

# GENERAL INFO

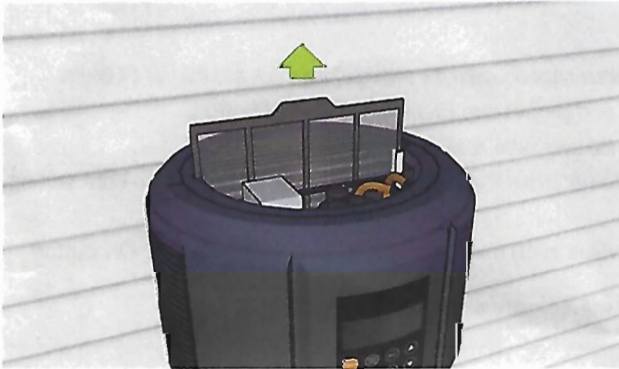
# 170L HEAT PUMP

## GEMLIFE RESIDENTS

## 1 HEAT PUMP MAINTENANCE

### 1.1 Cleaning the air filter (Frequency: Every Year)

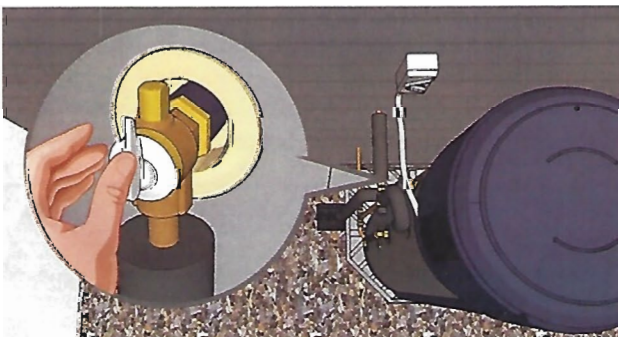
- Turn off the power to the unit.
- Remove top cover by releasing the locking screw and rotating in a clockwise direction.
- Slide the air filter out by lifting directly up.
- Clean filter accordingly and refit in the reverse manner.



### 1.2 Operating the PTR valve (Frequency: Every Year - Replace if required)

It is recommended to operate the PTR valve periodically to ensure water flows freely. If water doesn't flow freely, the PTR valve will need to be replaced.

- Locate the PTR valve on the left hand side of the unit.
- Carefully release the valve using the lever & release some water from the tank.  
NOTE: Water expelled may be extremely hot.
- If water flows freely the PTR appears to still be in a suitable working condition.
- If water does not flow freely it would appear the PTR valve is due for replacement.
- If the PTR valve needs replacing, please contact your plumber or our service team for further assistance.

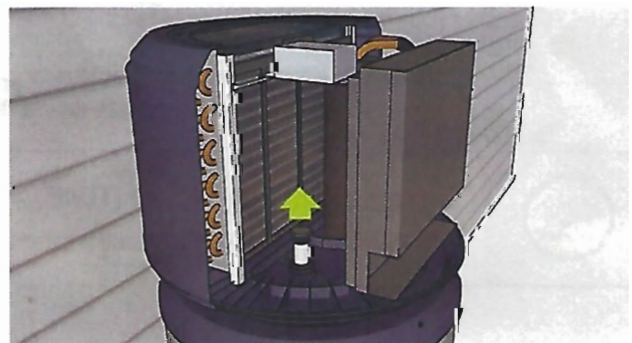


### 1.3 Checking the anode & replacing if required (Frequency: Every 5 Years - Replace if required To be checked more regularly in hard water areas)

**Task will require a plumber or suitable handyman to complete.**

The anode protects the inner lining of your hot water tank. When the anode become degraded the level of protection is diminished. It is recommended that anode is periodically checked for its level of degradation and gets replaced if required.

- Turn off the power, & turn off the cold water inlet valve.
- Open a hot water tap, and decrease the pressure of the inner container.
- Open the drain port, and release about 20 litres of water.
- Remove the top cover by removing the locking screw and rotating in a clockwise direction.
- Release the front casing, disconnect the display cable from the electrical compartment and put aside.
- Locate the anode position on the left hand side.
- Remove the anode cover by releasing the two screws.
- Unscrew the anode and lift directly up.
- Check for degradation.
  - If still in suitable condition, refit ensuring an effective seal.
  - If anode is in an unsuitable condition, replace with a new one, ensuring an effective seal.
- Re open the cold water inlet valve.
- Open a hot water tap until hot water flows out, then turn off the hot water tap.
- Turn on the power to restart the unit.
- Now the unit can be used as normal.



### 1.4 Other maintenance checks

Regularly check the electrical wiring for any damage and contact our service team or your electrician if damage is evident.

# 2 HEAT PUMP CLOCK SETTING

Before performing any functions on the control panel it needs to be unlocked.

To unlock the control panel, press & hold the CANCEL button for 3 seconds.

The controller screen can be illuminated by pressing any button. An illuminated screen does not mean the control panel is unlocked or that the unit is running.

The LED to the top left of the ON/OFF button must be illuminated for the unit to operate. The screen back light will automatically turn off after 30 seconds of no operation.



## 2.1 Setting the 24 Hour Clock

If the intention is to use timers with the unit, the initial clock time will need to be set.

- To set the current time, unlock the control panel and proceed to press the CLOCK button.

*The hour value will flash*

- Use the ARROW buttons to set the correct hour value & press the CLOCK button again to confirm hour setting.

*The minute value will flash*

- Use the ARROW buttons to set the correct minute value & finally press the CLOCK button again to confirm the minute setting.

*(please note if there is no operation for 10 seconds the unit will automatically confirm the clock setting)*

*Note: In the event the power to the unit is switched off (i.e brownout), the clock will reset to 00:00. Please note if timers are used, the clock will need to be reset to the correct time to ensure the timers do not adversely affect the operation. If the power is switched off while the unit is not on, once the power resumes the unit will revert back to the previous status (off) and will remain off.*



## 2.2 Setting the TIME ON Timer

*If the Timer is set to TIME ON, the unit will automatically operate once between the setting of the clock and the last 24 hours.*

- To set the TIME ON value, unlock the control panel and proceed to press the TIME ON button.

*The TIME ON clock will appear below the normal clock with the hour value flashing*

- Use the ARROW buttons to set the correct hour value & press the TIME ON button again to confirm hour setting.

*The minute value will flash*

- Use the ARROW buttons to set the correct minute value in 10 minute increments & press the TIME ON button again to confirm minute setting.

*(Please note if there is no operation for 10 seconds the unit will automatically confirm the clock setting)*



## 2.3 Setting the TIME ON & TIME OFF Timer

*If a Timer is set to TIME ON & TIME OFF, the unit will automatically operate between the setting TIME ON & TIME OFF clock. If the TIME OFF clock is set to the same TIME ON clock then the TIME OFF clock will automatically be delayed by 10 minutes.*

- To set the TIME ON value, unlock the control panel and proceed to press the TIME ON button.

*The TIME ON clock will appear below the normal clock with the hour value flashing*

- Use the ARROW buttons to set the correct hour value & press the TIME ON button again to confirm hour setting.

*The minute value will flash*

- Use the ARROW buttons to set the correct minute value in 10 minute increments & press the TIME ON button again to confirm minute & TIME ON setting.

- To set the TIME OFF value, press the TIME OFF button.

*The TIME OFF clock will appear below the normal clock to the right of the TIME ON clock with the hour value flashing*

- Use the ARROW buttons to set the correct hour value & press the TIME OFF button again to confirm hour setting.

*The minute value will flash*

- Use the ARROW buttons to set the correct minute value in 10 minute increments & press the TIME OFF button again to confirm minute setting.

*(Please note if there is no operation for 10 seconds the unit will automatically confirm the clock setting)*

*Note: TIME OFF function is only available when a TIME ON function has been set*



## 2.4 Cancelling the Timers (TIME ON / TIME OFF)

- To cancel timers, unlock the control panel and then proceed to press the CANCEL button for 3 seconds.

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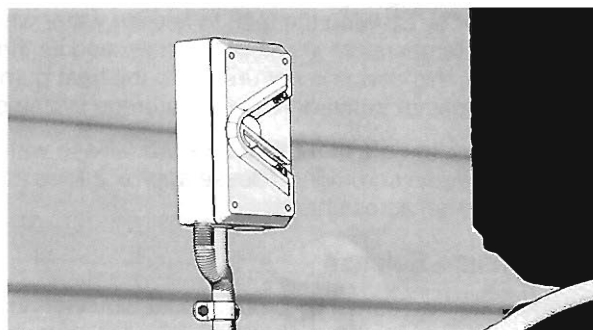
# 3 HEAT PUMP TURNING SYSTEM OFF / ON

## 3.1 Turning the system off

**NOTE:** It is recommended to leave your heat pump on at all time, even during extended absences. If you do turn your system off, please ensure to clearly follow all steps / notes under “turning you system on” to avoid any issues or complications with your system

When leaving your heat pump idle for extended periods (i.e. extended vacations, etc), the system may be turned off by completing the following steps:

- Locate the adjacent power isolator and switch to the “OFF” position  
(Once off the screen on the heat pump will no longer be able to be illuminated)



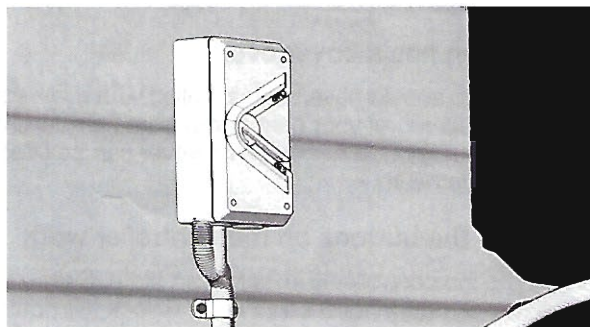
## 3.2 Turning the system on

When returning from your extended absence, the system can be turn on by completing the following steps:

**NOTE:** Please ensure the tank is fully heated to 60°C before hot water is used.

- Locate the adjacent isolator and switch to the “ON” position
- Then reactivate the heat pump controller by pressing any button on the heat pump controller
- Proceed to unlock the controller by pressing and holding the “Cancel/Unlock” button for 3 seconds
- Once unlocked (the lock icon on the screen will disappear) and you can turn the heat pump back on by pressing the “ON / OFF” Button
- Confirm the system is operating by checking the LED light next to the On/Off button is illuminated

**Note:** the systems clock and any timers previously set will need to be reinstated.



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# 4 | HEAT PUMP TROUBLESHOOTING

## 4.1 It appears water is leaking from the unit.

The heat pump is fitted with two release points being the condensate and the PTR. Liquid released from these two sections is completely normal operation. If water is leaking from a different section of the heat pump unit, please contact our service team for further assistance. Below explains the operation of the two different release points:

### PTR Release

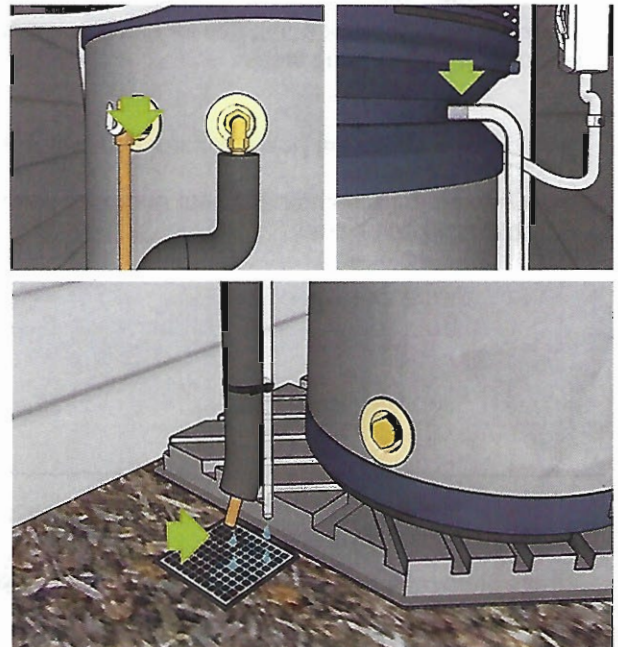
Just like every tank of hot water, your heat pump comes with a PTR valve, which is a Pressure / Temp Relief valve. This is included as an ongoing safety feature to avoid damage to your tank cylinder by allowing the tank to release water when the pressure or temperature inside the tank exceed its threshold. Please note, this device is not unique to the heat pump and can be seen across all forms of hot water storage systems.

It is important to note that this device will release water as required and can commonly release approx 2 litres (based on a 2 person home) across the day.

### Condensate Release

Condensate is a normal by product of air sourced heat exchangers, just like like air cons and the hot water heat pump.

This is not main water being released but rather the moisture extracted from the air as a result of the operation of the heat pump. So depending on the atmospheric environment (i.e. humidity) and the hot water usage this system can potentially produce up to 5 litres of condensation per day. It is important to note that this liquid is not consumable and should not be used for any other purpose.



## 4.2 My screen has a cover over it

Your heat pump should have been installed with a UV screen cover to protect the screen of your heat pump from harmful UV. This cover should not be removed, however can be lifted to view the screen underneath.

## 4.3 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.

**NOTE:** It is recommended that the control panels is not manipulated unless the operator fully understands how to operate the unit. The plumber who installed your system has already correctly set your system for optimal performance.



## 4.4 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.



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# 5 | HEAT PUMP WARRANTY

The warranty applies to Midea heat pumps installed in a single family dwelling only and is provided only to those acquiring the heat pump as consumers within the meaning of the Australian Consumer Law. The terms of the warranty are effective from the date the heat pump is installed. The validity of the product warranty period may be verified by requesting a copy of the certificate of compliance that accompanied the installation. A compliance certificate is mandatory in all Australian states and territories.

## 5.1 Warranty period

1. This warranty warrants that the following heat pump components will remain free of defects for the specified periods from the date of installation:
  - Tank Cylinder - 5 years product / 3 years labour.
  - Compressor - 3 years product / 1 year labour.
  - All other components supplied, including valves, elements, thermostats and sacrificial anodes - 1 year.
2. No warranty is given in relation to components not supplied, for example tempering valves and cold water valve assemblies used by installers.
3. Subject to the conditions and exclusions specified in this warranty, the owner may have the defective heat pump component repaired or replaced covered under this warranty as soon as reasonably practicable after the consumer has reported the defect.

## 5.2 Procedure to make a claim under warranty

Upon discovering a suspected defect, consumers should immediately report the suspected defect:

- To the installer or supplier, if the suspected defect arises as a result of the installation of the heat pump or relates to any components not covered by this warranty.
- To Chromagen on the phone number below during the relevant warranty period, if the suspected defect relates to any components covered by this warranty.

Please Note: To successfully make a warranty claim, Chromagen must be advised of the Heat Pumps serial number.

Failure to advise serial number, may delay the service request and or prevent the service request from being processed.

## 5.3 Specific exclusions

To the extent permitted by law Chromagen does not accept liability under this warranty:

- If any component of the heat pump has been installed, repaired, repositioned or modified by a person other than an appropriately qualified person approved by Chromagen in accordance with the installation and maintenance instructions and relevant local and statutory requirements;
- For loss or damage caused by a fault or defect in the installation of the heat pump;
- If corrosion has occurred because the anode has not been changed in accordance with the installation & maintenance guide;
- If a cold water expansion valve, check valve and strainer is not fitted in areas where mains pressure is likely to exceed 500kPa;

- For any damage arising as a result of an accident, act of God or other circumstances beyond Chromagen's control;
- If the inner cylinder has collapsed as a result of an incorrect filling and/or commissioning procedure;
- For components not supplied by Chromagen that are used in the installation of the heat pump water heater e.g. tempering valves, cold water valve assemblies, etc.
- For extended or implied warranties not formally provided by Chromagen;
- For external labour or equipment costs (e.g. cranes and lifting devices) required for repairs;
- For costs incurred for rectifying faults (or perceived faults) not directly attributed to the heat pump water heater;
- For travel costs of service agents that exceed 30 kilometres;
- For all consequential loss or damage arising from defects that can lawfully be excluded;
- For any other issues not directly attributable to defects in components supplied by Chromagen including:
  - (a) Damage caused by incorrect commissioning;
  - (b) Leakage from valves not supplied by Chromagen;
  - (c) Leakage from the pressure temperature relief valve where the water pressure or temperature exceeds the limits specified in the installation and maintenance instructions;
  - (d) Water hammer;
  - (e) External rust on the storage tank;
  - (f) Insufficient hot water because:
    - (i) the consumer refuses to use the auxiliary booster;
    - (ii) of an incorrectly set or faulty tempering or mixing valve;
    - (iii) of faulty or incomplete installation;
    - (iv) the water heater is too small for its required purpose;
    - (v) of insufficient water flow as a result of "water saving" tap-ware or appliances;
    - (vi) of blown fuses, "tripped" electrical switches or inadequate household electrical wiring;
    - (vii) insufficient water flow caused by debris accumulating in water strainer.

## 5.4 Important Note

The benefits conferred by this warranty are in addition to any other rights and remedies available to the consumer under a law in relation to the goods or services to which the warranty relates.

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