

### USING YOUR HEAT PUMP

Your heat pump will work most efficiently when the thermostat in the house is set and left at a steady temperature. You can turn the temperature down overnight or when you are out, but we would recommend that you only turn the temperature down by a couple of degrees. When the heating is turned on again, it may take a few hours for your property to get back up to temperature, especially when it's very cold outside, so bear this in mind.

The timers for the heating should not be set to **OFF** and should be left to run all day using the room thermostat. For the heat to reach all rooms, it is important to ensure that the warm air can circulate around the house. If you have any rooms without radiators, internal doors should be left open so that the heat can travel in from the next room.

#### Important Note

Once the heating and hot water are on, we strongly recommend not making any further adjustments on the Samsung Controller. **The Samsung Controller is not your thermostat.** Instead, any adjustments that you wish to make to the internal temperature of the property, or the timings of the heating programme, should be made on the thermostat. The exact specification of this thermostat may vary; please contact your installer for operating instructions.

### HOW TO TURN HEATING AND HOT WATER ON

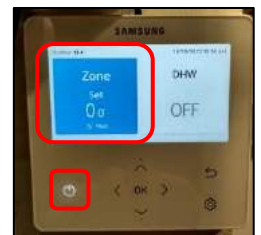
#### Basics of the Samsung Controller

If the backlight is turned **OFF**, press the **OK** button to turn the screen on. The left-hand panel **Zone** controls the heating, and the right-hand panel **DHW** controls the hot water. If heating and hot water is **OFF**, the display will show **OFF** under **Zone** and **DHW**.

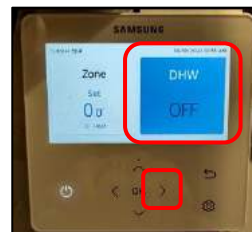


#### Turning the Heating On

With the left-hand section of the screen highlighted in blue, press the Power **⏻** button that is located on the bottom left of the control panel. This will change the display from **OFF** to **Set** and **0.0**.



To turn the hot water on, press the **right arrow >** so that the right-hand part of the screen is highlighted in blue. Now press the **Power** **⏻** button that is located on the bottom left of the control panel. This will change the display from **OFF** to **Set** with the hot water temperature below it.



### RESETTING A FAULT



If you have a fault on your heat pump, the **Power**  button on the bottom left will flash and the heating and hot water will turn off.





Press the **OK** button so that the screen lights up. Make a note of the Error Code (in this case it's E911), and then press the **OK** button again to clear the alarm. The screen will then show that **Zone** (heating) and **DHW** (hot water) are **OFF**. Follow the instructions on the first page to turn the heating and hot water back on again.





### PUTTING THE IMMERSION ON IN CASE OF AN EMERGENCY

If there is a reoccurring fault on the heat pump and you can't get hot water, you can turn the immersion on so you have hot water until an engineer can attend. You should only do this if the heat pump itself is not providing hot water. Using the immersion to provide hot water is inefficient and will increase your running costs.

Press the **up arrow**  and **down arrow**  at the same time and hold for around 5 seconds until the screen changes to service mode. This can be tricky to do and may need several attempts.

When the screen changes to **Service Mode** you need to enter the code 0202. This is done by pressing the **right arrow**  until the second digit is highlighted in blue, and then pressing the **up arrow**  until the second digit is set to 2. Then press the **right arrow**  twice until the 4th digit is highlighted in blue, then press the **up arrow**  until the 4th digit is set to 2. Once completed, press the **OK** button to enter the service menu.

Now press the **down arrow**  until you find the menu **Self-Test Mode** and press the **OK** button to enter the menu. When you are in the **Self-Test Mode** menu, press the **down arrow**  until you find the **Booster Heater** Menu.

Press the **right arrow**  so that it changes from **OFF** to **ON**.

**You must now leave the display on this menu and the system will keep the immersion heater running so that you have hot water.**

