



INSTRUCTION MANUAL

for

End-User

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1 Introduction

Dear customer,

Thank you for purchasing a MasterTherm heat pump that includes a pGDx touch screen. The pGDx touch is used for user-friendly control of heat pump, measurement of temperature and humidity in the reference room (if required), connection to the Internet via WiFi or Ethernet, transmission of heat pump operation data and related control via web or mobile applications. We regularly improve the pGDx touch function and design of the graphical user interface itself in the form of online updates.

Your heat pump can be controlled in several ways:

- Online (web/mobile application)
- Via pGDx touch touchscreen
- Via pGD (it is an 8-line digital display, pGDx touch predecessor, now optional equipment on request)
- Control of the required room air temperature via pAD or pADh devices (these devices are used to measure room temperature or temperature and humidity, according to which they can also compensate desired heating water temperature in assigned heating circuits as well, as pGDx touch can do with the main heating circuit)
- Control superior to the heat pump (ModBus RTU / BACnet)

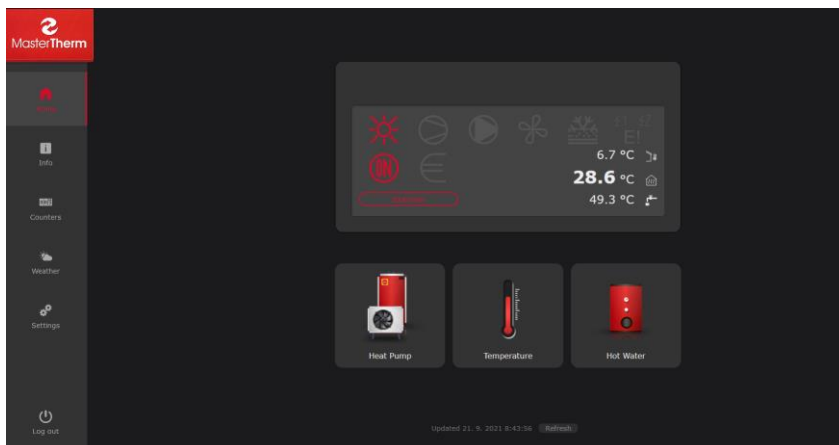
1.1 Online heat pump control

The design of the pGDx touch user interface is adapted to the design of applications for control via the Internet so that it is clear to the user.

Below is a sample web application (available at www.mastertherm.online):



Light mode of application



Dark mode of application

1.2 Names and descriptions of devices used in this manual

pGD (optional equipment)



Figure 1 - pGD control terminal

8-line partially graphic terminal with a resolution of 132x64 pixels supplied with green or white backlight. It has a keyboard with 6 keys. Previously supplied with almost all types of our heat pumps, now these terminals are optional equipment according to customer requirements. With the help of pGD (or its emulation on pGDx touch) more advanced settings are possible, which are used mainly by service companies and more experienced users.

pAD (optional equipment)



Figure 2 - pAD room terminal

pAD is a room terminal that allows users to interact with the heat pump control unit. The pAD room terminal is used to enter the desired room temperature by user. This terminal allows main heat pump controller to precisely control the room temperature and heating water temperature, which contributes to greater comfort and more efficient operation of the heat pump.

pGDx touch (optional equipment)



Figure 3 – pGDx touch control panel

pGDx touch is new main control panel for all Master Therm heat pumps. pGDx touch offers a touch screen with a diagonal of 4.3 " with a resolution of 480x272 pixels. Enables the room terminal function of main heating circuit. It has 1GHz processor and 512 MB RAM. Of course, there is possibility of connecting to the Internet via Ethernet or WiFi. If required for installation in the reference room, a device with an integrated temperature and humidity sensor is used.

All information regarding the pGDx touch device can be found in this manual.

2 Home screen

Home screen is user's starting point.

After inactivity (no touch), it will automatically return to this home screen after one minute. On this screen, you can find basic information about function and current status of heat pump. At the same time, user is informed about possibility of updating pGDx touch SW (if new version is available).

Home screen contains buttons for entering heat pump/pGDx touch settings and displaying more detailed information. If device is connected to the Internet via WiFi, there is also a graphical indication of signal strength.



Figure 4 - Light mode

pGDx touch also has built-in eye-saving function for darker display at night (or according to the user's choice).



Figure 5 - Dark mode

2.1 Description of home screen icons

You can find a graphical descriptive icon next to each value in the middle of the home screen.

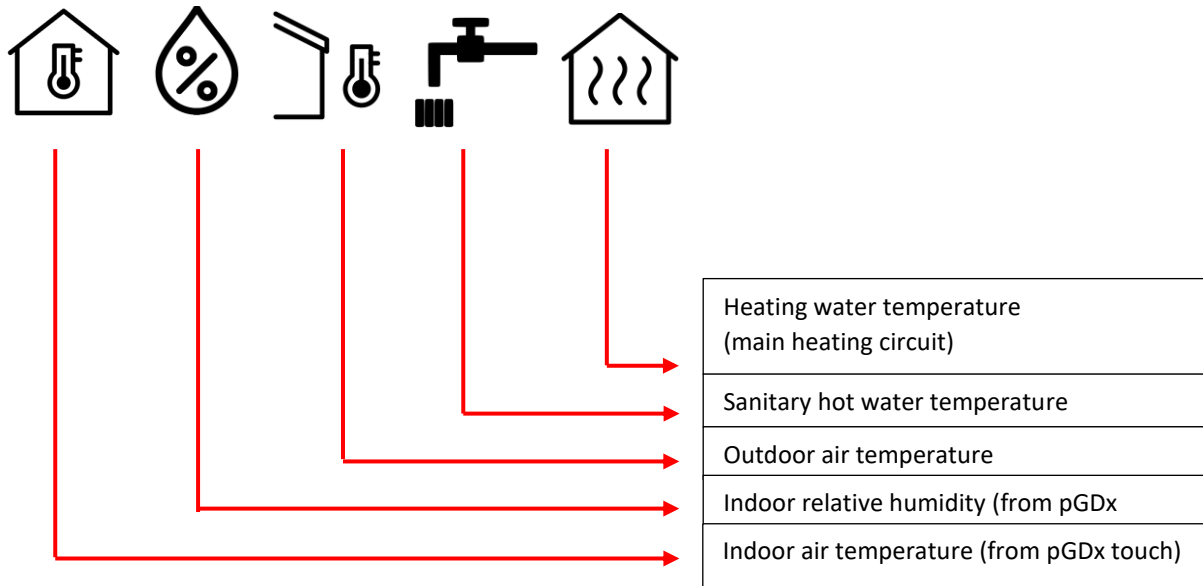


Figure 6 - Description of icons

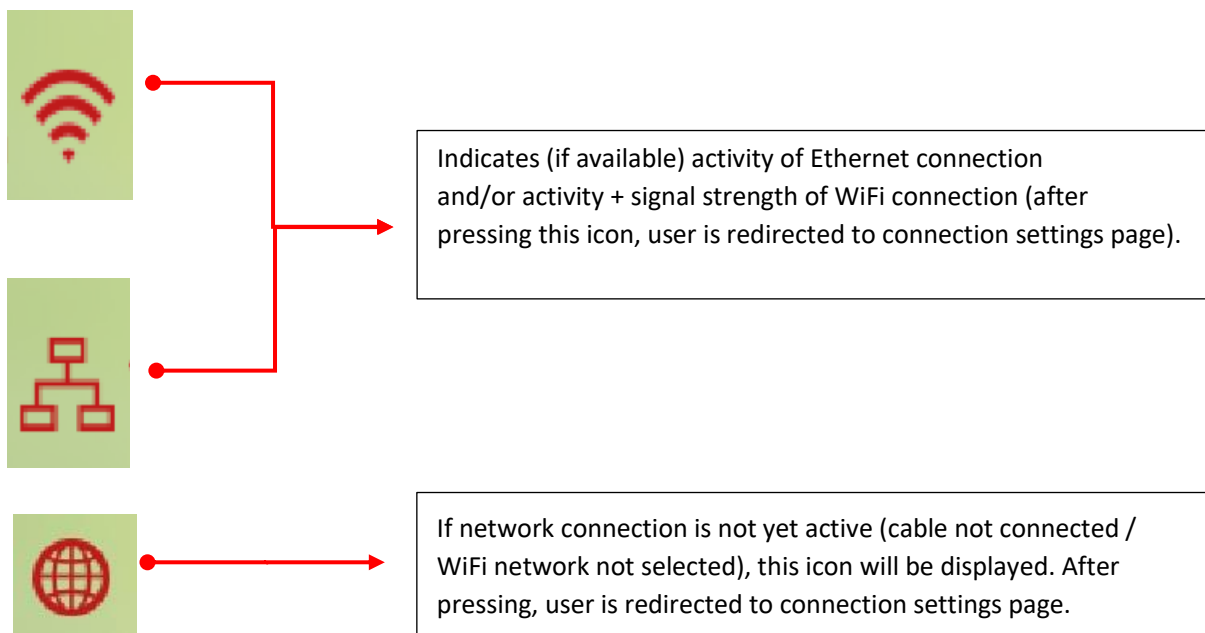
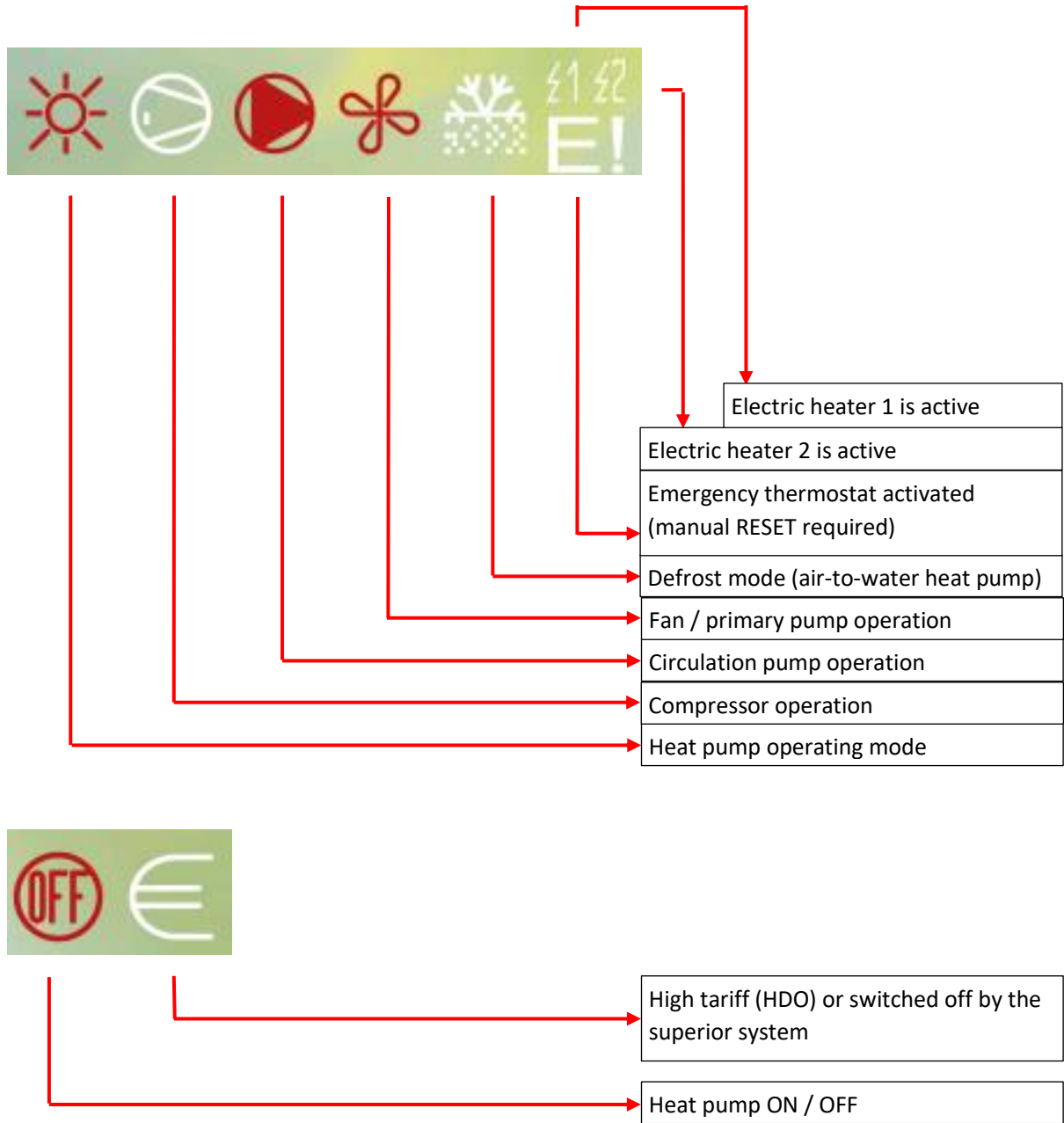


Figure 7 - Network icons

Below you can find status icons well known from pGD. Please see **pGD - FINAL USER'S INSTRUCTION MANUAL** on page 5, chapter 3.1. for detailed description.

Figure 8 - HP status icons



Current heat pump mode is also displayed on the home screen.

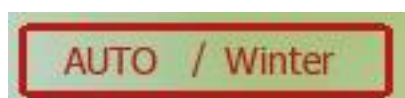








Figure 9 - Current heat pump mode

2.2 Description of operating mode icons

Operating mode (the first icon, if flashing, heat pump is in Summer mode):

	Heating
	Heating – low outdoor temperature (aux. heaters only, compressor OFF)
	Cooling, or Passive Cooling (Brine/water only)
	Cooling with Dew Point protection (no humidity condensation possible)
	Sanitary Hot Water preparation active
	Swimming Pool heating active (optional)

2.3 Description of home screen buttons

There are two groups of buttons on the left and right of the home screen. On the left side, there are mainly buttons for displaying basic information (home screen, counters, info, help) while on the right side there are buttons for heat pump setting (heat pump, temperature, hot water).





	➤ Home screen
	➤ Info – user name, language, unit ID, HC names... By a long press of this button, we are redirected to the service info page for detailed information about the parameters of the heat pump operation.
	➤ Counters – pump & compressor runtime, start counter, electric meters
	➤ Help – description of basic icons for users

Figure 10 - Buttons on the left



Heat pump

- Short press = enter basic settings of the heat pump (ON/OFF, Mode, Function, Heating and Cooling curve).
- Long press = enter pGDx touch settings (Languages, Date & Time, Dark & Light, Advanced access, Restart pGDx touch) or then further to the advanced settings.



Temperature

- Temperature settings, heating circuits + equithermal curves
- pAD room terminals (backward compatible)
- Solar, Pool



Hot Water

- ON/OFF hot water
- Setpoint
- Current sanitary hot water temperature

Figure 11 – Buttons on the right

3 Info



Press INFO button from home screen.

This screen contains information about the heat pump (entered on our website) located in the scroll menu. You can find information such as **name, surname, pGDx touch ID, heating circuits labels etc.**

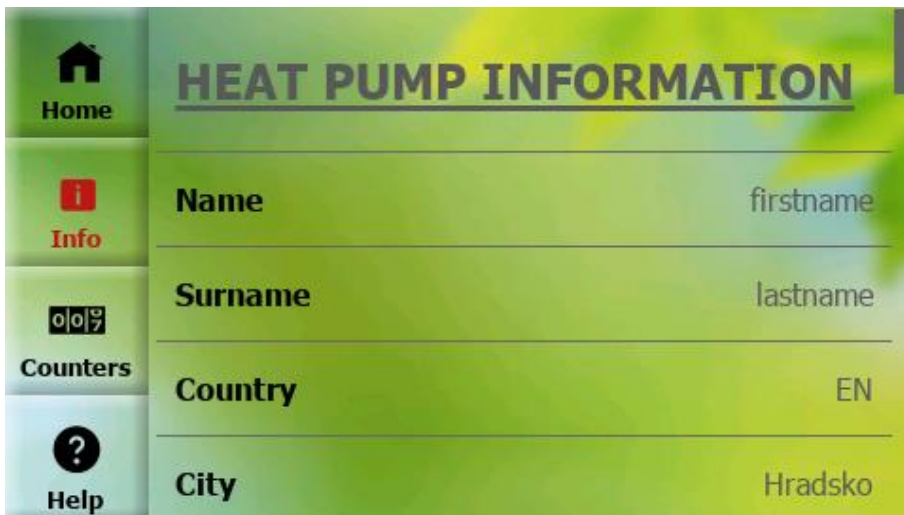


Figure 12 – Info

4 Counters



Press COUNTERS button from home screen.

This page shows status of the basic counters and if the unit is equipped with an electric meter then button for entering its menu is displayed here.

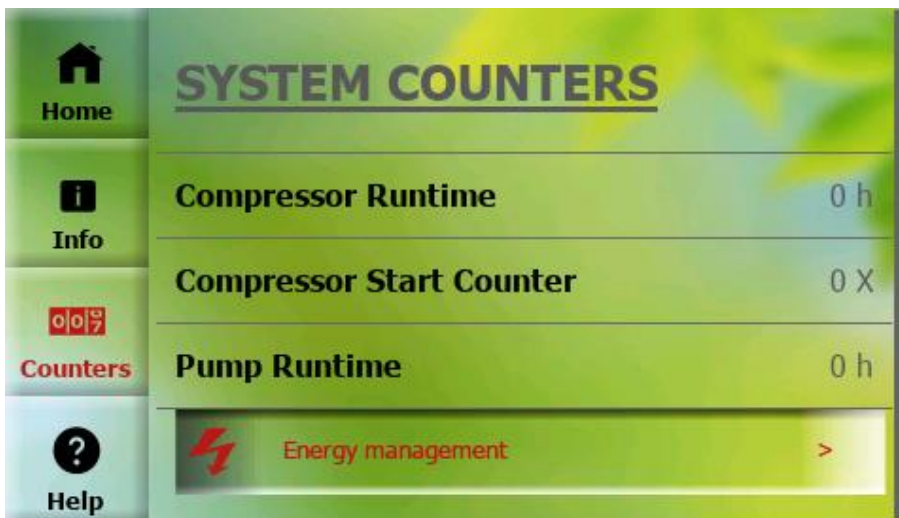


Figure 13 - Counters

4.1 Counters – Energy management (optional equipment)

This page shows status of (1-phase / 3-phase) electric meter counters.



Figure 14 - Energy Management

5 Help



Press HELP button from home screen.

Description of basic icons for end-users. There are approximately 20 icons with descriptions. Help section will gradually expand in future SW updates.

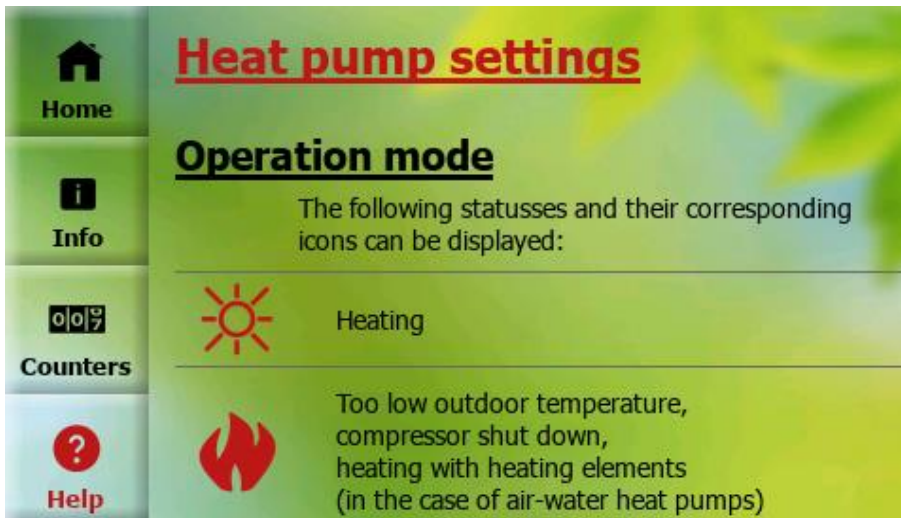


Figure 15 - Help 01

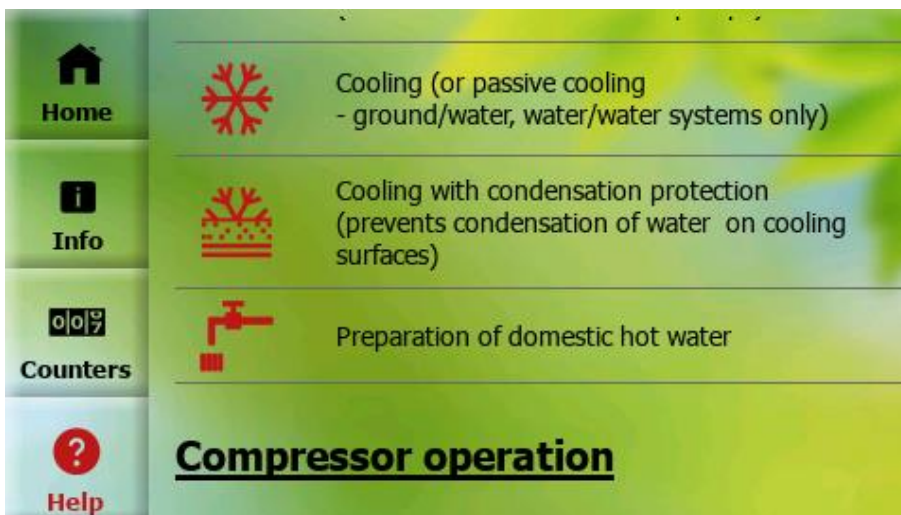


Figure 16 - Help 02

6 Settings



SHORT Press HEAT PUMP button from home screen.

Here it is possible to turn ON / OFF the heat pump and enter other submenus such as:
Mode, Function, Heating + Cooling curve



Figure 17 - Settings

6.1 Mode

(enter from settings)

Please use this page to set heat pump mode.

If "**Auto**" mode is selected, it is possible to adjust temperatures for automatic mode switching.

To confirm changes, it is necessary to press "**Save**" button at the top right.

In the Summer mode, only sanitary hot water heating is active, or pool heating (if activated).

Cooling can be active in Summer mode (option).

Auto mode automatically switches between Winter and Summer mode according to the set geometric (average) outdoor temperature. The preset temperatures for switching to Winter are below 13 ° C and in Summer above 17 ° C. The mode is then displayed as Auto / Summer or Auto / Winter.

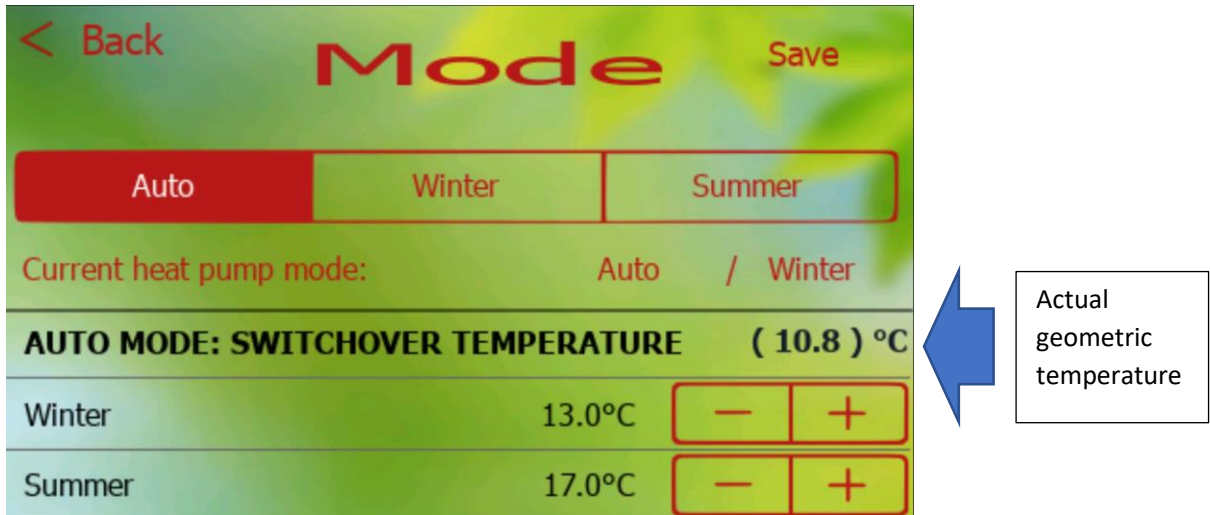


Figure 18 - Mode

6.2 Function

(enter from settings)

On this page, you can change function of the heat pump (only if unit is equipped with a cooling function).

To confirm changes, it is necessary to press "Save" button at the top right.



Figure 19 – Function 01

With the **Heating** function, heat pump only allows heating. According to the next setting, the heating and hot water circuits are active.

During **Cooling**, heat pump primarily cools. The cooling circuits are active. DHW and pool heating remains on (if activated).

The **Auto** mode automatically switches between the Heating and Cooling functions according to the outdoor temperature according to the switching between the Winter and Summer modes.

If the unit is switched on, following message is displayed, notifying that the heat pump must be switched off before making the change. Subsequently, it is possible to make the change and turn on the heat pump again.

If the unit is turned on, this screen (below) will appear, prompting us to turn it off.



Figure 20 - Function 02

6.3 Heating curve

(enter from settings)

On this page, you can change values of equithermal curve for heating function. Values also change for text fields in image on the right. To confirm changes, it is necessary to press the "Save" button at the top right. The upper part also shows the current outdoor temperature and required water temperature according to curve settings.

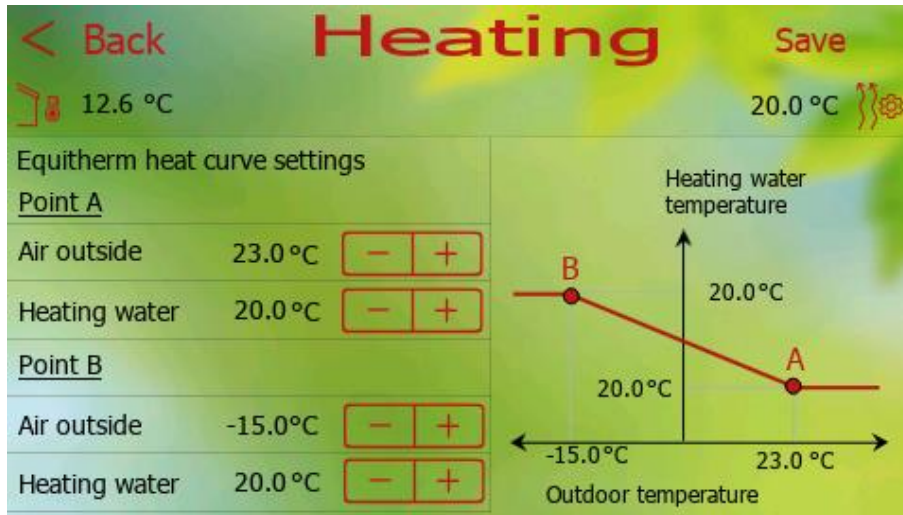


Figure 21 - Heating curve

6.4 Cooling curve

(enter from settings)

This page is only available if the unit is equipped with a cooling function. On this page you can change the values of the equithermal curve for the cooling function. The values also change for the text fields in the image on the right. To confirm the changes, it is necessary to press the "Save" button at the top right. The upper part also shows the current outdoor temperature and the required water temperature according to the curve settings.

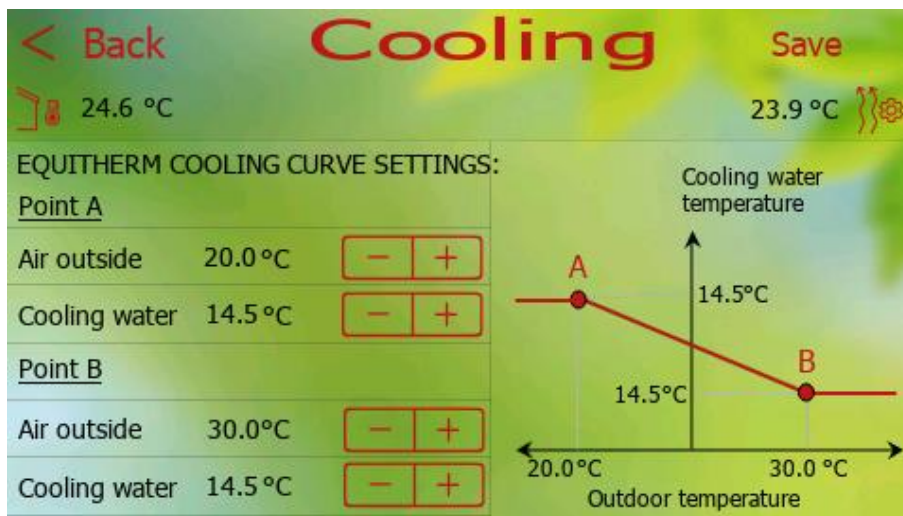


Figure 22 - Cooling curve

6.5 pGD Emulator

pGDx touch supports virtual display of pGD display, which enables service and advanced settings. pGD emulator is application with the same setting possibilities as for classic pGD. Functions at the top are available for pressing / long pressing multiple buttons at once and change of pLan address.



Figure 23 - pGD emulator

A detailed manual describing all available settings can be found in the documentation supplied with your heat pump:

FINAL USER'S INSTRUCTION MANUAL - pCO5/pGD DIGITAL CONTROLLER

6.6 Silent mode

If feature is enabled (requires controller SW 64/164 and higher) this setting is available from **Settings** -> scroll down -> **Silent mode**.



This new function allows night-time sound attenuation (compressor and fan power is reduced) to a minimum level during selected time frame. During this period, an electric heater can be used to replace part of compressor power. This new feature is intended for European countries with the strictest night mode requirements.

7 Temperature



Press **TEMPERATURE** button from home screen.

This page allows normal settings of the heating circuits (including circuits equipped with pAD) and the corresponding equithermal curves, main heating circuit (if no other is active or there is room terminal for main heating circuit enabled), pool and solar. The button for selecting required circuit is only displayed if this function is enabled (for example HC 1 = enabled) in primary setting of heat pump. This button is automatically aligned so that there is no empty space between buttons if it is possible. Currently selected heating circuit (or pool / solar system) is highlighted by a red frame.

7.1 Heating circuits



If you select a button with this icon information about the currently selected heating circuit is displayed.

Figure 24 –HC icon

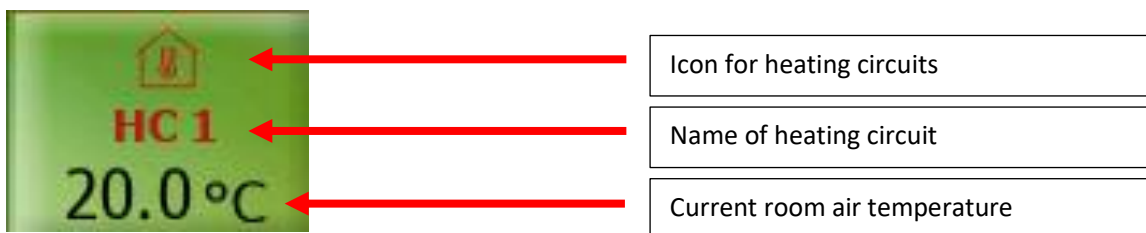


Figure 25 – Description of HC button

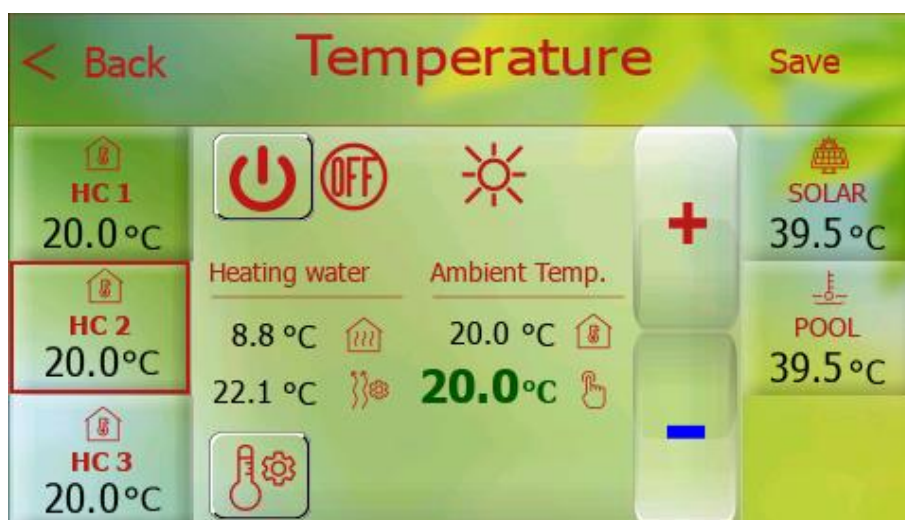


Figure 26 - HC selected

If name of heating circuit is modified in the controller settings, new name is also visible here. The name of heating circuit can also be modified via mobile application.

Different objects (icons, buttons, labels ...) are used for different functions (for example. HC1 vs. SOLAR).

Description of the top icon bar

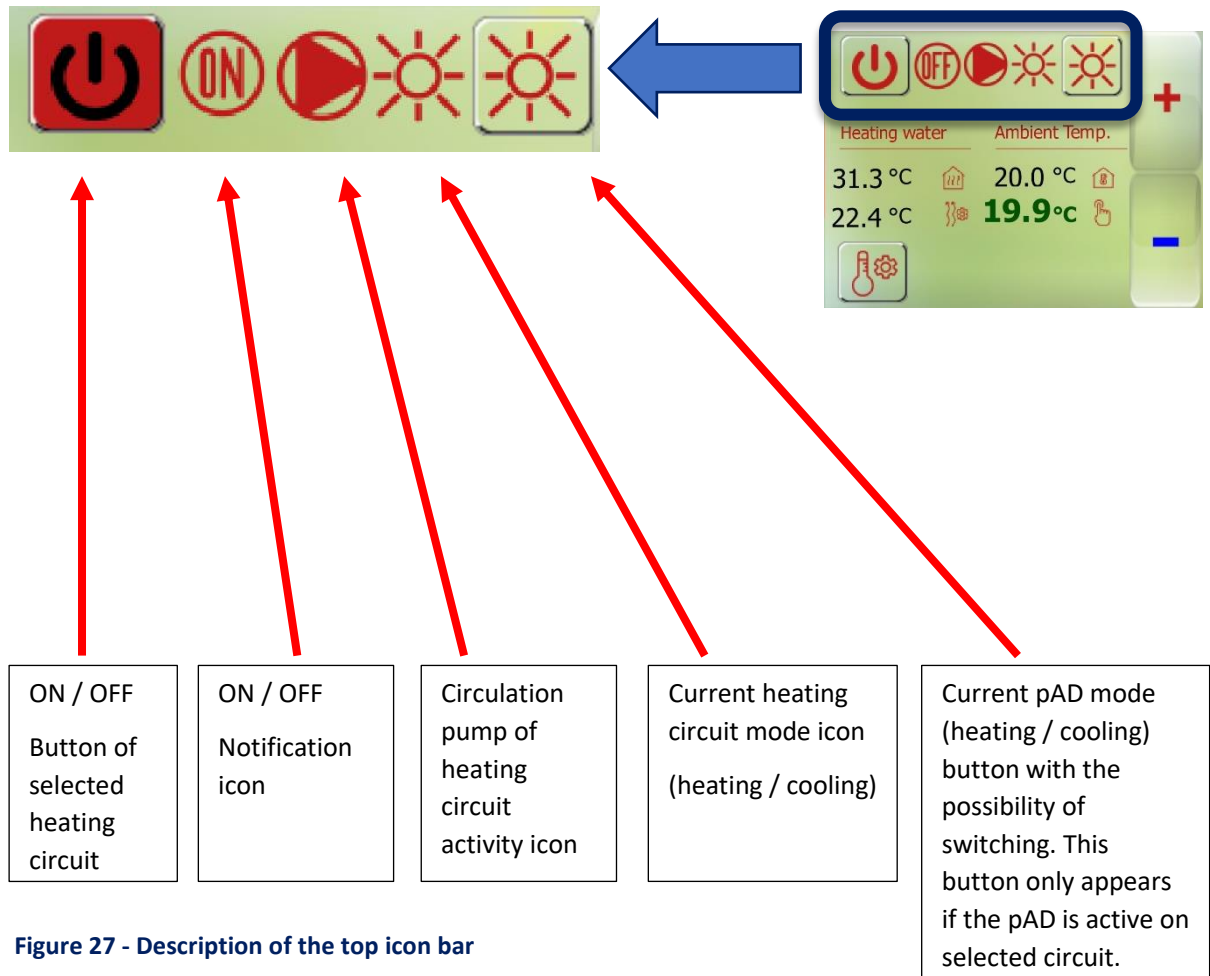


Figure 27 - Description of the top icon bar

How to save changes

After any change of values, the border of "SAVE" button will start flashing in the upper right and it is possible to save changes after press (this will lead to a secure write to heat pump controller).



Figure 28 - How to save changes

Equitherm curve setting for heating circuits



After pressing this button, menu with option to select heating curve or cooling curve (only if cooling function is available) will be expanded



Heating curve

Cooling curve

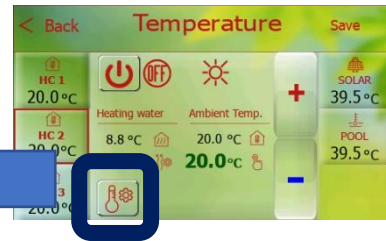


Figure 29 - HC eq. curve setting

Description of icons in the middle of screen



Real heating / cooling water temperature



Requested heating / cooling water temperature



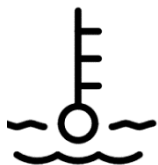
Real ambient air temperature



Required ambient air temperature (can be adjusted using the + / - buttons.)

Figure 30 - Description of icons in the middle of screen

7.2 Pool



If "Pool" function is enabled, button with this icon will be displayed.

Figure 31 - Pool icon

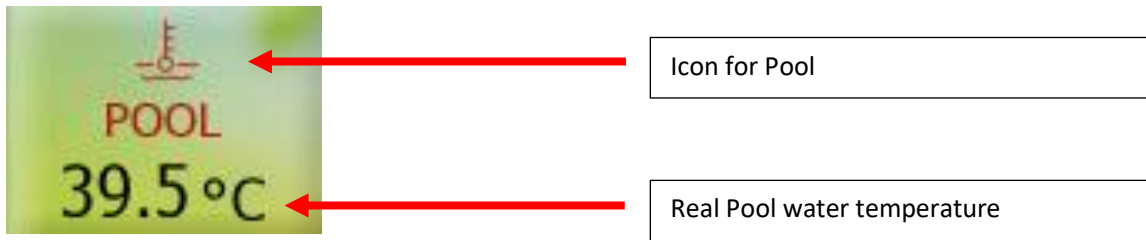


Figure 32 - Description of POOL button

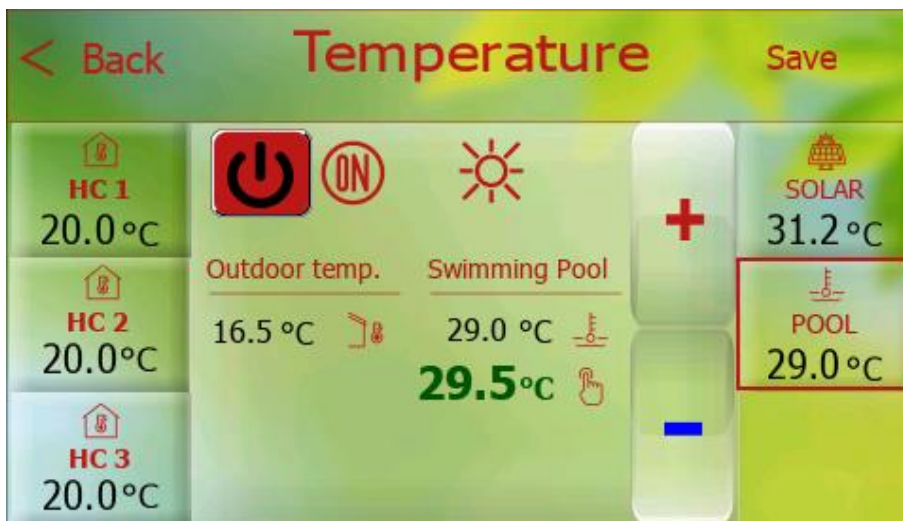


Figure 33 - Pool selected

Description of icons in the middle of screen



Real pool water temperature



Pool water temperature setpoint

Here it is possible to adjust pool water temperature setpoint using the + / - buttons and also to switch the pool heating function on / off

7.3 Solar



If "Solar" function is enabled, button with this icon will be displayed.

Figure 34 - Solar icon

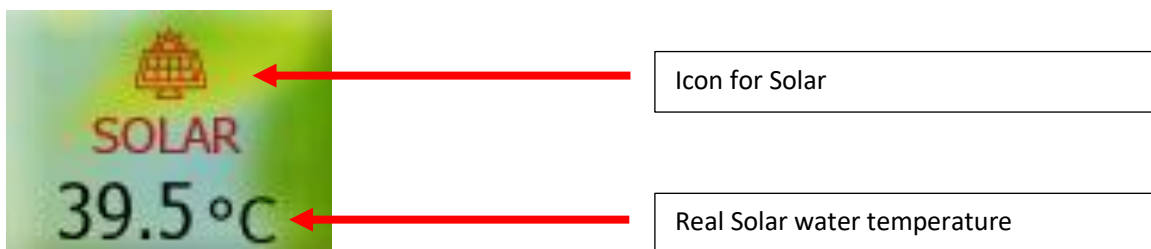


Figure 35 - Description of SOLAR button



Figure 36 - Solar selected

Description of icons in the middle of screen



Real Solar Panel temperature



Real Storage Tank water temperature charged by Solar Thermal system.



Real Storage Tank no.2, or additional demand side water temperature charged by Solar Thermal system. This value is shown only, when Storage Tank no.2 or additional demand side is configured (an example Swimming Pool)

8 Sanitary hot water



Press HOT WATER from main screen



Figure 37 - Hot water

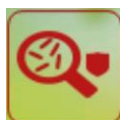
This page allows graphical display of SHW values (setpoint, real temperature, ON/OFF state). The lower left and right part (+ / -) is used to set requested temperature.

Setpoint (requested) and real (actual) temperature is graphically displayed on centrally located indicator. In the left part, we can turn ON / OFF SHW function. Values are saved after pressing "SAVE" button.



Switching on the function of forced priority heating of domestic hot water. After pressing this button, SHW heating will be switched on for a limited time (by default 2h) immediately when temperature drops below required level (setpoint + hysteresis).

8.1 Antilegionella function



Press this button from **Sanitary hot water** page



This page allows you to choose frequency (daily or selected day of the week), time and duration of the **Antilegionella** function.

This page is only displayed if this function is enabled.

During operation, temperature of sanitary hot water is increased to 60°C or more (in the last stage of heating with the help of an electric heater).

9 pGDx touch settings



Long press HEAT PUMP from main screen

On this page, it is possible to change basic settings of pGDx touch device, restart pGDx touch runtime and enter "Advanced access" section (if you enter password for secure access).

The current SW of the pGDx touch device (for example SW 1109) is displayed at the top right.



Figure 38 - pGDx touch settings

9.1 Languages

On this page, it is possible to change language.

A graphical user interface (GUI) is currently available in English, Czech, German, French, Dutch, Polish and Estonian.

If you are interested in adding other languages or have comments on current translations, please contact us and requirement may be implemented in future SW versions. In this case, we will probably need to help with translation from you.

After selecting language as required, user is redirected to main screen. This completes language change.



Figure 39 - Languages

9.2 Date & Time

Here you can change current time zone.

Time zone is used for accurate online time synchronization. This is necessary when transferring data between server and pGDx touch to verify validity of communication and data.

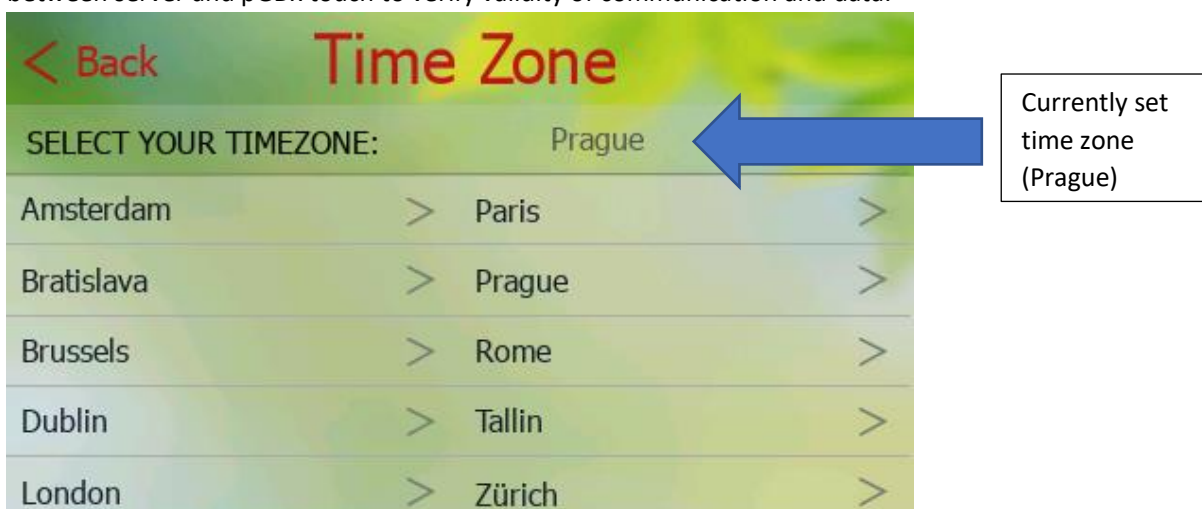


Figure 40 - Time zone

9.3 Dark & Light mode

On this page, it is possible to set change of colour composition of whole user interface to "Dark", " Light " or "AUTO" automatically (according to required time) switched mode. Default mode is AUTO.



Figure 41 - AUTO selected



Figure 42 - Dark selected

9.4 Restart pGDx touch

It allows restart pGDx touch.

After pressing "Restart pGDx touch" button, a dialog will be displayed to confirm whether you really want to restart pGDx touch. If you confirm pGDx touch will be restarted.



Figure 43 - Restart pGDx touch

9.5 Advanced access

This menu is for advanced service settings for which a certified service company is responsible.

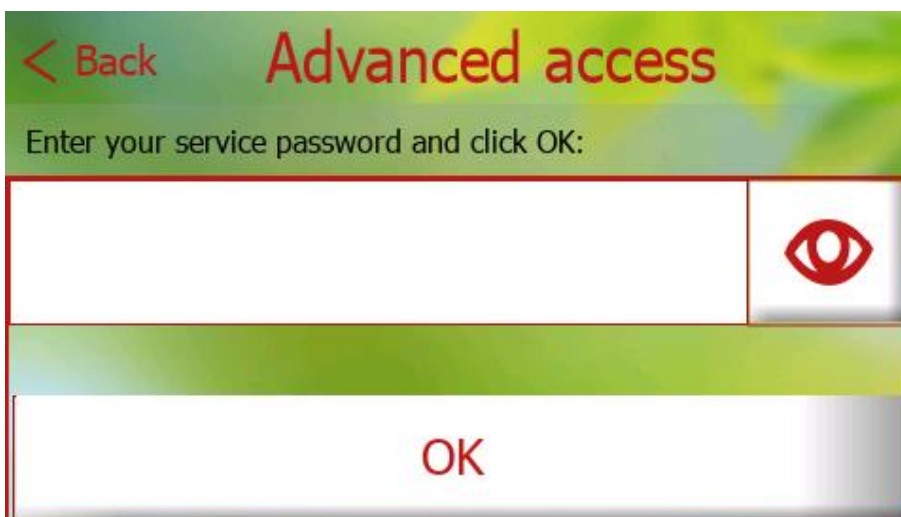
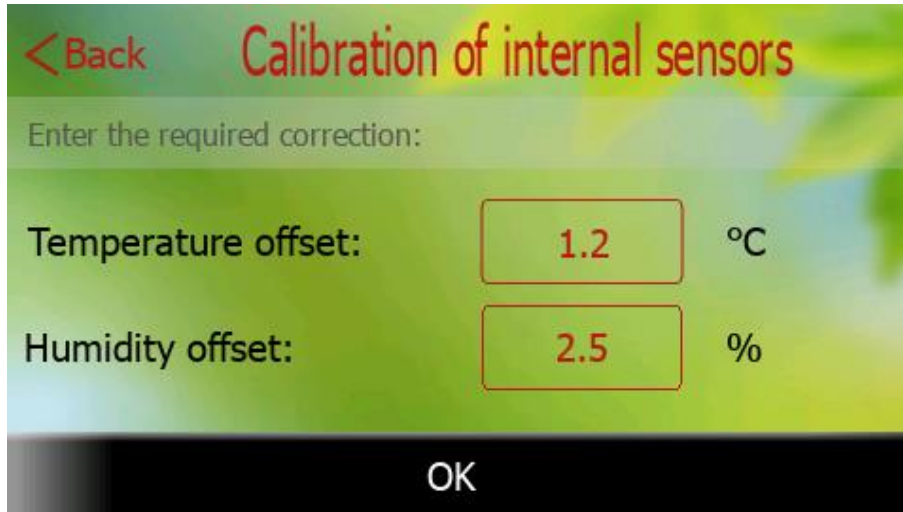


Figure 44 - Advanced access

This menu is protected by a service password and settings should only be made by a qualified person, as they may affect the stability of this device.

9.6 Calibration of internal sensors

Here, it is possible to calibrate the pGDx touch's internal sensors (temperature and humidity) if required. Calibration of the sensors should only be performed by a responsible service technician using accurate temperature and humidity meters to determine the true deviation of the measured values.



After entering the temperature / humidity correction, press the OK button to confirm and then redirect to the home screen.

Figure 45 - Calibration

9.7 Display brightness

On this screen, it is possible to select one of the ten preset backlight intensities of the display.



Figure 46 - Display brightness

9.8 Screen lock

This page is used to secure access to control system using the entered (or default) code. If the function is activated, no settings can be made without entering security code. Only home screen is displayed without the possibility of entering other menus. After a long press on the touch screen, the user is prompted to enter the security code.

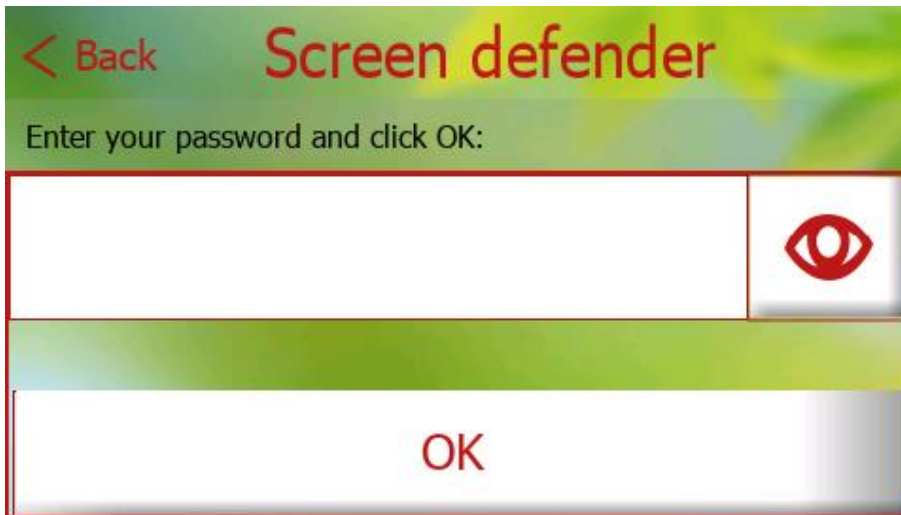


Figure 47 - Screen lock, main screen



The screen is locked. When you tap the screen, the home screen darkens and the lock icon appears. In case of a long press, the user is redirected to the page for entering the password.

Figure 48 - Screen lock, locked screen



Enter your password in the text box and press OK to unlock.

Figure 49 - screen lock, enter password

9.9 QR codes

In QR codes section it is possible to display links in QR format for downloading current version of the user manual for pGDx touch and mobile (or web) applications.



Possibility to display QR code for iOS / Android / Web application for remote control of the heat pump.

Figure 50 - QR codes, remote control



QR section dedicated to manuals.

Figure 51 - QR codes, manuals

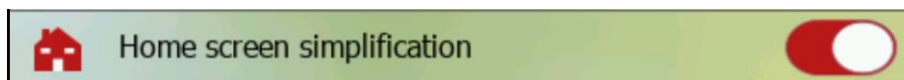


QR code example (download iOS mobile application)

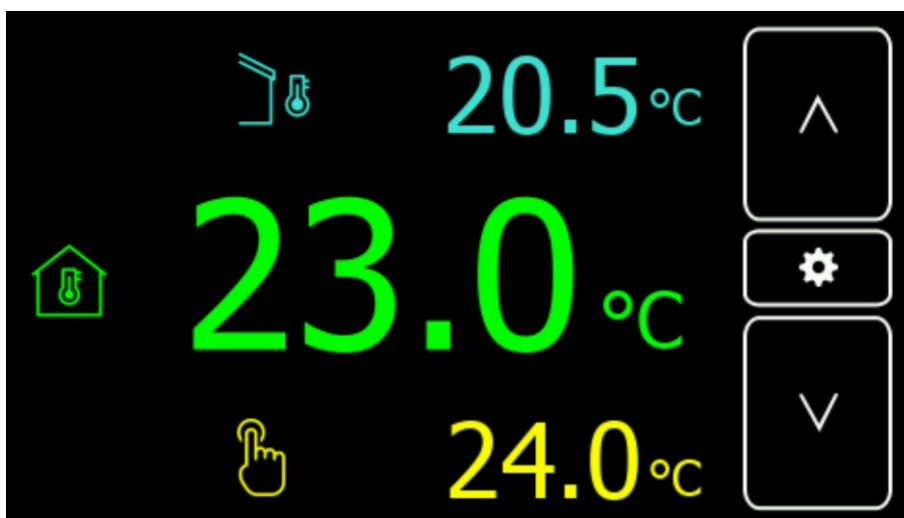
Figure 52 - QR codes, example

9.10 Home screen simplification

The function is intended for simple setting of the required room temperature (for example for seniors).



- If this feature is enabled, the simplified screen becomes the home screen
- The required air temperature is entered into the heating circuit to which the pGDx is assigned automatically 5 seconds after the last press of the up (+) or down (-) arrow
- Using the button in the middle, the user can go back to the (unsimplified) home screen for a full setup option (a quick return back to the simplified home page can be done with a long press of the **Home** button)



The outdoor temperature, indoor air temperature and desired indoor air temperature are displayed on the screen. Use the up and down arrows to set the value of the desired temperature (in yellow).

10 Network

On this page, it is possible to set up an Internet connection, manage APIs (applications for communication with remote servers), test your internet connection and our cloud server availability.

- This page is accessible from Home screen by pressing one of the connection icons:



Figure 53 - Icons on main screen to enter this page

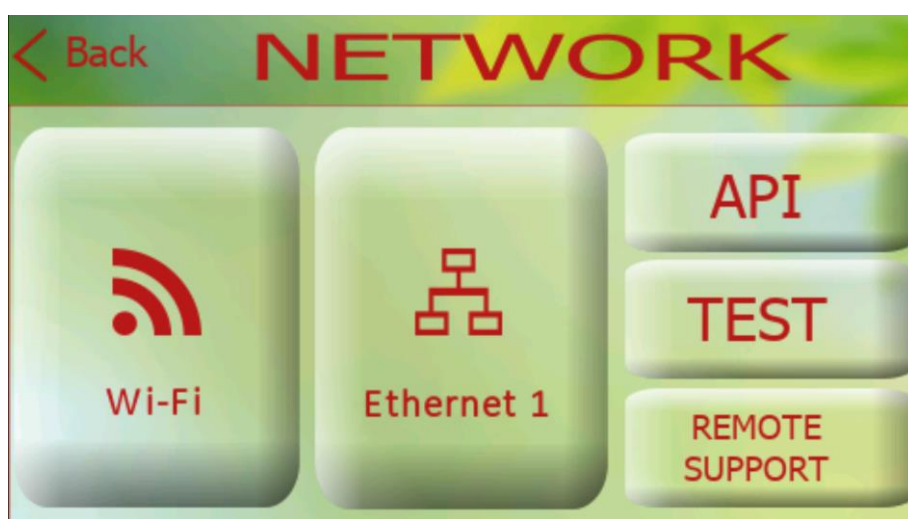


Figure 54 - Network menu

As you can see on the screen above, there are three buttons to choose from to enter each submenu:

- **Wi-Fi**
Wi-Fi basic and / or advanced screen for Wi-Fi network connection is available
- **Ethernet 1**
Ethernet connection settings
- **API**
Applications for communication with remote servers such as latest SW updates, Octopus smart grid application (UK), Weather API for remote outdoor temperature according to GPS location. Applications under development or in testing phase...
- **TEST**
An application designed to test your network connection in case of problems. The text output can be photographed and sent to your local Mastertherm distributor.
- **REMOTE SUPPORT**
A page dedicated to advanced options for remote diagnostics of your heat pump.

10.1 Wi-Fi connection

On this page, it is possible to connect to a WiFi network.



Figure 55 - WiFi connection

Follow these instructions to connect:

- 1) **Select (press) required WiFi network** to connection from list on right
(If WiFi network is not displayed, you can use refresh button to refresh WiFi list)
(requirements: 2.4GHz and WPA2 encryption with password)
- 2) **Enter password** (press password text field to display graphic keyboard)
- 3) **Press Confirm** and wait until "**WiFi state**" at the bottom left changes to "**Connected**"

If advanced settings are needed then please press advanced WiFi settings button on the top right. Following screen will be displayed:



Figure 56 - Advanced settings

10.2 Ethernet connection

If you are using Internet connection via Ethernet cable and DHCP, just connect eth. cable and everything should work.

On main screen ethernet icon will be displayed:



If you want to configure ethernet connection manually press Ethernet button in Network menu. (after disabling DHCP, it will be possible to enter the parameters manually)

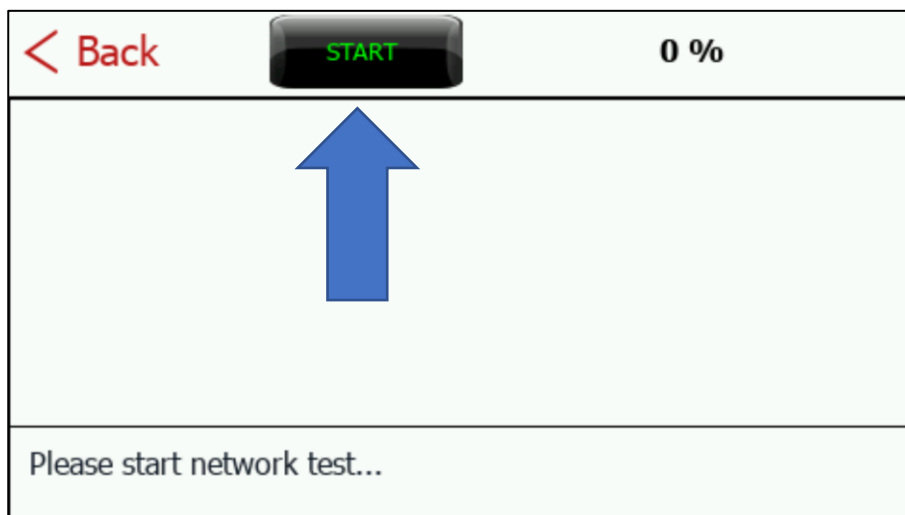
Following screen will be displayed:



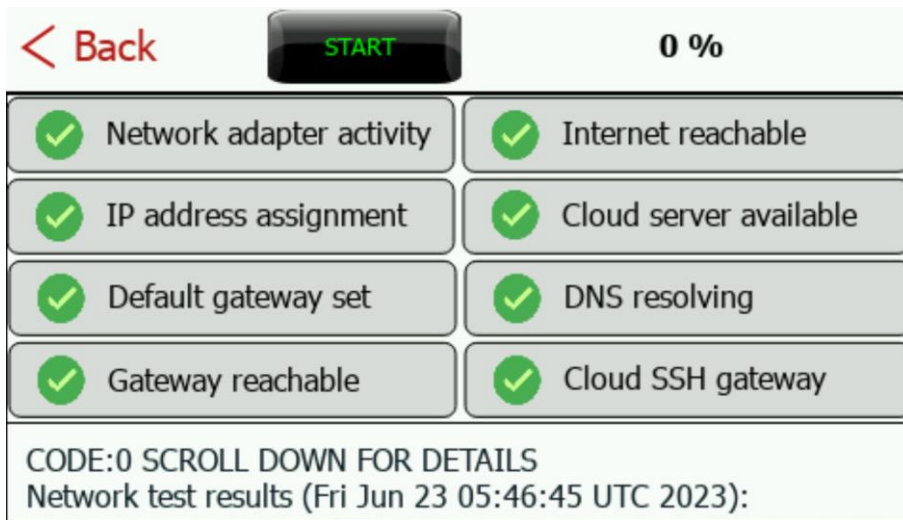
Figure 57 - Ethernet connection

10.3 TEST

An application intended for network connection diagnostics. After pressing the "TEST" button, the Internet connection test and the communication test with our cloud server will be performed.



Below is an example of the text output if the connection is OK.

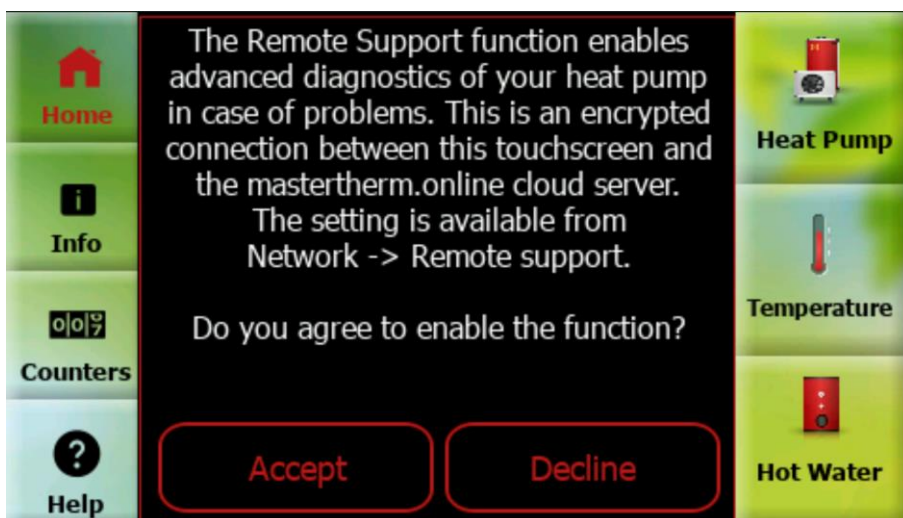


The connection is tested step by step from the local network to the services on our Cloud server. This allows you to find out exactly what the problem is.

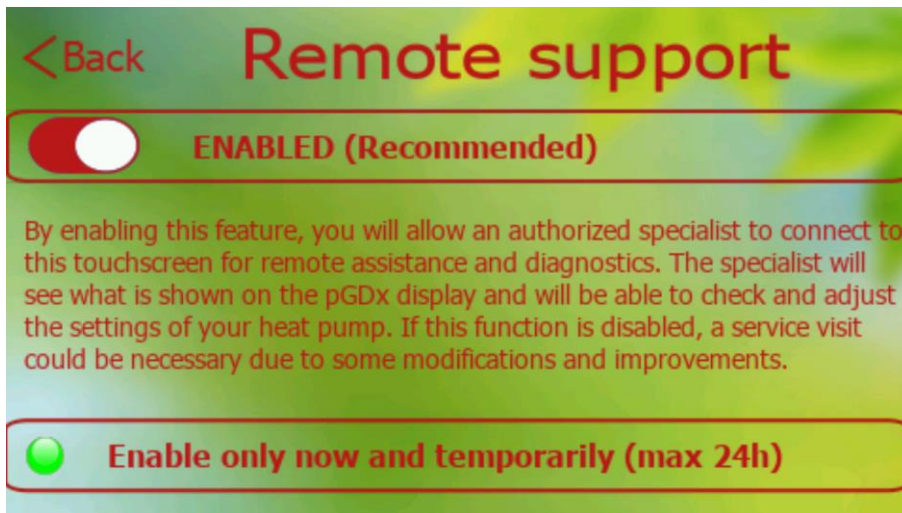
 = OK  = Problem

10.4 Remote support

From pGDx Touch SW version 1114, a function is available that allows advanced diagnostics of your heat pump by an authorized specialist in case of user consent.



If you agree to the dialog (displayed after updating to version 1114), an authorized specialist will be able to perform advanced diagnostics in case of problems and securely connect to this display and work as if he were standing right in front of it. In case of rejection, it is possible to enable the function in the future or create a secure connection by pressing the appropriate button on the pGDx once.



If the feature is **ENABLED**, an authorized technician can connect whenever adjustments, checks or improvements are required.

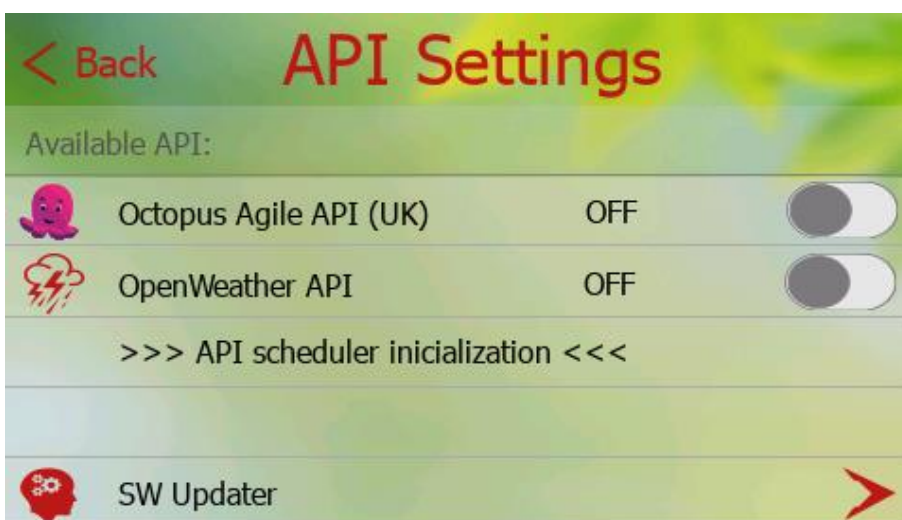
It is also possible for the customer to start a temporary secure connection manually using the button below, even if the function is disabled.



If the green indicator is flashing, the connection is currently active.

10.5 API

Applications for communication with remote servers such as latest SW updates, Octopus smart grid application (UK), Weather API for remote outdoor temperature according to GPS location. Applications under development or in testing phase...



On this page, it is possible to enable / disable API (Octopus Agile, OpenWeather) and also to back up user's settings. There is also the option to restore the scheduled startup of allowed APIs in case of problems.

Figure 58 – API settings

10.5.1 Octopus Agile API (UK)

Application is in development phase for testing stability of communication with a remote server. Every day, query is made to remote server and then data (electricity tariff price list) is processed for 30 hours. Data can then be displayed from GUI (price list browsing), current tariff price is displayed on main screen according to time, etc. If function is enabled and data updated, it is possible to see current price of tariff on main screen and after pressing it, go to a more detailed API setting.

API screens are shown below:



Figure 59 - Octopus Agile 01

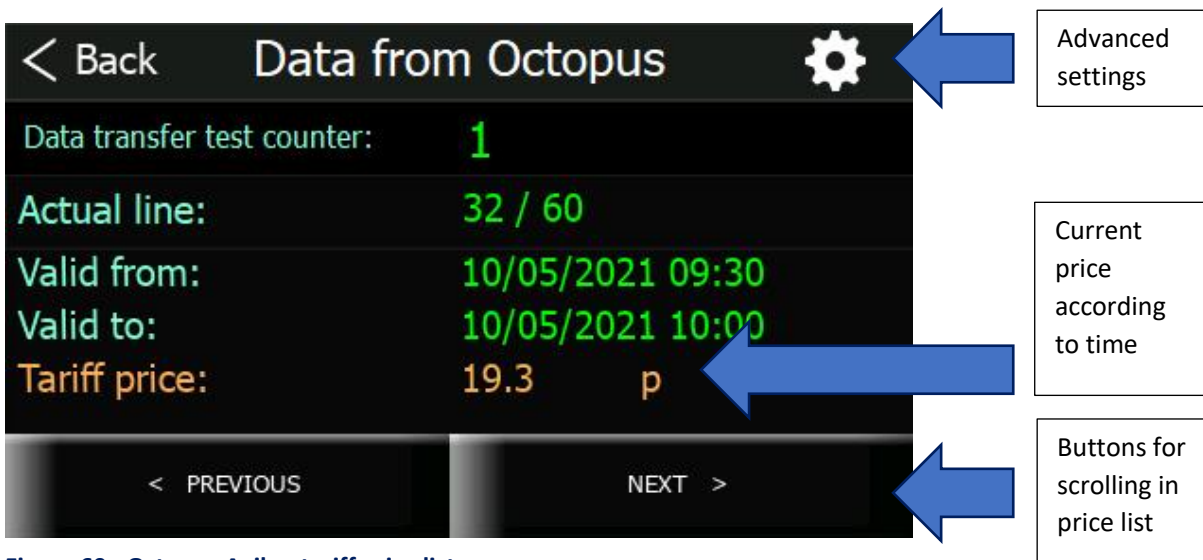
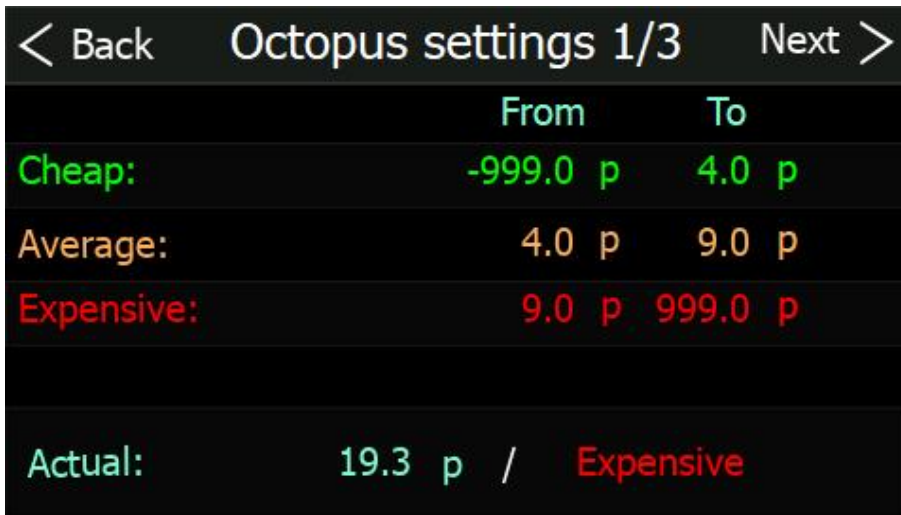


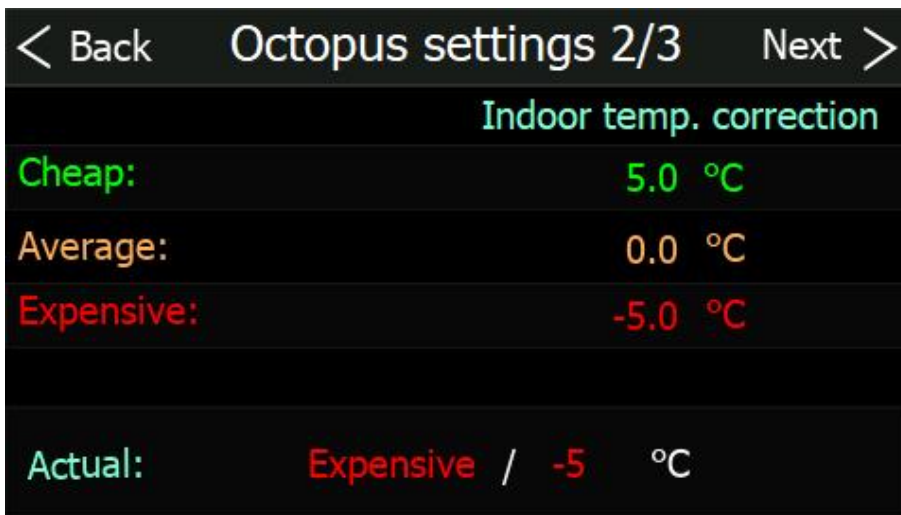
Figure 60 - Octopus Agile - tariff price list

This page provides user with an overview of current, past and future electricity tariff prices using a regularly updated price list. After pressing "Advanced settings" button in the upper right corner of screen, we are redirected to more detailed settings.



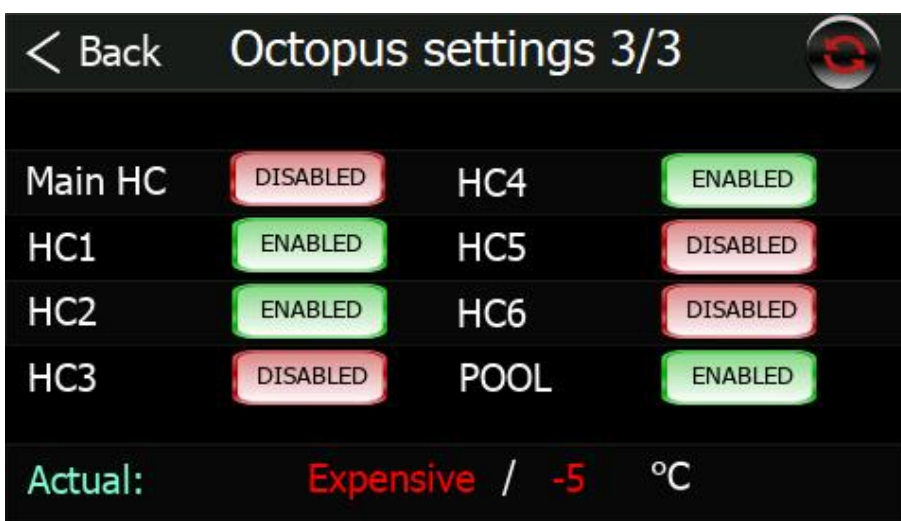
This page is used to identify what price of tariff is expensive, average or cheap according to user's choice. Price ranges can be changed when pressed.

Figure 61 - Octopus Agile - settings 1/3



This page is used to determine air temperature offset according to tariff price. Values can be adjusted as required. Offsets have not yet been transferred to the controller - comments from testing are needed before SW development is finalized.

Figure 62 - Octopus Agile - settings 2/3



Here it will be possible to choose which heating circuits will be enabled for this function (after SW development).

Figure 63 - Octopus Agile - settings 3/3

10.5.2 OpenWeather API

USE OF THIS FUNCTION IS ONLY POSSIBLE FOR BRINE-WATER UNITS !!!

This API queries outdoor temperature information from openweathermap.org according to the entered GPS coordinates and user key obtained from the server during registration. A default key from MasterTherm should be entered in each device (it can be changed if necessary). After enabling this function, outdoor air temperature value will be retrieved periodically (every hour) from server and transmitted to HP controller. After enabling this function, it is possible to go to more detailed setting by pressing outdoor temperature value on main screen as shown in the screen below.

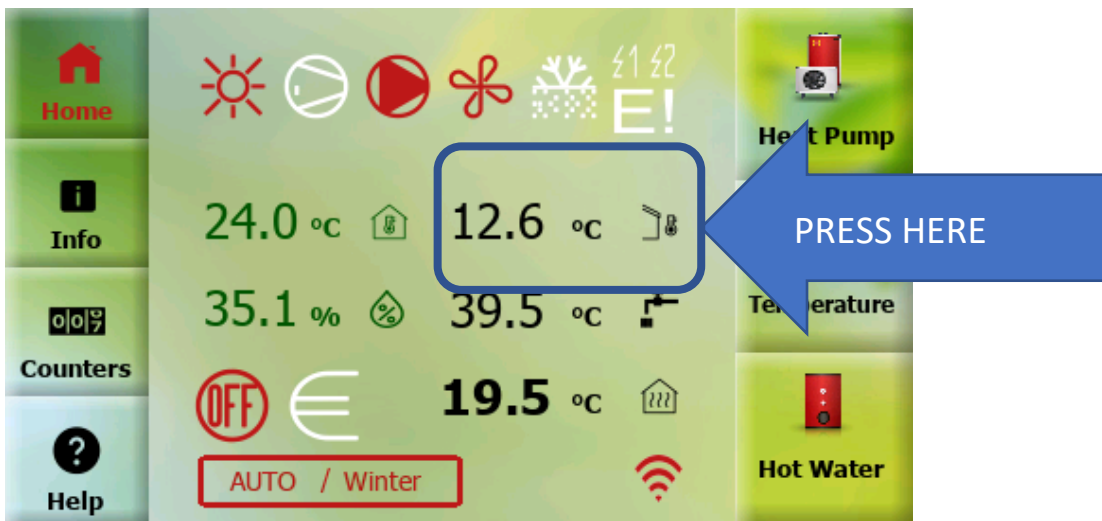
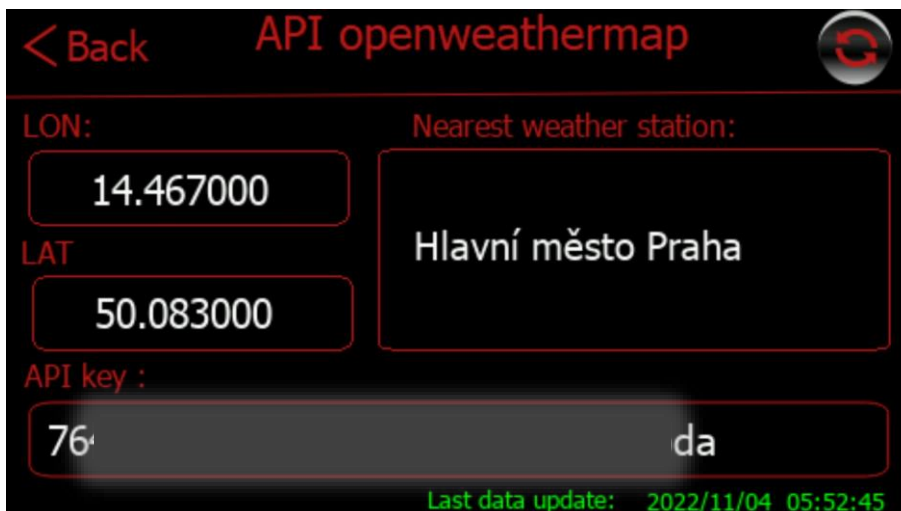


Figure 64 - OpenWeather – main screen

Following screen will be displayed:



Please enter GPS coordinates (LON, LAT) in **same format WITH SIX DECIMAL PLACES!!!**

After the first temperature update from server, location will be displayed here according to entered GPS coordinates (Nearest weather station).

Figure 65 - OpenWeather - settings

10.5.3 SW Updater

Due to possibility of SW Update to a newer version it is possible to include new features and improvements in the future. pGDx touch periodically asks Cloud server if a newer SW version is available. If so, it will automatically start download, check downloaded package and offer SW upgrade to end-user (it is also possible to perform a forced upgrade - for example, if it is a security update necessary for proper functioning of device, etc.). Installation takes about 1-2 minutes.

When SW update is ready, following icon will appear in notification area of main screen.

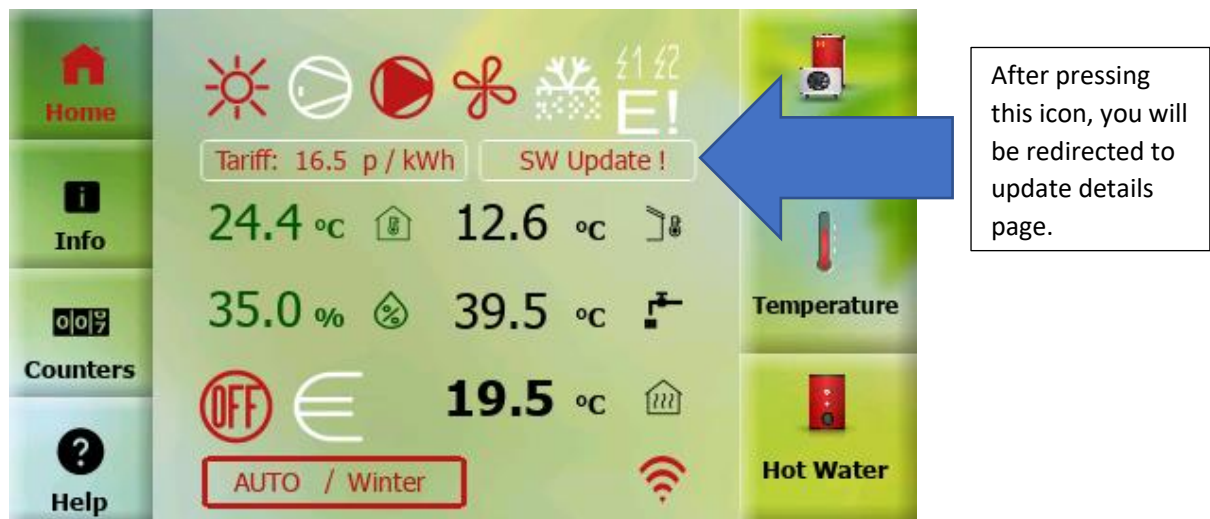


Figure 66 - SW Updater - main screen

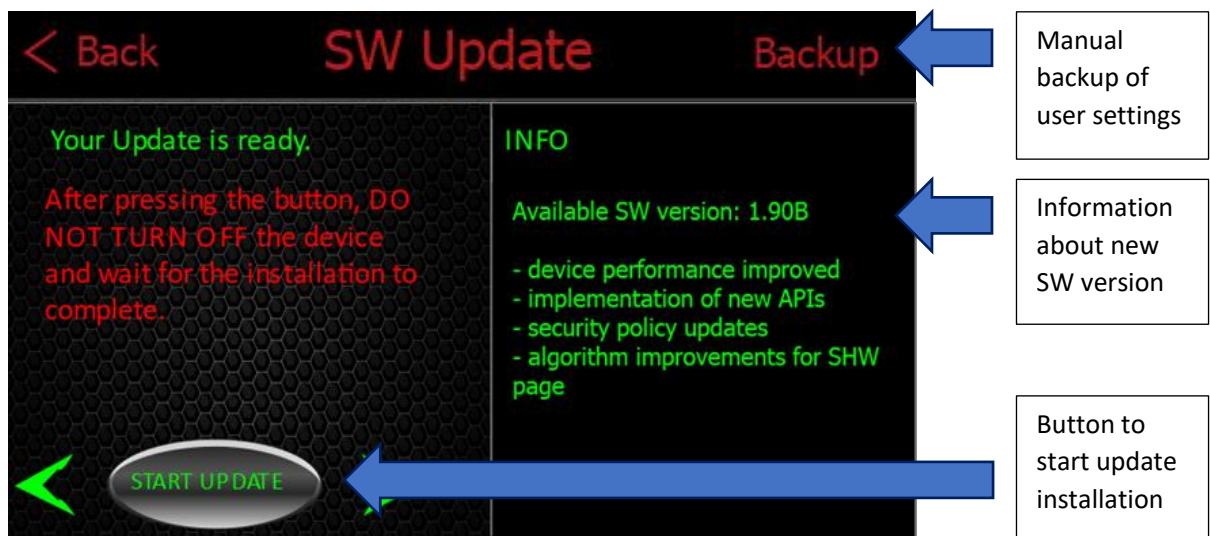


Figure 67 - SW Updater - Update

User data are backed up automatically after pressing "START UPDATE" button. Of course, manual backup can also be performed. SW Update is performed automatically after pressing button and after upgrade system will return to main screen.

In case of problems during this process (eg: power failure of pGDx touch) system will start with the last known functional SW version before this upgrade.

11 Alarms

Alarms may occur during unit operation. These are cases where the controller switches off the heat pump because the operating criteria have exceeded the values suitable for long-term proper and safe operation of the unit. Alarms can also occur during normal operation as a result of non-standard operating conditions. In the case of accidental conditions, there is no reason for service intervention. If a "**repeated alarm**" occurs (3 identical repeated alarms for a period of time) or one of the alarms is active for one hour, the unit requires user intervention.

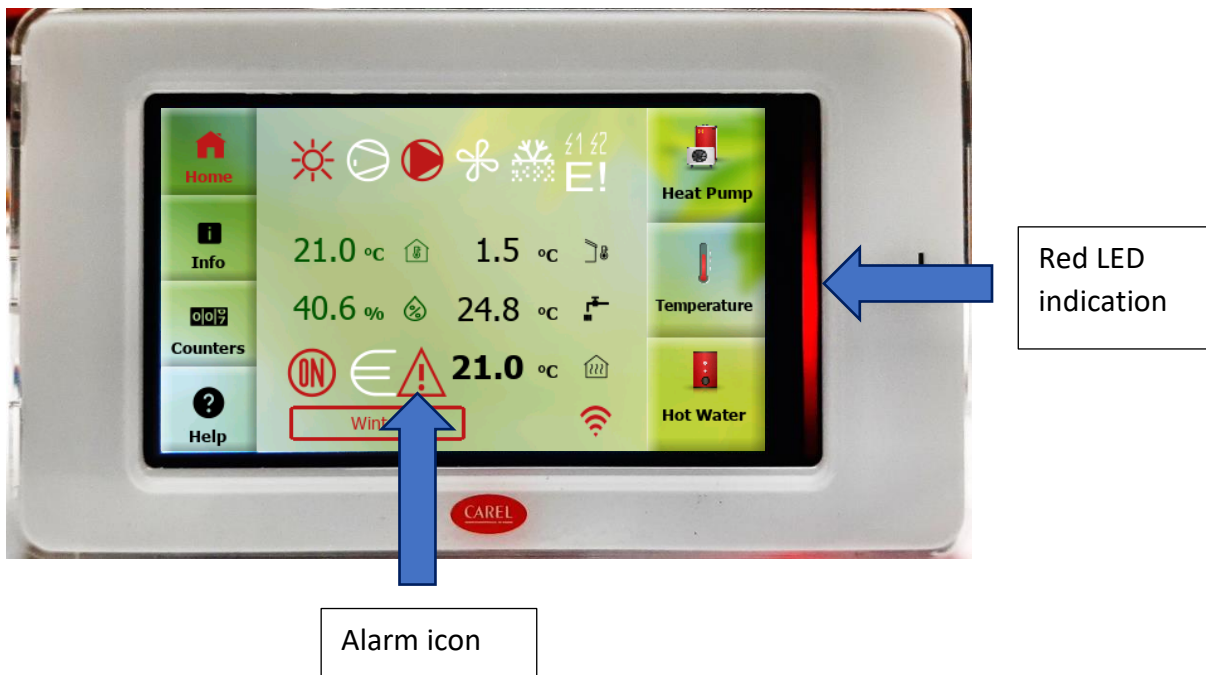
The Alarm Management page is used to display active alarms, in-memory alarms, alarm counters and the manual alarm reset button.

You can use the **Alarms Management** button in the Counters section to enter the page.



If the Repeated alarm is active or one of the alarms is active for one hour, the controller stops the heat pump from operation and waits for the user's action (alarm reset or service intervention). An icon indicating this status will appear on the home screen and the red notification LED on the right side of the display will light up.

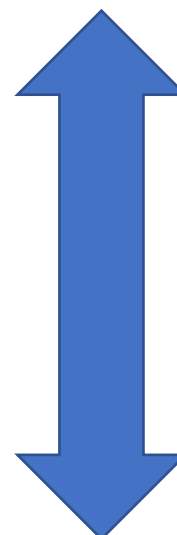
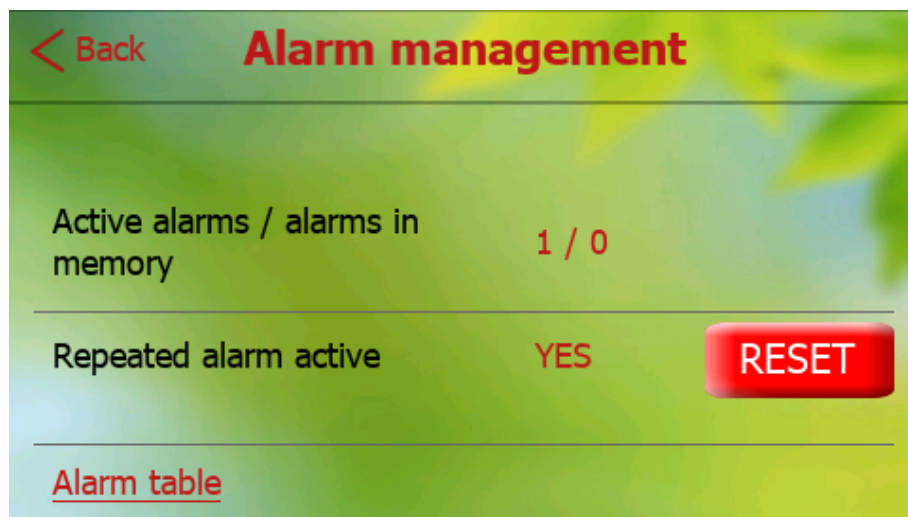
Caution - if alarm icon is active and red notification LED in the right part of the display is lit, the heat pump has been shut down by the controller and requires operator's attention. The function of device is interrupted or heating function is automatically taken over by the built-in electric heater.



11.1 Alarms management

If the alarm icon on home screen or the Alarm Management button in counter section is pressed, you will be redirected to the Alarm Management page.

Below is an example of displaying current alarms:



In the picture above we can see **Alarm Management** page. The total number of alarms according to their type is displayed here ([see chapter 11.2 Types of alarms](#)). The second line shows activity of **Repeated alarm** and the button for its **RESET**.

11.2 Types of alarms

11.2.1 Active alarms

The active alarm is one that is currently present (e.g. antifreeze protection, low pressure, fan thermal protection, etc.). When alarm occurs, heat pump shuts down for a short time and writes the alarm status to the alarm counters. Subsequently, controller will try to reset alarm automatically and restore function of the device.

If an alarm is active for one hour or more, status is indicated by alarm icon and a red LED. The device is shut down. It is necessary to diagnose cause of the problem, resp. contact the installation / service company.

11.2.2 Alarms in memory

If the alarm is no longer active (the cause of the alarm has been removed or has been automatically reset), it goes into alarm in memory. The alarm in memory is a preventive protection of the device and blocks the compressor typically for the next 6 minutes. After this time, the alarm is deleted from memory (if it has not been reactivated in the meantime) and the heat pump resumes operation.

11.2.3 Repeated alarm

A repeated alarm appears if the same alarm is repeated 3 times in a row in a given time period. The device is blocked and status is indicated by an alarm icon and red LED. User is allowed to perform a manual reset using the **RESET** button at the beginning of the Alarm Management screen (the button is only available when a **Repeated Alarm** occurs).



After performing a manual reset, alarm will be transferred to the memory, [see chap. 11.2.3](#). and after the protection time has elapsed (typically 6 minutes) to restore the function of the device. If the function of the device cannot be restored, or occurrence of a repeated alarm occurs more frequently, it is necessary to diagnose cause of the fault and contact installation / service company.

11.3 Table of available alarms

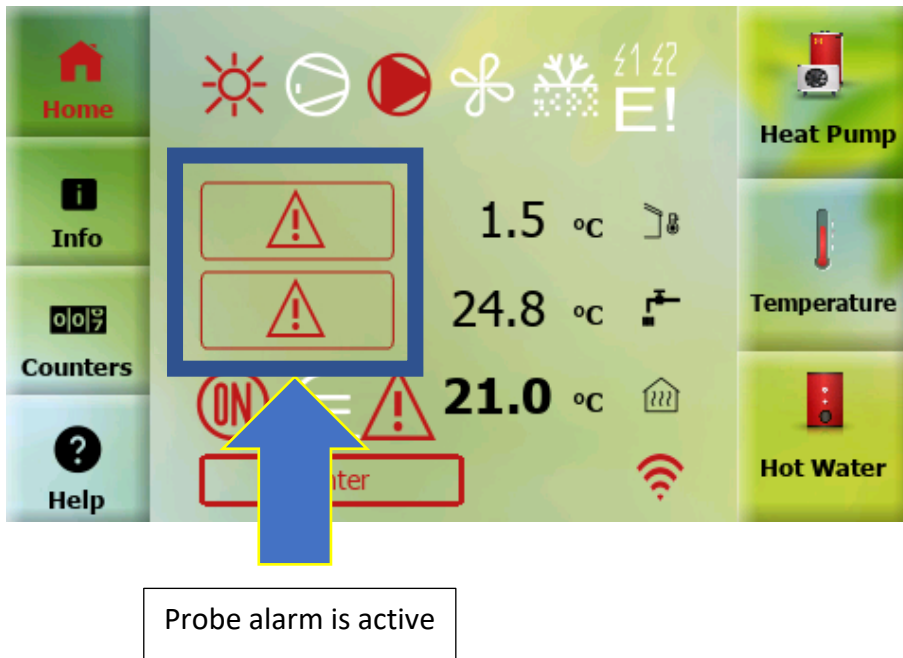
Below you can find table with list of alarms that may occur during operation:

Text on the display	Alarm description
Low pressure	Compressor suction pressure too low
High pressure	Compressor discharge pressure too high (pressure transducer)
High DGT	High compressor discharge temperature
High condensing temperature	High refrigerant condensation temperature
Low evaporation temperature	Low refrigerant evaporating temperature
Antifreeze	Low heating / cooling water temperature - risk of freezing
Fan thermal protection	Fan / pump winding overheated, fan / pump circuit breaker activated

Compressor thermal protection	Compressor overheating / thermal protection activation
Flow	Insufficient or no heating water flow
Probe alarm	Important temperature sensor error
High pressure switch	High compressor discharge pressure detected by the pressure switch
Low pressure on HP side	Low pressure in the high pressure part of the refrigerant circuit
DC Drive alarm	DC drive alarm
EVD EVO alarm	EVD EVO alarm

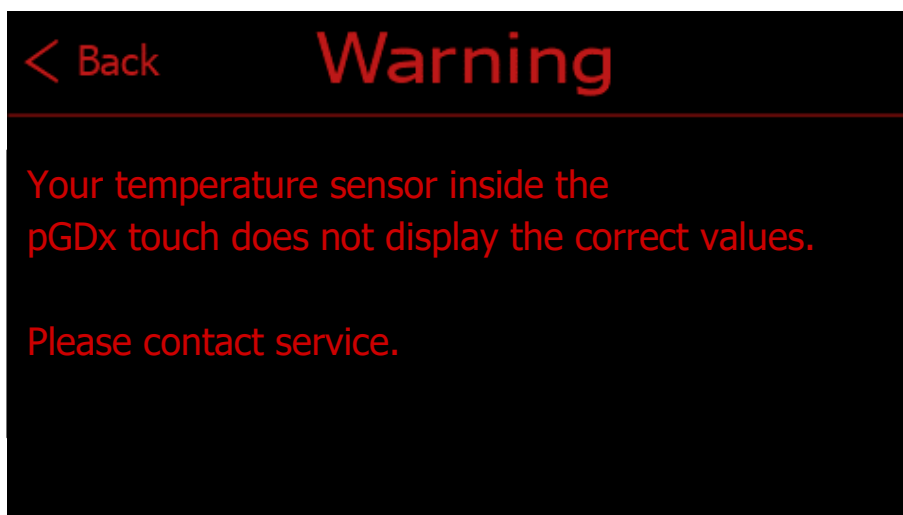
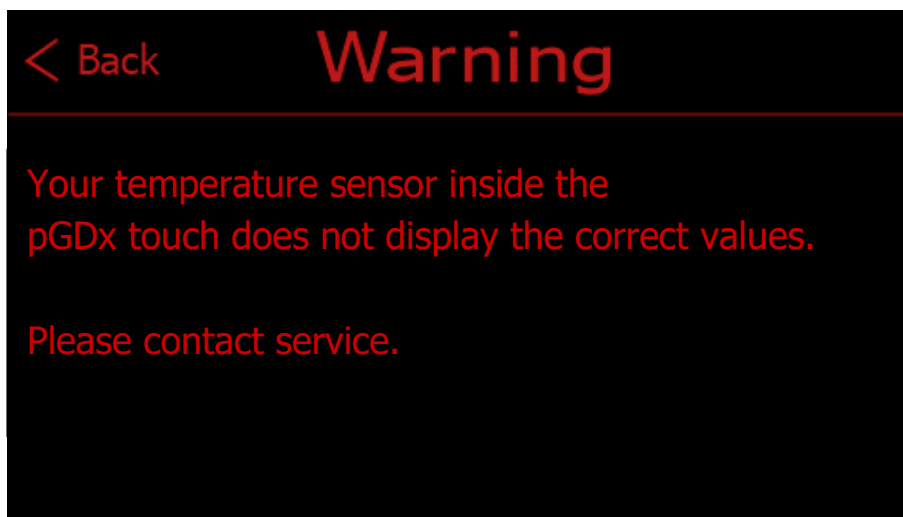
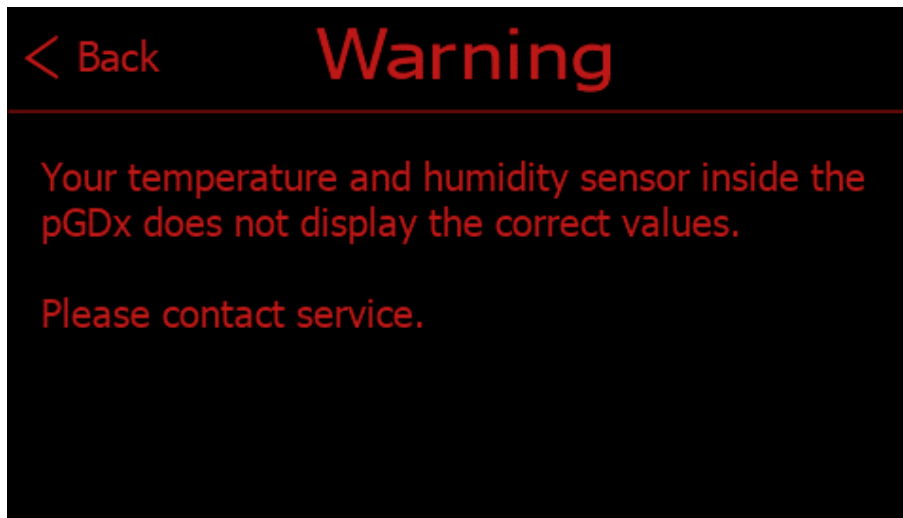
11.4 Alarm of internal pGDx touch sensors

pGDx touch is equipped (if not ordered as a panel version) with an internal temperature and humidity sensor. In the event of a fault in one or both of these sensors, an alarm is triggered informing the user about this fact by red notification LED. In this case, the transfer of "safe" virtual temperature and / or humidity values is started to ensure the correct operation of the device.



After pressing the alarm button of the sensors, you will be redirected to the page describing this error.

For example:



12 What to do in the case of difficulties

12.1 Water / water, ground / water systems

The following is an overview of alarms and the unit's responses to them in the event of a fault:

CODE	Meaning	Control action	Reason	Before you call service
AL01	Low pressure	Switches off compressor and brine circulator	Low closed loop temperature, evaporator freezing, brine circulator malfunction, full closed loop strainer	Switch off unit, clean closed loop strainer, check brine pressure of the closed loop, repeated problem - call service
AL02	High pressure	Switches off compressor and brine circulator	Too high water temperature, full water strainer, water circulator malfunction	Decrease requested water temperature, check deaerating and water filling, clean water strainer, repeated problem - call service
AL03	Too high compressor discharge temperature	Switches off compressor and brine circulator	Too high water temperature, full water strainer, water circulator malfunction. Could be caused also from slight refrigerant leaking, or temperature probe problem (AL10)	Decrease requested water temperature, check deaerating and water filling, clean water strainer, repeated problem - call service
AL04	Too high condensing temperature in heating/cooling mode	Switches off compressor and brine circulator	Too high water/brine temperature, full water/brine strainer, water/brine circulator malfunction	Decrease requested water temperature, check deaerating and water/brine filling, clean water/brine strainer, repeated problem - call service
AL05	Low evaporating temperature heating/cooling mode	Switches off compressor and brine circulator	Low closed loop/cooling water temperature, evaporator freezing, brine/water circulator malfunction, full closed loop/water strainer	Switch off unit, clean closed loop/water strainer, check brine/water pressure, repeated problem - call service

CODE	Meaning	Control action	Reason	Before you call service
AL06	Antifreeze water protection	Switches off compressor and brine circulator	Low heating/cooling water temperature	Could be caused during long electricity supply problem, or by low water temperature in cooling mode. Wait for heating of the water by bivalent source, increase requested water temperature if cooling mode.
AL07	Brine circulator malfunction (AQ60, 75, 90 only)	Switches off compressor and brine circulator	Brine circulator motor overheating problem	Call service
AL08	Compressor thermal protection	Switches off compressor and brine circulator	Too high water temperature, compressor motor malfunction	Switch on compressor circuit breaker, call service
AL09	Flow	Switches off compressor and brine circulator	Circulator malfunction, full strainer cooling/heating water	Switch unit off, check water strainer. Repeated problem - call service
AL10	Probe alarm	Switches off compressor and brine circulator	Probe malfunction	Call service
AL11	High pressure switch	See AL01, AL02	See AL01, AL02	See AL01, AL02, always call service
AL12	Low pressure on HP side	Viz. AL01, AL02	Viz. AL01, AL02	Viz. AL01, AL02
AL13	DC drive alarm	Switches off compressor and brine circulator	DC drive malfunction	Turn the power off and on. If the problem persists, contact the installation company.
AL14	EVD EVO Alarm	Switches off compressor and brine circulator	EVD EVO malfunction	Turn the power off and on. If the problem persists, contact the installation company.

12.2 Air / Water systems

The following is an overview of alarms and the unit's responses to them in the event of a fault:

CODE	Meaning	Control action	Reason	Before you call service
AL01	Low pressure	Switches off compressor and fan	Extremely low outdoor temp. (below -20 °C), icing on the evaporator, fan failure	In case of too low outdoor temperature, wait until these conditions disappear, in case of strong icing of the evaporator, perform manual defrosting, if the problem persists, contact the installation company
AL02	High pressure	Switches off compressor and fan	Too high water temperature, full water strainer, water circulator malfunction	Reduce the required heating water temperature, check the venting and heating water pressure, clean the heating water strainer, in case of recurrence call service
AL03	Too high compressor discharge temperature	Switches off compressor and fan	Heating water temperature too high, clogged heating water filter strainer, circulating pump fault, small refrigerant leak, temperature sensor problem (AL10)	Reduce the required heating water temperature, check the venting and heating water pressure, clean the heating water strainer, in case of recurrence call service
AL04	Too high condensing temperature in heating/cooling mode	Switches off compressor and fan	Defrost function temperature set too high; fan malfunction in cooling mode	Check the outdoor unit and perform a reset – call service
AL05	Low evaporating temperature heating/cooling mode	Switches off compressor and fan	Extremely low outdoor temp. (below -20 °C), icing on the evaporator, fan failure	In case of too low outdoor temperature, wait until these conditions disappear, in case of strong icing of the evaporator, perform manual defrosting, if the problem persists, contact the installation company

CODE	Meaning	Control action	Reason	Before you call service
AL06	Antifreeze water protection	Switches off compressor and fan	Too low heating water temperature	It can be caused by a long-time power failure or a low temperature in cooling mode. Wait for the electric heater to reheat the heating water, or increase the required temperature in cooling mode. In case of recurrence, call for service
AL07	Fan thermal protection	Switches off compressor and fan	Fan overload or failure	Check the outdoor unit and perform a reset – call service
AL08	Compressor thermal protection	Switches off compressor and fan	Heating water temperature too high, power supply problems - missing phase, contactor fault, in extreme case compressor winding fault	Reset the compressor thermal protection – call service if the problem persists
AL09	Flow	Switches off compressor and fan	Circulator malfunction, full strainer cooling/heating water	Switch unit off, check water strainer. Repeated problem - call service
AL10	Probe alarm	Switches off compressor and fan	Probe malfunction	Call service
AL11	HP presostat	See AL01, AL02	See AL01, AL02	See AL01, AL02
AL12	Low pressure in the high-pressure side	See AL08	See AL08	See AL08
AL13	DC drive alarm	Switches off compressor and fan	DC drive malfunction	Switch unit off, check water strainer. Repeated problem - call service
AL14	EVD EVO Alarm	Switches off compressor and fan	Malfunction of EVD EVO module	Switch unit off, check water strainer. Repeated problem - call service

