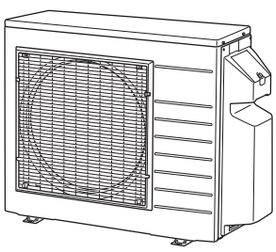
DAIKIN

CO_2 Hot water heat pump system

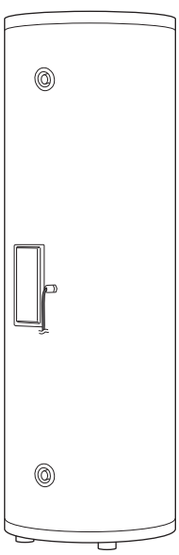
OPERATION MANUAL

Contents

HEAT PUMP UNIT: RQWX60ZV1A
HOT WATER STORAGE UNIT - 250 L: TU25SSZA
HOT WATER STORAGE UNIT - 315 L: TU32SSZA



Heat pump unit



Hot water storage unit

For a complete set of PDF manuals see
https://www.daikin.com.au/manuals
Or scan the QR code shown.

- Read this operation manual carefully to use the product correctly and safely.
- Before using the product, be sure to read “Safety Precautions” ▶Page 1.
- Keep both the operation manual and installation maintenance manual in a safe place.

Safety Precautions

IMPORTANT
This appliance is not intended for use by persons (including children) with reduced physical 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. Children should be supervised to ensure that they do not play with the appliance.

This section explains what to observe in order to prevent harm to people and damage to property.

■The consequences of incorrect use are categorized as follows.

⚠ WARNING	⚠ CAUTION
This indicates that “failure to observe this may result in death or serious injury”.	This indicates that “failure to observe this may result in injury or damage to property”.

■The matters you should observe are classified and explained using icons.

⃠	This indicates things that you must not do.	❗	This indicates things that you must do.

⚠ WARNING

■When using

⃠ • **Do not touch hot water or parts that get hot.**
(May cause burns.)
–Do not touch the tap (mixing tap) when supplying hot water.

• **At the beginning of use, do not touch the hot water for a while.**
(May cause burns.)
Hot water mixed with air may splash out.

❗ • **Check the temperature of the hot water.**
(May cause burns.)
–When bathing or using hot water, first check the temperature of the hot water with your fingertips, etc.

• **Keep the tap closed if the mains water is turned off or there are water supply works in progress.**
(May cause burns.)
If the tap is left open, hot water may flow out.

■Installation and repair

⃠ • **Do not attempt to install by yourself.**
(May cause water leakage, electric shock, or fire.)

• **Do not disassemble, repair, or modify the product.**
(May cause electric shock or fire.)

❗ • **Check that earthing work is complete.**
(May cause electric shock if incomplete.)

Ask your dealer or a specialist.

⚠ WARNING

■When cleaning or inspecting

- **Do not operate the earth leakage circuit breaker with wet hands.**
  (May cause electric shock.)
- **Do not open the terminal cover of the hot water storage unit or the pipe cover of the heat pump unit.**
  (May cause electric shock.)
- **When draining the hot water storage unit or inspecting the PTRV and ECV, do not touch the drain pipe, PTRV* or ECV*.**
  *Do not touch the main body. You may touch the lever.
  (May cause burns.)
  –Hot water may flow out when draining, so do not touch the hot water.

- **Regularly check that the earth leakage circuit breaker is working properly.** ▶Page 19
  (May cause electric shock or fire in case of electrical leakage.)
  –If it is not working, please consult your dealer.

■Stop using immediately in case of abnormality or malfunction

<Malfunction and abnormality cases>
–Water drains/leaks from the PTRV or ECV even though heating operation is not active.
–Water leaks from the main unit or piping.
–The earth leakage circuit breaker automatically turns “OFF”.
–There is a burning smell, unusual noise or vibration.

(Damage, electric shock, smoke, fire, etc., may result if the abnormality is not addressed and the unit continues to be used.)
Immediately turn the earth leakage circuit breaker “OFF” and consult your dealer.

■Cautions relating to the unit

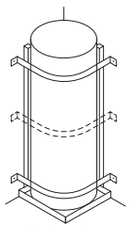
- **Do not touch the piping.**
  (May cause burns.)
- **Do not climb on or apply excessive force to the piping.**
  (May cause damage to joints.)
- **Do not place gas containers or flammable materials nearby.**
  (If gas leaks and accumulates around the unit, it may cause a fire.)
- **Do not insert fingers, sticks, etc., into the air outlet.**
  (May cause injury.)
  The fan may be rotating at high speed.

Safety Precautions

⚠ CAUTION

■After installation, check for the following

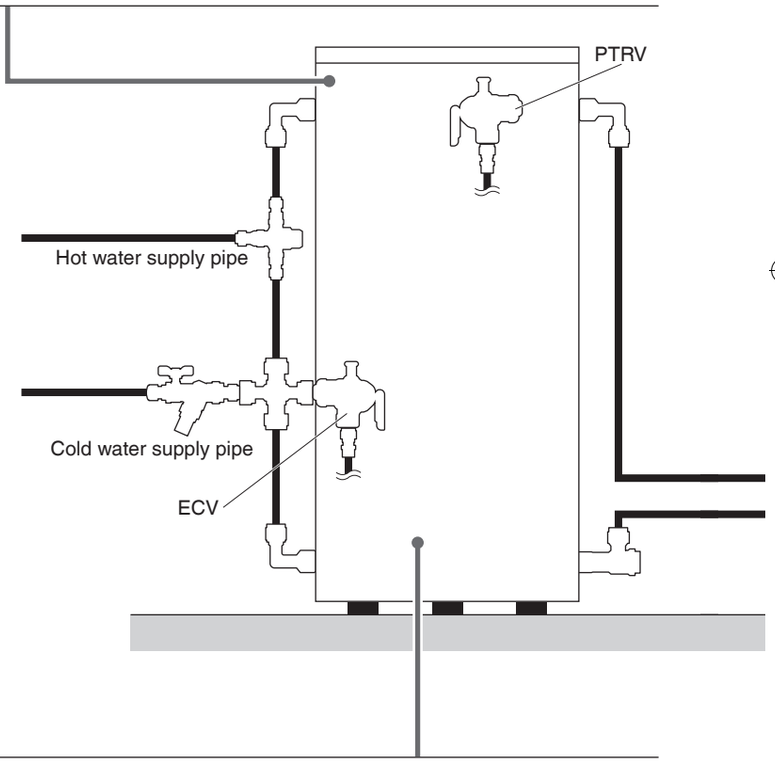
- **Check if the hot water storage unit is secured to the wall, as specified in the relevant building codes and standards.**
  If it is not secured, contact your dealer or a specialist.
- **If the hot water storage unit is installed indoors, it is placed on a floor with waterproofing and drain pipework.**
  Alternatively, it is installed above a safety tray.
  (If water leaks, it may cause damage to the building structure or building contents.)
  Consult and ask your dealer or a specialist.
- **Check for anti-freeze measures (piping thermal insulation work, anti-freeze heaters, etc.).**
  (If pipes freeze and break, it may cause burns and water leaks.)
  Consult and ask your dealer or a specialist.



■When cleaning or inspecting

- **Do not wash with water.**
  (May cause electric shock or fire in case of electrical leakage.)

- **Turn the earth leakage circuit breaker “OFF”.**
  (May cause injury.)
  The fan may be rotating at high speed.
- **Regularly check that the PTRV and ECV are functioning correctly.**
  (Malfunctions may result in water leakage.)
  If they are not functioning correctly, please consult your dealer or a specialist.



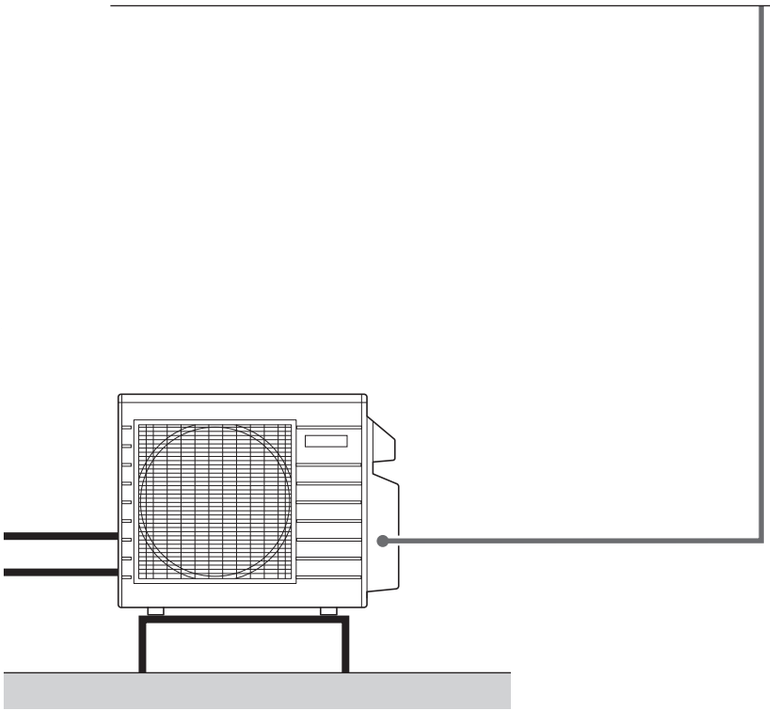
■Do not drain hot water directly from the hot water storage unit.

(May cause burns and damage to water pipes.)
Only drain water after flushing the hot water out from the hot water tap or mixing tap.

⚠ CAUTION

■Cautions relating to the heat pump unit

- **Do not touch the aluminium part.**
  (May result in cuts to the hand.)
- **Do not climb on it or place objects on it.**
  (If the unit is installed on a balcony or other high place, there is a risk of injury from falling.)
- **Do not place items that must not get wet nearby.**
  (When heating, condensate flows out from the condensate drain hole, which may result in stains or damage.)
- **Do not leave the mounting frame in a damaged state.**
  (May cause injury from the unit falling or tipping over.)
- **Avoid direct airflow onto plants and animals.**
  (May cause adverse effects on animals and plants.)



■Do not drink the water as is

Water quality may change due to the accumulation of solids and mineral build up. When drinking, be careful of the following, and be sure to boil the water in a kettle or similar before drinking.

–Be sure to use water that meets water quality standards.
–If you notice any solids, discolouration, cloudiness or unusual odour, do not drink the water and request an inspection immediately.
–Treat the water that flows out before hot water (the water accumulated in the pipes) as non-potable water.

■Around the unit

- **Avoid placing objects around unit, or allowing fallen leaves etc. to accumulate.**
  (Insects, etc., may enter, causing malfunctions, ignition or smoke.)

Keep in mind

■ **Use tap water**
Tap water should meet drinking water guidelines set by Australia and New Zealand.
Even if tap water is used, product service life may be shorter than normal if the product is used in a region with particularly hard water, or due to other water quality issues. In particular, do not use well, ground, or spring water as the service life cannot be guaranteed. If the use of well, ground, or spring water is unavoidable, please consult the installer.

■ **When there is a risk of freezing**
In some areas, pipes may freeze in winter, causing water leakage. In addition, even in areas where there is normally little risk of freezing, freezing can occur due to cold weather and other factors. Take steps to prevent freezing in advance. ▶Page 21

■ **Anti-Legionella**
Anti-Legionella function will activate to comply with Legionella guidelines and Australia/New Zealand Standards.

■ **Hot water may run out**
The heat pump system heats up water according to a set operation schedule and stores the hot water in the hot water storage unit. ▶Page 12

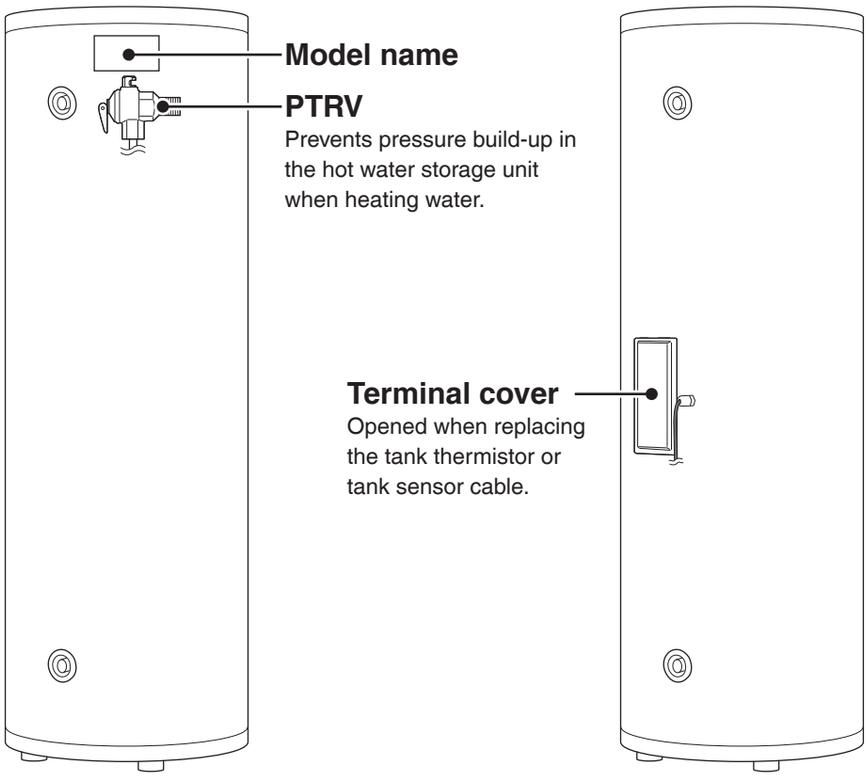
- **To avoid running out of hot water**
  - When the operation schedule is set to “CONTINUOUS”, the heat pump system performs heating whenever there is a fall in hot water volume, thereby preventing hot water from running out. ▶Page 12
  - Heating volume is determined according to the set heating volume level, but if there is a risk of insufficient hot water, increase the heating volume level setting. ▶Page 15

■ **Do not use the product for any purpose other than general household use**
Insufficient capacity, unexpected electricity costs, reduced product performance and quality, and shortened service life may result.

Names and functions of each part

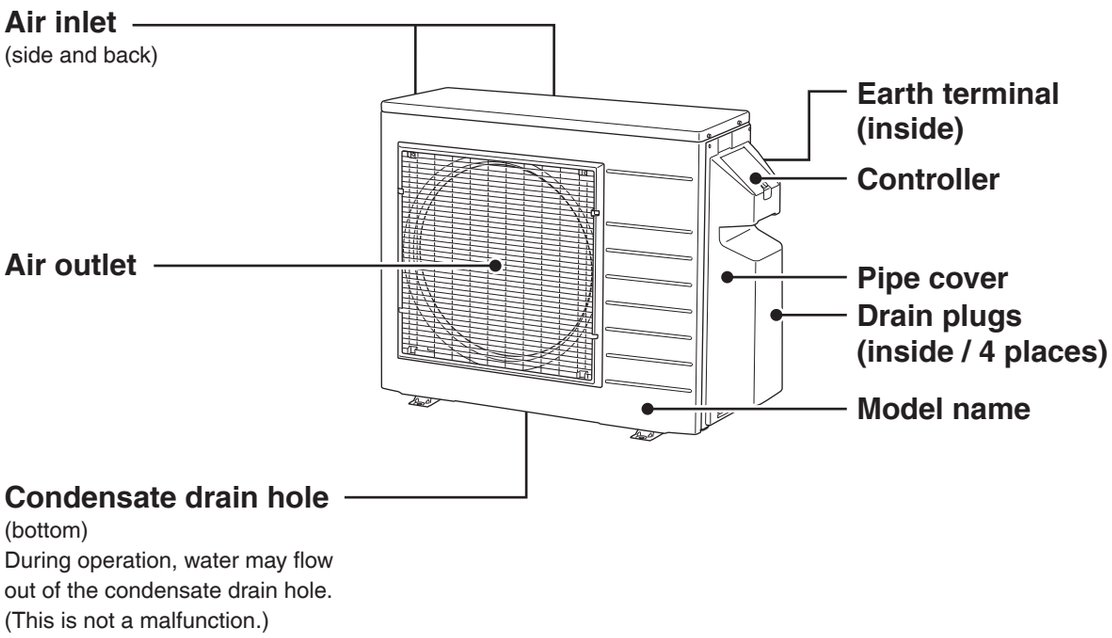
Hot water storage unit

Stores hot water.



Heat pump unit

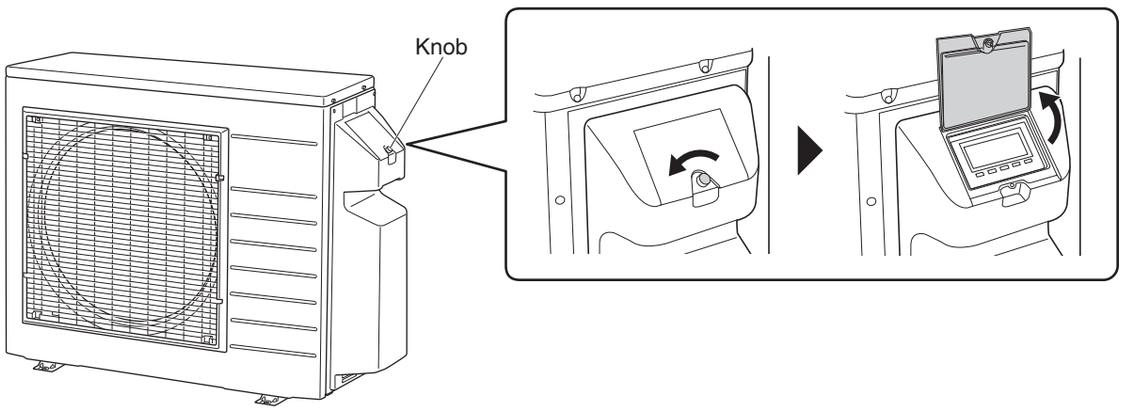
Generates hot water using atmospheric heat.

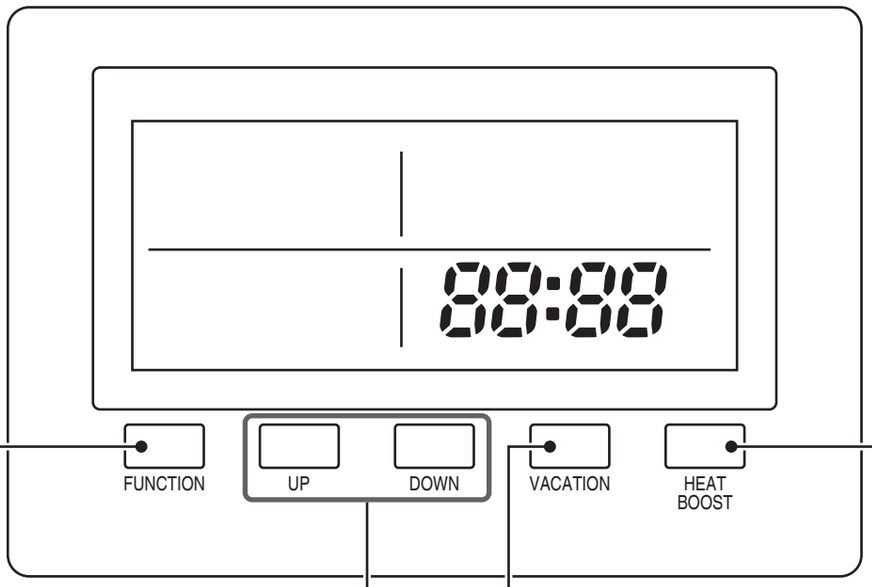


Names and functions of each part

Operating the controller

The controller is built into the pipe cover. You can access the controller by unscrewing the knob on the lid at the top of the pipe cover and lifting the lid upwards. Close the lid and then firmly screw the knob clockwise to secure the lid when you are not using the controller.
Although the controller is waterproof, do not splash water onto it or operate it with wet hands.





FUNCTION button
Used to confirm various settings.

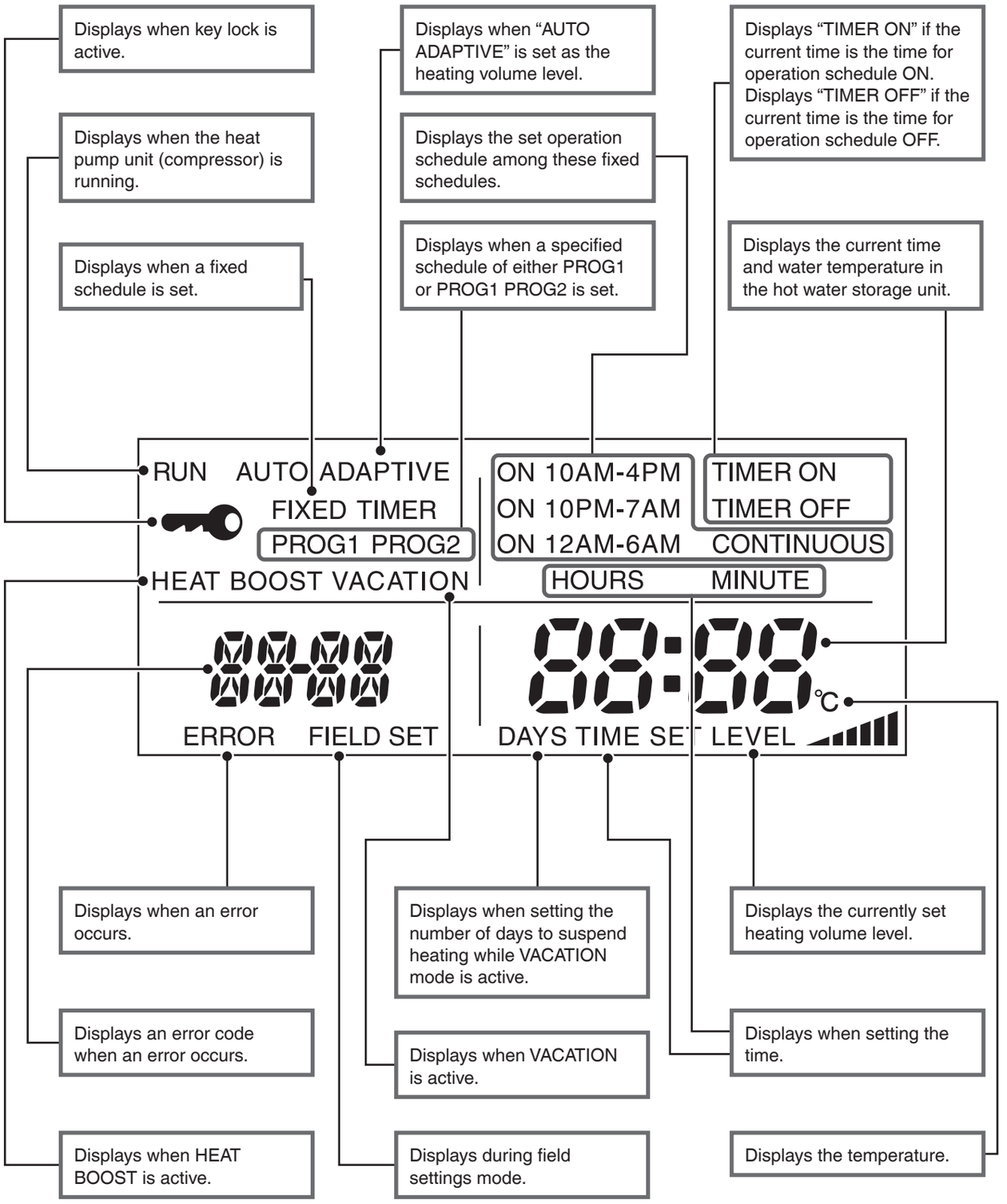
UP/DOWN buttons
Switches between time display and tank thermistor temperature display. ▶Page 10

HEAT BOOST button
Performs 1 heating operation at the time when the schedule is OFF. ▶Page 17

VACATION button
Sets the number of days heating will be suspended. ▶Page 16

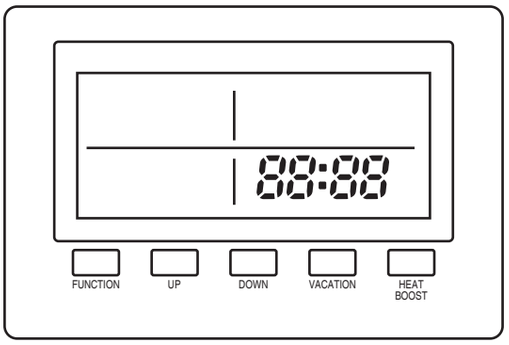
Controller screen display

When you are not using the controller, the backlight turns off after approximately 30 seconds.
Icons and segments light up, blink or turn off depending on the current settings and the status of the heat pump unit.



User access

This section describes how to operate the controller.
The controller usually remains on the main screen.
You can transition between modes using the buttons as necessary.



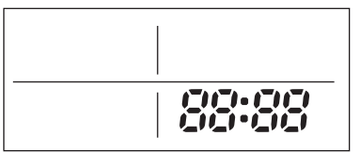
Main screen
(Besides the current time, icons light up depending on the current settings and status of heat pump unit.)

VACATION disabled

■ When you want to go to the setting mode ▶Page 11

Press and hold the FUNCTION for 5 seconds.

- The screen will return to the main screen in the following situations:
  - Once settings are complete in the setting mode.
  - After 300 seconds of button inactivity during setting mode.

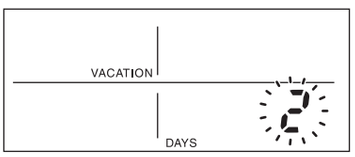


Main screen (VACATION disabled)

■ When you want to go to the VACATION mode ▶Page 16

Press VACATION .

- Press VACATION to return to the main screen.



VACATION mode

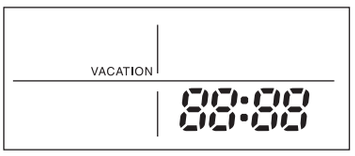
VACATION enabled

You cannot go to the setting mode or the VACATION mode from the main screen when VACATION is enabled.

■ When you want to disable VACATION

Press VACATION .

- Once the set number of heating suspension days has elapsed, VACATION is disabled.



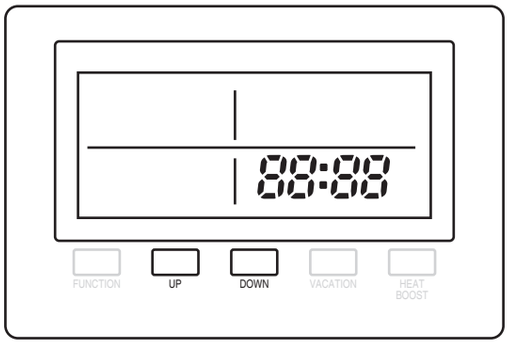
Main screen (VACATION enabled)

NOTE

- This system provides a VACATION function. The VACATION function suspends heating operation to reduce unnecessary energy consumption when the user is absent for an extended period of time (although the heat pump may run to prevent Legionella bacteria and freezing of pipes). The number of days for which the heating operation is to be suspended can be set in the “VACATION mode” ▶Page 16. After the setting has been made, the VACATION function is enabled.

Main screen display and operation

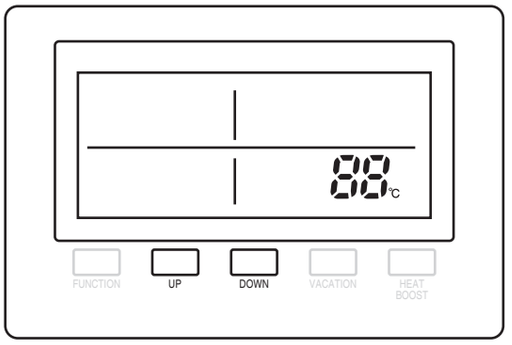
The main screen displays the current time and water temperature in the hot water storage unit. The time is normally displayed, but water temperature in the hot water storage unit can be checked at the touch of a button.



Screen displaying current time

Press UP or DOWN

Press UP or DOWN or after 5 seconds of no button operations



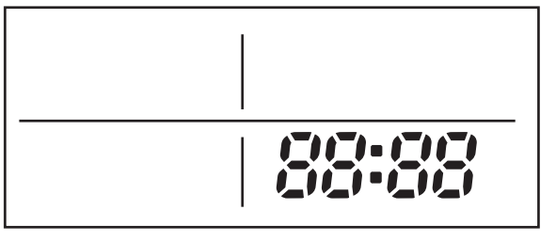
Screen displaying water temperature in the hot water storage unit

Supplementary information

If connected to a WLAN adapter, the time of the controller is synchronised once a day (provided that the WLAN adapter is connected to a WLAN router or smartphone and the correct time is being received). In this case, the time is adjusted to take daylight saving time into account. Time synchronisation is not performed when not connected to a WLAN adapter. When necessary, operate the controller (refer to “Setting mode” ▶Page 11) to adjust the time to account for daylight saving time.

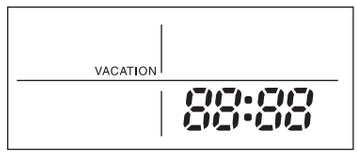
Setting mode (time/operation schedule/heating volume level)

Perform “Setting the time”, “Setting the operation schedule” and “Setting the heating volume level” in that order.
If buttons are not operated in the setting mode for a certain period of time (300 seconds), the screen automatically returns to the main screen. In this case, unconfirmed settings are not registered, so please set them again in the setting mode.



Main screen (VACATION disabled)

Settings cannot be made when VACATION is enabled.

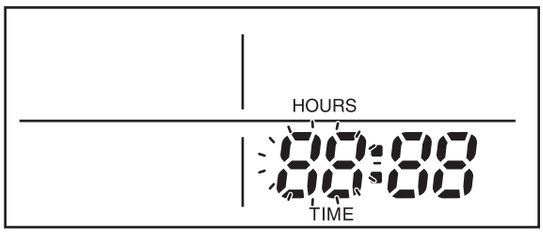


Main screen (VACATION enabled)

Press and hold FUNCTION for 5 seconds.

1. Setting the time

1-1. Setting the time (hours).



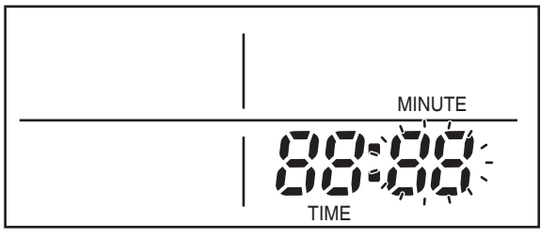
Press UP: The current time is advanced by 1 hour.

Press DOWN: The current time is set back by 1 hour.

- Press and hold each button to advance or set back the time by 4 hours.

Press FUNCTION and go to “1-2. Setting the time (minute)”.

1-2. Setting the time (minute).



Press UP: The current time is advanced by 1 minute.

Press DOWN: The current time is set back by 1 minute.

- Press and hold each button to advance or set back the time by 10 minutes.

Press FUNCTION to confirm the time and go to “2. Setting the operation schedule”.

- If VACATION is pressed when setting the time the screen returns to “1-1. Setting the time (hours)”.

2. Setting the operation schedule

Set the time period (operation schedule ON) during which heating operation by the heat pump unit is permitted.
Heating operation by the heat pump unit starts when the amount of hot water in the hot water storage unit is low during the operation schedule ON time period.
The heat pump unit may operate for protective purposes even during times when heating operation by the heat pump unit is not permitted (during the operation schedule OFF time period).

*In the operation schedule setting screen below, press [VACATION] if you want to redo the settings.
Doing so returns you to the initial screen (2-1) for Setting the operation schedule.

2-1. Setting either a fixed schedule or a specified schedule.

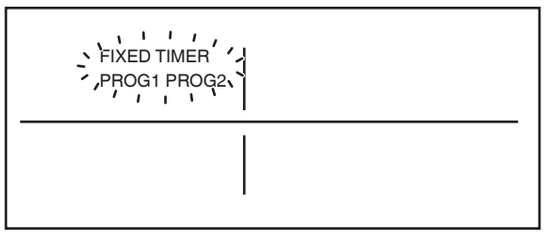
- Broadly, there are two types of operation schedule:
  - Fixed schedule: An operation schedule based on predetermined times (“FIXED TIMER”)
  - Specified schedule: An operation schedule based on user-specified times (“PROG1” or “PROG1 PROG2”)
    PROG1: Set the desired operation time range for one operation schedule (PROG1).
    PROG1 PROG2: Set the desired operation time ranges for two operation schedules (PROG1 and PROG2).

Attention

- If error code U7 is displayed, the fixed schedule “CONTINUOUS” is automatically set.
  You cannot change the schedule while “U7” is displayed.
  Once “U7” has been resolved, reconfigure the operation schedule as necessary.

Press [UP] or [DOWN] to change between “FIXED TIMER”, “PROG1”, and “PROG1 PROG2”.

Whichever is currently selected will blink.



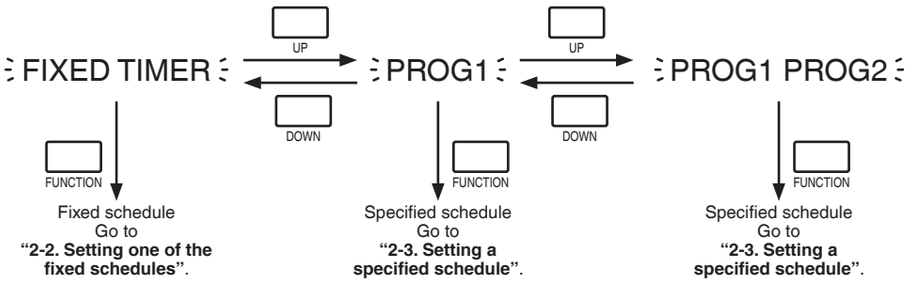
Initial screen for setting the operation schedule

■ To select a fixed schedule

Press [FUNCTION] while “FIXED TIMER” is blinking.
This will go to **“2-2. Setting one of the fixed schedules”** to continue set up.

■ To select a specified schedule

Press [FUNCTION] while “PROG1” or “PROG1 PROG2” is blinking.
This will go to **“2-3. Setting a specified schedule”** to continue set up.

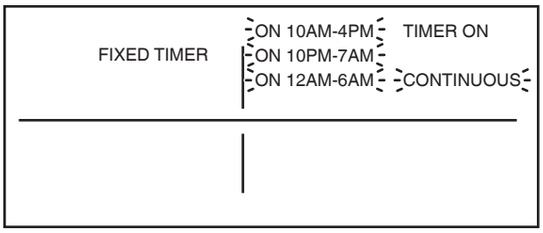


Setting mode (time/operation schedule/heating volume level)

2-2. Setting one of the fixed schedules.

ON 10AM-4PM: Operation schedule ON is set to the time period from 10 a.m. to 4 p.m. (6 hours).
ON 10PM-7AM: Operation schedule ON is set to the time period from 10 p.m. to 7 a.m. (9 hours).
ON 12AM-6AM: Operation schedule ON is set to the time period from 12 a.m. to 6 a.m. (6 hours).
CONTINUOUS: Operation schedule ON is set to 1 whole day (24 hours).

Pressing [UP] or [DOWN] switches between blinking "ON 10AM-4PM", "ON 10PM-7AM", "ON 12AM-6AM" and "CONTINUOUS".
Pressing [FUNCTION] sets the currently blinking fixed schedule as the operation schedule.



⇒ **Go to "3. Setting the heating volume level".**

2-3. Setting a specified schedule.

If "PROG1" was selected in step 2-1, it is only necessary to set "PROG1".
If "PROG1 PROG2" was selected in step 2-1, it is necessary to set both "PROG1" and "PROG2".

Attention

- Do not set the same time for the start and end times of the operation schedule ON.
  This will result in a setting where the heat pump unit does not perform heating operation.
  It is also recommended that the start and end times of the operation schedule ON are set with a time difference of at least 4 hours.
  Otherwise, the heating operation by the heat pump unit may not be completed in the operation schedule ON time period.

PROG1 PROG2 PROG1

Setting sequence

(1)	PROG1	Operation schedule ON - Set start time	"Hours" setting
(2)			"Minute" setting
(3)		Operation schedule ON - Set end time	"Hours" setting
(4)			"Minute" setting
(5)	PROG2	Operation schedule ON - Set start time	"Hours" setting
(6)			"Minute" setting
(7)		Operation schedule ON - Set end time	"Hours" setting
(8)			"Minute" setting

Example) When PROG1 is set

1. Set PROG1 time:
   Set 01:30 a.m. at steps (1) and (2), and then set 06:30 a.m. at steps (3) and (4).

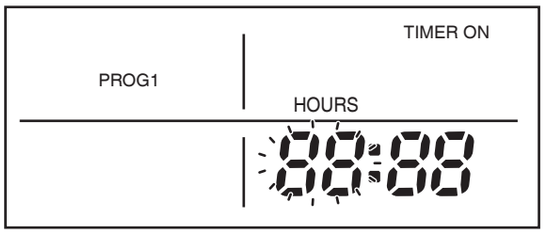
From 01:30 a.m. to 06:30 a.m. (5 hours) PROG1 operation schedule is ON.
The heat pump unit will be in operation during this time range.

Example) When PROG1 PROG2 is set

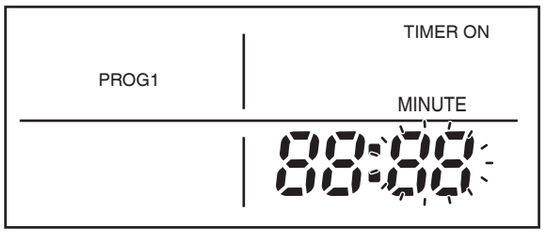
1. Set PROG1 time:
   Set 01:30 a.m. at steps (1) and (2), and then set 06:30 a.m. at steps (3) and (4).
2. Set PROG2 time:
   Set 07:30 a.m. at steps (5) and (6), and then set 11:30 a.m. at steps (7) and (8).

From 01:30 a.m. to 06:30 a.m. (5 hours) PROG1 operation schedule is ON, and
From 07:30 a.m. to 11:30 a.m. (4 hours) PROG2 operation schedule is ON.
The heat pump unit will be in operation during these time ranges.

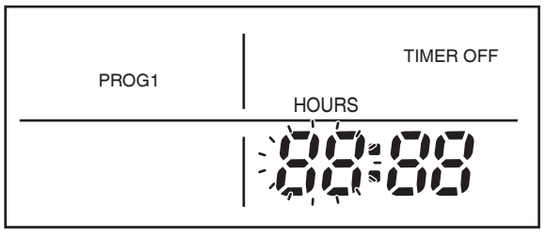
(1) Press UP to advance the current time by 1 hour.
Press DOWN to set the current time back 1 hour.
• Press and hold each to advance or set back the time 4 hours.
Press FUNCTION to confirm. Go to (2).



(2) Press UP to advance the current time by 30 minutes.
Press DOWN to set the current time back by 30 minutes.
Press FUNCTION to confirm. Go to (3).

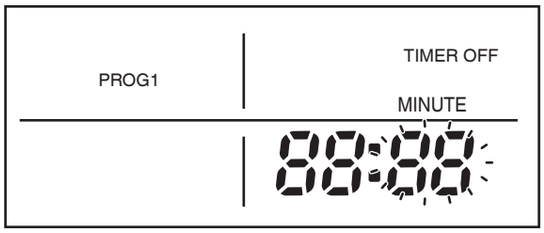


(3) Press UP to advance the current time by 1 hour.
Press DOWN to set the current time back 1 hour.
• Press and hold each to advance or set back the time 4 hours.
Press FUNCTION to confirm. Go to (4).



(4) Press UP to advance the current time by 30 minutes.
Press DOWN to set the current time back by 30 minutes.
Once you have set “PROG1”, press FUNCTION and follow the steps in “**3. Setting the heating volume level**”.

Once you have set “PROG1 PROG2”, press FUNCTION and continue to step (5).



(5) to (8) Repeat steps (1) to (4) for PROG2.

After step (8), press FUNCTION and follow the steps in **“3. Setting the heating volume level”**.

Setting mode (time/operation schedule/heating volume level)

3. Setting the heating volume level

The heating volume level determines the amount of hot water to be heated during the operation schedule ON time period. Here, you can set “AUTO ADAPTIVE”, which automatically adjusts the appropriate amount of hot water based on daily water usage.

Attention

- When setting AUTO ADAPTIVE, ensure that the setting is maintained for at least 1 week.
  Otherwise, daily usage cannot be correctly estimated. During the 1st week, heating operation is carried out at level 3, so there is a risk that there may be too much or too little hot water.

Option	Screen display	Remarks
SET LEVEL 1	SET LEVEL	Heats half of total hot water storage unit volume.
SET LEVEL 2	SET LEVEL	Heats approx. 60% of total hot water storage unit volume.
SET LEVEL 3	SET LEVEL	Heats approx. 70% of total hot water storage unit volume.
SET LEVEL 4	SET LEVEL	Heats approx. 80% of total hot water storage unit volume.
SET LEVEL 5	SET LEVEL	Heats approx. 90% of total hot water storage unit volume.
SET LEVEL 6	SET LEVEL	Heats the entire hot water storage unit volume.
AUTO ADAPTIVE	AUTO ADAPTIVE	The heating volume is determined based on the user’s hot water consumption.

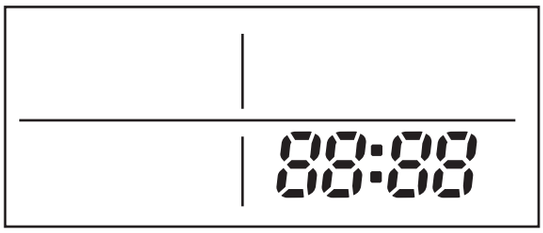
You can change the heating volume level by pressing [ ] (UP) or [ ] (DOWN).
Press [ ] (FUNCTION) to set the currently blinking heating volume level.

⇒This completes the setting mode. You will be taken to the main screen.

Suspending heating during absence: “VACATION”

VACATION: You can set heating to be suspended when hot water is not to be used for several days, such as when travelling.
You can set the exact number of days to suspend heating operation.
It can be set up to a maximum of 90 days. The VACATION function is automatically enabled when the number of days is confirmed in this mode.

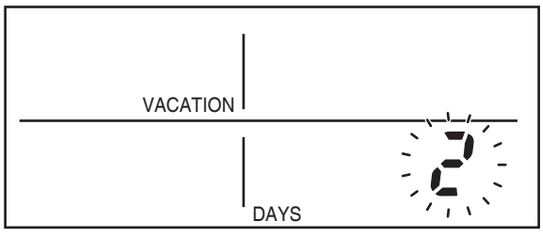
1.



Main screen (VACATION disabled)

Press [VACATION] .

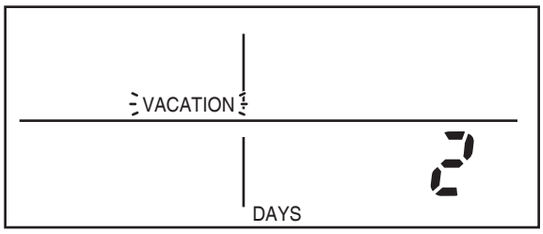
2. Heating suspension days can be changed by pressing [UP] or [DOWN].



VACATION mode

3. Pressing the [FUNCTION] sets the number of days that is currently blinking as the heating suspension days.

- At this time, the VACATION indicator will blink 2 times if it is set up correctly.



⇒Transitions to the main screen with VACATION function enabled.

- Pressing the [VACATION] in this mode returns you to the main screen with VACATION function disabled.

The remaining number of days is counted down at 12 a.m. each day while VACATION is active.
After the set number of heating suspension days has elapsed, the VACATION function automatically switches from active to disabled.
To disable the VACATION function manually, press [VACATION] while on the main screen.
You will be taken to the main screen with the VACATION function disabled. (The VACATION indicator goes out.)

Example: If 2 days is set as the number of heating suspension days at 6 p.m. on 1st January:
The VACATION function switches from active to disabled at 12 a.m. on 3rd January.

Attention

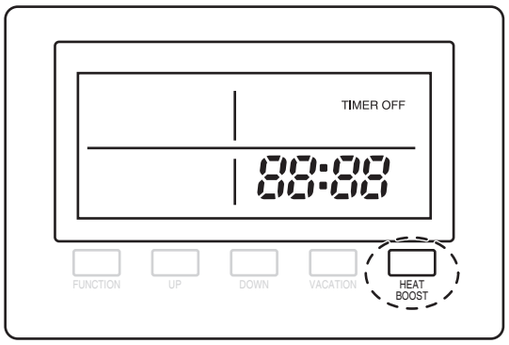
- If the error code “U7” is displayed on the controller, the number of heating suspension days is not counted down. Disable VACATION as necessary.

When there is not enough hot water: “HEAT BOOST”

HEAT BOOST: Heating can be performed even during time periods outside the operation schedule ON time period (while the “TIMER OFF” indicator is lit). When HEAT BOOST is active, heating is performed up to the heating volume level set in the setting mode. Use HEAT BOOST when there is not enough hot water, for example, when you have unexpected visitors.

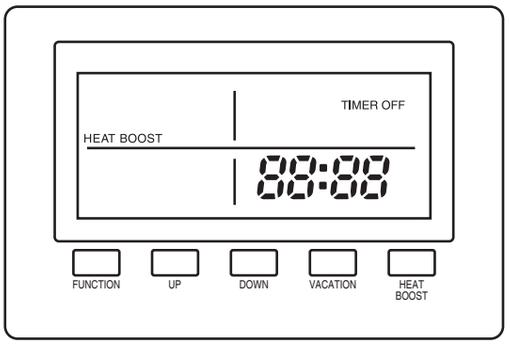
Attention

- The HEAT BOOST function cannot be activated during the operation schedule ON time period (when the “TIMER ON” indicator is lit).
- The HEAT BOOST function cannot be activated, even outside the operation schedule ON time period (when the “TIMER OFF” indicator is lit), if there is sufficient hot water in the hot water storage unit.
- The HEAT BOOST function cannot be activated while the heat pump unit is performing a heating operation to sterilise Legionella bacteria.
- The HEAT BOOST function cannot be activated when the VACATION function is enabled.



Main screen (VACATION disabled)

Press the HEAT BOOST.



The HEAT BOOST indicator lights up. HEAT BOOST is active if the indicator remains lit for 5 seconds or more.
If the HEAT BOOST indicator goes out after 5 seconds, this indicates that HEAT BOOST is not necessary as there is sufficient hot water in the hot water storage unit.

■ Heat boost will automatically end as soon as the water in the hot water storage unit is sufficiently heated.

To interrupt heat boost operation press the HEAT BOOST.

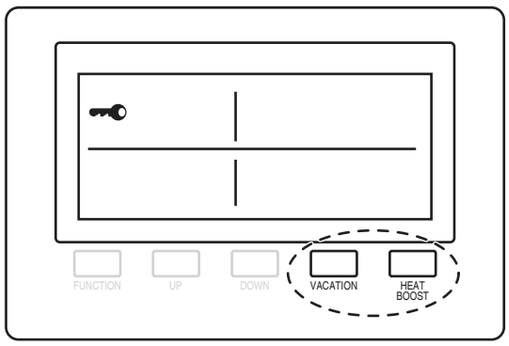
The HEAT BOOST indicator goes out.

Using the key lock: “KEY LOCK”

KEY LOCK: Prevents children and third parties from accidentally operating the controller.

The key lock is operated on the main screen.
*You cannot set the key lock outside the main screen.

Press and hold VACATION and HEAT BOOST simultaneously for 5 seconds.
The key lock indicator lights up when the key lock is set to active.



■ When you want to release the key lock

Press and hold VACATION and HEAT BOOST again simultaneously for 5 seconds.
The key lock indicator goes out.

If you are using a WLAN adapter

You can configure settings from “Daikin Airbase” (smartphone application) even when the key lock is active.

Functions available even while key lock is active

- Switching between time display and water temperature in the hot water storage unit display on the main screen ▶Page 10

Functions not available while key lock is active

- Transitioning to all other modes
- HEAT BOOST

NOTE

- The key lock can be set to active even with VACATION function enabled.

As necessary

Inspecting the system

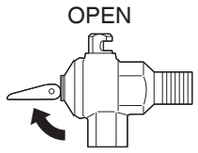
PTRV

At least once every 6 months

If an ECV is attached in addition to the PTRV, the same inspection below should be carried out for the ECV as well.

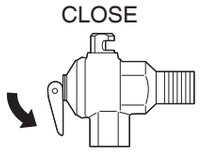
Operation check

1. Raise the PTRV lever.



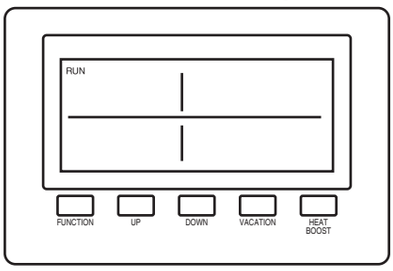
2. Check that hot (or cold) water flows out of the drain pipe.

3. Lower the PTRV lever.



Water leakage inspection

1. Check the operating status of the controller. Check that “RUN” is **not displayed**.



2. Check that there is no hot (or cold) water flowing out of the drain pipe.

If hot (or cold) water is flowing out of the pipe:
Raise and lower the lever on the PTRV several times to see if the hot (or cold) water stops flowing out.
If it does not stop, contact your dealer.

⚠ WARNING

Do not touch the drain pipe or drain water.
(There is a risk of burns from hot water.)

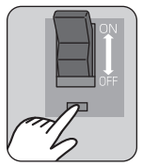
Earth leakage circuit breaker (or RCBO)

At least once every 6 months

Although the earth leakage circuit breaker is not a standard accessory (locally sourced part), it should also be inspected.

1. Press the test button on the earth leakage circuit breaker.

2. Check that the earth leakage circuit breaker switches to the off position.



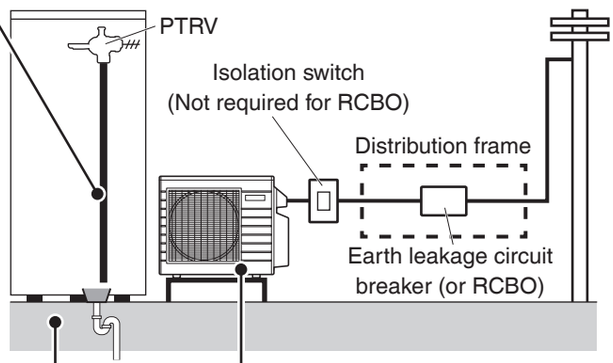
If it does not switch to the off position, contact your dealer.

3. Turn the earth leakage circuit breaker “ON”.

Strainer

Recommendation: Regularly

This work should be performed by your dealer or a specialist. For details on the procedures, please check “Cleaning the strainer” section in the installation maintenance manual.



Is water leaking onto the floor?

Every day

(If water leaks, it may cause damage to the building structure or building contents.)

- Hot (or cold) water gradually flows out of the drain pipe while “RUN” is lit on the controller.

Is the air outlet or air inlet blocked?

Every day

(May cause reduced performance and breakdowns.)

When not using for a long period of time

When not using the system for 91 days or more

Do not turn the power “OFF”.
Turning the power “OFF” may cause the water in the unit to freeze in winter, resulting in damage to the piping.
If the power must be turned off, contact your dealer to drain the hot water storage unit and the heat pump unit.

When not using the system for 90 days or less

If you are not using the system for 90 days or less, follow the instructions under “Suspending heating during absence: VACATION” ▶Page 16.

As necessary

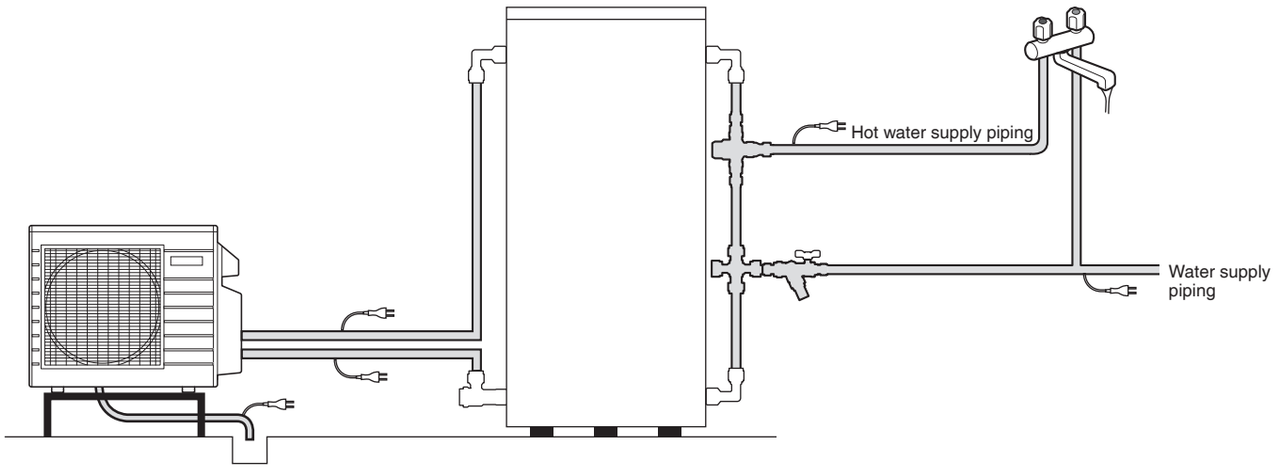
When there is a risk of freezing

If an anti-freeze heater is fitted.

■ Plug in the anti-freeze heater.

⚠ CAUTION

Do not energise the anti-freeze heater when there is no water in the piping.



- The system has a built-in anti-freeze operation function. The purpose of the anti-freeze operation is to protect the water circuit (the piping between the hot water storage unit and the heat pump unit) from freezing. If the earth leakage circuit breaker is set to “OFF”, anti-freeze operation cannot be performed and the product or piping may become damaged.

When the power goes out/water supply is cut off

When the power goes out

■ **Hot water can be used in showers and taps even when the power goes out.**
However, you cannot use hot water when the hot water volume in the hot water storage unit is low.

■ **During a power outage, anti-freeze operation is not possible.**
Drain the hot water storage unit if the outdoor temperature is below freezing and the power has been interrupted for an extended period of time.
This work should be performed by your dealer or a specialist.
Follow the “Draining procedures” section in the installation maintenance manual.

When the power comes back on

■ **The time on the controller is stored, but make sure the time is correct.**
- Time information may be lost in the event of a prolonged (3 days or more) power outage.
- If there was a prolonged power outage, the hot water in the hot water storage unit may be insufficient.
- The operation schedule, VACATION settings (number of heating suspension days) and key lock settings are stored.
  *If the initial communication fails after recovery, the above settings may have been cleared.
- During a power outage, the number of heating suspension days while VACATION is active is not counted down.
  The scheduled end date of the VACATION function may be extended by the duration of the power outage.

When the water supply is cut off

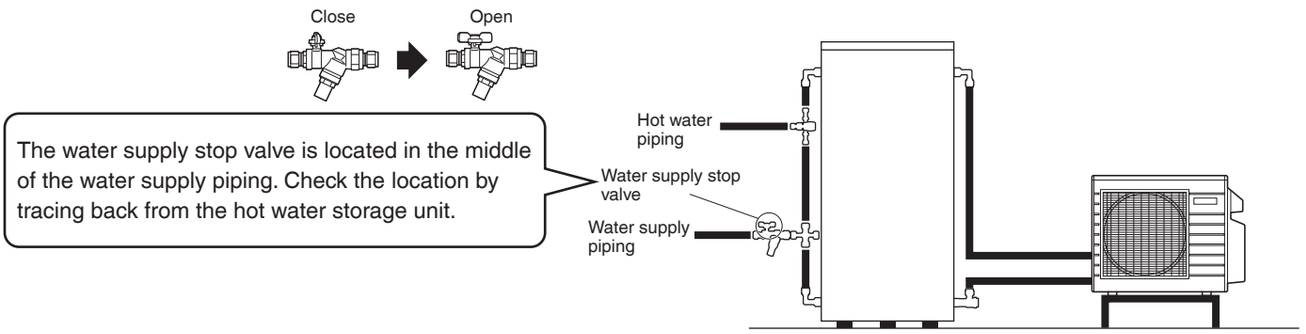
■ **Close the water supply stop valve.**
- Note that if you open the tap when the water supply is cut off, hot or warm water may flow out.
- Cold water or hot water may flow out of the tap when the water supply is restored, so keep the water supply stop valve closed.

■ **Do not use hot water or HEAT BOOST when the water supply is cut off.**
- If an error code appears, follow the instructions on ▶Page 23.

When the water supply is restored

■ **Open the tap (on the cold water side), check that the water is clean and then open the water supply stop valve.**
- If cloudy water enters the hot water storage unit, the hot water accumulated in the hot water storage unit may become cloudy. Also, air may mix with the hot water when you start using it.

■ **Installation location of the water supply stop valve and how to open and close it**

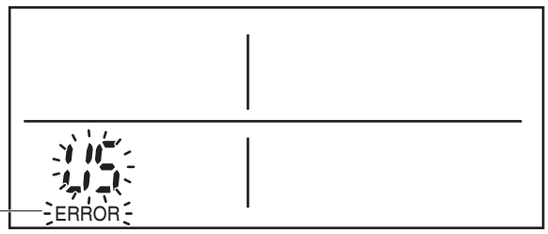


- The water supply stop valve is not supplied with the hot water storage unit, so the installation location and shape will vary from household to household.
  Check with your dealer.

As necessary

When an error code is displayed

■ If an error code appears on the controller, take action according to the following procedure.



Depending on the error code, the “ERROR” indicator may not blink

Error code	Check	Action
U5	—	Consult your dealer.
U7	—	Turn the earth leakage circuit breaker “OFF” for at least 1 minute and then “ON” again to use the unit. Once the error is cleared, reset the time.
E7	Is there snow around the fan of the heat pump unit? (The fan not turning will cause an error.)	Melt the snow with water or wait until it melts. Then turn the earth leakage circuit breaker “OFF” for at least 1 minute and then “ON” again to use the unit.
HJ	Is the water supply cut off? (This is an error related to the water supply of the heat pump unit.)	After the water supply has been restored, turn the earth leakage circuit breaker of the hot water storage unit “OFF” for at least 1 minute and then “ON” again to use the unit.

If an error code other than the above is displayed, or if the above measures do not resolve the problem, contact your dealer.

■ Even if an error code is displayed, emergency operation may still be possible.

Error code	Emergency operation
U7	Hot water can be used from the tap (for shower). When the hot water in the hot water storage unit runs low, heating operation is performed. In the case of “U7”, the operation schedule is automatically set to “CONTINUOUS”. After “U7” has been resolved, set the operation schedule and time again according to your preference. ▶Page 11, 12
CA	Hot water can be used from the tap (for shower). However, even if the hot water in the hot water storage unit runs low, heating operation cannot be performed. HEAT BOOST heats all the water inside the hot water storage unit. ▶Page 17
U5	Hot water can be used from the tap (for shower). However, even if the hot water in the hot water storage unit runs low, heating operation cannot be performed.
Other codes	While heating operation is not possible, you can still use the hot water remaining in the hot water storage unit.

Even if these error code is displayed ,the heat pump may run to prevent Legionella bacteria and freezing of pipes.

Troubleshooting

■ **Each of the following scenarios has its own reasons. Check the following, and if the problem persists, consult your dealer.**

Tap/shower

In the case when	Causes and measures
Hot water supply temperature changes **Hot water amount changes**	■ **When hot or cold water is used in 2 or more places, the following may be causing the problem.** • Hot water is being turned on and off repeatedly. • Another tap is open. • Water pressure is fluctuating. (For example, when a toilet or washing machine is in use.) • The power setting on a shower is being changed.
No hot water comes out **Hot water is not running well**	■ **Are the pipes frozen?** Wait until they melt. If an anti-freeze heater is fitted, check that it is plugged in. ▶Page 21 ■ **Is there snow around the fan of the heat pump unit?** Wait until it melts away or contact your dealer. ■ **Is the water supply stop valve closed?** Open it. ▶Page 22 ■ **Is the PTRV or ECV lever raised?** Lower them. ▶Page 19 ■ **Is the water cut off?** Contact your local water authority. When the water supply is cut off, no water is supplied to the hot water storage unit, and therefore hot water will not come out. ▶Page 22 ■ **Is the strainer on the water supply pipe clogged with debris?** Consult your dealer. **If none of the above applies, consult your dealer.**
Water is not running well **Shower power is weak**	■ **Is the strainer on the water supply pipe clogged with debris?** Consult your dealer.
The hot water is lukewarm	■ **Water remaining in the piping is coming out.** Wait a moment until hot water comes out. ■ **Does hot water come out from other mixing taps?** If the hot water temperature is incorrect in only 1 tap, the mixing tap may be defective. Contact the mixing tap manufacturer. ■ **Depending on the temperature of the hot water in the hot water storage unit, hot water at the set temperature may not come out.**
Hot water is cloudy white	■ **This is because air dissolved in the water forms fine bubbles. This is not a malfunction.**

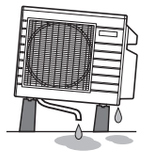
Troubleshooting

■ **Each of the following scenarios has its own reasons. Check the following, and if the problem persists, consult your dealer.**

Hot water storage unit

In the case when	Causes and measures
Heating operation is performed outside the operation schedule ON time period	• When the outdoor temperature is low, heating operation may be performed to prevent the product from freezing. • Heating operation may be performed to sterilise water in the hot water storage unit.
Heating operation is performed when the VACATION function is active	• When the outdoor temperature is low, heating operation may be performed to prevent the product from freezing. • Heating operation may be performed to sterilise water in the hot water storage unit.
Heating operation does not start even though the operation schedule ON time period has begun	• If there is sufficient hot water in the hot water storage unit, heating operation is not performed even during the operation schedule ON time period.
Heating operation has stopped	• If the voltage fluctuates suddenly and significantly, the product may stop heating as a protective measure. Operation resumes automatically after approximately 3 minutes.
Pressing "HEAT BOOST" does not start heating	• HEAT BOOST will not activate during the operation schedule ON time period, when there is sufficient hot water during the operation schedule OFF time period, when VACATION is active, or when the controller is not showing the main screen.
Not enough hot water in the hot water storage unit	■ **The amount of hot water to be heated in the hot water storage unit is set according to "Setting the heating volume level"** ▶Page 15. If a specific heating volume level (1 to 6) is set, the same amount of water is heated every day. If the amount of water heated is always not enough, increase the heating volume level. ■ **Hot water may be leaking.** If hot (or cold) water is flowing out of the PTRV or ECV when "RUN" is not displayed on the controller screen, inspect the PTRV. ▶Page 19 If hot (or cold) water continues to flow out, contact your dealer. ■ **Is VACATION active?** Disable it. ▶Page 16

Cold (or hot) water flows out/sound is heard

In the case when	Causes and measures
The area around the heat pump unit is wet	• The heat pump unit drains the condensate that forms when heat is absorbed from the atmosphere through the condensate drain hole. (Depending on the outdoor temperature, at most about 2 L of water may be drained per hour.) • If a drain hose is fitted, depending on how the drain hose is routed and the angle of the heat pump unit, water may flow from a source other than the hose. Contact your dealer. 
Water or steam flows out of the heat pump unit	• The heat pump unit removes frost that has formed on it and emits it as water or steam.
Sound is heard from the heat pump unit	• Operation noise is heard during heating operation and anti-freeze operation. • Operation noise may become louder when the outdoor temperature is low.
The area around the hot water storage unit is wet	• When "RUN" is lit on the controller, the water in the hot water storage unit expands and the PTRV is activated to gradually release hot (or cold) water through the drain pipe. Contact your dealer if water flows from a source other than the drain pipe. • If the unit is wet even though it has been some time since the "RUN" light on the controller went off, the PTRV on the hot water storage unit may have become stuck due to the water quality. Raise and lower the PTRV lever several times. ▶Page 19
A hammering sound is heard when hot water is turned off	• This may occur in areas with high water pressure. Close the tap slowly or ask your dealer to install a water hammer prevention device.

■ Each of the following scenarios has its own reasons. Check the following, and if the problem persists, consult your dealer.

Controller

In the case when	Causes and measures
Backlight is off	• When the controller is not being used, the backlight turns off after approximately 30 seconds.
Controller lights up on its own	• The backlight is automatically lit when the power is switched on or when an error code is blinking.
Controller is off (Power does not turn on)	■ **Is there a power outage?** Wait until the power is restored. ■ **Are the wiring circuit breakers turned "OFF"?** Turn them "ON". Lightning strikes can cause the breakers to be turned "OFF". ■ **Are the earth leakage circuit breakers turned "OFF"?** Turn them "ON". ▶Page 19 If the breakers turn "OFF" again, contact your dealer.
Controller does not work	■ **Is lit?** Release the key lock. ▶Page 18
"RUN" is lit even outside the time period of the operation schedule ON	• Heating operation may be performed even outside the operation schedule time period if the system is set to allow for anti-freeze operation, water sterilisation operation for the hot water storage unit or continuous operation until the water has heated up.

Heat pump unit

In the case when	Causes and measures
The fan of the heat pump unit rotates while heating operation is stopped	**[Immediately after the heating operation is stopped]** • The fan rotates for about 2 minutes to protect the product. **[While the heating operation is stopped]** • The fan may rotate when the outdoor temperature is high to protect the product.
The heat pump unit turns white with frost during heating operation	• Frost may form during operation in winter.

WLAN adapter

In the case when	Causes and measures
WLAN connection is not available	■ **Reboot the WLAN adapter or router and check the connection from the "Daikin Airbase" smartphone app.** If you are unable to connect, contact your dealer.
Settings made from the "Daikin Airbase" smartphone app are not being reflected	■ **During initial setup of the controller, settings from "Daikin Airbase" will not be accepted.** ■ **Is the error code "U7" displayed?** Because the operation schedule is forcibly set to "CONTINUOUS", you cannot change the operation schedule. If U7 does not resolve, contact your dealer.
HEAT BOOST operation settings made from the "Daikin Airbase" smartphone app are not being reflected	■ **There is a possibility that the cases described in the "Attention" section in "HEAT BOOST"** ▶Page 17 **have occurred.** ■ **Is the error code "U5" displayed?** If U5 does not resolve, contact your dealer.

Specifications

Hot water storage unit				
Model name			TU25SSZA	TU32SSZA
Hot water storage unit capacity		L	250	315
Installation location			Outdoors/indoors	
External dimensions (Height × Diameter)		mm	1498 × ϕ600	1827 × ϕ600
Net weight		kg	47	54
Full of 21 deg C water		kg	296	368
Operating water pressure for the cold water side Maximum/Minimum		kPa	700/200	
Heat pump unit				
Model name			RQWX60ZV1A	
Installation location			Outdoors	
Outdoor temperature for installation Maximum/Minimum		°C	43/-10	
Heat pump hot water delivery temperature		°C	63	
External dimensions (Height × Width × Depth) ( ) includes the cover		mm	735 × 825 (+113) × 300	
Mass		kg	61	
Power supply			1ph 230 - 240V 50Hz	
Maximum operating current		A	10	
Refrigerant	Name		R744 (CO_2)	
	Sealed amount	kg	1.12	
Design pressure (high pressure/low pressure)		MPaG	High pressure/low pressure: 13.7/9.5	
Operation noise (sound pressure level)		dB(A)	38	

- Low outdoor temperatures may reduce heating performance.
- Operation noise value was measured in test laboratory conditions.
  Operation noise in the actual installed condition will vary depending on the surrounding environment.

MEMO

MEMO

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The two-dimensional bar code
is a manufacturing code.

3P803483-1A M24B240A (2511) HT