



iQconnect

Heat pump systems with iQconnect products



Operating instructions

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1 Safety

1.1 Intended use

In the event of inappropriate or improper use, damage to the products and other property may arise.

These instructions apply to all heat pump systems with iQconnect products.

The heat pump system is intended as a heat generator for sealed heating installations and for domestic hot water generation.

Intended use also includes the following:

- Using the heat pump system while observing the operating instructions included for the heat pump system and any other installation components
- Observing all inspection and maintenance intervals listed in the instructions

The following is classed as improper use:

- Any direct use in industrial or commercial processes
- Any use other than those described in these instructions and any use that goes beyond what is described here

Improper use of any kind is prohibited.

1.2 Target group of the instructions

These operating instructions are intended for the end user.

The heat pump system can be used by children aged from eight years old and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the heat pump system in a safe way and understand the hazards involved. Children must not play with the heat pump system. Cleaning and user maintenance work must not be carried out by children unless they are supervised.

1.3 General safety information

1.3.1 Heat pump system

Improper operation

Improper operation may present a danger to you and others, and cause material damage.

- ▶ Read these instructions and all other applicable documents carefully.
- ▶ Have the heat pump system explained to you by the competent person.
- ▶ Only carry out the activities for which instructions are provided in these operating instructions.

Tampering

Unauthorised access to the heat pump system or system components may result in damage to the heat pump system.

- ▶ Ensure that the heat pump system is protected against unauthorised access.

Maintenance and repair

All activities that require a product to be opened must only be carried out by qualified persons. These activities are described in the installation instructions.

- ▶ Never attempt to carry out maintenance work or repairs on your heat pump system or the system components yourself.

Changes to the product

- ▶ Never remove, bridge or block the safety devices.
- ▶ Do not tamper with any of the safety devices.
- ▶ Do not damage or remove any tamper-proof seals on components.
- ▶ Do not make any changes:
 - to the products
 - to the supply lines
 - to the drain pipework
 - to the expansion relief valve for the heat source circuit
 - to constructional conditions that may affect the operational reliability of the heat pump system

1.3.2 R290 refrigerant

The outdoor unit of the air-to-water heat pump and the ground-source heat pump contain the odourless refrigerant R290.

In the event of a leak, escaping refrigerant may mix with air to form a flammable atmo-





sphere. In conjunction with a source of ignition, there is a risk of fire and explosion.

In the event of a leak, escaping refrigerant may collect on the floor and a suffocating or toxic atmosphere may form. There is a risk of suffocation and poisoning.

Protective zone

A protective zone is defined around the outdoor unit.

You can find detailed information about the protective zone in the section "Protective zone" in the installation instructions.

Recycling and disposal

- ▶ Have the heat pump system decommissioned by a qualified person.
- ▶ Have the refrigerant recycled or disposed of by a competent person certified for refrigerants.

1.3.3 Hot surfaces

Due to the surface colour, the surface of the outdoor unit may heat up in direct sunlight and cause burns if touched.

- ▶ Only touch the surface if you can ensure that the surface is not hot. If necessary, wait until the outdoor unit is no longer exposed to direct sunlight and the surface has cooled down.

1.3.4 Frost

To prevent material damage:

- ▶ Ensure that the heating installation remains in operation during frost.
- ▶ If you cannot ensure the operation, have a competent person drain the heating installation.

1.3.5 Software update

Heat pump system

Software updates are used to keep the heat pump system fault-free and stable or to add new functions.

Failure to install software updates may lead to impairment of the heat pump system.

- ▶ Ensure that the product is permanently connected to the Internet so that the product software is always up to date.

Wi-Fi/LAN router

Software updates are used to eliminate errors and close security gaps. This improves the performance, stability and safety of the router.

- ▶ Ensure that the router is using the latest software.
- ▶ Observe the manufacturer's information regarding settings and software updates.



2 Notes on the documentation

- Observe all of the operating and installation instructions included with the system components.
- Store these instructions and all other applicable documents for further use.
- Note that the functions of the app are not explained in these instructions. There may be a difference in the selection of functions between the central control unit and the app.

These instructions apply for the following products only:

Product	Article number
VWZ AI /8 230V iQ	8000025668
VWL .. /8.1 A .. Q	8000010889 8000010896
VR 77	8000029543

These instructions apply only to:

- New Zealand

3 Product description

3.1 CE marking



The CE marking shows that the products comply with the basic requirements of the applicable EU laws as stated on the Declaration of Conformity.

3.2 Operating concept

The central control unit controls all functions of the product and the heat pump system.

The unit supports the control of one direct heating circuit and up to four mixed heating circuits.

It is operated via a touch display, hereinafter referred to as the “display”.

- Tap the appropriate buttons for settings and queries.
- Navigate with your finger, as you would on a mobile device, to select the relevant menu items.

The display has a timeout function.

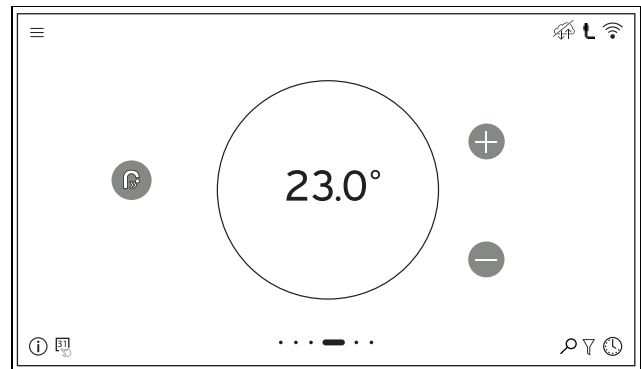
After a prolonged period of inactivity, a countdown starts in the background.

Once the countdown has elapsed, the display lighting is switched off. The display remains ready for operation.

When you touch the display, it switches on and the status display appears.

3.3 Display, control elements and symbols

3.3.1 Display



3.3.2 Control elements

	Call up the menu
	Back
	– Confirming a selection/change – Saving set values – Status message: OK
	Increase the value
	Decrease the value
	Activating/deactivating domestic hot water boost

3.3.3 Symbols

	Wi-Fi connection	1 to 3 bars: Quality of the signal strength Crossed out: No Wi-Fi connection
	LAN connection	Crossed out: No LAN connection
	Network connection	No Wi-Fi/LAN network available
	Status message	Installation fault Heat pump fault
	Information	This is where you can find information about the current display view, set values or functions.
	Date	Energy period selection
	Options	Operating mode: Comfort
	Options	Operating mode: Time-controlled
	Options	Operating mode: Off
	Filter	Energy consumption selection

3.4 Display views

3.4.1 Status display

During operation, the status display is the first visible display view and shows the current system pressure and system status.

If there is a fault in the product or heat pump system, a red pop-up window appears in the status display with a brief description of the fault.

Call up the fault messages under **Menu | Information | Faults**.

3.4.2 Basic displays

- ▶ Tap on the display with the status display and activate the basic displays.
- ▶ If you swipe left or right, you can choose between the following basic displays:

Installation

The most important installation data and the installation status are displayed here.

Electrical energy consumption

The consumption values are displayed here in kWh.

- ▶ For , select the system component for which you want to display the electrical energy consumption.
- ▶ Select the desired time period for .

Zone 1–n

The current desired temperature for the selected zone is displayed here.

One zone = one heating circuit. The number and distribution of zones depends on the product and the heat pump system.

The desired temperature is the target room temperature to which you want to heat or cool the zones.

Domestic hot water

The target temperature and the current water temperature in the domestic hot water cylinder are displayed here.

3.5 End user and installer level

Both the end user level and the installer level can be accessed directly via the display.

If you switch from the status display to a basic display, you will automatically be taken to the end user level.

- ▶ Open the menu via .

The installer level must only be used by suitably qualified persons.

You can find detailed information about the installer level in the installation instructions for the product with the display.

4 Operation

4.1 Prerequisites for heating mode

The average outdoor temperature must be lower than the outdoor temperature limit value for heating mode.

The competent person sets the value in the installer level.

The **Comfort** or **Time-controlled** operating mode is selected for the corresponding zone.

Domestic hot water mode is not active.

4.2 Prerequisites for the cooling mode

The heat pump is equipped with the cooling mode function.

The competent person has set up the heat pump via the required functions for cooling mode.

If the **Automatic mode switch-over** function is activated, the average outdoor temperature must be higher than the outdoor temperature limit value for cooling mode. The competent person sets the value in the installer level. Otherwise, **Cooling** mode is manually selected.

If the competent person has set the **External cooling demand** function, a corresponding signal must be active.

The **Comfort** and **Time-controlled** operating modes are selected for the corresponding zone.

Domestic hot water mode is not active.

4.3 Emergency mode in the event of heat pump failure

If the heat pump fails, the system switches to limp home mode and the back-up heater takes over the heating and domestic hot water mode.

The competent person sets the temperatures for heating and domestic hot water mode in limp home mode in the installer level.

If the status display shows the message **Use back-up heater?**, you have the following options.

Yes: The back-up heater takes over the heat generation for heating mode and domestic hot water generation.

No: No heat is generated for heating and domestic hot water generation.

4.4 Select the operating mode

In the basic display for the selected zone or for domestic hot water, the following operating modes are available under **Options**:

Comfort: Heating mode and cooling mode/domestic hot water generation runs permanently at the set temperature.

Time-controlled: Heating and cooling mode/domestic hot water generation takes place according to the weekly planner

Off: Heating and cooling mode/domestic hot water generation is deactivated.

4.5 Changing the desired temperature

1. Select the basic display for the desired zone on the display.
2. Use  and  to change the desired temperature.

After three hours, the changed desired temperature is overwritten with the originally set value.

If you change the desired temperature during an active time period, the  symbol appears to the left of the current temperature display.

When you tap on , you have the following selection options:

Timeline: Duration of the desired temperature change.

Weekly planner or temperature: Permanent change to the desired temperature.

Stop: The temperature change is cancelled and the original settings apply.

4.6 Changing the domestic hot water temperature

1. Select the basic display for domestic hot water on the display.
2. Use  and  to permanently change the target temperature.

Domestic hot water boost

- ▶ Tap on  and activate the domestic hot water boost.

The water in the domestic hot water cylinder is heated to the displayed target temperature for 90 minutes.

The operating mode that is currently selected (**Comfort** or **Time-controlled**) is paused for the duration of the domestic hot water boost.

After the domestic hot water boost has finished, the domestic hot water generation continues to run in its original operating mode.

4.7 Changing the weekly planner (time period)

The weekly planner uses time periods to control when the zones are heated or cooled, when the domestic hot water is heated and when the circulation is in operation.

Outside of the set time periods, the zones are not cooled, but they can be heated to the set-back temperature, the domestic hot water is not heated and the circulation is not operating.

The activated time control on the display is indicated by the symbol .

4.7.1 Calling up the weekly planner

You have two options for calling up the desired **Weekly planner**:

- Via **Menu** | **Control system** | **Weekly planner**.
- Directly in the display view for the selected zone or, for domestic hot water, via **Options** | **Time-controlled** | **Options**.

4.7.2 Changing the time period

The actions described below always apply to the selected day.

A maximum of 12 time periods/day are permitted.

- ▶ Assign a temperature to each time period.

The time periods must not overlap.

4.7.2.1 Changing the duration of the time period

- ▶ Select the time under “Start” or “End” and follow the instructions on the display.

4.7.2.2 Delete time period

- ▶ Delete the time period via **Delete** | Activate checkbox.

4.7.2.3 Add time periods

1. Select **Add** and follow the instructions on the display.
2. Repeat the steps until all time periods have been added for the day.

4.7.2.4 Copying time periods

1. Select the day for which you want to copy the time period.
2. Select **Copy** and follow the instructions on the display.

4.8 Optimising the domestic hot water generation settings

Under **Functions for optimisation** | **Domestic hot water presetting**, you can adjust how the product behaves in domestic hot water mode.

With the default setting **Comfort**, domestic hot water is generated within the time period (**Mode: Time-controlled**) or permanently (**Mode: Manual**) at the set **domestic hot water temperature**. This setting is recommended if a specific domestic hot water temperature needs to be permanently maintained in the cylinder tank (e.g. use in apartment buildings).

If you select the default setting **Eco**, the temperature in the domestic hot water cylinder is reduced occasionally in order to save energy. Initially, for example at the start of a time period, the domestic hot water cylinder is heated to the set **domestic hot water temperature**. As this continues, domestic hot water is generated for a certain time at a reduced domestic hot water temperature after a significant draw-off (e.g. showering). You can set the value to **Reduced DHW temperature: °C**. If no domestic hot water is used for a prolonged period (more than 12 hours), the domestic hot water cylinder may cool down even more than usual.

Tip: Activate the **Hot water boost** function under **MENU** | **CONTROL** in order to heat the cylinder to the set **domestic hot water temperature** at any time.

Follow the instructions on the display.

4.9 Changing the operating status

- ▶ Change the heat pump system's operating status under **Menu** | **Control system** | **Installation standby** / **Restart**.

Activate standby mode

The heat pump is switched off. The frost protection function remains activated.

The display lighting is switched off. The display remains ready for operation.

When touched, the display switches on and the standby mode message appears.

- ▶ Follow the instructions on the display to exit standby mode.

Carry out a restart

The product and heat pump system shut down completely and restart after a few minutes.

All settings remain unchanged.

4.10 Call up the information

4.10.1 Fault messages

All fault or error messages are listed in chronological order under **Menu | Information | Faults**.

Current faults are also indicated by a red dot in the display view and in the menu.

4.10.2 About this installation

You can find information about the product with the display, other connected iQconnect products and licences under **Menu | Information | About this installation**.

4.11 Change settings

4.11.1 Changing settings for software updates

If there is an existing Internet connection, the product's and heat pump system's software is automatically checked and updated.

The availability of a software update is displayed in the status display.

Current software updates faults are also indicated by a green dot in the display view and in the menu.

- ▶ Regularly check the status display for messages.
 - ▶ Observe the information on over-the-air updates (→ Section 9.1)
 - ▶ Change the settings for the software updates under **Menu | Settings | Software update**.
1. Select how software updates are carried out under **Software update settings**.
 2. Follow the instructions on the display.

4.11.2 Changing the network settings

- ▶ Change the current network settings under **Menu | Settings | Network settings**.

In addition, information on the current connection status and on EEBUS units is displayed.

Selecting the Internet connection

Internet settings displays all available networks with their current connection status.

- ▶ Select a Wi-Fi connection and enter the required information.
- ▶ If you select the wired connection, connect the network cable to the product's LAN connection (→ Installation instructions).

Adding a new network

- ▶ Add a new network via **Add network manually**.
- ▶ Enter the required data.

4.11.3 Managing room thermostats and repeaters

You can find an overview of the connected units under **Room thermostats and repeaters | AVAILABLE UNITS**.

You can find information on how to manage or remove room thermostats and repeaters under **Room thermostats and repeaters | Manage your units**.

4.11.4 Changing settings for display, date and time

- ▶ Change the settings for the display brightness, display lock, date or time under **Menu | Settings | Display, date and time settings**.
- ▶ Follow the instructions on the display.

The display lock is activated once the timeout has expired.

If the display lock is activated, a slider for deactivating the display lock appears in the status display

The display lock is permanently deactivated via **Menu | Settings | Display lock**.

4.11.5 Change the display language

- ▶ Change the current display language under **Language**.

5 Energy-saving tips

5.1 General energy-saving tips

You can save energy by behaving correctly.

- ▶ Ventilate properly and regularly. Turn down the thermostatic valves or the room control during ventilation.
- ▶ To ensure that heated air can circulate properly in the room, do not shut off radiators.
- ▶ Purge radiators regularly.
- ▶ Check that windows and doors are airtight and keep shutters and blinds closed at night, so that as little heat as possible is lost.
- ▶ If you install a room temperature sensor in the room, follow the instructions for correct positioning in the installation instructions.
- ▶ Be more mindful of your water consumption.
- ▶ Replace seals on dripping water taps immediately.

5.2 Potential savings through the correct use of the central control unit

Have your competent person set the heating installation according to your needs.

- ▶ Set the desired temperature to suit your comfort level.
 - Each degree over and above 20 °C means an increase in energy consumption of around 6% per year.
- ▶ Set a heat curve of < 0.4 for underfloor heating systems. Radiators should be designed so that they can manage with a maximum flow temperature of 50 °C at the lowest outdoor temperature. This corresponds to a heat curve of < 0.7.
- ▶ Adjust the heating times in the weekly planner using the time periods. This should ensure that all rooms in your home are heated evenly and according to their use.
- ▶ If you are away for an extended period of time, change the set time periods, lower the desired temperature or switch off the heating.
- ▶ Avoid large temperature differences between individual rooms.
- ▶ Use thermostatic valves to control the temperature specifically in individual rooms. If the temperature is too high in all rooms, reduce the desired temperature

using the basic display for the corresponding zone or the myVAILLANT app.

- ▶ Set the target temperature in the domestic hot water cylinder so that it is sufficient for daily use.
 - Every additional degree leads to unnecessary energy consumption. Domestic hot water temperatures greater than 60 °C also lead to increased scale deposition.
- ▶ Use the **Circulation planner** to adjust the operating times of the circulation pump to the actual demand.
- ▶ Have a competent person set the temperature for limp home mode as low as possible.
 - The back-up heater is less efficient than the heat pump, meaning that using only the back-up heater to generate heat is not economical.

6 Care and maintenance

6.1 Maintaining a heat pump system

- ▶ Ensure that no branches, leaves, dirt or snow accumulate under or inside the outdoor unit.
- ▶ Clean the casing of the outdoor unit and indoor unit with a damp cloth and a little solvent-free soap.
- ▶ Do not use sprays, scouring agents, detergents, solvents or cleaning agents that contain chlorine.
- ▶ Clean the display with a damp cloth.

6.2 Maintaining the heat pump system

Regular inspection and maintenance by a competent person is required to ensure that the heat pump system is permanently ready and safe for operation, reliable, and has a long service life. The inspection may require maintenance to be carried out earlier, depending on the results.

Failure to carry out maintenance may lead to material damage to the heat pump system or system components.

Failure to carry out maintenance and repairs correctly may lead to material damage to the heat pump system or system components.

- ▶ Never carry out maintenance or repairs on the heat pump system or system components for which you are not sufficiently qualified.
- ▶ Observe the maintenance intervals specified in the installation instructions for all system components.
- ▶ Employ an authorised installation company to carry out these tasks.

7 Decommissioning

7.1 Temporarily decommissioning the heat pump system

- ▶ Switch off the disconnectors in the building that are connected to the heat pump system or activate standby mode (→ Section 4.9) .
- ▶ Protect the heating installation against frost.

7.2 Permanently decommissioning the heat pump system

- ▶ Have a competent person permanently decommission the heat pump system.

You can find information about the permanent decommissioning in the installation instructions for the respective system components.

8 Recycling and disposal

8.1 Recycling and disposal

Disposing of the packaging

- ▶ The competent person who installed your heat pump system is responsible for the disposal of the packaging.

Disposing of the product

The products of the heat pump system must only be disposed of by a competent person.



■ If the product is labelled with this mark:

- ▶ In this case, do not dispose of the product with the household waste.
- ▶ Instead, hand in the product to a collection centre for waste electrical or electronic equipment.

Deleting personal data

Personal data may be misused by unauthorised third parties.

- ▶ Before disposal, have the heat pump system reset to the factory settings by the competent person (→ Installation instructions).

9 Over-the-air update, data protection and licences

9.1 Over-the-air update

The heat pump system has an “over-the-air update” function.

If there is an existing Internet connection, the software is checked automatically and software updates are automatically downloaded and installed.

Software updates may also include new functions.

- ▶ Ensure that any software updates provided are installed immediately. Vaillant shall not be liable for any product defects or malfunctions resulting from a lack of software updates.
- ▶ If you have discovered a software error, send an e-mail to secure@vaillant.de.

9.2 Data protection and connecting the central control unit with the Internet as well as smart home solutions from third-party providers

You can find further information about the heat pump system and individual system components at www.myvaillant.com.

You can only use the product's scope of functions with the myVAILLANT app. To install the app, you must accept the T&Cs and data protection regulations.



When you connect the heat pump system to the Internet, the following data is automatically sent to Vaillant:

- Data on iQconnect products (serial number, unit type, unit ID, etc.)
- Data about the firmware (firmware version, updates, etc.)
- Data about the network (IP address, MAC address, etc.)

This data is used only for the provision of required firmware updates. You can find detailed information about the data processing in the data protection regulations:

- privacy.myvaillant.com

The heat pump system can be expanded by adding third-party smart home solutions. You can find a list of the partners at privacy.myvaillant.com.

- Scan the QR code in order to call up the website directly:



When using the heat pump system with smart home solutions from third-party providers, the third-party provider's T&Cs and data protection regulations also apply with regard to the collection and processing of their data. Vaillant has no influence on this data and accepts no responsibility for it.

Additional information about using the product with Apple devices:

The communication between the iPhone, iPad, Apple Watch, HomePod, HomePod mini or Mac and the HomeKit-compatible myVaillant connect is protected by HomeKit technology.

The use of the Works with Apple logo means that the product has been developed in such a way that it works with the technology named in the logo, and that the developer has certified that it complies with Apple's performance standards. Apple is not responsible for the operation of the product or whether it conforms with safety and regulatory standards.

Apple, Apple Home, Apple Watch, HomeKit, HomePod, HomePod mini, iPad, iPad Air, iPhone and tvOS are trademarks of Apple Inc., in the USA and other countries and regions.

9.3 Requesting licences

This product contains free and Open Source Software.

You can find this information under **Menu | Information | About this installation**.

You can request the source code at opensource@myvaillant.com for a processing fee.

This offer applies for three years from the date of purchase, or at least for the time in which we offer support for the heat pump system.

9.4 Free Open Source Software (FOSS)

This product contains open-source software licensed under the GPL (GNU General Public License), LGPL (GNU Lesser General License), etc.

Customers may copy, distribute and modify the source code of the software licensed under GPL and/or LGPL.

Notes on open source licensing and copyright information can be found under **Menu | Information | About this installation**.

Further information can also be found here:

<https://opensource.myvaillant.com>

10 Guarantee and customer service

You can find information about the guarantee and the contact details for our customer service below the address on the back page of this document.

Appendix

A Display menu

The functions, display and set values depend on the product and the heat pump system used.

Tap on  in one of the basic displays and open the menu.

A.1 End user level

Menu structure

End user level		
	Basic displays	– Electrical energy consumption – Installation – Zone 1–n – Domestic hot water
	Menu	
	Control system	
	Weekly planner	– Heating planner – Domestic hot water planner – Circulation planner
	Heating/cooling switch-over	– Automatic mode switch-over – Selecting a mode (If not automatic) – Current period (if automatic) Here, you can manually switch the heat pump system from heating mode to cooling mode, or let the heat pump system decide for itself.
	Functions for optimisation	– Domestic hot water presetting – Standby activation time
	Installation standby/restart	– Standby – Restart
	Information	
	Faults	All fault messages are listed here in chronological order. The faults displayed depend on the product and the heat pump system.
	About this installation	– This unit – Other units – Licences
	Settings	
	Installer level	For detailed information about  Installer level , see installation instructions.
	Software update	
	Software update settings	– Automatic update (recommended) – Set time for software updates
	Current software version	
	What's new?	The release notes are here
	Network settings	
	Internet settings	– Available networks – Add network manually
	This unit	– Marketing name – MAC address – Information on integrating an additional EEBUS device
	Room thermostats and repeaters	
	AVAILABLE UNITS	Information about all units that are integrated in the heat pump system.
	Manage your units	Information on how to manage or delete units connected to the heat pump system.
	Display, date and time settings	
	Display brightness	
	Display lock	

					Set the date and time	– Set current time – Set current date – Set time zone
					Set time zone	

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