

TOSHIBA



Leading Innovation >>>

AIR TO WATER HEAT PUMP Owner's Manual



Hydro Unit

Model name:

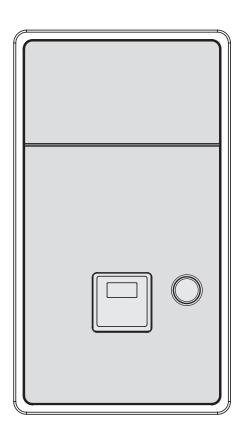
HWS-802XWHM3-E

HWS-802XWHT6-E

HWS-1402XWHM3-E

HWS-1402XWHT6-E

HWS-1402XWHT9-E



Owner's Manual Hydro Unit

Thank you very much for purchasing TOSHIBA Air to Water Heat Pump.

Please read this owner's manual carefully before using the system.

• Be sure to obtain the "Owner's manual" and "Installation manual" from constructor (or dealer). Request to constructor or dealer

• Please clearly explain the contents of the Owner's manual before handing it over to the Customer.

ADOPTION OF NEW REFRIGERANT

This Air to Water Heat Pump is a new type which adopts a new refrigerant HFC (R410A) instead of the conventional refrigerant R22 in order to prevent destruction of the ozone layer.

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1

SAFETY PRECAUTIONS

MANGER

- DO NOT ATTEMPT TO INSTALL THIS UNIT YOURSELF.
- THIS UNIT REQUIRES A QUALIFIED INSTALLER.
- DO NOT ATTEMPT TO REPAIR THE UNIT YOURSELF.
- THIS UNIT HAS NO COMPONENTS WHICH YOU CAN REPAIR.
- OPENING OR REMOVING THE COVER WILL EXPOSE YOU TO DANGEROUS VOLTAGES.
- TURNING OFF THE POWER SUPPLY WILL PREVENT POTENTIAL ELECTRIC SHOCK.

MARNING

INSTALLATION WARNINGS

- Be sure to ask a dealer or a store specialized in electrical work to install the Air to Water Heat Pump.
- The Air to Water Heat Pump should be installed by a suitably qualified installer, if not; this may lead to problems such as water leaks, electric shock, fire, etc.
- Ensure the correct grounding procedures are applied when installing the Air to Water Heat Pump.
- · Do not connect the ground wire to gas pipes, water pipes, lightning rods or telephone ground wires.
- Should the Air to Water Heat Pump be improperly grounded, this could lead to an electric shock.
- Serious damage can occur if there is water leak. Therefore, the Hydro Unit is recommended to be installed in a room with waterproof flooring and drainage systems.
- Products and parts to be used in combination with this product must be specified products and parts that meet
 prescribed specifications. If unspecified products or parts are used, a failure, smoke, fire, or electric shock may be
 caused.

OPERATION WARNINGS

- Avoid injury or damage to the outdoor unit by never inserting fingers or sticks into the air outlet or air inlet of the outdoor unit, during operation the fans run at a high speed.
- Should you notice something unusual with the Air to Water Heat Pump (such as a burning smell or weak heating power), immediately turn off the main switch and circuit breaker from the main power supply to stop the Air to Water Heat Pump, and contact the dealer.
- If there is a suspected problem with the operation of the Air to Water Heat Pump, continuous operation is not recommended, operational failures may lead to machine breakdown, electric shock, a fire, etc.
- · Do not spill water or other liquid onto the Hydro Unit.
- · If the unit is wet, it could cause an electric shock.

WARNINGS AT MOVEMENT AND REPAIR

- · Do not attempt to move or repair the unit yourself.
- Due to the presence of high voltage, removal of any covers may result in an electric shock.
- Should there be any requirements for the Air to Water Heat Pump to be moved, always consult the dealer or qualified installer.
- Should the Air to Water Heat Pump be improperly installed, it may lead to electric shock or fire.
- · Whenever the Air to Water Heat Pump requires repair, request assistance from the dealer.
- · Should the Air to Water Heat Pump be improperly repaired, the result may lead to electric shock or fire.

CAUTION

This appliance is not intended for use by person (including children) with reduced physical sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

TO DISCONNECT THE APPLIANCE FROM THE MAIN POWER SUPPLY

This appliance must be connected to the main power supply using a circuit breaker or switch with a contact separation of at least 3 mm.

INSTALLATION CAUTIONS

- Be sure to connect the Air to Water Heat Pump to a dedicated power supply using the rated voltage. Failure to do so may cause the unit to break down or cause a fire.
- Do not install the unit in a place where there is a risk that flammable gas may leak.
- An accumulation of flammable gases around the unit may result in a fire.

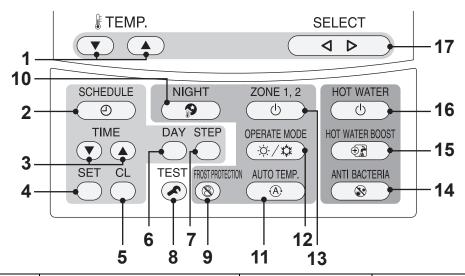
OPERATION CAUTIONS

- To ensure satisfactory performance, please read this manual carefully before operating the Air to Water Heat Pump system.
- Do not install the Air to Water Heat Pump in special-purpose rooms such as a ship or any kind of vehicle.
 Doing so could harm machine performance.
- When the Air to Water Heat Pump is operated together with a combustion device in the same place, pay careful
 attention to ventilation and let fresh air into the room.
 - Poor ventilation can cause an oxygen shortage.
- When the Air to Water Heat Pump is used in a closed room, pay careful attention to the ventilation of the room. Poor ventilation can cause an oxygen shortage.
- Do not put a container with water, such as a vase, on the unit, should water enter the unit the result may lead to an electric shock, this would be due to deterioration in the electric insulation.
- Perform occasional checks to the concrete supports underneath the outdoor unit.
 - If the base is left damaged or deteriorated, the unit may topple over which could result in possible injury.
- Check from time to time that the unit mounts are not damaged.
 - If the mounts are left damaged, the unit may drop or topple over, resulting in possible injury.
- Do not wash the unit with water. This could cause an electric shock.
- Do not use alcohol, benzene, thinner, glass cleaner, polishing powder, or other solvent for cleaning the unit because they can deteriorate and damage the Air to Water Heat Pump.
- Before cleaning the unit, be sure to turn off the main switch or circuit breaker.
- Do not place anything, or step, on the unit, this could cause the unit to fall or topple over which may result in possible injury.
- To achieve maximum performance, the Air to Water Heat Pump must operate within the temperature range specified in the instructions.
 - Failure to do so may cause malfunction, break down, or water to leak from the unit.
- Clear away snow before it accumulates on the outdoor unit.
 - Accumulated snow can lead to malfunction and damage.
- Do not locate other electric appliances or furniture underneath the unit.
- Water may drip from the unit, which could lead to rust, unit failure and damage to property.
- Do not allow the obstruction of air flow around the outdoor unit; place any items within the specified installation service space requirements.
 - Obstructed air flow can lower performance and cause damage.
- · Check for water leaks. In communal housing, leaking water may damage lower floors.
 - Check for water leaks everyday.
- Do not touch the water pipes, refrigerant pipes, or joints. These may become extremely hot.
 - Do not drink water produced by the Air to Water Heat Pump.
- After extended use, fresh water may become contaminated by the Hydro Unit, due to deterioration of pipe materials, etc.
- If fresh water contains solid matter, is discolored, turbid or smells, DO NOT DRINK IT.
- Call for equipment inspection immediately.
- Use source water that satisfies water quality standard.
- When the unit will not be used for a long period of time, ask your dealer or a qualified service shop to drain the water inside the Hydro Unit in order to prevent the water quality from changing.
- When restarting use, ask your dealer or a qualified service shop to charge the unit with water and perform a trial
 operation.
- Ask your dealer or a qualified service shop to periodically clean the strainer.
- Ask your dealer or a qualified service shop to confirm that the relief valve is operating correctly.
- Do not hit the manometer, because it is made of glass. It is breakable.

2 NAMES AND FUNCTIONS OF PARTS

■ Buttons





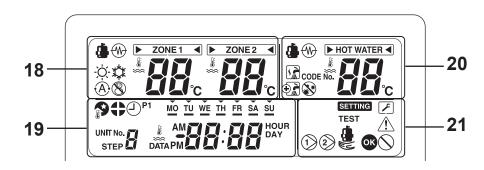
1. TEMP. button:	Changes the set temperature for each operation mode (ZONE1/2 hot water) by 1°C step.	10. NIGHT button:	Controls the night set back operation.
2. SCHEDULE button:	Sets the current time and scheduled weekly operation.	11. AUTO TEMP. button:	Switches setting temperature automatically according to outside temperature. (Pressing this button long changes the mode to data setting mode.)
3. TIME button:	Changes time for current time setting and scheduled weekly operation setting with and buttons.	12. OPERATE MODE button:	Selects ZONE1/2 operation mode (heating or cooling).
4. SET button:	Determines the entered current time setting and scheduled weekly operation setting.	13. ZONE1, 2 button:	Turns on/off the zone (floor heating/radiator/Fan Coil Unit) operation.
5. CL button:	Clears settings for the current time and scheduled weekly operation.	14. ANTI BACTERIA button:	Regularly increases the hot water temperature in the tank for sterilization. (Pressing this button long changes the mode to data setting mode.)
6. DAY button:	Sets days of the week for current time setting and scheduled weekly operation setting.	15. HOT WATER BOOST button:	Boosts boiling when high tapping temperature is required temporarily.
7. STEP button:	Specifies switching STEP number in a day for weekly schedule.	16. HOT WATER button:	Turns on/off hot water operation.
8. TEST button:	Used for test run or service.	17. SELECT button:	Selects an operation mode when changing the set temperature of each operation mode.
9. FROST PROTECTION button:	Controls minimum operation for unused period (going out, absence, etc.) for anti freezing.		

NOTE

Some functions are not provided depending on the system specifications in use. For details, contact the installation company.

■ Meaning of Indication

▼ Fig. 2-02



	Heating side [ZONE1, 2]		Hot water side
18. Indication	Description	20. Indication	Description
ZONE 1	Lights when floor heater or radiator is connected (when the system has floor heater or radiator).		Lights when hot water supply system
ZONE 2	Lights when controlling the second HOT WATER		is connected (when the system has hot water supply).
The [] mark ligh	its for operation mode for which tempera	ature is to be changed.	
4	Lights during heating or cooling operation using the heat pump.	4	Lights when hot water supply operation is performed by heat pump.
₩	Lights when the internal heater is energized during heating operation.	₩	Lights when the internal heater is energized during hot water supply operation.
- <u>Ö</u> -	Lights when heating is selected.		Lights during hot water supply operation.
*	Lights when cooling is selected.	•	Lights while hot water boost is activated.
8	Lights when the FROST PROTECTION button is pressed and goes out when the button is pressed again.	8	Lights when the ANTI BACTERIA button is pressed and goes out when the button is pressed again.
(A)	Lights when Auto operation is selected.		
88	Displays heating/cooling set temperature. (Heating: 20 to 55°C, factory setting: Auto, cooling: 10 to 30°C) Goes out when Auto operation is selected.	88	Displays hot water set temperature. (40 to 75°C, factory setting: 65°C)
°C	Lights when the set temperature or sei indicator.	nsor's water temperatur	e is displayed with the 7-segment

19. Indication	Description
AMBB:88	Clock: Displays the current time (AM or PM).
MO TU	Displays days of the week (Sunday to Saturday).
(3)	Lights when the NIGHT button is pressed and goes out when the button is pressed again.
4	Lights when nighttime quiet operation is set.
P1	Indicates scheduled operation 1 status (including setting time).
STEP 2	Displays the scheduled operation step when the scheduled operation STEP1-5 program is set.
	Lights during time setting and scheduled operation setting.
21. Indication	Description
1)2)	Lights while internal pump (pump 1) or expansion pump (pump 2) is driven.
	Lights during backup operation only by the heater.
SETTING	Lights when the unit enters the data set mode and goes out when the unit exits the data set mode.
F	Lights when the unit enters the service mode and goes out when the unit exits the service mode.
<u> </u>	Lights when an error occurs and goes out when the error is cleared.
OK	Lights for two seconds when settings are completed.
\bigcirc	Lights for two seconds when settings failed.

3 HOW TO USE FUNCTIONS

■ Timer setting

First, set the current time on the remote controller.

Procedure to set the current time and day of the week (If day/time is not set, the indication of time and day of the week blinks.)

- (1) Press the TIME ▲ or ▼ button for 4 seconds or more to enable the time setting mode.
 - The SETTING SETTING segment blinks.
- (2) Set the current day of the week with the DAY button.
 - Each time the button is pressed, the ▼ segment shifts cyclically pointing MO → TU →...→ SU → MO
- (3) Set the current time with the TIME (a) and vectors.
 - If you press the buttons long, the current time can be set in units of 10 minutes.
- (4) Press the SET ___ button to determine the setting.

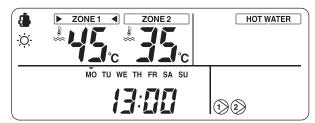
■ Heating or cooling operation

Performing heating or cooling operation

- Press the ZONE1, 2 button to start heating or cooling operation.
 - The set temperature appears under <u>ZONE1</u> on the remote controller. (When ZONE2 is provided, the set temperature appears simultaneously under <u>ZONE2</u>.)
- During the heat pump operation or while the internal heater or backup heater is energized, is displayed.
- To stop heating or cooling, press the ZONE1, 2
 button. The set temperature and go out and the heating or cooling operation stops.

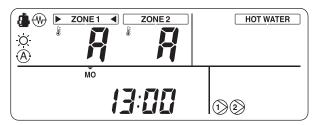
Setting temperature

- The ZONE2 setting temperature must be equal to or lower than the ZONE1 setting temperature.



Performing Auto mode operation

- The setting temperature can be set automatically according to the outside temperature.
- The temperature indication changes to "A" and the water temperature is automatically set according to the outside temperature.



To correct the set value for the Auto mode

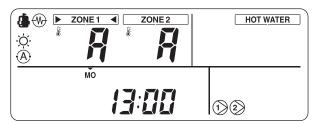
- Press the AUTO TEMP. button for 4 seconds or more to enter the auto curve adjusting mode.

In this case, temperature is displayed as -5, -4, -3, -2, -1, 0, 1, 2, 3, 4, or 5.

Only ZONE1 temperature is displayed.

When the SET ___ button is pressed after the temperature is changed, the set temperature is registered.

 When the TEST button is pressed, the registered data is determined. The unit exits the function code setting mode and "A" appears on the display.



 Each time AUTO TEMP. button is pressed, the mode changes as follows:



■ Hot water

Performing hot water supply operation

- Press the HOT WATER _____ button to start the hot water supply operation.
- The set temperature appears under __hot water_ on the remote controller, and ⚠ lights.
- During the heat pump operation or while the internal heater is energized, **a** or **(W)** is displayed.

Setting temperature

- Change the set temperature with the TEMP.



■ Useful functions

Frost protection

This function performs operation with the minimum capacity to prevent pipes from freezing in case the unit is not used for a long period due to absence.

When the FROST PROTECTION
 button is pressed during heating (ZONE1 or ZONE2), appears on the remote controller and the frost

- protection operation starts with the set minimum capacity (target water temperature: 15°C).
- To stop the frost protection operation, press the FROST PROTECTION

 button again to delete the mark on the remote controller.
- This function takes precedence over the scheduled operation and Night setback quiet operation that are set separately. Ask the installation company for the minimum capacity setting.

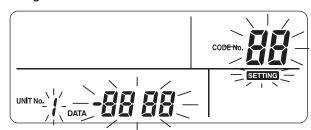
Night setback

This function is used to save heating operation during specified time zone (sleeping hours, etc.) at night.

- When the NIGHT button is pressed during heating (ZONE1 or ZONE2), appears on the remote controller and the night setback operation is reserved. The set temperature is lowered by 5°C between the set start time and end time.
- To stop the night setback operation, press the NIGHT button again to delete the mark on the remote controller.

Setting the start time and end time for the night setback operation

Press the NIGHT button for 4 seconds or more while the night setback operation is enabled is displayed on the remote controller), to enter the setting mode.



- The setting mode is indicated on the remote controller.
- Select the code number to be set with the TEMP.
 buttons, and set the start time and end time with the TIME
 buttons.

Code No. 0E: Start time (default 22)

- 0F: End time (default 06)
- Press the SET button to determine the start time and end time.
- Press the TEST button to exit the setting mode.

Hot water boost

This function is used when temporarily giving priority to the hot water supply operation.

The hot water supply operation is performed in preference to other operations with a target of the preset time (60 minutes) and the preset temperature (75°C). Use this function when hot water is not used for a long time or before using a large amount of hot water.

- When the HOT WATER BOOST button is pressed, the mark appears on the remote controller and the hot water boost operation starts. When the set time period has passed or the water temperature has reached the set temperature, the hot water boost operation ends automatically.
- The preferential time and temperature settings can be changed to values within a range of 30 to 180 minutes and 40 to 80°C. Ask the installation company for the setting change.

Anti bacteria

This function performs anti-bacteria operation of the hot water tank.

- When the ANTI BACTERIA button is pressed, the mark appears on the remote controller and the anti-bacteria operation is reserved.
- The anti-bacteria operation is performed to maintain the preset temperature (75°C) for the set time period (30 minutes) when the preset start time (22:00) comes according to the preset interval (7 days).
- The settings of these interval, start time, and temperature maintaining time period can be changed, but ask the installation company for the setting change.

■ Schedule timer

Operations can be scheduled in eight STEPs for each day of the week.

(Example)

Monday

STEP1:

04:00 ZONE1: Heating 45°C, hot water 50°C

STEP2:

07:00 ZONE1: Heating 50°C, hot water 45°C

STEP3:

10:00 ZONE1: Heating disabled, hot water 45°C

STEP4:

16:00 ZONE1: Heating 50°C, hot water 50°C

STEP5:

23:00 ZONE1: Heating 40°C, hot water 45°C

- · Tuesday to Saturday: Same as Monday
- Sunday

STEP1:

04:00 ZONE1: Heating 45°C, hot water 50°C

Setting the schedule function

Press the SCHEDULE button and press the SET button within five seconds while the mark is blinking. The mark changes to lighting and the schedule function starts working.

Cancelling the schedule function

Press the SCHEDULE button and press the CL button within five seconds while the mark is blinking. The mark disappears and the schedule function is cancelled.

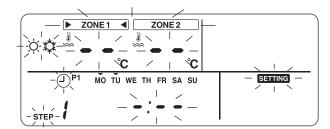
Owner's Manual **Hydro Unit**

Setting schedule

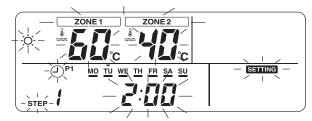
Press the SCHEDULE () button for 4 seconds or more to enter the schedule setting mode.

Perform the following procedure to set the schedule

· First schedule setting Procedure: $1 \rightarrow 2 \rightarrow 3 \rightarrow 4 \rightarrow 5 \rightarrow 6$



· Existing schedule setting Procedure: $2 \rightarrow 3 \rightarrow 4 \rightarrow 5 \rightarrow 6$



Set days of the week.

- Each time the DAY button is pressed, the ▼ mark blinking on the current day of the week at intervals of 1 Hz shifts sequentially.
- When all days are set at a time, all days (MO to SU) blink.
- Press the SET button to determine the set days of the week.
- When the setting is completed, the ▼ mark changes to lighting.

Set STEP.

- Select a STEP to be set with the STEP button, and press the SET () button to determine the selected STEP. $1 \rightarrow 2 \rightarrow 3 \rightarrow 4 \rightarrow 5 \rightarrow 6 \rightarrow 7 \rightarrow 8 \rightarrow C \rightarrow L \rightarrow$
 - 1 →
 - 1 to 8: Operation program STEP number
 - C (Copv): Set s the operation mode for a day (0:00 to 23:59) simultaneously.
 - · L (Deletion): Deletes all the current program operation settings (for entire week).

3 Set the start time.

- Set the start time with the TIME (▼) (▲) buttons.
- When the preset start time is retained, the start time is displayed.
- If no start time is set, "--'-- --" is displayed.

Set temperature.

- Set the temperature for ZONE1 or ZONE2 with) button and TEMP.
- Press the SELECT \triangleleft \triangleright button so that
- Enter setting temperature with the TEMP.

5 Set operation mode.

· Set the operation mode (heating or cooling) with the OPERATE MODE () button.

Determine the settings.

- Press the SET () button to determine the settings.
- The " mark lights under the set day of the week and the "ox" mark appears on the display for 4 seconds.
- the settings.

Copying data

When "C" is selected during the STEP setting, the setting of the specified day of the week can be copied.

- Press the SET button to determine the copy mode.
- · Specify the day of the week of copy destination with the DAY () button.
- Each time the DAY () button is pressed, the ▼ mark on the specified day of the week blinks sequentially. When all days of the week are blinked, the data can be copied to all days of the week.
- Press the SET () button. When the "ok" mark appears on the remote controller for 4 seconds, the setting is completed.



USER MAINTENANCE

Periodic maintenance (once a year) is necessary for this product. Consult the installation company. If a problem occurs, contact the installation company or dealer.

5 AIR TO WATER HEAT PUMP OPERATIONS AND PERFORMANCE

3 minutes protection function

3-minutes protection function prevents the air to water heat pump from starting for initial 3 minutes after the main power switch/circuit breaker is turned on for re-starting the air to water heat pump.

Power failure

Power failure during operation will stop the unit completely.

• To restart the operation, push the ZONE1, 2/HOT WATER button on the remote controller.

Heating characteristics

Defrosting operation

If the outdoor unit is frosted during the heating or hot water supply operation, defrosting starts automatically (for approximately 2 to 10 minutes) to maintain the heating capacity.

• During the defrosting operation, the defrosted water will be drained from the bottom plate of the outdoor unit.

Heating capacity

In the heating operation, the heat is absorbed from the outside and brought into the room. This way of heating is called heat pump system. When the outside temperature is too low, it is recommended to use another heating apparatus in combination with the air to water heat pump.

Attention to snowfall and freeze on the outdoor unit

- In snowy areas, the air inlet and air outlet of the outdoor unit are often covered with snow or frozen up. If snow or freeze on the outdoor unit is left as it is, it may cause machine failure or poor warming.
- In cold areas, pay attention to the drain hose so that it perfectly drains water without water remaining inside for freeze prevention. If water freezes in the drain hose or inside the outdoor unit, it may cause machine failure or poor warming.

Air to water heat pump operating conditions

For proper performance, operate the air to water heat pump under the following temperature conditions:

Cooling operation	Outdoor temperature	: 10°C to 43°C
Cooling operation	Room temperature	: 18°C to 32°C (Dry valve temp.)
Hot water	Outdoor temperature	: -20°C to 43°C
Tiot water	Room temperature	: 5°C to 32°C
Heating operation	Outdoor temperature	: -20°C to 25°C
Heating operation	Room temperature	: 5°C to 32°C

If air to water heat pump is used outside of the above conditions, safety protection may work.

Owner's Manual

■ General Specifications

	Outdoor unit		HWS-802H-E	HWS-1102H-E	HWS-1402H-E	
Туре			Inverter			
Function			Heating & Cooling			
	Capacity	(kW)	8.0	11.2	14.0	
Heating	Input	(kW)	1.96	2.40	3.15	
	COP		4.08	4.66	4.45	
	Capacity	(kW)	6.0	10.0	11.0	
Cooling	Input	(kW)	2.13	3.52	4.08	
	EER		2.82	2.84	2.69	
Power supply			230 V ~			
Refrigerant				R410 A		
Dimension HxWxD (mm)		890 x 900 x 320	1,340 x 9	900 x 320		

Hydro Unit			HWS- 802XWHM3-E	HWS- 802XWHT6-E	HWS- 1402XWHM3-E	HWS- 1402XWHT6-E	HWS- 1402XWHT9-E
Back up heate	r capacity		3 kW	6 kW	3 kW	6 kW	9 kW
	for backup	heater	230 V ~	400 V 3N ~	230 V ~	400 V 3N ~	400 V 3N ~
Power supply	for hot wate heater(option	er cylinder on)	er 230 V ~				
Leaving water	Heating	(°C)	20 to 55				
temperature	Cooling	(°C)			10 to 25		
For use with	•		HWS-802H-E HWS-1102H-E/HWS-1402H-E		102H-Е		
Dimension HxWxD (mm)		925 x 525 x 355					

Hot water cylinder (option)		HWS-1501CSHM3-E HWS-1501CSHM3-UK	HWS-2101CSHM3-E HWS-2101CSHM3-UK	HWS-3001CSHM3-E HWS-3001CSHM3-UK	
Water volume	litres	150 210 300			
Max water temperature (°C)		75			
Electric heater	(kW)	V) 2.75			
Height	(mm)	1,090 1,474 2,04		2,040	
Diameter (mm)		550			
Material			Stainless steel		

6 TROUBLESHOOTING

If a problem occurs, contact the installation company or dealer.

Problem Check	Action
Nothing is displayed on the remote controller.	Check whether power is supplied. Is the circuit breaker switch turned on?
Time indication is blinking.	Date/time setting is not made. Set date and time.
An error code is displayed on the remote controller.	Contact the installation company.
	Is scheduled operation set? Check whether scheduled operation is set.
Room is not cooled or heated.	Is night setback operation set?Check the setting on the remote controller.
	 Is the air conditioner operating in Auto mode? In Auto mode, the target value is set automatically according to the outdoor unit temperature. The Auto mode can be adjusted. Contact the installation company.
	Is the main water supply cock closed? Check valves.
Hot water is not supplied.	 Are you using too much hot water? If hot water exceeding the storage capacity is used, water at a temperature lower than the set hot water temperature is supplied.

If you have any questions, contact the installation company.

MEMO

Information according to EMC Directive 2004/108/EC				
(Name of the manufacturer)	TOSHIBA CARRIER CORPORATION			
(Address, city, country)	336 Tadehara, Fuji-shi, Shizuoka-ken, 416-8521 Japan			
(Name of the Importer/Distributor in EU)	Toshiba Carrier UK Ltd.			
(Address, city, country)	Porsham Close, Belliver Industrial Estate, PLYMOUTH, Devon, PL6 7DB. United Kingdom			