Technical information

OEnovia TD 200 / 250 / 200 H / 250 H*
TWH 200 E / 250 E / 200 EH / 250 EH PRO*

Heat pump water heater

Troubleshooting: H06.44 and E06.50

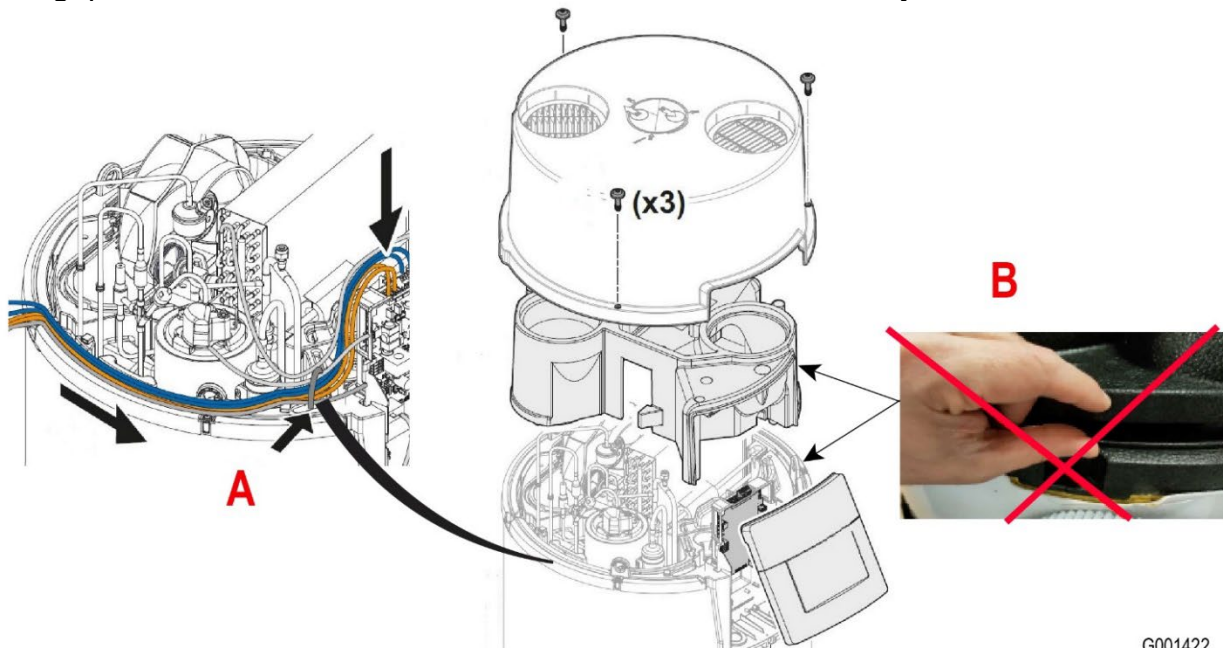| JS	N° **ITOE0261-en**	10/04/2024

Checks in case of recurring faults H06.44 and E06.50:

1. Check that the reassembly is correct

A : Cables in place and secured with cable ties
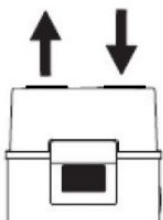**B** : No gap between heater and intermediate cover after reassembly

G001422

2. Check the air duct connections

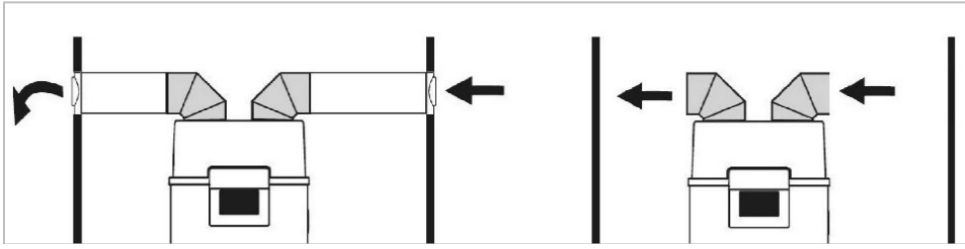### 2.1 Comply with authorised connections: non-ducted / ducted / single-ducted

- **Without ducts (and without accessory …) :**

Warning : Any addition of accessory(ies) to the air inlet/outlet (elbow, duct...) will be considered as a connection with duct.

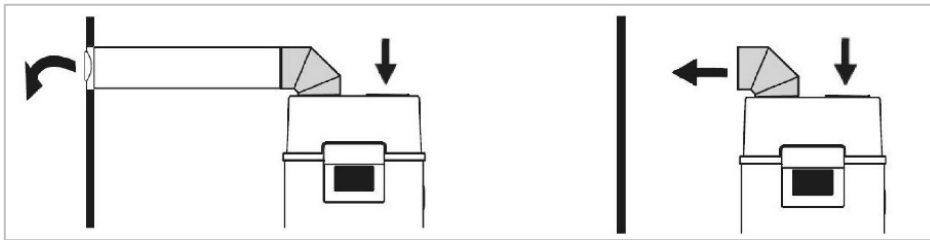*Models depending on the country

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- **Ducted connections:**
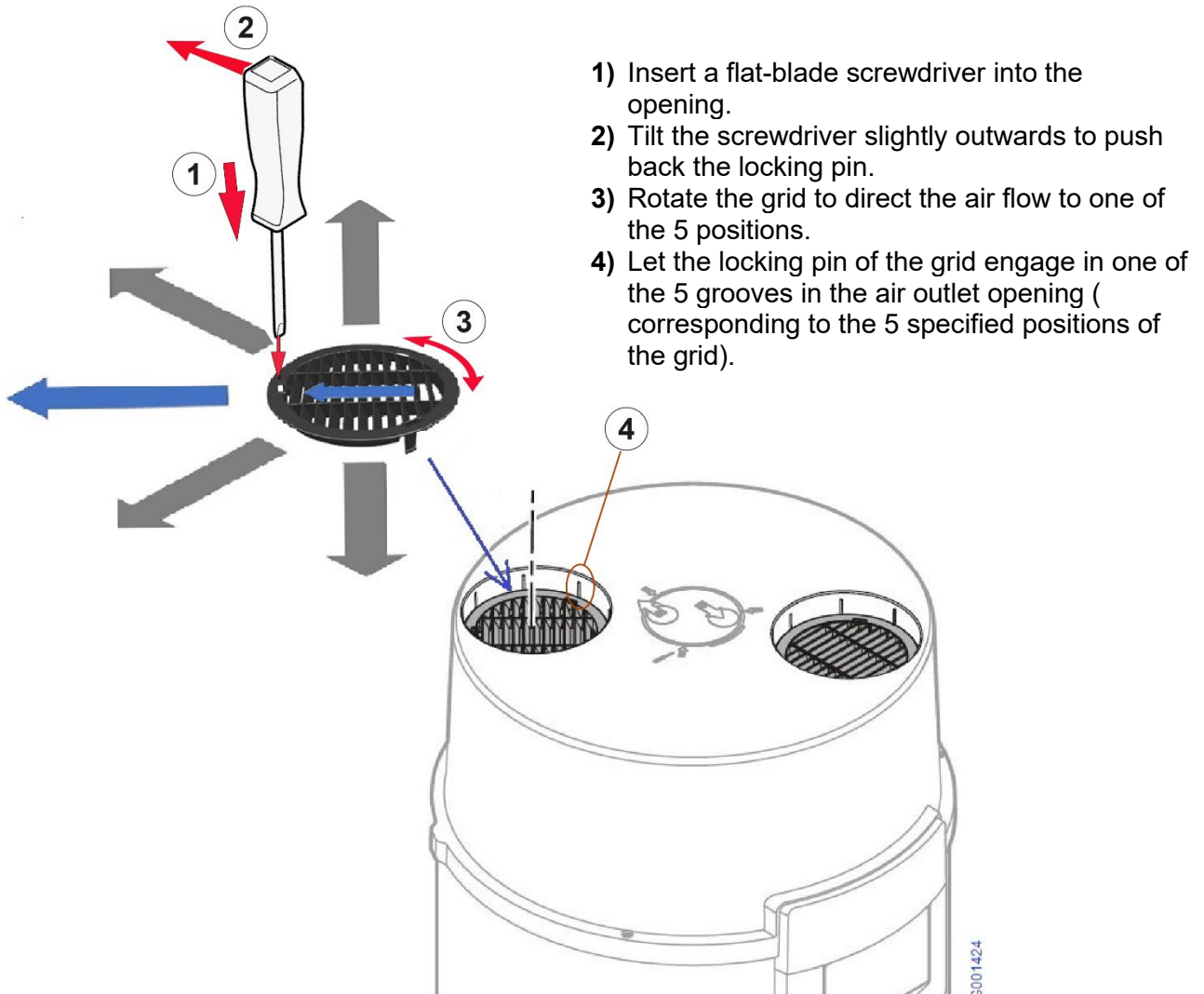

- **Single-duct connections:**

> **Warning:** the only permitted single duct connections are:
> - Air outlet **with** air duct (or elbow,...)
> - Air inlet **without** air duct (nor elbow)

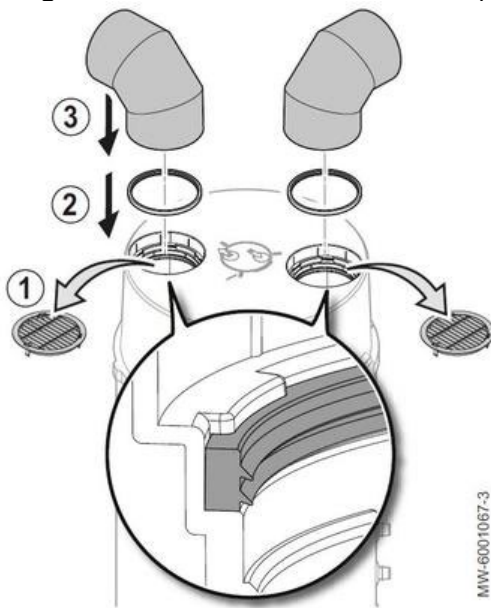## 2.2 For connections without ducts, nor accessories:

- Leave the air inlet grids and the directional air outlet grid in place..
- Align the air outlet grid (5 possible positions) so that there is no air recirculation between the air outlet and air inlet.

1) Insert a flat-blade screwdriver into the opening.
2) Tilt the screwdriver slightly outwards to push back the locking pin.
3) Rotate the grid to direct the air flow to one of the 5 positions.
4) Let the locking pin of the grid engage in one of the 5 grooves in the air outlet opening (corresponding to the 5 specified positions of the grid).
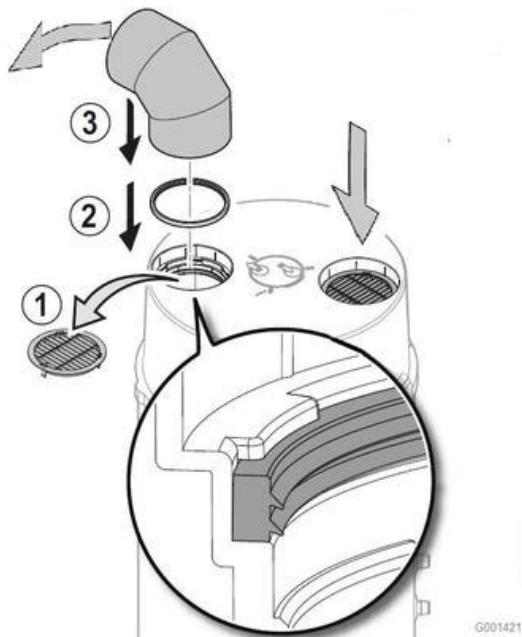
2.3 For connection with ducts or single duct:

- Soft ducts must be avoided
- Use rigid, smooth ducts (semi-rigid ducts are tolerated)
- Observe the maximum permissible lengths L1 (≤ 10 M) and L2 (≤ 10 M).
  The installation of accessory(ies) leads to an additional pressure loss: When calculating the duct length, take into account the equivalent lengths of the installed accessories (elbows, or other accessories...).
  → **See Manual** for the equivalent duct lengths.

- **Wall grid:** it is strongly recommended to use the **Oertli** very low pressure loss grids.

- **Conncetion with ducts:**

  - Remove the air inlet and air outlet grids (see illustration below).
  - For galvanised ducts: Insert **seals** (option HK437): Direct **lips downwards**.

- **Single-duct connection:**

  - Only remove the **grid on the air outlet** side **(1)**
  - For a galvanised duct: Insert a **seal** (option HK437): Direct **lips downwards**.
  - Leave the grid in place on the **air inlet** side: it prevents foreign objects from entering and directs the air flow.
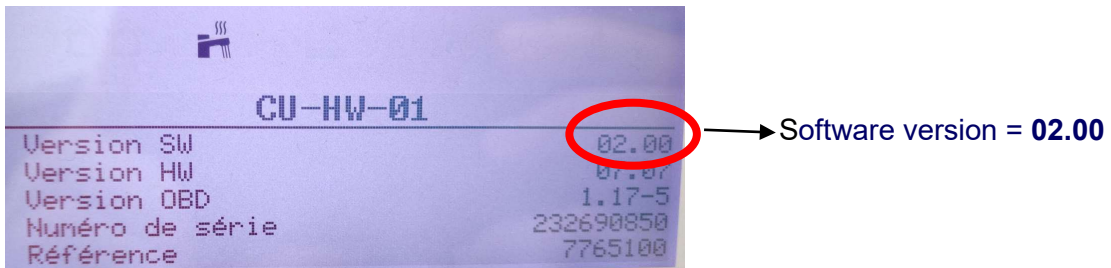
3. Check correct settings (CN1, HP028, HP081)

Parameter **CN1** is defined according to:

- - the software version of the **CU-HW-01** electronic board
- - the type of connection: ducted (and single-ducted) or non-ducted.
  (The **single-ducted** connection is considered as a ducted connection for parameter **CN1**).
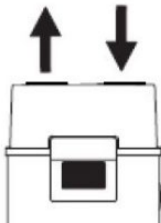
3.1 Check the Softwareversion of CU-HW-01 main PCB

a) Press the ☰ button

b) Select symbol 🛈 : **Version information**.

c) The software version is displayed:

→ Software version = **02.00**

3.2 Check / set the parameters according to the software version and the connection type:

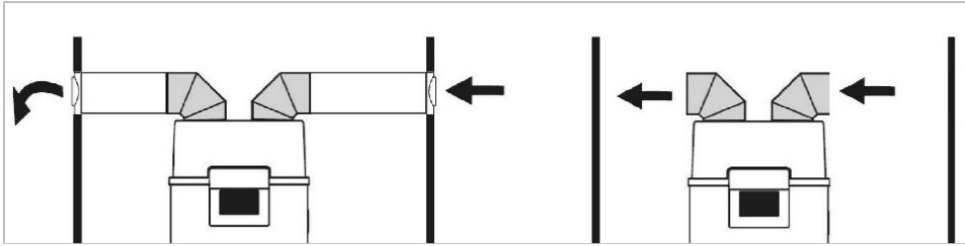- **Connection without ducts and accessories:**

Warning : Any addition of accessory(ies) to the air inlet/outlet (elbow, duct...) will be considered as a connection with duct.

Apliance type (Models depending on the country)	Air duct connection	CN1 Version CU-HW-01: **1.01** or **below**	CN1 Version CU-HW-01: **1.02** or **above**	HP028* (Via surch function 🔍)	HP081 (Via surch function 🔍)
-OEnovia TD 200 -TWH 200 E PRO (Electric backup)	**Without ducts**	1	1	Ambient air	-8
-OEnovia TD 250 -TWH 200 E PRO (Electric backup)	**Without ducts**	3	5	Ambient air	-8
-OEnovia TD 200 H -TWH 200 EH PRO (Hydraulic backup)	**Without ducts**	2	2	Ambient air	-8
-OEnovia TD 250 H -TWH 250 EH PRO (Hydraulic backup)	**Without ducts**	4	6	Ambient air	-8

***Parameter HP028** (Fan speed) for **CU-HW-01** versions **1.01** or below**: Setting **HP028**= Ambient air= **Speed 2.**

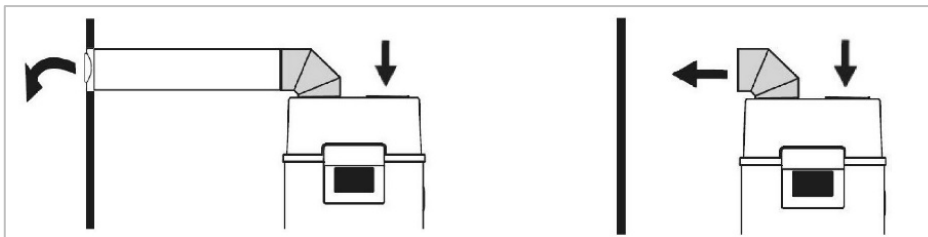- **Connection with ducts or single duct:**
  - **With ducts**

  - **With single-duct:**

  Warning: the only permitted single duct connection is:
  - Air outlet **with** air duct (or elbow,...)
  - Air inlet **without** air duct (nor elbow)

Apliance type (Models depending on the country)	Air duct connection	CN1 Version CU-HW-01: **1.01** or **below**	CN1 Version CU-HW-01: **1.02** or **above**	HP028* (Via surch function 🔍)	HP081 (Via surch function 🔍)
-OEnovia TD 200 **-TWH 200 E PRO** (Electric backup)	**With ducts or Single duct**	1	3	Air supply duct	-5
-OEnovia TD 250 **-TWH 200 E PRO** (Electric backup)	**With ducts or Single duct**	3	7	Air supply duct	-5
-OEnovia TD 200 H **-TWH 200 EH PRO** (Hydraulic backup)	**With ducts or Single duct**	2	4	Air supply duct	-5
-OEnovia TD 250 H **-TWH 250 EH PRO** (Hydraulic backup)	**With ducts or Single duct**	4	8	Air supply duct	-5

*Parameter HP028 (Fan speed) for **CU-HW-01** versions **1.01** or below**:** Setting **HP028**= Air supply duct= **Speed 1.**

ℹ️ *If the faults persists: Please contact us.*