POOLEX

SILVERLINE **TOP**

FULL INVERTER

- Manuel d’installation et d’utilisation
- Installation and user manual
- Manual de usuario y instalación
- Manuale d’installazione e d’uso
- Installations und Gebrauchsanleitung
- Installatie en gebruikershandleiding

WWW.POOLEX.FR

Cher client,

Nous vous remercions pour votre achat et pour la confiance que vous accordez à nos produits.

Nos produits sont le résultat d'années de recherche dans le domaine de la conception et de la production de pompe à chaleur pour piscine et spa. Notre ambition, vous fournir un produit de qualité aux performances hors normes.

Nous avons réalisé ce manuel avec le plus grand soin afin que vous puissiez tirer le meilleur de votre pompe à chaleur Poolex.

Dear customer,

Thank you for your purchase and your trust in our products.

Our products are the result of years of research in the design and manufacture of heat pumps for pools. Our goal is to deliver high-quality products with exceptional performance.

We took great care to put together this manual so you can get the most out of your Poolex heat pump.

Estimado(a) cliente,

Agradecemos que haya comprado este producto y que haya confiado en nuestra empresa.

Nuestros productos son el fruto de años de investigación en el sector del diseño y de la producción de bombas de calor para las piscinas. Nuestro objetivo es ofrecerle un producto de calidad con un rendimiento excepcional.

Hemos redactado este manual de tal forma que podrá aprovechar al máximo su Poolex bomba de calor.

Gentile cliente,

La ringraziamo per il Suo acquisto e per la sua fiducia nei nostri prodotti.

Essi sono il risultato di anni di ricerche nella progettazione e produzione di pompe di calore per piscine. Il nostro scopo è di fornir. Le un prodotto di qualità con prestazioni fuori dal comune.

Abbiamo preparato questo manuale con la massima cura affinché Lei possa sfruttare al meglio la Sua pompa di calore Poolex.

Sehr geehrter Kunde,

Vielen Dank für Ihren Kauf und das damit verbundene Vertrauen in unsere Produkte.

Unsere Produkte sind das Ergebnis einer jahrelangen Forschungsarbeit auf dem Gebiet der Konstruktion und Fertigung von Schwimmbecken-Wärmepumpen. Wir haben den Anspruch, Ihnen ein qualitativ hochwertiges Produkt mit hervorragenden Leistungseigenschaften zu liefern.

Die vorliegende Anleitung wurde mit größter Sorgfalt erstellt und soll Ihnen dabei helfen, die Vorzüge Ihrer Poolex-Wärmepumpe bestmöglich zu nutzen.

Geachte klant,

Bedankt voor uw aankoop en uw vertrouwen in onze producten.

Ons doel is om u een uitzonderlijk goed prester- end kwaliteitsproduct te leveren. Het is onze ambitie om u een kwaliteitsvol product met uitstekende prestaties te leveren.

We hebben deze handleiding met de grootste zorg samengesteld, zodat u het maximale uit uw Poolex-warmtepomp kunt halen.

WARNING

This heat pump contains a flammable refrigerant R32.

Any intervention on the refrigerant circuit is prohibited without a valid authorization.

Before working on the refrigerant circuit, the following precautions are necessary for safe work.

1. Work procedure

The work must be carried out according to a controlled procedure, in order to minimize the risk of presence of flammable gases or vapours during the execution of the works.

2. General work area

All persons in the area must be informed of the nature of the work in progress. Avoid working in a confined area. The area around the work area should be divided, secured and special attention should be paid to nearby sources of flame or heat.

3. Verification of the presence of refrigerant

The area should be checked with a suitable refrigerant detector before and during work to ensure that there is no potentially flammable gas. Make sure that the leak detection equipment used is suitable for flammable refrigerants, i.e. it does not produce sparks, is properly sealed or has internal safety.

4. Presence of fire extinguisher

If hot work is to be performed on the refrigeration equipment or any associated part, appropriate fire extinguishing equipment must be available. Install a dry powder or CO2 fire extinguisher near the work area.

5. No source of flame, heat or spark

It is totally forbidden to use a source of heat, flame or spark in the direct vicinity of one or more parts or pipes containing or having contained a flammable refrigerant. All sources of ignition, including smoking, must be sufficiently far from the place of installation, repair, removal and disposal, during which time a flammable refrigerant may be released into the surrounding area. Before starting work, the environment of the equipment should be checked to ensure that there is no risk of flammability. «No smoking» signs must be posted.

6. Ventilated area

Make sure the area is in the open air or is properly ventilated before working on the system or performing hot work. Some ventilation must be maintained during the duration of the work.

7. Controls of refrigeration equipment

When electrical components are replaced, they must be suitable for the intended purpose and the appropriate specifications. Only parts of the manufacturer can be used. If in doubt, consult the technical service of the manufacturer.

The following controls should be applied to installations using flammable refrigerants:

- *The size of the load is in accordance with the size of the room in which the rooms containing the refrigerant are installed;*
- *Ventilation and air vents work properly and are not obstructed;*
- *If an indirect refrigeration circuit is used, the secondary circuit must also be checked.*
- *The marking on the equipment remains visible and legible. Illegible marks and signs must be corrected;*
- *Refrigeration pipes or components are installed in a position where they are unlikely to be exposed to a substance that could corrode components containing refrigerant.*

8. Verification of electrical appliances

Repair and maintenance of electrical components must include initial safety checks and component inspection procedures. If there is a defect that could compromise safety, no power supply should be connected to the circuit until the problem is resolved.

Initial security checks must include:

- *That the capacitors are discharged: this must be done in a safe way to avoid the possibility of sparks;*
- *No electrical components or wiring are exposed during loading, recovery or purging of the refrigerant gas system;*
- *There is continuity of grounding.*

PLEASE READ CAREFULLY.

These installation instructions are an integral part of the product.
They must be given to the installer and retained by the user.
If the manual is lost, please consult the website:

www.poolex.fr

The instructions and recommendations contained in this manual should be read carefully and understood since they provide valuable information concerning the heat pump's safe handling and operation. **Keep this manual in an accessible place for easy future reference.**

Installation must be carried out by a qualified professional person in accordance with current regulations and the manufacturer's instructions. An installation error may cause physical injury to persons or animals as well as mechanical damage for which the manufacturer can under no circumstances be held responsible.

After unpacking the heat pump, please check the contents in order to report any damage.

Prior to connecting the heat pump, ensure that the information provided in this manual is compatible with the actual installation conditions and does not exceed the maximum limits authorized for this particular product.

In the event of a defect and/or malfunction of the heat pump, the electricity supply must be disconnected and no attempt made to repair the fault without our consent.
Repairs must be undertaken only by an authorized technical service organization using original replacement parts. Failure to comply with the above-mentioned clauses may have an adverse effect on the heat pump's safe operation.

To guarantee the heat pump's efficiency and satisfactory operation, it is important to ensure its regular maintenance in accordance with the instructions provided.

If the heat pump is sold or transferred, always make sure that all technical documentation is transmitted with the equipment to the new owner.

This heat pump is designed solely for heating a swimming pool. Any other use must be considered as being inappropriate, incorrect or even hazardous.

Any contractual or non-contractual liability of the manufacturer/distributor shall be deemed null and void for damage caused by installation or operational errors, or due to non-compliance with the instructions provided in this manual or with current installation norms applicable to the equipment covered by this document.

CONTENTS

1. GENERAL

1. 1. General Terms of Delivery

All equipment, even if shipped 'free of carriage and packing', is dispatched at the consignee's own risk

The person responsible for receiving the equipment must carry out a visual inspection to identify any damage to the heat pump during transport (refrigerant system, body panels, electrical control box, frame). He/she must note down on the carrier's delivery note any remarks concerning damage caused during transport and confirm them to the carrier by registered letter within 48 hours.

The equipment must always be stored and transported vertically on a pallet and in its original packaging. If it is stored or transported horizontally, wait at least 24 hours before switching it on.

EN

1. 2. Safety instructions

WARNING: Please read carefully the safety instructions before using the equipment.
The following instructions are essential for safety so please strictly comply with them.

During installation and servicing

Only a qualified person may undertake installation, start-up, servicing and repairs, in compliance with current standards.

Before operating or undertaking any work on the equipment (installation, commissioning, usage, servicing), the person responsible must be aware of all the instructions in the heat pump's installation manual as well as the technical specifications.

Under no circumstances install the equipment close to a source of heat, combustible materials or a building's air intake.

If installation is not in a location with restricted access, a heat pump protective grille must be fitted.

To avoid severe burns, do not walk on pipework during installation, repairs or maintenance.

To avoid severe burns, prior to any work on the refrigerant system, turn off the heat pump and wait several minutes before placing temperature and pressure sensors.

Check the refrigerant level when servicing the heat pump.

Check that the high and low pressure switches are correctly connected to the refrigerant system and that they turn off the electrical circuit if tripped during the equipment's annual leakage inspection.

Check that there is no trace of corrosion or oil stains around the refrigerant components.

During use

To avoid serious injuries, never touch the fan when it is operating.

Keep the heat pump out of the reach of children to avoid serious injuries caused by the heat exchanger's blades.

Never start the equipment if there is no water in the pool or if the circulating pump is stopped.

Check the water flow rate every month and clean the filter if necessary.

During cleaning

Switch off the equipment's electricity supply.

Close the water inlet and outlet valves.

Do not insert anything into the air or water intakes or outlets.

Do not rinse the equipment with HP water.

During repairs

Carry out work on the refrigerant system in accordance with current safety regulations.

Brazing should be performed by a qualified welder.

When replacing a defective refrigerant component, use only parts certified by our technical department.

In case of piping replacement, only copper tubing conforming to country standards may be used for troubleshooting.

When pressure-testing to detect leaks:

- To avoid the risks of fire or explosion, never use oxygen or dry air.
- Use dehydrated nitrogen or a mixture of nitrogen and refrigerant.
- The low and high side test pressure must not exceed 42 bar.

1. 3. Water treatment

Poolex heat pumps for swimming pools can be used with all types of water treatment systems.

Nevertheless, it is essential that the treatment system (chlorine, pH, bromine and/or salt chlorinator metering pumps) is installed after the heat pump in the hydraulic circuit.

To avoid any deterioration to the heat pump, the water's pH must be maintained between 6.9 and 8.0.

2. DESCRIPTION

2. 1. Package contents

- ✓ Heat pump
- ✓ 2 hydraulic inlet/outlet connectors (50mm diameter)
- ✓ Condensation draining kit
- ✓ A winter cover
- ✓ 4 anti-vibration pads (fastenings not supplied)
- ✓ This installation and user manual

2. 2. General features

A Poolex heat pump has the following features:

- ▶ High performance with up to 80% energy savings compared to a conventional heating system.
- ▶ Clean, efficient and environmentally friendly R32 refrigerant.
- ▶ Reliable high output leading brand compressor.
- ▶ Wide hydrophilic aluminium evaporator for use at low temperatures.
- ▶ User-friendly intuitive remote control.
- ▶ A metal frame, anti-UV treated and easy to maintain.
- ▶ CE certification.
- ▶ Designed to be silent.

2. 3. Technical specifications

Test conditions		Silverline 6	Silverline 9	Silverline 12
Air [1] 26°C Water [2] 26°C 80% humidity	Heating capacity (kW)	1.89~6.40	3.00~9.40	3.71~12.62
	Consumption (kW)	0.15~1.06	0.24~1.47	0.30~2.13
	COP (Coeff. of performance)	***6.04~12.60***	***6.39~12.50***	***5.92~12.37***
Air [1] 15°C Water [2] 26°C 70% humidity	Heating capacity (kW)	1.51~4.51	2.18~7.04	2.71~8.86
	Consumption (kW)	0.21~0.92	0.35~1.44	0.39~1.85
	COP (Coeff. of performance)	***4.90~7.19***	***4.89~6.23***	***4.79~6.95***
Air [1] 35°C Water [2] 28°C 40% humidity	Cooling capacity (kW)	2.62~3.43	3.00~3.96	2.84-5.50
	Consumption (kW)	0.46-0.80	0.56~0.91	0.72-1.69
	EER (Coeff. of performance)	***4.29~5.70***	***4.35~5.36***	***3.25-3.94***
	SCOP (EN 17 645)	***7,37 CLASS A***	***7,31 CLASS A***	***7,42 CLASS A***
Maximum power (kW)		1,5	2,25	2,8
Maximum current (A)		7,2	10	12
Electricity supply		Single-phase 220-240V ~ 50Hz		
Type of circuit breaker		Thermal-magnetic protection (curve D)		
Circuit-breaker response current (A)		12	16	20
Protection		IPX4		
Heating temperature range		15°C~40°C		
Cooling temperature range		10°C~30°C		
Operating temperature range		-15°C~45°C		
Unit dimensions L x W x H (mm)		528*513*776		
Net device weight (kg)		46	54	58
Gross device weight (kg)		57	65	69
Sound pressure level at 1 m (dBA) [3]		45.3	48	52.3
Sound pressure level at 10 m (dBA) [3]		35	36.2	38
Hydraulic connection (mm)		PVC 50mm		
Water flow rate (m^3/h)		1,9	3,1	4,0
Heat exchanger		PVC and Titanium Serpentine pipe		
Heat exchanger number and size		φ12.7*6.0m	φ12.7*9.0m	φ12.7*10.5m
Compressor		GMCC		
Compressor type		DC inverter rotary		
Evaporator		Hydrophilic aluminum blades and copper tubes		
Evaporator dimensions		Ø7 on 1 row	Ø9.52 on 1 row	Ø7 on 1.9 row
Refrigerant		R32		
Volume of refrigerant (g)		600	850	950
Load loss (mCE)		3,2	4,2	8,0
Maximum suction pressure (MPa)		1,6		
Maximum discharge pressure (MPa)		4,3		
Minimum operating pressure (MPa)		0,2		
Maximum operating pressure (MPa)		4,3		
Maximum permissible pressure (MPa)		0,7		
Remote control		Fixed touch control screen		
Wifi		2,4 GHz		
Display		LED		
Mode		Heating / Cooling / Automatic		

The technical specifications of our heat pumps are provided for information purposes only. We reserve the right to make changes without prior notice.

[1] Ambient air temperature
[2] Initial water temperature
[3] Noise at 1 m, at 4 m and at 10 m in accordance with Directives EN ISO 3741 and EN ISO 354

2. DESCRIPTION

Test conditions		Silverline 15	Silverline 15T	Silverline 20	Silverline 20T
Air [1] 26°C Water [2] 26°C 80% humidity	Heating capacity (kW)	5.33~16.12	5.21~16.29	5.99~19.85	5.93~19.93
	Consumption (kW)	0.44~2.58	0.42~2.58	0.48~3.35	0.48~3.31
	COP (Coeff. of performance)	***6.25~12.11***	***6.31~12.40***	***5.93~12.48***	***6.02~12.35***
Air [1] 15°C Water [2] 26°C 70% humidity	Heating capacity (kW)	3.90~12.29	3.98~12.32	4.46~14.76	4.54~14.93
	Consumption (kW)	0.55~2.53	0.55~2.46	0.63~3.13	0.63~3.13
	COP (Coeff. of performance)	***4.86~7.09***	***5.01~7.24***	***4.72~7.08***	***4.77~7.21***
Air [1] 35°C Water [2] 28°C 40% humidity	Cooling capacity (kW)	4.74~7.31	5.13~7.74	5.30~7.45	5.54~7.58
	Consumption (kW)	1.07~1.88	1.04~1.85	0.99~1.61	0.99~1.63
	EER (Coeff. of performance)	***3.89~4.43***	***4.18~4.93***	***4.63~5.35***	***4.65~5.60***
	SCOP (EN 17645)	***7,45 CLASS A***	***7,56 CLASS A***	***7,57 CLASS A***	***7,56 CLASS A***
Maximum power (kW)		3,5	3,5	3,92	4,46
Maximum current (A)		16	5,8	17,5	7,5
Electricity supply		Single-phase 220-240V ~ 50Hz	Three-phase 380-415V 3N~50Hz	Single-phase 220-240V ~ 50Hz	Three-phase 380-415V 3N~50Hz
Type of circuit breaker		Thermal-magnetic protection (curve D)			
Circuit-breaker response current (A)		25	12	25	12
Protection		IPX4			
Heating temperature range		15°C~40°C			
Cooling temperature range		10°C~30°C			
Operating temperature range		-15°C~45°C			
Unit dimensions L x W x H (mm)		682*697*776			
Net device weight (kg)		77	79	82	84
Gross device weight (kg)		93	95	98	100
Sound pressure level at 1 m (dBA) [3]		54,2	54.2	57.4	57.4
Sound pressure level at 10 m (dBA) [3]		42.3	42.3	43.3	43.3
Hydraulic connection (mm)		PVC 50mm			
Water flow rate (m³/h)		5,3	5,3	6,3	6,3
Heat exchanger		PVC and Titanium Serpentine pipe			
Heat exchanger number and size		φ12.7*14.0m	φ12.7*14.0m	φ12.7*16.0M	φ12.7*16.0m
Compressor		GMCC			
Compressor type		DC inverter rotary			
Evaporator		Hydrophilic aluminum blades and copper tubes			
Evaporator dimensions		Ø9.52 on 1.3 row		Ø9.52 on 1.7 row	
Refrigerant		R32			
Volume of refrigerant (g)		1100	1100	1450	1450
Load loss (mCE)		11,0		18,5	
Maximum suction pressure (MPa)		1,6			
Maximum discharge pressure (MPa)		4,3			
Minimum operating pressure (MPa)		0,2			
Maximum operating pressure (MPa)		4,3			
Maximum permissible pressure (MPa)		0,7			
Remote control		Fixed touch control screen			
Wifi		2,4 GHz			
Display		LED			
Mode		Heating / Cooling / Automatic			

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[1] Ambient air temperature
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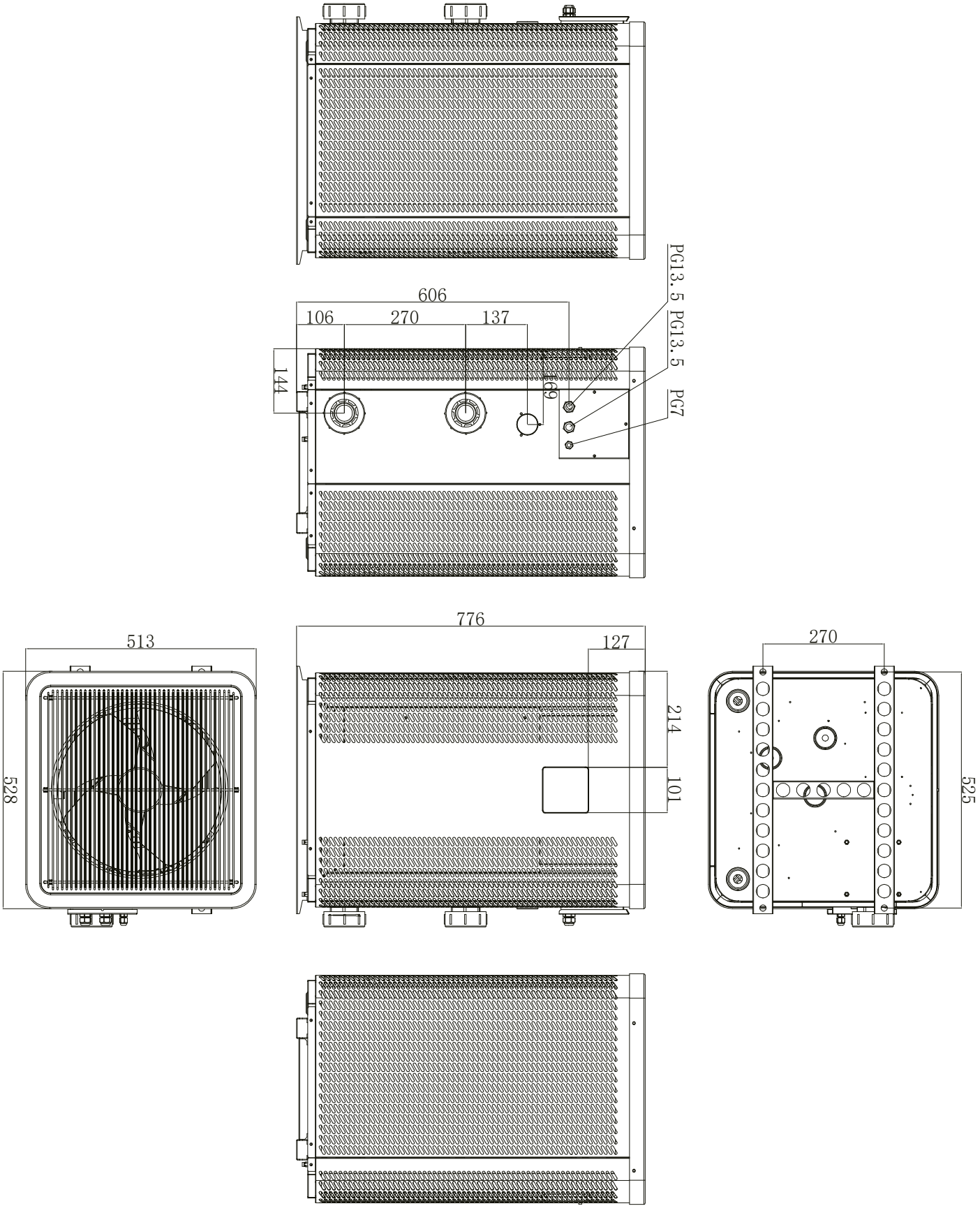
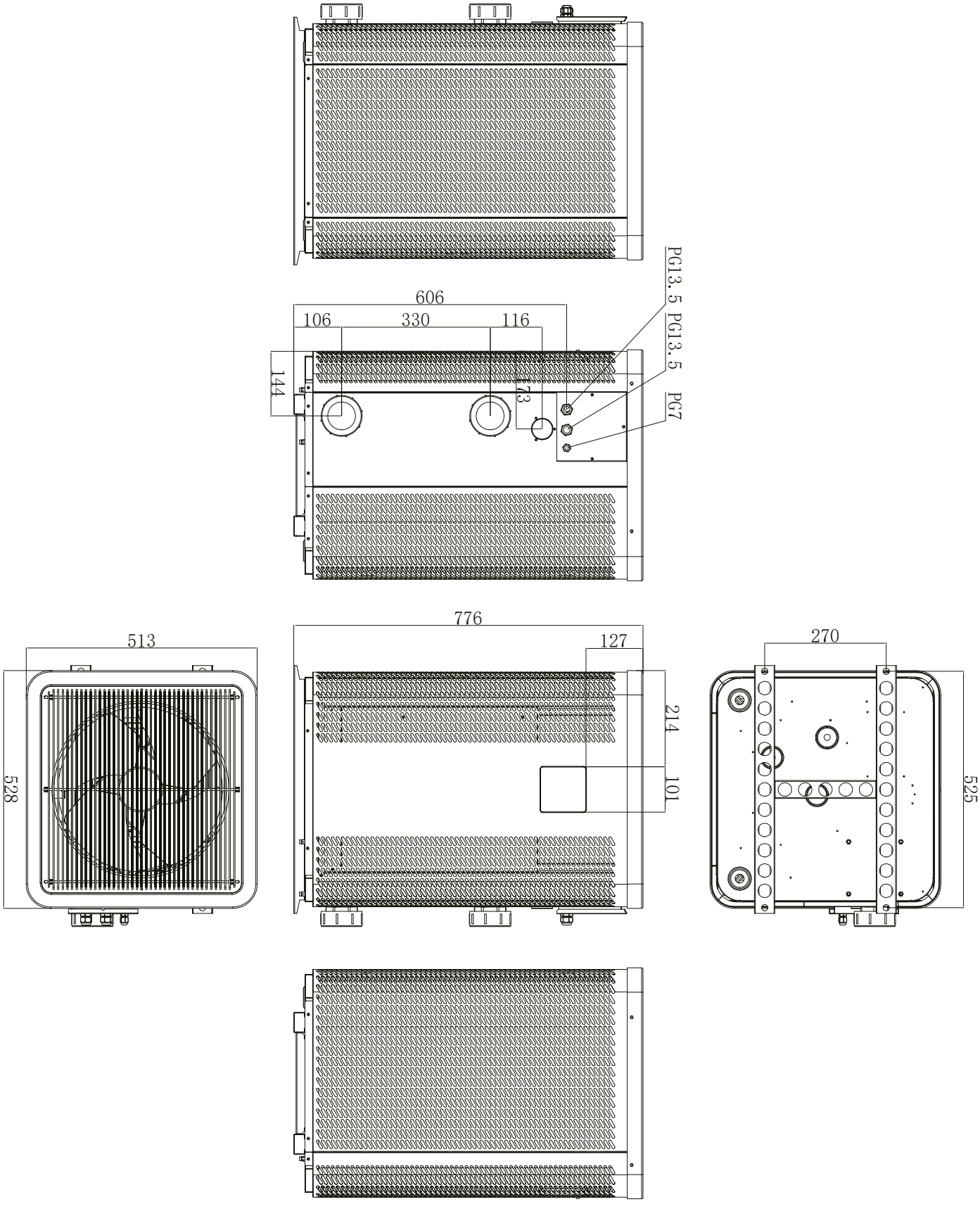
2. 4. Device dimensions

Dimensions en mm

Silverline Top 6 kW

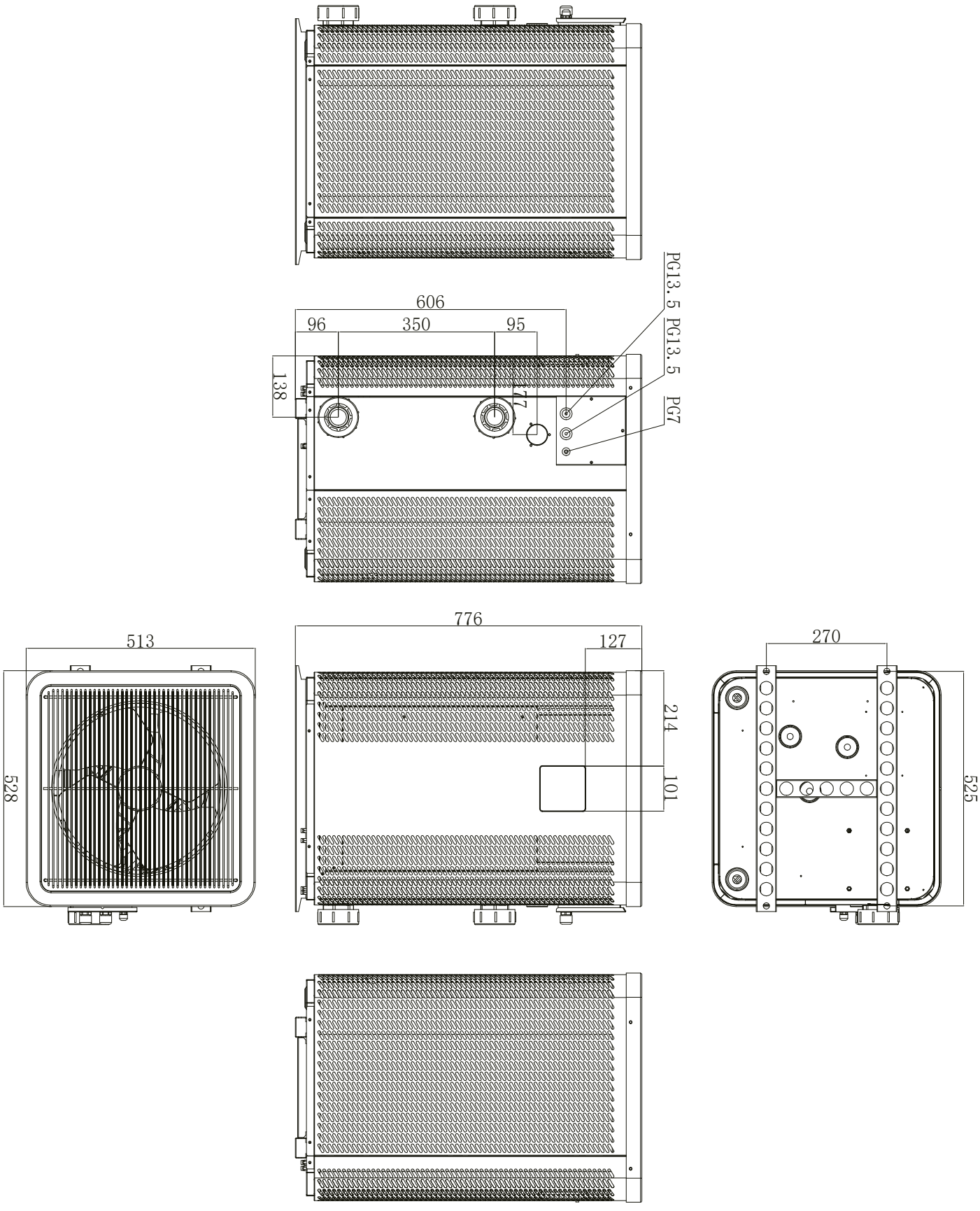


Silverline Top 9 kW



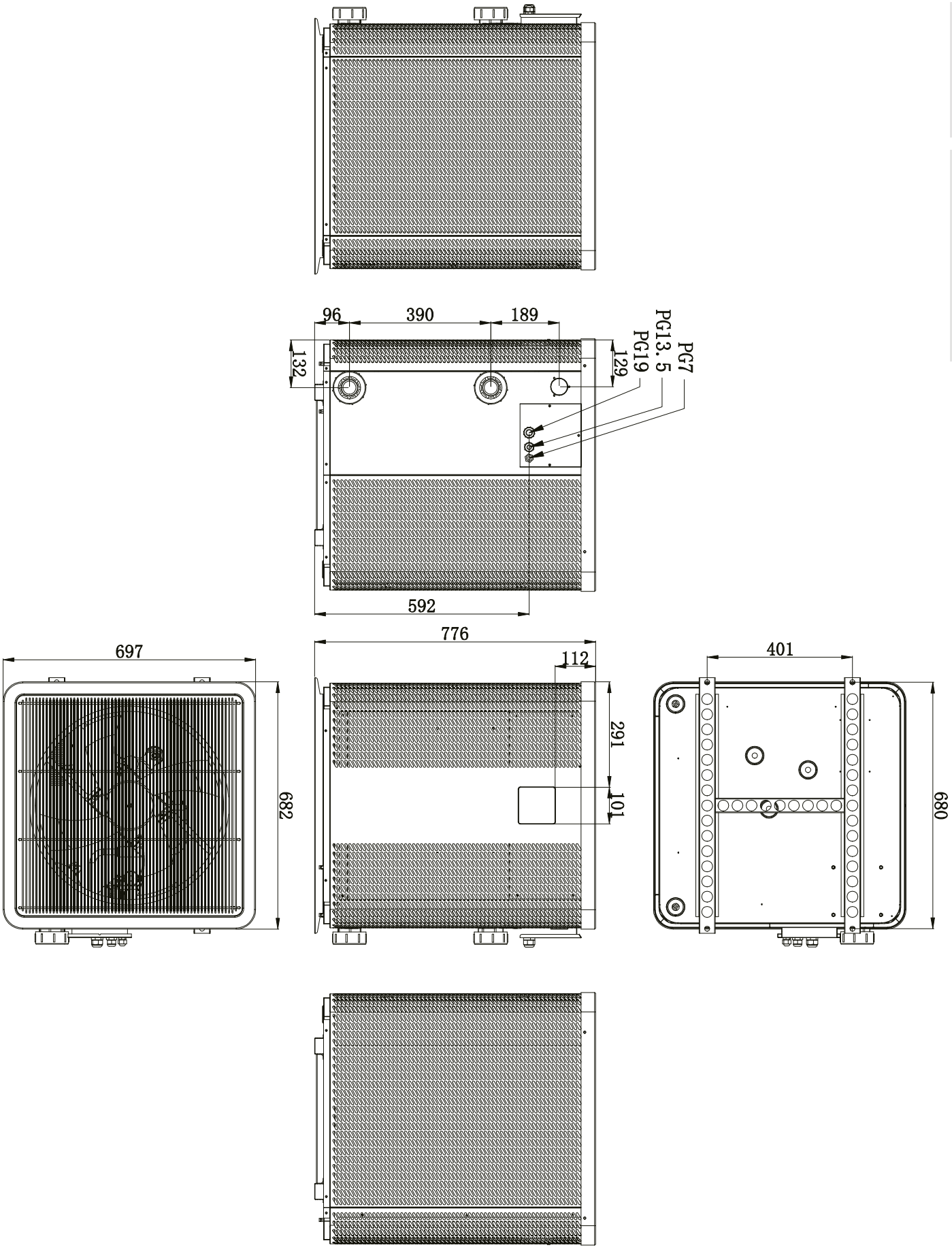
2. DESCRIPTION

Silverline Top 12 kW



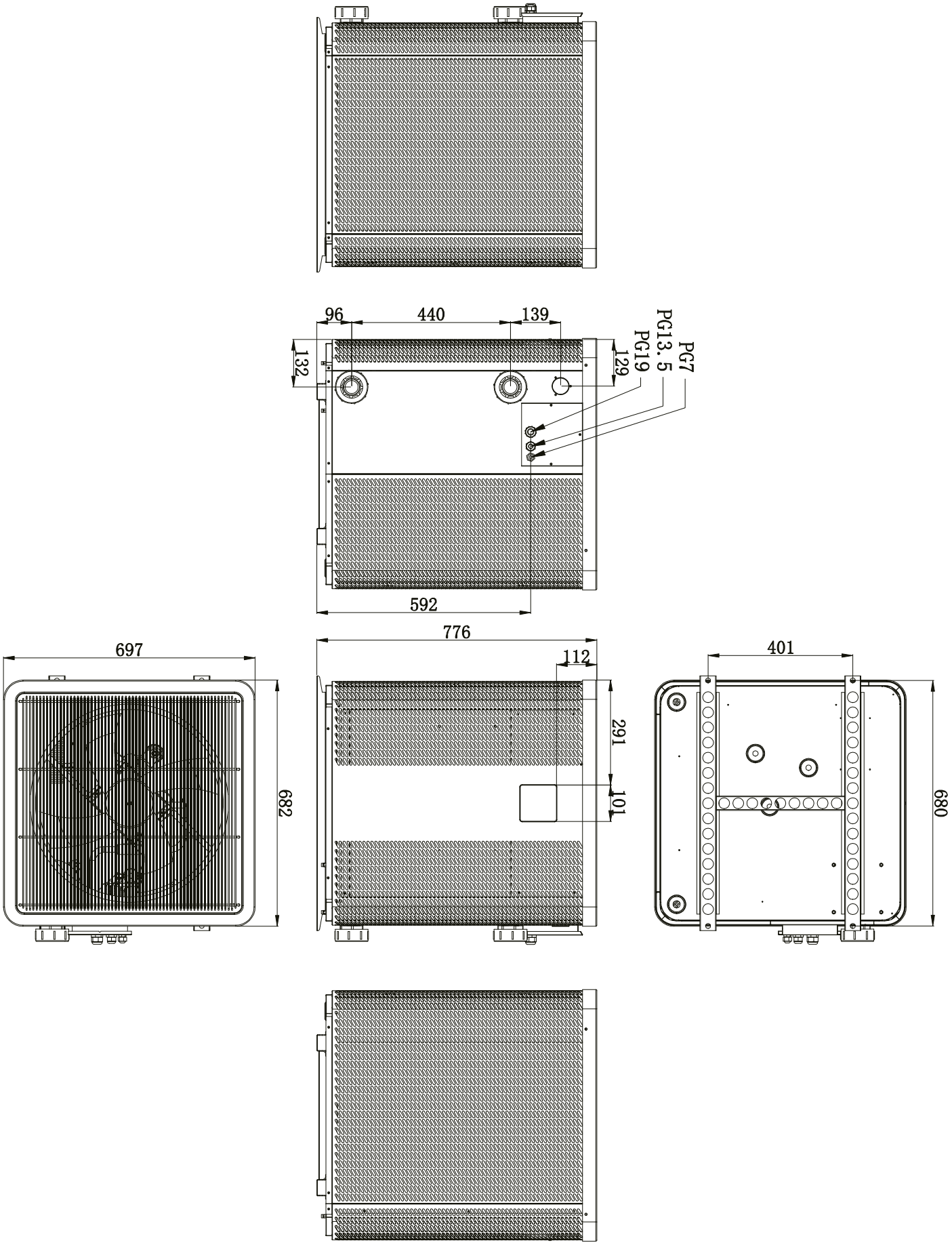
2. DESCRIPTION

Silverline Top 15 & 15T kW



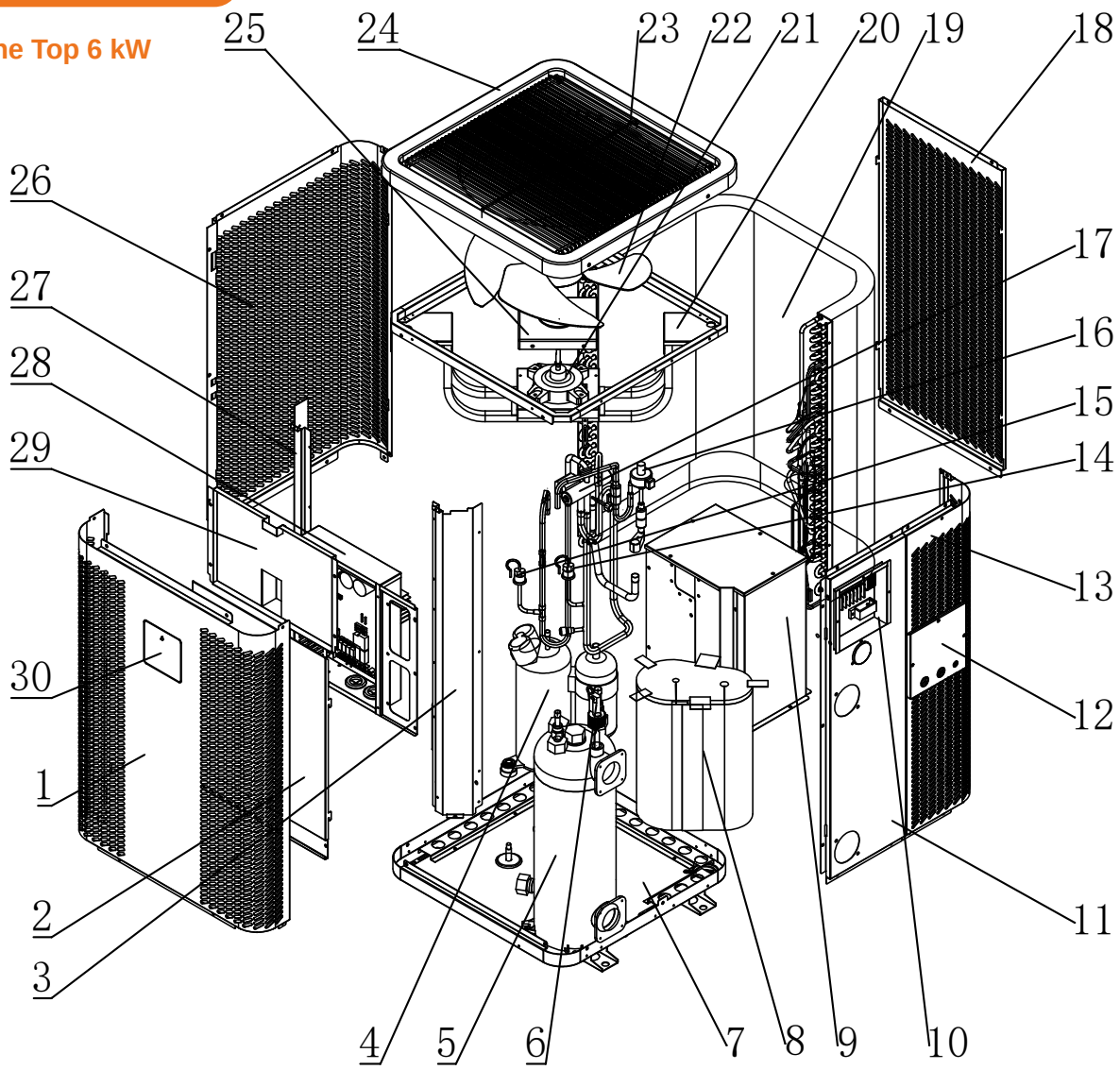
2. DESCRIPTION

Silverline Top 20 & 20T kW



2. 5. Exploded view

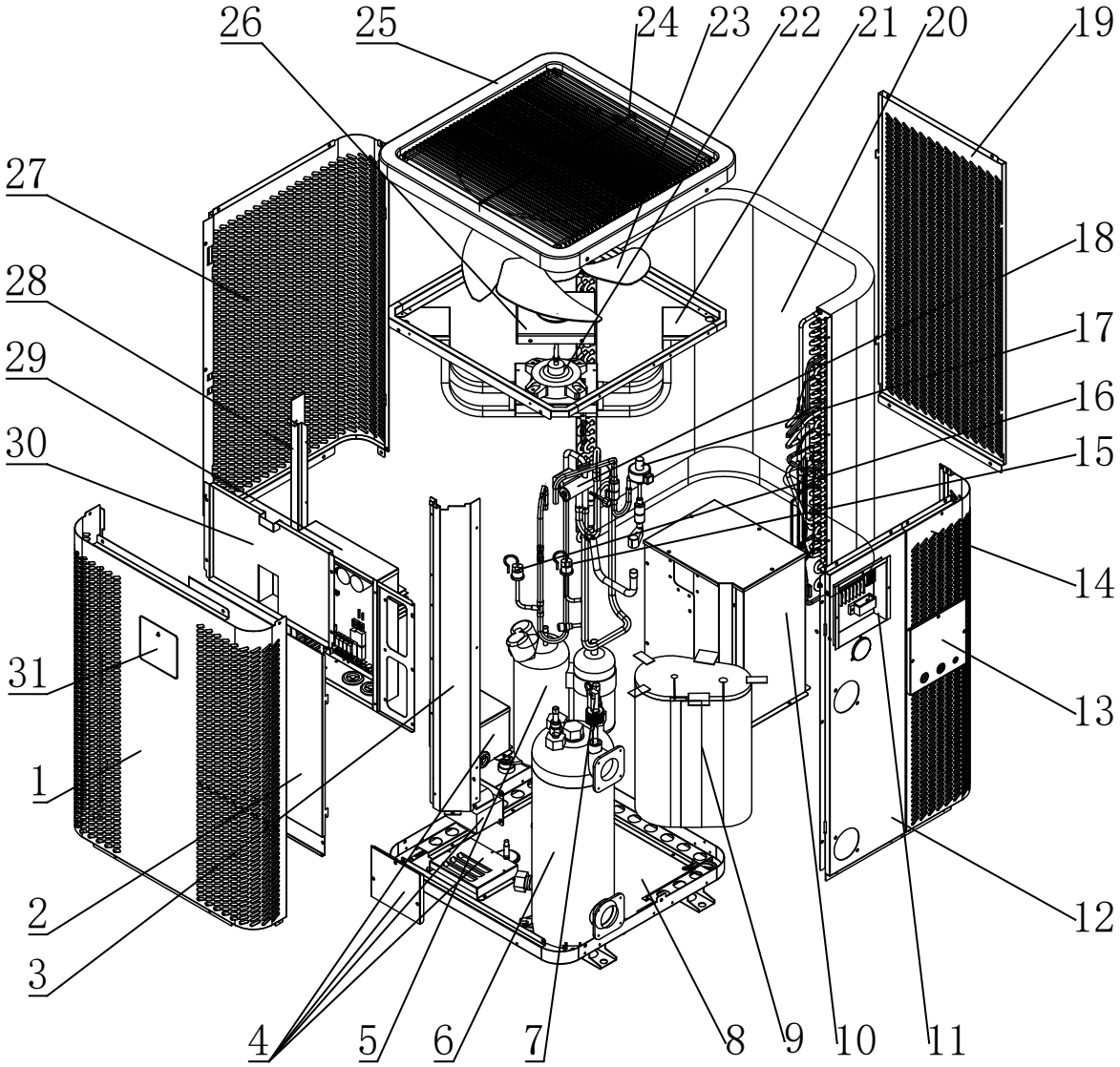
Silverline Top 6 kW



1. Front panel
2. Electric control box cover 1
3. Right column
4. Compressor
5. Titanium heat exchanger
6. Water flow switch
7. Chassis
8. Compressor silencer cotton
9. Compressor cover
10. Terminal box
11. Water inlet&outlet panel
12. Terminal box cover
13. Right panel
14. Low pressure switch
15. High pressure switch
16. Electronic expansion valve
17. Four-way valve
18. Back panel
19. Evaporator
20. Fan motor bracket
21. DC fan motor
22. Fan blades
23. Air outlet grill
24. Top cover component
25. Fan motor waterproof cover
26. Left panel
27. Left column
28. Electric control box
29. Electric control box cover 2
30. Wire controller

2. DESCRIPTION

Silverline Top 9, 12, 15, 15T, 20 & 20T kW



1. Front panel
2. Electric control box cover 1
3. Right column
4. Electric reactor
5. Compressor
6. Titanium heat exchanger
7. Water flow switch
8. Chassis
9. Compressor silencer cotton
10. Compressor cover
11. Terminal box
12. Water inlet&outlet panel
13. Terminal box cover
14. Right panel
15. Low pressure switch
16. High pressure switch
17. Electronic expansion valve
18. Four-way valve
19. Back panel
20. Evaporator
21. Fan motor bracket
22. DC fan motor
23. Fan blades
24. Air outlet grill
25. Top cover component
26. Fan motor waterproof cover
27. Left panel
28. Left column
29. Electric control box
30. Electric control box cover 2
31. Wire controller

3. INSTALLATION

WARNING: Installation must be carried out by a qualified engineer.
This section is provided for information purposes only and must be checked and adapted if necessary according to the actual installation conditions.

3. 1. Pre-requirements

Equipment necessary for the installation of your heat pump:

- ✓ Power supply cable suitable for the unit's power requirements,
- ✓ A By-Pass kit and an assembly of PVC tubing suitable for your installation,
- ✓ Stripper, PVC adhesive and sandpaper,
- ✓ A set of wall plugs and expansion screws suitable to attach the unit to your support.

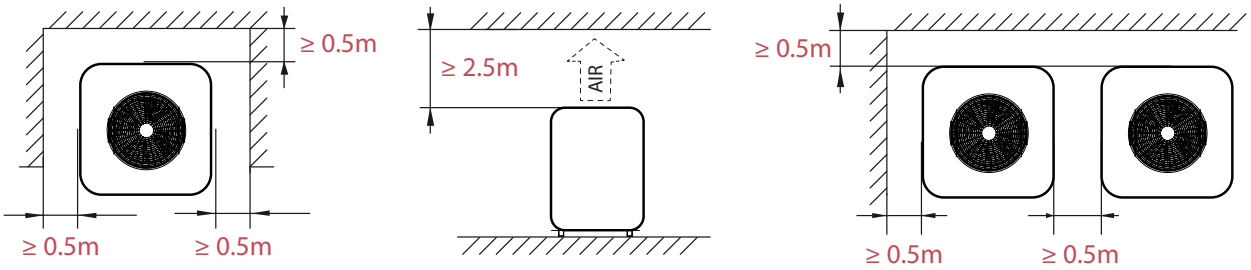
Other equipment useful for the installation of your heat pump:

- We recommend that you connect the unit to your installation by means of flexible PVC pipes in order to reduce the transmission of vibrations.
- Suitable fastening studs may be used to raise the unit.

3. 2. Location

Please comply with the following rules concerning the choice of heat pump location.

1. The unit's future location must be easily accessible for convenient operation and maintenance.
2. It must be installed on the ground, fixed ideally on a level concrete floor. Ensure that the floor is sufficiently stable and can support the weight of the unit.
3. A water drainage device must be provided close to the unit in order to protect the area where it is installed.
4. If necessary, the unit may be raised by using suitable mounting pads designed to support its weight.
5. Check that the unit is properly ventilated, that the air outlet is not facing the windows of neighbouring buildings and that the exhaust air cannot return. In addition, provide sufficient space around the unit for servicing and maintenance operations.
6. The unit must not be installed in an area exposed to oil, flammable gases, corrosive products, sulphurous compounds or close to high frequency equipment.
7. To prevent mud splashes, do not install the unit near a road or track.
8. To avoid causing a nuisance to neighbours, make sure the unit is installed so that it is positioned towards the area that is least sensitive to noise.
9. Keep the unit as much as possible out of the reach of children.

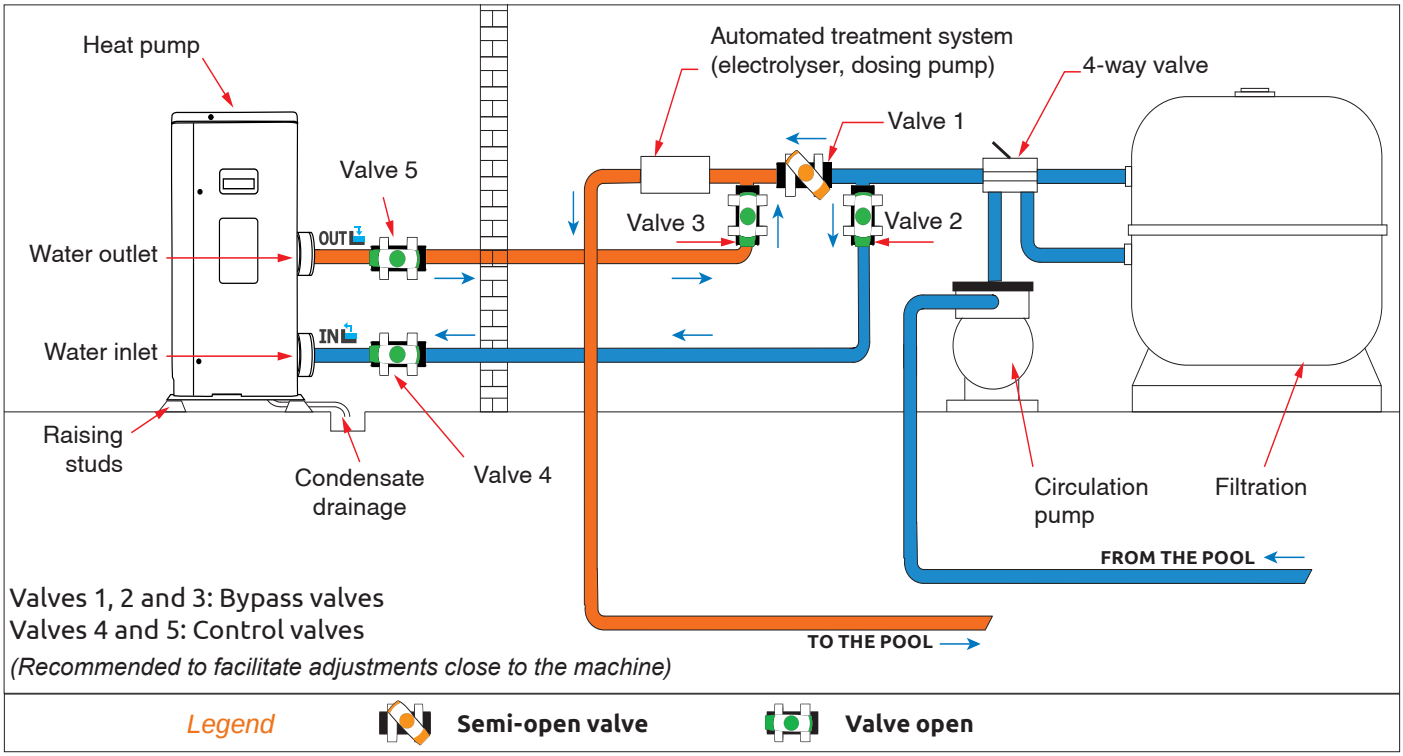


Place nothing less than one metre in front of the heat pump.
Leave 50 cm of empty space around the sides and rear of the heat pump.
Do not leave any obstacle above or in front of the unit!

EN

3. INSTALLATION

3. 3. Installation layout



3. 4. Connecting the condensation draining kit

While operating, the heat pump is subject to condensation. This will result in a more or less large run-off of water, depending on the degree of humidity. To channel this flow, we recommend that you install the condensation drainage kit.

How do you install the condensation drainage kit?

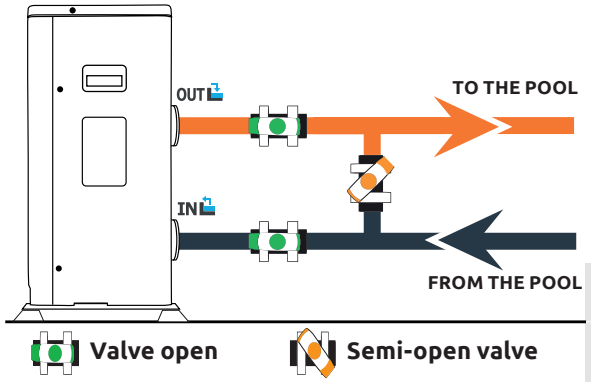
Install the heat pump, raising it at least 10 cm with solid water-resistant pads, then connect the drainage pipe to the opening located under the pump.

3. 5. Installing the unit on noise-damping supports

In order to minimize noise pollution associated with heat pump vibrations, it can be positioned on vibration absorbing pads.

To do this, you simply have to position a pad between each of the unit's feet and its support, and then fix the heat pump to the support with suitable screws.

3. 6. Hydraulic connection



By-Pass assembly

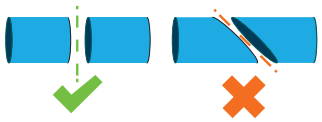
The heat pump must be connected to the pool by means of a By-Pass assembly.

A By-Pass is an assembly consisting of 3 valves that regulate the flow circulating in the heat pump.

During maintenance operations, the By-Pass permits the heat pump to be isolated from the system without interrupting your installation.

Making a hydraulic connection with the By-Pass kit.

WARNING: Do not run water through the hydraulic circuit for 2 hours after applying the adhesive.



Step 1: Take the necessary steps to cut your pipes.

Step 2: Make a straight perpendicular cut through the PVC pipes with a saw.

Step 3: Assemble your hydraulic circuit without connecting it in order to check that it perfectly fits your installation, then dismantle the pipes to be connected.

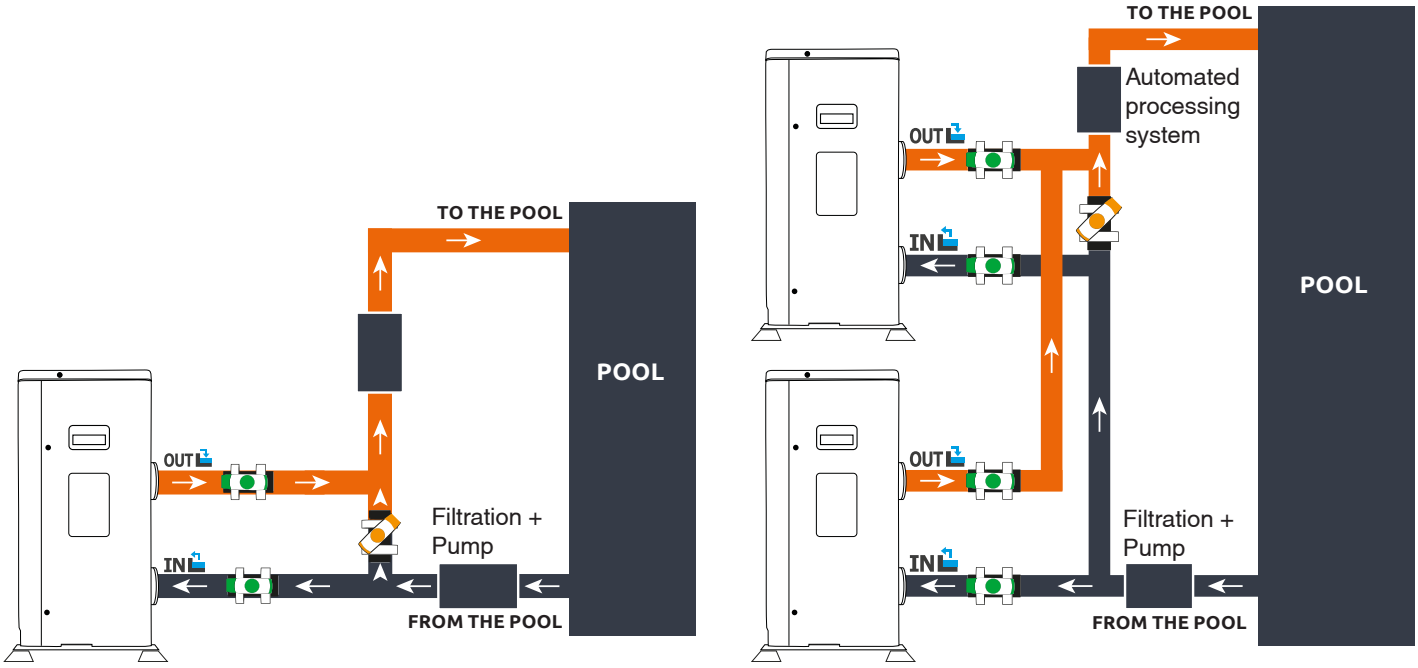
Step 4: Chamfer the ends of the cut pipes with sandpaper.

Step 5: Apply stripper to the ends of the pipes to be connected. Then, apply the adhesive in the same place. Assemble the pipes.

Step 6: Clean off any adhesive remaining on the PVC.

Step 7: Leave to dry for at least 2 hours before putting the hydraulic circuit into water.

By-Pass assembly for one or more heat pump



Simple assembly **Serie assembly**

Legend Semi-open valve Valve open

The filter located upstream of the heat pump must be regularly cleared so that the water in the system is clean, thus avoiding the operational problems associated with dirt or clogging in the filter.

EN

3. 7. Electrical installation

To function safely and maintain the integrity of your electrical system, the unit must be connected to a general electricity supply in accordance with the following regulations:

- Upstream, the general electricity supply must be protected by a 30 mA differential switch.
- The heat pump must be connected to a suitable D-curve circuit breaker (see table below) in accordance with current standards and regulations in the country where the system is installed.
- The electricity supply cable must be adapted to match the unit's rated power and the length of wiring required by the installation (see table below). The cable must be suitable for outdoor use.
- For a three-phase system, it is essential to connect the phases in the correct sequence. If the phases are inverted, the heat pump's compressor will not work.
- In places open to the public, it is mandatory to install an emergency stop button close to the heat pump.

Models	Electricity supply	Max. current	Cable diameter for a distance of 10 m	Protection Thermal-magnetic (D curve) protection
Silverline Top 6	Singlephase 220-240V~50Hz	7,2A	RO2V 3x2.5 mm²	12 A
Silverline Top 9		10 A	RO2V 3x2.5 mm²	16 A
Silverline Top 12		12 A	RO2V 3x2.5 mm²	20 A
Silverline Top 15		16 A	RO2V 3x2.5 mm²	25 A
Silverline Top 15T	Triplephase 380-415V 3N~50Hz	5,8 A	RO2V 5x2.5 mm²	12 A
Silverline Top 20	Singlephase 220-240V~50Hz	17,5 A	RO2V 3x2.5 mm²	25 A
Silverline Top 20T	Triplephase 380-415V 3N~50Hz	7,5 A	RO2V 5x2.5 mm²	12 A

3. 8. Electrical connection

WARNING: The heat pump's power supply MUST be disconnected before any operation.

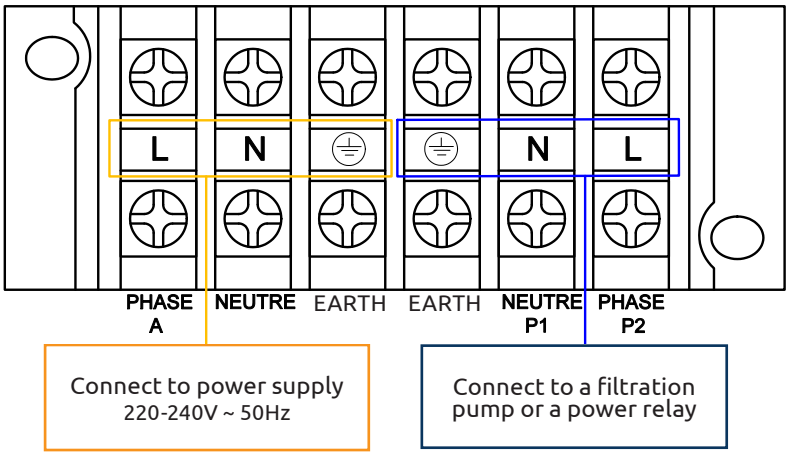
Please comply with the following instructions to electrically connect the heat pump.

Step 1: Detach the electrical side panel with a screwdriver to access the electrical terminal block.

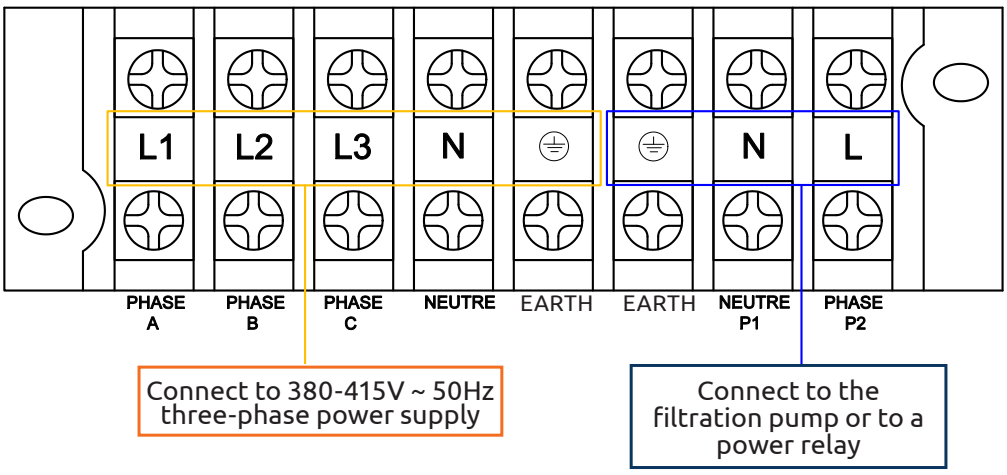
Step 2: Insert the cable into the heat pump unit by passing it through the opening provided for that purpose.

Step 3: Connect the power supply cable to the terminal block in accordance with the diagram below.

Single phase model



Triphase model



Step 4: Carefully close the heat pump panel.

Servocontrol of circulating pump

Depending on the type of installation, you can also connect a circulating pump to terminals P1 and P2 so that this operates in tandem with the heat pump.

WARNING: Servo-control of a pump whose power exceeds 5A (750 W) requires the use of a power relay.

4. COMMISSIONING

4. 1. Commissioning

Conditions of use

For the heat pump to operate normally, the ambient air temperature must be between -15°C and 45°C.

Recommendations prior to start-up

Before activating the heat pump, please:

- ✓ Check that the unit is firmly secured and stable.
- ✓ Check that the gauge indicates a pressure greater than 80 psi.
- ✓ Check that the electrical wiring is properly connected to the terminals.
- ✓ Check the earthing.
- ✓ Check that the hydraulic connections are tight and that there is no leakage of water.
- ✓ Check that the water is circulating correctly in the heat pump and that the flow rate is adequate.
- ✓ Remove any unnecessary object or tool from around the unit.

Commissioning

1. Activate the unit's power supply protection (differential switch and circuit breaker).
2. Activate the circulating pump if it is not servocontrolled.
3. Check the By-Pass opening and the control valves.
4. Activate the heat pump.
5. Adjust the remote control clock.
6. Select the required temperature by using one of the remote control's mode.
7. The heat pump's compressor will start up after a few moments.

All you have to do now is wait until the required temperature is reached.

⚠ **WARNING: Under normal conditions, a suitable heat pump can heat the water in a swimming pool by 1°C to 2°C per day. It is therefore quite normal to not feel any temperature difference in the system when the heat pump is working.**
A heated pool must be covered to avoid any loss of heat.

4. 2. Servocontrol of circulating pump

If you have connected a circulating pump to terminals P1 and P2, it is automatically electrically powered when the heat pump operates.

4. 3. Using the pressure gauge

The gauge is for monitoring the pressure of the refrigerant contained in the heat pump. The values it indicates can vary considerably, depending on the climate, temperature and atmospheric pressure.

When the heat pump is in operation:

The gauge's needle indicates the refrigerant pressure.

Mean operating range between 250 and 450 PSI, depending on the ambient temperature and atmospheric pressure.

When the heat pump is shut down:

The needle indicates the same value as the ambient temperature (within a few degrees) and the corresponding atmospheric pressure (between 150 and 350 PSI maximum).

If left unused for a long period of time:

Check the pressure gauge before starting up the heat pump. It must indicate at least 80 PSI.

⚠ **If the pressure goes down too much, the heat pump will display an error message and automatically go into 'safe' mode.**
This means that there has been a leakage of refrigerant and that you must call a qualified technician to replace it.

4. 4. Antifreeze protection

⚠ **WARNING: For the antifreeze system to work, the heat pump must be powered and the circulating pump activated. If the circulating pump is servocontrolled by the heat pump, it will be automatically activated.**

When the heat pump is on standby, the system monitors the ambient temperature and the water temperature in order to activate the antifreeze programme if required.

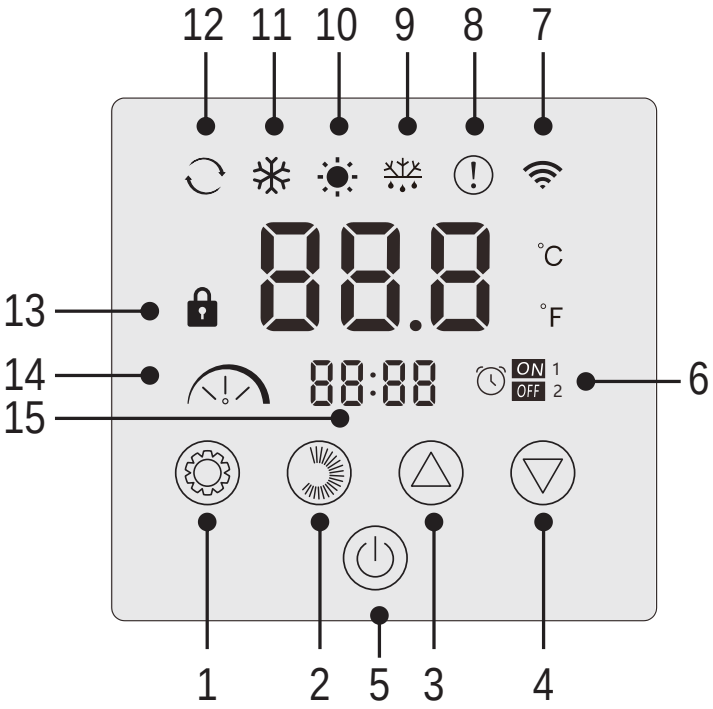
The antifreeze programme is automatically activated when the ambient temperature or the temperature of the water is less than 2°C and when the heat pump has been shut down for more than 120 minutes.

When the antifreeze programme is running, the heat pump activates its compressor and the circulating pump so as to reheat the water until the water temperature exceeds 2°C.

The heat pump automatically leaves the antifreeze mode when the ambient temperature is greater than or equal to 2°C or when the heat pump is activated by the user.

5. USE

5. 1. Wired remote control



Nr	Function
1	Operating mode selection / Parameters
2	Mode intensity selection / Settings
3	Up / Increase
4	Down / Decrease
5	On / Off
6	On/off timer
7	WiFi indicator
8	Error indicator
9	Defrost indicator
10	Heating mode
11	Cooling mode
12	Automatic mode
13	Lock indicator
14	Silent, eco or boost mode
15	Time display

Locking the control panel

Without any action on your part, the control box locks automatically after 1 minute.

When the control box is locked, the lock indicator is displayed.

To unlock the control panel, press 2s on/off button .

Start the heat pump

When the control box is unlocked, press 2s on/off button to start the heat pump. When your heat pump is turned off, the operating mode is no longer displayed.

Adjusting the water temperature

Once the unit is unlocked, press the or to display the set temperature.

Then adjust the desired temperature using the buttons and .

After 3 seconds, the system automatically exits the temperature setting and the screen displays the current water temperature again.

Forced de-icing function

Hold and for 3 seconds to force defrost the pump, the symbol appears.

Enable / Disable LEDs

To disable LEDs, set L6 to 0 (see “5. 10. User setting”, page 76).

5. 2. Operating mode selector

Before starting, ensure that the filtration pump is working and that water is circulating through the heat pump.

To choose the operating mode, press the button for 3s.

To change the intensity of the mode, press the button .

Each form a cycle:

Heating → Cooling → Auto

Silent → Eco → Boost

Active LED	Operating mode
	Heating
	Cooling
	Auto
	Silent
	Eco
	Boost

Hot and cold modes can each be set to silent, eco or boost intensities. On the other hand, the automatic mode is systematically eco intensity. It cannot be changed.

SILENT Heating mode: The heat pump heats the water silently.

ECO Heating mode: The heat pump heats the water in a conventional manner.

BOOST heating mode: The heat pump quickly heats the water in your pool.

Auto mode: The heat pump intelligently chooses the most appropriate operating mode according to the set temperature.

SILENT Cooling mode: The heat pump cools the water silently.

ECO Cooling mode: The heat pump cools the water in a conventional manner.

BOOST Cooling mode: The heat pump quickly cools the water in your pool.

WARNING: When the cooling mode switches to heating mode or vice versa, the heat pump will restart after 10 minutes.

When the incoming water temperature is less than or equal to the required temperature (setpoint temperature - 2°C), the heat pump will switch to heating mode. The compressor will stop when the temperature of the incoming water is greater than or equal to the required temperature (setpoint temperature + 1°C).

In any case, if no key is pressed for 30 seconds, the current setting value is confirmed and the display returns to the main interface.

5. 3. Setting the clock

Set the system clock to local time, as follows:

Step 1: In the main interface, press ▽ for 5 seconds to access the local time setting interface. The hours and minutes flash at the same time.

Step 2: In the Real-Time Clock Setting interface, press ☼. The hour numbers flash, and the minutes stop flashing. Press △ or ▽ to set the times.

Step 3: After setting the time, press ☼. The minute digits flash and the hour digits stop flashing. Then press △ or ▽ to set the minutes.

Step 4: Once the minutes are set, press again ☼ to confirm the local time setting and return to the main interface.

Notes:

1. In the clock setting interface, press ⏻ to confirm the current value of the clock setting and return to the main interface.
2. If no key is pressed for 30 seconds, the clock setting value is confirmed and the display returns to the main interface.

Step 1

Step 2

Step 3

Step 4

5. 4. Programming Start/Stop

This function allows you to programme the start and stop time. You can record 2 programs in total, that is, you can schedule up to 2 different departures and 2 stops.

Notes:

1. If the schedule is activated, the program number is displayed on the main interface.
2. A schedule is not valid if the start and stop times are the same.
3. If no key is pressed for 30 seconds, the clock setting value is confirmed and the display returns to the main interface.

Activate the time programming function

Step 1: Press for 3 seconds to access the L parameter setting.

Step 2: Press twice to L2. Press again to access the setting. Press to set the L2 parameter to «1».

Step 3: Press to confirm. Then press to return to the main interface.

Program your heat pump

Step 1: On the main interface, press for 3 seconds to access the schedule setting. You can record 2 programs in total. When you access the time programming interface, program 1 flashes.

Step 2: When program 1 flashes, press to enter the program start “ON” setting. The hour numbers flash. Press or to set the time of the program.

Step 3: After setting the program time, press again to switch to the program minute setting. The minute numbers flash. Press or to set the program minutes.

Step 4: After setting the time and minutes of starting the program, press again to switch to the program “OFF” stop setting. The setting method is the same as above.

Step 5: After setting the program stop, press again to confirm program 1.

Step 6: Press or to switch to program 2. The setting method is the same as for program 1.

Activate a program

Step 1: Press for 3 seconds to activate program 1. Icon and digit “1” appear on screen.

Step 2: Press or to select program 2, then press for 3 seconds to activate program 2. Icon and digit “2” appear on screen.

Step 3: Press to confirm activated programs and return to the main interface.

Disable a program

Step 1: On the main interface, press for 3 seconds to access the time schedule setting.

Step 2: Press or to select the program to disable.

Step 3: Press for 3 seconds to disable the program. Icon and digit disappear.

5. USE

5. 5. Download & Installation of the «Poolex» application

About the Poolex app:

To control your heat pump remotely, you need to create a Poolex account.

The Poolex application lets you control your pool equipment remotely, wherever you are. You can add and control several devices at once. Appliances compatible with Smart Life or Tuya (depending on the country) are also compatible with the Poolex application.

With the Poolex application, you can share the devices you've set up with other Poolex accounts, receive real-time operating alerts and create scenarios with several devices, based on the application's weather data (geolocation essential).

Using the Poolex application also means taking part in the continuous improvement of our products.

iOS:

Scan or search for «Poolex» in the App Store to download the app:

Télécharger sur App Store

Check the compatibility of your phone and the version of your OS before installing the application.

Android:

Scan or search for «Poolex» in the play to download the app:

Télécharger sur Google Play

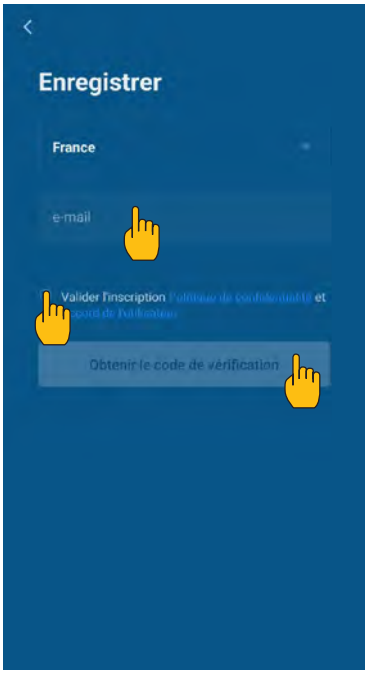
Check the compatibility of your phone and the version of your OS before installing the application.

5. 6. Setting up the app

WARNING: Before you begin, make sure you have downloaded the «Poolex» app, connected to your local WiFi network, and that your heat pump is electrically powered and running. f necessary, ask your dealer for advice: you may need to install Wifi Link.

You'll need to create a «Poolex» account to control your heat pump remotely. If you already have a Poolex account, please log in and go directly to step 3.

Step 1: Click on «Create new account» and choose to register by «Email» or «Phone,» where a verification code will be sent to you.
Enter your email address or phone number and click «Send verification code».



Step 2: Enter the verification code received by email or phone to validate your account.

Congratulations! You are now part of the «Poolex» community.

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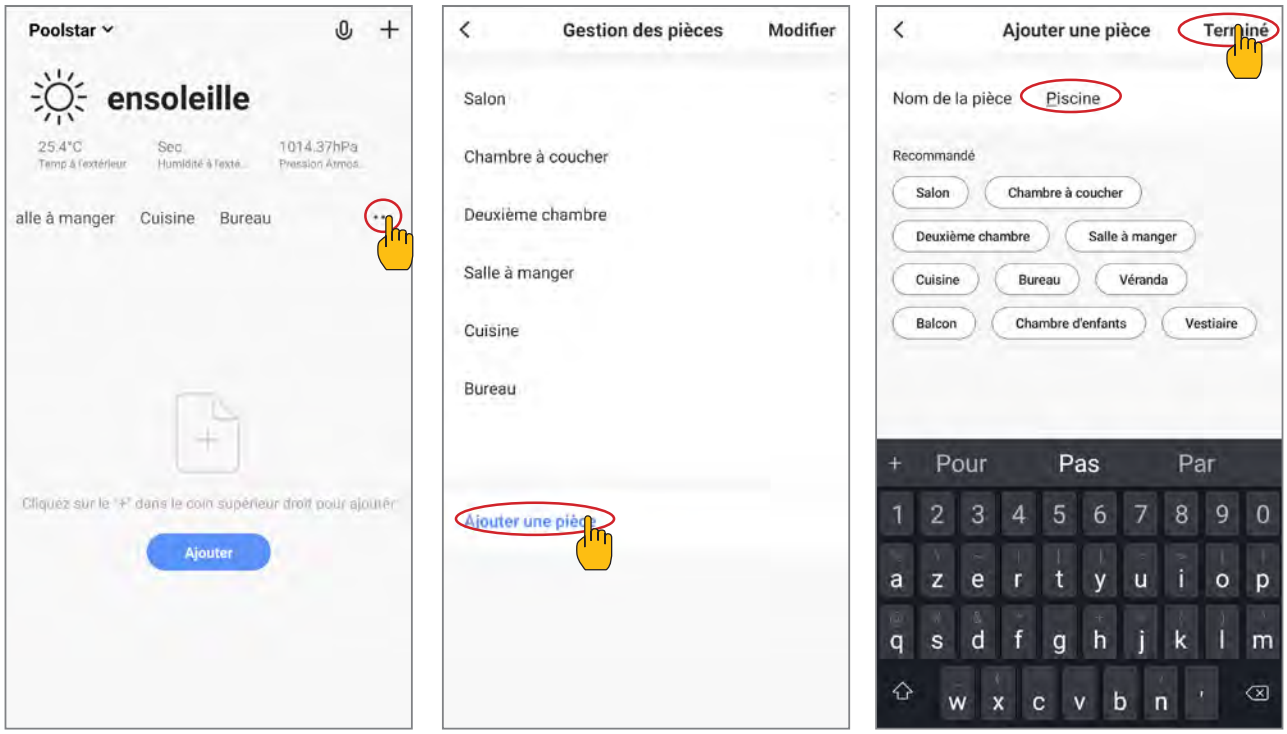
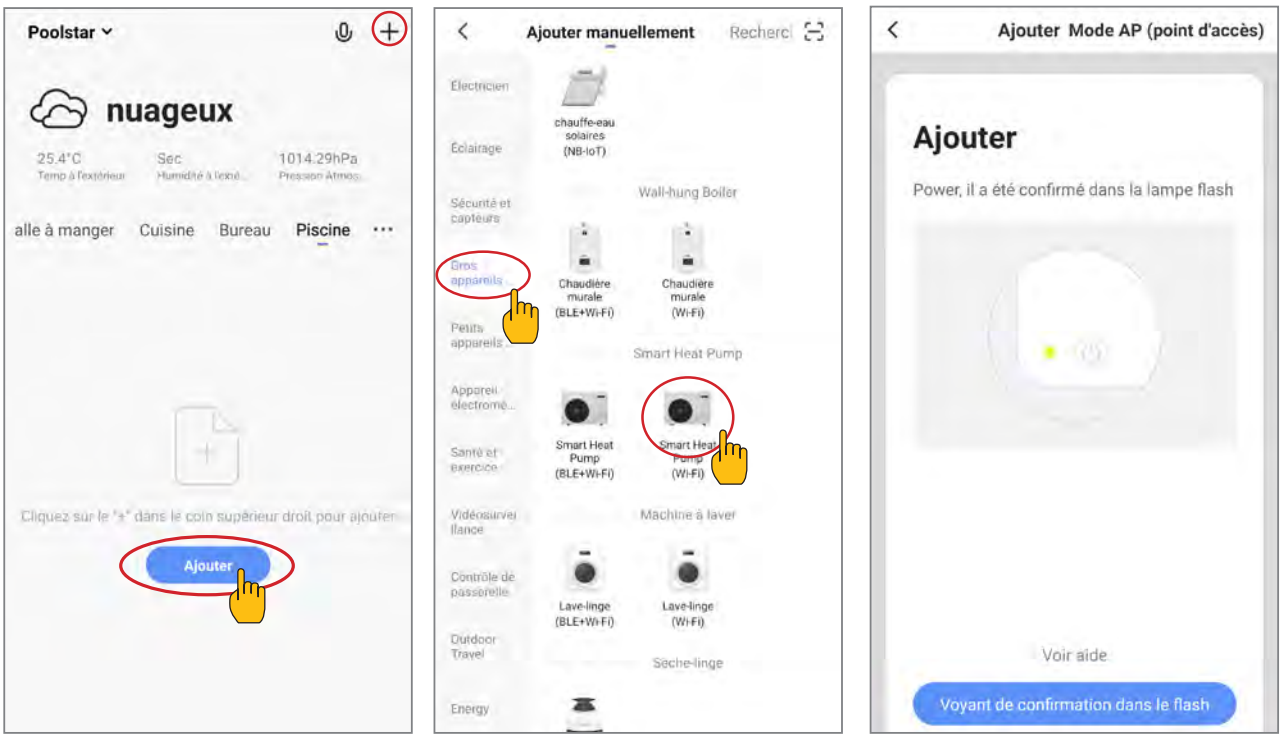
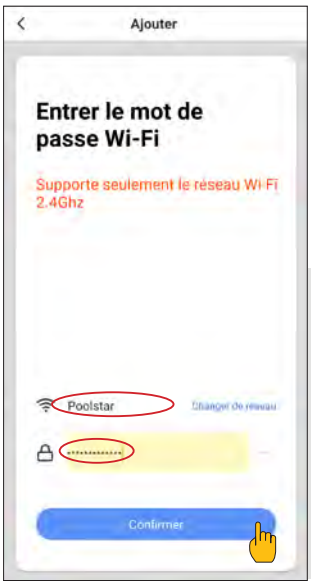
Step 3: **(Recommended)** Add an object by clicking «...» and then «Add Object.» Enter its name («Pool» for example), then click «Done.»



Step 4: Now add a device to your «Pool»
Click «Add» or «+» and then «Large appliances...» followed by «Water heater.»
At this point, leave your smartphone on the «Add» screen and go to the pairing step for your control box.



5. 7. Pairing the heat pump

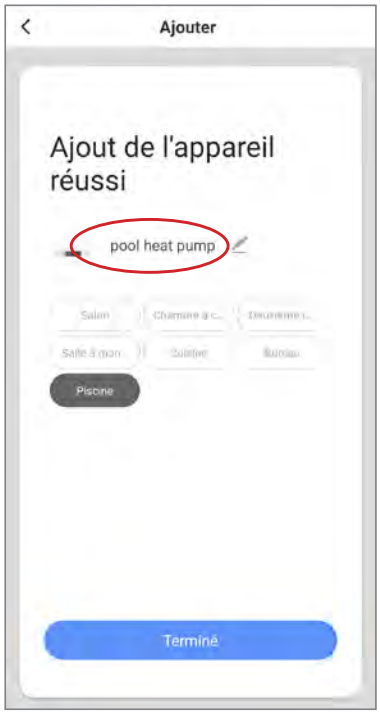


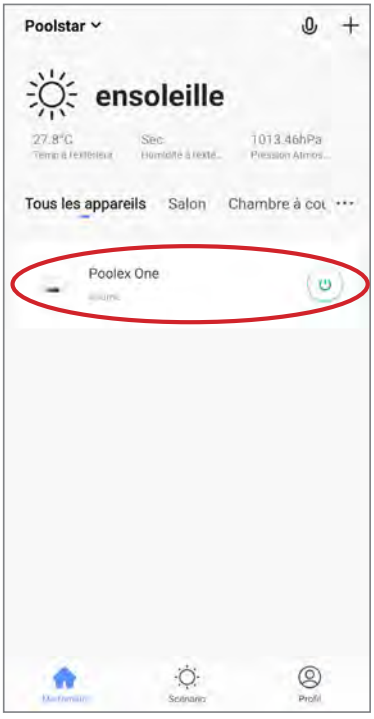
Step 1: Now start the pairing.
Choose your home WiFi network, enter the WiFi password and press «Confirm».

> ⚠ ***CAUTION: The «Poolex» application only supports 2.4GHz WiFi networks.***
> *If your WiFi network uses the 5GHz frequency, go to the interface of your home WiFi network to* **create a second 2.4GHz WiFi network** *(available for most Internet boxes, routers and WiFi access points).*

Step 2: Activate the pairing mode on your heat pump according to the following procedure:

Press ⏻ and △ simultaneously for 3 seconds.
The light 📶 appears and flashes.
The control box is ready to be paired.





Once pairing has been successfully completed, you can rename your Poolex heat pump and then press «Done».

Congratulations, your heat pump can now be controlled from your smartphone.

Note: The flashing stops when the box is connected to WiFi.

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5. 8. Controlling

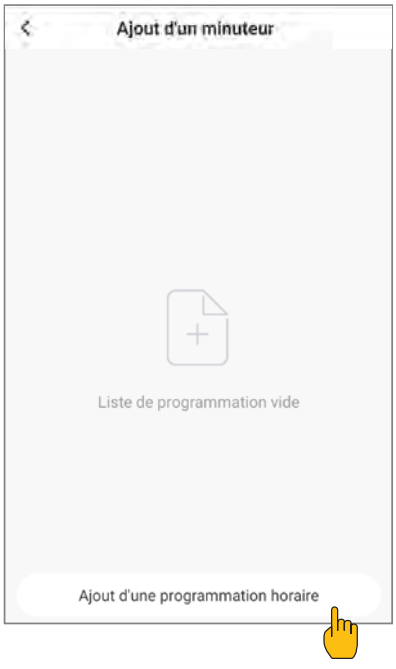
User interface

1. Current pool temperature
2. Temperature setpoint
3. Current operating mode
4. Switch the heat pump on/off
5. Change the temperature
6. Change the operating mode
7. Set the operating range

Configure the operating ranges for the heat pump

Create a schedule: Choose the time, day(s) of the week(s), and the action (turn on or off) and save.

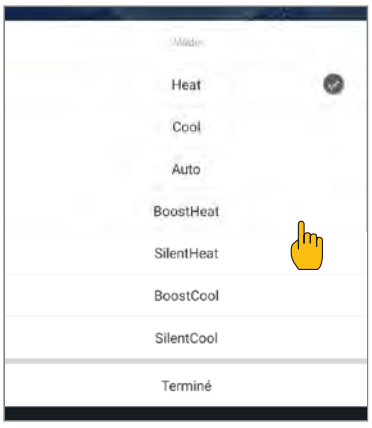
Delete a time slot: Press on it and hold.



Choice of operating modes

For Inverter heat pumps:

You can choose between Heating (eco), Cooling (eco), Automatic, BOOST heating, Silent heating, BOOST cooling, Silent cooling.



Available modes

- Heating (eco)*
- Cooling (eco)*
- Automatic*
- Heating BOOST*
- Heating Silent*
- Cooling BOOST*
- Cooling Silent*

*Some modes may change depending on the machines

5. 9. Status values

The status values can be checked via remote control by following these steps.

Step 1: Keep pressing  for 3 seconds to enter parameters check mode.

Step 2: Press  or  to check the parameter values.

Step 3: Press  to return to the main screen.

Status values table

Code	Parameter name	*Remarks*
C1	Discharge temperature	
C2	Coil-outside temperature	
C3	Ambient temperature	
C4	Water inlet temperature	
C5	Water outlet temperature	
C6	Suction temperature	
C7	Coil-inside temperature	
C8	Reserved	
C9	Reserved	
C10	IPM temperature	
C11	Reserved	
Ft	Target frequency	
Fr	Real time frequency	
1F	Opening degree of main EEV	
2F	Opening degree of auxiliary EEV	
od	Operation mode	1: Cooling ; 4: Heating
Pr	Fan speed	DC: Actual speed (display*10)
dF	Defrosting status	
OIL	Oil return status	
r1	Reserved	
r2	Chassis electric heater switch	
r3	Reserved	
StF	Four-way valve switch	
HF	Reserved	
PF	Reserved	
PFF	Reserved	
Pu	Water pump switch	
AH	Ac fan high speed	
Ad	Ac fan medium speed	
AL	Ac fan low speed	
dcU	DC voltage	
dcC	Inverter compressor current(A)	
AcU	AC input voltage	
AcC	AC input current	
HE1	Last error code history	
HE2	Last error code history -1	
HE3	Last error code history -2	
HE4	Last error code history -3	
Pr	Protocol version	
Sr	Software version	

EN

5. 10. User setting

Modify user settings

Step 1: Press ⚙ for 3 seconds to access the user settings modification.

Step 2: Press △ and ▽ to choose the advanced setting you want to change.

Step 3: Press ⚙ to change the setting. The value flashes.

Step 4: Press △ and ▽ to change the value.

Step 5: Press ⚙ to validate the change.

Without any intervention for 10s, the return to the main screen is done automatically.

User Settings Table

Code	Parameter	Description	Default value
L0	Operation mode of water pump	0: The water pump does not turn off when the heat pump reaches the set value and stops. 1: When the heat pump reaches the set value and stops, the water pump shuts down 60 seconds later than the compressor, and opens for 5 minutes every L1 minute.	0
L1	Interval operation time of water pump time of water pump when the heat pump reaches the set value and stops	When the heat pump reaches the set value and stops, water pump opens for 5 minutes every (L1) min, L1=3~180min	30
L2	Timer setting	0: No timing function, the timing key is invalid, and the relevant timing icon disappears. 1: The daily timing is valid and can be set. After the timing is finished, the timing icon does not disappear.	0
L3	Power-off memory	0=OFF ; 1=ON	1
L4	--	--	--
L5	Operation mode	Range: 0~3 0 = Heating; 1 = Cooling; 2 = Cooling + Heating; 3 = Cooling + Heating + Automatic + Boost heating + Silent heating + Boost cooling + Silent cooling.	3
L6	LED strip	0=OFF ; 1=ON	0

5. 11. System parameter query

WARNING: This operation is used to assist servicing and future repairs.
The default settings should only be modified by an experienced professional person.
Any change to the system parameter (ouside the previous table) will automatically void the warranty.
To change them, contact the After-Sales Service.

Enter the input code in the system parameter

Step 1: Press ▽ or △ and ⚙ for 3 seconds.

Step 2: Press ◉ to select the first digit to edit and then the next.

Step 3: Press △ and ▽ to change the value.

Step 4: Press again ◉ to validate the change. Repeat step 3 to complete the code.

Step 5: Press ⚙ to validate the code and access to the advanced settings modification.
The settings check mode opens.

Without any intervention for 10s, the return to the main screen is done automatically.

Modify system parameter

This step will only be possible after validating the right code to access the advanced settings.

Step 1: Press ⚙ to validate the code and access to the advanced settings modification.

Step 2: Press △ and ▽ to choose the advanced setting you want to change. Refer to the ""System Parameter Table", page 78, for available functions and settings for each parameter.

Step 3: Press ⚙ to change the setting. The value flashes.

Step 4: Press △ and ▽ to change the value.

Step 5: Press ⚙ to validate the change.

Without any intervention for 10s, the return to the main screen is done automatically.

System Parameter Table

No.	Description	Adjustment range
H0	Accumulated heating operation time setting value	30~120
H1	Max time of defrosting	1~25
H2	Exit defrosting temperature	1~25
H3	Enter defrosting temperature	-20~20
F0	Heating startup deviation set value	0~5
F1	Stop deviation value after reach set temp. (heating mode)	0~5
F2	EEV adjustment cycle	10~60
F3	Cooling startup deviation set value	0~18
F4	Stop deviation value after reach set temp. (cooling mode)	0~18
P0	Compensation temperature	-9~9
P1-P2	Reserved	non-activated
P3	Minimum working ambient temperature [1]	-30~15
P4	Minimum working ambient temperature deviation	2~18
P5	Reserved	non-activated
P6	Auxiliary electric heater	OF: OFF/0 ; ON: ON/1
P7	Auxiliary electric heater starting temperature point [2]	2~15
P8	Inlet and outlet water temperature difference protection	2~60
P9	Chassis heater starting temperature point	-9~10
P10-P16	Reserved	non-activated
P17	Max opening degree of EEV	50~480
P18	Min opening degree of EEV	50~300
P19	Reserved	non-activated
P20	Force refrigerant recycle	OF: OFF/0 ; ON: ON/1
P21	Reserved	non-activated
P22	Max setting temp of heating	35-60
P23	Min setting temp of heating	15-25
P24	Max setting temp of cooling	25-35
P25	Min setting temp of cooling	2-10
C0	Testing mode	OF: OFF/0 ; ON: ON/1
C1	Testing mode compressor manual frequency	10~120
C2	Testing mode manual opening degree of the main EEV	0~480
C3	Testing mode manual opening degree of auxiliary EEV	0~480
C4	Testing mode fan motor speed	0~480

1 When ambient temperature ≤ the set value, the unit stops
2 When ambient temperature ≤ the set value, can start heating

System Parameter Table

No.	Adjustment range	Factory setting						
		6 kW	9 kW	12 kW	15 kW	15 kW Tri	20 kW	20 kW Tri
H0	30~120	30 min	30 min		30 min	30 min	30 min	30 min
H1	1~25	12 min	12 min		12 min	12 min	12 min	12 min
H2	1~25	8°C	8°C		12°C	12°C	12°C	12°C
H3	-20~20	-6°C	-5°C		-6°C	-6°C	-6°C	-6°C
F0	0~5	2°C	2°C	2°C	2°C	2°C	2°C	2°C
F1	0~5	1°C	1°C	1°C	1°C	1°C	1°C	1°C
F2	10~60	30 s	30 s	30 s	30 s	30 s	30 s	30 s
F3	0~18	2°C	2°C	2°C	2°C	2°C	2°C	2°C
F4	0~18	1°C	1°C	1°C	1°C	1°C	1°C	1°C
P0	-9~9	0°C	0°C	0°C	0°C	0°C	0°C	0°C
P1-P2	non-activated	-	-	-	-	-	-	-
P3	-30~15	-15°C	-15°C	-15°C	-15°C	-15°C	-15°C	-15°C
P4	2~18	2°C	2°C	2°C	2°C	2°C	2°C	2°C
P5	non-activated	-	-	-	-	-	-	-
P6	OF: OFF/0 ; ON: ON/1	OF	OF	OF	OF	OF	OF	OF
P7	2~15	5°C	5°C	5°C	5°C	5°C	5°C	5°C
P8	2~60	15°C	15°C	15°C	15°C	15°C	15°C	15°C
P9	-9~10	0°C	0°C	0°C	0°C	0°C	0°C	0°C
P10-P16	non-activated	-	-	-	-	-	-	-
P17	50~480	480P	480P	480P	480P	480P	480P	480P
P18	50~300	60P	60P		76P	76P	84P	84P
P19	non-activated	-	-	-	-	-	-	-
P20	OF: OFF/0 ; ON: ON/1	OF	OF	OF	OF	OF	OF	OF
P21	non-activated	-	-	-	-	-	-	-
P22	35-60	40°C	40°C	40°C	40°C	40°C	40°C	40°C
P23	15-25	15°C	15°C	15°C	15°C	15°C	15°C	15°C
P24	25-35	30°C	30°C	30°C	30°C	30°C	30°C	30°C
P25	2-10	10°C	10°C	10°C	10°C	10°C	10°C	10°C
C0	OF: OFF/0 ; ON: ON/1	OF	OF	OF	OF	OF	OF	OF
C1	10~120	50Hz	50Hz	50Hz	50Hz	50Hz	50Hz	50Hz
C2	0~480	350P	350P	350P	350P	350P	350P	350P
C3	0~480	150P	150P	150P	150P	150P	150P	150P
C4	0~480	82	82	82	82	82	82	82

EN

6. MAINTENANCE AND SERVICING

6. 1. Maintenance and servicing

WARNING: Before undertaking maintenance work on the unit, ensure that you have disconnected the electrical power supply.

Cleaning

The heat pump's casing must be cleaned with a damp cloth. The use of detergents or other household products could damage the surface of the casing and affect its properties.

The evaporator at the rear of the heat pump must be carefully cleaned with a vacuum cleaner and soft brush attachment.

Annual maintenance

The following operations must be undertaken by a qualified person at least once a year.

- ✓ Carry out safety checks.
- ✓ Check the integrity of the electrical wiring by retightening the supply terminals (see § 3. 8, page 58).
- ✓ Check the earthing connections.
- ✓ Monitor the state of the pressure gauge and the presence of refrigerant.

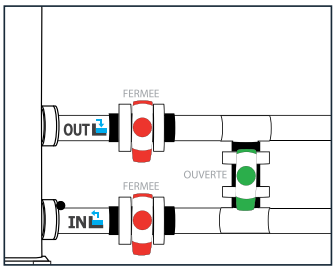
6. 2. Winter storage

In the winter months when the ambient temperature is lower than 3°C, **a shut-down heat pump must be winterized to avoid any frost damage.**

Winterizing in 4 steps

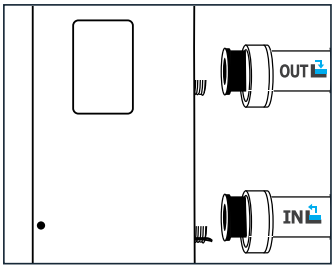
Step 1

Disconnect the heat pump from the power supply.



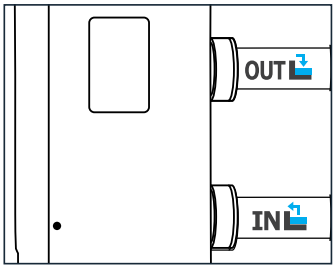
Step 2

Open the By-Pass valve. Close the inlet and outlet valves.



Step 3

Unscrew the drain plug and the water pipes in order to drain any water from the heat pump.



Step 4

Screw back the drain plug and the pipes or block them with rags so as to prevent any foreign bodies from getting into the circuit.

Finally, protect the pump with its winter storage cover.

If a circulating pump is servocontrolled by the heat pump, drain this also.

7. REPAIRS

WARNING: Under normal conditions, a suitable heat pump can heat the water in a swimming pool by 1°C to 2°C per day. It is therefore quite normal to not feel any temperature difference in the system when the heat pump is working.

A heated pool must be covered to avoid any loss of heat.

7. 1. Breakdowns and faults

In the event of a problem, the heat pump's screen displays a fault symbol instead of temperature indications. Please consult the table opposite to find the possible causes of a fault and the actions to be taken.

7. 2. Reset the settings

The control box must be turned off to be able to reset the settings to factory settings.

User and Factory Settings: Press and for 10 seconds to restore the values from user settings and factory settings to default.

Parameters E: Press and and for 3 seconds to reset E settings.

Error History: Press and for 3 seconds to clear error history.

7. 3. List of faults

Code	Anomalies	Inspection and troubleshooting
E01	Exhaust temperature failure	1. Check/replace the sensor. 2. Check the status of the sensor head.
E05	Coil temperature failure	
E09	Return air temperature failure	
E13	Inner coil temperature failure	
E17	Return water temperature failure	
E18	Water outlet temperature failure	
E21	Communication failure	Please contact the supplier.
E22	Ambient temperature failure	1. Check/replace the sensor. 2. Check the sensor head condition.
E25	Water flow switch failure	1. Check whether the water pump is installed correctly and can be started. 2. Check whether the water pipeline is not drained or blocked. 3. Check the water flow switch wiring or replace the water flow switch. 4. Check if the piping is installed correctly.
E27	Communication failure between main board and driver board	Please contact the supplier.
E28	EEPROM error in main board	Please contact the supplier.
E29	EEPROM error in driver board	
P02	High pressure protection(three consecutive times will lock the machine)	1. Replace the high pressure switch. 2. Drain the pipe air. 3. Install the water inlet temperature sensor correctly. 4. Check or replace the circulating water pump. 5. Discharge excess refrigerant. 6. Regularly clean the water heat exchanger.

EN

7. REPAIRS

Code	Anomalies	Inspection and troubleshooting
P06	Low pressure protection (three consecutive times will lock the machine)	1. Check or replace throttling components. 2. Clean the evaporator fins. 3. Replace the low pressure switch. 4. Check the leakage position, repair it, re-vacuum and charge the refrigerant according to the refrigerant type and weight shown on the nameplate.
P11	High temperature protection of exhaust temperature	1. Check whether the water temperature sensor is installed in place. 2. Check the leakage position, repair it, re-vacuum and charge the refrigerant according to the refrigerant type and weight shown on the nameplate. 3. Regularly clean the water heat exchanger. 4. Check or replace the circulating water pump.
P15	Inlet and outlet water temperature difference protection	1. Check whether the pump is running normally and whether the water circuit is blocked. 2. Check the setting of advanced parameter P8: it should be 15°C.
P16	Cooling undercooling protection	Please contact the supplier.
P17	Standby frost protection	
P18	Electric heater overheating protection	
P19	Compressor current protection	
P24	DC fan protection and failure	
P25	Outdoor ambient temperature too high or too low protection	1. Detects if the current ambient temperature of the machine is out of range. 2. Check if the external ambient temperature sensor is installed correctly. 3. Ambient temperature sensor is damaged and needs to be replaced (after a period of downtime, check whether the ambient temperature display value is consistent with the current environment, If the deviation is large, it can be judged as sensor failure).
P26	Water outlet temperature over in Heat Mode	Please contact the supplier.
P27	Over temperature protection of outer coil during cooling	
R02	Compressor drive failure	1. Check whether the wiring is normal. 2. Wire the wires in the correct order.
R05	IPM module overheat protection	Shut down, power on again after 5 minutes of power off.
R06	Heat pump overcurent protection	Please contact the supplier.
R10	DC voltage overvoltage protection	Normal input voltage range: - single-phase: 182V~242V. - three-phase: 310V~460V It is recommended to power on at an interval of more than 2 mins, or wait for the code to disappear automatically.
R11	DC voltage undervoltage protection	
R12	AC voltage overvoltage	Normal input voltage range: - single-phase: 182V~242V. - three-phase: 310V~460V
R13	AC voltage undervoltage	
R24	Unstable input power voltage	Shut down, power on again after 5 minutes of power off.
R21	IPM overcurent protection	1. Shut down, power on again after 5 minutes of power off. 2. Water temperature setting too high. 3. Switch to ECO mode or silent mode operation.

8. END OF PRODUCT LIFE

8. 1. General warranty conditions

The Poolstar Company guarantees the original owner against defective materials and faults in the manufacture of the Poolex Dreamline Fi heat pump for a period of **three (3) years**.

- The compressor is guaranteed for a period of **five (5) years**.
- The titanium tube heat exchanger is guaranteed for a period of **fifteen (15) years** against chemical corrosion, except for frost damage.
- The condenser's other components are guaranteed for **three (3) years**.

The warranty becomes effective on the date of the first invoice.

The warranty does not apply in the following cases:

- Malfunction or damage arising from an installation, usage or repair that is not in compliance with the safety instructions.
- Malfunction or damage arising from a chemical agent that is unsuitable for the pool.
- Malfunction or damage arising from conditions that are unsuitable for the equipment's purposes of use.
- Damage arising from negligence, accident or force majeure.
- Malfunction or damage arising from the use of unauthorized accessories.

Repairs undertaken during the warranty period must be approved prior to being carried out by an authorized technician. The warranty shall be null and void if the repair to the equipment is carried out by a person who is not authorized by the Poolstar company.

The guaranteed parts shall be replaced or repaired at Poolstar's discretion. Defective parts must be returned to our workshops to be covered during the warranty period. The warranty does not cover labour costs or unauthorized replacements. The return of the defective part is not covered by the warranty.

Dear Sir/Madam,

Please spend a few minutes filling in the warranty registration card that you will find on our website:

https://assistance.poolstar.fr/

We thank you for your trust in our products.
Enjoy your swimming!

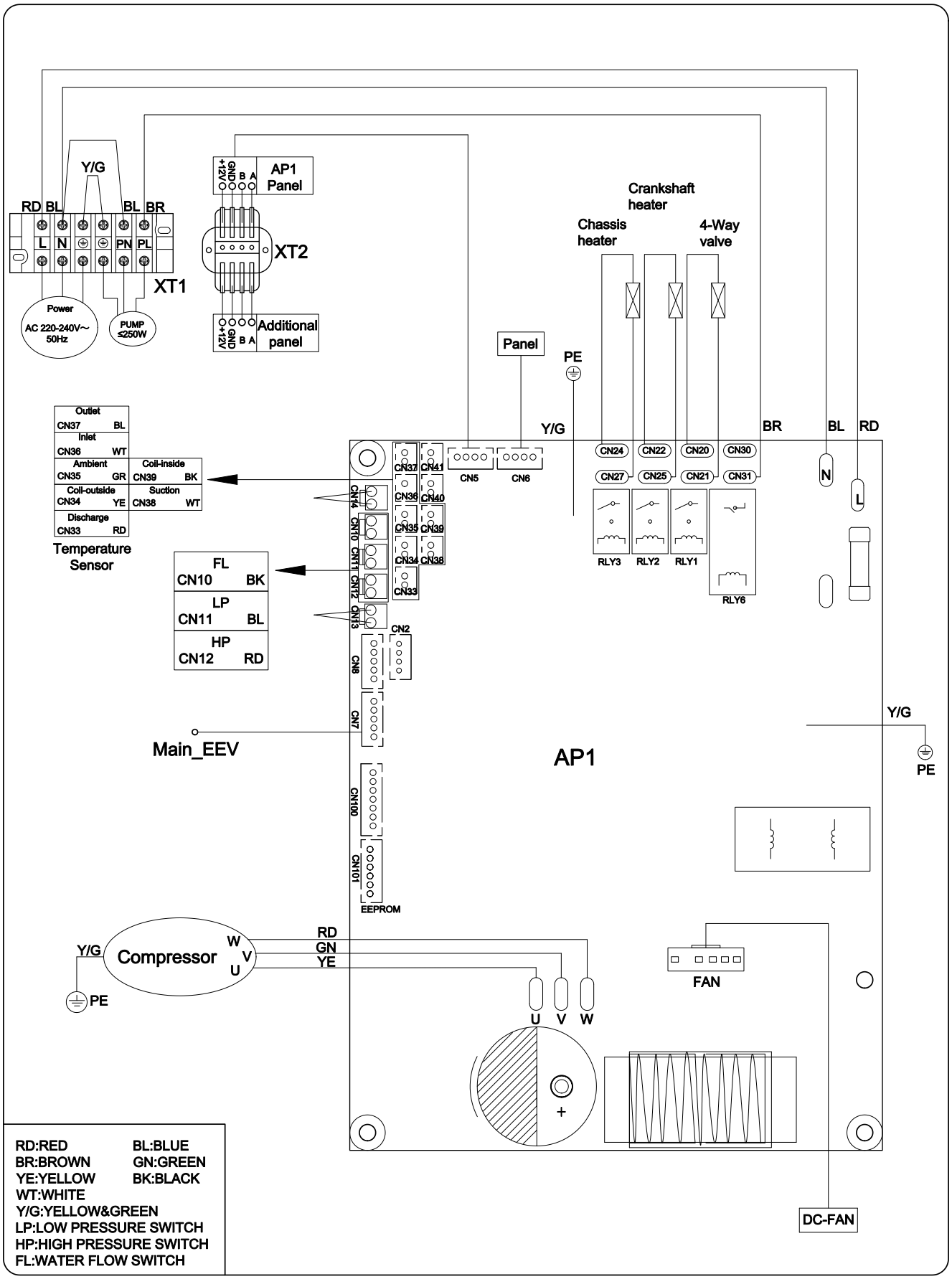
Your details may be treated in accordance with the Data Protection Act of 6 January 1978 and will not be divulged to any third party.

9. ANNEXES / APPENDICES / APÉNDICES / APPENDICI / ANHANG / BIJLAGEN

9.1 Schémas de câblage de la carte électronique
Wiring diagrams of the electronic board
Esquemas eléctricos de placas electrónicas

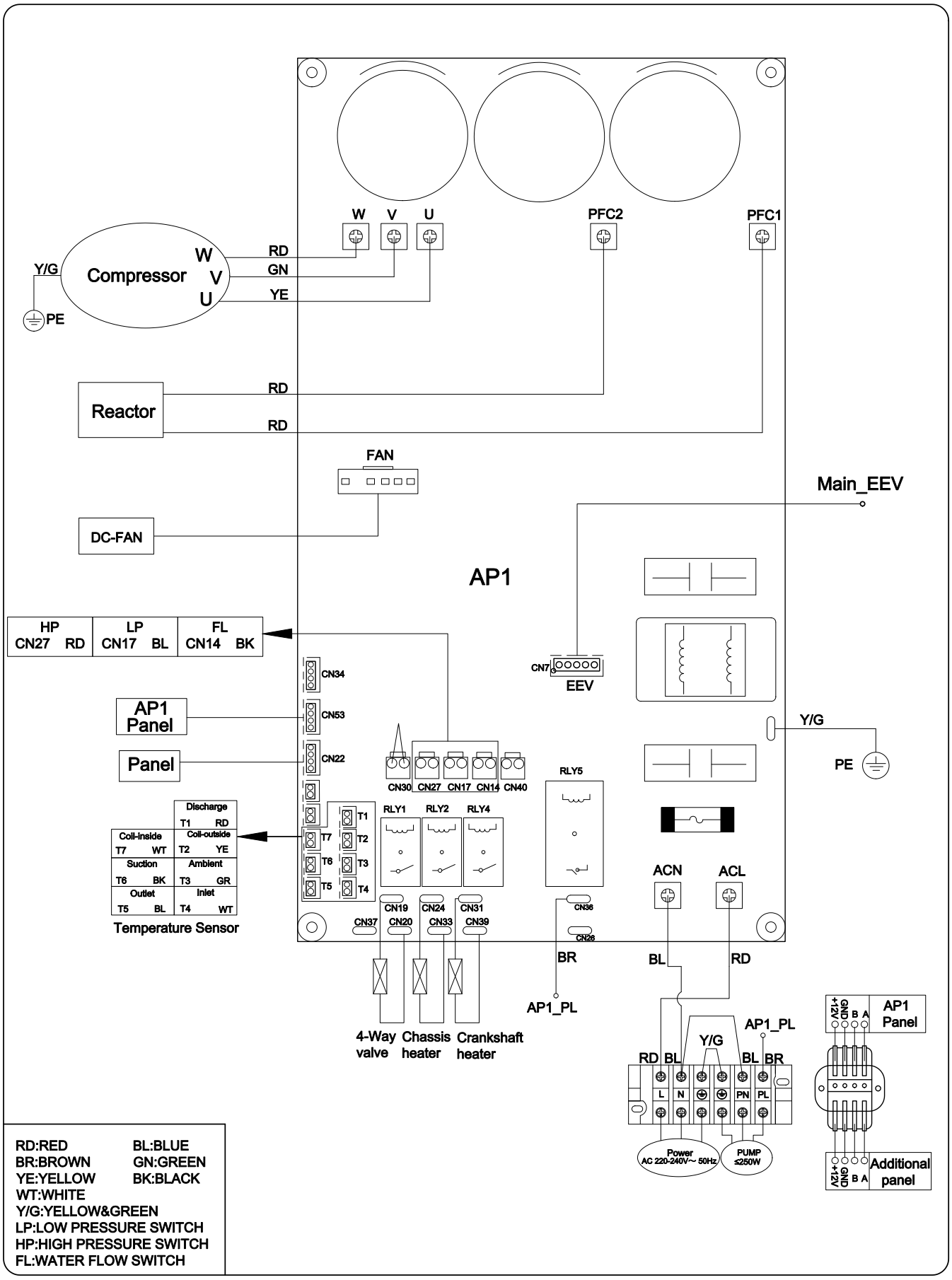
Schemi di cablaggio delle schede elettroniche
Schaltpläne für die elektronische Platine
Elektronische bedradingsschema's

Silverline Top 6kW



9. ANNEXES / APPENDICES / APÉNDICES / APPENDICI / ANHANG / BIJLAGEN

Silverline Top 9kW et 12kW

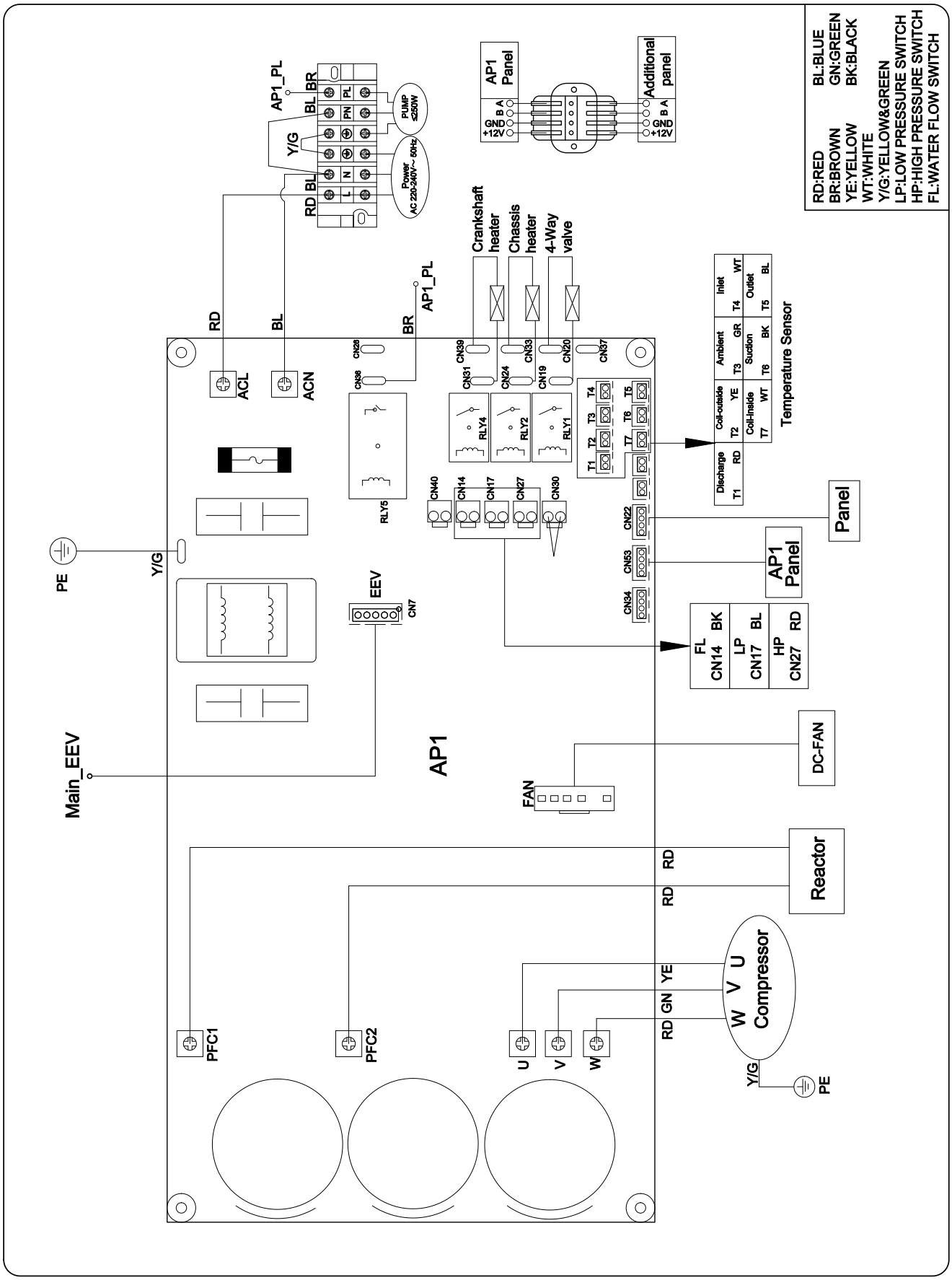


9. ANNEXES / APPENDICES / APÉNDICES / APPENDICI / ANHANG / BIJLAGEN

9.2 Schémas de câblage de la carte électronique
Wiring diagrams of the electronic board
Esquemas eléctricos de placas electrónicas

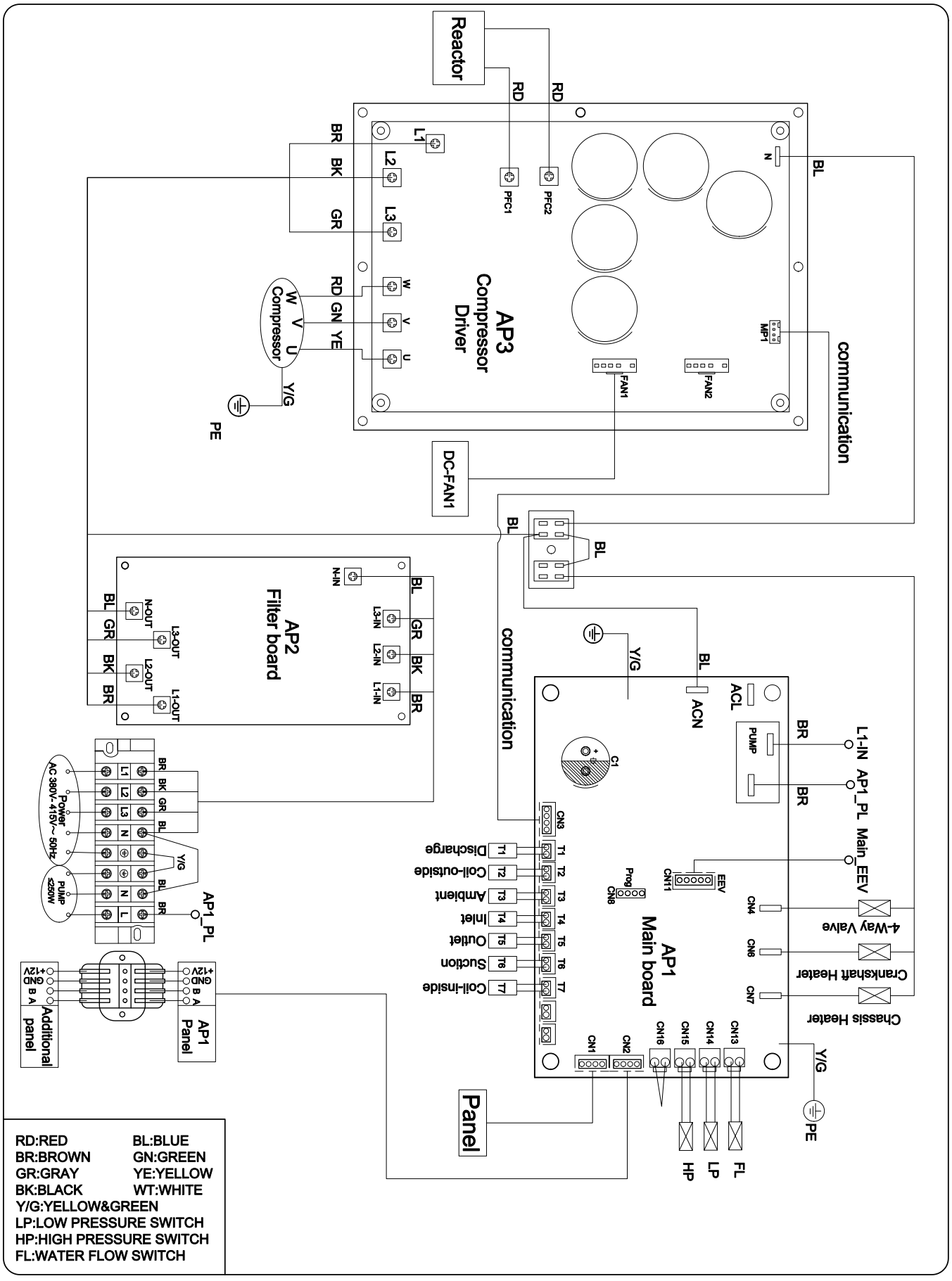
Schemi di cablaggio delle schede elettroniche
Schaltpläne für die elektronische Platine
Elektronische bedradingsschema's

Silverline Top 15kW et 20kW



9. ANNEXES / APPENDICES / APÉNDICES / APPENDICI / ANHANG / BIJLAGEN

Silverline Top 15kW Tri et 20kW Tri



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Assistance technique - Technical support -
Asistencia técnica - Assistenza tecnica -
Technische unterstützung - Technische bijstand

www.assistance.poolstar.fr
contact@poolstar.fr

Poolex is a brand of the group :

Poolstar

05-2025