

# WATERCO POOL HEAT PUMP

Electr  Heat  
ECO-V 5, 9, 12, 17 kW

## Installation and Operation Manual



### WARNING

This equipment must be installed and serviced by a qualified technician. Improper installation can create electrical hazards which could result in property damage, serious injury or death. Improper installation will void the warranty.



### Notice to Installer

This manual contains important information about the installation, operation and safe use of this product. Once the product has been installed this manual must be given to the owner/operator of this equipment.

# Table of Contents

<b>IMPORTANT SAFETY INSTRUCTIONS</b> .....	02	<b>MAINTENANCE OF YOUR POOL HEAT PUMP</b> .....	19
<b>A NOTE TO YOU</b> .....	03	Cabinet Cleaning .....	19
<b>INSTALLATION INSTRUCTIONS</b> .....	05	Cleaning Evaporator .....	19
Location .....	05	Cleaning drainage holes .....	19
Installation Clearances .....	06	Units Located In Coastal Locations .....	19
Water Piping .....	07	Winterising Procedure .....	20
Water Flow Rate .....	07	<b>GENERAL SAFETY INSTRUCTIONS</b> .....	21
Water By-pass Kit .....	07	<b>TROUBLESHOOTING</b> .....	22
Plumbing Diagram .....	08	Nothing Is Working and The Electronic Control Does Not Operate .....	22
Electrical .....	09	Nothing Is Working But The Electronic Control Temperature Displays Digits or a Code .....	22
Electrical Connection .....	09	Fan Doesn't Work (The Fan Blades Are Not Moving) .....	22
Breaker Size .....	09	Fan Blades Turn, But Compressor Is Not Functioning .....	23
Electrical Wire Size .....	09	Compressor Starts and Stops .....	23
Bonding .....	10	There Is Water Around The Pool Heat Pump .....	23
Bonding Diagram .....	10	Pool Heat Pump Has Ice Formed On The Evaporator Coil .....	24
Remote Control Connections .....	11	Pool Heat Pump Is Functioning, But Does Not Reach The Desired Temperature Setting .....	24
Usage Of Chemical Products .....	12	Circuit Breaker Trips .....	25
Refrigerant Charge Indicator Gauge .....	12	The Pool Heat Pump Is Noisy .....	25
Performance Specifications .....	13	The Temperature Shown On Pool Heat Pump Is Not The Same That Is Shown By The Pool Thermometer .....	25
<b>OPERATION OF YOUR POOL HEAT PUMP</b> .....	14	Dimensional drawing of heat pump .....	26
Initial Heating .....	14	Electric Circuit Drawing .....	27
Adjustment Of The Bypass Valves .....	14	Service Parameters Tables .....	30
Pool Heat Pump Running Time .....	15	Internal parameters .....	31
Pool Solar Blanket .....	15	<b>WARRANTY</b> .....	33
Defrost Cycle .....	15		
<b>INVERTER POOL HEAT PUMP CONTROLLER</b> ..	16		
Illustration for LCD Display .....	17		
ON/OFF .....	17		
Working modes .....	17		
Water Temperature Setting .....	17		
Operation Modes .....	17		
Memory Function .....	18		

## IMPORTANT SAFETY INSTRUCTIONS

When using this electrical equipment, basic safety precautions should always be followed, including the following:

### READ AND FOLLOW ALL INSTRUCTIONS

**! WARNING:** Disconnect all AC power during installation and servicing.

**! WARNING:** In order to avoid the possibility of hyperthermia (heat stress) occurring it is recommended the average temperature of the spa - pool water does not exceed 40°C / 104°F.

**! WARNING:** The pool heat pump is not intended for use by persons (including children) with reduced physical sensory or mental capabilities, or lack of experience and knowledge, unless they have been provided supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure they do not play with the appliance.

- In certain situations unexpected start up may occur when the appliance is in automatic mode.
- The installer should assess the risk associated with unexpected start-up of this device which, in any circumstance should have no hazardous effect.
- The pool heat pump is not meant to provide safety protection for other devices.
- The pool heat pump should be deactivated if the pool or spa has been drained.
- Waterco pool heat pumps must be installed by a suitably qualified person in accordance with current Regulatory Standards, the applicable Wiring Rules (AS3000) and local statutory authority regulations.
- Parts containing live parts, except parts supplied with safety extra-low voltage not exceeding 12V, must be inaccessible to a person in the spa - pool.
- Parts incorporating electrical components, except remote control devices, must be located or fixed so that they cannot fall into the spa - pool.
- The appliance should be supplied through a residual current device (RCD) having a rated residual operating current not exceeding 30mA.
- An Earth terminal is located inside the wiring enclosure. To reduce the risk of electric shock, this terminal must be connected to the grounding means provided in the electric supply service panel with a continuous copper wire as sized to comply with current Standards and local statutory authorities in relation to the circuit conductors supplying the equipment.
- A cable connector is provided on this unit to connect a suitably sized copper conductor between this unit and any metal equipment, metal enclosures of electrical equipment, metal water pipe, or conduit within 1.5m of the unit via equipotential bonding.

**SAVE THESE INSTRUCTIONS.**

## A NOTE TO YOU

### *Congratulations!*

Thank you for choosing a Waterco Electroheat ECO-V inverter heat pump to heat your pool.

Using the latest technology in heat capture, the Waterco pool heat pump converts the energy released by the sun and transfers it efficiently to your swimming pool.

During certain periods it may be necessary to operate your pool heat pump continuously during the day in cooler periods however, this should not be of concern as your Waterco pool heat pump can heat up your pool approximately 80% more economically than the fossil fuel heating or heaters with electric elements. Waterco pool heat pumps are designed specifically to heat or cool your swimming pool economically.

To appreciate the benefits this product will bring you, make sure to operate the unit when the atmospheric conditions specified in this document are present in addition of using a solar blanket to minimize heat loss which will influence operating costs and size of the unit required. Pools not covered with a solar blanket lose 2 to 3 times more heat, regardless of types of heating!

This manual applied to the following models:

Electroheat ECO - V inverter 5kW heat / cool with auto evaporator deicing

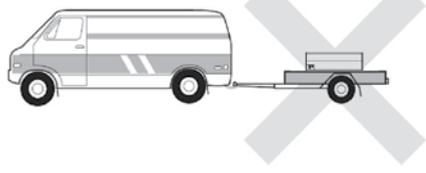
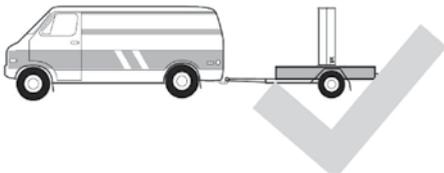
Electroheat ECO - V inverter 9kW heat / cool with auto evaporator deicing

Electroheat ECO - V inverter 12kW heat / cool with auto evaporator deicing

Electroheat ECO - V inverter 17kW heat / cool with auto evaporator deicing

### **Transportation and Storage**

1. The heat pump **MUST** be transported and stored **VERTICALLY!**
2. The heat pump **MUST** be transported and stored uprightly on a pallet with good package.
3. Should the heat pump be laid down, please wait at least 12 hours before switching it on.



*Record your model's information.*

**Keep this manual and your original proof of purchase receipt for warranty and future reference.**

On the base of your pool heat pump is a name plate which contains information such as model number, serial number and electrical information.

Please write these down below and have them handy incase of a service call request.

---

**Model Number** \_\_\_\_\_

**Serial Number** \_\_\_\_\_

**Purchase Date** \_\_\_\_\_

**Dealer Name** \_\_\_\_\_

**Dealer Address** \_\_\_\_\_

**Dealer Phone** \_\_\_\_\_

To find detailed product information, the location of the nearest dealer or to register your pool heat pump please visit our website [www.waterco.com](http://www.waterco.com) and select your location.

# INSTALLATION INSTRUCTIONS

## Location

To gain maximum efficiency for your pool heat pump please follow all instructions when “positioning the unit”. It is also important to allow clearances for future service and maintenance procedures.

The unit is designed for outdoor installation and should not be installed in a totally enclosed area such as a shed, garage, etc., unless ducted and fan assisted ventilation of the cold exhaust air is provided to ensure adequate air exchange for correct operation.

The unit shall be sited in a well ventilated area in order to avoid trapped cold discharge air. Re-circulation of cold discharged air back into the evaporator coil should be avoided and will greatly reduce unit’s heating capacity and efficiency.

The unit should be located as close as practically possible to the existing pool pump and filter to minimize water piping. The use of 90 degree bends and short radius elbows in the water piping should be kept to a minimum.

Mount the unit on a sturdy base, preferably a concrete slab or blocks arranged to support the whole length of the unit. The base should be completely isolated from the building foundation or wall to prevent the possibility of sound or vibration transmission into the building. The size of the base should not be less than the base of the pool heat pump.

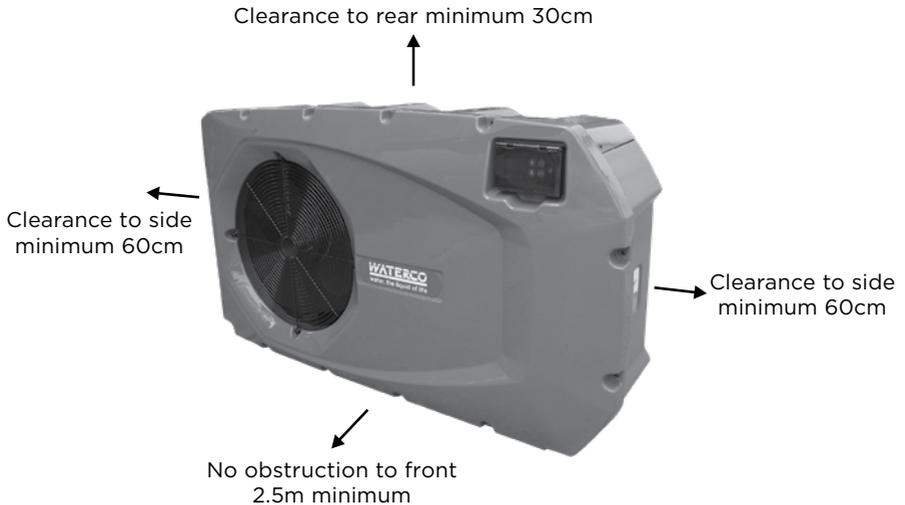
Use of anti vibration mat between the base of the unit and final installation location material is highly recommended to reduce potential vibration noise issues.

Fitting the two supplied drainage spigots to the rear of the base must be installed prior to final installation of the unit.

The unit should be maneuvered into its final position and the anti vibration mounts (supplied by installer) fitted under each foot.

## Installation Clearances

Air is pulled through the evaporator coil and discharged from the top grill. Clearances must be allowed in front and around the unit for unrestricted air discharge and service access. See Figure 1. Failure to comply to the set clearances may cause diminished unit performance and reduced unit longevity.



**Figure 1**

## Water Piping

The supplied plumbing layout must be followed without exception:

1. pool pump
2. filter
3. pool heat pump
4. chlorinator (when installed).

Rigid PVC piping is recommended with all joints primed and glued with a suitable PVC adhesive cement. If rigid PVC pipe is not available, a suitable flexible hose of adequate diameter may be utilised with stainless steel clamps. When the piping installation is complete, operate the pool pump and check the system for leaks. Then check the filter pressure gauge to see that excessive pump head pressure is not indicated.

## Water Flow Rate

The recommended water flow rate range varies depending on the size of the heat pump to ensure maximum heat transfer efficiency is within the specified limits. The optimal flow rate is the mid point of this range. Use the bypass valve to adjust the flow rate to within the recommended range. See Performance Specifications table page 13.

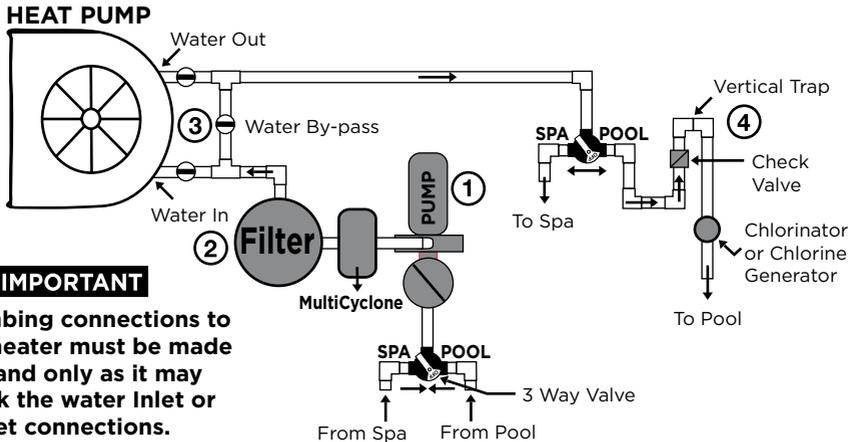
## Water By-pass Kit

A bypass kit consisting of 3 X two way valves must be installed for adjustment of water flow and ease of service. Waterco offer prefabricated water bypass kits to fit their heat pump domestic range. Ask your local Waterco sales office for details.



## Plumbing Diagram

### ⚠ VITAL



### 👉 IMPORTANT

Plumbing connections to the heater must be made by hand only as it may break the water Inlet or Outlet connections.

1. A check valve or a loop **MUST** be installed between the pool heat pump and any automatic chlorinator to prevent highly chlorine concentrated water from flowing back to the pool heat pump when the pool pump is not running.
2. These units are fitted with a flow switch which are not effected by water pressure. Therefore, the fitment of a flow check valve due to the installed height either above or below water level is not required.
3. For units installed above the pool water level the return water to the pool valve on the bypass valve set should be closed approximately 15-20% to ensure the heat exchanger is completely full of water to allow the heat transfer to occur.

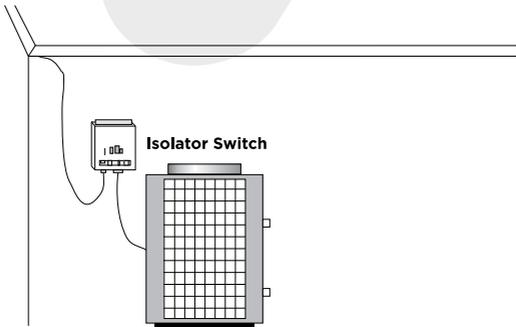
**IMPORTANT**

## Electrical

**All electrical work should be performed by a fully qualified and licensed electrician in accordance with local electrical codes.**

An adequate circuit breaker and copper wiring must be used. Electrical requirements are available on the name plate of the pool heat pump. It may be necessary to install an earth leakage circuit breaker.

Waterco recommend connecting the unit to an isolating switch to allow ease of service and maintenance.



**WARNING** THE POOL HEAT PUMP MUST BE DISCONNECTED BEFORE OPENING THE ACCESS PANEL.

## Electrical Connection

Standard 60 Hz power supply : 208/240 v - 60Hz-1 phase

Standard 50 Hz power supply : 208/240 v - 50Hz-1 phase

## Breaker Size

Please consult name plate on the base or the side of your pool heat pump for starting amperage and required breaker size.

## Electrical Wire Size

Please consult a qualified and licensed electrician.

**WARNING** The power cable ground must be connected to the electrical panel and to the ground lug of the pool heat pump. An improper installation may be a potential cause of fire, electrical shock or injury.

## Bonding

### ⚠ VITAL

In some locations bonding of the pool equipment and pool substructure may be required by law. Because all metals have different electrical potentials, **ALL metal and electrical components of the pool system MUST be bonded together.** This includes the metal framework of the pool, the light, the pump, the filter (if metal), the pool heat pump, any automatic chlorine generator, and any other metal or electrical equipment bonded to your pool.

On some older pools, this substructure bond wire may not exist. In these cases, a 3-4 foot solid copper rod must be driven into the ground near equipment; all electric and metal components must be bonded to each other, and to the copper rod. Warranty will be voided if system is not properly bonded.

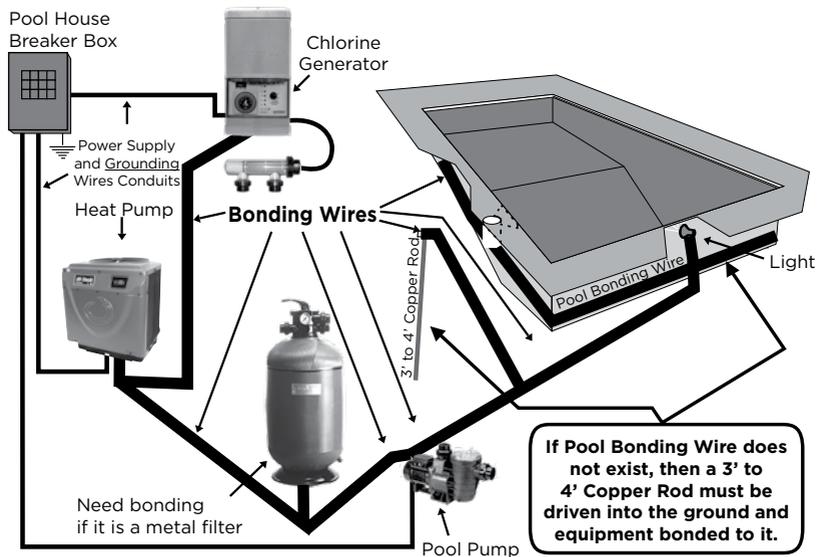
**CAUTION:** Some of these systems may leak stray voltage and currents into the water causing severe electrolysis. This dramatically shortens the life of the pool heat pump and will void the warranty.

When an automatic chlorinator is installed on a pool circulation system, it is important the equipment is correctly installed and bonded (earthed). Some systems may leak stray voltage and currents into the water causing severe electrolysis which could shorten the life of the pool heat pump.

**NOTE:** Bonding to pool pump is not required to above ground pool pumps but all other equipment must be bonded.

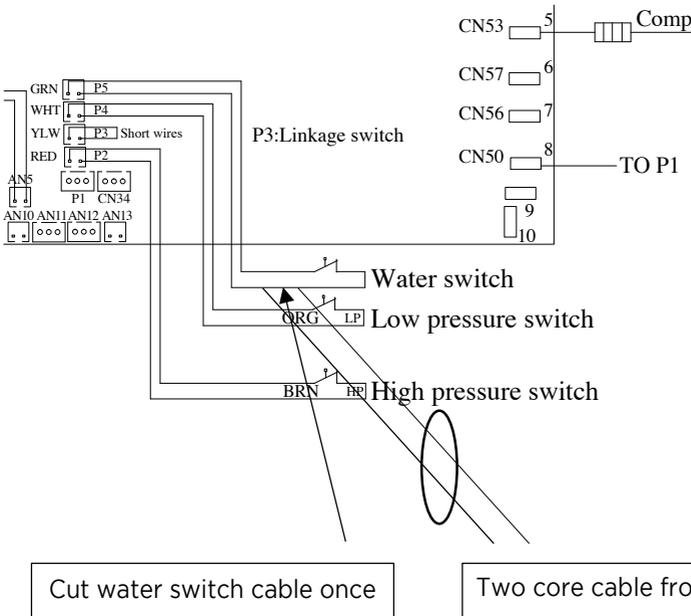
## Bonding Diagram

### ⚠ VITAL



## Remote Control Connections

1. Switch off power to heat pump at main circuit breaker panel/isolator.
2. Unbolt and remove the front access panel.
3. Open control box cover.
4. To connect a 2-Wire Control such as Waterco Aquamaster™:
  - ii) Locate the main printed circuit board and cable connected to terminal IN1 (overload protector).
  - ii) Cut the loop cable in terminal IN1 and connect the two ends of the cut cable separately to the two ends of the incoming external controller cable and make electrically safe. Use 1mm<sup>2</sup> minimum cable size with a minimum 1.2mm thick insulation rated for a temperature of at least 105°C / 221°F.
5. Close control box cover.
6. Re-install the access panel. To control heaters that are operated in parallel, connect wiring at same locations on heater control. It is imperative that each control circuit is isolated from the other control circuits; to avoid current flow from one heater to another through the control circuits.



## Usage Of Chemical Products

When adding chemicals to your pool or spa, follow the manufacturers guidelines for application and dosing levels.

Allowing high concentrations of chemicals through the heater should be avoided. Resultant damage may be inflicted on the heater.

Water quality standards that must be strictly adhered to\*:

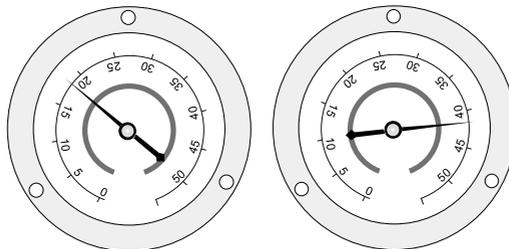
DESCRIPTION	NORMAL RANGE*	VERIFY
<b>PH Level</b>	7.2 - 7.6	1 per week
<b>Chlorine Concentration</b>	2 - 5 PPM	1 per 2-3 days
<b>Total Alkalinity</b>	80 - 150 PPM	1 per 2-3 weeks
<b>Total Dissolved Solids</b>	Below 1500 PPM Reg Pool Below 7500PPM Salt Pool	1 per month 1 per month
<b>Calcium Hardness</b>	200 - 300 PPM	1 per month
<b>Salt Level</b>	4000 - 6000 PPM	

\* Warranty can be voided if not maintained within these ranges.

## Refrigerant Charge Indicator Gauge

The refrigerant charge gauge is provided to monitor the refrigerant charge within the heat pump. When the heat pump is operating, the gauge needle would point to the pressure value of refrigerant with the maximum value of protection of 42kg/Cm<sup>2</sup>. When the heat pump is off, the gauge needle would point to the same value as actual ambient temperature (e.g. 28°C) and related air pressure (e.g. 18kg/Cm<sup>2</sup>).

If the needle is pointing in the range of 0 - 3 then it may indicate low refrigerant charge and should be checked by a qualified technician.



## Performance Specifications

Model			Electroheat ECO-V Inverter 5kW	Electroheat ECO-V Inverter 9kW	Electroheat ECO-V Inverter 12kW	Electroheat ECO-V Inverter 17kW
Air 27C / Water 26C	Heating Capacity	KW	6.8 ~ 1.9	11.9 ~ 3.8	14.5 ~ 4.2	20.2 ~ 5.3
	Electrical Input	KW	1.19 ~ 0.21	1.4 ~ 0.25	2.4 ~ 0.48	3.0 ~ 0.5
	Normal Current	Amps	5.1 ~ 0.9	6.1 ~ 1.1	10.4 ~ 2.1	13 ~ 2.2
	COP		5.69 ~ 9.04	8.48 ~ 15.2	5.99 ~ 8.75	6.64 ~ 10.6
Air 15C / Water 26C	Heating Capacity	KW	5.1 ~ 1.4	9.2 ~ 2.5	12.2 ~ 3.5	17.0 ~ 4.5
	Electrical Input	KW	1.00 ~ 0.18	1.86 ~ 0.32	2.36 ~ 0.46	3.62 ~ 0.61
	Normal Current	Amps	4.38 ~ 0.8	8.08 ~ 1.4	9.85 ~ 2.0	15.7 ~ 2.65
	COP		5.05 ~ 8.0	4.95 ~ 7.8	4.85 ~ 7.6	4.70 ~ 7.4
Power Supply		V / PH / Hz	230VAC / 1Ph / 50Hz			
Electrical Connection			10A plug	10A plug	15A plug	terminals
Set Temperature range		°C	15°C ~ 40°C			
Operating Temp range		°C	-10°C ~ 43°C			
Water Heat Exchanger			Titanium Coil / PVC Tank			
Heat Exchanger Max. Pressure			3.5 bar / 350kPa			
Compressor			Inverter			
Compressor Quantity			1			
Fan Quantity			1			
Exhaust Direction			Horizontal			
Water Inlet / Outlet Dimension			1.5"			
Hydraulic Connection		mm	PVC 40 SLIP			
Nominal Water flow		LPM	70 - 80	84 - 94	100 - 110	110 - 120
Sound Pressure at 1M		dB(A)	50 ~ 59			
Sound Pressure at 10M		dB(A)	32 ~ 42			
Unit Dimensions (L*W*H)		mm	1269 * 370 * 714			
Net Weight		kg	50	53	59	67
Refrigerant			R32			
Display			LED			
Modes			Heating / Cooling			

# OPERATION OF YOUR POOL HEAT PUMP

## Initial Heating

To achieve initial heating, your pool heat pump and the pool pump may require extended operation until desired temperature is achieved. The initial heating time may vary depending upon the five factors listed below. After initial heating, operating time may be reduced to match daily heat loss.

1. Size of the pool.
2. How many degrees the water is to be heated.
3. Ambient air temperature - the warmer the air, the less time required to heat.
4. Use of a solar blanket.
5. The size of the pool heat pump.

If a combination of the atmospheric and water temperatures are below the minimum listed concurrently the pool heat pump should not be operated and be switched off.

Generally, atmospheric conditions (air temperature) will be warmer during day time hours. To accelerate the initial heating period owners may opt to increase the ambient air temperature artificially around the evaporator area of the pool heat pump until the pool water temperature has reached the minimum required as stated below.

Model	Atmospheric conditions must be above	Pool water temperature must be above
Electroheat ECO-V	0°C / 32°F	10°C / 50°F

## Adjustment Of The Bypass Valves

Waterco ECO-V pool heat pumps do not require the water by pass valves adjusted to cope with cooler water temperatures. In the event of low water temperatures, the ECO - V inverter pool heat pumps increase the operating frequency of the compressor which in turn increases the output capacity of the unit.

It is essential water flow through the unit is within the range specified in the Performance Specifications table opposite. The bypass valve may be used to tune the water flow within range.

The adjustment may vary according to pool pump size.

## Pool Heat Pump Running Time

Most units should be sized to operate during the pool filtering cycle time of 8-12 daytime hours daily during warmer months and up to 8 hours daily during the daytime in winter months. On warmer days the pool heat pump will run less because the heat loss will be less.

### **IMPORTANT**

#### **Condensation**

**Your pool heat pump will accumulate condensed water (approx. 4 to 6 litres or 1 to 1.5 gallons per hour), therefore causing water to drain out of the unit base. In order to avoid water accumulation, you may use decorative rocks around the concrete slab or a basin under the unit.** *(Please note this is a normal characteristic of a pool heat pump and not a service or warranty issue.)*

A hose may be connected to the supplied spigots fitted prior to final unit installation to direct the condensate away from the heat pump.

## Pool Solar Blanket

A pool solar blanket should be used whenever possible. Blankets minimize heat loss through evaporation and conserve heat in your pool. Un-blanketed pool can lose 2-3 times more heat than a blanketed pool.

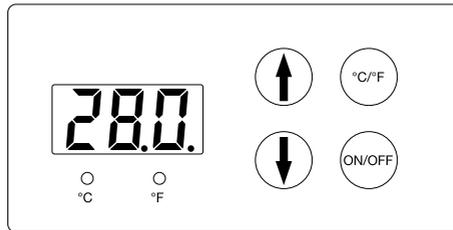
## Defrost Cycle

When any of the following conditions occur the electronic control of your unit will activate a defrost mode until most of the frost from the evaporator has melted. Condensation of water on the evaporator coil tends to frost up quicker when the following occur.

1. When atmospheric conditions are as stated above;
2. When the evaporator is dirty;
3. When installation clearances are not respected.

Defrost is activated for between 3 to 20 minutes.

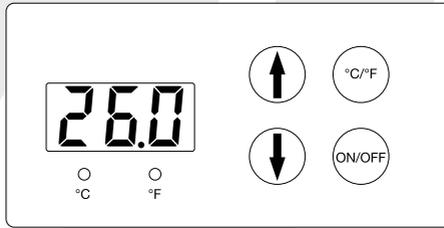
# INVERTER POOL HEAT PUMP CONTROLLER



## Button Operation:

1. On/Off: Press the "ON/OFF" button on the main interface to switch between the On/Off status; mode selection; parameter code and parameter value switching.
2. Up key and down: set the water temperature; select parameter code, parameter value and check fault code
3. °C/°F: temperature switch; parameter inquiry and setting; parameter code and parameter value switch, parameter modification confirmation;

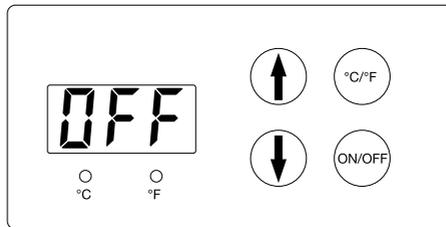
### Illustration for LCD Display



Normal display in heating mode

### ON/OFF

When you switch OFF the machine on the controller, the display will indicate «OFF»



Button **ON/OFF** serves to start/stop the heat pump.

After stopping the machine with this button, it can take a few minutes till the machine comes to a complete hold.

### Working modes

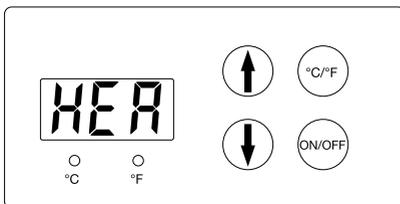
Long press "ON/OFF" for more than 6 seconds, to display the current mode.

Press the "up" or "down" to change the mode.

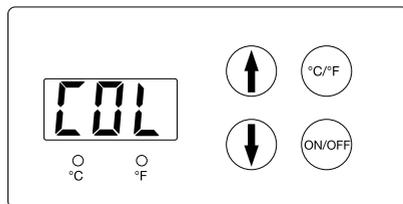
Cooling mode display COL and heat mode display HEA.

Mode display 3S and inlet water temperature display 10s, rotation display.

Heating mode



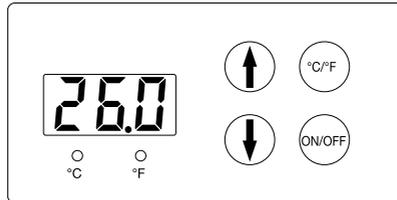
Cooling mode



## Water temperature setting

Start the machine and choose the desired mode (see precedent instructions).

Adjust the desired value with  or  and wait a few seconds till it is stored automatically.



The range of the set water temperature for heating is 25 ~ 40 °C, and cooling is 15 ~ 25 °C;

## Memory Function

The heat pump controller should memorise ON/OFF status, operating mode, parameter and timer settings. When power is connected and the heat pump is switched on, the unit will start operation based on the settings when power was switched off previously.

## **MAINTENANCE OF YOUR POOL HEAT PUMP**

Waterco pool heat pumps have been specifically engineered to give you years of satisfaction and enjoyment in the pool.

### **Cabinet Cleaning**

To clean the plastic and painted surfaces use mild soapy water and a soft clean cloth. Never use solvents or abrasives.

### **Cleaning Evaporator**

The evaporator at the rear of the unit must be kept clean and un-obstructed in order for your pool heat pump to have better efficiency and avoid problems which may void your warranty. The dirt collected in the evaporator can be removed with a gentle water spray and the use of a soft brush. Be careful not to damage the aluminum fins.

### **Cleaning drainage holes**

The condensate drainage holes in the base of the unit must be kept free of debris. Blocked drainage holes may cause water to collect in the unit and become stagnant or, interfere with electrical components and wiring.

Issues caused by blocked drainage holes in the base of the unit are not covered under warranty.

### **Units Located In Coastal Locations**

Care and maintenance procedures for Waterco Pool Heat Pumps installed in coastal locations.

Exposure to salt may result in evaporator coil damage shortening the life of the equipment.

Electroheat ECO-V pool heat pumps are fitted with evaporators treated with hydrophilic blue fin technology. The advantages are:

The epoxy coating on the coils prevents accumulation of salt, acid, dust and water deposits which minimises the effects of corrosion.

Hydrophilic blue fin condensers do not allow water droplets to accumulate which can increase the efficiency of the pool heat pump.

Pool heat pumps located within 1 kilometre from the coast should be given a monthly rinse with potable water straight from the garden hose connected to the municipal water system to remove the salt build up on the evaporator coil and exposed metal surfaces.

## Winterising Procedure

### VITAL

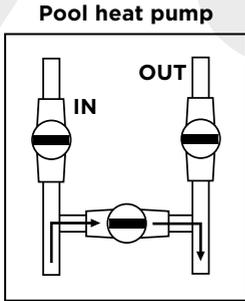
If the pool heat pump is stored in a place where the temperature drops below the freezing point of 0°C / 32°F; it is **mandatory that the water accumulated in the pool heat pump be drained completely before freezing weather prevails. Improper winterizing may damage the pool heat pump and will void the warranty.**

- Turn the pool heat pump **“OFF”**.
- Turn the pool heat pump breaker **“OFF”**.
- The water piping **MUST** be disconnected to drain the pool heat pump’s heat exchanger in preparation for winter.
- Once the piping is disconnected, the pool heat pump’s heat exchanger **MUST** be emptied; the use of a water vacuum cleaner is strongly recommended or if you do not have this tool you may tilt the unit (75°) until all the water is out.
- It is recommended that pool heat pump’s heat exchanger is rinsed out with a gentle water spray at the inlet and outlet water connections of the pool heat pump and then drain the heat exchanger again.
- With the help of 2 pool return winter plugs, block the water Inlet and Outlet connections to prevent access by vermin.
- Clean the drainage holes located at the bottom of the base of the unit.
- Unit may be covered for the winter.
- It is also possible to fill the heat exchanger with pool anti-freeze, but ensure that the antifreeze contains an elevated pH to prevent corrosion. This is optional and requires appropriate hardware.

## GENERAL SAFETY INSTRUCTIONS

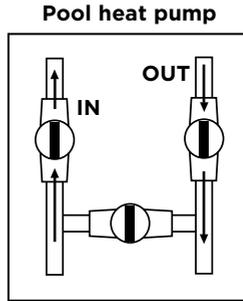
**DO NOT DEPRIVE YOUR POOL HEAT PUMP OF WATER FLOW FOR MORE THAN 24 HOURS WITHOUT DRAINING IT. Make sure you leave the bypass valves as shown in Figure 1.**

At the end of each season, when the pool heat pump is no longer in use, and proper pool water chemistry is not maintained, it should be disconnected from the water line and drained to prevent any possible corrosion or damage to the pool heat pump. Refer to Figure 1 below or winterising procedure (page 24).



When your valves position are as shown on Figure 1, the water is bypassing the pool heat pump.

**Figure 1**



When your valves position are as shown on Figure 2, the water is going through the pool heat pump.

**Figure 2**

*The valves shown above may be different to the ones installed on your system. Please ensure you understand how your bypass valve operates.*

## TROUBLESHOOTING

Please ensure the unit and any related equipment is installed in accordance with the installation manual. If not, the Waterco warranty will not apply and the customer may be liable for service call charges.

### Nothing Is Working And The Electronic Control Does Not Operate

1. Ensure the circuit-breaker has not tripped and/or the fuses have not blown;  
**\*\*Take note that only an electrician can verify if the circuit breaker is defective; if this is the case, repairs will not be covered under the warranty.**
2. For three phase models, this situation could occur when phases are not in the appropriate order. The green led light on the front panel will not light up.

Please have a qualified electrician swap over two of the incoming phase wires.

### Nothing Is Working But The Electronic Control Temperature Displays Digits Or A Code

1. Identify the analyser code that the electronic control displays and refer to the Service Analyser codes section;
2. If the electronic control displays digits, make sure that the electronic control is programmed correctly, refer to the Operation of your pool heat pump and reprogram if necessary.

*\*\*Note that this situation could occur when the electrical voltage is not respected as stated on the pool heat pump name plate. This situation is not covered by the manufacturer warranty.*

### Fan Doesn't Work (the fan blades are not moving)

1. IMPORTANT: For safety, switch OFF the circuit-breaker.
2. Try to rotate the fan blades of the fan with a rod to see if the motor is jammed or seized
3. If the fan blades do not turn freely leave the unit switched OFF and call for service;
4. If the fan blades turn freely switch ON the circuit breaker and the pool heat pump again.

*\*\* Note that your fan motor may have an electrical fault if the blades turn freely when the unit is switched OFF and does not start when the unit is switched ON.*

## Fan Blades Turn, But Compressor Is Not Functioning

The pool heat pump has a built in delay timer which prevents the compressor from starting immediately. The delay can be 3 to 5 minutes in duration after the fan blades have turned. Furthermore if the unit is in defrost mode the compressor will not start for 3 to 20 minutes.

1. Check that air being discharged from the fan blades is colder than the ambient air. If the air being discharged by the fan blades is colder, it means that the compressor is functioning correctly.
2. Turn off the pool heat pump then immediately turn it back on;
3. As soon as the fan blades start turning, wait a minimum of 3-5 minutes. The compressor should start up after this time and you will be able to identify a different sound made by the compressor when it starts;
4. If the compressor is functioning, but shuts off immediately, consult the following section "Compressor Starts and Stops".
5. If the problem persists, call your local Waterco office for assistance.

## Compressor Starts And Stops

1. Check that the unit has been installed correctly (refer to installation procedures).
2. Check that the water inlet and outlet of the unit have not been connected incorrectly.

## There Is Water Around The Pool Heat Pump

It is a normal occurrence for water condensation, to be seen running from the unit base. There will be on average 1 to 1.5 gallons (4 to 6 litres) of condensed water per hour being discharged from the unit base. In order to avoid water accumulation, you may use decorative rocks around the concrete slab or a basin under the unit. Be sure that clearances around the unit are respected.

To test the unit and confirm you have no pool water leaking from the unit perform the following test which is best performed early in the morning and continuing for the whole day:

1. Turn off the pool heat pump from the circuit breaker and the pool pump.
2. Open the bypass valve. (refer to drawing on page 5)
3. Close the **IN** and **OUT** water valves on the unit.
4. Restart the pool pump. The pool heat pump must remain **OFF**.
5. When all of the water around the base of the pool heat pump has dried, open the water **IN** and water **OUT** valves on the pool heat pump.
6. Close the bypass valve to allow full water flow through the pool heat pump.

If water is now seen running from the outside of the pool heat pump or inside the pool heat pump after a short period of time you should call for service. If no water is seen after a short period of time it would be assumed the water was condensation which is normal.

## Pool Heat Pump Has Ice Formed On The Evaporator Coil

1. **IMPORTANT:** For safety, switch OFF the circuit-breaker.
2. Allow the ice to melt and then inspect the evaporator to ensure it is free of debris and leaves.
3. If the evaporator is dusty or dirty, clean it with a light spray of water and allow it to dry (do not use high pressure it may damage the evaporator fins).
4. When the unit is dry, you may switch it back ON from the circuit breaker.
5. Ensure that the clearances around the unit are respected.
6. When the unit has been switched ON ensure the fan motor is working (fan blades will be turning) while the compressor is operating.
7. If the fan blade does not turn and the compressor is functioning; notify customer service.

*\*\*If the pool heat pump requires service, the owner of the pool heat pump will need to ensure the unit has been switched OFF to allow any ice to melt prior to any technician attending.*

## Pool Heat Pump Is Functioning, But Does Not Reach The Desired Temperature Setting

### **IMPORTANT**

Improper installation may cause this situation and will need to be corrected by the owner.

1. Ensure the by-pass valves are in the correct positions to ensure sufficient water flow, insufficient water flow will cause the compressor to shut off early.
2. If you have installed a timer or the pool heat pump is equipped with an integrated timer, be sure it is programmed to allow the pool pump to work for sufficient time in order to reach the programmed temperature.
3. Ensure the evaporator is cleaned regularly with a light spray of water and allowed to dry before re-starting the pool heat pump to avoid premature ice build up on the evaporator.
4. Waterco recommend the use of a solar cover to retain heat in pool water. Pools without covers lose 2 to 3 times more heat than pools with solar covers.
5. Make sure the electronic control of your pool heat pump has been programmed correctly; during this test the pool heat pump and water pump must be working continuously (eg; the desired water temperature must be set correctly).
6. If the unit continually fails to reach the desired water temperature, we suggest completing the following analysis chart and forwarding it to Waterco in order to avoid unnecessary service fees.

## Circuit Breaker Trips

### **IMPORTANT**

If you have purchased a remote control (or other equipment), ensure the equipment is correctly installed. If an operational issue originates from incorrect operation or installation of this equipment, Waterco's warranty will not apply and you will have to pay the cost of the service call.

1. The amperage of the circuit breaker AND the electrical wiring must be as the instructions on the pool heat pump name plate, otherwise notify your installer or electrician to correct this problem, as this is not covered under the warranty.
2. If the circuit breaker and electrical wiring are as stated, make sure the drains, located on each side of the base of the pool heat pump are not obstructed.

## The Pool Heat Pump Is Noisy

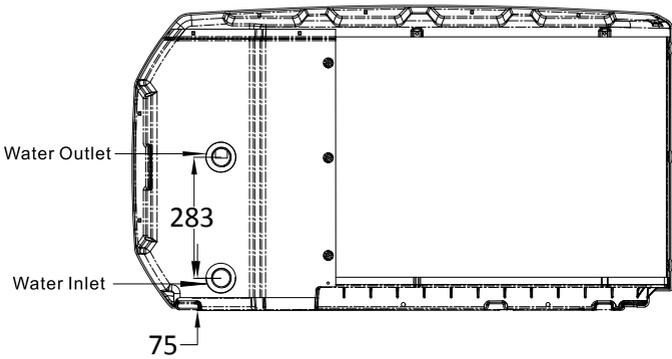
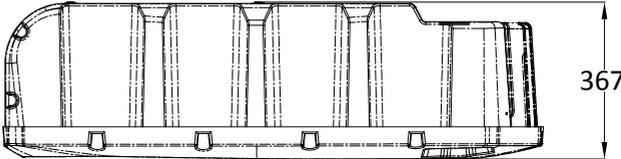
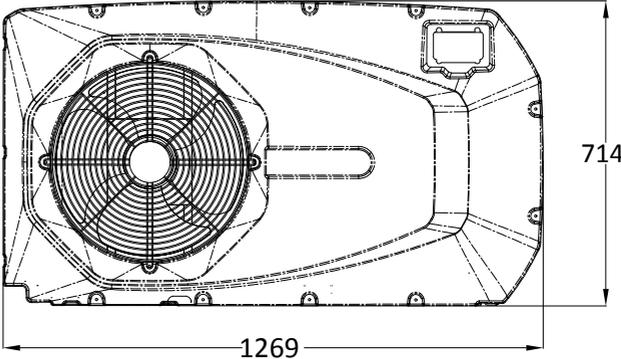
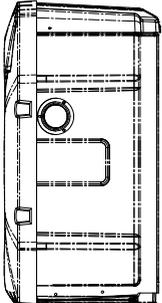
1. Check the pool heat pump is level and on a solid base to prevent any vibrations issues.
2. Ensure the noise is coming from the pool heat pump, not from other equipment which will not be covered by the warranty (for example: noise coming from the bypass valve, pool pump, etc);
3. An improper installation may cause this situation it will need to be corrected by the owner.

## The Temperature Shown On Pool Heat Pump Is Not The Same That Is Shown By The Pool Thermometer

It is possible to have a temperature variation between the temperature shown on the electronic control temperature display of the pool heat pump and a pool thermometer which may be read from different locations.

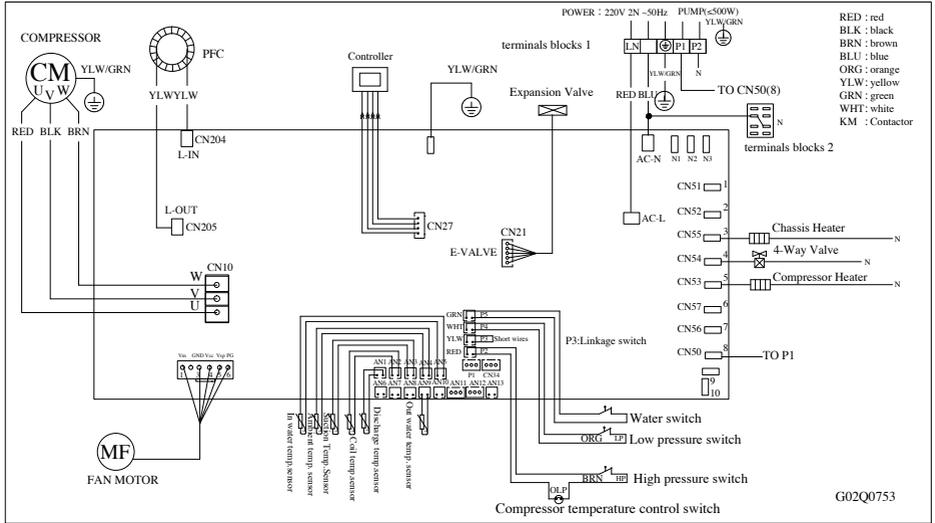
- Check that there are no leaks on the pool plumbing (there should be no air leaks in the pipework);

# Dimensional drawing of heat pump

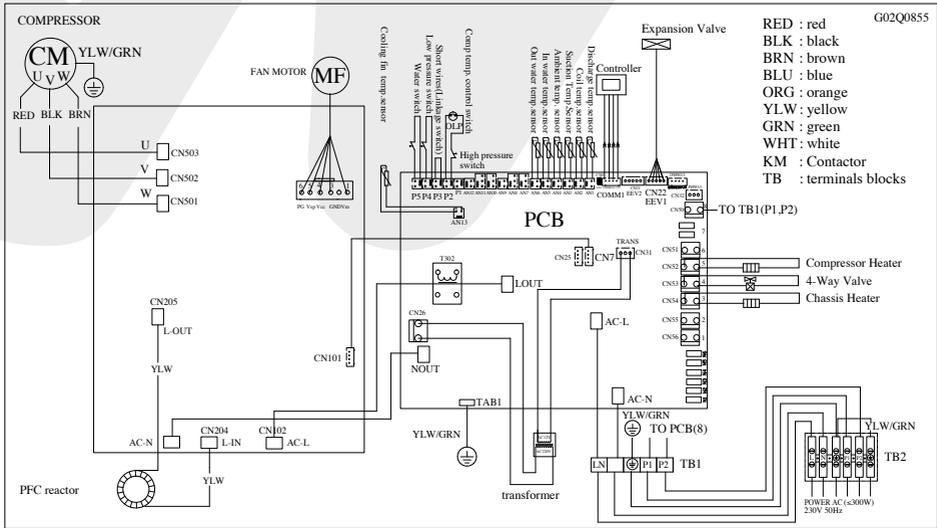




Electroheat ECO V Inverter 12kW



Electroheat ECO V Inverter 17kW



## Service Parameters Tables

### Parameter view

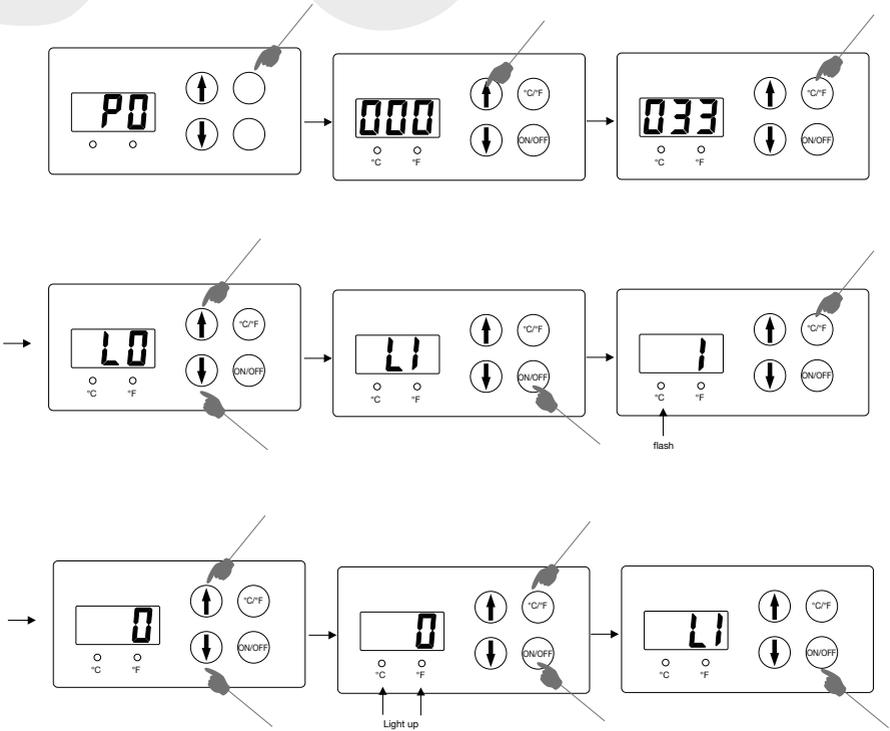
Long press "°C/°F" 6S to enter the parameter view interface, press "up " or "down " to switch viewing class parameter code P0 - P33, press "ON/OFF" to display corresponding parameter value; "ON/OFF" switch on parameter code and parameter value display;

No	Query code	Meaning
1	P0	Inlet water temperature
2	P1	Outlet water temperature
3	P2	Ambient temperature
4	P3	Exhaust temperature
5	P4	Return air temperature
6	P5	Outer coil temperature
7	P7	Radiator temperature
8	P8	Current frequency
9	P9	Current
10	P10	Main expansion valve opening
11	P12	Stop code
12	P13	Last Stop code
13	P21	Set upper limit of water temperature
14	P22	Set lower limit of water temperature
15	P26	Target frequency
16	P27	Current frequency reduction code
17	P28	Current frequency limiting code
18	P30	This fault code
19	P31	History fault code 1
20	P32	History fault code 2
21	P33	History fault code 3

## Internal parameters

In the view parameter interface, press and hold the "°C/°F" 6S to display 000, continuously press the "up" to display 033 (password), press the "°C/°F" to enter the parameter setting interface, and press the "up" or "down" to switch the setting parameter code L0 to L63. Press the "ON/OFF" to display the corresponding parameter value, press the "°C/°F", the °C light flashes, press the "up" or "down" to modify the parameter, press the "°C/°F" to confirm, and the °C light and flight are on at the same time, indicating that the parameter modification is successful. "ON/OFF" switches the display of parameter code and parameter value;

These parameters may only be modified by professionals.



Error code table

Code	Description
HP or E01	High pressure switch disconnects
E02	High pressure protection
LP or E03	Low pressure switch disconnects
E04	Low pressure protection
E06	Current protection
E08	Exhaust temperature protection
E09	Exhaust sensor failure
E10	Return gas sensor failure
E11	Coil sensor failure
E12	Environment sensor failure
E16	Water outlet sensor failure
FLO or E17	Water flow failure
E19	Ambient temperature is too low
E20	Phase sequence protection
E21	Communication failure
E23	Memory failure
E38	Inlet and outlet water temperature is too large
E70	Communication failure of inverter board
E77	Abnormal operation frequency
P84	The voltage exceeds the limit
P85	High voltage
P86	Low voltage
E97	High voltage
E98	DC low voltage
E99	Phase current over current
E100	Out of step fault
E101	Compressor phase loss (speed estimation pulsation)
E102	Compressor phase loss (current unbalance)
E103	IPM fault (edge)
E104	IPM fault (level)
E105	IR synchronisation failure, MCE failure
E108	Abnormal driving temperature
E110	Drive reception failure
E111	Motor parameter setting fault
E112	IPM temperature protection (switch input)
E113	PFCfault (edge)
E114	PFCfault (level)
E116	PFC over current
E117	Abnormal DC voltage
E118	AC low voltage

## WARRANTY

If a defect occurs in any Waterco product during the warranty period, Waterco will at its discretion, repair the product or replace and install the defective part, free of charge provided that the defect results solely from poor workmanship or materials and subject to these terms and conditions.

Labour is covered by this warranty for a period of 12 months from the date of purchase or installation, within a 25 km (15 miles) radius of an authorised Waterco Service Agent.

The purchaser is responsible for any freight incurred.

Warranties are valid only within the original country of purchase. Our goods come with guarantees that cannot be excluded under the region's Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

Visit [www.waterco.com.au/customer-service/warranty-terms](http://www.waterco.com.au/customer-service/warranty-terms) for our full Warranty Terms and Conditions.

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## NOTE

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