

Alarm list

The alarm indicates that the system has detected an issue that requires attention. Begin by following the recommended actions displayed on the screen.

ERROR CODE	ALARM TEXT	RESET	CAUSE	HEAT PUMP ACTION	SERVICE ACTION
1	Outdoor sensor error (BT1)	Auto	The sensor is faulty or has poor contact.	The supply temperature is set to the lowest possible level.	Check the connection and function of the sensor. Replace the sensor if necessary.
2	Indoor sensor error (BT2)	Auto	The sensor is faulty or has poor contact.	Block indoor curve compensation.	Check the connection and function of the sensor. Replace the sensor if necessary.
3	Pool sensor error (BT40)	Auto	The sensor is faulty or has poor contact.	The alarm Can only be triggered if it is installed in the first place.	Check the connection and function of the sensor. Replace the sensor if necessary.
4	Flow line sensor error (BT11)	Manual	The sensor is faulty or has poor contact.	<ul style="list-style-type: none"> Block heating (radiator or floor). If the compressor is blocked, the system automatically starts the immersion heater. Switch to manual mode. 	Check the connection and function of the sensor. Replace the sensor if necessary.
5	External flow line sensor error (BT12)	Auto	The sensor is faulty or has poor contact.	<ul style="list-style-type: none"> Block heating (radiator or floor) if both BT11 and BT12 do not work. If the compressor is blocked, the system automatically starts the immersion heater. Switch to manual mode. 	Check the connection and function of the sensor. Replace the sensor if necessary.
6	Tank temperature sensor error (BT30)	Manual	The sensor is faulty or has poor contact.	<ul style="list-style-type: none"> Block the circulation pump (no hot water in the tap). Block DHW production (no tank heating). Force diverting valve (QM10) to heating. Block the shunt valve (QN8). Switch to manual mode. Do not allow electrical addition because DHW is blocked. 	Check the connection and function of the sensor. Replace the sensor if necessary.
7	Heating medium PHEX inlet sensor error (BT31)	Manual	The sensor is faulty or has poor contact.	<ul style="list-style-type: none"> Block the circulation pump (GP2). No hot water in the tap. 	Check the connection and function of the sensor. Replace the sensor if necessary.
9	Hot water PHEX outlet sensor error (BT34)	Auto	The sensor is faulty or has poor contact.	<ul style="list-style-type: none"> Block the circulation pump (GP2). No hot water in the tap. 	Check the connection and function of the sensor. Replace the sensor if necessary.
10	Auxiliary input error (BTX)	Auto	The sensor is faulty or has poor contact.	Stop pool heating.	Check the connection and function of the sensor. Replace the sensor if necessary.
11	Condenser outlet sensor error (BT10)	Manual	The sensor is faulty or has poor contact.	<ul style="list-style-type: none"> Block the compressor, this will also switch off the inverter. If the compressor is blocked, the system automatically starts the immersion heater. 	Check the connection and function of the sensor. Replace the sensor if necessary.
13	Source flow sensor error (BT14)	Auto	The sensor is faulty or has poor contact.	<ul style="list-style-type: none"> Block the compressor, this will also switch off the inverter. If the compressor is blocked, the system automatically starts the immersion heater. 	Check the connection and function of the sensor. Replace the sensor if necessary.

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14	Source return flow sensor error (BT15)	Manual	The sensor is faulty or has poor contact.	<ul style="list-style-type: none"> Block the compressor, this will also switch off the inverter. If the compressor is blocked, the system automatically starts the immersion heater. 	Check the connection and function of the sensor. Replace the sensor if necessary.
15	Hot gas sensor error (BT20)	Manual	The sensor is faulty or has poor contact.	<ul style="list-style-type: none"> Block the compressor, this will also switch off the inverter. If the compressor is blocked, the system automatically starts the immersion heater. 	Check the connection and function of the sensor. Replace the sensor if necessary.
19	Suction line sensor error (BT23)	Manual	The sensor is faulty or has poor contact. Only triggered if the difference between the suction line sensor (BT23) voltage converted value and pressure transmitter suction line (BP1) temperature > 50 K	<ul style="list-style-type: none"> Block the compressor, this will also switch off the inverter. If the compressor is blocked, the system automatically starts the immersion heater. 	Check the connection and function of the sensor. Replace the sensor if necessary.
21	Low pressure transmitter error (BP1)	Manual	The sensor is faulty or has poor contact.	<ul style="list-style-type: none"> Block the compressor, this will also switch off the inverter. If the compressor is blocked, the system automatically starts the immersion heater. 	Transmitter registered value outside its range (-1 - 9.3 bar). Check connection and inspect transmitter for possible damages.
22	High pressure transmitter error (BP2)	Manual	The sensor is faulty or has poor contact.	<ul style="list-style-type: none"> Block the compressor, this will also switch off the inverter. If the compressor is blocked, the system automatically starts the immersion heater. 	Transmitter registered value outside its range (0 - 30 bar). Check connection and inspect transmitter for possible damages.
27	Com EA2 W module error	Manual	A communication error occurs if you enter a QE4 or QE6 article number, but the system cannot communicate with the compressor module.	<ul style="list-style-type: none"> Block the compressor, this will also switch off the inverter. If the compressor is blocked, the system automatically starts the immersion heater. Block the circulation pump (no hot water in the tap.). 	Check connection between the compressor unit control board (MODBUS 2) and main circuit board (MODBUS 3).
29	Inverter Error 3x Day	Manual	The inverter failed three times in one day.	<ul style="list-style-type: none"> Block the compressor, this will also switch off the inverter. If the compressor is blocked, the system automatically starts the immersion heater. 	Check the flow in the heating system. Check the function of the circulation pump, distribution system (GP1). Make sure that there is no air in the system's circuit. Temporary high pressure can trigger this alarm.
31	Hot gas alarm	Manual	Alarm occurs when the compressor stops due to high discharge temperature (BT20) envelope constraints. The system raises an alarm after logging informational messages six times within 12 hours.	<ul style="list-style-type: none"> Block the compressor, this will also switch off the inverter. If the compressor is blocked, the system automatically starts the immersion heater. 	Possible causes: <ul style="list-style-type: none"> EEV malfunction. Leak in the refrigerant circuit.
33	High pressure alarm	Manual	Alarm occurs when the compressor stops due to pressure transmitter discharge line (BP2) pressure envelope constraints. The system raises an alarm after logging informational messages six times within 12 hours.	<ul style="list-style-type: none"> Block the compressor, this will also switch off the inverter. If the compressor is blocked, the system automatically starts the immersion heater. 	Insufficient flow in the heating circuit. Possible causes: <ul style="list-style-type: none"> Circulation pump malfunction. Air in the system. Blocked filter.

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35	Low pressure alarm	Manual	Alarm occurs when the compressor stops due to pressure transmitter suction line (BP1) temperature envelope constraints. The system raises an alarm after logging informational messages six times within 12 hours.	<ul style="list-style-type: none"> Block the compressor, this will also switch off the inverter. If the compressor is blocked, the system automatically starts the immersion heater. 	Possible causes: <ul style="list-style-type: none"> Insufficient circulation in the refrigeration circuit. There is not enough refrigerant. Insufficient ventilation.
37	Source temperature alarm	Manual	The source temperature alarm is triggered when the compressor stops due to the extract air (BT15) temperature envelope constraints. The system raises an alarm after logging informational messages six times within 12 hours.	<ul style="list-style-type: none"> Block the compressor, this will also switch off the inverter. If the compressor is blocked, the system automatically starts the immersion heater. 	The indoor temperature is too low.
39	EEV actuator malfunction	Manual	If the EEV calibration sequence has been triggered three times within the span of two hours, raise an alarm.	<ul style="list-style-type: none"> Block the compressor, this will also switch off the inverter. If the compressor is blocked, the system automatically starts the immersion heater. 	Check wiring and function of the EEV coil. Replace the EEV coil if necessary.
42	BT23 low temperature alarm	Manual	This alarm occurs if the suction line (BT23) temperature reaches its minimum value (-28 °C).	<ul style="list-style-type: none"> Block the compressor, this will also switch off the inverter. If the compressor is blocked, the system automatically starts the immersion heater. 	EEV malfunction.