HELIOTHERM
Die Wärmepumpe

Enduser manual

# Remote Control Gateway

Translation of the original instructions EN

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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.

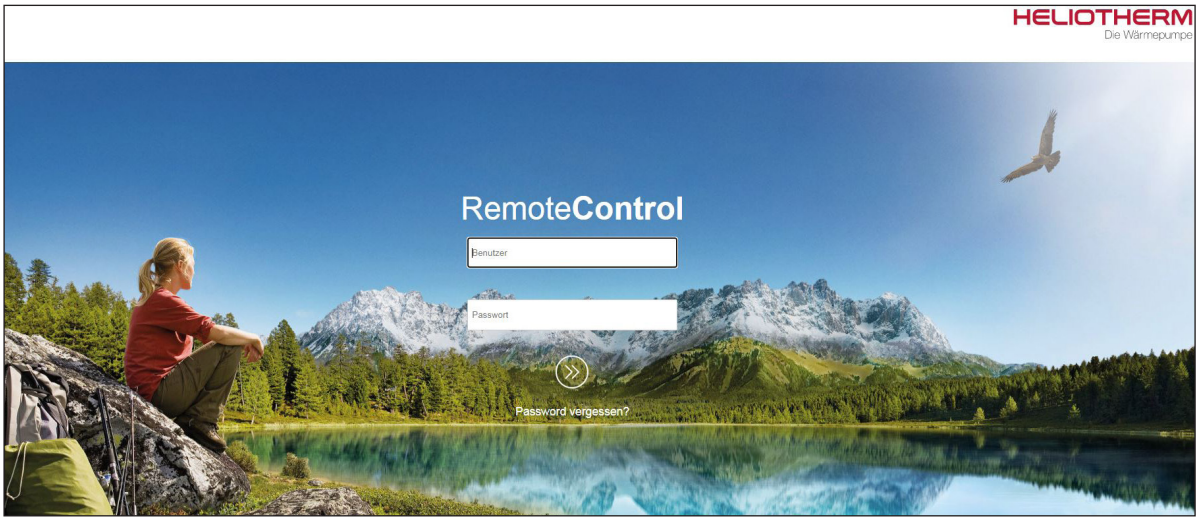



Fig. 1: Remote Control Gateway - Login

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.

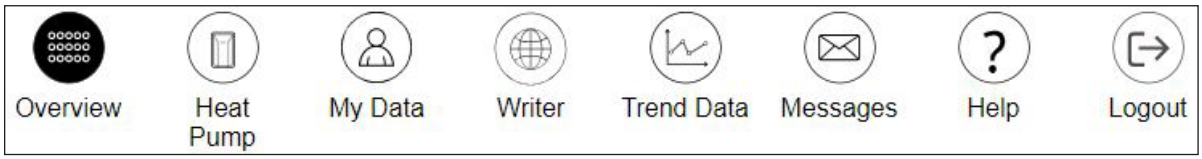



Fig. 2: Overview menupoints Remote Control Gateway

# 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

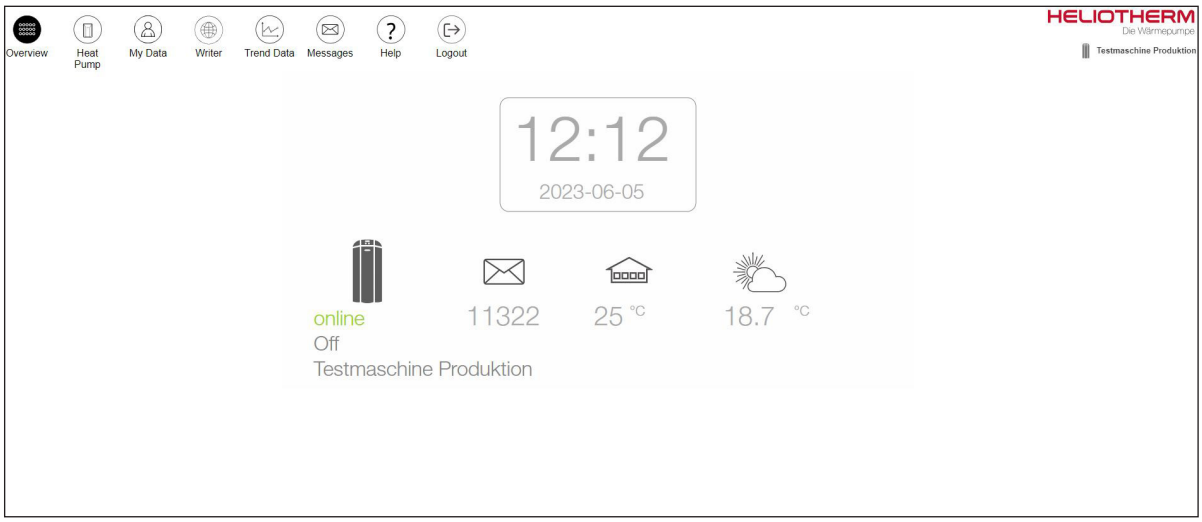



Fig. 3: Menupoint „Overview“ Remote Control Gateway

## 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.

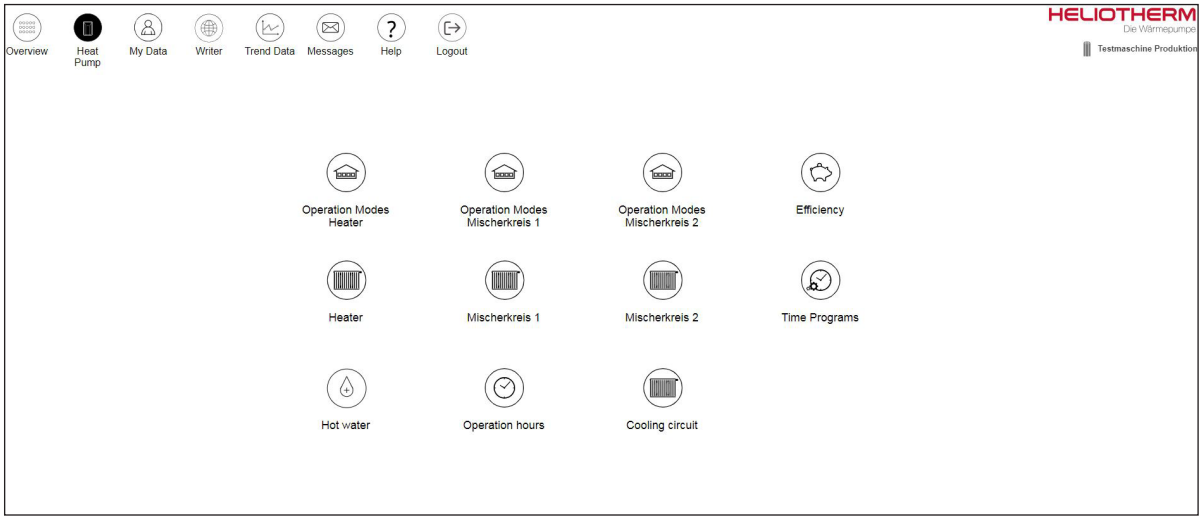



Fig. 4: Menupoint „Heat Pump“ Remote Control Gateway

### 2.2.1 Operating Modes Heater

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

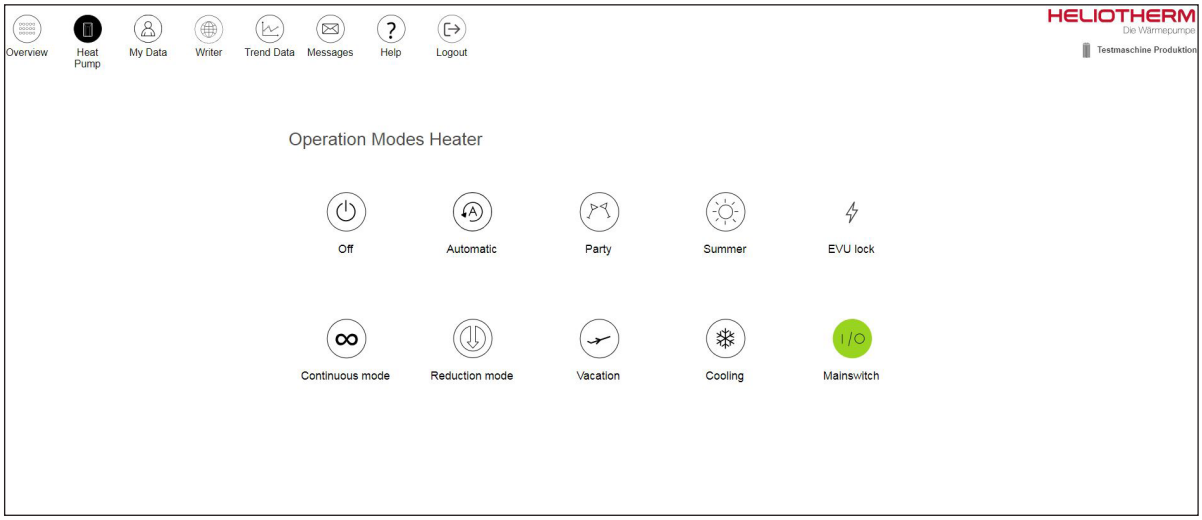



Fig. 5: Submenupoint „Operating Modes Heater“ Remote Control Gateway

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..

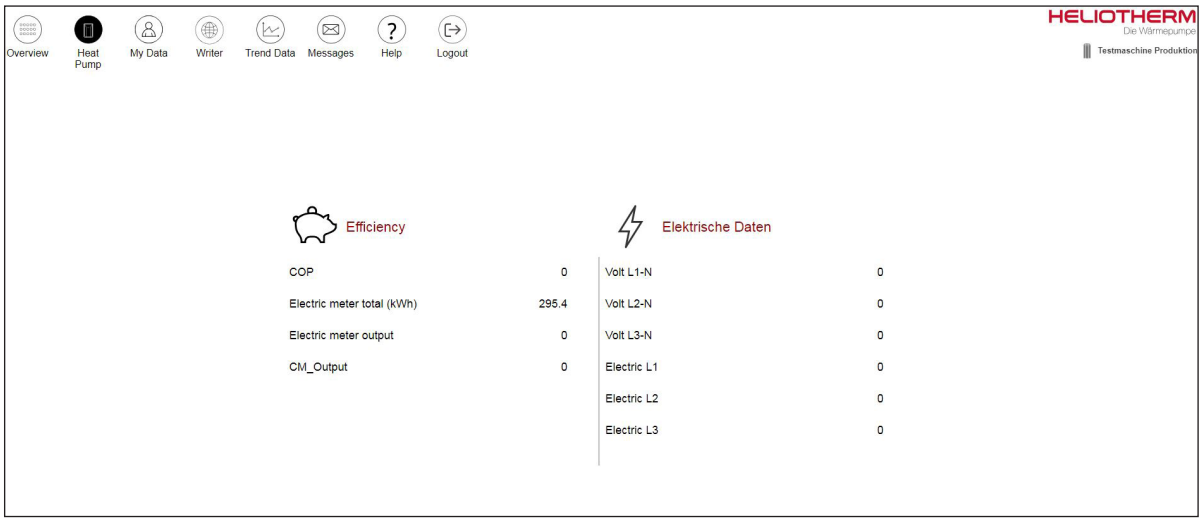



Fig. 6: Submenupoint „Efficiency“ Remote Control Gateway

## 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.

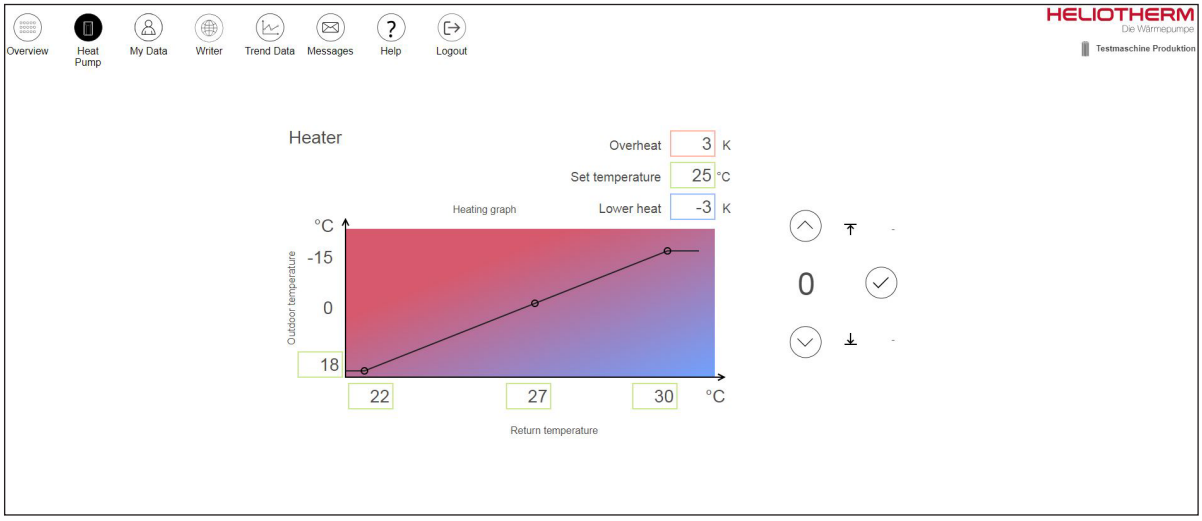



Fig. 7: Submenupoint „Heater“ Remote Control Gateway

## 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..

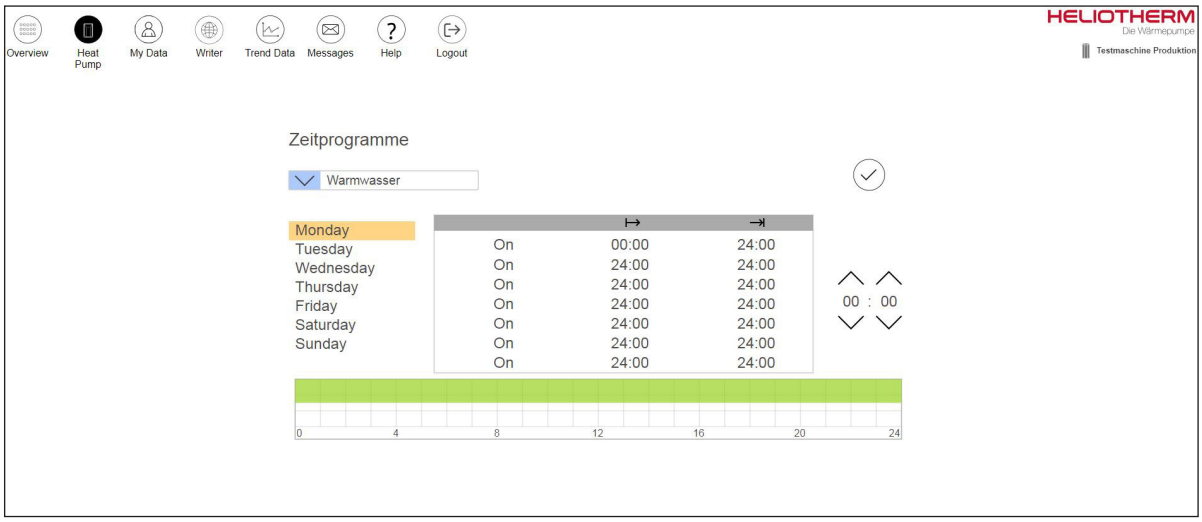



Fig. 8: Submenupoint „Time Programmes“ Remote Control Gateway

## 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.

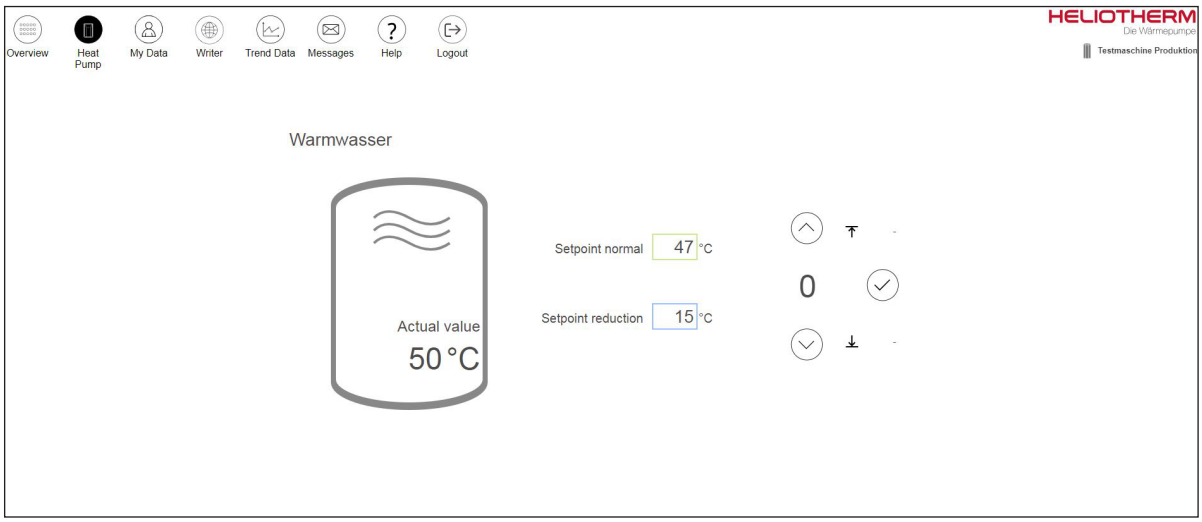



Fig. 9: Submenupoint „Hot Water“ Remote Control Gateway

## 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.


Fig. 10: Submenupoint „Operation hours“ Remote Control Gateway

## 2.8 Cooling circuit

Here the refrigeration circuit is shown pictorially as an illustration.

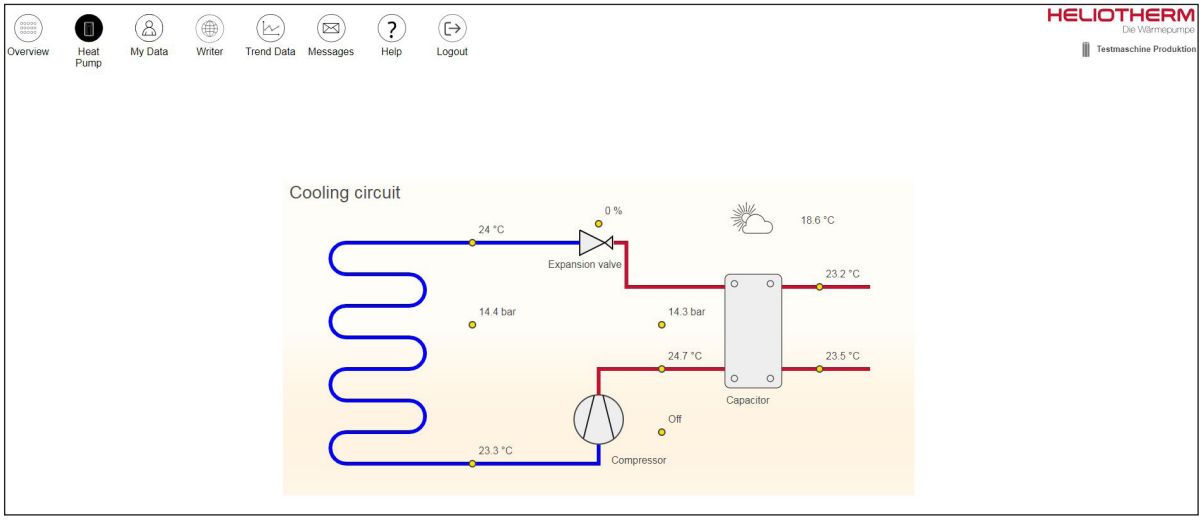



Fig. 11: Submenupoint „Cooling circuit“ Remote Control Gateway

# 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.

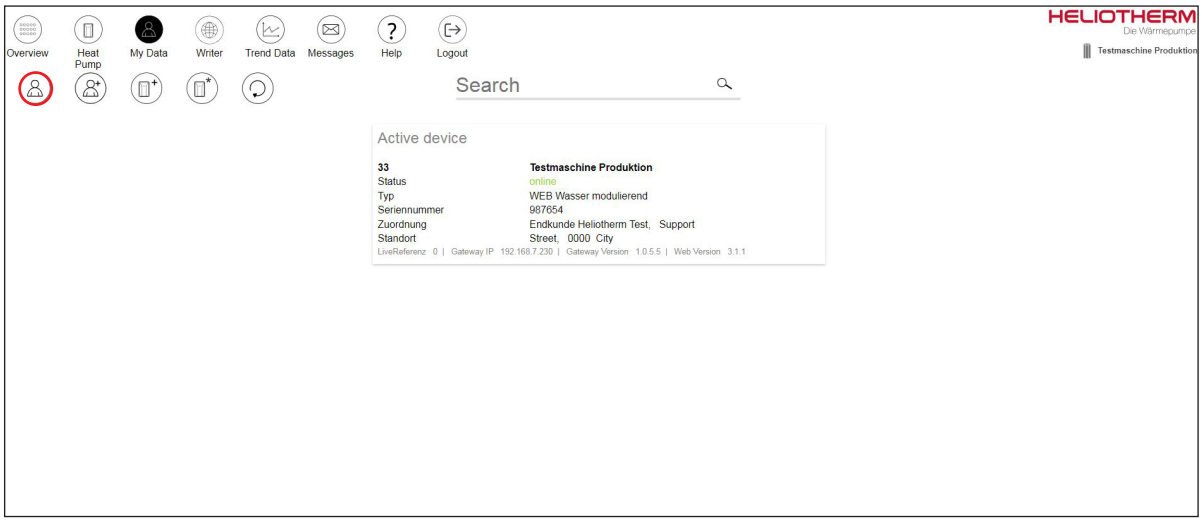



Fig. 12: Menupoint „My Data“ Remote Control Gateway

## 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..

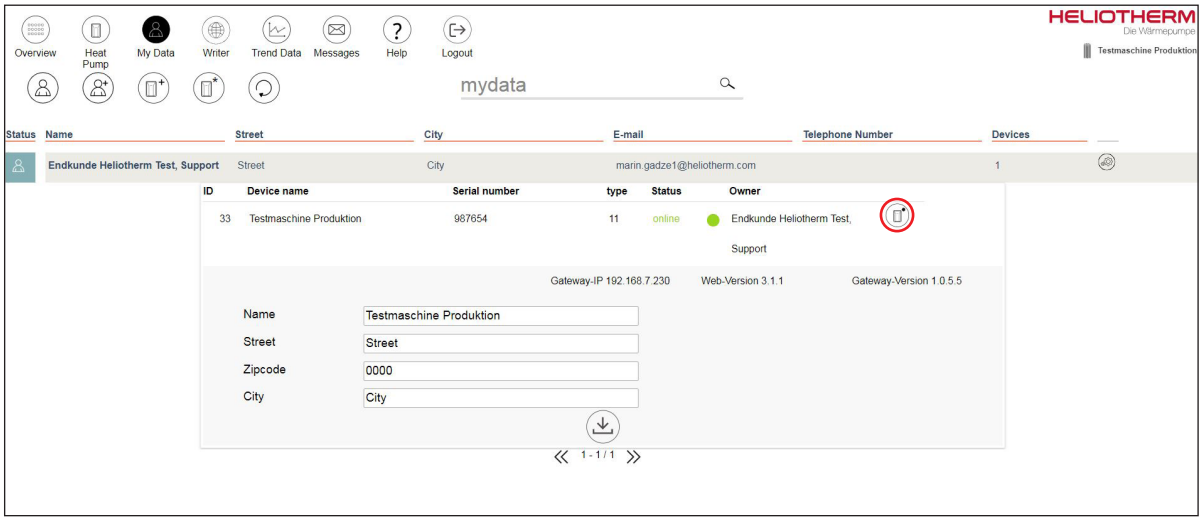



Fig. 13: Menupoint „My Data“ set active. Remote Control Gateway

## 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.

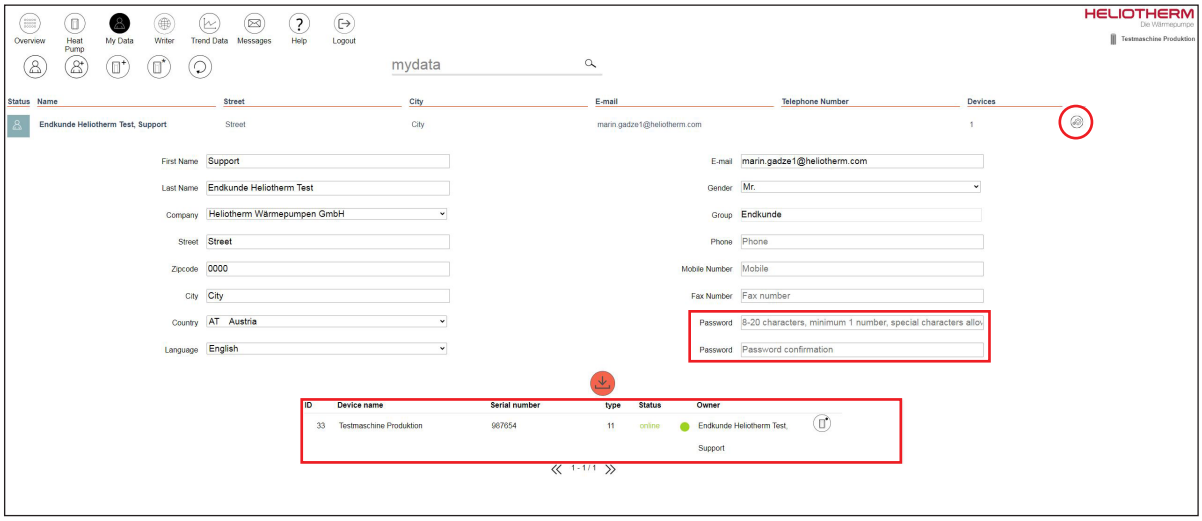



Fig. 14: Menupoint „My Data“ Remote Control Gateway

# 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.

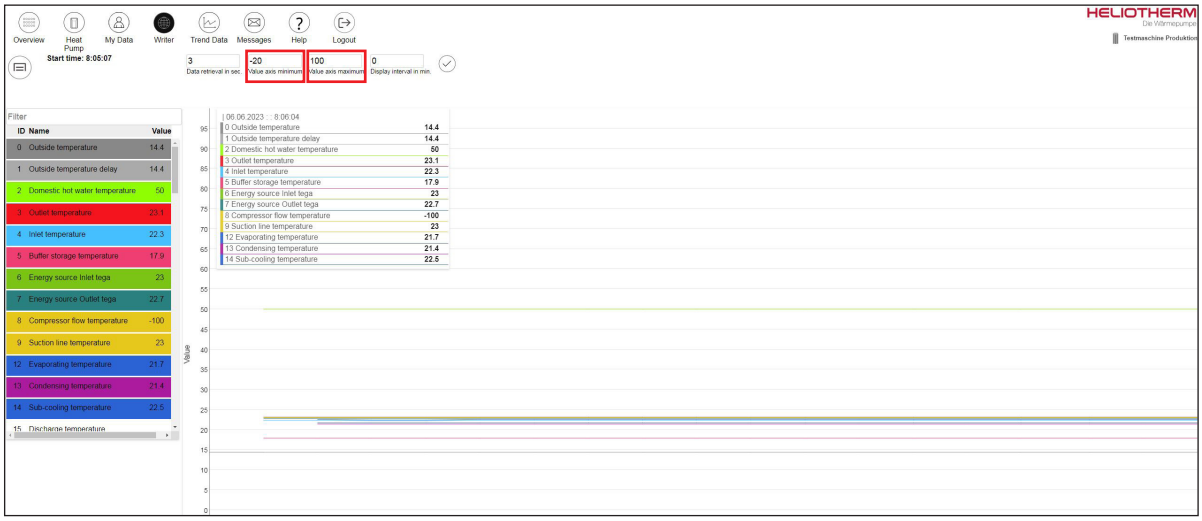



Fig. 15: Menupoint „Writer“ Remote Control Gateway

# 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.


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.

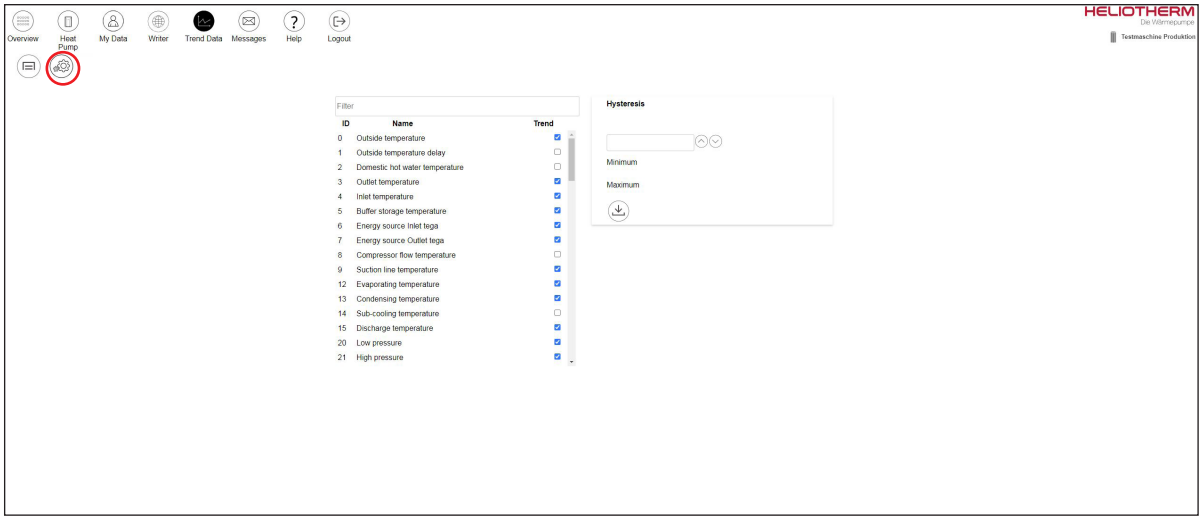



Fig. 17: Menupoint „Trend data“ choose parameters Remote Control Gateway

**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.

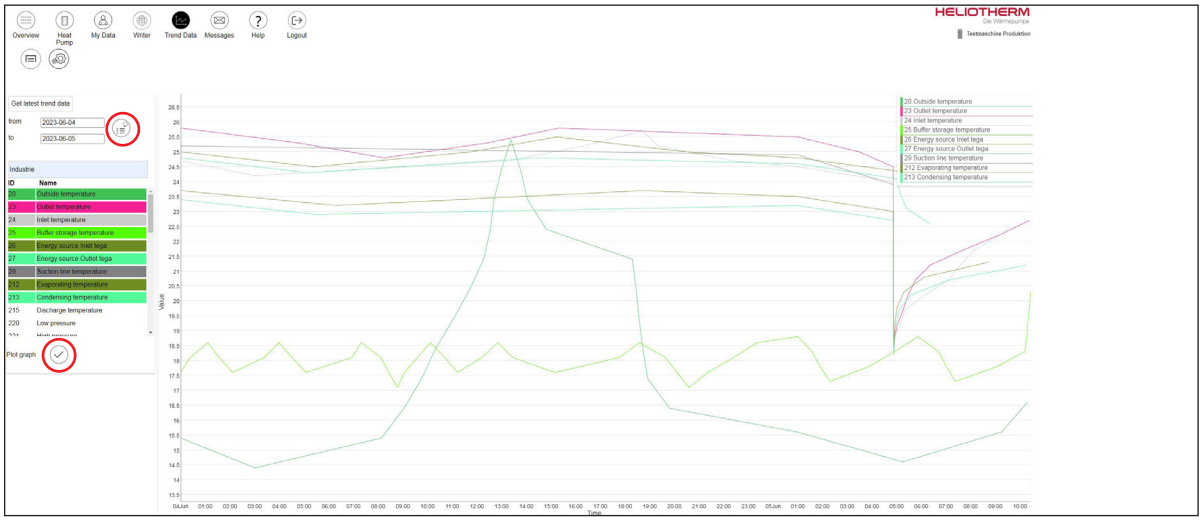
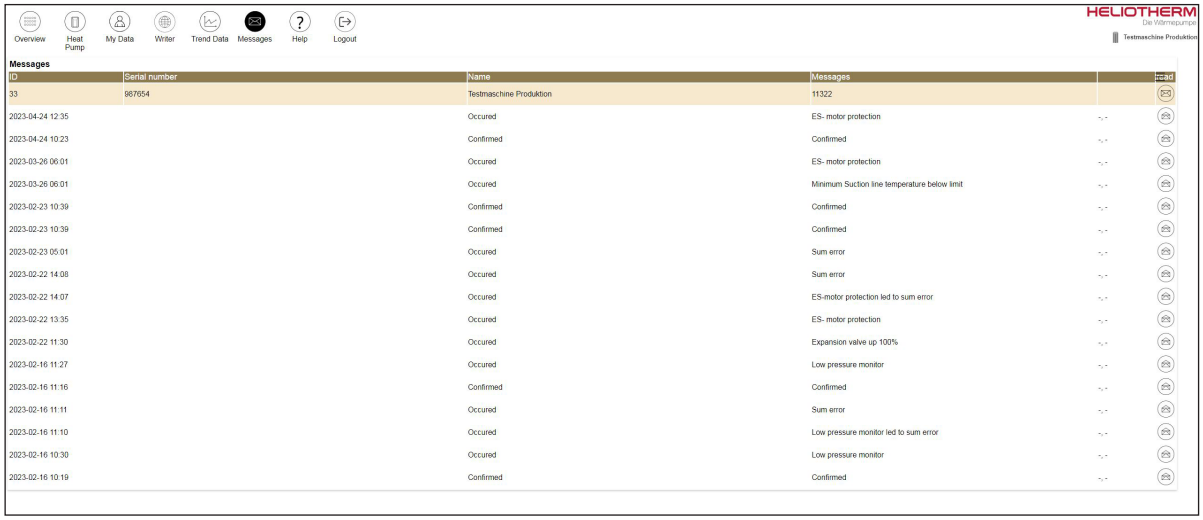



Fig. 18: Menupoint „Trend data“ create graphs Remote Control Gateway

# 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.




| ID | Serial number | Name | Messages | | Read |
|---|---|---|---|---|---|
| 33 | 987654 | Testmaschine Produktion | 11322 | | |
| 2023-04-24 12:35 | | Occured | ES- motor protection | -,- | |
| 2023-04-24 10:23 | | Confirmed | Confirmed | -,- | |
| 2023-03-26 06:01 | | Occured | ES- motor protection | -,- | |
| 2023-03-26 06:01 | | Occured | Minimum Suction line temperature below limit | -,- | |
| 2023-02-23 10:39 | | Confirmed | Confirmed | -,- | |
| 2023-02-23 10:39 | | Confirmed | Confirmed | -,- | |
| 2023-02-23 05:01 | | Occured | Sum error | -,- | |
| 2023-02-22 14:08 | | Occured | Sum error | -,- | |
| 2023-02-22 14:07 | | Occured | ES-motor protection led to sum error | -,- | |
| 2023-02-22 13:35 | | Occured | ES- motor protection | -,- | |
| 2023-02-22 11:30 | | Occured | Expansion valve up 100% | -,- | |
| 2023-02-16 11:27 | | Occured | Low pressure monitor | -,- | |
| 2023-02-16 11:16 | | Confirmed | Confirmed | -,- | |
| 2023-02-16 11:11 | | Occured | Sum error | -,- | |
| 2023-02-16 11:10 | | Occured | Low pressure monitor led to sum error | -,- | |
| 2023-02-16 10:30 | | Occured | Low pressure monitor | -,- | |
| 2023-02-16 10:19 | | Confirmed | Confirmed | -,- | |

Fig. 19: Menupoint „Messages“ Remote Control Gateway

# 7 Help

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

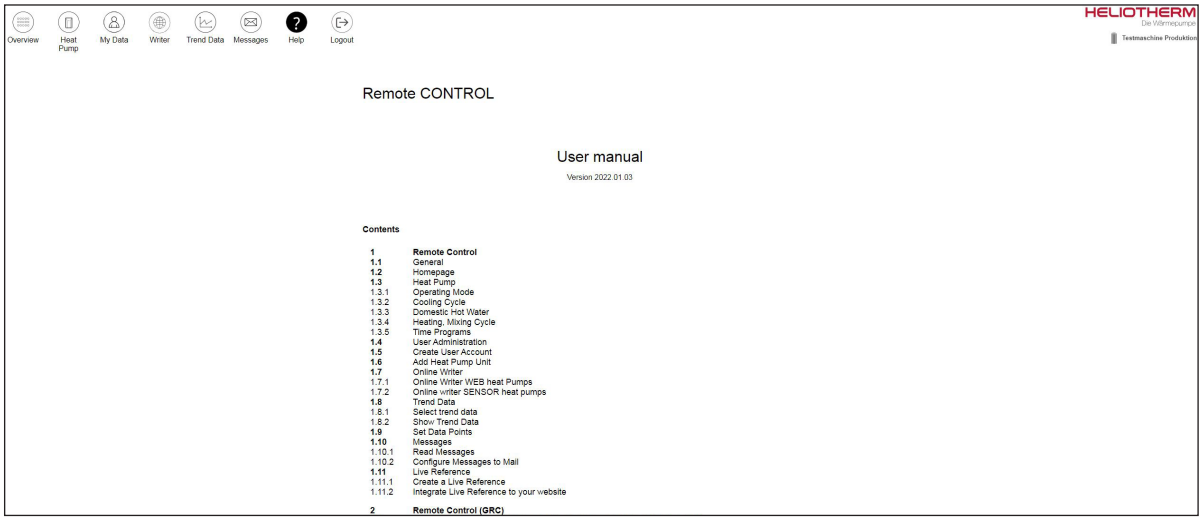



Fig. 20: Menupoint „Help“ Remote Control Gateway

# 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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