

madimack

*inver***ELITE**

# INSTALLATION MANUAL



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TECHNOLOGY

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# FOREWORD

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Thank you for choosing the **Madimack** high efficiency inverter pool heat pump!

All our heat pumps are built and designed to the highest standard and are protected by our extended warranty service for peace of mind.

Warranty registration is required to be submitted online in conjunction with the commissioning page and warranty registration page in the Appendix section at the back of the booklet [www.madimack.com.au/warranty-registration](http://www.madimack.com.au/warranty-registration).

Please read and fully understand all information provided before attempting to install the pool heat pump.

For technical questions and further information please contact [support@madimack.com.au](mailto:support@madimack.com.au).

We hope you enjoy using our heat pumps.

Thank you!

# IMPORTANT

These installation instructions constitute an integral component of the product and are imperative for transmission to the installer, while also mandating retention by the end user. The warnings and directives contained within this manual demand meticulous reading and comprehension, as they furnish pivotal information pertaining to the safe handling and operation of the product. Consequently, this handbook must consistently remain accessible for subsequent reference.

The installation process must be executed in strict adherence to local regulations and the comprehensive guide issued by the manufacturer, all of which necessitate engagement by a qualified professional. For the purpose of this directive, a "qualified professional" is defined as an individual possessing the necessary skills, knowledge, education, training, and experience to perform any specific job relating to this equipment competently and safely.

It is imperative to acknowledge that any lapse in installation procedure could result in physical harm to individuals or animals, as well as mechanical damage, for which the manufacturer cannot, under any circumstances, be held liable.

Upon unpacking the heat pump, a thorough inspection should be conducted to identify and address any potential damage. Prior to the connection of the heat pump, it is necessary for the installer to ensure that the specifications outlined by Madimack correlate with the actual installation conditions and do not breach the authorized installation thresholds for the product in question.

Before embarking on any installation, manipulation, or repair work concerning the heat pump, it is important to isolate the electrical power supply to the unit. In the event of a malfunction and/or operational error with the heat pump, the electrical power supply must be severed, and no attempt should be made to rectify the issue. Repair activities should solely be carried out by an authorized technical assistance service, employing exclusively original spare parts. Failure to adhere to the aforementioned provisions may potentially compromise the operational safety of the heat pump and affect the warranty period.

To assure the efficiency and proper functioning of the heat pump, routine maintenance must be conducted in accordance with the instructions issued by Madimack. In the event of the sale or transfer of the heat pump to another user, it is incumbent upon the seller to ensure that all technical documentation is transmitted with the equipment for utilization by the new user or installer including the original invoice.

It is crucial to emphasize that this heat pump may exclusively be employed for the purpose for which it was expressly designed: heating a swimming pool. Any alternative applications are to be considered inappropriate, erroneous, or even perilous.

All contractual or non-contractual liabilities of Madimack products shall be deemed null and void in relation to any damage stemming from installation or operational lapses, or the failure to adhere to the instructions provided by Madimack or the applicable installation standards pertaining to the equipment detailed in this document.

## COVER THE BASICS:

1. Check that you have received the package in good condition
2. Every residential heat pump comes with two accessory boxes and the manual. The manual will mention all the parts and where they belong to make sure that the unit is commissioned, as per the 'commissioning' section, and that adequate water flow rate is provided
3. Keep the surroundings of the unit clear of any debris, tree branches, and anything that can affect the ventilation of the unit. Do not install in any type of enclosed location. This includes sheds, decking, boxes with ventilation as the air needs to be mechanically removed.
4. Keep the invoice/packing slip in a safe place for future reference.
5. Register the unit for warranty as per the warranty section in this manual
6. Ensure that the unit is installed in an outdoor area, if it has to be indoors the unit will need to be ducted to the outside professionally.
7. Ensure the condensate drain is attached, has a gradual fall and is accessible as this will need regular check-ups for any blockages or debris build ups. For runs longer than 2 meters a larger diameter drain pipe will be required (not included) For water sensitive areas a condensation drip tray may be required (not included)
8. For Wi-Fi control make sure that you have full Wi-Fi strength in the heat pump area, more than -50 DB is recommended for strong connection.
9. Make sure that the unit is installed as per the ventilation diagrams to ensure efficient heating rates.
10. Ensure position of heater is located for ease of accessibility ,maintenance and servicing.

### SECTION 2

## SAFETY PRECAUTIONS

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been 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.

We have provided important safety messages in this manual and on your heat pump. Please always read and obey all safety messages.

### 2.1 Warning



The WARNING sign denotes a hazard. It calls attention to a procedure, practice, or the like, which, if not correctly performed or adhered to, could result in personal injury or injury to a third party. These signs are rare, but are extremely important.



a. Keep the heat pump away from fire source.



c. Repair and disposal must be carried out by trained service personnel



b. It must be placed in well ventilated area, indoor or closed area is not allowed.



d. Vacuumize completely before welding. Welding can only be carried out by professional personnel in service center.

## 2.2 Attention

- a. Please read the following instructions before installation, use and maintenance.
- b. Installation must be done by professional staff only in accordance with this manual.
- c. Leakage test must be performed after installation.
- d. Please don't stack substances, which will block air flow near inlet or outlet area, otherwise the efficiency of the heat pump will be reduced or even stopped.
- e. Set proper temperature in order to get comfortable water temperature to avoid overheating or overcooling.
- f. In order to optimize the heating effect, please install heat preservation insulation on pipes between swimming pool and the heat pump, and please use a recommended cover on the swimming pool.
- g. Connecting pipes of the swimming pool and the heat pump should be  $\leq 10\text{m}$ .
- h. Except for the methods recommended by the manufacturer, do not use any methods to accelerate the defrosting process or clean the frosted parts.
- i. If a repair is required, please contact the nearest after-sales service center. The repair process must be strictly in accordance with manual. All repair practice by non-professional is prohibited.
- j. Don't use or stock combustible gas or liquid such as thinners, paint and fuel to avoid fire.
- k. This unit can only be installed outdoors.
- l. This unit can only be connected to a power source with a single complete cord.

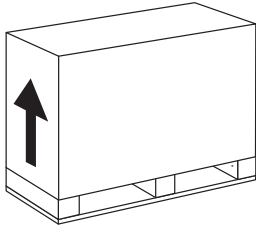
## 2.3 Safety

- a. Please keep the main power supply switch far away from the children.
- b. When a power cut happens during operating, and later the power is restored, the heat pump will start up.
- c. Please switch off the main power supply in lightning and storm weather to prevent from machine damage that caused by lightning;
- d. Safety inspection must be carried before the maintenance or repair for heat pumps with R410A gas in order to minimize the risk.
- e. Installation and any repairing should be conducted in the area with good ventilation. The ignition source is prohibited during the inspection.
- f. If the R410A gas leaks during the installation process, all operations must be stopped immediately and call the service center.

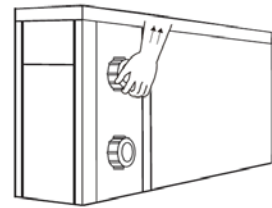
# ABOUT YOUR HEAT PUMP

## 3.1 Transportation

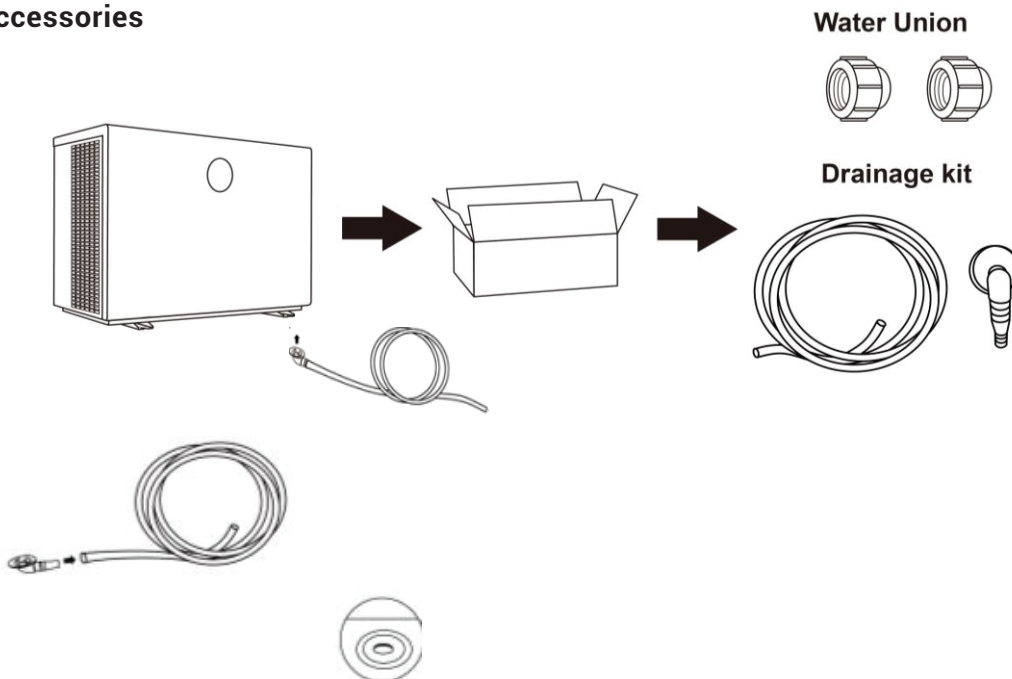
a. Always keep upright



b. Do not lift the water union  
(Otherwise, the titanium heat exchanger inside the heat pump may be damaged)



## 3.2 Accessories



## 3.3 Operating condition and range

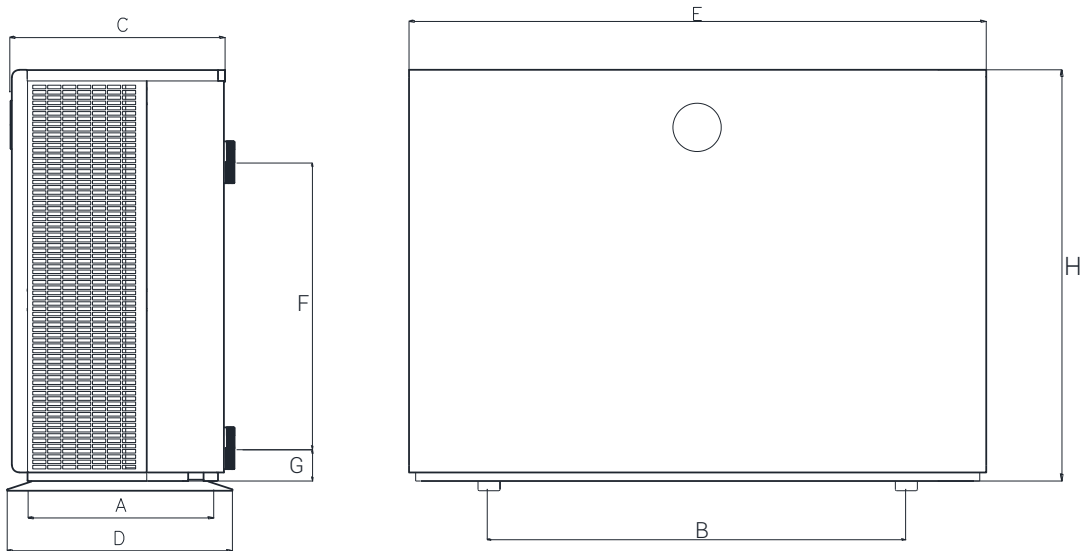
To provide you comfort and pleasure, please set swimming pool water temperature efficiently and economically. The heat pump can work between air 32°F-109°F, and its ideal operation range is between air 59°F-77°F.

## 3.4 Introduction of different modes

- a. The heat pump has two modes: Boost and Silence.
- b. They have different strengths under different conditions.

Mode	Modes	Strength
	Boost mode	Heating capacity: 20% to 100% capacity Intelligent optimization Fast heating
	Silence mode	Heating capacity: 20% to 80% capacity Sound level: 3dB(A) lower than Boost mode

### 3.5 Dimension



Size(mm) / Name	A	B	C	D	E	F	G	H
Model								
ISAC900	TBC							
ISAC1100	492	950	489	512	1314	650	70	957

※ Above data is subject to modification without notice.

**Note:**

The picture above is the specification diagram of the pool heat pump, for technician's installation and layout reference only. The product is subject to adjustment periodically for improvement without further notice.



## 5. Technical parameter

Model	ISAC900	ISAC1100	
<b>Performance Condition: Air 80°F/ Water 80°F/ Humidity 80%</b>			
Heating capacity (BTU)	90,000	110,000	
Heating capacity (KW)	26	32	
COP Range	15.2 ~ 6.9	14.8 ~ 6.6	
<b>Performance Condition: Air 80°F/ Water 80°F/ Humidity 63%</b>			
Heating capacity (BTU)	83,500	99,500	
Heating capacity (KW)	24	29	
COP Range	13.7 ~ 6.3	13.4 ~ 6.0	
<b>Performance Condition: Air 50°F/ Water 80°F/ Humidity 63%</b>			
Heating capacity (BTU)	54,500	67,500	
Heating capacity (KW)	16	20	
COP Range	7.4 ~ 5.4	7.2 ~ 5.2	
<b>TECHNICAL SPECIFICATIONS</b>			
Operating air temperature (°F)	14 ~ 109		
Operating air temperature (°C)	-10 ~ 42		
Heat exchanger	Twisted Titanium Heat Exchanger		
Power supply	208~230V/1 Ph/60Hz		
Water connection (mm)/(Inch)	60.3mm/2"		
Rated input power at air 80°F (kW)	0.69 ~ 3.82	0.88 ~ 4.88	
Rated input power at air 80°F (BTU)	2400 - 13000	3000 - 16500	
Rated input current at air 80°F (A)	3.00 ~ 16.61	3.82 ~ 21.22	
Maximum input current (A)	25.0	33.0	
Sound level at 10ft dB(A) LP	30.8 ~ 44.5	32.0 ~ 45.4	
Advised water flux	(L/min)	83 ~ 116	118 ~ 152
	(GPM)	21.9 ~ 30.6	31.2 ~ 40.2
Net dimension LxWxH(mm)/(Inch)	(mm)	1060 × 430 × 957	1314 × 512 × 957
	(inch)	41.7" × 16.9" × 37.7"	51.7" × 20.2" × 37.7"
Net Weight	(kg)	95	125
	(lb)	209	275.0

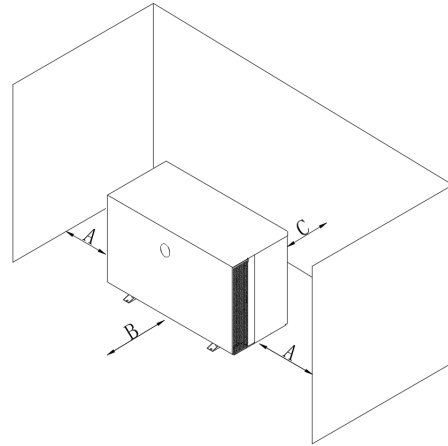
### Remarks:

This heat pump is able to perform normal within air temp air 14°F- 109°F, efficiency will not be guaranteed out of this range. Please note that the performance and parameter performance of this product are different under different conditions.

Related parameters are subject to adjustment periodically for technical improvement without further notice. For details please refer to nameplate.

# INSTALLATION GUIDANCE

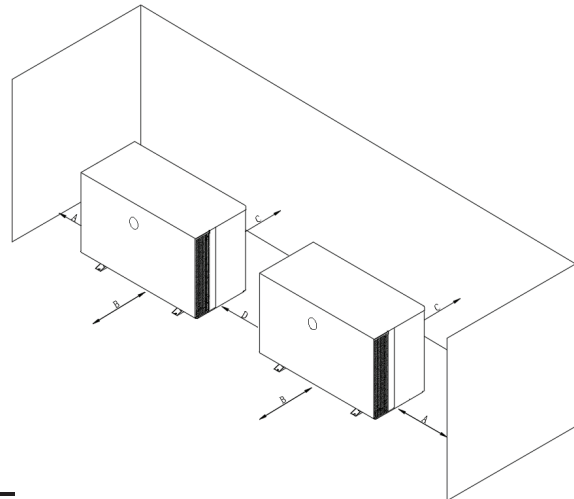
## Ventilation requirements: 1st case: Single unit – 3 obstacles



### 1500mm/ 60 inch clearance above

Model number	ISAC 900		ISAC1100	
Distance A	mm	600	mm	600
	inch	24	inch	24
Distance B	mm	600	mm	600
	inch	24	inch	24
Distance C	mm	250	mm	250
	inch	10	inch	10

## Ventilation requirements: 2nd case: Multiple units – 3 obstacles

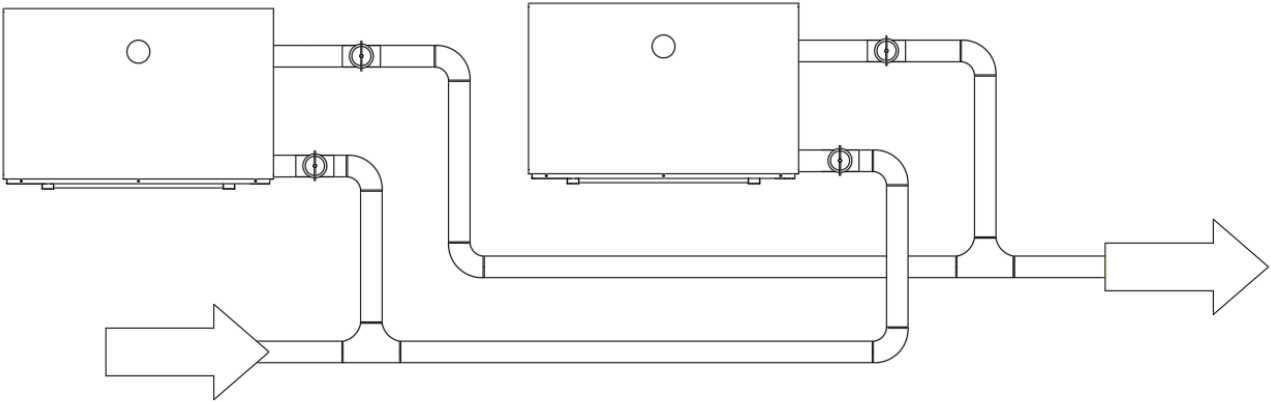


### 1500mm/ 60 inch clearance above

Model number	ISAC900		ISAC1100	
Distance A	mm	600	mm	600
	inch	24	inch	24
Distance B	mm	600	mm	600
	inch	24	inch	24
Distance C	mm	250	mm	250
	inch	10	inch	10
Distance D	mm	1200	mm	1200
	inch	48	inch	48

Please note that these are absolute minimum distances and where possible should always have a greater difference. Under no circumstances should any of the distances be reduced as performance will be affected. More ventilation is better. These units must be installed outdoors in a well-ventilated area, its recommended not to be installed in decks, under houses, in sheds, or any sorts of indoor locations.

## Plumbing multiple units



Multiple heat pumps acting as one system should be connected in Cascade (Parallel Connection). Adequate flowrate should be provided to all the units in the system to ensure efficient heating (Please refer to the commissioning section in the manual to learn about heat pumps commissioning). The diagram above represents the cascade connection

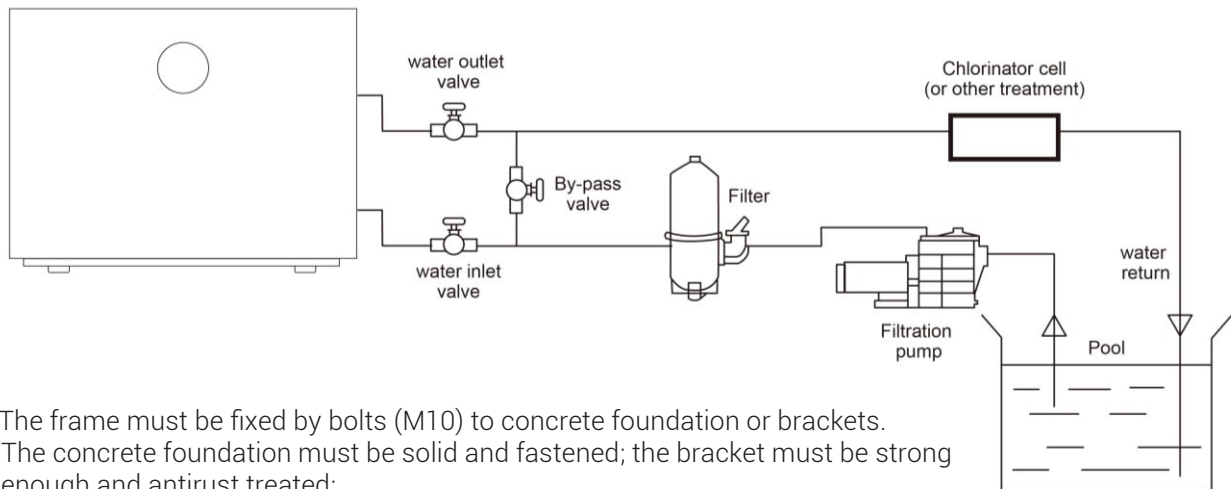
### 1. Installation reminder

Only a professional staff is allowed to install the heat pump. The users are not qualified to install by themselves, otherwise the heat pump might be damaged and risky for users' safety.

#### a. Location and dimension



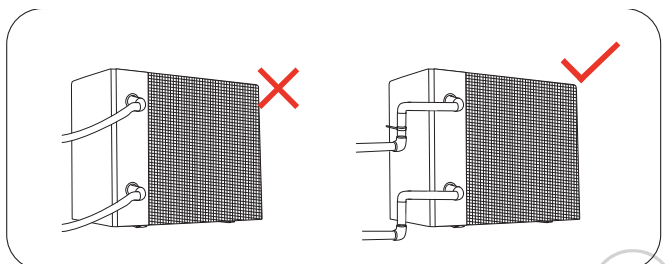
The inverter pool heat pump should be installed in a good ventilation place.



- 1) The frame must be fixed by bolts (M10) to concrete foundation or brackets. The concrete foundation must be solid and fastened; the bracket must be strong enough and antirust treated;
- 2) Please don't stack substances that will block air flow near inlet or outlet area, and there is no barrier within 50cm behind the main machine, or the efficiency of the heat pump will be reduced or even stopped;
- 3) The machine needs an appended pump (Supplied by the user). The recommended pump specification-flux: refer to Technical Parameter, Max. lift  $\geq 10\text{m}$ ;
- 4) When the machine is running, there will be condensation water discharged from the bottom, please pay attention to it. Please hold the drainage nozzle (accessory) into the hole and clip it well, and then connect a pipe to drain the condensation water out.

#### b. The inlet and outlet water unions can't stand the weight of soft pipes.

The heat pump must be connected with hard pipes!

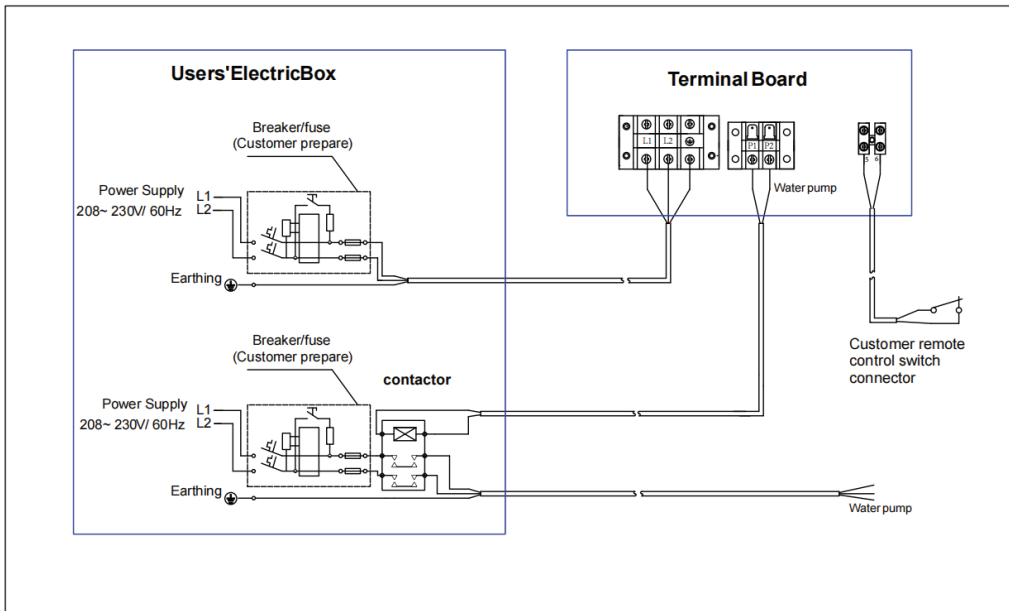


## 2. Wiring

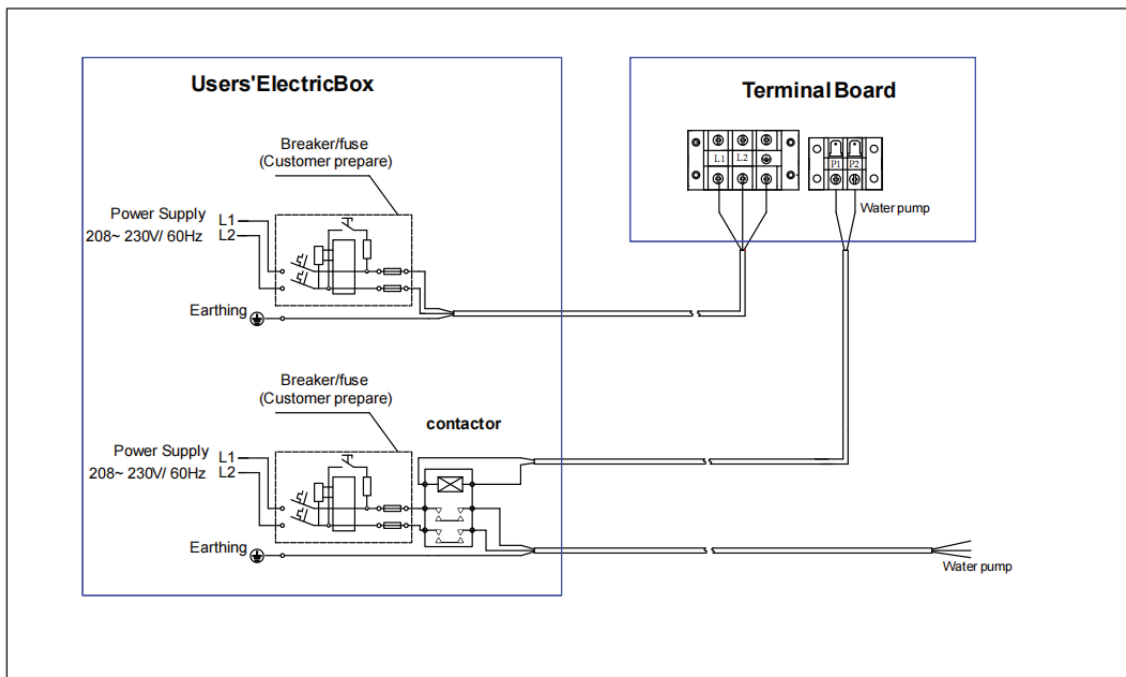
- Connect to appropriate power supply, the voltage should comply with the rated voltage of the products.
- Earth the machine well.
- Wiring must be handled by a professional technician according to the circuit diagram.
- Set leakage protector according to the local code for wiring (leakage operating current  $\leq 30\text{mA}$ ).
- The layout of power cable and signal cable should be made properly without affecting each other.
- The appliance shall be installed in accordance with national wiring regulations.

## 3. Electric wiring diagram

### For power supply: 230V 60Hz (passive, with 5,6 terminals)



### For power supply: 230V 60Hz (passive, without 5,6 terminals)



- Must be hard wired, plug is not allowed.
- The swimming pool heat pump must be earthed well.
- The power cord and signal wire must be installed with conduit.
- WARNING: Before obtaining access to terminals, all supply circuits must be disconnected.

#### 4. Reference for protecting devices and cable specification

MODEL		ISAC900	ISAC1100
Breaker	Rated Current A	TBC	32
	Rated Residual Action Current mA	TBC	30
Fuse	(A)	TBC	32
Power Cord	(AWG)	TBC	3×9
Signal cable	(AWG)	TBC	3×20

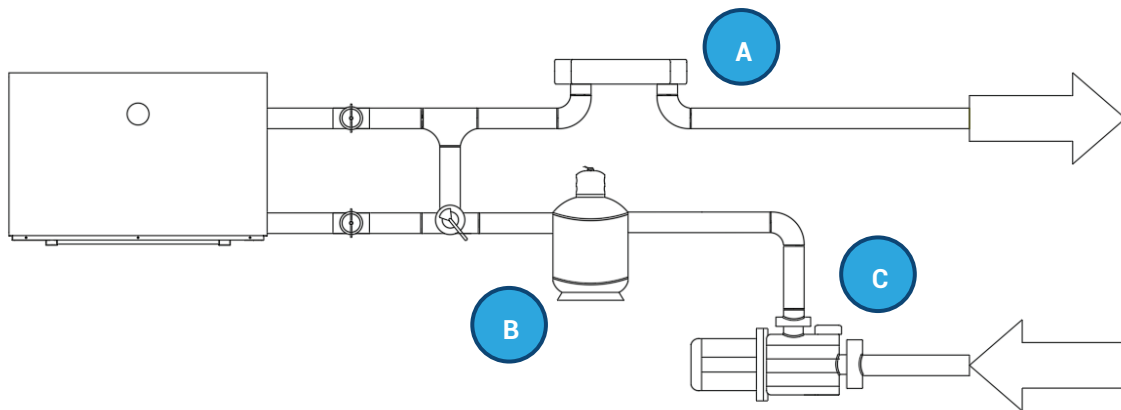
Above data is subject to modification without notice.

Note: The above data is adapted to power cord  $\leq 10\text{m}$ . If power cord is  $> 10\text{m}$ , wire diameter must be increased. The signal cable can be extended to 50m maximally

#### Installation options:

##### a. Flow switch activated heating

The heat pump is activated by the flow of water initiated from the filtration/circulation pump, if the heater gets to temperature within the timers the unit will first start to use the inverter technology to slow the machine down to maintain the temperature and eventually to a stop.



A: Chlorinator  
B: Filter  
C: Pool pump

1. Chlorinator controller initiates the filtration pump.
2. Heat pump's flow switch senses the water flowing through the heat pump.
3. Heat pump starts and will run until temperature is reached or filtration pump switches off.
4. No additional internal wiring to the heat pump is required in this set up.
5. No additional settings needed to be changed.
6. If circulation pump is not running and no flow is detected unit will display E3 – this is normal and an indication the unit is sitting idle waiting for the filtration pump to start again.
7. If the pool temperature is not reached within the filtration times you may need to extend the timers to match the heating requirement.

#### Automation systems and additional controls

The unit comes prewired with a bridge cable connected. To add an external control to activate the heat pump, remove the bridge and add in a volt free terminal connection. Please check with the automation system provider that the connection is volt free and the best way to install with their set-up.

Please see control socket connection diagram for further information around connecting to the socket.) If the external controller is not initiating the heat pump to operate the display will show the word "OFF"

# OPERATION GUIDANCE

## 5.1 Key Function



Symbol	Heating & cooling models
	1. Power On/Off 2. Wi-Fi setting
	3. Lock/Unlock Screen 4. Heating mode (64°F -104°F) 5. Cooling mode (54°F -86°F) 6. Auto mode (54°F -104°F)
	7. Boost 8. Silence
	9. Temperature Setting

**Attention:** i. The controller has power-down memory function.  
ii. The buttons will turn dark when it's locked.

## 5.2 Operation Instruction

### a. Screen Lock

- 1) Press "" for 3 seconds to lock or unlock the screen
- 2) Automatic Lock Period: 30 seconds if no operation

### b. Power On

Press "" for 3 seconds to unlock screen.  
Press "" to power on machine.

### c. Temperature Setting

Press "" and "" to display and set temperature.

### d. Mode Selection

- 1) Heating/Cooling/Auto

Press "" to switch among heating "", cooling "" and auto mode "".

Heating mode "": Water temperature setting range(18-40°C)

Cooling mode "": Water temperature setting range(12~30°C)

Auto mode "": Water temperature setting range(12~40°C)

\* When water inlet temperature is higher than setting point, automatic cooling mode starts

- 2) Silence/Boost mode selection

Press "" to switch between boost mode "", silence mode "".



Please choose boost mode "" for initial heating

\* When water inlet temperature is lower than setting point, automatic heating mode starts.

### 5.3 Defrosting

1. **Automatic active defrosting:** When the machine is operating in low temperatures it is very common for ice to build up on the external coil. The heat pump has a built in defrost protection program which will activate when it senses ice starting to form.

When machine is defrosting, ☀ starts flashing; after defrosting ☀ is on continuously

2. **Forced defrosting:** : If the heat pump requires manually defrosting for testing or a sensor is faulty please follow these instructions, the machine must be in heating mode and the compressor is working continuously for more than ten minutes, Whilst the unit is running, press  and  on the controller simultaneously and hold for 5 seconds. When the ☀ symbol is flashing, defrost has started, and will continue until the external coil temperature reaches a certain temperature adequate for continued operation. If the ☀ symbol stops flashing forced defrost has stopped.

**Note 1:** the interval between forced defrosting should be more than 30 minutes apart.

- e. **Note 2:** Defrost mode usually last for around 15 minutes, during this period, the heat pump fan will stop running, and relatively louder noise will be heard. The heat pump will reverse the refrigeration cycle in an attempt to melt any frost that have formed on the internal components, therefore its totally normal to witness higher condensation rate around the unit (Frost melting) and white smoke coming out of the unit (Water Vapor).

### 5.4 WiFi Operation

For video tutorials and further help please visit [www.Madimack.com.au](http://www.Madimack.com.au) FAQ for all you need to do and full walkthrough. It is crucial that the WiFi is over the machine and is of a high power, the WiFi is a cloud based solution and needs the WiFi to be active on the machine for it to receive a signal.

- a. Make sure to switch off your data package on your phone prior pairing the heater, Mobile data can interrupt the connection process in some cases therefore failing to connect the unit.
- b. Your phone should be displaying full Wi-Fi strength with -50 DB > to ensure that you have enough signal strength for the heater to connect
- c. To reset the Wi-Fi settings on the heater, do the following:
  - I. Unlock the controller by holding the lock button on the far left for 3 seconds, the buttons will illuminate indicating that the controller is unlocked.
  - II. Hold The power button (for about 10 seconds) till you see the Wi-Fi signal on the controller flashing slowly
  - III. Slow Wi-Fi signal blinking means that the settings have been reset, follow the same instructions below to pair the heater with your mobile device

# WI-FI OPERATION (OPTIONAL)

## 1 InverGo Download



Android

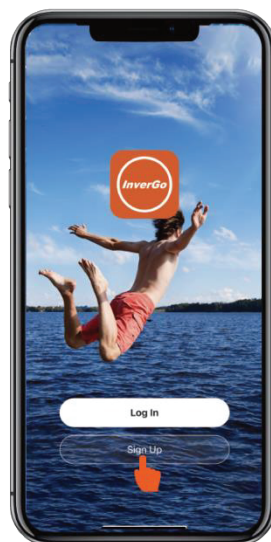


iOS

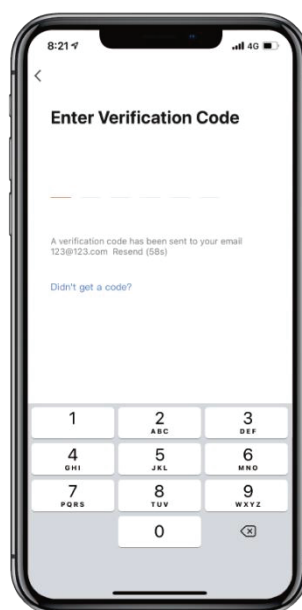
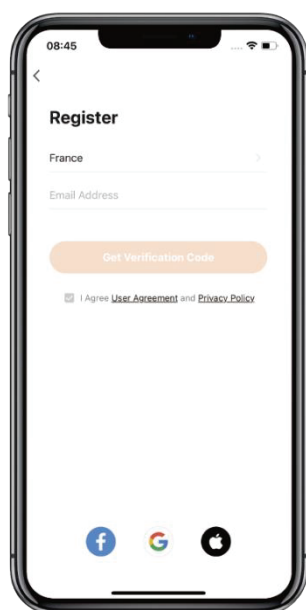


## 2 Account Registration

Register by e-mail or third-party application.

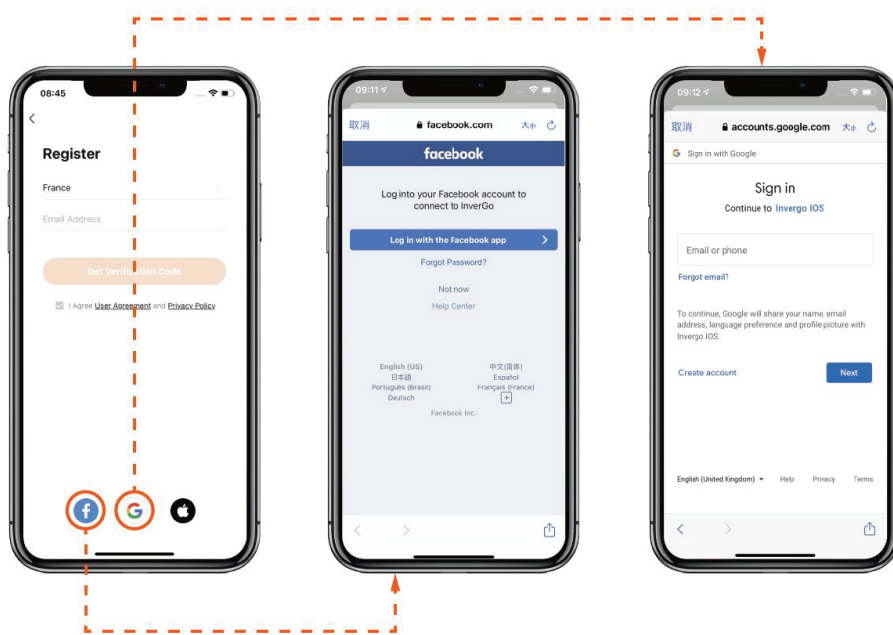


### a. E-mail registration.



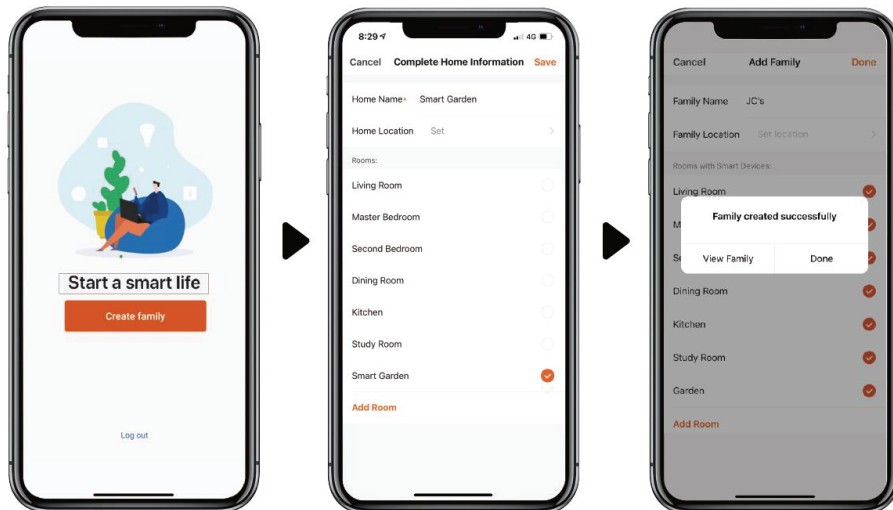


## b. Register through third-party application



## ③ Create Family

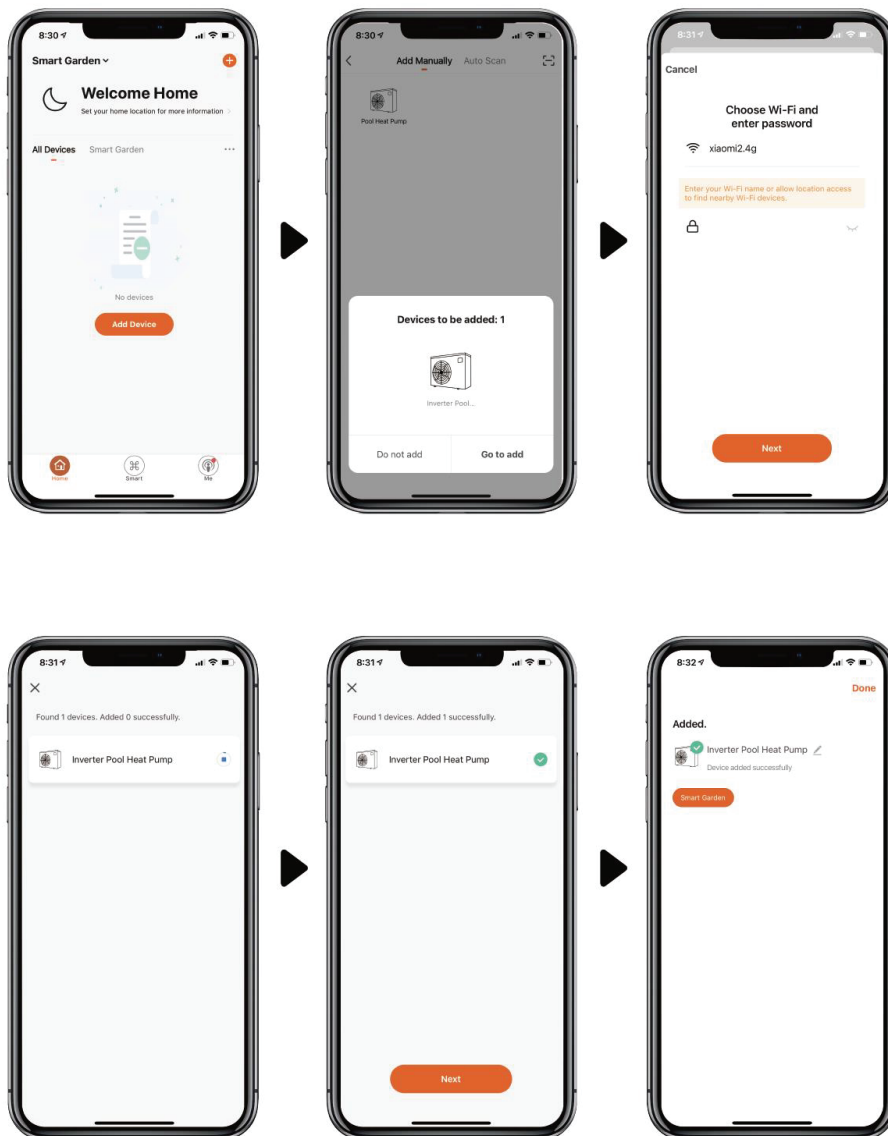
Please set family name and choose location of device.



## 4 APP Pairing

### a. With Bluetooth

1. Please confirm that you're connected to Wi-Fi and your Bluetooth is on.
2. Click "Add Device", and then follow the instructions to pair device.



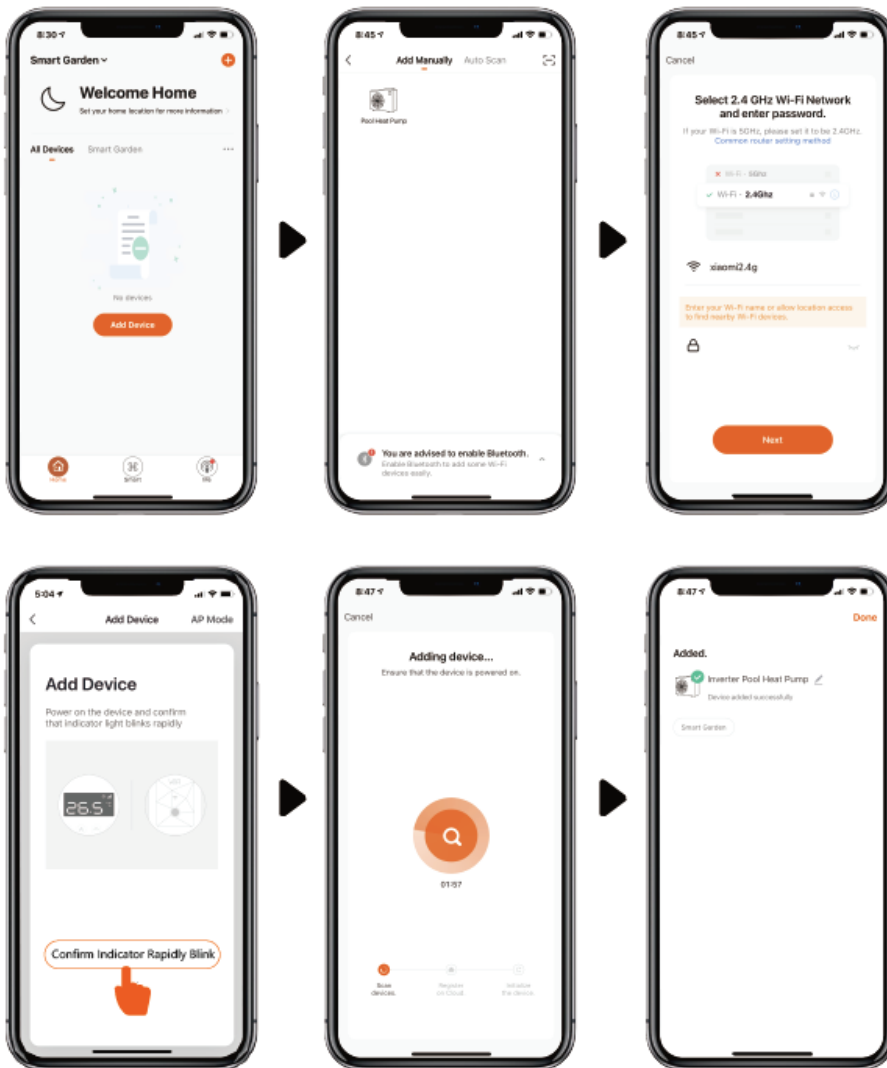
## b. With Wi-Fi

1. Please make sure you are connected to Wi-Fi.

2. Press "⏻" for 3 seconds to unlock the screen. Press "🔌" for 3 seconds and release. After hearing "Beep", enter Wi-Fi password in app. During connection, "📶" will flash. Once the app connects to Wi-Fi successfully, "📶" will display.



3. Click "Add Device", and then follow the instructions to pair device.

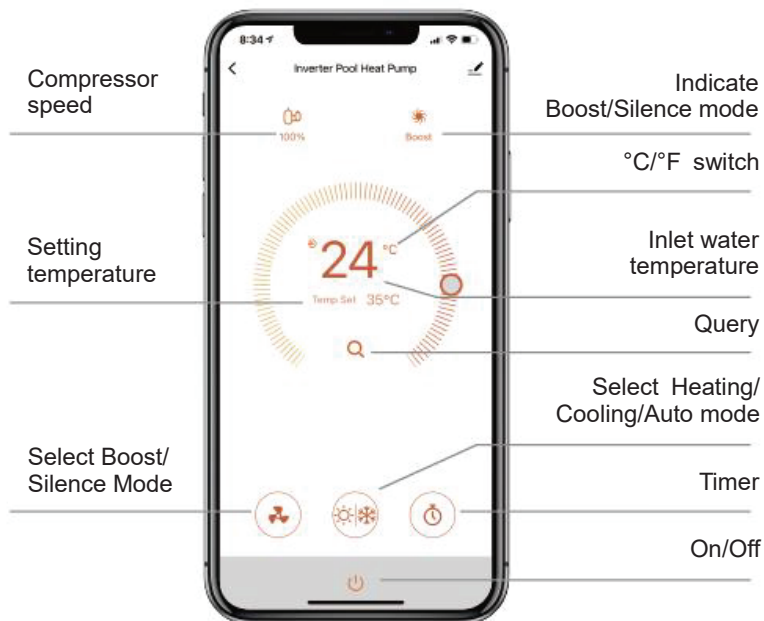


## 5 Operation

1. For heat pump with Heating function only:

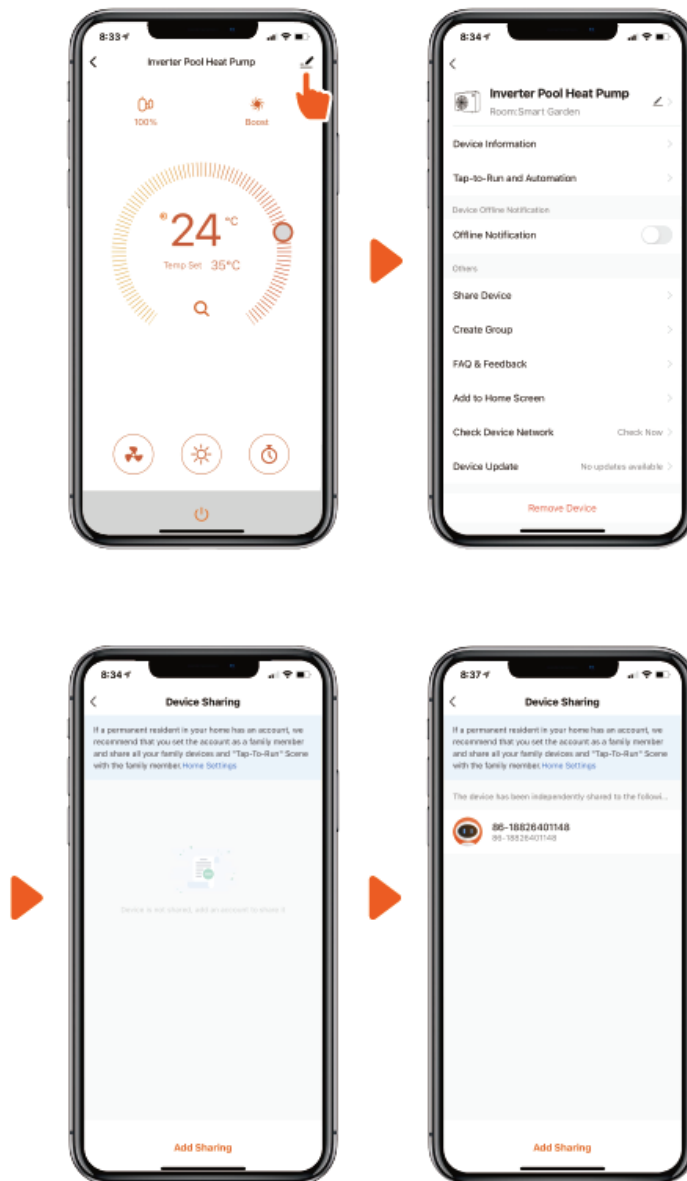


2. For heat pump with Heating & Cooling function:



## 6 Share Devices to Your Family Members

After pairing, if your family members also want to control the device, please let your family members register “InverGo” first, and then the administrator can operate as below:



Notice:

1. Weather forecast is just for reference.
2. App is subject to updates without notice.

**1. Inspect heat pump before use**

- a. The ventilating device and outlets are operating adequately and are not obstructed.
- b. It's prohibited to install refrigeration pipe or components in corrosive environment.
- c. Inspect the electric wiring on basis of the electric wiring diagram and earthing connection.
- d. Double confirm the main machine power switch should be off.
- e. Inspect the air inlet and outlet.





**2. Leakage detection notice and method**

- a. Leakage checking is prohibited in closed area.
- b. The ignition source is prohibited during the leakage inspection. A halide torch (or any other detector using a naked flame) shall not be used.
- c. Leakage detection fluids can be applied with most refrigerants but the use of detergents containing chlorine shall be avoided as the chlorine may react with the refrigerant and corrode the copper pipe.
- d. Vacuumize completely before welding. Welding can only be carried out by professional personnel in service center.
- e. Please stop using while gas leakage occur, and contact professional personnel in service center.

**3. Trial**

- a. The user must "Start the Pump before the Machine, and Turn off the Machine before the Pump", or the machine will be damaged.
- b. Before start the heat pump, please check for any leakage of water; and set suitable temperature in the thermostat, and then switch on power supply.
- c. In order to protect the swimming pool heat pump, the machine is equipped with a time lag starting function, the fan will run 1 minute earlier than the compressor when starting the machine, and it will stop running 1 minute later than the compressor when power off the machine.
- d. After the swimming pool heat pump start up, please kindly checking for any abnormal noise from the machine.


**4. Round Controller Running Status Checking**

- 1) Press "" for 5 seconds, it will enter running status checking.
- 2) During this time, the display will show the status symbol "C0" and its corresponding value.
- 3) Change status through "" and "", the corresponding value also changes.
- 4) Press "" to quit "Running Status Checking" mode

- 5) Running status checking table:


Symbol	Content	Unit
C0	Inlet water temp	°F
C1	Outlet water temp	°F
C2	Ambient temp	°F
C3	Exhaust gas temp	°F
C4	Evaporator coil pipe temp	°F
C5	Return gas temp	°F
C6	Cooling coil pipe temp	°F
C9	Cooling plate temp	°F
C10	EEV opening angle	P
C11	DC fan speed	r/min

## 5. Temperature display conversion (Celsius/Fahrenheit)

When the screen is on Press “

**Attention:**The controller has power-down memory function.

## 6. Round Controller Running Parameter Checking

- 1) Press “

## 7. Parameters Table

NO.	Content	Adjust range	Step length	Default
P0	Water pump running way	0 : Continuation 1 : Water temp control 2 : time/water temp control	1	2
P1	Time setting (only available when the water pump running way is set to “2”	10 ~ 120min	5 min	60 min
P2	Compressor continuously running time in defrosting mode	30 ~ 90min	1min	30min
P3	Defrosting start temp	1.4 °F ~ 32°F	1 °F	19.4 °F
P4	Defrosting running time	1 ~ 12min	1min	12 min
P5	Defrosting quit temp	46.4°F ~ 86°F	1 °F	55.4°F
P6	Single pump option	On/off 50 ~ 100	1	off
P10	Compressor speed control	0 : Auto, 1 : Manual	1	0
P12	Electronic expansion valve overheat level (heating)	-10 ~ 20	1	3
P13	Electronic expansion valve overheat level (cooling )	-10 ~ 20	1	5
P14	Electronic expansion valve manual/auto	0 : Auto, 1 : Manual	1	0
P15	Electronic expansion valve opening setting (heating)	50 ~ 240	2P	175 (H5)
P16	Electronic expansion valve opening setting (cooling)	50 ~ 240	2P	175 (H5)
P20	Power off memory function	0 – NO, 1 – YES	1	1

## Flow Rates

OPTIMUM FLOW RATE DIFFERENTIAL FROM INLET TO OUTLET IS BETWEEN 2-3 DEGREES

Each Pool Heat Pump has a minimum flow rate requirement please check the specification table to ensure the circulation pump in use is adequately sized.

## Calibrating the flow rate

By using the running status function on the touch controller, it is easy to calibrate the check valves installed for optimum flow rates through the heat pump.

Madimack Heat Pumps have a built-in flow switch which will deactivate the heating function if not enough water flow is detected. The Heat Pump has a large range operation up to a seven-degree differential. If the temperature differential is above 7 degrees, the built-in flow switch or E6 Error will be displayed indicating not enough flow detected.

## Recommended procedure

1. Open all isolating valves
2. Fully close the by-pass and switch the unit on to max temp.
3. Wait 3-4 minutes until heat pump is at 100% Capacity
4. Check inlet and outlet temperature through on-screen controller (Check "Running status check" in the previous section to obtain C0 and C1 values)
5. Open the by-pass valve to increase temperature differential (The difference between C0 and C1 values)
6. Close the by-pass valve to decrease temperature differential (The difference between C0 and C1 values)
7. Once optimum temperature difference (2-3 C) achieved lock position of by-pass if possible.

---

## Checklist:

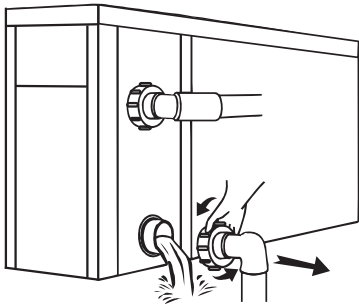
- Unit has been installed level
- Minimum ventilation requirements are correct to standards show in appendix K
- Condensation drain pipe has been connected and drains away from unit
- Rubber feet have been placed underneath unit
- Warranty registration details have been filled out in section L
- Temperature differential has been calibrated between 2-3





### **“CUT OFF” power supply of the heat pump before cleaning, examination and repairing**

1. In winter season when you don't swim:
  - a. Cut off power supply to prevent any machine damage.
  - b. Drain water clear of the machine.



#### **!!Important:**

Unscrew the water nozzle of inlet pipe to let the water flow out. When the water in machine freezes in winter season, the titanium heat exchanger may be damaged.

- c. Cover the machine body when not in use.
2. Please clean this machine with household detergents or clean water, NEVER use gasoline, thinners or any similar fuel.
3. Check bolts, cables and connections regularly.
4. If repair or scrap is required, please contact authorized service center nearby.
5. Do not attempt to work on the equipment by yourself. Improper operation may cause danger.
6. In case of risking, safety inspection must be carried before the maintenance or repairing for heat pumps with R410A gas.

# TROUBLESHOOTING for common faults

## 1. Repairing Guidance



**WARNING:**

- a. If repair or scrap is required, please contact authorized service center nearby.
- b. Requirements for Service Personnel
- c. Any person who is involved with working on or breaking into a refrigerant circuit should hold a current valid certificate from an industry-accredited assessment authority, which authorizes their competence to handle refrigerants safely in accordance with an industry recognized assessment specification.
- d. Do not attempt to work on the equipment by yourself. Improper operation may cause danger.
- e. Strictly comply with the manufacturer's requirements when charging R410A gas and equipment maintenance. This chapter focuses on special maintenance requirements for swimming pool heat pump with R410A gas. Please refer to the technical service manual for detailed maintenance operation.
- f. Vacuumize completely before welding. Welding can only be carried out by professional personnel in service center.

## 2. Failure solution and code

Failure	Reason	Solution
<b>Heat pump doesn't run</b>	No power	Wait until the power recovers
	Power switch is off	Switch on the power
	Fuse burned	Check and change the fuse
	The breaker is off	Check and turn on the breaker
<b>Fan running but with insufficient heating</b>	evaporator blocked	Remove the obstacles
	Air outlet blocked	Remove the obstacles
	3 minutes start delay	Wait patiently
<b>Display normal, but no heating</b>	Set temp. too low	Set proper heating temp.
	3 minutes start delay	Wait patiently
If above solutions don't work, please contact your installer with detailed information and your model number. Don't try to repair it yourself.		

Note: If the following conditions happen, please stop the machine immediately, and cut off the power supply immediately, then contact your dealer:

1. Inaccurate switch action
2. The fuse is frequently broken or leakage circuit breaker jumped.

## Protection & Failure code

NO.	Display	Protection code description
1	E3	No water protection
2	E5	Power supply excesses operation range (not failure)
3	E6	Excessive temp difference between inlet and outlet water (Insufficient water flow protection)
4	Eb	Ambient temperature too high or too low protection (not failure)
5	Ed	Anti-freezing reminder (not failure)
NO.	Display	Failure code description
1	E1	High pressure protection
2	E2	Low pressure protection
3	E4	3 phase sequence protection (three phase only)
4	E7	Water outlet temp too high or too low protection
5	E8	High exhaust temp protection
6	EA	Heat exchanger overheat protection/Evaporator overheat protection (only at cooling mode)
7	P0	Controller communication failure
8	P1	Water inlet temp sensor failure
9	P2	Water outlet temp sensor failure
10	P3	Gas exhaust temp sensor failure
11	P4	Evaporator coil pipe temp sensor failure
12	P5	Gas return temp sensor failure
13	P6	Cooling coil pipe temp sensor failure
14	P7	Ambient temp sensor failure
15	P8	Cooling plate temp. sensor failure
16	P9	Current sensor failure
17	PA	Restart memory failure
18	F1	Compressor driver module failure
19	F2	PFC module failure
20	F3	Compressor start failure
21	F4	Compressor running failure
22	F5	Inverter board over current protection
23	F6	Inverter board overheat protection
24	F7	Current protection
25	F8	Cooling plate overheat protection
26	F9	Fan motor failure
27	Fb	Power filter plate No-power protection
28	FA	PFC module over current protection

# **HEAT PUMP WARRANTY AGREEMENT**

## **Madimack Pty Ltd Warranty Terms**

This document sets forth the comprehensive terms and conditions governing the warranty provided by Madimack ("Madimack") for specified equipment, as indicated on the accompanying card. These warranty terms are supplementary to the statutory rights conferred upon the owner.

### **Coverage Duration and Inclusions:**

Madimack warrants the listed equipment against defects in design, materials, and workmanship for distinct periods:

**One Year Labor Coverage:** The warranty extends to cover labor costs associated with rectifying defects for a period of one year from the date of purchase by the original owner.

**Three Years Parts (Supply Only) Coverage:** Parts deemed faulty within three years from the date of purchase are covered under this warranty. This coverage strictly pertains to the supply of parts and excludes associated labor costs.

**Five years compressor (Supply Only) coverage:** Compressor deemed faulty within five years from the date of purchase is covered under this warranty. This coverage strictly pertains to the supply of parts and excludes associated labor costs.

**Twenty-Five Years Titanium Heat Exchanger Coverage:** The titanium section of the heat exchanger is specifically warranted for a period of twenty-five years against defects.

### **Warranty Services and Exclusions:**

Madimack, at its discretion, shall rectify defects covered under this warranty by either repair or replacement of the faulty equipment or parts. Such repairs or replacements will be conducted during regular business hours by Madimack or an authorized repair agent, free of charge for parts or direct repair labor.

### **Exclusions from Warranty Coverage:**

It is imperative to note that this warranty does not extend to cover the following circumstances

**Electrical and External Factors:** Damage arising from faulty external electrical wiring, incorrect power supply, voltage fluctuations, or electromagnetic interference not originating within the equipment.

**Installation and Accessories:** Issues resulting from incorrect or poor installation, or the utilization of non-Madimack accessories, components, or equipment.

**Natural or External Forces:** Damage caused by storms, fires, floods, vandalism, misuse, negligence, Acts of God, earthquakes, war, vermin, foreign matter ingress (e.g., dirt, moisture), or any external agency.

**Atmospheric Conditions:** Deterioration of external surfaces or refrigeration coils due to normal weathering or corrosive atmospheric conditions.

Access and Transportation: Any costs related to gaining access to equipment in challenging or hazardous locations, as well as freight charges or travel costs for repairs outside Madimack's standard service area.

Mobile Applications and Reinstallation: Equipment installed in transportable or mobile applications (e.g., caravan or boat), reinstallation in such applications, or relocation to a different location.

Consumable Items: Any consumable items (e.g., batteries, filters, belts) unless demonstrably defective at the time of purchase.

Non-Human Climate Control: Damage or performance issues resulting from operation in environments where the primary function of the equipment is not the climatic comfort of humans.

Operational Conditions: Damage, problems, or performance issues resulting from operations outside the specified operating conditions outlined in Madimack's technical or sales literature.

### **Owner's Responsibilities:**

Owners are required to diligently maintain and operate the equipment in accordance with the provided operating instructions. Regular cleaning of air filters and replacement when necessary, ensuring clear air inlets and outlets, maintaining a clean condensate drain, replacing exhausted batteries, and applying additional corrosion protection in corrosive environments are the owner's responsibilities.

### **Owner's Statutory Rights:**

Owners retain their non-excludable statutory rights, as prescribed by law, in instances where this warranty does not apply.

### **Claim Procedures:**

Owners seeking warranty service must adhere to the following procedure:

Contact Madimack's service department through the designated online portal.

A service agent will attempt to resolve the issue remotely or get in touch for further assistance.

If remote resolution is not possible, the owner will be provided with details of a local service agent.

Owners are responsible for coordinating service appointments and payments directly with the authorized service agents.

Reimbursement for covered works completed by approved Madimack Service Agents can be claimed by providing specific documentation, including invoices and reports, for validation. Upon validation, reimbursements will be processed within 28 business days.

This warranty documentation delineates in detail the coverage, exclusions, and procedures governing the warranty obligations of Madimack. For comprehensive and detailed information, refer to the original warranty documentation provided.

## Product Purchase Warranty Registration



Please complete all the details below from the installer and store this card along with the purchase docket in a safe place.

Please take 2 or 3 photos of the installation and with this information upload them online at <https://www.madimack.com.au/warranty-registration> or use the barcode scanner to go direct to the page.

Supplied by	
Date of Purchase	
Installed by	
Installer No (if applicable)	
Date of Install	
Owners full name	
Address of Premises	
Telephone number	

Make	
Model	
Serial	
Commissioning	
By pass valve fitted?	
Temperature difference	
Notes	

AQ01CPN-R410A-EN-V24  
The company reserves all rights for final explanation.