Congratulations

on making the smart decision:

SAVINGS

REBATE

ENVIRONMENT

- Australia's No.1 selling hot water heat pump
- High quality, efficient and energy saving
- Industry leading technology and innovation

- ☐ **EG-330FR**
- ☐ **EG-290FR**
- ☐ **EG-260FR**
- ☐ **EG-215FR**

HEAT PUMP WATER HEATER

PRODUCT & INSTALLATION GUIDE

ECOGENICA®

About the **Ecogencia FR** Range

Designed and developed in Australia for Australian conditions, the Ecogenica range of direct heat transfer water pump heaters offers ground-breaking technology to deliver energy efficient hot water savings to Australian homes and businesses.

The Technical bit

The **Ecogenica 215FR, 260FR, 290FR** and **330FR** models are fully dedicated, quick connect heat pumps using the most advanced reverse cycle heating technology which directly heats the water instead of the air, like other traditional gas or electric hot water pumps.

Our range of heat pumps have a large surface area and don't need a heat element instead extracting heat from the air - even if it's freezing outside. They utilise cold R290, a natural refrigerant, which absorbs heat energy as it passes through the large heat pump fin coil. As the gas passes through the fin coil, heat from the air turns the cold low pressure R290 vapour into a high-pressure gas, which then passes through a high efficiency rotary compressor, becoming super-heated.

The super-heated gas passes through the heat jacket which is wrapped around the water cylinder and, once the gas loses heat energy to the water, it reverts back to a cold vapour and the cycle continues until the water is piping hot.

The tank will heat up between 1 and 4 hours in all weathers. The compressor compresses the gas, just like a bicycle pump (if you put your finger on it), and, like the bicycle pump, the gas gets hot. This means the jacket never encounters the water, and the direct heating process is more reliable and efficient than other heating technologies.

With fewer moving parts - no circulation pumps or troublesome heat exchangers - maintenance is required less often , making the FR model range a more reliable and resilient design compared to other heat pump water heaters.

The coefficient of performance (COP) of 4.8 means that for every 1kW of power used from the power grid (or from your solar power system) the FR range of heat pumps puts in 4.8kW of effective power into your water.

FEATURES

- **Australia's most energy efficient Hot Water Heat Pump** -up to 80% energy savings
- **Powerful Heat Pump** - fast hot water production = lots of hot water at a lower price
- **Direct heat transfer condenser tank** - greater reliability & less maintenance
- **Easy to install**
- **Slim line tank design** - fits into narrow areas

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Reference: Performance & Specifications

Please note, the 330FR and 260FR are unavailable.

Performance of the FR Models Easily compare features to choose the right model for you.

Model	**330FR**	**290FR**	**260FR**	**215FR**
Energy Saving	75.6 %	80.1 %	74.7 %	79.0 %
No of People suitable for	5-9	4-7	3-6	1-5

All results supplied by the independent test laboratory Intertek.

Specifications of the FR Models

Model		**330FR**	**290FR**	**260FR**	**215FR**
Tank Volume		330 L	290 L	260 L	215 L
Input Power		1020 W	750 W	670 W	630 W
Heating Capacity		4600 W	3750 W	3250 W	3150 W
COP		4.51 W/W	5.0W/W	4.85 W/W	5.0 W/W
*Recovery Rate 20/55**		98.9	80.6	69.8	67.7
Fittings		20mm / G 3/4	20mm / G 3/4	20mm / G 3/4	20mm / G 3/4
Sound Levels		50	47	50	47
Tank Size	*Height* *Width*	1815 mm 620 mm	1850mm 570 mm	2115 mm 600 mm	1815 mm 510 mm
Heat Pump Size	*Height* *Width* *Depth*	610 mm 840 mm 313 mm	545 mm 780 mm 276 mm	Built onto Tank	545 mm 780 mm 276 mm
Max Current		7.0 A	5.0 A	5.0 A	4.5 A
Power Supply		220-240V/50Hz	220-240V/50Hz	220-240V/50Hz	220-240V/50Hz
Operating Temperature Range		-7°C ~+43°C	-7°C ~+43°C	-7°C ~+43°C	-7°C ~+43°C
Refrigerant Type		R290	R290	R290	R290
Protection Ranking Class		IPX4	IPX4	IPX4	IPX4
Configuration		Split Quick Connection	Split Quick Connection	All-in-one Connection	Split Quick Connection

Test Conditions:
1. Default setting +55°C
2. Outlet Water Temperature +55°C
   Inlet Water Temperature +14°C
   Dry Bulb Temperature +19°C
   Wet Bulb Temperature +15°C

* Recovery rate is 40 degrees temperature rise / 20 degrees ambient / 55 degrees water temperature. Recovery rates at 6 degrees are approx 35% less than nominal recovery rates.

NOTES:
- 215FR, 290FR and 330FR models are split and come with Pre-Charged One Shot Couplings for ease of installation by a plumber.
- Split Quick Connection models (215FR / 290FR / 330FR) only require standard plumbing connections, heat pump is located on top of tank.
- All models use R290 natural refrigerant (propane), Plumbers require a gas fitters license to handle Split Quick Connection models (215FR / 290FR / 330FR).
- All temperature is measured in degrees Celsius.

COMMERCIAL MODELS are available. **215FRC** and **290FRC**.
Parameters are the same as above. Commercial models have a higher set temperature.
The commercial models only need the top sensor installed. Please contact us for details on commercial installations.

Warning: Safety Information

Please read all manuals carefully before installing and operating this unit.
The following safety warnings are very important, always read and obey all safety signs.

WARNING

• The device must be effectively grounded.

• RCBO circuit breaker must be installed.

• Do not remove, cover or damage any permanent instructions or labels from the exterior or interior of the unit panel.

• Only qualified personnel should install in accordance with local and national regulations and this guide.

• Improper installation may cause water leakage, electric shock or fire alarm.

• All electrical connections must comply with the requirements of the local power company, the local power company and this guide.

• Do not use rated fuse, otherwise it may malfunction and cause electrical fire.

• Do not insert fingers, rods or other objects into the air inlet or outlet. The fan is rotating at high speed, which may cause injury.

• Do not use flammable sprays, such as hairspray or paint, near the machine to avoid fire.

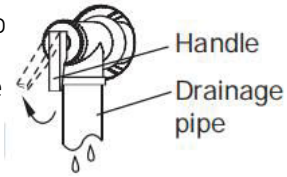
• **Disposal:** Do not dispose of electrical appliances as unsorted municipal waste, A separate collection facility should be used. Contact your local government to find out information about the collection system. If electrical appliances are disposed of in landfills or dump sites, hazardous substances can seep into groundwater and cause health problems.

• The unit must be fixed firmly, otherwise noise and vibration may be generated.

• Make sure there are no obstacles around the device.

• In places with strong wind (such as seaside areas), the unit should be installed in a windproof place.

• The PTR valve should be operated every 6 months to ensure that the valve does not have any restrictions. The drain pipe should be well insulated to prevent the water in the pipe from freezing in cold weather.



CAUTIONS

• The ground electrode must be well grounded. Make sure all electrical sockets and plugs are dry and tightly connected;

• Before cleaning, be sure to stop operation and isolate the unit (ie, turn off the isolating switch or circuit breaker). Otherwise, electric shock and injury may occur;

• Water temperature over 50 degrees Celsius will cause severe burns and even death. Children, the disabled and the elderly are at the highest risk of burns. In the bath feel the water temperature with your hands before showering to avoid burns.

• Do not operate the machine with wet hands to avoid electric shock.

• A one-way check valve and a suitable isolation valve must be installed on the water inlet side.

• It is normal for the one-way safety valve to release some water during operation. However, if there is a large amount of water, please contact our service team. Improper drainage can cause water damage to surrounding areas such as buildings, furniture etc. Except for repair and maintenance purposes, do not turn off the power, especially in cold weather, as it may freeze the machine when the power is turned off. Continuously powered heating water is necessary.

Warning: Notice to Customer

Warning

This unit requires reliable earthing before use, otherwise this may result in injury or death.

This air source water heater must be installed and maintained by licensed professionals in accordance with building regulations.

Only licensed professionals will issue you a certificate of compliance certifying that the work in question meets all relevant standards, and only licensed professionals will take out craft insurance.

The installation conforms to the Plumbing Code of Australia (PCA).

Do not install this if you cannot ensure that the power supply to the property is properly grounded. The device must be installed by a licensed professional and must meet the following conditions:

- Complies with AS/NZS 3500.4 - "National Plumbing and Drainage systems. Part 4.2: Hot water supply systems,Acceptable schemes";
- Compliant with AS NZS 3000-Electrical Wiring Rules;
  - comply with the rules and regulations of the local authority;
  - in line with national building regulations;
  - local occupational health and safety regulations;

Please read and understand this manual.

Hot water burns!
For safety, small children should be supervised around hot water appliances.

Heat pump water heaters can store water at temperatures that cause scalding, and water temperatures over 50 degrees Celsius can cause scalding, so care must be taken to ensure that damage is not caused by improper use of the water heater.

Since heat pump water heaters can generate water temperatures in excess of +50 degrees Celsius, regulations require that a regulating valve be installed on the hot water outlet line of the water heater to prevent the water temperature from exceeding a pre-set safety upper limit. When installing or retrofitting an existing system, the installation must be performed by an authorized plumber.

Care should be taken to avoid contact with any plumbing or fixtures associated with the water heater plumbing. Under no circumstances should "home craft" type modifications be attempted.

This appliance is not intended for use by persons (including children) with reduced physical sensory or intellectual abilities, or who lack the experience and knowledge to safely use this appliance without supervision or instruction. Children should be supervised by a responsible person to ensure their personal safety.

The hot water pump power supply must be protected by a separate circuit breaker on the main power switch board and rated to suit the size of the components. Do not connect other appliances, especially high-power appliances, to the main power supply of the water heater, so as not to affect the normal use of the water heater

WARNING — For continued safety of this appliance it must be installed, operated and maintained in accordance with the manufacturer's instructions.

WARNING — This appliance may deliver water at high temperature. Refer to the Plumbing Code of Australia (PCA), local requirements and installation instructions to determine if additional delivery temperature control is required.

1 **Before Installation:** For all Models

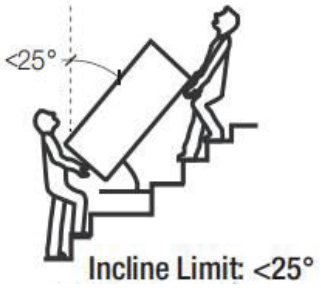
1.1 UNPACKING

When unpacking, make sure that the items in the accessories list are complete, and that the model of the main unit and the water tank are correctly matched.

1.2 TRANSPORT

When shipping this item, the following rules must be followed:

1. When moving, do not make the fuselage deviate from the vertical angle by more than 25 Degrees. Keep vertical.



2. To avoid scratches or damage, please use protective covering where applicable.

3. Since the machine is heavy, it needs two or more people to carry it, to avoid injury and/or damage.

1.3 POSITION REQUIREMENT

When choosing a suitable location, the following factors should be considered:

4. Ensure that there is enough space for installation and future maintenance,

5. The inlet and outlet should be free of obstacles and strong winds,

6. The bottom surface should be flat (ie no more than 2° inclination), and capable of bearing 3 times the weight of the machine, while ensuring that no noise and/or vibration will be increased,

7. The running noise and the exhausted airflow should not affect other people,

8. Make sure there is no flammable gas nearby,

9. The installation location should be convenient for piping and wiring,

10. Installation indoors may cause indoor temperature fluctuations and excessive noise,

11. If the device must be installed in the metal part of the building, it should be ensured that the electrical insulation complies with the relevant local standards; Securely secure the device to help avoid unnecessary noise and/or vibration;

CAUTIONS

• The ambient air temperature must also be taken into account. The heat pump operates at ambient air temperature between -7°C and +40°C, below or above this range, the heat pump will not operate.

• If it is installed in closed spaces such as garages and basements, there must be unrestricted air flow (such as installing a strong exhaust fan) to ensure that the temperature is not lower than the specified range of the machine to prevent freezing. Installing this unit in any of the following locations may cause malfunction (consult your representative before purchasing).

- Mineral oil (eg lubricant for cutting machines).
- Seaside areas or places with salt in the air.
- Hot spring areas with corrosive gases (eg sulfides).
- Factories with large voltage fluctuations.
- In a cabin without a large enough exhaust system.
- Places exposed to direct sunlight or other sources of high heat. An awning above the water heater is recommended to protect the water heater from excessive sun.
- Areas where flammable gases or materials are present.
- Areas where acidic or alkaline gases are present.
- Other special environments.

2 System Debugging: For all Models

- ☐ Correct installation,
- ☐ Piping and wiring are correct,
- ☐ Drainage and emptying are smooth without leakage,
- ☐ Plumbing installed correctly,
- ☐ The power supply voltage is consistent with the rated voltage of the unit,
- ☐ The air inlet and outlet of the unit are barrier-free,
- ☐ Leakage protector works effectively,
- ☐ Grounding is valid.

2.1 PREPARATION BEFORE OPERATION

Operation without water in the water tank may cause the water heater to enter a protection state, which may damage components in severe cases. In the event of such damage, the manufacturer will not be responsible for any damage caused by this issue. Before trial operation, please follow the steps below:

1 Trial run must be done after all installations are complete.

2 Before starting the machine, please confirm the following items (at right) , and mark them in the box after confirmation.

2.2 TURN ON POWER ⚠ CAUTIONS

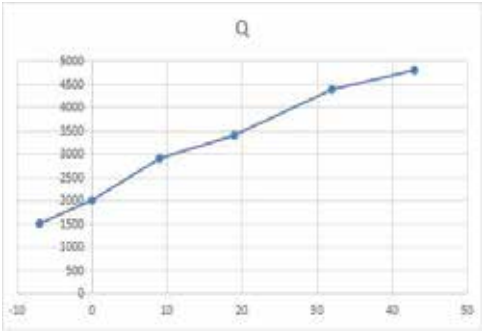
Before turning on the power to the unit, double-check that the water tank is full of water.
- After confirming that the power cord is firmly connected, turn on the power of the water heater.
- No need to operate the display, the display is in the power-on state by default.
- The device has a three-minute delay start function, please be patient.

After running for 30 minutes, observe the running status, if there is any problem, please check the display. If there is a fault code displayed on the screen contact us with timely feedback.

- The device is fully automatic control, according to the selected method and the surrounding environment, the set water temperature, self-adaptive adjustment, and heating the stored water to target temperature.

2.3 MACHINE RUNNING DYNAMICS

There are different heating times at different ambient temperatures. Typically lower ambient temperatures result in longer heat times and therefore performance. (Refer to graphs at right).

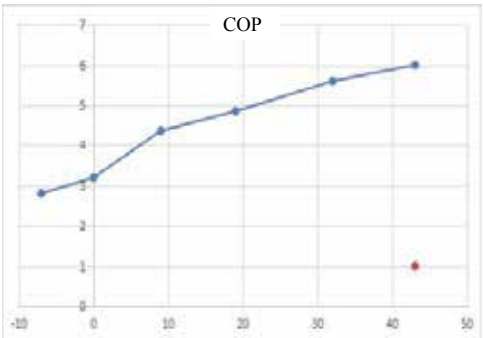


Changes in ambient temperature and heating capacity

2.4 PRODUCTION METHOD

When the self-protection mode is activated, the system will stop and start self-checking. Once the error is resolved, the unit will restart. When the self-protection mode is activated, the error code will be displayed on the screen until the error is resolved.

The device can enter self-protection mode under various conditions, including but not limited to:
- blocked air inlet or outlet;
- The evaporator is covered with too much dust;
- The unit receives incorrect power (over the 220-240v range).



Changes in ambient temperature and energy efficiency ratio

2.5 REFRIGERANT ADDITION

In some situations, a refrigeration mechanic may be permitted to run extensions between the heat pump (evaporator) and the tank (condenser). We recommend that the extensions be less than 8 metres. In this situation R290 refrigeration can be added. The refrigeration must be added strictly according to the length of the working medium pipe. Additional refrigerant is required.

Please follow the formula (at right), adding more or less will affect the performance of the unit.

After adding, please record the final charging amount (at right), and keep it properly for subsequent maintenance.

Refrigerant Addition Formula

0.015kg/m X (L-base length)

where (L) is the length of the double-pass working fluid tube, noted in m.

Record final charging amount here

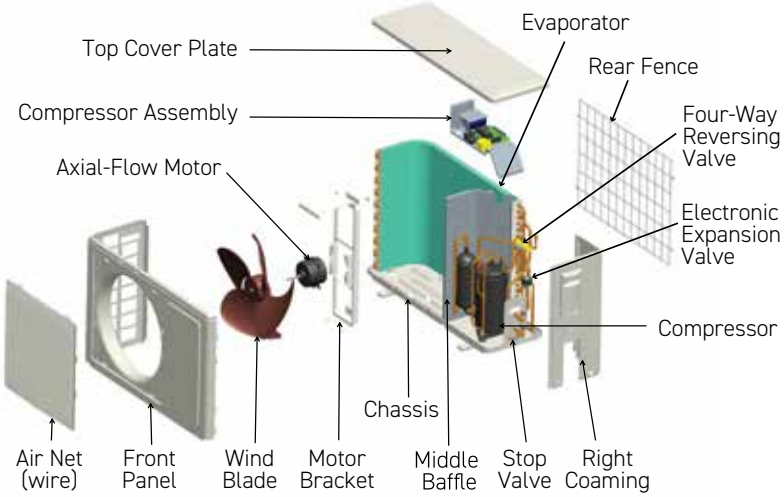
Split Quick Connection Models

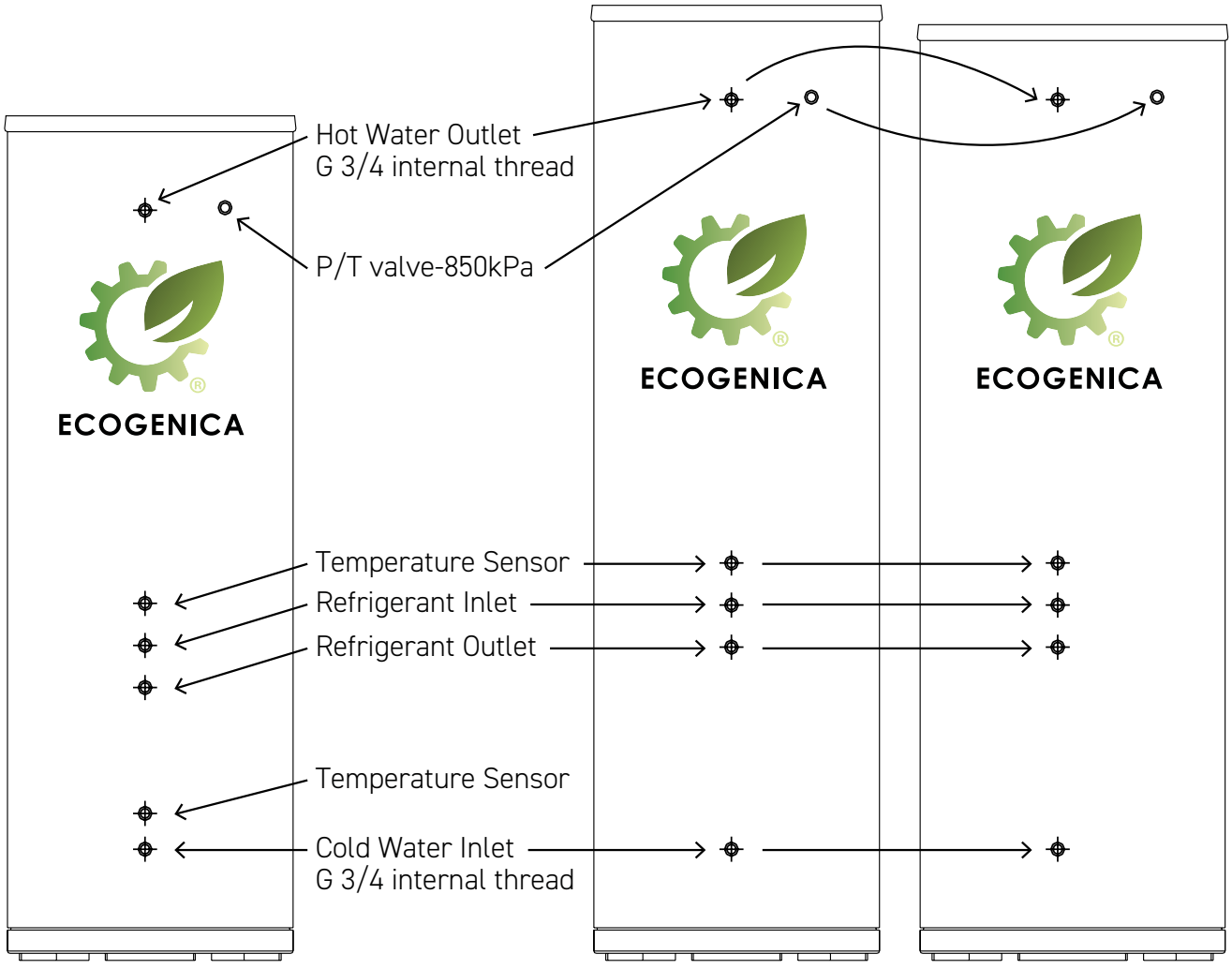
215FR
290FR
330FR

3 Components and Connections:

Heat Pump Unit

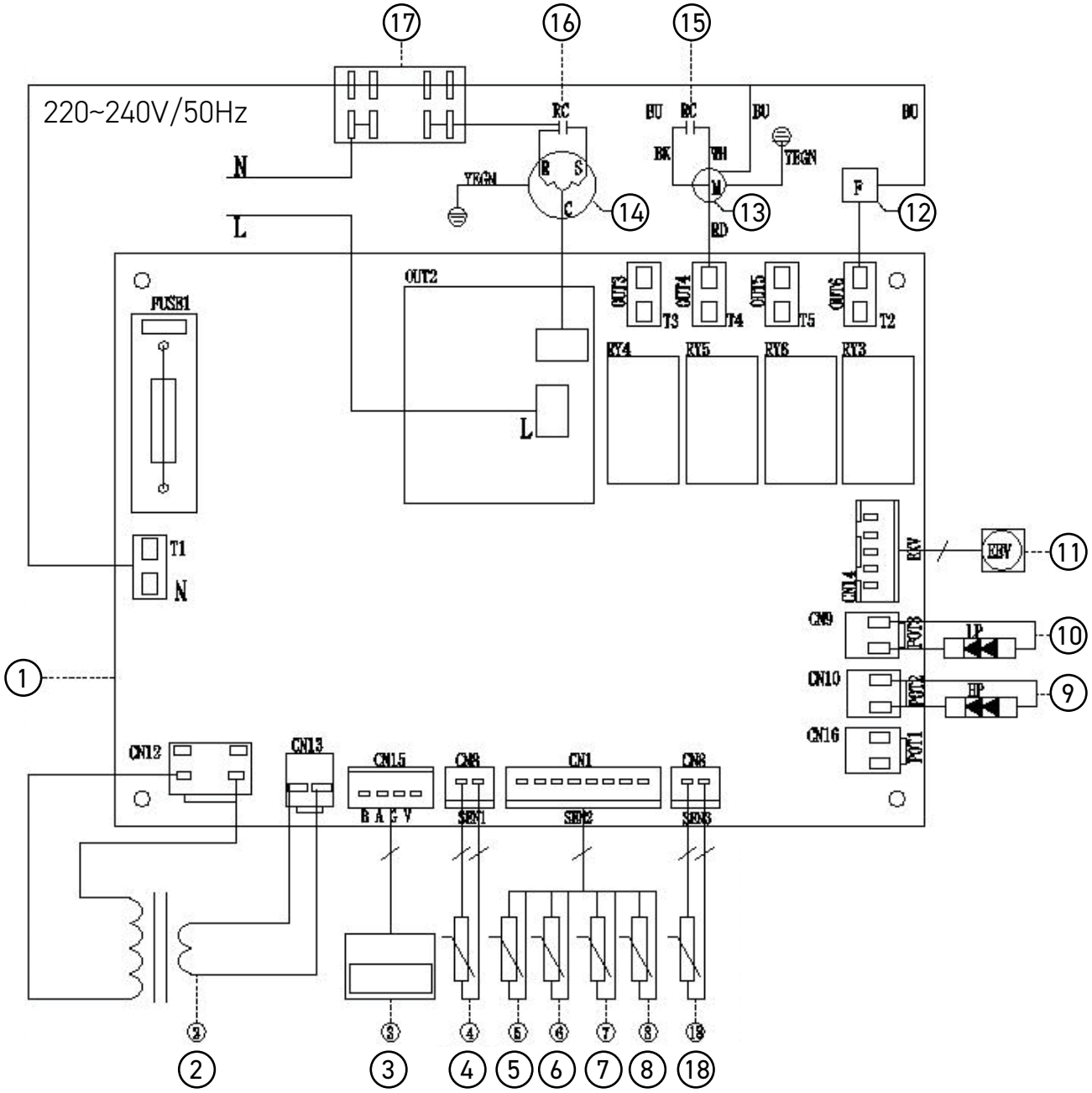
Heat Pump Unit Components





Tank 215FR Connections **Tank 290FR Connections** **Tank 330FR Connections**

4 Wiring Diagram:



1 - Integrated Circuit Board
2 - Transformer
3 - Display
4 - Water Tank Temperature Sensor
5 - Exhaust Temperature Sensor
6 - Ambient Temperature Sensor
7 - Gas Recovery Temperature Sensor
8 - Coiler Temperature Sensor
9 - High Pressure Switch
10 - Low Pressure Switch
11 - Electronic Expansion Valve
12 - Four-way Reversing Valve
13 - Motor
14 - Compressor
15 - Motor Capacitance
16 - Compressor Startup Capacitor
17 - Connection Terminal Station
18 - Water Tank Temperature Sensor (lower)

5 Installation: Typical Installation

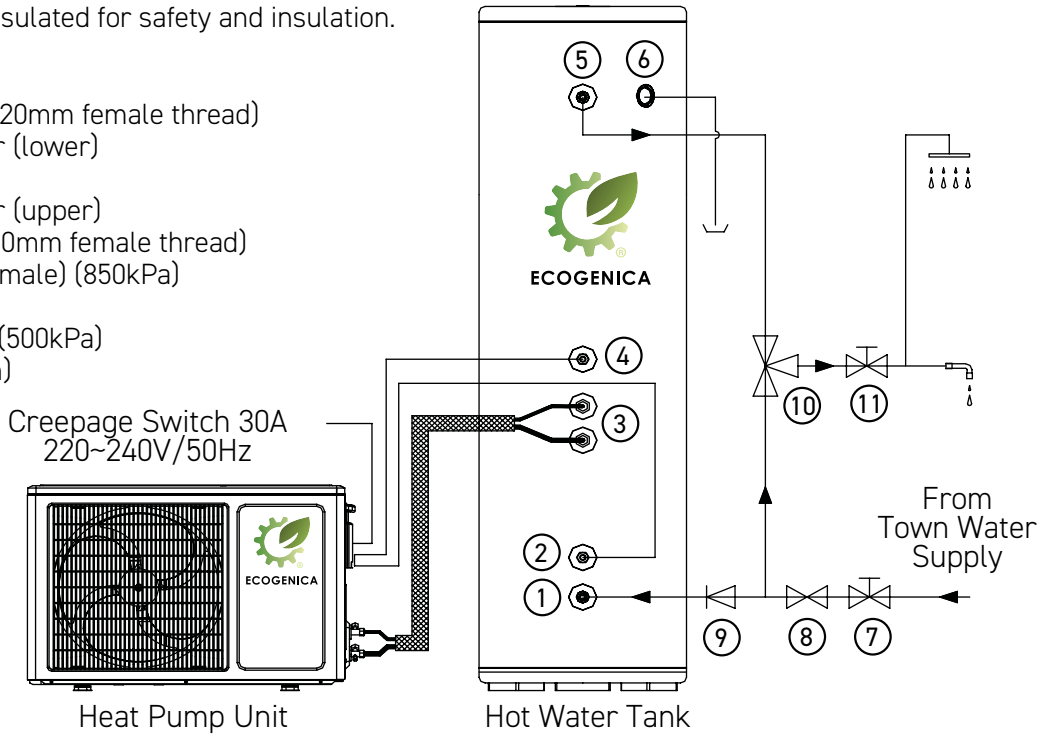
5.1 PIPING CONNECTIONS

Cold water inlet and hot water outlet are 3/4 inch (20mm) female connections.

The outlet of the PTR valve is a 3/4 inch (20 mm) female fitting.

All hot water pipes must be insulated for safety and insulation.

1 - Cold Water Supply Outlet (20mm female thread)
2 - Water Temperature Sensor (lower)
3 - Connecting Pipe
4 - Water Temperature Sensor (upper)
5 - Hot Water Supply Outlet (20mm female thread)
6 - PTR Relief Valve (15mm female) (850kPa)
7 - Isolation Valve
8 - Pressure Reduction Valve (500kPa)
9 - One-way Valve (non-return)
10 - Thermostatic Valve
11 - Isolation Valve



WARNING

During the use of the machine, the PTR Valve needs to be manually operated once a month. If there is water flowing out, it is considered that the PTR Valve is in mornal use. otherwise, the PTR Valve needs to be replaced (be careful of burns).

During the use of the machine, a small amount of water will leak out at the outlet of PTR Valve, which is normal, but drainage treatment must be done regardless.

CAUTIONS

- If the outdoor temperature is lower than 5 degrees Celsius during installation, insulation protection must be provided for hydraulic components (ie pipes).
- If the water inlet pressure is less than 150 kPa, a booster pump should be installed at the water inlet.
- To ensure the safe use of the water tank, when the water inlet pressure exceeds 500 kPa, a pressure reducing valve should be installed on the water inlet pipe.

WARNING

- **Do not disassemble the PTR valve.**
- **Do not block the condensate drain line.**

5 Installation: Typical Installation *(continued)*

5.2 HEAT PUMP UNIT INSTALL POSITION

Install properly spaced air circulation and duct passages

1. Place the device on a flat, firm surface capable of bearing three (3) times the weight of the device.

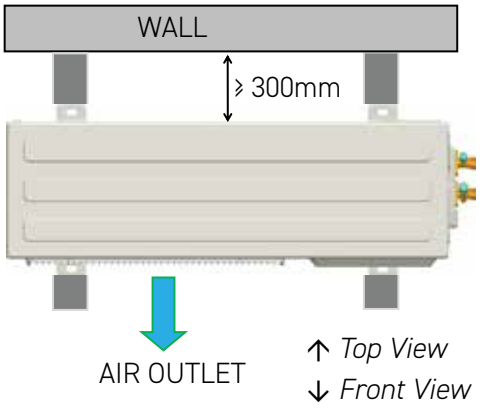
2. Do not pile up obstacles within 2m from the air outlet, as this will affect the smooth air circulation. You should also avoid the windward direction).

3. The control panel should not be installed in the bathroom, so as not to affect the normal work;

4. If there is no special drainage pipe (sink), be sure to ensure that the condensed water flowing on the ground can be drained smoothly to avoid water pollution to the environment.

5. We strongly recommend to have protective devices around the fuselage to keep children away from the heat pump.

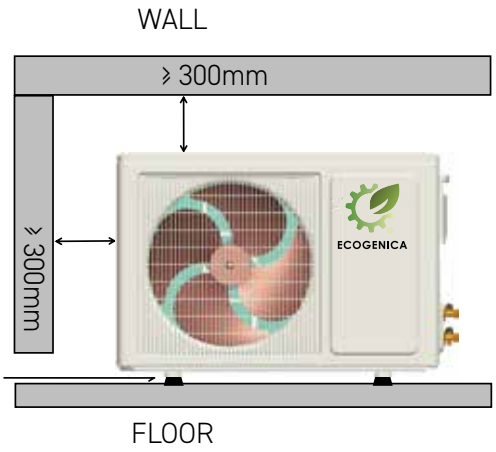
6. The outdoor unit is to be installed with a 25mm high rubber shockproof, and it is to be firmly fixed to studs, to avoid noise or fall off when the machine is running



5.3 WATER TANK INSTALL POSITION

1. The water storage tank must be placed upright on the ground, with a 10cm foot pad under it. The installation site must have a solid foundation and must be able to withstand a weight of more than 500kg. Not to be hung on the wall.

2. If the water storage tank is installed outdoors, consider the use of bolts firmly to prevent damage from extreme weather.



5.4 REFRIGERATION PRE-CHARGED COUPLING

According to the installation site, the distance between the water heater and the water storage tank should not be greater than the length of the connecting pipe (the standard length of the connecting pipe is 2 metres). The FR Series come standard with pre-charged 2 metre refrigeration lines for ease of Installation and to prevent leaks.

Remove the packaging and carefully lower the refrigeration lines towards the heat pump.

Connect the pre-charged refrigeration pipes using the (3/8" to1/4") quick connect adapter supplied with the unit (in the quickie kit). Guide the refrigeration line onto the female refrigeration quick connect adapter and tightly screw the male coupling to the female coupling until the diaphragm is pierced. The single one-shot coupling is folded back into the coupling providing a high flow path and low pressure drop for the refrigeration charge in the condenser pipe (located on the water tank) to combine with the heat pump charge. Once the couplings are connected a refrigeration charge in the condenser pipe is released into the heat pump and the fully charged heat pump is ready for plumbing connections.

5 Installation: Typical Installation *(continued)*

5.5 WATER SYSTEM INSTALLATION

For water pipeline installation, please refer to above diagram

1. The selection of pipe materials, stainless steel pipes, copper pipes, hot water aluminum-plastic pipes, hot water PPR pipes, etc. can be selected in line with national health and safety standards. Pipes must be accurate, heat-resistant, rust-proof, and not easy to climb.

2. Install a one-way valve at the water inlet of the water tank as shown in the diagram above.

3. The connection between the water tank and the water pipe must be equipped with a shut-off valve or a removable joint for use in maintenance.

4. The arrangement of the water pipes is reasonable, and the bending is minimized to reduce the resistance of the water system.

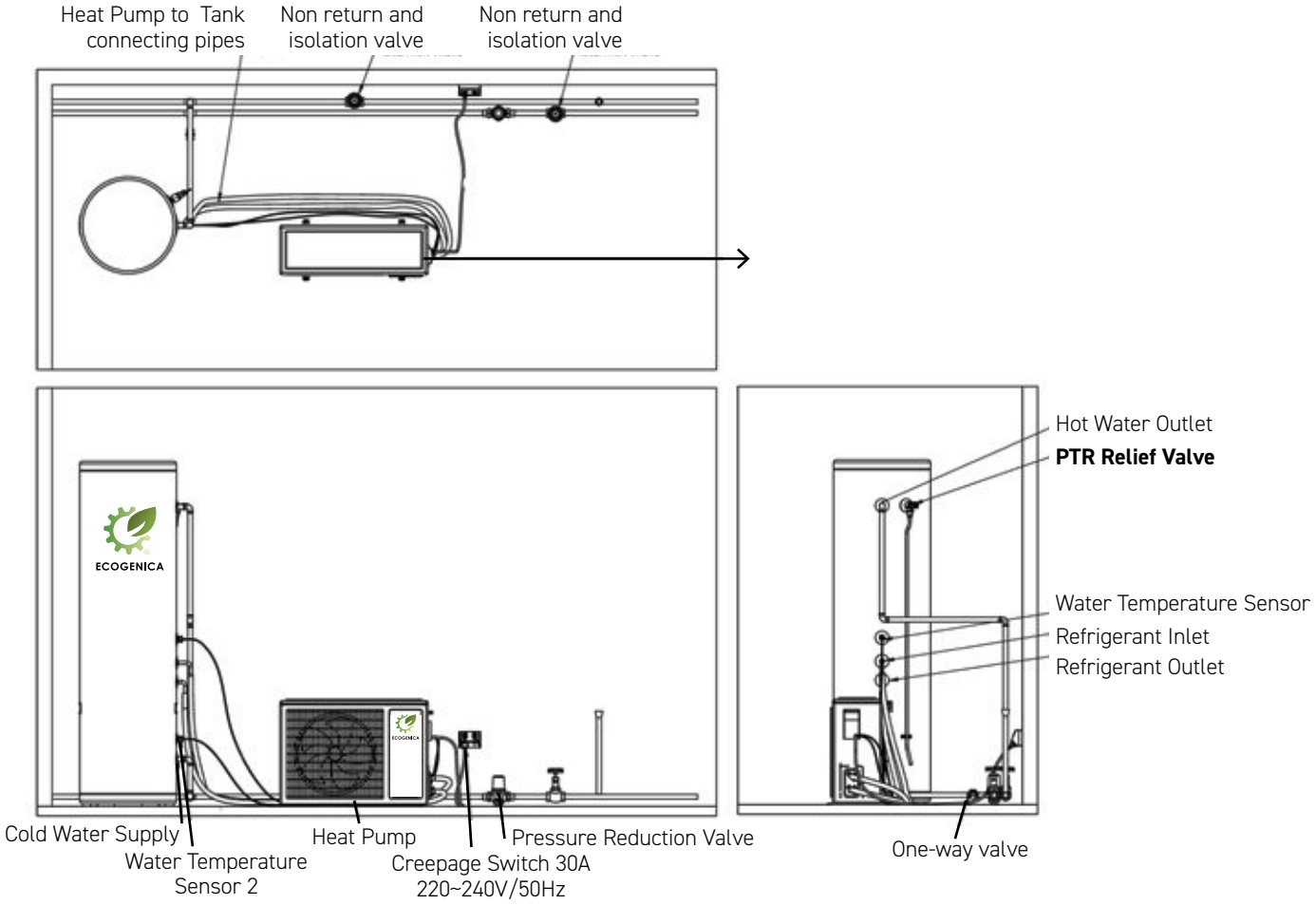
5. For metal pipes, high-density flame-retardant PE sponge must be used for thermal insulation.

6. The water supply port must be equipped with a filter that meets the design flow requirements.

CAUTIONS

- When the unit leaves the factory, the high and low pressure shut-off valves are closed. Only after the main engine and the water tank have been connected with the working fluid pipe, and after vacuuming and pressure maintenance, the high and low pressure shut-off valves are allowed to be opened after the main engine and the water tank are well connected.

- Please use a vacuum pump to evacuate, and it is forbidden to use the refrigerant back flush of the host to evacuate.



5 Installation: Typical Installation *(continued)*

5.6 ELECTRICAL CONNECTIONS

Electrical installation work may only be carried out by a licensed electrician in accordance with the relevant regulations on electrical safety and electrical wiring.

Follow the wiring rules for circuit breaker rating and PRZEWOD thickness.

The machine should use a special power supply, and the voltage should meet the rated voltage ±10%. The power supply circuit of the machine must have an e ffective ground wire, and the power ground wire must be reliably connected to the external ground wire.

Power cables and signal cables should be arranged neatly and reasonably. Strong and weak cables should be separated from each other, and they should not interfere with each other. Otherwise, the normal state of the display will be affected. Please arrange the power supply layout reasonably and avoid splicing wires.

Do not disconnect or disassemble the ground wire of the power supply under any circumstances.

Do not use damaged wires and switches, and replace them immediately if they are found to be damaged.

Power Specification
220V~240V

Wire Diameter
2.3mm²

Switch
10A

Leakage Protector
30mA

QUICK CONNECT INSTALLATION

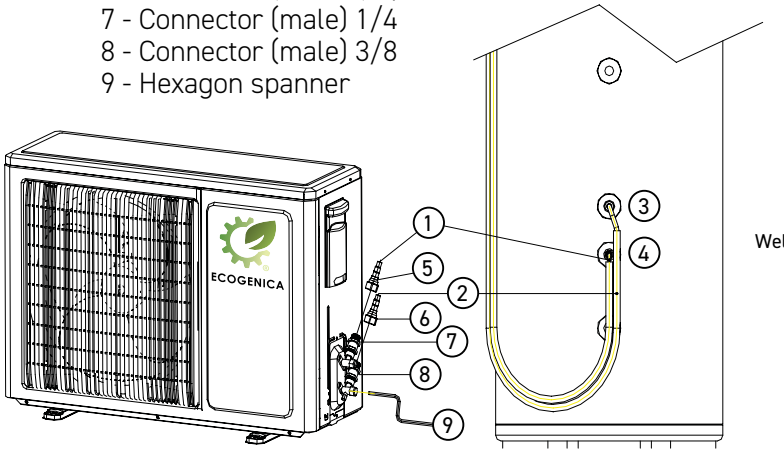
1 Copper tubes ③ ④ are already welded to the tank and filled with refrigerant.

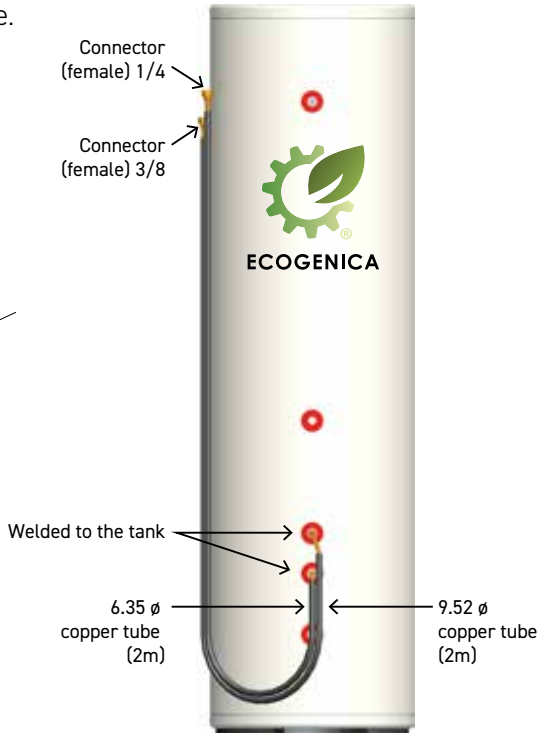
2 Please choose a correct position before connecting the copper tubes ③ ④ to condenser box.

3 Make sure the connector (male) is connected to the connector (female). Please use a hexagon spanner to open-up the refrigerant valve.

4 Please check and make sure there is no refrigerant leak.

1 and 2 - Cover
3 - 9.52 ø copper tube (2m)
4 - 6.35 ø copper tube (2m)
5 - Connector (female) 1/4
6 - Connector (female) 3/8
7 - Connector (male) 1/4
8 - Connector (male) 3/8
9 - Hexagon spanner

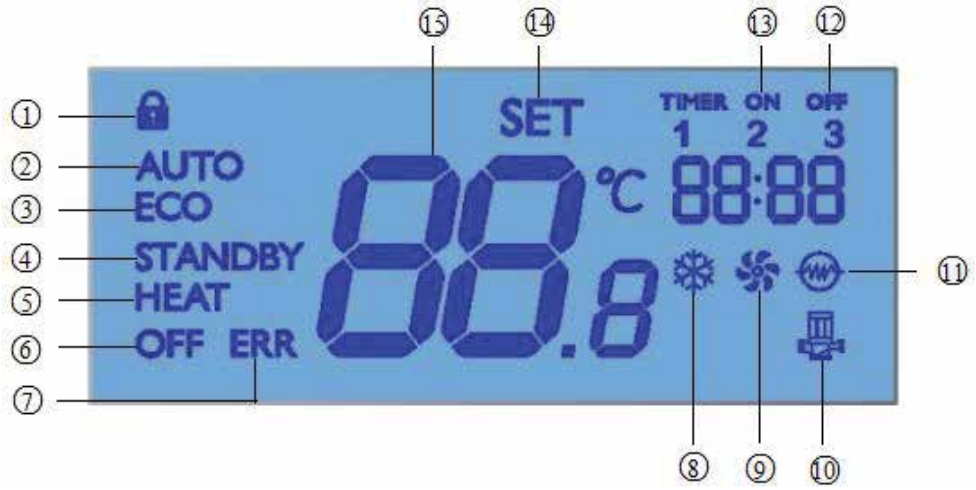




6 System Operation

Split Quick Connection models 215FR / 290FR / 330FR

6.1 DISPLAY



1		Lock: (this function is blocked) If the control panel is locked, the lock icon will be displayed on the screen
2	**AUTO**	Auto Mode: If auto mode is selected, this icon will be displayed on the screen
3	**ECO**	Economic Mode: This icon will be displayed on the screen if the economy mode status is selected
4	**STANDBY**	Standby: If the machine stops working when the water temperature has reached the set temperature, this icon will be displayed on the screen
5	**HEAT**	Heating: This icon will be displayed on the screen when the machine is on and working to produce hot water
6		Mode: Press and hold for 3 seconds to activate the electric heating function
7		Time setting: press this key to set the current time Set timed power on/off
8		Increase: To increase the set temperature or increase a certain value, press this key to proceed
9		This key is invalid

6 System Operation: *(continued)*

Split Quick Connection models 215FR / 290FR / 330FR

6.2 KEY OPERATION INSTRUCTIONS

START UP
Power on: Press "⏻" for 3 seconds
Power off: Press "⏻" for 3 seconds

TEMPERATURE SET
Press " **+** " or " **-** " to set and adjust temperature.
Press "S" to save your set and then quit.

TIME SET
Press "🕒" to set time as follows: hour > clock > quit.
Press "▲" and " ▼" to set the time details.
After 30 seconds (do not press any keys) the machine will quit automatically. Or, you can press "⏻ " to quit.

TIMER SWITCHOUT
Press "🕒" for 3 seconds to come into the setting
Timing 1: to set hours - Press " ▲ " and "▼", and "🕒", then, to set minutes - Press "▲" and "▼", and "🕒".
Timing 2: Press "🕒" then follow same as Timing 1.
Timing 3: Press "🕒" then follow same as Timing 1
After 30 seconds (do not press any keys) the machine will quit automatically. Or, you can press "⏻ " to quit.

RESTORE FACTORY DEFAULT PARAMETERS
Press "**(RST)**" for more than 4 seconds, when it shows "**dEF**", press "S" to become factory default parameters.

FACTORY PARAMETER SETTING
Press "**(RST)**" 3 times continuously to come in to the data setting, press "▲" or "▼" to set and then press "S " to confirm your setting .
After 5 seconds (do not press any keys) the machine will quit automatically. Or, you can press "⏻ " to quit.

MANUAL FORCED DEFROST
Press "S" for 10 seconds, then the defrosting is forced to start until the maximum defrosting time is reached or the protection fault exits.

REGRIGERANT RECOVERY
(non-specialized personnel are prohibited from operating)
Press "S" for 3 times continuously, press "▲" or "▼" to come to F98, then press "S" to show Adf.
After the machine is started, first close the low-pressure shut-off valve, then close the high-pressure shut-off valve after the machine runs for 1 minute, and finally press any key to exit this mode. Disconnect the power supply to prevent the machine from starting up in the event of a system blockage.

LEGIONELLA CONTROL METHOD
Compressor opens automatically at 2:00 a.m. every monday (constant temperature shutdown and standby status can be opened).
Disinfect once a week.
The default is: 61°C, 32 min.

7 System Trouble Shooting:

7.1 FAULT CODES

	CONTENT	FAULT CODE	HEAT PUMP STATUS	NOTES
1	Freeze Protection	**A11**	-	-
2	Low Voltage Switch Protection	**A12**	Stop Heating	Power Off, then Power On
3	High Voltage Switch Protection	**A13**	Stop Heating	Power Off, then Power On
4	Water Tank Temperaure Sensor Failure	**A21**	Stop Heating	Automatic Recovery
5	Coil Temperaure Sensor Failure	**A22**	-	Automatic Recovery
6	Exhaust Temperaure Sensor Failure	**A23**	-	Automatic Recovery
7	Ambient Temperaure Sensor Failure	**A25**	-	Automatic Recovery
8	Intake Air Temperaure Sensor Failure	**A26**	-	Automatic Recovery
9	Operator Cable Interruption Protection	**A51**	Stop Heating	When the VCC and GND lines are opened, the operator does not light up. When the A and B lines are opened, the operator displays the A51 fault code
10	Exhaust Temperature High Temperature Protection	**A61**	Stop Heating	3 times/hour, the heat pump stops working

7.2 TROUBLE SHOOTING

PROBLEMS	REASON	SOLUTION	PHENOMENON
Freeze Protection **A11**	When the water temperature is ⩽ 4°C for more than 5 minutes or ambient temperature is ⩽ 2°C and the shutdown time exceeds 15 minutes	Make sure the water volume of the water tank, the machine will automatically detect and return to normal	
Low Voltage Switch Protection **A12**	1. The terminals of the low-voltage switch fall off or have poor contact or are damaged	1. Check the circuit board port	After 3 occurrences within 1 hour, the machine will automatically stop working, and it needs to be powered on again to resume the re-detection
	2. Lack of snow seeds 3. The ambient temperature is lower than -7. The electronic expansion valve is not open	2. Check whether the operating pressure is lower than the standard value of the pressure switch; 3.The working environment has exceeded the limit operating range of the compressor. Check whether the electronic valve coil and port are loose;	

7 System Trouble Shooting: *(continued)*

7.2 TROUBLE SHOOTING

PROBLEMS	REASON	SOLUTION	PHENOMENON
High Voltage Switch Protection **A13**	1.The terminal of the high-voltage switch has fallen off or is in poor contact or is damaged 2. Water shortage (the pump does not work) 3. The filter is blocked 4. The electronic expansion valve is not opened. The water tank temperature sensor is not placed in the water tank, resulting in a misjudgment, which does not match the actual water temperature	1. Check the port of the circuit board 2. Check the amount of water or whether the pump is Work 3. Enter the forced defrosting function, reverse the flush for 1min 4. Check the coil and end of the electronic valve Whether the mouth is loose	After 3 occurrences within 1 hour, the machine will automatically stop working, and it needs to be powered on again to resume the re-detection
Tank Temperature Sensor **A21**	1. Break or short circuit	1. Replace the sensor	Machine stop working
Coil Temperature Sensor **A22**	1. Break or short circuit	1. Replace the sensor	The machine can run normally, but cannot enter or exit the defrost
Exhaust Temp. Sensor **A23**	1. Break or short circuit	1. Replace the sensor	The machine can run normally, but the high temperature protection fails
Suction Temp. Sensor **A26**	1. Break or short circuit	1. Replace the sensor	Machine works normally
Operator Cable Interruption Protection **A51**	1. The connecting line of the operator is open or short-circuited	1. Replace the sensor	When the VCC and GND lines are connected, the operator does not light up. When the A and B lines are connected, the operator displays the A51 fault code, and the machine stops working
Exhaust Temp. High Temp. Protection **A61**	1. ack of snow seeds. Water shortage (pump not working)	1. Check whether the system lacks refrigerant, check the system leaks and make up for them in time; Check the water volume of the water tank and whether the pump is running	After 3 occurrences within 1 hour, the machine will automatically stop working, and it needs to be powered on again to resume the re-detection

7 System Trouble Shooting: *(continued)*

7.2 TROUBLE SHOOTING

PROBLEMS	REASON	SOLUTION
Shows running, but not heating	1. The compressor does not work (overload or burn out) 2. Four-way valve gasping 3. In the cooling state (defrosting), lack of snow seeds	1. Check whether the compressor line is loose and measure whether the resistance of the compressor main winding and auxiliary winding is normal; 2. Judgment of panting of the four-way valve, check if the temperature of the exhaust pipe is the same as the temperature of the intake pipe, it is regarded as a panting phenomenon. Judgment of cooling status: the water temperature continues to cool down; the fan continues to blow hot air
Heating, fan not running	1. The motor capacitor is damaged, the motor is burned out or the power cord is loose	Replace the motor or capacitor
Compressor is noisy	1. Water shortage (the pump does not work), the temperature difference is too large 2. The compressor is fixed too tightly, and the rubbing vibration space is small, the operating voltage has exceeded the range of 198V~242V;	1. Ensure that there is sufficient water; 2. The distance between the control nut and the top of the compressor damping rubber. Increase the voltage regulator to ensure that the voltage is normal
Product is noisy	1. The pipeline vibrates greatly. If the distance between the parts is too small, it is easy to cause collision and friction	1. Vibration-absorbing rubber is added to the pipe fittings. Adjust the distance between components and pipes
User temperature is low	1. The amount of cold water mixed with water is large, and the output of hot water is small	1. Adjust the mixing valve to control the ratio output of hot water and cold water

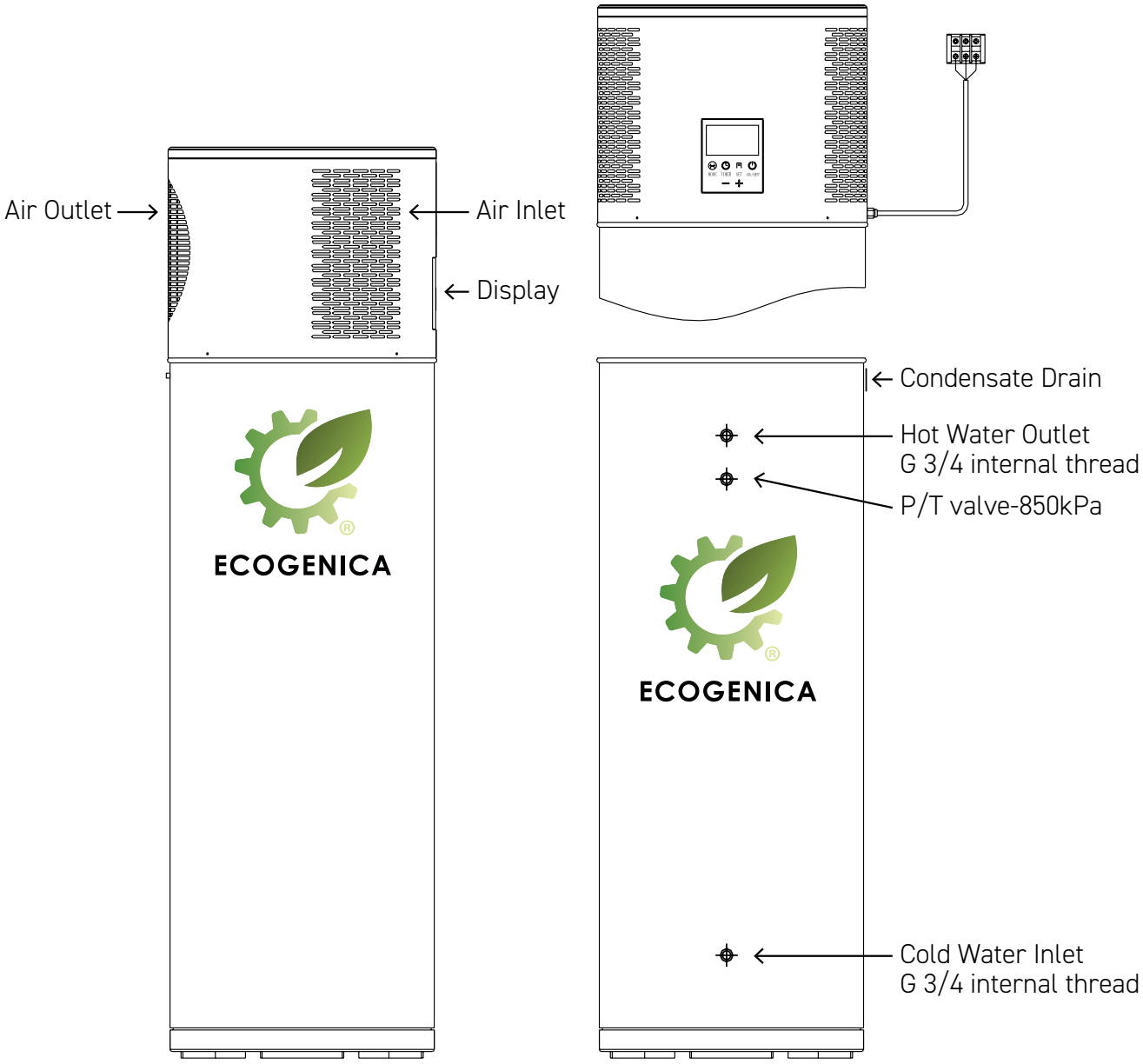
The diagnostic codes and usage symptoms listed above are the most common, if the diagnostic codes listed above or other usage issues do not appear, please contact technical assistance

All-in-one Connection Models

260FR

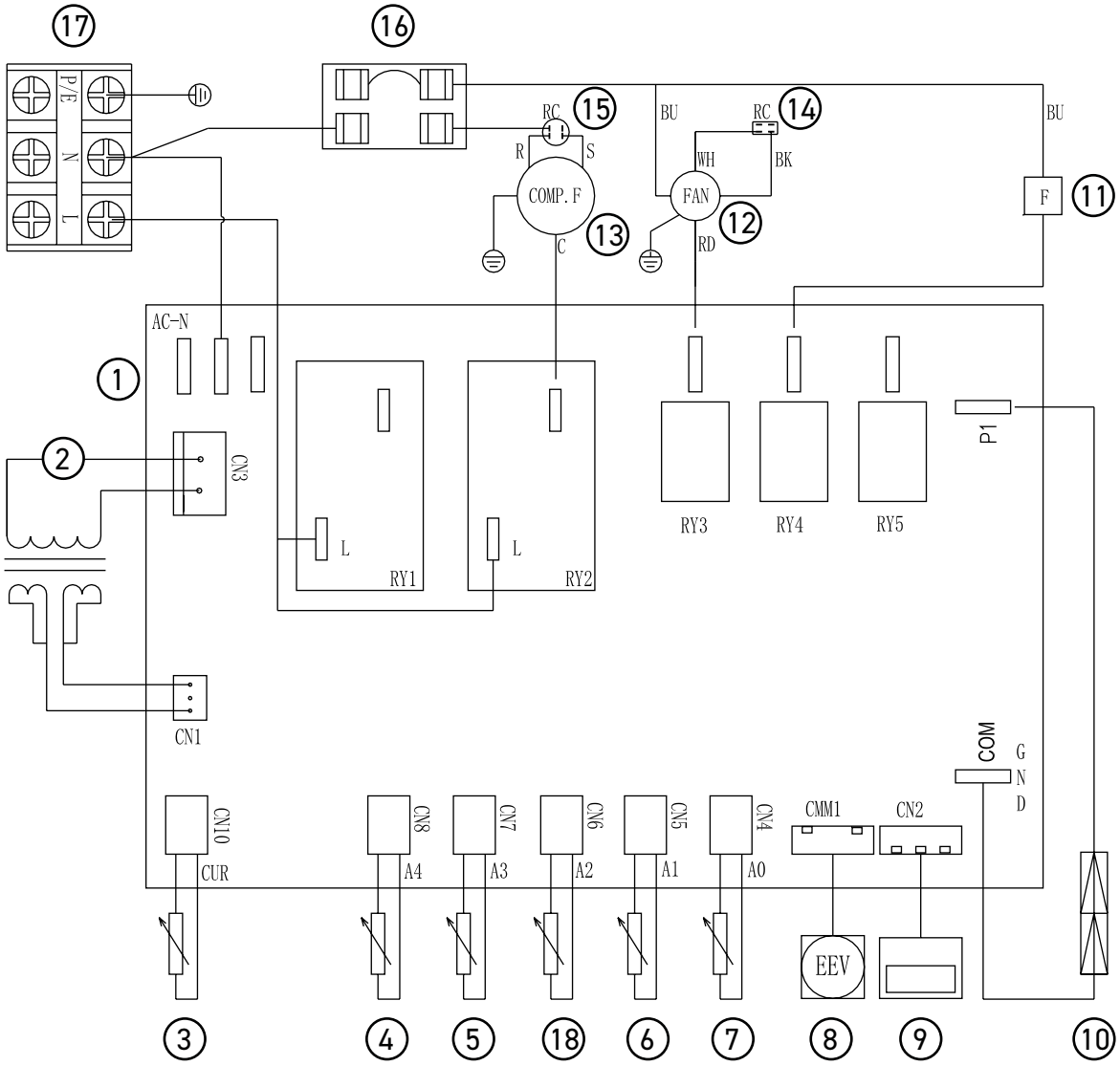
8 Connections:

Tank and Heat Pump (included at top of tank) 260FR



Tank 260FR Connections

9 Wiring Diagram:



1 - Integrated Circuit Board
2 - Transformer
3 - Exhaust Temperature Sensor
4 - Gas Recovery Temperature Sensor
5 - Coiler Temperature Sensor
5 - Water Tank Temperature Sensor T1
7 - Ambient Temperature Sensor
8 - Electronic Expansion Valve
9 - Display
10 - High Pressure Switch
11 - Four-way Reversing Valve
12 - Motor
13 - Compressor
14 - Motor Capacitance
15 - Compressor Startup Capacitor
16 - Connection Terminal Station
17 - Connection Terminal Station
18 - (Not in use)

10 **Installation:** Typical Installation

10.1 PIPING CONNECTIONS

Installation of the water inlet or outlet pipes:

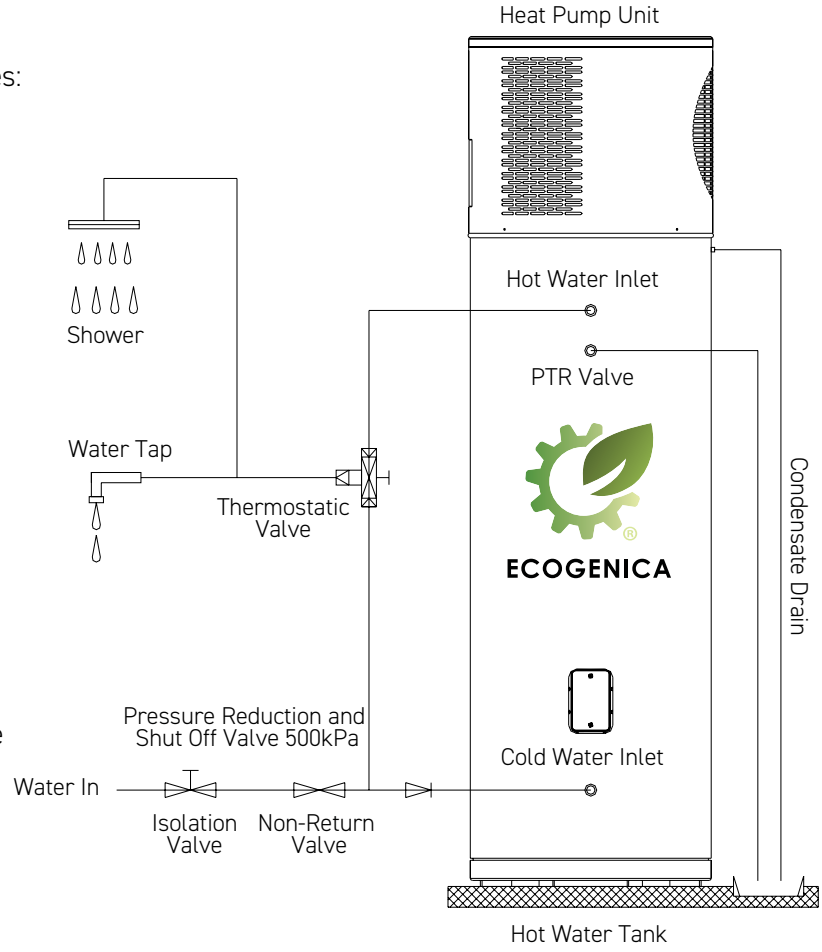
The water inlet and outlet thread are 3/4 BSP (internal thread). Pipes must be heat resistant, durable and UV resistant (when doing outdoor installation).

Installation of the pipe for PTR valve: The specification of the valve thread is ½ BSP (internal thread)

Note: one way valve must be installed at the inlet.

All pipe work should be insulated with proper insulating material (weatherproof and UV resistant if exposed) to optimise energy efficiency.

To ensure the faultless operation, the unit must be installed vertically with a tilt no more than 1˚, preferably in the direction of the condensate drain in order to favour the condensates drainage.



WARNING

Damage to external tank casing!
Do not tilt more than 20˚ without packaging

All plumbing work must be carried out by a qualified professional and in accordance with the Plumbing Standards AS/NZS3500.4 & local authority requirements.

Care should be taken not to touch the pipe work as it may be hot

CAUTIONS

The temperature and pressure-relive valve must be installed according to local code. Not doing so will cause damage to the appliance and to other property.

The function if the temperature and pressure relief valve once installed on this water heater is to discharge high conditions. Therefore, it is strongly recommended that the pipe work connected to the relief valve is able to withstand water temperatures exceeding 99˚C. Failure to follow this recommendation may result in a dangerous situation.

WARNING

Never block or seal the outlet of the PTR valve or its drain for any reason.

The warranty will be void if the relief vale or other safety devices are tampered with or if the installation is not in accordance with this manual.

10 **Installation:** Typical Installation *(continued)*

10.2 DIELECTRIC JOINT *(not supplied with the appliance)*

Different metals between plumbing and tank materials and additionally the effect of hot water can cause the corrosion of one of the metals (generally the one in the tank is the metal attacked).

The dielectric joint will basically avoid any physical contact between the two metals, acting as an effective insulator and prevent this attack. How quickly this, or it at all, happens, depends a lot on the content of your water. It's pH, the dissolved minerals and the metals involved.

10.3 CONDENSATE DRAIN TUBES *(not supplied with the appliance)*

This unit has an integrated condensation tray. The water collected in the tray drains out of the tube coming off the back of the unit. It is important that a hose is attached to drain port at the back of the unit.

Direct the other end to a drain in the floor no higher than 8cm above the ground in an outdoor installation. If such drain is unavailable, a condensate drain pump (not provided) with a capacity no less than 4 litres per day must be purchased and installed.

10.4 THERMAL EXPANSION TANK *(not supplied with the appliance)*

Thermal expansion is a natural process where heated water increases its volume. When this water is stored in a tank, this volume increase will in fact mean a pressure increase. This pressure increase can result in a dangerous situation. If the safety settings on the relief valve are reached, then the relief valve will operate during the heating cycle. Reaching the relief valve nominal values, can cause premature valve failure and contribute to increase components stress. Eco Alliance Pty Ltd therefore recommends the installation of an expansion tank in order to relieve this over-pressure, avoiding repeated relief valve operation.

Please contact a licensed professional, water supplier or plumbing inspector for information about this subject.

10.5 PTR Valve *(supplied with the appliance)*

A temperature and pressure relief valve is supplied and must be installed in the tank port marked for thin purpose. No valve or accessory of any type should be installed between the relief valve and the tank. Please observe local codes for the correct installation of relief valves.

The kW rating of the relief valve must be higher than 6kW to ensure that is always above the maximum output power of the water heater when operating with both electrical heater and heat pump and air at 40˚c. The supplied PTR valve complies with this by having a power capacity of 10kW.

Connect the outlet of the relief valve to a suitable open drain so that the discharge water cannot contact any electrical parts, persons or animals and to eliminate any other possible risks.

Always use a valve of the same rated pressure and temperature as the PTR valve supplied with the unit.

WARNING

The pressure rating of the relief valve must not exceed 1000kPa, the maximum working pressure of the water heater as marked on the rating plate.

Relief valve easing gear should be operated AT LEAST ONCE EVERY SIX MONTHS.
If water does not discharge freely when the lever is operated, the valve should be checked by an authorised agent.

The relief valve and relief valve drain pipe must not be sealed or blocked. Small amounts of water may leak from relieve valve during heating cycles.

10 **Installation:** Typical Installation *(continued)*

All-in-one Connection models 260FR

10.6 TEMPERATURE MIXING DEVICE *(not supplied with the appliance)*

Eco Alliance Pty Ltd recommends the installation of a temperature limiting device between the water heater and the hot water outlets in a bathroom or similar usage point in order to reduce the risk of scalding.

10.7 PRESSURE LIMITING VALVE *(not supplied with the appliance)*

This water heater is designed for direct connection to mains water supply. In case the mains supply pressure exceeds 800kPa, a pressure limiting valve must be installed.

A minimum water supply pressure of 200kPa is required to assure the effective operation of this water heater. In installations where the mains water supply pressure exceeds that specified for this product, an approved pressure limiting valve is required and must be fitted. If the water is supplied with low pressure water, below the minimum working pressure for this product, then a pressure pump should be installed in order to minimise the forming of air traps in the hydraulic circuit.

10.8 EXPANSION CONTROL VALVE *(not supplied with the appliance)*

A saturation index greater than +0.4 or in corrosive water areas where there are sufficient quantities of silica dissolved in the water may require the installation of an expansion control valve (ECV) in the cold water line, being the last valve installed prior to the water heater.

10.9 ELECTRIC REQUIREMENTS

Check the markings on the rating plate of the water heater to be certain the available power supply corresponds to the water heater requirements.

This water heater must be directly connected to a 230V-240VAC 50Hz mains power supply. When connected off grid, please make sure the 230V-240VAC 50Hz true sine wave power supply is available.

Do not connect to inverters providing square sine waves.

The water heater must be installed on its own circuit with a breaker switch installed directly at the switchboard.

To ensure the faultless operation, the unit must be installed vertically with a tilt no more than 1°, preferably in the direction of the condensate drain in order to favour the condensates drainage.

The appliance must be power for the first time during the purge procedure after the tank was filled with water

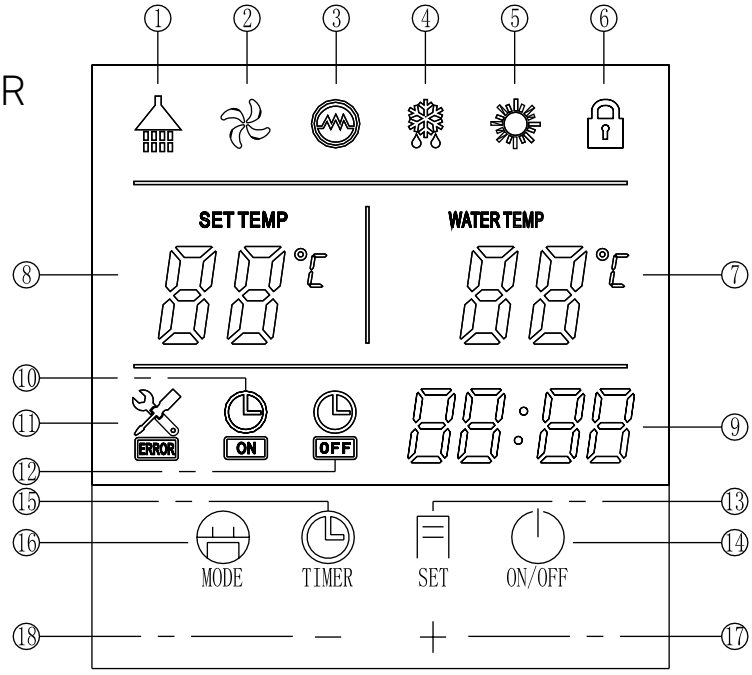
⚠ Warning

Proper ground connection is essential. The presence of water in the piping and water heater does not provide sufficient conduction for a ground. Nonmetallic piping, dielectric unions, flexible connectors etc, can cause the water heater to be electrically isolated.

11 System Operation

All-in-one Connection models 260FR

11.1 DISPLAY



1 - **Disinfection:** When the unit is in disinfection mode, the Disinfection icon will be displayed on screen.

2 - **Motor fan:** Feature not required.

3 - **E-heater:** Feature not required.

4 - **Defrosting:** When the device enters the defrost state, the defrost icon will be displayed on the screen.

5 - **Heating water:** When the machine is turned on, the icon of heating water will be displayed on the screen.

6 - **Controller locked:** When the machine is turned on, the icon will be displayed on the screen for child protection. Press start 4 times to disengage.

7 - **Sensor:** The icon will display on the screen water temperature at the mid point sensor.

8 - **Water temperature setting.** When the control panel will display the current required temperature at the mid-point sensor; when setting the required temperature, the water temperature will change accordingly.

9 - **Clock:** The clock will be displayed all the time. When in clock setting mode, the clock will show the setting time, outside of this mode the clock will display the current set time.

10 - **Time on:** If a TIME ON timer has been set, the TIME ON icon will be displayed on screen.

11 - **Alarm lamp:** If the device fails, the alarm indicator lamp will display;

12 - **Time off:** If a TIME OFF timer has been set, the TIME OFF icon will be displayed on screen.

13 - **Set key:** Change the required operating parameters ;Query running parameters;

14 - **Turning the unit ON:** Make sure the water tank is full of water before starting the machine. To turn on the unit, unlock the control panel and press and hold the on / off button for 3 seconds.

Turning the unit OFF: To turn off the unit, unlock the control panel and press and hold the on / off button for 3 seconds.

15 - **Setting the TIME ON Timer:** If the timer is set to time on, the unit will automatically run once between the clock setting and the last 24 hours.

16 - **Start the electric heating mode;** Not required in this model.

17 - **Increase:** To raise the temperature, unlock the control panel and continue pressing the "+" button. Set the clock. To increase the time, press the "+" button. When querying parameters, enter the query function, and press the "+" key to view various operating parameters. When setting parameters, enter the setting function, and press the "+" key to view various setting parameters.

18 - **Decrease:** To reduce the temperature, unlock the control panel and continue to press the "-" button. Set the clock. To shorten the time, press the "-" button. When querying parameters, enter the query function, and press the "-" key to view various operating parameters. When setting parameters, enter the setting function, and press the "-" key to view various setting parameters.

11.2 BUTTON COMBINATION FUNCTIONS

13+15 Press simultaneously:
Forced defrost mode:
Press and hold the key combination for 5 seconds to enter the forced defrosting mode.

13+16 Press simultaneously:
Reset parameters:
In the shutdown state, press the combination key for 3 seconds to reset the parameters. The reset is successful, and the buzzer rings for 2 times;

12 System Trouble Shooting:

12.1 TROUBLE SHOOTING

DISPLAY	DESCRIPTION	SOLUTION
E1	Protection of high pressure switch	Switch off power and reconnect. If this fault occurs frequently, please contact the authorised contractor
E3	Electric overheating protection	Water tank is short of water or protection fails please contact the authorised contractor
E7	Compressor exhaust temperature high temperature protection	During heating operation, when the ambient temperature is higher than>35 ˚ c. Compressor exhaust temperature is greater than 115 ˚ C hours The pump host will automatically shut down for protection. The operation panel displays E7. When the compressor exhaust temperature is lower than 95 ˚ c. The water tank is restored.
E8	Communication failure	The communication line is disconnected or the display screen is damaged.
P1	Water tank temperature sensing fault	Notify authorised contractor.
P3	Evaporator temperature sensor error	Notify authorised contractor.
P4	Compressor suction temperature sensor error	Notify authorised contractor.
P5	Ambient temperature sensor error	Notify authorised contractor.
P7	Compressor discharge temperature sensor error	Notify authorised contractor.

NOTE
The diagnostic codes listed above are the most common.
If a diagnostic code not listed above is displayed, please contact for technical assistance.

13 System Maintenance:

Before Cleaning

After Cleaning

13.1 CLEANING

The heating effect depends on whether there is dust, mud or other on the surface of the evaporator. Sundries block the air inlet channel and lose the effect of heat exchange with the air, resulting in heating efficiency.

It is necessary to clean the dust or other impurities on the surface of the evaporator in time to ensure that the air intake and blowing is unobstructed.

- Be sure to turn off the heat pump unit before cleaning (disconnect the power supply directly)
- Water flushing: first wash away the dust or other impurities on the surface
- Air conditioner special cleaning agent: choose special cleaning agent for air conditioner fins, evenly spray on the surface of the fin for more than 0.5h (determined by the thickness of the dust)
- If necessary, use a special brush for cleaning air conditioners to brush the fins (to prevent rewinding)
- Water flushing: Rinse off the dust on the fins with clean water again
- Check whether there are water droplets on the electronic control components, and then turn on the power supply and start the operation after ensuring safety.

13.2 CLEAN WATER TANK FOULING

Water tank fouling is easy to affect water quality, serious will cause the heating efficiency of the machine, it is recommended to clean once every two months.

- Turn off the heat pump unit (disconnect the power supply directly)
- Turn off ① stop valve ,and turn on faucets in home
- Turn on ⑤ stop valve to drain the tank
- After first drainage,turn on ① stop valve ,and turn off ⑤ stop valve to fill in with water ,and then drain it out to see the water cleanliness ; you can repeat these operation if needed
- After cleaning ,turn on ① stop valve ,and turn off ⑤ stop valve
- Be sure to fill the storage tank with water before turning on the power and starting the heat pump unit

13.3 CHECK THE ANODE AND REPLACE IT EVERY SIX MONTHS

Check the anode and replace if necessary (frequency: every six months). Anodically protect the lining of the hot water tank. As the anode deteriorates, the degree of protection decreases. It is recommended to periodically check the anode for degradation and replace the anode if needed.

- Turn off the heat pump unit (disconnect the power supply directly)
- Turn off the stop valve ① and turn on the stop valve ⑤ and faucet to drain the tank
- Locate the anode position and unscrew the anode cover
- Use an Allen wrench to loosen
- Check the consumption of the anode, if it is used up, it needs to be replaced immediately, so as not to affect the quality of the water
- To restore the state of use, be sure to fill up the water first and observe whether there is any leakage
- Turn on the power, turn on the heat pump to heat the water to the termination temperature, and then observe whethe there is any leakage here, before leaving

13 System Maintenance: *(continued)*

13.4 PTR MAINTENANCE

Operate the valve (frequency: replace every six months)

Periodic operation of the valve is recommended to ensure smooth water flow.

If the water does not flow freely, change valve.

In order to avoid the expansion and deformation of the water tank due to excessive pressure, the service life of the water tank will be affected.

- Find the position of the valve
- Carefully release the valve with the lever to release some water from the tank.

Note: Please use the water discharged from the container to avoid damage to other items

- If the water is flowing, the valve is still in proper working order
- If the water does not flow freely, the valve is out of function and needs to be replaced
- If the valve needs to be replaced, please contact your plumber or our service team for further assistance

13.5 CHECK

Please check the machine regularly for any damage, if there is obvious damage, please contact our maintenance team. In some cold areas (below zero degrees Celsius), if the system stops working for a long time, all the water in the water tank should be released and re-installed in the water tank.

Reuse before filling with water to prevent the inner box from freezing.

Failure to do so may cause the machine to malfunction and, in severe cases, damage.

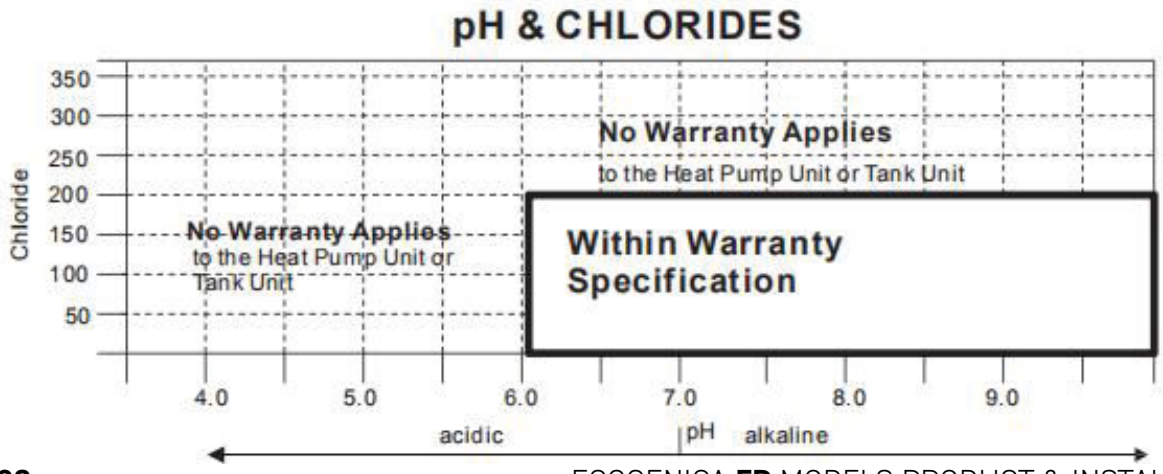
13.6 WATER QUALITY REQUIREMENTS FOR WATER SUPPLY (chloride and pH) **! IMPORTANT !**

In areas of water supplies with high chloride levels, water can corrode certain parts, causing them to fail.
It is not suitable for heat pump units and storage tank units if the chloride content exceeds 200 mg/l.
pH is a measure of whether water is alkaline or acidic.

Heat pump units and hot water tank units with a Ph value less than 6.0 are not guaranteed.

The water supply to rainwater storage tanks within urban agglomerations can be corrosive due to the dissolution of atmospheric pollutants.

Water with a pH value of less than 6.0 can be treated to increase the pH value, so it is recommended to analyze the quality of tap water before connecting to this type of water supply system.



14 Warranty:

Disclaimer: Our Heat Pump units may require a refrigeration technician to sign off on installations,as well as any other regulations,across different jurisdictions.Please seek the correct guidance on how to proceed when installing the units ordered to best meet the regulations and all states.

14.1 WARRANTY POLICY WARRANTY CONDITIONS

1. Warranty for Eco Genica
   a. Warranty Period: 7 years on the tank. 5 years on the compressor. 2 years service warranty.

2. The ECOGENICA Heat Pump Water Heater System must be installed in accordance with the installation instructions supplied with the Heat Pump Water Heater System, and in accordance with all relevant statutory/ local requirements of the state/province/municipality in which the water heater is installed.

3. Where a failed component or Heat Pump Water Heater System is replaced under warranty, the balance of the original warranty period will remain effective. The replaced part or Heat Pump Water Heater System does not carry a new warranty.

4. Where the Heat Pump Water Heater System is installed in a position that does not allow safe, ready access, the cost of accessing the site safely, including the cost of additional materials handling and/or safety equipment, shall be the owner's responsibility.

5. The warranty only applies to the Heat Pump Water Heater System and original or genuine (company) component replacement parts and therefore does not cover any plumbing or electrical parts supplied by the installer and not an integral part of the Heat Pump Water Heater System. Such parts would include pressure regulating valve, isolation valves, check valves, electrical switches, pumps or fuses.

6. The Heat Pump Water Heater System must be sized to supply the hot water demand in accordance with the guidelines in the ECOGENICA Heat Pump Water Heater System Literature.

7. This warranty is for parts only, any and all labor costs associated with diagnosis, removal of the faulty part and installation of replacement parts will solely be the owner's responsibility.

14.2 WARRANTY EXCLUSIONS

1. Repair and replacement work will be carried out as set out in the ECOGENICA Heat Pump Water Heater System warranty. However the following exclusions may void the warranty and may incur additional service charges and/or cost of parts.

2. Accidental damage to the Heat Pump Water Heater System or any component, including:Acts of God, failure due to misuse, incorrect installation, attempts to repair the water heater other than by an ECOGENICA accredited service agent or the ECOGENICA service department.

3. Where it is found there is nothing wrong with the Heat Pump Water Heater System; where the complaint is related to excessive discharge from the temperature and/or the pressure relief valve due to high water pressure; where there is no flow if hot water due to faulty plumbing; where water leaked are related to plumbing and not the Heat Pump Water Heater System or its components; where there is a failure of electricity or water supplies; where the supply of electricity or water does not comply with relevant codes or acts.

4. Where the Heat Pump Water Heater System or its component has failed directly or indirectly as a result of excessive water pressure.

5. Overflow vent drain has not been installed or blocked or corroded.

6. Where the Heat Pump has rusted as a result of a corrosive atmosphere.

7. Where the unit fails to operate or fails as a result of ice formation in the piping to or from the Heat Pump Water Heater System.

8. Where the Heat Pump Water Heater System is located in a position that does not comply with the Heat Pump Water Heater System installation instructions or relevant statutory requirements,causing the need for major dismantling or removal of cupboards,doors or walls,or use of special equipment to bring the Heat Pump Water Heater System to floor or ground level or to a serviceable position

9. Repair and / or replacement of the Heat Pump Water Heater System due to scale formation above 200ppm (water hardness) in the waterways or the effects of either corrosive water or water with a high chloride or low PH level when the water heater.

Water heating is the largest single source of green house emissionsaccounting for almosta quarter of householdenergy use.

Your new Ecogenica Quick Series Heat Pump uses a small amount of energy to move heat from one location to another. Heat is absorbed by ozone-friendly R290, a natural refrigerant **which does not contribute to global warming.**

We support the Australian Government in its commitment to transforming our energy supply system into one that is cheap, clean and reliable.
This lays the foundation for future generations to enjoy more secure, reliable and affordable energy.

You can choose an Ecogenica product safe in the knowledge that our innovative technology is focused on energy AND environment savings. Our hot water pumps are CFC free and utilise renewable energy, extracted from the air.

ECOGENICA – A smart choice for the environment + a smart choice for you

Any concerns? Contact us:
CALL: **1300 341 010**
VISIT: ecoalliance.com.au
6 Braeside Drive, Braeside, Vic, 3195 Australia

ECOGENICA