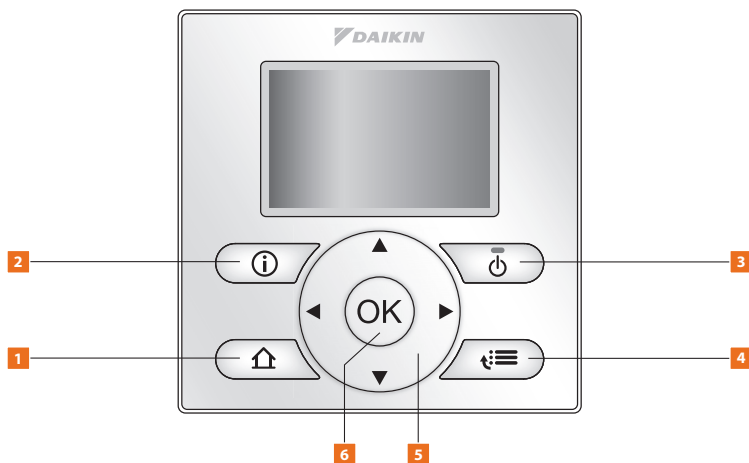
If UFH is installed you may see a manifold in your airing cupboard or similar with pipes going into the floor. This will heat your floors, which in turn heat your home. If FCU are installed you will see them on your walls. FCU operate in a similar way to radiators, but a fan in the unit pushes heat into the space around it.

## Smart Comfort controller

Where fitted, the controller provides remote connection convenience via smart devices. View, monitor and adjust various heating and hot water settings via the Daikin heating app.



# Your Daikin Altherma remote controller



## 1. Access home pages

- Switches between home pages for room temperature, hot water temperature and leaving water temperature (when on the home pages)
- Goes to the home page (when you are in the menu structure)

## 2. Error information

- If a fault occurs with your Daikin Altherma heat pump, the information will be displayed here. Please note that for a number of potential issues, the Altherma is 'self righting' and the details provided are for information only. Please also note that historic information is also retained which will not affect the operation of the system

## 3. On/off

- Turns on and off the central heating and hot water, depending on which home screen is shown on the display. When on, a green light will be on the button. This level of control is normally used during the summer months to switch off the central heating. This can also be used to turn off the hot water when going on holiday

## 4. Menu/back

- Opens menu page when on the home page or goes back a level when you are within the menu structure

## 5. Navigation buttons

- Navigates through the menu structure, selects and changes settings

## 6. OK/enter button



- Confirms a selection
- Goes to the next step when in programming mode
- Enters a sub-menu when in the menu structure


# Useful functions on your Daikin Altherma hybrid controller





## Raising the hot water temperature

Should you find the hot water is not hot enough, it can be increased by going to the domestic hot water (DHW) home page.

Press  until you reach the domestic hot water home page. You will see a temperature setting e.g. 60°C .

Use the  button to increase the temperature of hot water from your system.

**Note:** You need to ensure the domestic hot water function is 'ON' to be able to adjust the settings. Press  if you do not see a green light above the  symbol.











## How to change energy prices

If your system mode is set to economical, you will be able to change your energy prices.






Should you change your energy supplier or tariff, ensure the correct energy prices are input

into your Daikin Altherma hybrid controller. This ensures the system is able to operate in the most economical mode.

## Changing the gas price

1. Press  to enter the menu function and scroll down using  until 'user settings' is highlighted, press 
2. Press  until 'preset values' is highlighted, press 
3. Press  until 'fuel price' is highlighted, press 
4. Use  and  to set the correct price, e.g. '4,3/kWh' is 4.3p per kWh
5. Press  to confirm and save the new gas price









## Changing the electricity price

1. Repeat steps 1-2 as described in 'changing the gas price'
2. Press  until 'elec price' is highlighted, press 
3. Use  and  to set the correct prices for low, medium and high, according to your energy tariff (if you have one electricity price ensure all low, medium and high values are equal)
4. Press  to confirm and save the new gas price

**Note:** You will find the gas and electricity unit price on your energy bill.

## How to set the electricity price schedule timer

Use the following steps if you have an electricity tariff which changes price during different times of the day or night.

1. Press  to enter the menu function and scroll down using  until 'user settings' is highlighted, press 
2. Press  until 'set schedules' is highlighted, press 
3. Press  until 'elec price' is highlighted, press 
4. Program the schedule according to the low, medium and high electricity prices for each time interval (see steps 1-14 on 'changing the central heating timer settings' for description of how to change the schedule times)
5. Press  to go to the home page




# Maximising your energy savings

To increase the efficiency of the central heating system, your heat pump will automatically vary the temperature of the water going through

your central heating. The colder the temperature gets outside, the warmer the circulating water through your central heating.





## When in the automatic (weather compensation) mode,


if you feel the house is too warm or not warm enough you can adjust the central heating temperature up or down.

1. Press  until you reach the room temperature home page
2. Use the  or  button to increase the room temperature


**Note:** You need to ensure the room temperature function is 'ON' to be able to adjust the settings. Press  if you do not see a green light above the  symbol.


## Activating the schedule timer


1. Press  until you reach the room temperature home page (display will show 'room' in top right corner)
2. Use the  or  button to move between heating modes
3. When you reach the  symbol you are in scheduled mode

The next scheduled timer function is shown at the bottom of the screen, for example wed 17:00 


### Heating modes:


 = Scheduled mode


 = Comfort daytime mode (20°C)

 = Eco nighttime mode (18°C)

### Note:

 = At the next scheduled action, desired temperature will increase














 = At the next scheduled action, desired temperature will not change

 = At the next scheduled action, desired temperature will decrease



## Setting the clock


























If for any reason you require to re-set the clock,

1. Press  to go to any home page
2. Press  to enter the menu function and press  when 'set time / date' is highlighted
3. Press  until you reach the 'time' setting. Press 
4. Press to adjust the hour  or  and then  or  to move across to adjust the minutes. Now Press  or  to adjust the minutes
5. Press  to confirm and save the new time and press  to return to the home page











## Changing the central heating timer settings

If you wish to set the central heating to heat at times other than those already set, you need to adjust the settings on the controller:

1. Press  to go to the home page
2. Press  to enter the menu function
3. Press  until 'user settings' is highlighted, press 
4. Press  until 'set schedules' is highlighted, press 
5. Press  until 'room temp.' is highlighted, press 
6. Press  until 'set heating schedule' is highlighted, press 
7. To change an existing schedule choose the schedule, press   
OR if you want to start a new schedule press  until 'empty' is highlighted, press 
8. Press  until 'MON' is highlighted, this is the schedule for Monday
9. Press  to enter the schedule for Monday
10. Press  or  to change the time of the schedule and press  to change the temperature
11. Press  to move to the next schedule for the day
12. Keep pressing  to exit the schedule for Monday
13. To copy the Monday schedule, press  and press  until 'copy day' is highlighted
14. Press  to move between days, press  to select days you want to copy and press 

## Changing the type of schedule timer (e.g. user defined, predefined)

1. Press  to enter menu and press  until 'select schedules' is highlighted and press 
2. When 'room temperature' is highlighted press 
3. When 'heating' is highlighted, press 
4. Press  until the name of the schedule you have changed is highlighted and press 
5. Press  to go to the home page

# Your checklist for diagnosing possible faults

### If the radiator is too cold check that the radiator TRV is set to a high enough level.

A room may become warm enough without the radiator being more than lukewarm.

### Is the programmable thermostat set too low?

Check that the temperature on the programmable thermostat is set high enough to start the heat pump.

### Is the mains power switched off?

Check that the heating switches are switched ON, including the switch located next to the outdoor unit.

**In the event you have checked the points opposite**, and the system still fails to operate normally, you can manually reset the system by turning off the power, waiting 60 seconds then turning it back on.

**If the system still does not operate as normal**, check the display on the controller for a fault code (typically a number and a letter for example 7H) and contact your housing association, making reference to the displayed code.

**[www.daikin.co.uk](http://www.daikin.co.uk)**

For full user instructions, please refer to the Daikin Altherma operation manual.



[daikin.co.uk](http://daikin.co.uk)

Dedicated homeowner support line: 0845 641 9271\*

Heating installer line: 0845 641 9070\*

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