ideal HEATING

Logic Air monobloc heat pump

USER GUIDE

idealheating.com

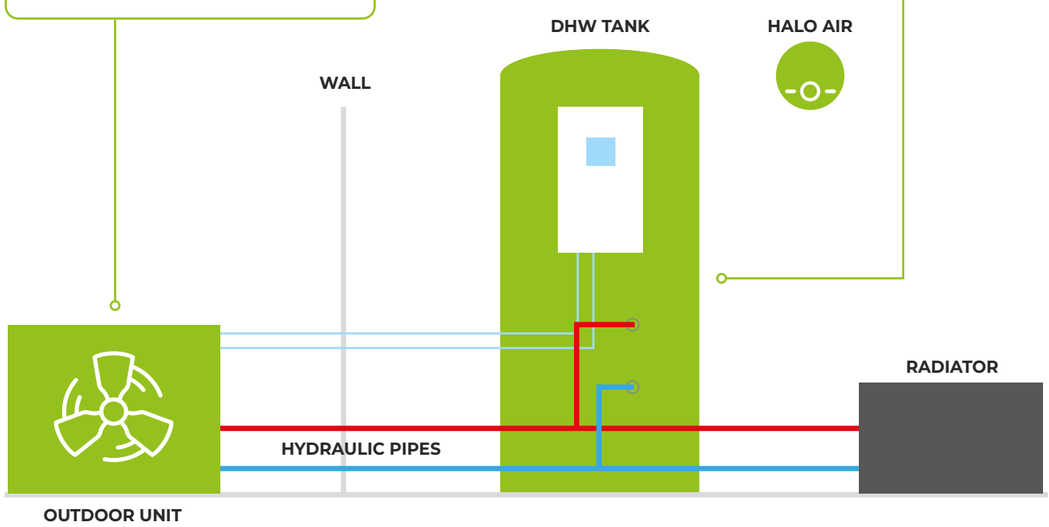
A tour of your new heating system

Your Logic Air heat pump package includes an outdoor heat pump unit, hot water cylinder and control box. Although Logic Air is compatible with standard thermostats, you may have also opted for our Halo Air thermostat.

QUIET MARK

Logic Air has been **awarded the quiet mark**, this ensures that neither you or your neighbours are disturbed by noise.

Once the water is heated by the heat pump systems it is stored in a tank ready for use.



Looking after your heat pump

A little care can go a long way in keeping your heat pump running optimally:

1

Check your heat pump

Look around the whole unit and make sure nothing is blocking the heat pump. Leaves or snow could jam the heat pump and affect its operation. To clean your unit, use a weak soap solution and be sure not to use high pressure water, as this could cause damage.

2

Do not stack things against or on top of the heat pump

This could restrict the air flow or damage the heat pump.

3

Keep the area around your heat pump free of clutter and mess

Heat pumps work by taking heat from fresh outdoor air. Keeping the area around your heat pump clear will ensure that it has access to all the fresh air it needs.

Scan me for supporting videos

A guide to using your **air source heat pump**

Weather compensation control

During the warmer months, the temperature will be lower in the radiators and/or underfloor heating. They will feel cooler to touch but they will keep your home warm and comfortable, whilst also making sure the heat pump is working as efficiently as possible.

When the weather is cooler, the temperature will increase meaning your radiators will get hotter as the temperature outside gets colder.

Annual Service

Annual servicing is required to maintain warranty, however, regular servicing will ensure your system keeps running effectively and efficiently and can solve any issues to prevent any further problems.

What is a defrost cycle

As the temperature outside drops, it's not uncommon for frost to build up on your heat pump. The frost will reduce the efficiency of your heat pump so it must be defrosted.

Your heat pump will detect frost build up on its own and will automatically go into a defrost cycle which should last a few minutes.

During a defrost you will see steam rising from your heat pump and more water than usual coming from the bottom.

Defrost Cycles

The defrost cycle takes place depending on several factors...

- **The humidity of the air**
- **The amount of energy being taken out**
- **The time the heat pump has been running**

When the outside air temperature is around 2.5°C, the de-icing cycle will happen more often, and will happen less when the air temperature is below 0°C, as there is less water in the air.

Understanding your energy usage

The way we use energy changes as we move into the colder or warmer seasons.

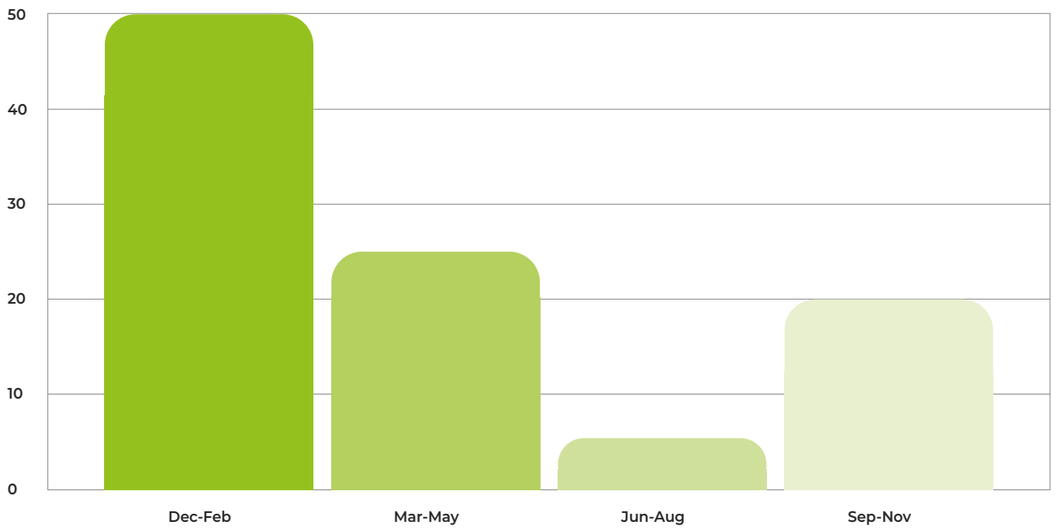
During the winter, your heat pump will be working hard to keep your home warm while also providing you with all the hot water you need.

As the summer months approach and the temperature outside increases, your heat pump will provide less heating but still give you the hot water you need during your daily routine.

!

Your heat pump system has been tailored to your property and the way you use energy will be different depending on your routine. This means that running costs can vary from home to home.

Percentage of energy used



Peace of mind

Setting your heating for comfort

Choosing the correct settings can ensure your heat pump system works as efficiently as possible while keeping you cozy and comfortable.

Your installer should set up your Halo Air control settings for optimal efficiency that works for you and the way you use your heating.

Altering these settings could affect the performance of your heat pump.

Time and temperature control

We recommend you do not turn off your heat pump heating system completely, as it will require more energy to heat your home back to a comfortable level if you allow it to cool down too much.

To prevent this, your Halo Air has 'Comfort' and 'Set-back' temperatures. Your Comfort temperature is the temperature you want your room to stay comfortable. 'Set-back' is the temperature which your house will maintain during the day when you aren't there which stops your house getting cold. We usually recommend a temperature difference of 3 or 4 between Comfort and Set-back.

You can tailor these to your routine using the scheduling settings in your Halo Air.

To ensure you are getting the most efficient performance from your heat pump, to keep your home warm and comfortable, we recommend that you select a Comfort and Set-back temperature.

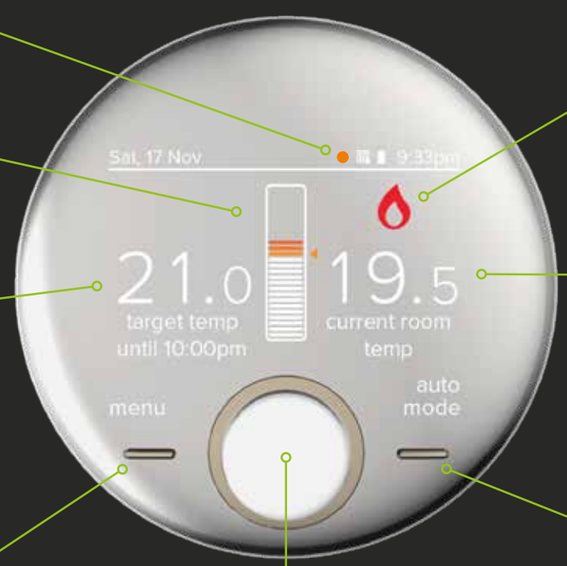
For example, if you set at 21°C, you can select your set-back temperature to be your comfort temperature, take away 3 or 4°C, so the temperature will be set at 18 or 17°C.

Halo Air thermostat controls

Halo Air display

If you have a Halo Air thermostat, this will help you to control both your heating temperature and the times that your heating and hot water is on.

This icon indicates that Optimised start active. This ensures the home reaches temperature by the scheduled time.



Orange dot shows if the hot water is on

The temperature scale in the centre will be orange and red when the heating is on

Target temperature

Left hand button, use this to enter the menu

The flame symbol is present if the heating is on

Current temperature is the current temperature in your home

Right hand button, use this to switch between Auto, Manual or Off mode

Turn dial to adjust temperature or navigate menu. Press dial to alternate between heating and hot water

Controlling your heating

Your Halo will come with a pre-sets schedule of Comfort and Set-back temperatures.

Comfort 21°C
Set-back 18°C

Set-back means the heat pump runs at a lower temperature, allowing you to heat your home more efficiently, as this reduces how often your heating system operates.

Indicates your heating is on

Press and hold the dial to extend the current heating setting

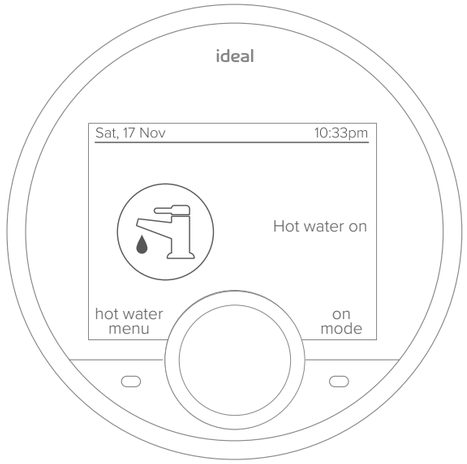
Controlling your hot water

Your Logic Air heat pump system has a hot water cylinder, this is to provide hot water for your home.

Your hot water cylinder will be sized to your property and storing hot water between 50-55°C will ensure you have all the hot water you need. This will be set by your installer so there is no need to worry about this.

Your Logic Air system is pre-programmed to provide constant domestic hot water.

Should you wish to schedule your hot water this can be done through the Halo Air thermostat, however, please be aware that scheduling the hot water can affect comfort and efficiency.



Customer based fault finding

Fault codes

Most fault codes can be repaired with a power cycle, to do this turn off the rotary isolator near the outdoor unit.

Leave the power off for 1 minute, turn the power back on and leave the heat pump to boot up for a few minutes. The heat pump should now work, if the fault code persists, contact your installer or the Ideal Heating support team.

Error 370

Error 370 indicates a fault with the outdoor heat pump unit, but this can also be due to poor flow rate through the pipework.

If your Halo shows 370 error, go to the main control box on the cylinder and there will be bell at the top of the screen this indicates there is a fault.

Turn the wheel so the bar graph is highlighted, this will show you the Info screen and the full fault code e.g **370 F27 low flow fault.**

If this is showing **F27** no flow, check the pressure in the system is at 1-1.5 bar, refilling with the filling loop if under 1 bar.

If the fault code is still showing after topping up the pressure, please contact your **installer** as the system filter could be blocked or air in the primary pipework.

Anti Legionella Error

127 Legionella error means the anti - legionella cycle hasn't been achieved,

Near to the cylinder there should be a **switch/fused spur** on the wall that supplies the immersion heater relay within the control box with power.

Please check the immersion supply spur hasn't been turned off, as it should be left on at all times.

If the immersion is turned on but you continue to experience anti legionella faults, please contact your installer.

Error 60 or Error 65

Please check the batteries in the Halo Air, replace if necessary and leave the Halo Air to pair back to the heat pump automatically.

Customer Service:

01482 498660

Technical Help:

01482 498663

Ideal Heating, PO Box 103, National Avenue,
Kingston upon Hull, East Yorkshire, HU5 4JN

E: enquiries@idealheating.com

idealheating.com

benchmark COLLECTIVE MARK
THE MARK OF QUALITY FOR THE INSTALLATION, COMMISSIONING AND SERVICING OF DOMESTIC HEATING AND HOT WATER SYSTEMS

The information in this brochure was correct at the time of going to print. Ideal Heating reserve the right to make any modifications to product specifications or any other details, without prior notification. For further clarification, please enquire in writing to the head office address above.

Logic Air Guide Brochure **Rev C**