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1 Remote Control Gateway (RCG)

1.1 Enduser manual

1.1.1 Login

You will receive the login data from your competence partner. Usually the e-mail address of the owner is used as "user name".

The password is initially created by a technician who sets up the remote access. The access data will then be sent to you. After the first login, the password can be changed as desired under "My data", observing the prescribed characters.



Fig. 1: Remote Control Gateway - Login

After logging in with the user data you have received from your competence partner, you will now be taken to the start page of the Remote Control Gateway.

From here you can make settings via the various menu points and view messages and trend datas.



Fig. 2: Overview menupoints Remote Control Gateway

2 Menupoints

2.1 Overview (Homepage)

The menu item "Overview" displays basic information about the unit.

- 1. Connection status of the remote maintenance
- 2. Messages / Faults
- 3. Room setpoint temperature
- 4. Outdoor temperature

Overview	Heat Pump	(A) My Data	Writer	Trend Data	Messages	? Help	(→ Logout					HEL	Die Wärmepump	e
					í				2:12	Me				
					<mark>online</mark> Off Testm	haschin	- e Proc	11322 duktion	25 °C	∛ 18.7 ℃				

Fig. 3: Menupoint "Overview" Remote Control Gateway

2.2 Heatpump

Under the menu point "Heat pump" you will find further submenu items with setting options. These are described further in their function in the next graphics.

Overview Heat My Data Writer Trend	d Data Messages Help	(E) Logout			HELIOTHERM De Witnepunce
	Operation Modes Heater	Operation Modes Mischerkreis 1	Operation Modes Mischerkreis 2	Efficiency	
	Heater	Mischerkreis 1	Mischerkreis 2	(C) Time Programs	
	() Hot water	Operation hours	Cooling circuit		

Fig. 4: Menupoint "Heat Pump" Remote Control Gateway



2.2.1 Operating Modes Heater

The operating mode of the heat pump is set here depending on condition, the season or individually.



Fig. 5: Submenupoint "Operating Modes Heater" Remote Control Gateway

The description of the operating modes applies both to the main heating circuit ("Operating modes heating") and to the operating modes "Mixer circuit 1" and "Mixer circuit 2", if these systems are installed.

Mode	Function
OFF	The system is off, but continues to run in frost-proof mode to prevent freezing.
Automatic	Heating and hot water are controlled according to a time programme. If no time programme is stored, the system adjusts to the actual- and target temperature. When heating, the outside temperature is also taken into account by the heating curve.
Party	Party mode is like continuous operation, but limited in time to 2 hours. The heating is not limited by the heating limit.
Summer	The heating is deactivated or set to frost-proof operation. The hot water is provided as set according to the time programme or actual and target temperature.
EVU lock	Heat pump inactive. The electricity company's power cut-off is active here. (EVU)
Continuous mode	Heating and hot water are operated independently of the time programme.
Reduction mode	Heating is in setback mode regardless of the time programme.
Vacation	During this time the unit behaves as in the "Off" operating mode.
Cooling	The unit is set to the cooling function. (Only for systems with cooling function)
Mainswitch	The heat pump stays switched off.

Tab. 1: Submenupoint "Operating Modes Heater" function description Remote Control Gateway

2.3 Efficiency

Under "Efficiency", the energy values and the efficiency (COP) of the machine are displayed. This is only possible if an energy meter is installed..

	0	(<u>&</u>)		(kr)		(?)	(\rightarrow)					He	ELIOTHERM Die Wärmepumpe
Overview	Heat Pump	My Data	Writer	Trend Data	Messages	Help	Logout						Testmaschine Produktion
				٩		iciency			4	Elektrische Daten			
				c	OP			0	Volt L1-N		0		
				E	lectric meter	total (kWh)		295.4	Volt L2-N		0		
				E	lectric meter	output		0	Volt L3-N		0		
				C	M_Output			0	Electric L	r.	0		
									Electric L	2	0		
									Electric L	3	0		

Fig. 6: Submenupoint "Efficiency" Remote Control Gateway

2.4 Heater

Under the menu item "Heater" you can set the heating curve according to the outdoor temperature and the return temperature. The left-hand side indicates the outdoor temperature and the adjustable heating limit from which the system activates the heating. In the example below, the heating limit is 18°C. The return temperature values for the outdoor temperature can also be set on the diagram. The settings for the heating curve apply both to the main heating circuit "Heating" and to the operating modes "Mixer circuit 1" and "Mixer circuit 2", if these systems are installed.



Fig. 7: Submenupoint "Heater" Remote Control Gateway



2.5 Time Programmes

Under "Time programmes" the settings for the time, the time interval for heating, hot water, circulation pump, holiday and party mode are made..

	0	(<u>&</u>)		(kr)		(?)	(\rightarrow)									HE	LIOTHE Die Wärr	RM mepumpe
Overview	Heat	My Data	Writer	Trend Data	Messages	Help	Logout										Testmaschine F	Produktion
	i unp																	
				7	eitproar	amme												
					1									\bigcirc				
					V Warm	wasser								\bigcirc				
							_						_					
					Monday			On	0(0.00		24:00						
					luesday			On	2/	1.00		24:00						
					Thursday	ау		On	2	1.00		24:00		$\land \land$				
					Friday			On	24	4.00		24.00		00 : 00				
					Saturday			On	24	4:00		24:00		VV				
					Sunday			On	24	4.00		24.00		• •				
					ounday			On	24	4:00		24:00						
					0	4		8	12		16		20	24				

Fig. 8: Submenupoint "Time Programmes" Remote Control Gateway

2.6 Hot Water

Under the submenupoint "Hot water", the target temperature of the hot water can be set via "Target normal".

The "Target setback" should be left at 15°C as this is a safety function of the frost protection should the temperature fall below this value.

Function Hot Water

Basically the hot water function works according to the target temperature and the set hysteresis. If the "actual temperature" drops from the target temperature by the set hysteresis, e.g. 5°C, the heat pump receives the command to heat the hot water to the target temperature again.

Overview	Heat Pump	A My Data	Writer	Trend Data Mes	ssages Help) (E) Logout			HELIOTHERM De Warmepurpe
				Warr	mwasser		1		
))))	Setpoint normal 47°C		
						Actual value	Setpoint reduction 15 °C	✓ ★ -	

Fig. 9: Submenupoint "Hot Water" Remote Control Gateway

2.7 Operation hours

Under "Operating hours", the operating hours and circuits of the installed assemblies such as pumps, fans or compressors can be tracked.

(00000 00000 00000	A	(&)		(kr)		()									E	IELIOTH	HERM Wärmepumpe
Overview	Heat	My Data	Writer	Trend Data	Messages	Help	Logout									Testmascl	hine Produktion
	, and																
					9 or	peration-h	nours-counte	er compressor		Operation Operation	on-hours-co	ounter pump					
									C	OHM HCP Operating	hours		5207				
				0	HM Compres	ssor Opera	ting hours DHV	v o	(OHM HCP Present ru	un time		0				
				0	HM Compres	ssor Opera	ting hours HC	3790	(DHM HCP Circuit			2072				
				0	HM Compres	ssor Preser	nt run time	72	(OHM ES Operating h	nours		3795				
)ເຜ	disfirsing and e	fined-undet	finedundefined-	undefinedundefi	ned (OHM ES Present run	n time		0				
									C	OHM ES Circuits			2172				

Fig. 10: Submenupoint "Operation hours" Remote Control Gateway

2.8 Cooling circuit

Here the refrigeration circuit is shown pictorially as an illustration.



Fig. 11: Submenupoint "Cooling circuit" Remote Control Gateway



3 "My Data"

Under "My data" you will find information about your own system. Only the submenu "Show my user data" is important for the end user.

(10000) (10000) 10000)		8				(?)							HE	LIOTHERM Die Wärmepumpe
Overview	Heat	My Data	Writer	Trend Data	Messages	Help	Logout							Testmaschine Produktion
8				\bigcirc			Se	arch		۹	_			
						Active	device							
						33 Status Typ		online WEB W	schine Produktior	1				
						Seriennur Zuordnun Standort	nmer g	987654 Endkun Street,	de Heliotherm Test, 0000 City	Support				
						LiveReferen	nz 0 Gateway	(IP 192.168.7.230	Gateway Version 1.0.	5.5 Web Version 3.1	1.1			

Fig. 12: Menupoint "My Data" Remote Control Gateway

3.1 Set active

IMPORTANT: After logging into the remote maintenance portal the machine must be set active under "My data" by clicking on the symbol marked with a red circle (set active). If you have several machines, you should make sure that the desired machine has been taken over for the control system..

) (8		k		?	$(\!$							HELI	Die Wärmepumpe
Overvie		Pump	My Data	Writer	Trend Data	Messages	Help	mvdata			a					resunaschille Produktion
4	9	9		\square	\odot			ing data								
Status	Name				Street			City	E-ma	il		Telephone N	umber	Devices		
8	Endkund	de Helioti	herm Test, S	upport	Street			City	mari	n.gadze1@l	neliotherm.com			1	(۲
				ID	Device name	e		Serial number	type	Status	Owner		~			
				33	Testmaschin	e Produktion		987654	11 Gateway-IP 192.16	online 8.7.230	Endkunde He Support Web-Version 3.1.1	liotherm Test, Gi	ateway-Version 1.0.5.5			
					Name		Testmasc	hine Produktion								
					Street		Street									
					Zipcode		0000									
					City		City									
									(<u>*</u>)							
									≪ ^{1-1/1} ×	>						

Fig. 13: Menupoint "My Data" set active. Remote Control Gateway

3.2 Change password

In this submenu the owner's information such as name and address as well as the serial number of the system and its online status are optionally stored.

In addition, you can see the GATEWAY IP of the remote maintenance (required for local access to the WEB CONTROL) web version and gateway version (update version of the remote maintenance).

Furthermore, you can change the password under "My data" by clicking on the cogwheel.

Image: Construint of Data Im	HELIOTHERM De Wimrepurpe
(A) (A) <th></th>	
Status Name Street City E-mail Telephone Number	Devices
City marin gatzer @beliotherm Test, Support Street City marin gatzer @beliotherm.com	1 (@)
First Name Support E-mail marin.gadze1@heliotherm.com	1
Last Name Endkunde Heliotherm Test Gender Mr.	v
Company Heliotherm Warmepumpen GmbH Group Endkunde	
Street Phone Phone	
Zpcode 0000 Mobile Number Mobile	
City City Fax Number Fax number	
Country IAT Austria Password 8-20 characters, minimum 1 nu	mber, special characters allov
Language English Password Confirmation	
٩	
D Device name Serial number type Status Owner	
33 Testmarchine Produktion 967654 11 critine 👝 Endkunde Heliotherm Test. 🕕	
Support	
≪ 1-1/1 ≫	

Fig. 14: Menupoint "My Data" Remote Control Gateway



4 Writer

The recorder is used for live recording of the machine. You can follow the current behaviour of the system or have it recorded.

For this purpose the individual values are added to the recorder as shown in the graphic. This can be inserted or removed from the recording by clicking on it.

If you set the "Value axis min." to -20 and "Value axis max." to 100, you will get a more overviewing distribution of the recording.



Fig. 15: Menupoint "Writer" Remote Control Gateway

5 Trend data

The trend data is used to record the machine in the past. In order for this to work the trend data must be activated on the local side. This is done by the competence partner.

		HELIOTHERM De Warmiquirge
Overview Heat My Data Writer	r Trend Data Messages Help Logout	Testmaschine Produktion
Pump		
Got latest trond data		
Oet istest being data	1.05	
from 2023-06-04		
to 2023-06-05	n	
	0.95	
Industrie	0.9	
ID Name		
20 Outside temperature	0.85	
23 Outlet temperature	0.8	
24 Inlet temperature	0.75	
25 Buffer storage temperature		
26 Energy source Inlet tega	0.7	
27 Energy source Outlet tega	0.65	
29 Suction line temperature		
212 Evaporating temperature		
213 Condensing temperature	\$ 0.55	
215 Discharge temperature	0.5	
220 Low pressure		
224 Link more in	0.45	
Plot graph (0.4	
	0.35	
	0.3	
	0.25	
	92	

Fig. 16: Menupoint "Trend data" Remote Control Gateway

5.1 Choose parameters

If the function is activated you can select the parameters for recording. By clicking on the cogwheel (marked with a red circle in the picture) under the menu item "Trend data" you get to the parameter list. Here it would be advantageous to activate only relevant parameters in order to keep the data traffic small.



Fig. 17: Menupoint "Trend data" choose parameters Remote Control Gateway

Attention:

The selected parameters can only be read after 24 hours from activation.



5.2 Create graphs

Once the 24 hours have passed after activation the trend data can be read.

To do this, set the date to be recorded in the boxes "from" and "to", then click on the circled symbol next to the boxes so that the tab below appears.

In the register, click on the parameters you want to record and click on the circled arrow at the end so that the recording appears.



Fig. 18: Menupoint "Trend data" create graphs Remote Control Gateway

6 Messages

The messages are used to record error messages as shown in the example picture. Here you can observe exactly when which error occurred.

		8			()	(€→)			HELIO.	THERM Die Wärmepumpe
Overview	Heat	My Data Wr	ler Trend I	Nata Messages	Help	Logout			Testr	naschine Produktion
Messages										
		Serial num	ber				Name	Messages		and the second
33		807034					resunaschine Produkuon	11322		e
2023-04-24 1	2:35						Occured	ES- motor protection	-, -	(@)
2023-04-24 1	0.23						Confirmed	Confirmed		8
2023-03-26 0	6.01						Occured	ES- motor protection	-, -	0
2023-03-26 0	6.01						Occured	Minimum Suction line temperature below limit		(2)
2023-02-23 1	0.39						Confirmed	Confirmed		۲
2023-02-23 1	0.39						Confirmed	Confirmed	-, -	
2023-02-23 0	5:01						Occured	Sum error		۲
2023-02-22 1	4.08						Occured	Sum error	-, -	
2023-02-22 1	4:07						Occured	ES-motor protection led to sum error		۲
2023-02-22 1	3.35						Occured	ES- motor protection		۲
2023-02-22 1	1:30						Occured	Expansion valve up 100%		6
2023-02-16 1	1:27						Occured	Low pressure monitor		۲
2023-02-16 1	1:16						Confirmed	Confirmed	~ ~	(2)
2023-02-16 1	1:11						Occured	Sum error		۲
2023-02-16 1	1:10						Occured	Low pressure monitor led to sum error	-, -	
2023-02-16 1	0:30						Occured	Low pressure monitor		۲
2023-02-16 1	0.19						Confirmed	Confirmed	-, -	

Fia. 19:	Menupoint	"Messages"	Remote	Control	Gateway
i ig. i o.	i vioriapoi i i	"IVIOOOUgoo	1011010	001100	Gatovay

7 Help

Clicking on the "Help" menu takes you to an extended explanation of the system.

		(2)			2	(€→)		HELIOTHERM Die Wärmepumpe	
Overview	Heat Pump	My Data	Writer	Trend Data Messa	ges Help	Logout		Testmaschine Produktion	
						Rem	note CONTROL		
							line menual		
	User manual								
							VERSION ZOZZ UTING		
						Conten	nts		
						1 1.1	Remote Control General		
						1.2 1.3	Homepage Heat Pump		
						1.3.1	1 Operating Mode 2 Cooling Cycle		
						1.3.3 1.3.4	3 Domestic Hot Water 4 Heating, Mixing Cycle		
						1.3.5	5 Time Programs User Administration		
						1.5	Create User Account Add Heat Pump Unit		
						1.7.1	Online Writer WEB heat Pumps		
						1.8	Trend Data		
						1.8.2	2 Show Trend Data Set Data Polate		
						1.10	Messages		
						1.10.3	12 Configure Messages to Mail		
						1.11.1	Live Releases		
						2	Remote Control (GRC)		

Fig. 20: Menupoint "Help" Remote Control Gateway



8 Log out

By clicking on the "Logout" symbol, you are logged out of the platform.



Fig. 21: Menupoint "Logout" Remote Control Gateway



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