Panasonic

AQUAREA



AQUAREA USER GUIDE

FOR BI-BLOC, MONOBLOC & ALL IN ONE

WH-ADC_ _ _ _H_ _ _
WH-AXC_ _ _ _H_ _ _
WH-SDC_ _ _ _H_ _ _
WH-SXC_ _H_ _ _
WH-MDC_ _H_ _ _
WH-MXC_ _H_ _ _

WH-ADC_ _ _ _J_ _ _
WH-ADC_ _ _ _J_ _ _C
WH-SDC_ _ _ _J_ _ _
WH-MDC_ _J_ _ _
WH-MXC_ _J_ _ _

heating & cooling solutions



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Model (Outdoor Unit)	Model (Indoor Unit - Bi-bloc and AIO only)
Serial number (Outdoor Unit)	Serial number (Indoor Unit - Bi-bloc and AIO only)
DHW Cylinder Model	DHW serial number

Safety precautions

Indoor/outdoor unit
· Do not sit or step on the unit
· Do not place anything on top or beneath the units
· Do not insert fingers into unit, rotating parts may cause injury
· Do not touch the sharp aluminium fins on outdoor unit, sharps parts may cause injury
· Do not wash the indoor unit with water, benzene, thinners or scouring powder
· Service to units should be carried out by Qualified Personnel only.

Control Panel
· Do not let the control panel get wet,
· Do not press the buttons on the control panel with hard, pointed objects. Otherwise it may cause damage

Welcome to your Aquarea air to water heat pump

At the forefront of energy innovation, Aquarea is resolutely positioned as a "green" heating and air conditioning solution.

Thank you for purchasing Panasonic Aquarea air source heat pump, we really appreciate you placing your trust in us. At Panasonic, we've been designing our products with our customers needs in mind for over 100 years and we hope your new heat pump lives up to your expectations.

Please read this manual carefully before using this product, and save this manual for future use.

In this manual, you will find useful information that will allow you to operate your Panasonic Aquarea system to provide heating & hot water in the most efficient and cost effective way.

Key benefits

Optimum solutions for premium comfort.

Panasonic Aquarea Heat Pumps warm your home effectively and efficiently, they precisely control the indoor temperature thanks to reliable Panasonic Inverter Compressors.
Panasonic has created a quiet mode to reduce the noise when it's needed and Aquarea offers enhanced connectivity to improve your comfort.

Energy saving means money savings.

Panasonic Aquarea heat pumps are a smart choice for saving in heating, as they provide savings of up to 80% on heating expenses compared to electrical heaters.
Aquarea units reach A+++ within the range of A+++ to D in heating and A+ in the range of A+ to F in domestic hot water, all leading to large savings in your electricity bills.
Compared to an electric heater, your Air to Water Heat Pump offers up to five times the output in kilowatts per every input in kilowatts.

Adapts to your needs.

Energy savings, comfort and control from anywhere with the Aquarea Smart Cloud.
Increased efficiency and resources management, operating costs savings and satisfaction.

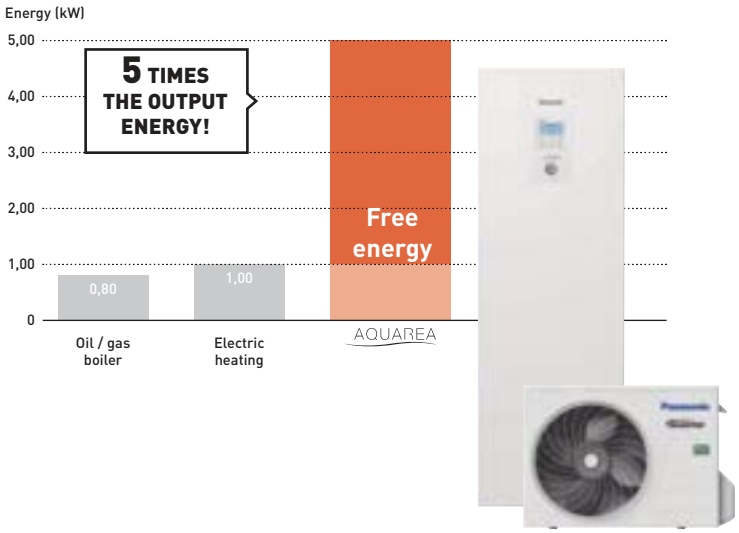
Contributing to a descarbonised society.

Your Air to Water Heat Pump is powerful technology designed with the future in mind. It is considered a 'green' choice as the heat energy is taken from the environment, making it a sustainable option. It maintains a comfortable indoor temperature while significantly reducing environmental burden.

Panasonic Aquarea key features

- Most of the Aquarea heat pumps have a 10L expansion vessel fitted internally
- Inverter compressor which can regulate the output capacity depending on demand
- Panasonic Aquarea T-CAP heat pumps can work in outdoor temperatures as low as -28°C (for All in One and Bi-bloc, -20°C for Mono-bloc) and guarantee the capacity without backup heating down to -20°C
- Panasonic heat pumps are very quiet and have a noise reduction setting for night time.

Comparison:1 kW input versus output in kW.



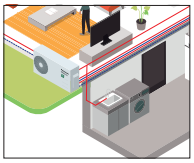
Overview of ASHP System Supplied

Panasonic Aquarea heat pump

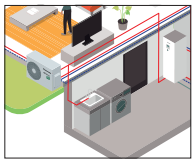
Overview of System
The centre of your system is the market leading high performance "Panasonic Aquarea" air source heat pump. This heat pump can provide all your heating and hot water, heating will be delivered using underfloor, traditional radiators or fan assisted radiators, Hot water will be supplied from a cylinder, Delivery of heat is usually controlled by the Panasonic controller, which will automatically operate your heat pump when heating is required during the heating season and hot water all year round. Room heating control will be from room wall mounted thermostats or on the radiators (TRV's).



1b Monobloc option



1c New All in One option





Aquarea air to water heat pumps
Panasonic has developed an extensive range of air-to-water heat pumps designed to efficiently convert free air into sustainable heating and hot water. Fitted externally to your home and designed to operate in all year round weather conditions (-20°C), it's the smart efficient alternative to oil, gas and electric heating systems.



2

Aquarea Air. Highly efficient radiators for heating and cooling (Optional)
- Highly efficient radiators working with water at 35°C.
- No need for two systems if both floor heating and radiators are required.
- As the product is efficient, it opens the possibility to also provide cooling while still meeting construction requirements.

Panasonic offers a cooling mode within its heat pump range for low consumption homes.



3

Aquarea Smart Cloud
Easy and powerful energy management. The Aquarea Smart Cloud is much more than a simple thermostat for switching a heating device on or off.
It is a powerful and intuitive service for remotely controlling the full range of heating and hot water functions, including monitoring energy consumption.



4

Domestic Hot Water Cylinders (Optional)
- Highly efficient tank solution: specially designed to improve the efficiency of the domestic hot water production.
- Low energy losses
- High exchange surface for high efficiency and to shorten the time to heat up the water.

Aquarea Smart Cloud

The most advanced heating control for today and for the future. Aquarea can be connected to the Cloud, enabling control and remote maintenance by service partners.





* User interface image may change without notification.

Works with IFTTT

More possibilities with IFTTT.
IF This Then That: IFTTT service enables user to automatically trigger actions for Aquarea system based on other apps, web services or devices.

Connect your Aquarea to your voice assistant, get an e-mail if your Aquarea gets an error or automatically turn on your Aquarea on Heat Mode when outdoor temperature drops below specified level.

https://ifttt.com/aquarea_smart_cloud

Easy and powerful energy management

The Aquarea Smart Cloud is much more than a simple thermostat for switching a heating device ON or OFF. It is a powerful and intuitive service for remotely controlling the full range of heating and hot water functions, including monitoring energy consumption.

How does it work?

After connecting an Aquarea J or H generation to the cloud by wireless LAN or by wired LAN, the user accesses the Cloud portal to remotely operate all functions of his units. He can also permit service partners to access customised functions for remote maintenance and monitoring.

Requirements

1. Aquarea J or H Generation
2. In-house internet connection with router wireless LAN or wired LAN
3. Get a Panasonic ID in https://aquarea-smart.panasonic.com/

Register Now for FREE

Advantages

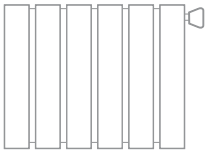
If your Aquarea heat pump is fitted with the Cloud module, you will have the power to control your heat pump whenever and wherever you are, using our Smart Cloud App!

Enhancing your comfort and energy management, the advanced control is an intelligent and sophisticated service to fully manage the Aquarea heat pump range of heating, cooling and domestic hot water settings within the home, including monitoring of household energy consumption using a smartphone, tablet, or mobile device.

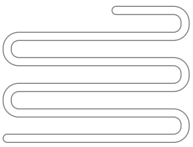
With the Smart Cloud function activated, users can further benefit from the extended support provided by the Aquarea Service Cloud. This advanced service provides an additional benefit, allowing your service provider to take care of your heating system remotely! It saves time and money, and offers the quickest service and solutions for your heat pump. Real remote maintenance made easy!*

*The service provider must be registered by the homeowner for the service cloud to enable this function. Registration is both free and easy!

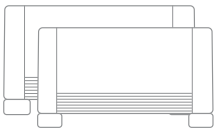
The Panasonic Aquarea System Main Components



Radiators
To optimise the maximum efficiency and lowest flow rate from the heat pump to heat the room, radiators can be wider or deeper than radiators you expect to see when connected to a boiler system. For maximum efficiency and individual room temperature control, Thermostatic Radiator Valves (TRV's) are fitted.
Most radiator thermostats will either have numbers or Roman numerals marked on them when they are adjusted, the higher the number, the warmer the room target set will be.

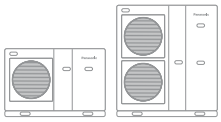


Underfloor Heating (UFH)
Where underfloor heating is installed you will see a manifold in a cupboard with pipes coming off them and going into the floor, these pipes heat the floor and therefore the room, the room temperature will be controlled by a room thermostat connected.
Do not use a high insulated product in floor finishing as this will inhibit the heat being transferred from floor to air, and in turn increase the flow temperature to achieve target air temperature, with increased running costs.

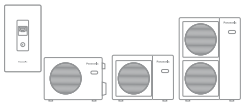


Fan Coil (fan Assisted Radiators)
Designed to operate at a lower flow temperatures than traditional radiators to heat the room and ideal to be used with heat pumps where underfloor is not an option. These smart fan coils also have a reduced footprint so take up less space than traditional radiators.

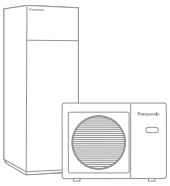
Outdoor Unit
The outdoor unit extracts temperature from the air when the fan is turning to start the process of changing this low temperature to a high temperature using a compression cycle, once the compression cycle is carried out the heat is transferred to the heating or hot water depending on requirements.



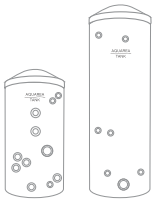
Monobloc
Panasonic supply 2 types of heat pumps, firstly a Monobloc system, in this system the hot water produced to feed the heating and hot water is produced externally from the property inside the outdoor unit.



Bi-Bloc
The other Panasonic unit is called a Bi-Bloc system this unit generates hot water from an internal unit (Hydro module) connected to an outdoor unit.



All in one*
New All in One hydromodule + 200L tank
Panasonic has developed a highly efficient solution, easy to install.
Based on the Bi-Bloc system, you have an outdoor unit, with the Hydro Module and DHW Cylinder all in one cabinet indoors.



Cylinder
Where a system is installed to supply hot water there will be a cylinder with ready to use stored hot water at approximately 50°C, this water is lower than you would expect from a boiler system but hotter than you require for washing/showering 39-44°C, more volume is stored to compensate for less cold water mixing for use, therefore saving money on not heating water to a higher stored temperature.



Room Thermostat (Optional)
This allows a simple adjustment to the room temperature, the higher the room target set the higher the running cost. It can be supplied as an option by Panasonic (PAW-A2W-RTWIRED or PAW-A2W-RTWIRELESS) or another one can be used.

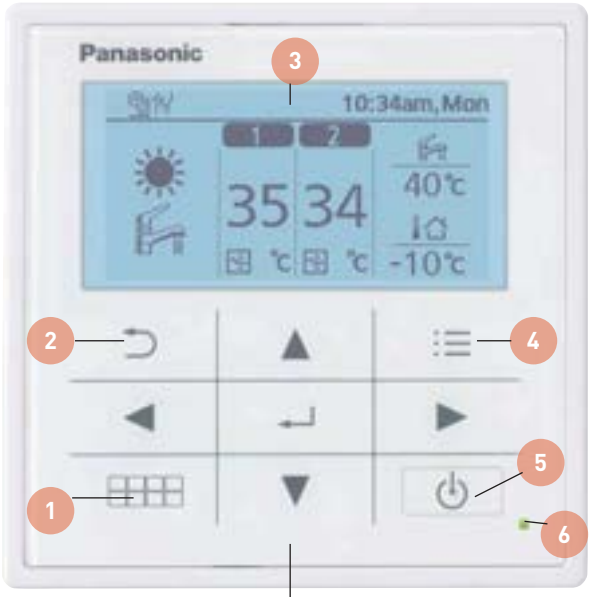
Control Panel Function

Panasonic Controller

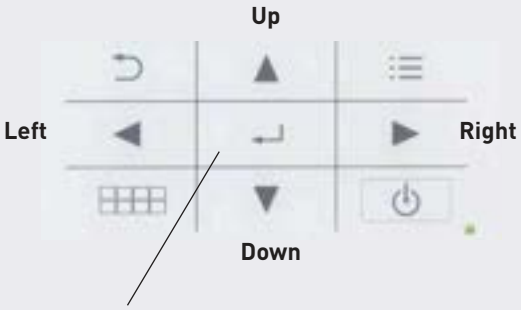
The Monobloc controller will be sited within the property, On the All In One & Bi-Bloc models, the controller can be found on the front of the indoor unit, or removed and sited within the property separate from the indoor unit.

Remote Controller buttons and display

Buttons / Indicator	
1	**Quick Menu Button** (For more details, refer to the separate Quick Menu Guide.)
2	**Back button** Returns to the previous screen
3	**LCD Display**
4	**Main Menu button** For function setup
5	**ON/OFF button** Starts/Stops operation
6	**Operation indicator** Illuminates during operation, blinks during alarm.



Cross key buttons
Selects an item.

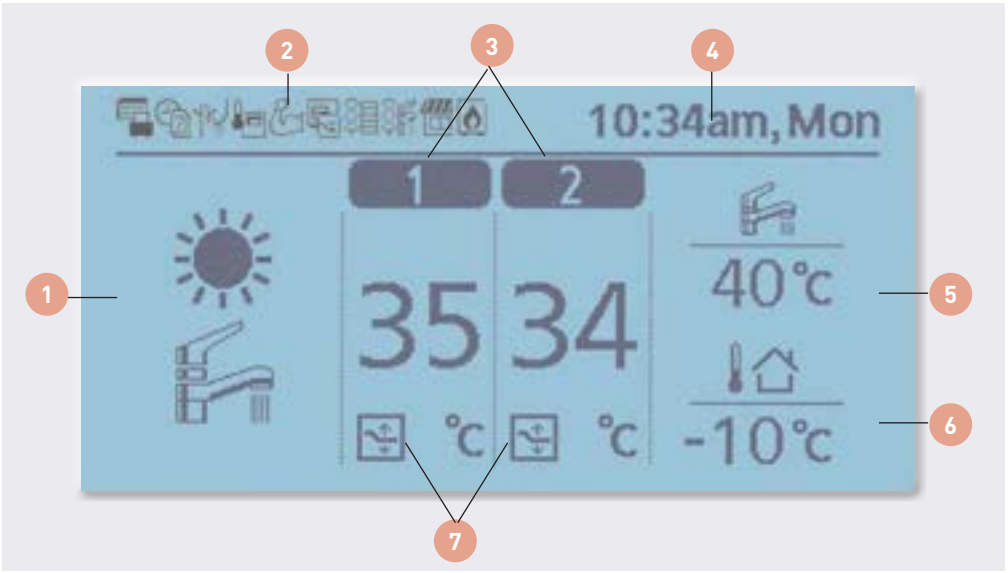


Enter button
Fixes the selected content.

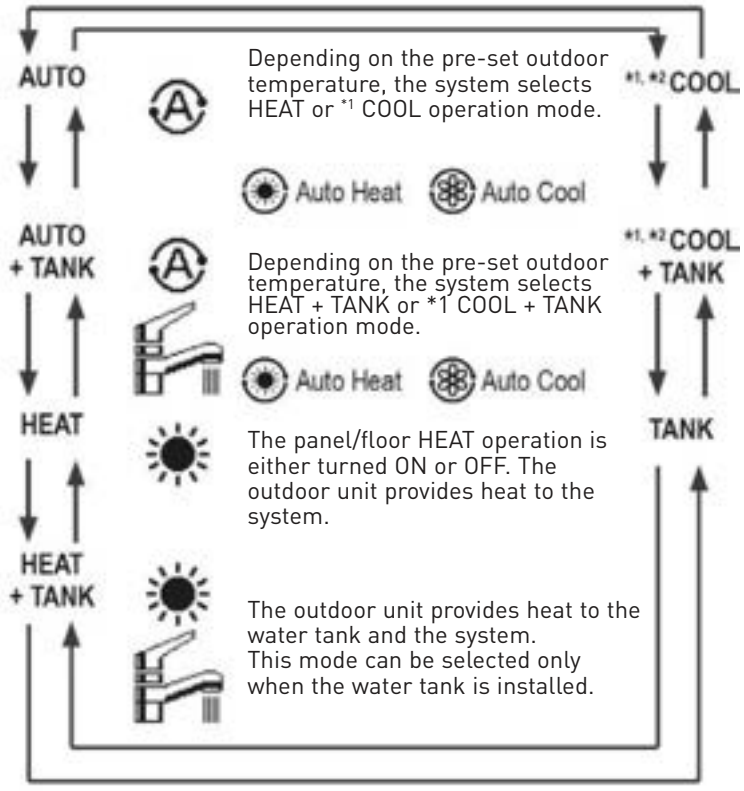


* Note: As the same operator control panel is used for different devices, some functions may not apply for your device.

Remote Controller buttons and display



1 Mode selection



Depending on the pre-set outdoor temperature, the system selects HEAT or *1 COOL operation mode.

Depending on the pre-set outdoor temperature, the system selects HEAT + TANK or *1 COOL + TANK operation mode.

The panel/floor HEAT operation is either turned ON or OFF. The outdoor unit provides heat to the system.

The outdoor unit provides heat to the water tank and the system.
This mode can be selected only when the water tank is installed.



The fan coil unit is either turned ON or OFF.
The outdoor unit provides cooling to the system.



The outdoor unit provides cooling to the system.
The system controls the booster heater in the water tank.



The water tank is either turned ON or OFF.
The outdoor unit provides heat to the water tank.

* The direction icons point to the currently active mode.



Room operation / Tank operation.



Deice operation.

*1 The system is locked to operate without COOL mode. It can be unlocked only by authorised installers or our authorised service partners.
*2 Only displayed when COOL mode is unlocked (This means when COOL mode is available).

2 Operations icons

The status of operation is displayed. These icons will not display (under operation OFF screen) whenever the operation is OFF except weekly timer.

- Holiday operation status
- Weekly Timer operation status
- Solar status
- Quiet operation status
- Powerful operation status
- Bivalent status (Boiler)
- Zone: Room Thermostat → Internal sensor status
- Tank Heater status
- Room Heater status
- Demand Control or SG ready or SHP status

3 Temperature of each zone

4 Time and Day

5 Water tank temperature

6 Outdoor temperature

7 Sensor type/Set temperature type icons

- Water Temperature --> Compensation curve
- Water Temperature --> Direct
- Pool only
- Room Thermostat --> External
- Room Thermostat -->Internal
- Room Thermistor

Checking your Warranty

All of our Aquarea heat pumps come with a 3 year warranty as standard, covering your Aquarea unit in the event that any issues with the system arise. Your level of warranty could increase up to 5 or 7 years depending upon the status of your installer on our preferred partner scheme. Check your warranty using your postcode and the serial number on your unit using this QR code:

How to Change DHW Water Temperature in Cylinder*

To change the hot water set point, please use the following optons:



Press the ENTER button



Press the RIGHT button

The tank set temperature will be displayed.



Use the UP or DOWN button to change the tank set temperature.



Press the ENTER button to lock the new temperature and exit.

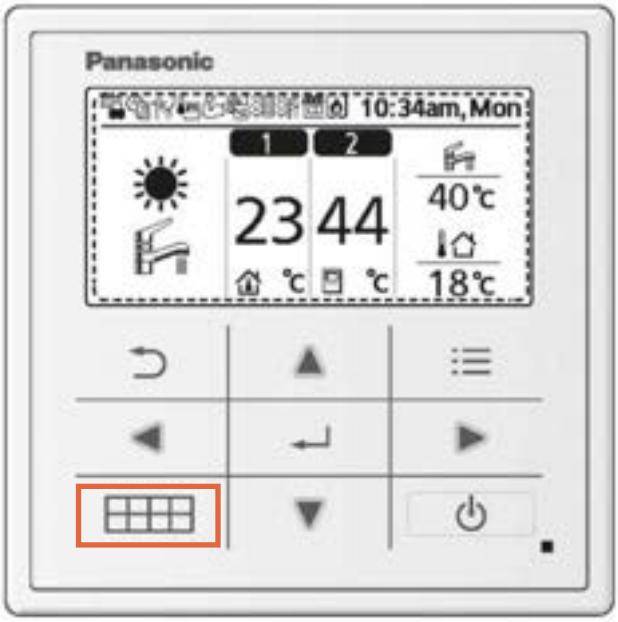


Maximum Target set temperature for Domestic Hot Water is 5^{0}C lower than the maximum flow temperature of heat pump model installed to be delivered by compressor ONLY, if set higher then direct electric will be used to achieve and incur higher running cost.

*This option is only available if TANK or HEAT+TANK mode are active

How to use the Quick Menu

After the initial settings have been completed, you can select a quick menu from the following options and edit the setting.





Use ▲ ▼ ◄ ► to select menu.

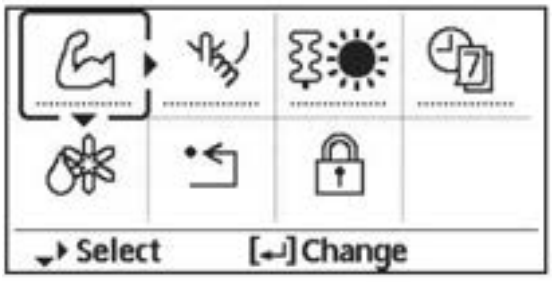
Press ↵ to turn on/off the select menu.

Force DHW	**Powerful**	**Quiet**	**Force Heater**
Weekly Timer	**Force Defrost**	**Error Reset**	**R/C Lock**

Select each setting and confirm the setting according to the instructions displayed at the bottom of the screen. (The icons refer to each selection key.)

To return to main screen press:

or



Note: If the system is not connected to the tank (Tank Connection is OFF), the Quick Menu screen will be displayed as left. Make sure the Tank Connection is ON.

Notes on operation icons

Example:



Operation icon indicate with "..... " = OFF



Operation icon indicate with "_____ " = ON

Force DHW



Select this icon to turn the Tank DHW on or off.

Press ↵ to confirm your selection.



- Force DHW is turned off.
- Force DHW is turned on.

Note:
- Force DHW is disabled when Force Heater is turned on.
- When Force DHW is turned off, operation & mode should change back to the previous memorised status

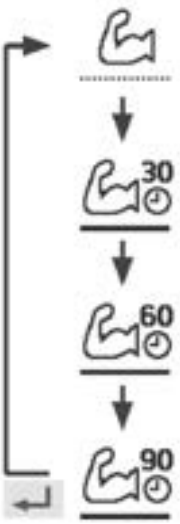
Powerful Mode

Powerful mode activates the highest flow temperature set on the weather compensation mode for a period of 30, 60 or 90 minutes, depending on the time selected when activated.



Select this icon to operate the heating/cooling system powerfully.

Press ↵ to confirm your selection.



- Powerful mode is set off.
- ↵
- The Powerful mode operates for 30 minutes.
- ↵
- The Powerful mode operates for 60 minutes.
- ↵
- The Powerful mode operates for 90 minutes.

Note:
- Powerful is disabled when operation is turned OFF.

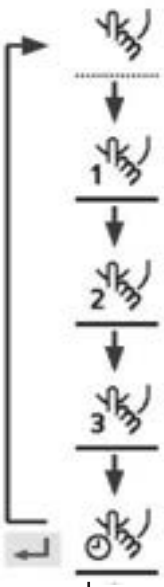
Quiet Mode

In Quiet mode operation, noise levels can be reduced between 4 – 6dB(A), depending on the operating conditions.



Select this icon to operate quietly.

Press ↵ to confirm your selection.



- Quiet mode is set off.

↵

- The Quiet mode operates at level 1.

↵

- The Quiet mode operates at level 2.

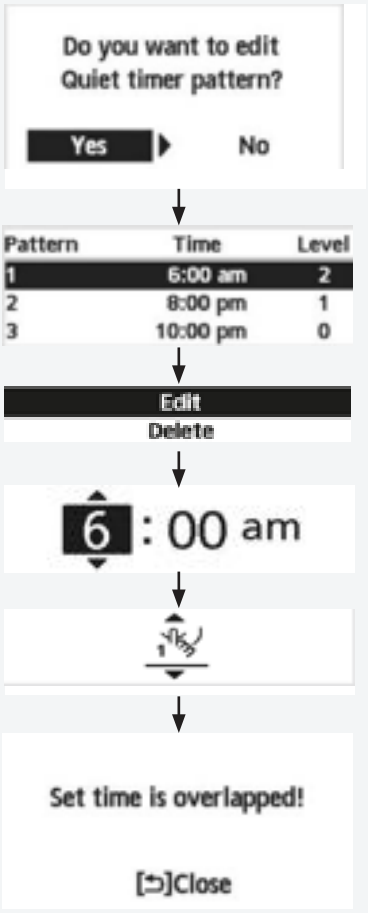
↵

- The Quiet mode operates at level 3.
Level 3 is the most quiet mode.

↵

- Select this to set a timer for the Quiet mode operation.

After 1 sec delay.



Select "Yes".

- Select "Yes" using ◀ ▶ buttons.

Select pattern "1" ~ "6".

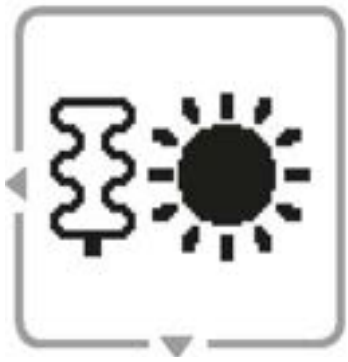
Select "Edit".
- If you select "Delete", the timer setting of
the selected pattern will be deleted.

Set the hour and minutes.

Select the level of Quiet.

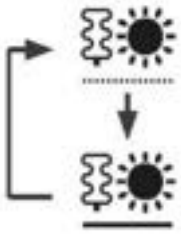
Note:
- If the time overlaps with another pattern,
"Set time is overlapped!" will appear on the screen.

Force Heater



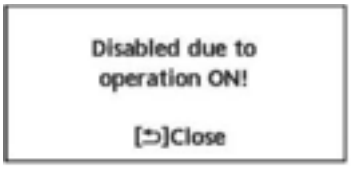
Select this icon to force the Heater on.

Press ↵ to confirm your selection.

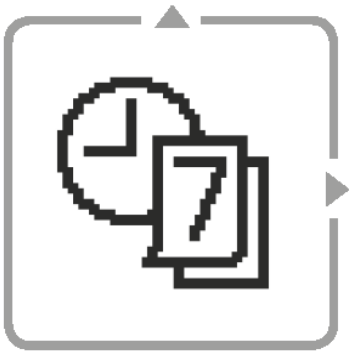


- Force Heater is turned off.
- Force Heater is turned on.

Note:
• It is not possible to switch on the Force Heater during operation of the heat pump. If you try to enable the force heater during operation, you will seethe following display.



Weekly Timer



Select this icon to delete (cancel) or change the pre-set Weekly Timer.

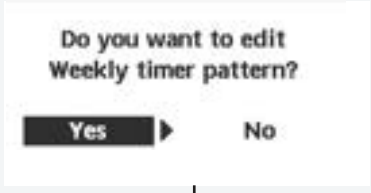
Press ↵ to confirm your selection.



- Timer is turned OFF.
- Timer is set.

After 1 sec delay.

Scan to view our video tutorial on setting your weekly timer.



Select "Yes".

- If you select "No", the screen will return to the Main Screen.



- Timer setup: Select Timer setup to edit the Weekly Timer.
- Timer copy: Select to copy a timer setting.

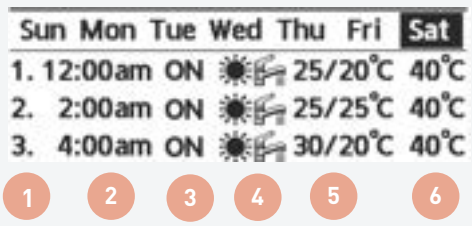


[Example of a Timer setup]

Select the day(s) which you wish to edit using buttons.



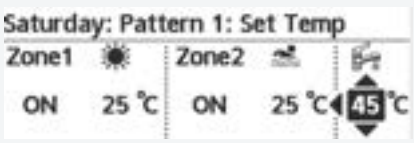
If all 6 patterns are not pre-set, this screen will be displayed.



1. **Select pattern "1" ~ "6".**
2. **Set the hour and minutes of the Timer.**
3. **Select ON/OFF of the Timer.**
4. **Select the operation mode.**



- **Select mode ▲▼ using buttons.**

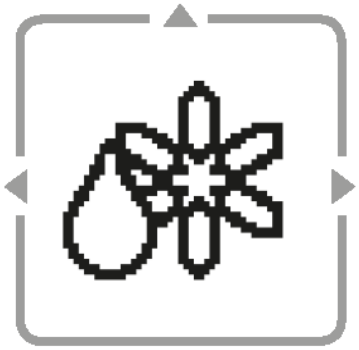


5. **Set the temperature for both Zone 1 and 2 (if your system has the 2-Zone setting).**
6. **Set the Tank temperature.**

Note:

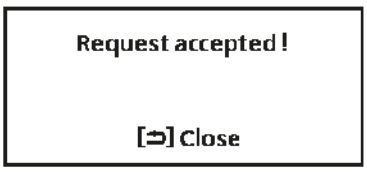
- Timer is disabled when Force Heater is turned on or Heat-Cool SW is enabled.
- If you have pre-set the Weekly Timer on 2 zones, you must repeat the same procedure with Zone 2.

Force Defrost

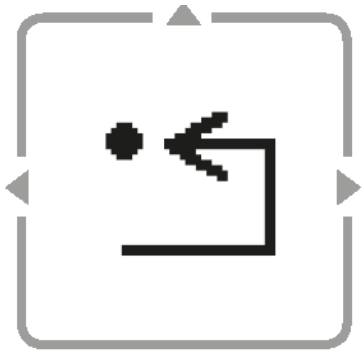


Select to force a refrigeration defrost

Press ↵ to confirm your selection.
(When the mode is accepted, the below screen will be displayed.)

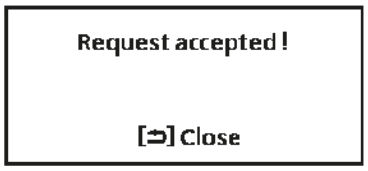


Error Reset



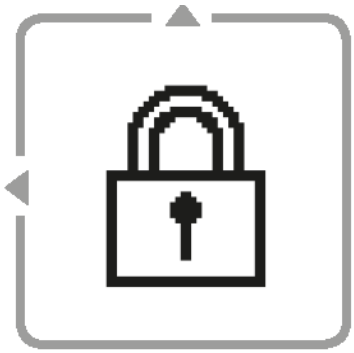
Select to restore the previous settings when error has occurred.

Press ↵ to confirm your selection.
(When the mode is accepted, the below screen will be displayed.)



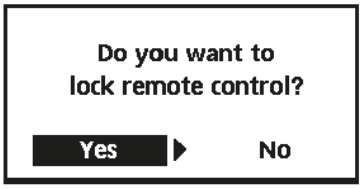
• Make sure all units are turned off before selecting this mode which restores the whole system to the previous settings.

Remote Control Lock



Select to lock the Remote Controller.

Press ↵ to confirm your selection.
(When the mode is accepted, the below screen will be displayed.)



Select "Yes".
(The Main Screen will be locked.)
If "No" is selected, the screen will return to the Main Screen.

To unlock the Remote Controller, press any key.
(When the mode has been accepted, below screen will be displayed.)

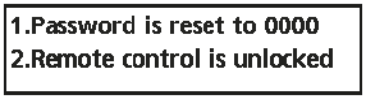


Enter any 4 digits of number (if the number is correct, the screen will be unlocked).



To reset forgotten password (under operation OFF screen)

Press ↩ ↵ and ▶ continuously for 5 seconds.



(When the mode has been accepted, below screen will be displayed.) Select "Reset". (The screen will be off after 3 seconds.)

Cleaning and Maintenance Instructions

Cleaning Instructions

To ensure optimal performance of the system, cleaning has to be carried out at regular intervals. Consult an authorised dealer.

- **Disconnect the power supply before cleaning.**
- Do not use benzine, thinner or scouring powder.
- Use only soap (pH7) or neutral household detergent.
- Do not use water hotter than 40°C.

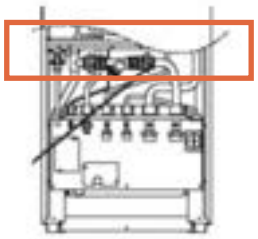
Indoor Unit
- Do not splash with water directly.
- Wipe the unit gently with a soft dry cloth.

Water Filter
- Clean the water filter at least once a year.

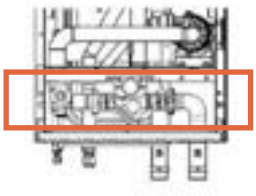
Failure to do so may cause the filter to clog up, which may lead to system breakdown.
Consult an authorised dealer.

Water pressure gauge

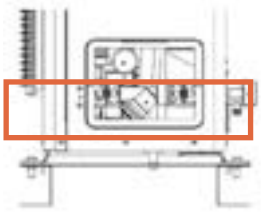
Do not press or hit the glass cover using hard and sharp objects. Failure to do so may cause damage to the unit.
Ensure that the water pressure is between 0.05 and 0.3 MPa (0.1 MPa = 1 bar).
In case the water pressure is out of the above range, consult an authorised dealer.



All in one
- Inside indoor unit



Bi-Bloc
- Inside indoor unit



Monobloc
- Inside outdoor unit

Outdoor Unit
- Do not obstruct the air inlet and outlet vents. Failure to do so may result in low performance or system breakdown. Remove any obstruction to assure the ventilation.
- When it snows, clean and remove snow around the outdoor unit to prevent the air inlet and outlet vents from being covered with snow.

For extended non-use
- The water inside the Domestic Hot Water Tank should be drained.
- Disconnect the power supply.

Non serviceable criteria
Switch off power supply then please consult an authorised dealer under the following conditions:

- Abnormal noise during operation.
- Water/foreign particles have entered the Remote Controller.
- Water leaks from the indoor unit.
- Circuit breaker switches off frequently.
- Power cord becomes excessively warm.

Maintenance

User
In order to ensure optimal performance of the units, user may inspect and clear any obstruction on the air inlet and outlet vents of the outdoor unit.

Installer/Engineer
- In order to ensure safety and optimal performance of the units, seasonal inspections on the units, functional check of RCCB/ELCB, field wiring and piping have to be carried out at regular intervals by authorised installer/engineer
- Specific to the Domestic Hot Water Tank, it is important to service the Water Filter Set periodically and inspect the Anode Bar annually. The Anode Bar* which protects the tank body will corrode, depending on water quality. When diameter is approximate 8mm, the Anode Bar must be replaced.
- Users should not try to service or replace parts of the unit.
- Contact authorised dealer for scheduled inspection.

*Anode Bar is fitted to only certain cylinders in Ireland, NOT used in the UK.

Troubleshooting

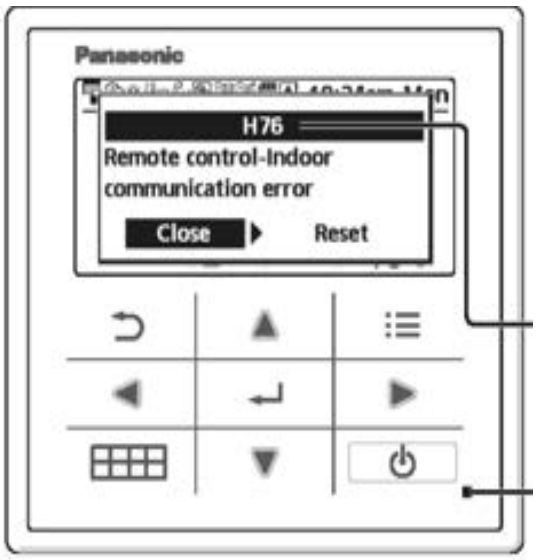
Symptom	Cause
Water flowing sound during operation.	Refrigerant flow inside the unit
Operation is delayed a few minutes after restarting	The delay is a protection for the compressor.
Outdoor unit emits water/steam.	Condensation or evaporation occurring in the pipes.
Steam comes out of the outdoor unit in the heating mode.	It is caused by defrost operation in the heat exchanger.
Outdoor unit does not operate.	It is caused by the protection control of the system when outdoor temperature is out of the operating range.
System operation switches off.	It is caused by the protection control of the system. When the water inlet temperature is lower than 10°C, the compressor stops and the backup heater power turns on.
System is hard to heat up.	When the panel and the floor are heated simultaneously, warm water temperature may decrease, which may reduce the heating ability of the system. When the outdoor air temperature is low, the system may need longer time to heat up. Discharge outlet or intake inlet in the outdoor unit is blocked by some obstacle, such as a pile of snow. When the pre-set water outlet temperature is low, the system may need longer time to heat up.
System does not heat up instantly.	System will take some time to heat up the water if it starts to operate at cold water temperature.
Backup heater is automatically turned ON when it is disabled.	It is caused by the protection control of the indoor unit heat exchanger.
Operation starts automatically when the timer is not set.	Sterilisation timer has been set.
Loud refrigerant noise continues for several minutes.	It is caused by protection control during device operation at outdoor ambient temperature lower than -10°C.
*1 COOL mode is unavailable	System has locked to operate in HEAT mode only.

Check the following before calling for servicing.

Symptom	Check
Operation in HEAT/*1 COOL mode is not working efficiently.	Set the temperature correctly. Close the panel heater/cooler valve. Clear any obstruction in the air inlet and air outlet vents of the outdoor unit.
Noisy during operation.	Outdoor unit or indoor unit has been installed at an incline. Close the cover properly.
System does not work.	Circuit breaker has tripped/activated.
Operation LED is not lit or nothing is displayed on the Remote Controller	Power supply is working correctly, or a power failure has occurred.

*1 The system is locked to operate without COOL mode. It can be unlocked only by authorised installers or our authorised service partners.
*2 Only displayed when COOL mode is unlocked (This means when COOL mode is available).

Error Fault Codes



Below is a list of error codes that may appear on the display when there is some trouble with the system setting or operation.

When the display shows an error code as indicated below, contact the number registered in the Remote Controller or a nearest authorised installer.

All switches are disabled except ◀ ▶ and ↵

Should you require any assistance please call your installer as the first point of call, indicating the fault or fault code, otherwise please call Panasonic Technical Support 0808 2082 115 for assistance. (Your warranty card details will be required).

Error Code	Error Explanation
H12	Capacity mismatch
H15	Compressor sensor error
H20	Pump error
H23	Refrigerant sensor error
H27	Service valve error
H28	Solar sensor error
H31	Pool sensor error
H36	Buffer tank sensor error
H38	Brand mismatch error
H42	Low pressure protection
H43	Zone 1 sensor error
H44	Zone 2 sensor error
H62	Water flow error
H63	Low pressure sensor error
H64	High pressure sensor error
H65	Deice water circulation error
H67	External thermistor 1 error
H68	External thermistor 2 error
H70	Back-up heater OLP error
H72	Tank sensor error
H74	PCB communication error
H75	Low water temp protection
H76	RC-Indoor communication error
H90	Indoor-Outdoor communication error
H91	Tank heater OLP error
H95	Voltage connection error
H98	High pressure protection
H99	Indoor freeze prevention

Error Code	Error Explanation
F12	Pressure switch activate
F14	Poor compressor rotation
F15	Fan motor lock error
F16	Current protection
F20	Compressor overload protection
F22	Transistor module overload protection
F23	DC peak
F24	F24 Refrigerant cycle error
F25	*1 Cool / heat cycle error
F27	Pressure switch error
F29	Low discharge super heat
F30	Water outlet sensor 2 error
F32	Internal thermostat error
F36	Outdoor ambient sensor error
F37	Water inlet sensor error
F40	Outdoor discharge sensor error
F41	Power factor correction error
F42	Outdoor heat exchanger sensor error
F43	Outdoor defrost sensor error
F45	Water outlet sensor error
F46	Current transformer disconnection
F48	Evaporator outlet sensor error
F49	Bypass outlet sensor error
F95	*1 Cooling high pressure error

*1 The system is locked to operate without COOL mode. It can be unlocked only by authorised installers or our authorised service partners.
*2 Only displayed when COOL mode is unlocked (This means when COOL mode is available).

Want peace of mind with your Panasonic Aquarea Heat Pump?

If so, check out our new worry free Aquarea Service+, a range of service packages designed to protect your heat pump.

Why choose our Aquarea Service+?



Our service technicians are experts in Aquarea heat pumps



Problems can be diagnosed remotely, avoiding any unnecessary visits



Application of IoT technology to your heatpump offers unique benefits

By choosing Aquarea Service+, you get the best from your Aquarea heat pump, without any surprises. Thanks to remote monitoring, your heating specialist can take care of everything without bothering you and interrupting your life.

AQUAREA SERVICE+

Great service and support benefits

With an Aquarea Service+ Package, you can benefit from a range of services including:



IoT monitoring



Aquarea report



Annual maintenance visit



Daily diagnosis check



24/7 Priority support hotline



24/7 Response time

Service Packages comparison table

Benefits of a subscription	AQUAREA SERVICE+ *COMFORT*	AQUAREA SERVICE+ *SMART*	AQUAREA SERVICE+ *PREMIUM*
On site annual maintenance	✓	✓	✓
Priority support hotline	✓	✓	✓
24/7 IoT remote monitoring		✓	✓
Aquarea periodical report		✓	✓
Daily diagnosis check		✓	✓
Priority support hotline 24/7		✓	✓
Service support within 24h including weekends		✓	✓
Panasonic Spare parts		**20% Discount**	**Included***
Labour & travel costs included		**One breakdown repair visit included per year**	✓
Product Code	SVC-A2W-WARR-YR-S	SVC-A2W-WARR-YR-A	SVC-A2W-WARR-YR-P

Scan the QR to find out more!

*Terms and Conditions apply

*Currently only available in ROI but you can pre-register your interest for the rest of UK using the QR code to the right

smart meet Wiser

Introducing Wiser, the most comprehensive multi-zone heating system from Drayton.

Panasonic has partnered with Schneider Electric to offer it's Wiser room-by-room smart heating control system. Seamlessly integrating with your new Panasonic Air Source Heat Pump, the Aquarea Smart Cloud and the Service Cloud apps, the Wiser system offers an additional element of energy control and simple home automation.

This new partnership offers you the option to combine your new Aquarea Heat Pump with Wiser smart heating controls to provide you with room-by-room heating in your home.

The combination of smart heating controls with your heat pump will help to make your home as energy efficient as possible. Wiser enables you to control all of your heating devices in one single app, helping you to reduce your bills and lower your carbon footprint.

Simply connect Wiser to your Panasonic Aquarea Air Source Heat Pump and you'll be able to monitor and easy adjust the heating schedules in every room via your smartphone or tablet.



*The app can only control rooms that have a wiser TRV fitted or an underfloor influence.

Benefits of Wiser

Wiser combines smart features with simplicity to bring you the most complete home heating solution.

Wiser makes home personalisation affordable by allowing you to start with a smart room thermostat and build a full multi-zone solution over time by adding radiator thermostats and incorporating electrical and/or underfloor heating.

- Smart heating control from anywhere in the world
- Easy zoning with radiator thermostats
- **NEW** Control wet underfloor heating zones
- **NEW** Incorporate electrical heating
- Quick and easy installation
- Schedule electrical appliances by adding Wiser Plugs

What makes Wiser wiser?

Simplicity
Standard wallplate, wireless devices

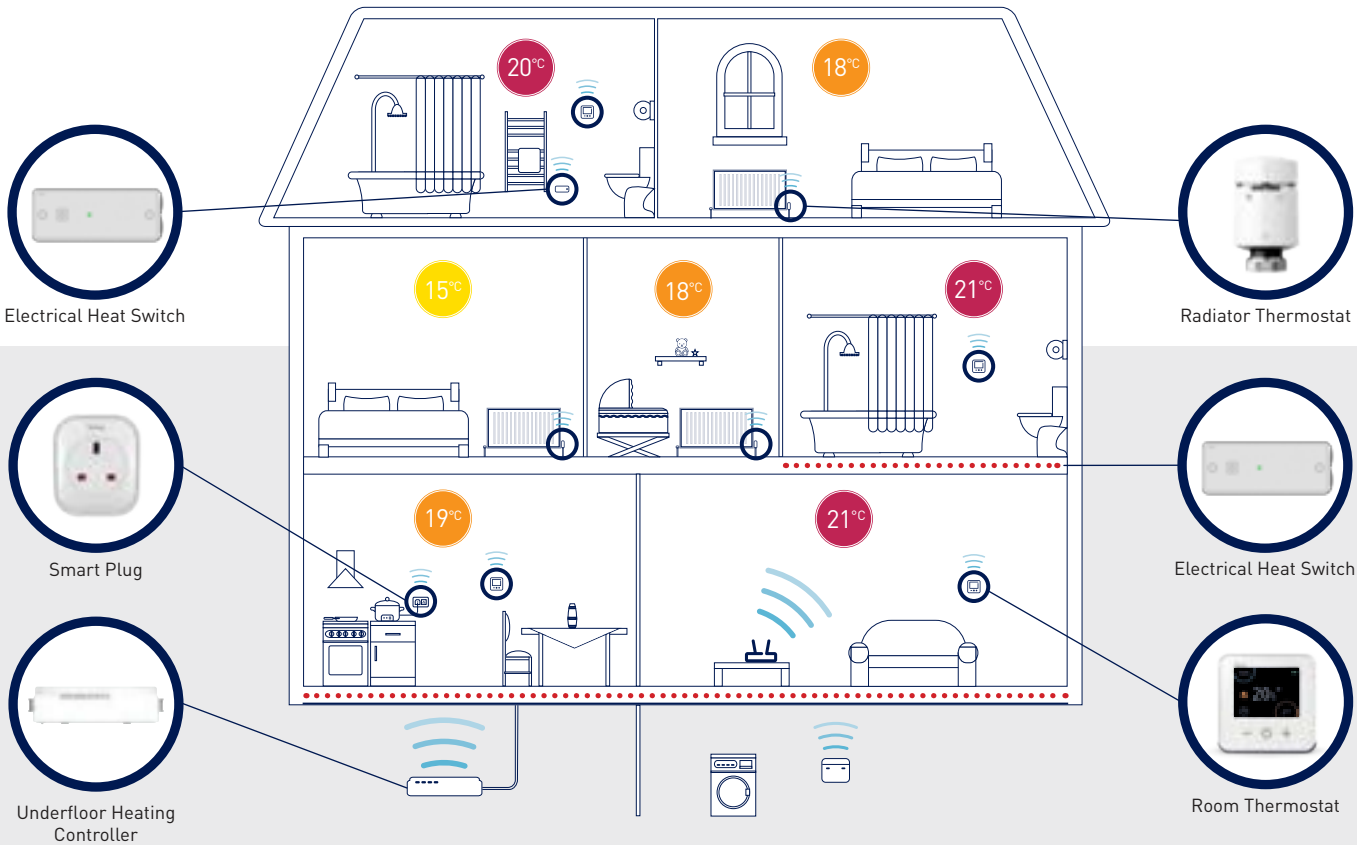
Flexibility
Up to 3 channels, 16 rooms, 63 devices

Multi-zoning
Add radiator thermostats, underfloor heating controller or electrical heat switch as required

App Control
Simple app with boost & Away Mode

Heat Report & Insights
View and compare temperatures across single or multiple rooms

works with the Google Assistant · works with alexa · IFTTT



The Wiser Home app

The app has been designed to make your life simple. Step-by-step commissioning instructions guide you through the whole process in just a few minutes.

The user experience has been designed to be intuitive so you will have no problem taking control of your heating. Set up can be done in seconds and scheduling couldn't be easier. Boost, set point and room selections can all be accessed from the home screen.

Google play

Download on the App Store

Download in the App Store – search Wiser Home



Scan the QR for more information and to purchase your Wiser smart heating system.

Features

Away Mode
Activate when away from home to reduce all set points and save 16% of energy.

Insights & Heat Report
Track the system performance to adapt heating schedules and settings to save energy.

Schedules
Set time and temperature schedules for every device to ensure full multi-zoning efficiency.

Moments
Group multiple devices to be activated together to create a mood or 'moment'.

Boost/cancel all
Boost all devices in the system or cancel all overrides - enables complete system testing with the tap of a button.

Safety Information

Information when connected to Network Adaptor (Optional Accessories Part)

SAFETY

Any remote changes are done under the assumption that the outdoor unit is clear from personnel and obstructions, if any changes are made by a 3rd party service company/installer then they will inform the end user of these changes.

Please confirm before use

- The system may not usable when communication condition is bad. Please check "Operation Status" from the applicationdisplay after operation. The following condition may happen in the remote operation.
  -Cannot operate, operation time is not reflected.
  -Air-to-Water operation is not reflected when operation is set outside of premises.
- It is recommended to lock screen the smart phone device to prevent misoperation.
- Do not use other remote control, communication and operation device not specified by an authorised dealer orspecialist.
- Use under the agreement of "Terms of Service" and "Handling of Personal Information" of Panasonic Smart Application.
- For extended non-use of Panasonic Smart Application, disconnect the wireless adaptor from the device.

Recyling of Units

Information for Users on Collection and Disposal of Old Equipment



These symbols on the products, packaging, and/or accompanying documents mean that used electrical and electronic products should not be mixed with general household waste.
For proper treatment, recovery and recycling of old products, please take them to applicable collection points in accordance with your national legislation.
By disposing of these products correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment which could otherwise arise from inappropriate waste handling.
For more information about collection and recycling of old products, please contact your local municipality, your waste disposal service or the point of sale where you purchased the items.
Penalties may be applicable for incorrect disposal of this waste, in accordance with national legislation.

For business users in the UK and European Union

If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.



[Information on Disposal in other Countries outside the UK and European Union]

These symbols are only valid in the European Union. If you wish to discard these items, please contact your local authorities or dealer and ask for the correct method of disposal.

PANASONIC AQUAREA A2W COMMISSIONING CHECKLIST (H & J SERIES ONLY)

Panasonic heating & cooling solutions

This Commissioning Checklist is to be completed in full by the competent person who commissioned the heat pump and associated equipment as a means of demonstrating compliance with the appropriate Building Regulations and Manufactures Requirements.

Failure to install and commission this equipment according to the manufactures instructions will invalidate the warranty. This does not affect your statutory rights.

Customer's Name	
Address	
Postcode	

Information

Heat Pump Model (Outdoor)		Serial Number	
Heat Pump Model (Indoor)		Serial Number	
Cylinder Model		DHW Tank Booster Heater Capacity	(kW)
Coil Surface Area of Cylinder	(m^2)	Serial Number	
Boiler Model (Bi-valent system)		Installation Company Address	
Installation Company Name		Post Code	

Outdoor Unit

Sited in correct, agreed location (covering planning & noise requirements)?		Secured to a solid base?	
Is the unit installed according to manufactures clearances?		All external pipes insulated?	
Has suitable consideration been made for condensate water?		Isolators fitted by unit?	

Refrigeration Details (Not required for Monobloc)

Refrigeration Pipe Length Between Indoor and Outdoor Unit	(m)	Additional Refrigerant Charge Added (if required)	(g)
Name of Qualified Refrigeration Engineer		Company Name	

Bi-Valent (Hybrid) Connection

Mains Gas Boiler		Oil Boiler		LPG Boiler		Electric Heater	

Electrical Connection

Power Supply 1 Cable and Breaker Sized Correctly		Power Supply 2 Cable and Breaker Sized Correctly	

Controls - System and Heat Pump

Automatic Bypass Fitted		Volumiser Fitted (2 pipe) Volume	
Buffer Tank Fitted (4 pipe) Volume	(L)	3rd Party Heating Controls	(L)
Thermostatic Radiator Valves		Outdoor Ambient Air Sensor (PAW-A2W-TSOD)	
Buffer Tank Sensor Fitted (PAW-A2W-TSBU)		Panasonic Optional Upgrade PCB Fitted (CZ-NS4P)	
Panasonic Room Thermistor Fitted (PAW-AW-TSRT)		2 x 2 Port Valve (DHW Control)	
3 Port Valve (DHW Control)		Plastic Pipe Size (O/D) Used On Primary Circuit	
Copper Pipe (O/D) Size Used on Primary Circuit			

System Check

The System Has Been Flushed And Cleaned In Accordance With BS7593:2019 And Heat Pump Manufactures Water Quality Instructions Y/N:			
The System Has Been Filled and Pressure Tested (Y/N):		Inhibitor Used:	
Glycol (Antifreeze) Used:		% of Glycol in the System	(%)

N.B. a commissioning sheet is mandatory in order to have a valid warranty coverage

uk-a2w-tech@eu.panasonic.com

PANASONIC AQUAREA A2W COMMISSIONING CHECKLIST (H & J SERIES ONLY)

Panasonic heating & cooling solutions

System Set Up

Heating Settings Zone 1			
Direct Outlet Temperature Used	(°C)		
Compensation Curve			
Outlet Temperature at Outdoor Low	(°C) *(example 55°C)*	Low Outdoor Temperature	(°C) *(example -3°C)*
Outlet Temperature at Outdoor High	(°C) *(example 35°C)*	High Outdoor Temperature	(°C) *(example +15°C)*
Heating Settings Zone 2			
Direct Temperature	(°C)		
Compensation Curve			
Outlet Temperature at Outdoor Low	(°C) *(example 55°C)*	Low Outdoor Temperature	(°C) *(example -3°C)*
Outlet Temperature at Outdoor High	(°C) *(example 35°C)*	High Outdoor Temperature	(°C) *(example +15°C)*
Outdoor Temperature for Heating OFF	(°C) *(example 18°C)*	Outdoor Temp. for Backup Heater ON	(°C) *(example -3°C)*
Heating Settings Zone 2 (Pool)			
Secondary Side Flow Temperature Set-point	(°C)	Pool DeltaT	(°C)

DHW Settings

Target DHW Tank Set Temperature	(°C)	Tank Heat Up Time (max)	*(Recommended max 60 mins)*
Tank: Re-heat Temp	(°C) *(between -2 / -12°C)*	Floor Operation Time (max)	*(Recommended max 2 hours)*
Tank Heater: Internal (Backup) or External (Booster):		Tank Heater on Time (delay)	

Sterilization Settings

Sterilization Day		Sterilization Time	(h:m)	Sterilization Temp	(°C)	Sterilization Duration	(Minutes)

Backup Heater Setting

Room Heater Enabled	Y	N	Backup Heater Capacity Setting (3,6 or 9kW depending on the model)	(kW)

Bi-Valent (Hybrid)

Control (Alternative)		Control (Parallel)		Control (Advanced Parallel)	
Outdoor Temperature for Bi-Valent on	(°C)	Smart Grid Bi-Valent (J Series Only)		Auto Bi-Valent (J Series Only)	

System Set Up

Heating Mode					
Outside Ambient Temperature	(°C)	Water Outlet Temperature	(°C)	Flow Rate	(L/Min)
		Water Inlet Temperature	(°C)	Compressor Frequency	(Hz)
DHW Mode					
Outside Ambient Temperature	(°C)	Tank Target Temperature	(°C)	Flow Rate	(L/Min)
		Water Outlet Temperature	(°C		
		Water Inlet Temperature	(°C)	Compressor Frequency	(Hz)

Commissioning Engineer's Name	
Commissioning Engineer's Signature	
Customer's Name	
Date of Commissioning	
*Customer's Signature	

*To confirm demonstration of equipment operation

N.B. a commissioning sheet is mandatory in order to have a valid warranty coverage

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Service Record

It is recommended that your heating system is regularly serviced and maintained yearly, in line with manufacturers' warranty terms and conditions, and that the appropriate service record is completed.

Commisioning			
Engineer Name (print)			
Company Name (print)			
Contact Telephone Number			
Comments			
Engineers signature		Date	

Service 1			
Engineer Name (print)			
Company Name (print)			
Contact Telephone Number			
Comments			
Engineers signature		Date	

Service 2			
Engineer Name (print)			
Company Name (print)			
Contact Telephone Number			
Comments			
Engineers signature		Date	

Service 3			
Engineer Name (print)			
Company Name (print)			
Contact Telephone Number			
Comments			
Engineers signature		Date	

Service 4			
Engineer Name (print)			
Company Name (print)			
Contact Telephone Number			
Comments			
Engineers signature		Date	

Service 5			
Engineer Name (print)			
Company Name (print)			
Contact Telephone Number			
Comments			
Engineers signature		Date	

Service 6

Engineer Name (print)			
Company Name (print)			
Contact Telephone Number			
Comments			
Engineers signature		Date	

Service 7

Engineer Name (print)			
Company Name (print)			
Contact Telephone Number			
Comments			
Engineers signature		Date	

Service 8

Engineer Name (print)			
Company Name (print)			
Contact Telephone Number			
Comments			
Engineers signature		Date	

Service 9

Engineer Name (print)			
Company Name (print)			
Contact Telephone Number			
Comments			
Engineers signature		Date	

Service 10

Engineer Name (print)			
Company Name (print)			
Contact Telephone Number			
Comments			
Engineers signature		Date	

Service 11

Engineer Name (print)			
Company Name (print)			
Contact Telephone Number			
Comments			
Engineers signature		Date	

Need more information on how to get started with your new Aquarea system? Our video guides have you covered.

How to Use Aquarea

Your starting point for your new heat pump system, check out this tutorial on the basics of Aquarea.

Checking Energy Consumption

Find out how to monitor your energy consumption on your heat pump in our step-by-step video.

Changing The Mode and Temperature

We've designed Aquarea to be simple and intuitive to use. Find out how to change the mode and temperature controls of your Aquarea heat hump in our video tutorial below.

Set up a Weekly Timer

Learn how to set weekly timers according to your use patterns in this video tutorial, ensuring your heat pump maximises comfort and saves energy in your home according to your weekly schedule.

Due to the ongoing innovation of our products, the specifications of this catalogue are valid barring typographic errors, and may be subject to minor modifications by the manufacturer without prior warning in order to improve the product. The total or partial reproduction of this catalogue is prohibited without the express authorisation of Panasonic UK Ltd.

What to Do in the Event of a Breakdown

If you experience any issues with your Aquarea unit, our team are on hand to help in any way we can.

Our consumer call centre offers over-the-phone support, from product advice to providing assistance in heat pump operation or helping to find a maintenance and repairs professional if required.

If you need to speak to a breakdown assistant call
UK: 08082 082 115 | Republic of Ireland: 1800 939 977

If you're looking to get your heat pump serviced, our service partner finder helps get you in contact with approved Panasonic partners in your area.

Do not add or replace refrigerant other than the specified type. Manufacturer is not responsible for the damage and deterioration in safety due to usage of the other refrigerant.

Panasonic

To find out how Panasonic cares for you, log on to: www.aircon.panasonic.eu

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