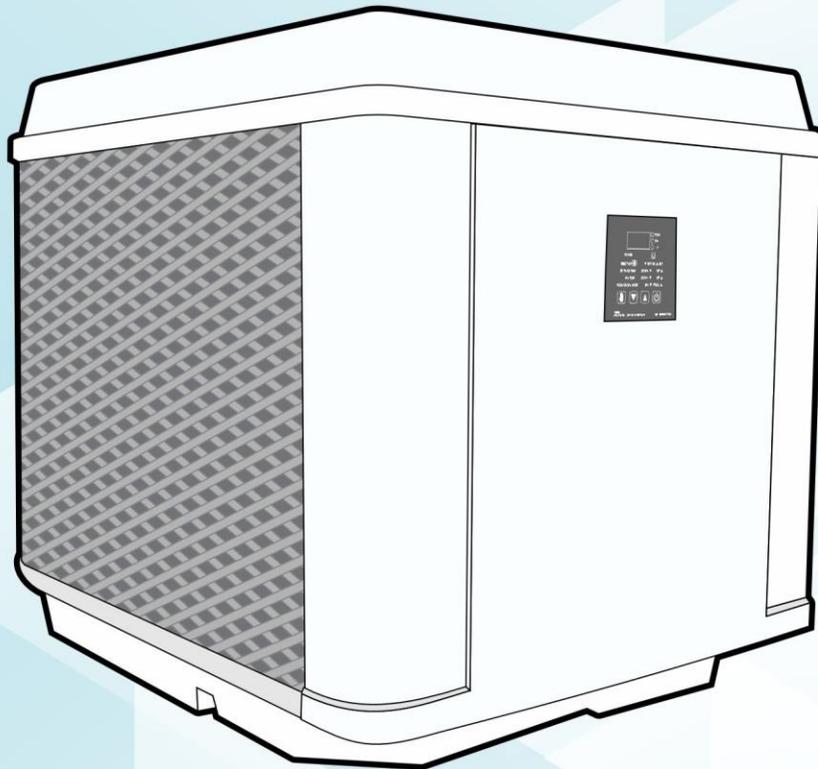




AquaComfort

POOL HEAT PUMPS

OWNER'S MANUAL



INSTALLATION, OPERATION MAINTENANCE & SERVICE



Made in the USA
with Foreign & Domestic Parts

3055 Tech Park Way
Deland, FL 32724
844-770-4328

HEAT PUMP POOL HEATERS

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SAFETY CONSIDERATIONS

- Qualified personnel should perform installation, maintenance, and service.
- Make sure all field wiring conforms to the heater specifications and all national and local codes.
- Disconnect all power sources before performing any maintenance or service to the heater.

INSPECTION

Immediately upon receipt, inspect cartons and their contents for damage due to transit. Damage, if found, should be noted on delivery papers and a claim filed with the carrier. Also, check unit data plate to make sure you have the proper model, before installing.

GENERAL INFORMATION

The information in this manual was prepared to assist in the proper installation, operation, maintenance and service of your new heat pump pool heater. Please read the entire manual and follow all instructions. Improper installation and use can result in damage to the heater, unsatisfactory operation, and may void the warranty. Retain this manual for quick reference.

SELECTING A LOCATION

When selecting a location consider the following:

- Heater must be located outdoors.
- Minimum of 24" of clearance on access / service side of heater.
- Minimum of 12" of clearance on all three air intake sides of heater.
- Minimum of 48" of clearance for air discharge (top of unit).
- The heater should sit on a solid level surface sufficient above grade to prevent water from entering it, and allowing condensate to drain from base.
- The length of water piping and electric should be kept to a minimum to avoid capacity loss and decreased efficiency.
- Heater will produce a large amount of water in the form of condensation when it is running. The amount of condensation depends on air temperature and humidity.
- Irrigation water may damage Heater components. Have irrigation water directed away from Heater.
- The heater will withstand normal rainfall. Do not allow roof slope to direct rainwater onto the heater. Have a gutter installed on the roof edge to direct water away from heater.

WATER FLOW & CONNECTIONS

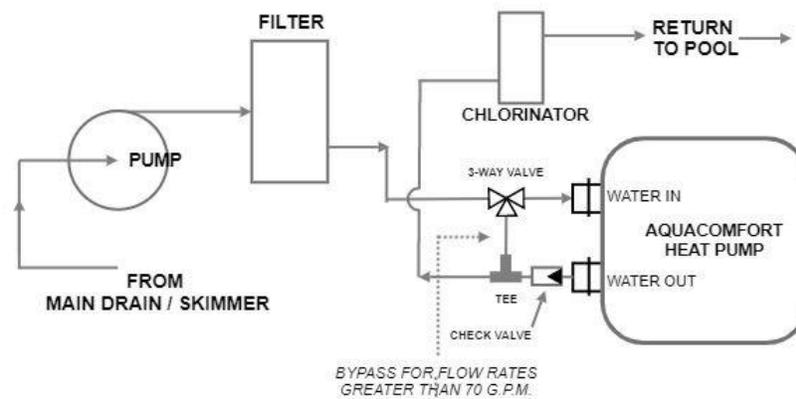
Water in and out are labeled at the connections. Unions are supplied with the heater.

NOTE: Unions can be used for quick drainage of your heater and winterizing.

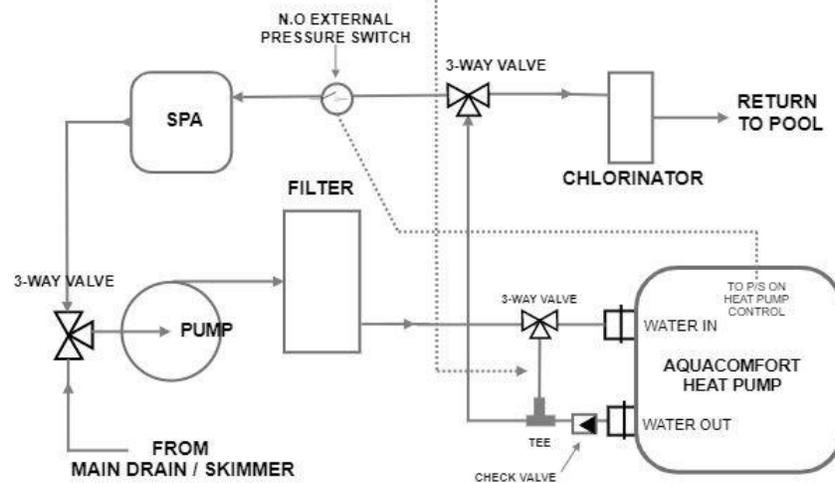
- Heater must be piped downstream from filter in the pool return line.
- Make sure filter is clean and there are no obstructions in the filtering system.
- Proper water flow is essential to the performance of your heat pump.
- The minimum flow rate is 20 GPM, maximum is 70 GPM.

WATERFLOW CONNECTIONS

A. TYPICAL INSTALLATION



B. INSTALLATION WITH A POOL AND SPA



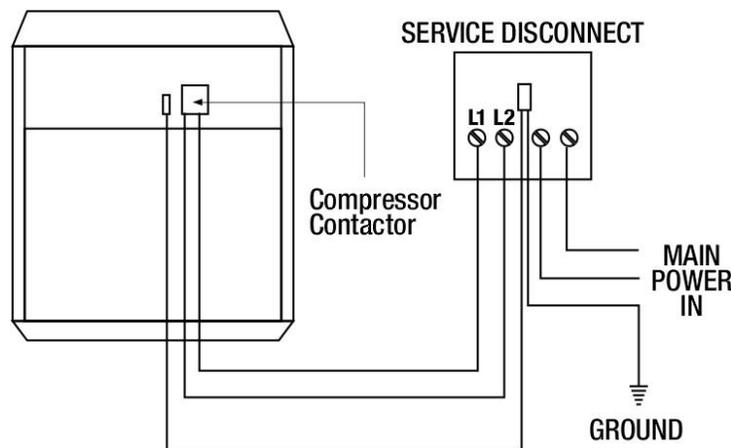
ELECTRICAL CONNECTIONS

- Field connections must comply with national and local codes, i.e. CSA C22.1 or NFPA70. The work must be done by a qualified electrician.
- **Heater must be permanently grounded and bonded.** Bonding will drastically reduce the chances of electrolysis, “Electrical Corrosion.”
- Use copper conductors only.
- Disconnect all power sources before performing any work on unit.
- Standard Power Supply: 208- 230Volts / 60Hertz / 1Phase.
- See unit data plate for specific ampacity.

Wiring Main Power Supply

1. Remove the screws from lower left and right side of front cover (service panel).
2. Remove the (2) 1/4” hex head screws on left side and right side of electrical enclosure.
3. Route weather tight, flexible conduit through opening at base of unit.
4. Connect conduit to bottom of the electrical enclosure using a weather tight fitting. A 1.13” hole is provided near the main contactor to accept a weather tight fitting. Mounting conduit directly to the electrical enclosure will ensure a moisture tight seal, extending the life of the heater.
5. Attach grounding conductor to the ground lug provided inside the electrical enclosure (labeled).
6. Install L1 and L2 input conductors to the line side of the main contactor. (See wiring diagrams.) Ensure that the wires are inserted properly into the contactor lugs and that the screws are properly torqued to 40 in. lbs. Burnt or failed contactors due to poor field wiring are not covered under warranty!
7. Connect bond wire (at least #8 solid copper wire) to bond lug provided on right or left side of coil header plate to pool pump bonding terminal or other suitable location.

FIELD WIRING DIAGRAM



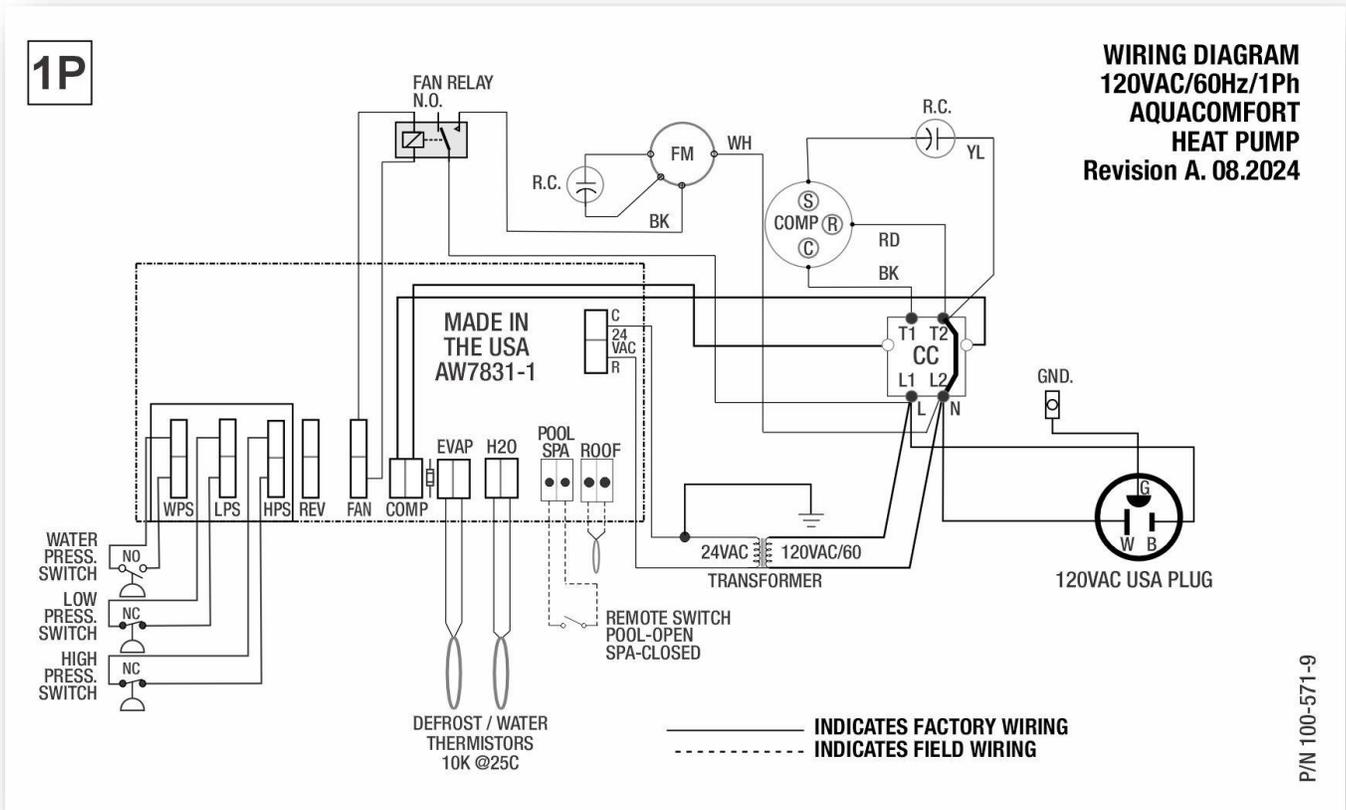
Wiring External Controls and Remotes

NOTE: When connecting remotes and external controls to the main control within the electrical enclosure, conduit must be used within the enclosure to ensure a definite separation of factory wiring/circuits and external control wiring. When installed ensure that there is no transmission of stress to main control wire terminal connections.

1. Route conduit through .875" hole provided in bottom of electrical panel.
2. Route conduit to the circuit board.
3. Connect control wiring to either Pool/Spa connection at the bottom right of control board.
4. SEE: REMOTE CONTROLS THERMOSTATS AND CONTROLS

WIRING DIAGRAM

1. Use copper conductors only
2. Connect field wiring in grounded rain tight conduit, per rating plate.
3. Connect bond wire to pool steel using # 8 solid copper wire or larger.
4. All wiring must conform to National (N.E.C.) and local electrical codes.

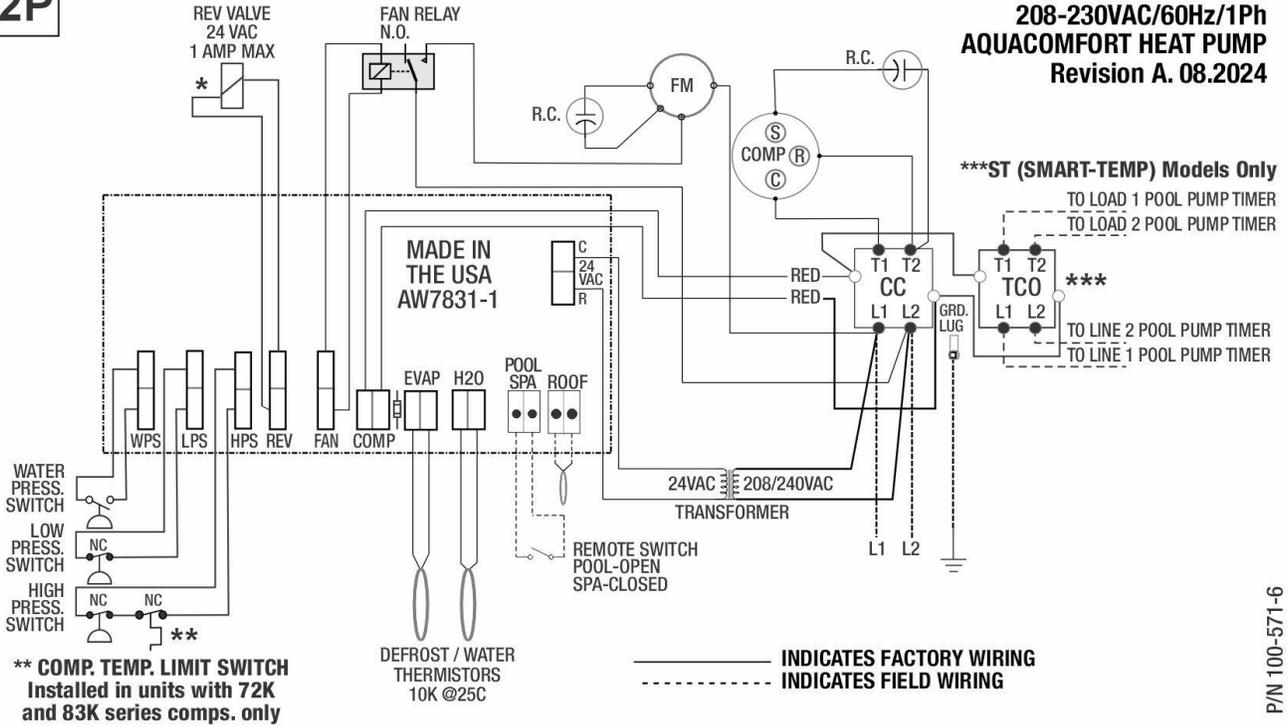


WIRING DIAGRAM – Heat/Cool Models Only

2P

***Heat/Cool Models Only**

WIRING DIAGRAM
208-230VAC/60Hz/1Ph
AQUACOMFORT HEAT PUMP
Revision A. 08.2024



P/N 100-571-6

REMOTE THERMOSTATS AND AUTOMATION:

If a remote thermostat or any other control system is to be used to turn the heater on and off, a normally open dry contact can be made at terminals labeled **POOL/SPA** on the bottom right of the electronic control board. In the case of a remote thermostat where the temperature will be regulated externally, set the POOL MODE to the OFF position and the SPA MODE to 104° F (40° C). The heater will only run when the remote control calls for heating (circuit closed).

HEAT & COOL MODELS ONLY:

Remote control in POOL COOL

The heat pump will only cool while in POOL MODE. To remotely control while in POOL COOL (P_C), the Chiller Automation Kit (P/N AUX-KIT) must be installed. The kit will reverse the operation so the heat pump will be ON in POOL MODE and OFF in SPA mode. Follow the installation and wiring instructions that come with the kit.

Some automation systems not programmed to control a heat pump as a chill using a 2-wire fireman switch connection (e.g. systems from Pentair*, Hayward** and Jandy***). Use method 1 included with the Chiller Automation Kit (P/N AUX-KIT) to connect using a high-powered relay in the pool automation to turn the chiller on and off. The set point can be adjusted on the heat pump user interface.

**Pentair is a registered trademark of Pentair*

***Hayward is a registered trademark of Hayward Pool Products*

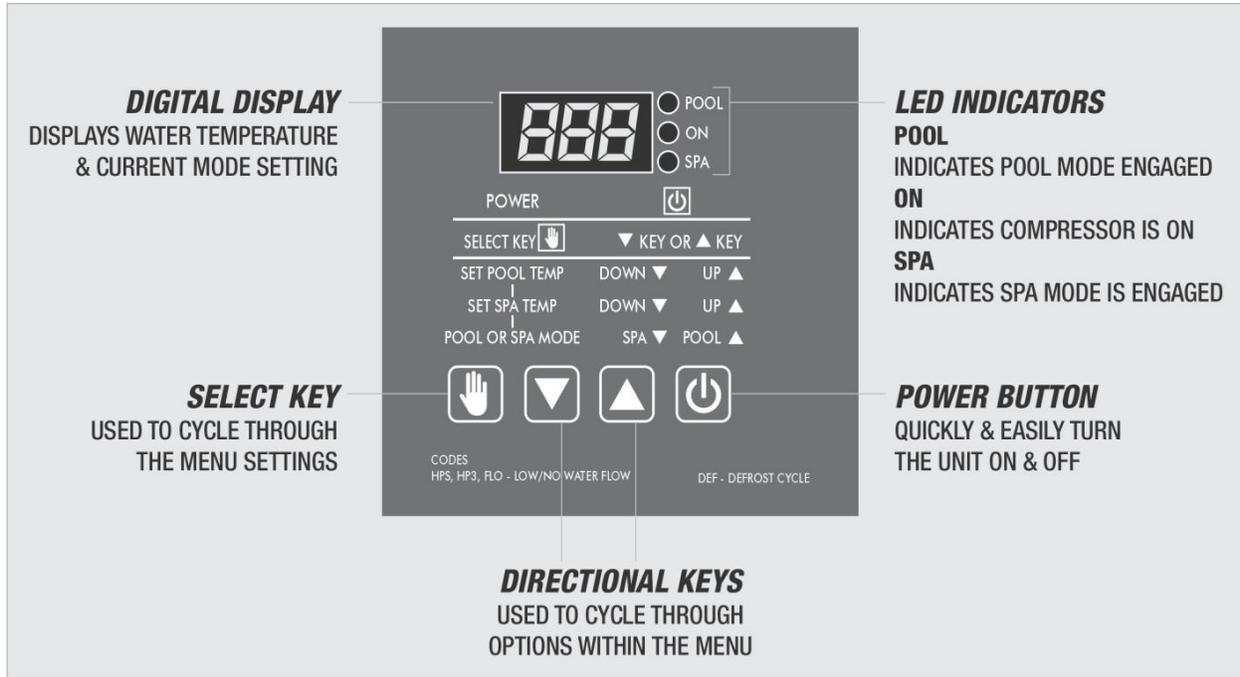
****Jandy is a registered trademark of Fluidra*

To Change Between Pool and Spa set points automatically:

This change can be done automatically as the water flow is either directed to the pool or spa. The use of an external water pressure switch in the spa piping is necessary. A two-wire control circuit must be connected from the water pressure switch to terminals labeled **POOL/SPA** on the electronic control board.

ELECTRONIC CONTROL PANEL

ELECTRONIC CONTROL PANEL will display actual Pool or Spa water temperature for six seconds and then display mode of operation (HEA, COL, AUT or OFF) for two seconds.



MODE SELECTION



Press POWER BUTTON to turn unit ON or OFF. Pressing the Power Button will turn unit OFF instantly (when unit is ON) or turn unit ON when unit is in OFF Mode.

When unit is OFF control panel will display actual water temperature for six seconds and OFF for two seconds. The Pool, ON and SPA LED will be off in OFF mode. When unit is ON Pool or Spa LED will light up and mode of operation (Pool, Spa or AUT) will be displayed for six seconds followed by the actual water temperature.



Selecting the desired mode of operation is accomplished by pressing the Select Key.

Temperature Setpoint

- Temperature setpoint maximum for POOL mode is 95°F (35°C).
- Temperature setpoint maximum for SPA mode is 104°F (40°C).

To change the temperature setpoint, press the SELECT KEY until you reach either POOL or SPA. Press either the UP or DOWN key to scroll to your desired temperature setpoint. Once your new temperature setpoint has been reached, release the UP or DOWN key. Your new setpoint will be displayed for five seconds, then revert back to the actual pool or spa water temperature.

Selecting POOL or SPA Mode

Press the SELECT KEY until you reach P_S. Pressing the UP or DOWN key will allow you to enter either POOL or SPA mode. LED indicator lights will verify the mode selected.

HEAT & COOL MODELS ONLY:

Selecting Heat or Cool or Auto

Press the SELECT KEY until you reach PHC. Pressing the UP or Down key will allow you to choose P_H for Pool Heat, P_C for Pool Cool or AUt for Auto Mode. **NOTE: UNIT WILL ONLY COOL IN THE POOL MODE.**

START-UP

Before proceeding with this section make certain all plumbing connections are airtight and leak free. Flow rates should not exceed 70 GPM maximum. Use of an external bypass is necessary at 70 GPM and above. Minimum flow rate is 20 GPM.

- Turn filter pump time clock to the ON position and set filter pump hours. For initial heating, the pool heater and filter pump may need to run continuously until your desired temperature is reached. After initial heating is achieved, the heater will run only to maintain your desired temperature.
- Turn power supply to heater ON.
- The control panel will light up and display either OFF or the actual pool water temperature.
- Select POOL or SPA and set your desired water temperature by scrolling either up or down.
- If your programmed water temperature is above the actual water temperature, the fan and compressor will start once the time delay is satisfied.

NOTE: Each time the compressor turns off; it is protected by a 3 minute anti-cycling delay.

Initial Heating

Initial heating may require you to run your heater and filter pump continuously for at least 24 hours, or more, depending on the following factors:

- Temperature difference between actual water temperature and desired water temperature.
- Size of pool.
- Ambient air temperature, the cooler the air temperature the longer the heating time.
- Heat loss (evaporative, convective, radiative and conductive).
- A pool cover / solar blanket may reduce initial heating time by up to 50 percent.

Reducing Heat Loss - Pool Cover / Solar Blanket

We highly recommend the use of a pool cover / solar blanket. Covering your pool is the single most cost effective means of reducing heat costs from 50 to 70 percent. Heating a pool without a cover is like heating a house without a roof. They also reduce the amount of maintenance costs. By reducing evaporation, covers reduce the quantity of chemicals needed.

Evaporation accounts for about 70 percent of pool heat loss, the beneficial effect of using a pool cover or solar blanket can be dramatic.

Wind Speed Reduction

Reducing wind velocity at the water surface reduces convective and evaporative losses. Fences, trees, hills, or tall hedges close to the pool perimeter are effective windbreaks. Locate the obstructions to take the maximum advantage of their effectiveness as windbreaks, without shading the pool surface from the sun.

Defrost Cycle

The heat pump pool heater has automatic defrost. When the outdoor temperature drops below 40 °F, frost may start to form on the evaporator coil. Frost buildup will be heaviest on humid days when the temperature is between 35 and 40° F. During the defrost cycle, the display will show “DEF” indicating the unit is defrosting. During this time the compressor is inactive.

Internal Protection Analyzers

The heater is equipped with internal devices to monitor and protect the integrity of the unit. If an abnormal condition occurs, the device will interrupt the operation of the unit and may display the appropriate code on the control panel.

- **LOW WATER FLOW:** Indicated by “HP” or “HP3” on the control panel. The heater is designed to run efficiently above twenty (20) GPM. If there is insufficient water flow, the unit will shut down, protecting the compressor. The usual causes for these conditions are a dirty pool water filter, a restriction in the return line (i.e. skimmer), or improper valve positioning.
- **NO WATER FLOW:** Indicated by “FLO” on the control panel. When the filter pump is off, or if the water flow to the heater is interrupted during the heating mode, the internal water pressure switch will shut down the unit. When normal water flow resumes, the heater will automatically restart itself.
- Other analyzer codes include: “LP”, “tSO”, “tSS” and “ESO” and “ESS”.

The **TROUBLESHOOTING CHECKLIST** goes into further detail on these analyzer codes.

MAINTENANCE

WARNING: DISCONNECT ELECTRICAL POWER TO UNIT BEFORE STARTING ANY MAINTENANCE TO PREVENT SERIOUS INJURY FROM SHOCK.

Protecting your Heater

- Keep your pool filter system clean and free of restrictions to ensure proper water flow.
- Check water chemistry regularly. Misuse of chemicals will cause permanent damage to your heater and other pool equipment. Manufacturers can void warranties for damage as a result of poor water quality.
- Free airflow is essential. Keep the evaporator coil clean and free of weeds, leaves, grass clippings, dirt and other debris that will decrease the airflow. Keep fences and shrubs away from air inlets (sides and back of heater).
- Frequent rinsing of the evaporator with fresh water will remove build up from its surface. Always spray the coil gently with a regular garden hose being careful not to bend aluminum fins.
- Regular cleaning of the cabinet will improve its appearance and extend the life of the finish.

WINTERIZING

When the heater is exposed to freezing temperatures, it is essential that all water within the unit be properly drained. When water freezes, it expands, damaging piping.

- Turn thermostat settings to OFF. Turn filter pump to OFF.
- Turn power to unit OFF (i.e. pull disconnect or turn circuit breaker OFF).
- Disconnect water inlet and outlet unions at the back of the unit. Be careful not to lose rubber o-rings.
- Flush the heater piping out with fresh water to remove any residual chemicals.
- Use low-pressure air or vacuum to remove water that has accumulated inside the piping of the heater.

TROUBLESHOOTING CHECKLIST

- Check to see that the electrical power is on. Reset breakers, or replace fuses if necessary.
- Check to be sure the electric control panel is set properly. The desired temperature must be set above the actual pool or spa temperature for the heater to run.
- Check to make sure the evaporator coil has enough clearance and that there are no restrictions to its airflow.
- Certain ambient air conditions may cause the heater to go into defrost mode, displayed on the control panel as “DEF”.

NOTE: IT IS NORMAL FOR WATER TO DRIP FROM THE DRAINHOLES AT THE BASE OF THE HEATER. THE UNIT PRODUCES CONDENSATION WHEN IT OPERATES.

Analyzer Codes

FAILURE LOCK-OUT: This feature is for the protection of the heater. If the same failure occurs three (3) times within an hour, the control will not allow the unit to restart, and shall display the appropriate code (i.e. “LP3”, “HP3”). The reset to normal conditions can be accomplished by pressing any button on the control touch pad one time.

“FLO” (Little or No Water Flow)

- The pump is not running.
- The filter is dirty or clogged.
- Shortage of water to pump - air leak.
- Undersized pump.
- Valves not in correct position.
- Filter in backwash mode.
- Water pressure switch needs adjustment, or is defective.

"HPS" (Compressor High Pressure)

- Low water flow to heater.
- Defective high-pressure switch.

"LPS" (Compressor Low Pressure)

- Evaporator coil dirty.
- Fan motor not running.
- Low refrigerant pressure.
- Defective low-pressure switch.
- Low ambient air temperature.

"ESO"

- Evaporator temperature sensor connection opened. Check for cut or loose sensor wiring or defective sensor.

"tSO"

- Water temperature sensor connection opened. Check for cut or loose sensor wiring or defective sensor.

"ESS"

- Evaporator temperature sensor connection shorted. Check for a short in sensor wiring or defective sensor.

"tSS"

- Water temperature sensor connection shorted. Check for a short in sensor wiring or defective sensor.

"DEF"

- Heat pump in defrost cycle.

CALLING FOR SERVICE

- Please eliminate any water flow problems before calling for service.
- To request service go to www.aquacomfort.com and click “**Service and Support**”. Complete the Service Request form. This is the fastest and most effective way to get service. Please include the following on the Service Request form: Date of Installation, Model Number, serial number and installing contractor.

OR call for service at



SERVICE PERFORMED WITHIN THE WARRANTY PERIOD MUST BE APPROVED BY AQUACOMFORT SOLUTIONS, LLC. PRIOR TO SERVICE BEING PERFORMED AND ONLY BY AN AQUACOMFORT SOLUTIONS AUTHORIZED TECHNICIAN. SEE WARRANTY FOR DETAILS.

Please have the following ready before calling:

MODEL #:

SERIAL #:

DATE OF INSTALLATION:

NAME OF OWNER:

ADDRESS:

CONTACT #:

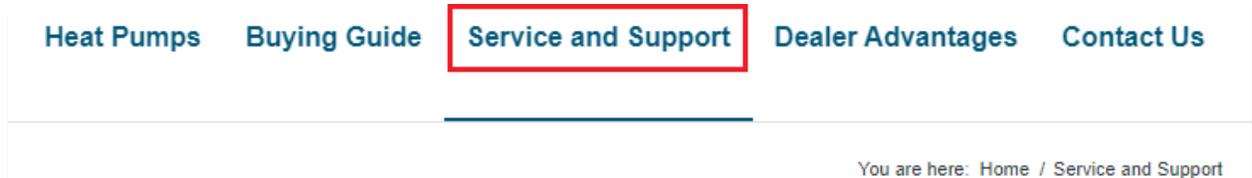
NATURE OF PROBLEM:

WARRANTY REGISTRATION

How to register the warranty for your AquaComfort Heat Pump!

1. Go to <https://aquacomfort.com/>

2. Click on Service & Support



3. Click on WARRANTY REGISTRATION



1. Fill in all required fields to complete your warranty registration.

ATTENTION: Warranties must be registered within (60) sixty days from the date of installation



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