

User manual
AG-DW10
Accessories

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1 Important information

Installation data

Indoor unit	AG-DW10
Model designation	
Serial number (S/N)	
Installation date	
Installer	

Outdoor unit	AG-AC10
Model designation	
Serial number (S/N)	
Installation date	
Installer	

Serial number must always be given

Certification that the installation is carried out according to instructions in NIBE's installer manual and applicable regulations.

Date _____ Signed _____

Safety information

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

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Symbols



NOTE

This symbol indicates danger to machine or person.



Caution

This symbol indicates important information about what you should observe when maintaining your installation.



TIP

This symbol indicates tips on how to facilitate using the product.

Marking

AG-DW10 is CE marked and meets IP21.

The CE marking means that NIBE ensures that the product meets all regulations that are placed on it based on relevant EU directives. The CE mark is obligatory for most products sold in the EU, regardless where they are made.

IP21 means that objects with a diameter larger than or equivalent to 12.5 mm cannot penetrate and cause damage and that the product is protected against vertically falling drops of water.

Safety instructions

Read this instruction manual carefully before using the climate unit. In the event of doubt or problems please consult your dealer.

This climate unit has been designed to create ideal climate conditions in your room. Only use the unit for this purpose and as described in this manual.



NOTE

- Avoid the use and storage of flammable liquids near the hot water module.
- Never install electric equipment that does not have IPX1 protection (protection against vertical water drops), under the unit.
- Do not switch the hot water module on or off using the main switch. Always use the ON/OFF button on the unit.
- Do not allow children to play with the hot water module.
- Do not cool the room too much if there are young children or disabled people in the room.
- The climate unit is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been instructed by, or are under the supervision of, a person who is responsible for the safety of the climate unit when it is in use.

The manufacturer assumes no liability, if safety the standards or protection preventive measures are not complied with.

Recovery

Information about correct recycling of the product in accordance with the EU directive 2012/19/EU



Do not dispose of used units with normal household waste.

It must be disposed of at a special waste station or dealer who provides this type of service.

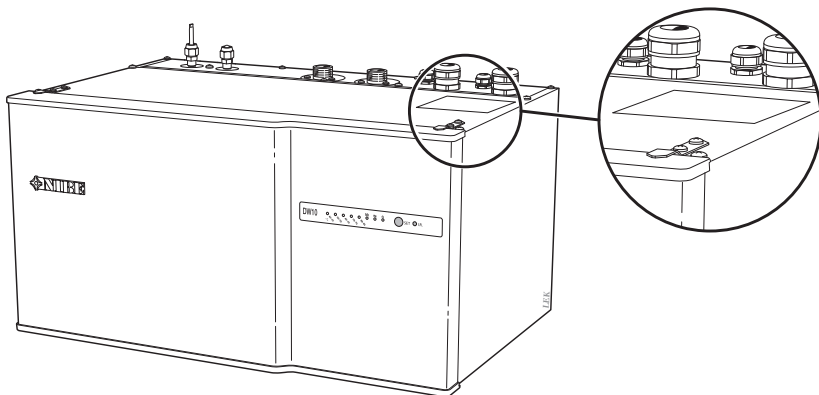
Separate waste sorting of an electrical and electronic device makes it possible to prevent adverse effects on the environment and human health, which may occur from inappropriate waste sorting and this also makes it possible to reuse and recycle the material, which leads to a considerable saving of energy and resources.

To emphasize the need for waste sorting and separate handling of these units, there is a symbol of a crossed-out waste bin on the product.

Improper disposal of the product by the user results in administrative penalties in accordance with current legislation.

Serial number

The serial number can be found on the top on the right of AG-DW10.



Caution

You need the product's serial number for servicing and support.

AG-DW10 – an excellent choice

AG-DW10 is part of a complete, modern heat pump system that offers effective technical energy saving and reduced carbon dioxide emissions. The hot water module AG-DW10 is a complete unit with integrated control system, designed to be used with an external water heater for efficient and energy saving hot water production.

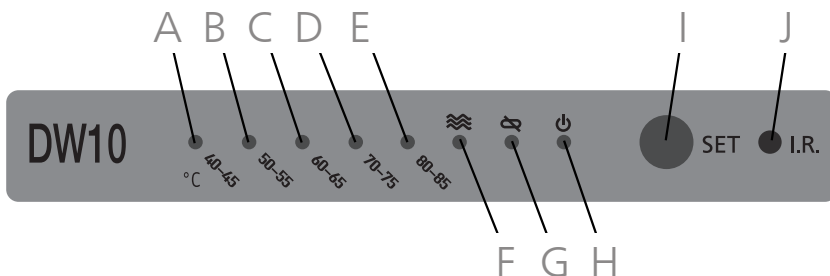
The heat is retrieved from the outdoor air when the heat pump system is in heating mode. When the heat pump system is in cooling mode, the heat retrieval occurs in the indoor unit. After the refrigerant has retrieved the heat, the compressor compresses it in the outdoor unit. Some of the heat in the compressed refrigerant then heats the hot water.

Excellent properties for AG-DW10:

- Connect AG-DW10 to your existing water heater.
- In cooling mode, AG-DW10 utilises the heat retrieved from the room being cooled. This surplus heat is useful and can heat your hot water.
- In heating mode, the high output temperature that is available from the hot gas leaving the compressor is used. This high temperature portion of the hot gas is used to make hot water simultaneously in heating mode. The remaining lower temperature hot gas, with high energy content, is used to heat the indoor air that passes the indoor unit.
- AG-DW10 can produce hot water even when there is neither a cooling or heat demand. AG-DW10 then acts as a conventional condenser and the entire value indication in system then occurs in AG-DW10.

2 Design

Display



A-E Temperature level

The LED indicates the hot water's temperature level by lighting green.

F Hot water

The LED lights blue to indicate that the water is being heated.

- Continuous blue light: Immersion heater activated.
- Flashing blue light: Booster Mode activated.

G Periodic increase

The LED lights yellow to indicate that the hot water temperature is being increased to prevent bacteria growth.

- Continuous light: Cycle in progress.
- Flashing: Cycle is active but has taken longer than expected (more than 8 hours).

H Standby mode

The LED lights red to indicate that the unit is connected to power supply (standby).

I Operating settings

On/off button as well as for other mode settings.

J IR receiver

Not used.

3 Settings

ON/OFF

To turn AG-DW10 on, hold the button (**SET**) in for three seconds. Release the button when the red LED goes out and the green LEDs for the different water temperatures light up.

To turn off the unit, hold the button (**SET**) in for five seconds. Release the button when the green LED goes out and the red LED lights. In OFF mode, the unit only uses the immersion heater to heat hot water.

If the unit is to be serviced, switch off the unit at the circuit breaker.

Temperature settings






















































Set the desired water temperature as follows:

1. Quickly press the (**SET**) button repeatedly until the green LED for the desired water temperature lights or flashes.



Caution

If no action is taken within a few seconds, you are returned to the function menu. The current hot water temperature in the water heater is shown in the function menu.

Symbol explanation LEDs:  = Off  = Flashes  = Lit					
Hot water temperature, °C	LED 1	LED 2	LED 3	LED 4	LED 5
40					
45					
50					
55					
60					
65					
70					
75					
80					
85					

Booster Mode

The immersion heater allows you to heat the cold water to the desired temperature quickly, even if the heat pump is switched off for maintenance. When the heat pump cannot run or when the heat pump has been in operation for 120 minutes, and the desired water temperature is not reached, the immersion heater is permitted to run.

Factory setting: Booster Mode on.

To deactivate:

1. Press and hold the button (**SET**) for about 7 seconds until the red, blue and yellow LEDs light. This means you have successfully entered the configuration menu.



Caution

If no action is taken within 5 seconds you are returned to the original menu.

2. Quickly press (**SET**) until the blue LED flashes.
3. Wait a few seconds until all green LEDs light, then press (**SET**) once more. Three chirps in succession confirm the setting.

Super Booster Mode

When Super Booster Mode is activated, the installed immersion heater is permitted to run to reach the desired water temperature. During the Super Booster Mode the desired hot water temperature automatic increases by 5°C. When the water temperature has been reached, the Super Booster Mode turns off.

Factory setting: Super Booster Mode off.

To activate:

1. Press and hold the button (**SET**) for about 3 seconds until the blue LED lights.
2. Release the button and Super Booster Mode is activated.

4 Disturbances in comfort



NOTE

Work behind covers secured by screws may only be carried out by, or under the supervision of, a qualified installation engineer.



Caution

You need the product's serial number for servicing and support.

Troubleshooting

If the climate unit does not work normally, perform the following checks, before contacting the installer.

The climate unit does not work at all

























Possible cause	Action
Mains supply interrupted.	Reset mains supply.
Circuit fuse blown or faulty.	Contact installer.
The unit is not on.	Press the start button.

Fault codes



Caution

In the event of a problem that does not have an action description, contact your installer.

Symbol explanation LEDs:  = Off  = Flashes  = Lit			
Blue LED	Yellow LED	Red LED	Cause
			Fault with the outdoor unit.
			Communication error with the outdoor unit.
			Temperature sensor defective or not connected on outgoing refrigerant circuit.
			Temperature sensor defective or not connected on incoming water circuit.
			Temperature sensor defective or not connected on outgoing water circuit.
			Circulation pump fault or lack of water flow.
			Check the dip-switch SW1 setting.



NOTE

Also see the installer manual for the outdoor unit AG-AC10.

Outdoor unit

To troubleshoot the outdoor unit, see section "Disturbances in comfort" in the installation manual for the outdoor module.

5 Item register

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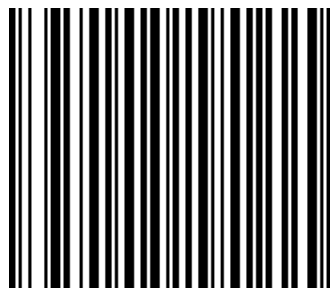
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37 4163 379 02

NIBE AB Sweden
Hannabadsvägen 5
Box 14
SE-285 21 Markaryd
info@nibe.se
www.nibe.eu



M11961