

# Zehnder ComfoBox Q / ComfoHeat User's Manual



always  
around you

Release 04.2021

Heating

Cooling

Fresh air

Clean air



# Introduction

***Please read this document carefully before planning your installation.***

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This document contains the information necessary to operate the Zehnder ComfoBox Series Q compact energy centre and the ComfoHeat heat pump building system. The document does not contain comprehensive information on the design, operation and implementation of the comfort ventilation system, heating system, water heating system and geothermal heat source (earth probe, soil collector or other water-based heat source).

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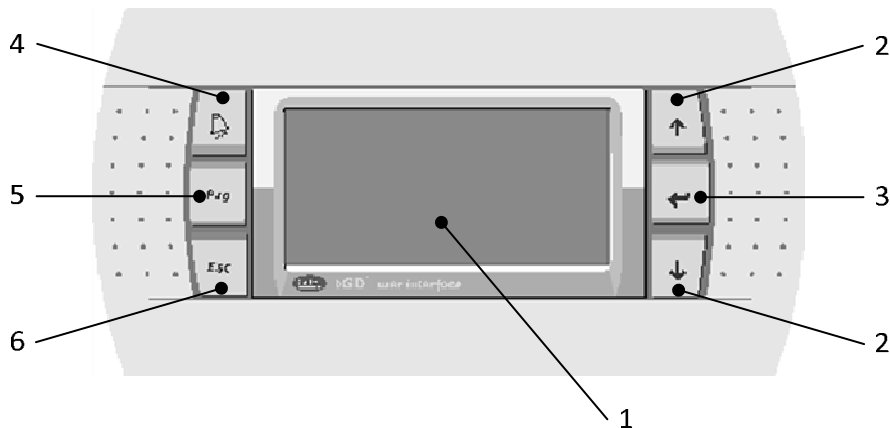
# 1 Application

## 1.1 Description of the control panel



**Depending on the model of the heat pump and the configuration performed by the technical customer service, the menu windows and their contents mentioned here are not available.**

The control panel of the heat pump consists of a display with 6 buttons and is mounted on the heat pump. This is shown in the figure below.



No	Description	No	Description
1	Display	4	Alarm menu selection button [alarm]
2	Access keys [↑]/[↓]	5	User menu selection button [Prg]
3	Select and confirm button [←]	6	Back button [Esc]

The general functions of the individual buttons and their operation are described below.

### ■ ACCESS KEYS [↑]/[↓]

This allows you to move the cursor with the menu lists in the menu windows within the lists. In the menu, previous or next window of the menu can be opened. In menu windows with configurable parameters, this function can be used to increase or decrease the value of a parameter selected with the cursor.

### ■ SELECT AND CONFIRM BUTTON [←]

This allows to call up the selected menu with the cursor in the menu windows and menu lists. to home position. In menu windows with configurable parameters, this function allows to move the cursor to the next configurable parameter in the menu window. If the cursor is set to the next parameter to be set in the menu window, previously changed parameter is saved. In the main menu window, this button can also be used to open the menu 1.7 INFORMATION directly.

### ■ USER MENU SELECTION BUTTON [PRG]

With this key, menu 1 USER can be directly accessed at any point in the program.

### ■ [PRG]+[ESC] BUTTONS SIMULTANEOUSLY

Pressing [Prg]+[Esc] buttons simultaneously opens menu 2 INSTALLER. This program level is password protected.

■ **ALARM MENU SELECTION BUTTON [Alarm]**

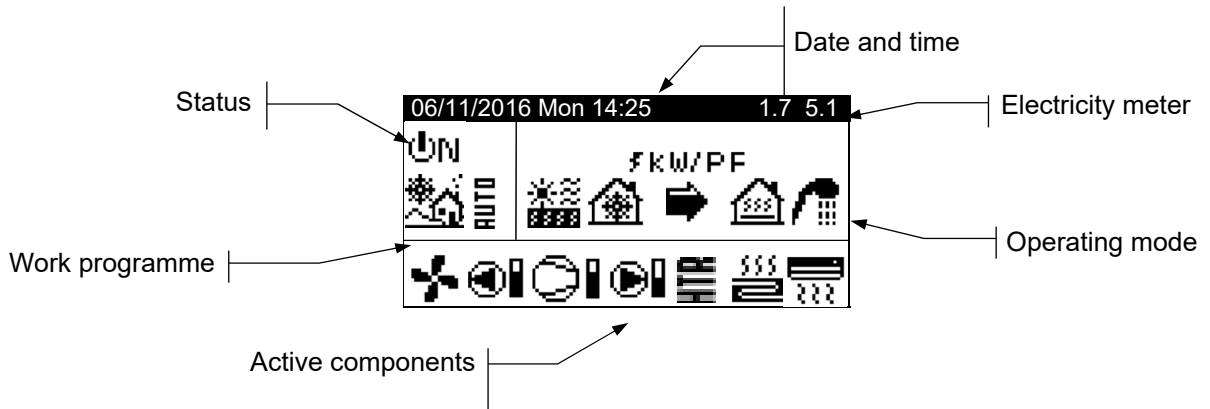
With this button, menu 1.9 ALARMS can be opened directly at any point in the program.









■ **BACK BUTTON [Esc]**

This button allows to return to the previous menu at any point in the program.

**1.2 Main menu**

The window of the application's main menu consists of several fields containing information about the operation of the heat pump.



-  Brine pump activated
-  Compressor in start-up phase
-  Compressor activated
-  Compressor in shutdown phase
-  Output pump activated
-  Heating groups activated
-  Cooling groups activated
-  HTR system activated

## 1.3 Operating modes

This field displays symbols indicating the corresponding active operating modes. Depending on the heat pump model and configuration performed by technical customer service, several operating modes may be displayed at the same time.



### **Operating mode DIRECT HEATING / operating mode DIRECT COOLING**

The heat pump delivers hot/cold water directly to the heating/cooling system and adjusts the output according to the consumption of the dwelling. The supply temperature and supply rate are adjusted continuously to optimize system performance. These modes of operation are activated when the heat pump receives a demand signal from equipment installed in rooms (thermostats, th-Tune terminals, thT terminals or TH sensors).



### **Operating mode BUFFER HEATING / operating mode BUFFER COOLING**

The heat pump supplies hot/cold water to the buffer tank of the heating/cooling system. Output power, supply rate and supply temperature are controlled continuously to maintain tank temperature and optimize system performance. These modes of operation are activated when the buffer tank temperature is lower/higher than the temperature difference required for activation.



### **Operating mode HOT WATER**

The heat pump supplies hot water to increase the temperature of the storage tank to reach the hot water supply temperature as soon as possible. This mode of operation is activated when the temperature of the hot water tank is lower than the temperature difference required for activation.



### **Operating mode SWIMMING POOL**

The heat pump supplies hot water to the heat exchanger for the swimming pool and regulates output power. The supply rate and supply temperature are adjusted continuously to optimize system performance. This operating mode is activated when the heat pump receives a message about the need to produce heat in the swimming pool.



### **Operating mode LEGIONELLA PROTECTION**

The heat pump raises the tank temperature to the temperature set by the technical customer service for the Legionella Protection program. First, the temperature is raised with the help of a compressor; then the additional hot water preparation system (if any) is activated until the final temperature is reached. This operating mode is activated according to the weekly Legionella Protection program.



***Activation of different OPERATING MODES may depend on the time programming functions or heat pump operation priorities (HOT WATER, HEATING, COOLING, SWIMMING POOL).***

In addition to the symbols that define the corresponding operating modes, the following symbols can be displayed in this field:



**Operation**

This shows the transfer of heat between the circuits.  
When the symbol is displayed continuously, the heat pump is operating normally.  
When the symbol flashes, the protection function of the heat pump is activated.



**Power source**

Withdrawal of energy from the energy source or injection of energy into the energy source.



**Circuit inversion**

HEATING/COOLING CIRCUIT is equipped with an inverter. Only for heat pumps with inverter.



**Maintenance**

The compressor start is deactivated when there is a gap (15 minutes) between starts.  
The number of minutes remaining until the compressor start is displayed next to the symbol.

STANDBY

This is not applicable. The heat pump will remain in standby mode as there is currently no demand for it.

## 1.4 Program

The function program of the heat pump determines which operating modes can be activated.



### **WINTER program**

The heat pump does not allow the activation of operating modes PASSIVE COOLING and ACTIVE COOLING.



### **SUMMER program**

The heat pump does not allow activation of the operating mode HEATING.



### **MIXED MODE program**

The heat pump allows you to activate any mode of operation.



### **AUTOMATIC program**

Depending on the outside temperature, the heat pump automatically selects between WINTER and SUMMER programs. The required temperatures and times can be set by the user.



### **REMOTE CONTROL**

WINTER/SUMMER program is selected using an external signal.



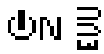
## 1.5 Statuses

The status indicates the availability of the heat pump to perform various functions.



### **Status ON**

The heat pump is switched on and all its functions can be activated.



### **Status ON + EVU**

The heat pump is on, but compressor start is deactivated by the EVU signal. Secondary functions can be activated, such as starting the pumping equipment, hot water circulation, etc.



### **Status ON + NIGHT TIME**

The heat pump is switched on and all its functions can be activated. However, there is a functional limitation due to night-time programming.



### **Status OFF via the control panel**

The heat pump was manually switched off on the front panel of the control unit. Activation of these functions is therefore not possible.



### **Status OFF in case of time or calendar programming**

The heat pump switches off according to the programmed active time or calendar. Activation of these functions is therefore not possible.



### **Status OFF by signal from data bus**

The heat pump was switched off via an external signal via the data bus. Activation of these functions is therefore not possible.



### **Status OFF by supervisor**

In installations where several units are operating in parallel, the supervisor switched off the heat pump. Activation of these functions is therefore not possible.



### **Status EMERGENCY STOP via control panel**

The heat pump is in EMERGENCY STOP condition, which was activated manually on the front panel of the control unit. The compressor cannot be started. However, services may be provided if additional equipment is available for emergency use.



### **Status EMERGENCY STOP due to an active alarm**

The heat pump is in status EMERGENCY STOP because there is an active alarm. The compressor cannot be started. However, services may be provided if additional equipment is available for emergency use.













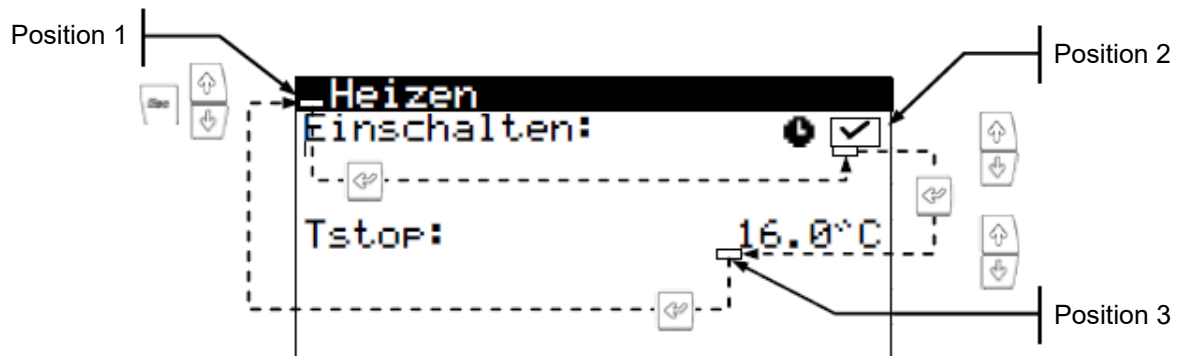
### **Status EMERGENCY STOP due to repeated alarms**

The heat pump is in the status EMERGENCY STOP, because it is a constantly recurring alarm. The compressor cannot be started. However, services may be provided if additional equipment is available for emergency use.

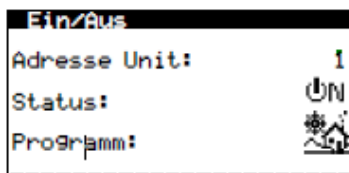
## 1.6 Parameters

To change a parameter, perform the following steps:

1. Open the menu window containing the parameter to be changed.
2. When the cursor is in position 1, press the button  to open the menu window and set the cursor to the parameter of position 2.
3. Set the parameter value in position 3 using   .
4. Press the button  to confirm the value and move to position 3.
5. Set the parameter value in position 3 using   .
6. Press the button  to confirm the value and move to position 1.
7. When the cursor is back in position 1, press   to open the previous or next menu window, or return to the user menu list with .



## 1.7 Switching on/off

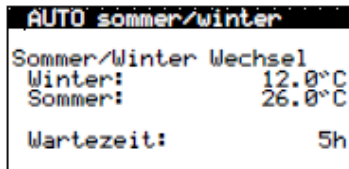


### Switching on/off

Shows the address of the device.

Allows you to turn the heat pump on/off or change the status EMERGENCY STOP.

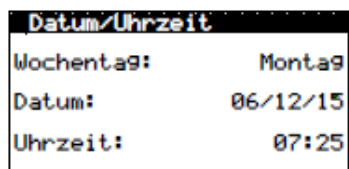
You can also select a work program.



### Program AUTOMATIC SUMMER/WINTER

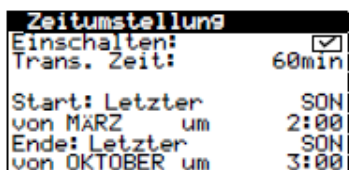
When the AUTOMATIC program is selected, you can set the desired temperatures and times for the transition between the WINTER and SUMMER programs.

## 1.8 Calendar



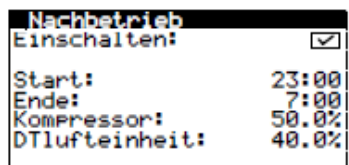
### Date/Time

Here you can change the day of the week, date (DD/MM/YY) and time (HH:MM, 24-hour format) of the control unit.



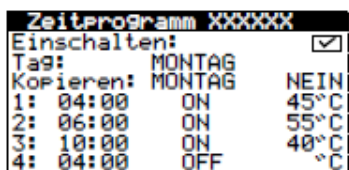
### Changing of time

This allows to set the parameters that determine the time of automatic change of seasons (autumn-winter / spring-summer).



### Night mode

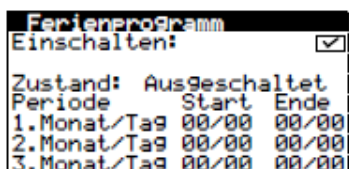
Set here the daily period during which the speed of the compressor and, if applicable, of the air heater is limited. This function is particularly useful for limiting noise at night.



### Hot water time program / heating time program / cooling time program / pool time program / heat pump time program

For each day of the week, a program can be set for up to 4 time periods.

An independent time program can be set for HOT WATER, HEATING, COOLING and SWIMMING POOL services. You can also set the time to fully turn on and off the heat pump.




### Vacation calendar

During the year, up to 3 periods can be set during which the heat pump remains on or off.

## 1.9 Heating

Heizen	
Einschalten:	<input checked="" type="checkbox"/>
Tstop:	16.0°C

### Heating

Allows to activate the operating mode HEATING and set the temperature at which the heating is switched off. At outdoor temperatures which exceed the switch-off temperature, the operating mode HEATING is never activated. The symbol  indicates that the time programming of the operating mode HEATING is activated.

Pufferspeicher Heizen	
T-Sollwert:	50.0°C
DTeinschalt:	5.0°C

### Heating of buffer tank

The default temperature of the heating of buffer tank is displayed and the temperature difference for start can be set.

Heizgruppen			
	-	0	+
DG1:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SG2:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SG3:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SG4:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Heating groups

Here you can adjust the default values programmed by the technical customer service for the heating supply temperatures. Each step increases or decreases the supply temperature by 2 °C.

Raumfernbedienung		
	Soll °C	DTC °C
DG1:	20.0	2.0
SG2:	21.0	2.0
SG3:	22.0	2.0
SG4:	21.0	2.0

### Remote control of room temperature

Display and set the difference between the preset room temperature (reference temperature) and the comfort temperature of the corresponding terminals for each supply group.

Zusatzsystem Heizen X	
Not-Aus:	<input checked="" type="checkbox"/>
Unterstützung:	<input checked="" type="checkbox"/>

### Auxiliary heating system X

In this case, the auxiliary heating system can be enabled in EMERGENCY STOP and SUPPORT mode.


In the operating mode EMERGENCY STOP, the auxiliary system is activated automatically when an active alarm is present.

In the operating mode SUPPORT, the auxiliary system is automatically activated for normal heating production according to the technical assistance program.

## 1.10 Cooling

Kühlen	
Einschalten:	<input checked="" type="checkbox"/>
Tstop:	
Aktiv:	28.0°C
Passiv:	20.0°C

### Cooling

Here you can activate the operating mode COOLING and set the switch-off temperatures for active and passive cooling. If the outdoor temperature is lower than the switch-off temperature of passive cooling, it is not possible to activate the operating mode COOLING. If the outdoor temperature is between the passive and active cooling switch-off temperature, the activation of PASSIVE COOLING is allowed. If the outdoor temperature exceeds the active cooling off temperature, the ACTIVE COOLING activation is enabled. The symbol  indicates that the time program of the operating mode COOLING is active.

Pufferspeicher Kühlen	
T-Sollwert:	8.0°C
DTeinschalt:	3.0°C

### Cooling buffer tank

The default temperature of the cooling buffer tank is displayed here and the temperature difference can be set to start.

Kühlgruppen							
	-	0	+		-	0	+
DG1:				SG2:			
SG3:				SG4:			

### Cooling groups

Here the default values programmed by the technical customer service for heating supply temperatures can be adjusted. Each step increases or decreases the supply temperature by 2 °C.

Raumfernbedienung		
	Soll	DTc
	°C	°C
DG1:	20.0	2.0
SG2:	21.0	2.0
SG3:	22.0	2.0
SG4:	21.0	2.0

### Remote control of room temperature

Display and set the difference between the preset room temperature (normal value) and comfort temperature (DTc) at the respective terminals for each supply group.

Zusatzsystem Kühlen X	
Not-Aus:	<input checked="" type="checkbox"/>
Unterstützung:	<input checked="" type="checkbox"/>

### Auxiliary cooling system X

Allows to enable the auxiliary cooling system in the operating modes EMERGENCY STOP and SUPPORT.

In the operating mode EMERGENCY STOP, the auxiliary system is activated automatically if there is an active alarm that prevents the compressor from starting.


In operating mode SUPPORT the auxiliary system is automatically activated for normal operation COOLING as programmed by the technical service.

## 1.11 Water heating / protection against legionella

Warmwasser	
Einschalten:	<input checked="" type="checkbox"/>
Fernsteuerung:	ON <input checked="" type="checkbox"/>
T-Sollwert:	48.0°C
DTeinschalt:	5.0°C
HTR T-Sollwert:	70.0°C

### Hot water

Here you can activate the operating mode HOT WATER and set the difference between the default temperature of the hot water tank and the starting temperatures. You can also set the default hot water post-heating temperature for the water heating system.

The symbol  indicates that time programming of operating mode HOT WATER is active.

Zusatz-Warmwasser X	
Not-Aus:	<input checked="" type="checkbox"/>
Unterstützung:	<input checked="" type="checkbox"/>

### Additional hot water X

Here, the hot water auxiliary system can be enabled in the operating modes EMERGENCY STOP and SUPPORT.

In the operating mode EMERGENCY STOP, the auxiliary system is activated automatically if there is an active alarm that prevents the compressor from starting. In operating mode SUPPORT the auxiliary system is activated after the compressor has failed to reach the set temperature of the hot water tank.

Warmwasser-Ladung	
Einschalten:	<input checked="" type="checkbox"/>
Tag:	MONTAG
Kopieren:	MONTAG NO
1: 04:00	ON
2: 06:00	ON
3: 10:00	ON
4: 04:00	OFF

### Hot water circulation

Allows to set 4 periods for each day during which hot water circulation is activated.

The difference between the default temperature of hot water circulation and the starting temperatures can also be set.

Legionellen	
Einschalten:	<input checked="" type="checkbox"/>
Zeit:	3:00
Mon:	<input checked="" type="checkbox"/>
Mit:	<input checked="" type="checkbox"/>
Fre:	<input checked="" type="checkbox"/>
Son:	<input checked="" type="checkbox"/>
Die:	<input checked="" type="checkbox"/>
Don:	<input checked="" type="checkbox"/>
Sam:	<input checked="" type="checkbox"/>

### Legionella Protection program

Here you can define the weekly program for Legionella protection.

The Legionella Protection program is automatically deactivated if the temperature set by the technical service has not been reached after 5 hours.

The Legionella Protection program is recommended to be used at night or when hot water is not consumed.

## 1.12 Swimming pool

<b>Pool</b>	
Einschalten:	<input checked="" type="checkbox"/>
Winterprogramm	
Minuten pro Stunde:	10

<b>Pool</b>	
Einschalten:	<input checked="" type="checkbox"/>
Fernsteuerung:	ON <input checked="" type="checkbox"/>
T-Sollwert:	48.0°C
DTeinschalt:	5.0°C


<b>Zusatzsystem Pool X</b>	
Not-Aus:	<input checked="" type="checkbox"/>
Unterstützung:	<input checked="" type="checkbox"/>

### Swimming pool

Allows to activate the operating mode SWIMMING POOL.

It is possible to set the percentage of minutes/hours during which the heat pump is running in the mode SWIMMING POOL, if in the program WINTER there is a need for heating and swimming pool at the same time.

The difference between the default temperature of the swimming pool and starting temperatures can be set.

The symbol  indicates that the time programming of the operating mode COOLING is active.

### Auxiliary system Swimming pool X

Here you can enable the auxiliary system for the SWIMMING POOL in operating modes EMERGENCY STOP and SUPPORT.

In the operating mode EMERGENCY STOP, the auxiliary system is activated automatically if there is an active alarm that prevents the compressor from starting.

In the operating mode SUPPORT, the auxiliary system is automatically activated for normal operation of the operating mode SWIMMING POOL according to the programming made by the technical customer service.

## 1.13 Information

Sole/Heizen		
	Sole	Heizen
Aus:	2.0	35.1 °C
Ein:	5.1	29.9 °C
DT:	3.1	5.2 °C
Druck:	1.2	1.4 bar
Pumpen:	95.0	87.0 %

### Brine/heating

The supply and return temperatures, the temperature difference, the actual pressure and the adjustment percentage rate of the circulation pumps in the brine and heat production chain are displayed.

Aussentemperatur	
T-Aussen:	14.7°C

### Outdoor temperature

The actual outdoor temperature is displayed.

Raumfernbedienung			
	Soll °C	T-Ist °C	RH %
DG1:	50.0	49.8	23.2
SG2:	45.0	46.2	10.1
SG3:	45.0	43.0	23.2
SG4:	35.0	35.1	94.6

### Room terminals

In installations with bus-connected room terminals (Th-T or TH sensors), the preset room temperature (setting value), actual temperature (T-real) and actual relative humidity (RH) of the terminal assigned to each supply group are displayed.

Pufferspeicher XXXXXX	
T-Istwert:	49.9°C
T-Sollwert:	50.0°C
DTstart:	5.0°C

### Heating buffer tank / cooling buffer tank

The default temperature, the difference between the starting temperatures and the actual temperature of the buffer tank are displayed.

Heating and cooling buffer tanks both have own menu window.

XXXXXXgruppen			
	Soll °C	T-Ist °C	Reg %
DG1:	50.0	49.8	
SG2:	45.0	46.2	10.1
SG3:	45.0	43.0	23.2
SG4:	35.0	35.1	94.6

### Heating groups / Cooling groups




For each supply group, the preset supply temperature, the actual supply temperature and the adjustment percentage rate (Reg) are displayed.

Both the heating and cooling supply group have their own menu window.

Warmwasserspeicher	
T-Iswert:	47.9°C
T-Sollwert:	48.0°C
DTeinschalt:	5.0°C
Teinschalt komp.:	43.0°C

### Hot water tank

The default temperature, the difference between the starting temperatures and the actual temperature of the buffer tank are displayed.

XXXXXXX Messwert		
	15.2 kW	COP: 5.8
	12.6 kW	ERR: 0.0
	2.6 kW	AZ: 5.8

### Actual measuring value / monthly measuring value / yearly measuring value

These menu windows contain information on heat pump consumption, capacity, input energy and energy output.

The menu windows contain information about current, monthly and annual values.

Wärmebedarf	
     	
      	

### Active demand

Actual demand for starting the compressor is displayed in the upper area.

The bottom area shows the demand that the heat pump receives to start the different supply groups.

The fact that there is an active demand for a compressor or supply groups does not necessarily mean that they must be in operation. There may be other reasons that prevent their start.



```


Version
Version:      0.1.0058
Datum:       02/10/15
Bios: 6.24   25/02/14
Boot: 4.05   04/02/13
Version firmw: 5.0
Firmware version: 0.2

```

### Version

Information about the application installed on the controller is displayed here.

## 1.14 Alarms

The  button quickly opens the Alarms menu in the main menu window.


```

Alarme
Niedrigerdruckstörmg
Vorlauftemperatur

```

### Alarms

These menu windows show the alarms that are currently in progress that may prevent the compressor from starting.

The  button is illuminated continuously.

```

Alarm zurücksetzen
Alarm zurücksetzen: 

```

### Clearing alarms

The heat pump is deactivated and switches to operating mode EMERGENCY STOP if the critical alarm is repeated more than 5 times a day. In this case, the heat pump can be released again in this menu window after correcting the problem.


```

Alarmregister
Drücken Sie ENTER
für ALARMREGISTER

```

### Alarm register

The heat pump records information for the last 50 alarms.

In this menu window, the historical alarm data register can be accessed by pressing the button .


```

N°012 03:04 06/12/14
Alarm test 10
Out:   Evap   Cond
      00.0   00.0 °C
In:    00.0   00.0 °C
RP:    00.0   00.0 bar
%:     00.0   00.0 %
Code:  0     2058

```



## 1.15 Faults

The heat pump continuously monitors a number of parameters. If any parameter is out of range, the control unit activates the alarm and generates an error message, which is registered in the ALARMS menu.



If there is a malfunction, the heat pump will not allow the compressor to start. To indicate the presence of a fault, the button  illuminates continuously in red and the operating mode EMERGENCY STOP is activated automatically.

Depending on the type of problem, different situations may arise.



### Active alarms

Active alarms indicate malfunctions occurring at this time. At the beginning of the ALARMS menu, successive menu windows are displayed, showing the text with the reason for the alarm. The  button illuminates continuously in red and is displayed in the menu window .

If the problem is corrected, these alarms will be cleared and the heat pump will continue to operate automatically.

The button  then flashes red to indicate that an error has occurred but has been corrected. When the alarm register is opened, the button  will no longer illuminate.

### Locked due to repeated alarms

There are a number of critical malfunctions in the operation of the heat pump, in which a permanent shutdown is activated if the malfunctions are repeated more often than 5 times a day. The  button illuminates continuously in red and is displayed in the menu window .

Even after eliminating the problem, such a lock must be manually removed from the ALARMS menu so that the heat pump can be put into operation again.

### Register of historical alarm data

The ALARMS menu contains a historical data register that contains information about the last 50 errors.











***In the event of a malfunction of the heat pump, the electric hot water heater must be activated from the rotary switch in the electrical cabinet.***



***In case of malfunction of the heat pump, the electric emergency heating of the heat pump must be activated on the heat pump display.***

## 1.16 Comfort issues

Feature	Possible cause	Corrective action
The compressor does not start.	Fault in power supply.	Check the fuses.
	The heat pump is switched off. The Main Menu window displays OFF.	Switch on the heat pump.
	Locking due to repeated alarms.  illuminates continuously in red. The Main Menu window displays  .	Cancel the lockout caused by the alarms.
	The time programming of the heat pump is activated. The Main Menu window displays  .	Set or deactivate the time programming of the heat pump.
	<b>STAND-BY</b> appears on the display.	No service is needed. Check if there is a need.
	Waiting for the compressor to start is active. The Main Menu window displays  .	Wait until the specified time  xx has elapsed.
	The EVU signal is active. The Main Menu window displays  .	Wait until the EVU signal is deactivated.
Low temperature of hot water.	The hot water programming is active.	Configure or turn off hot water time programming.
	Night time programming is active. The Main Menu window displays  .	Set or deactivate night-time programming.
	The hot water mode is deactivated.	Activate hot water mode.
	The hot water mode is switched off using the remote control.	Deactivate the hot water remote control.
	The temperature of hot water lies between the default temperature and the temperature difference.	Increase the default temperature and or decrease the gap between the starting temperatures.
	Temporarily high peak demand.	Wait 15-30 minutes and check the temperature of the hot water again.
Room temperature: HEATING in low operating mode, COOLING in high operating mode.	Incorrect work program.	Select the appropriate program.
	Operating mode HEATING/COOLING is deactivated.	Activate the operating mode HEATING/COOLING.
	The outdoor temperature is higher/lower than the heating/active cooling/passive cooling off values.	Set the shut-off temperature for heating/active cooling/passive cooling.
	Time programming is activated for operating mode HEATING/COOLING.	Set or deactivate the HEATING/COOLING time programming.
	Night mode programming is activated. The Main Menu window displays  .	Set or deactivate night-time programming.
	The compressor operates and reaches the specified supply temperature.	Set the heating/cooling curve and inform the technical service.
	Room terminals do not present a demand for the heat pump.	Set the default temperature for the room terminals.
	Temporarily strict requirements for air conditioners.	Wait a few hours and check the room temperature again.



**Notes**

A large grid of graph paper for taking notes, consisting of 20 columns and 30 rows of small squares.

