

Aries Heat Pump Alerts

What to do when an alert occurs:

1. Acknowledge the alert at least 1-2 times before taking any further action. If the alert is acknowledged and does not recur, no further action is necessary.
2. If the alert does not get acknowledged or repeats after a few acknowledgements, perform the actions instructed for the alert in question. Notice that some alarms have a delay of a few minutes before the alarm goes away.
3. Acknowledge the alert again after performing the actions.
4. If the alert recurs again or still fails to clear, contact the company that installed the heat pump first, unless otherwise instructed in the procedure.

Alarm Notice that alarm can be written longer (example twice), but it includes the alarm keywords (below).		Description	Cause / possible causes	Action end user If necessary, contact an authorised technician unless instructed otherwise.	Action installation technician Contact Gebwell maintenance if necessary.
FI	Kaikki komp. Piiri 1-Hälytys	Compressor alert - communication error	Fuse blown at heat pump or building switchboard. Data transfer error between heat pump controller and compressor.	Check that the heat pump fuses are in the ON position on the building switchboard and in the internal heat pump control centre. Run the heat pump de-energised for about 2 minutes.	Check the heat pump power supply at the switchboard. Check the power supply to the variable speed drive and compressor. Check the bus cable connections of the variable speed drive.
EN	All compr.in al. Circuit 1-OffNormal: Alarm				
SWE	Alla kompr.larm (OffNormal): Larm				
FI	Vika Kompr.1 Piiri 1-Fault	Compressor alert – compressor fault	Fuse blown at heat pump or building switchboard. Compressor in a failed state.	Check that the heat pump fuses are in the ON position on the building switchboard and in the internal heat pump control centre. Run the heat pump de-energised for about 2 minutes.	Check the heat pump power supply at the switchboard. Check the power supply to the variable speed drive and compressor. Check the bus cable connections of the variable speed drive.
EN	Fault comp.1 Circuit 1-OffNormal: Alarm				

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FI	Inverter fault1 Piiri 1-Fault	Inverter - bus data transfer error	Fuse blown at heat pump or building switchboard. Data transfer error between heat pump controller and variable speed drive.	Check that the heat pump fuses are in the ON position on the building switchboard and in the internal heat pump control centre. Run the heat pump de-energised for about 2 minutes.	Check the heat pump power supply at the switchboard. Check the power supply to the variable speed drive and compressor. Check the bus cable connections of the variable speed drive.
EN	Inverter fault1 Circuit 1-Fault				
FI	Painesuhd.min Piiri 1-Hälytys	Minimum pressure ratio in the compressor circuit.	The minimum pressure ratio (condenser/evaporator) was not met while the compressor was running. Variable speed drive in failed state, resulting in the compressor not generating pressure. The fluids in the brine collector and the heating circuit are at the same temperature and the required differential pressure is not achieved as a result.	Run the heat pump de-energised for about 2 minutes.	Heat the water in the heating circuit with electric heaters.
EN	Press.ratio.min. Circuit 1-OffNormal				

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FI	Painesuhd.max Piiri 1-Hälytys	Maximum pressure ratio between the suction side and the high side of the compressor.	Condensate temperature is higher than normal while evaporator temperature is lower than normal. The pressure differential in relation to the compressor speed exceeds the set values.	Check collector/charge side mud filters. Check domestic water setpoint (maximum 55°C recommended)	-
EN	Press.ratio.max. Circuit 1-OffNormal				
FI	LOP Piiri 1-Hälytys	Low Operating Pressure	Flow rate too low in the brine collector.	Clean the dirt separator in the brine collector.	Check the functionality of the brine collector. Check the functionality of the source pump.
EN	LOP Circuit 1-OffNormal: Alarm	Pressure is under the operating limit pressure of the suction gas side of the refrigerant circuit.	Air in the collector. The collector's stop/balancing valve is closed. The dirt separator is blocked. Too little fluid in the collector. Mild refrigerant shortage.		

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FI	Höyrystin lt. Piiri 1-Alaraja	The temperature of the evaporator is under the set limit value.	Flow rate too low in the brine collector. Air in the collector. The collector's stop/balancing valve is closed. The dirt separator is blocked. Too little fluid in the collector.	Clean the dirt separator in the brine collector.	Check the functionality of the brine collector. Check the functionality of the source pump. If necessary, add fluid to the brine collector.
EN	Evaporator temp. Circuit 1-LowLimitActive				
FI	E9.Matalapainekytin Piiri 1-Hälytys	Low pressure switch activated. Suction pressure under the limit of the pressure switch.	Flow rate too low in the brine collector. Air in the collector. The collector's stop/balancing valve is closed. The dirt separator is blocked. Too little fluid in the collector. Mild refrigerant shortage.	Clean the dirt separator in the brine collector.	Check the functionality of the brine collector. Check the functionality of the source pump. If necessary, add fluid to the brine collector.
EN	Low pr.detect Circuit 1-OffNormal Alarm				
PO	E9.Detektor nisk.ciśnienia Obieg 1-OffNormal Alarm				

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FI	Tulistus Piiri 1-Present Value Tulistus Piiri 1-LowLimitActive	Refrigerant does not become sufficiently superheated in the evaporator.	Air in the collector. Incorrect expansion valve settings.	Acknowledge the alert.	Vent the system.
EN	Superheat Circuit 1-LowLimitActive				
FI	Tulistus High Limit	Refrigerant becomes excessively superheated in the evaporator.	Possible refrigerant shortage. Expansion valve settings require adjustment.	Acknowledge the alert. If the alert recurs, contact Gebwell service.	-
EN	Superheat High Limit				

Alarm		Description	Cause / possible causes	Action end user	Action installation technician
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FI	MAX.korkea paine Piiri 1-Hälytys	Operating limit pressure exceeded on the high pressure side of the refrigerant circuit.	The flow rate in the charging/heat supply circuit is too low. The radiator or underfloor heating valves are closed or set too low (heating curve possibly too high). Air in the heating network. The pressures in the heating system are too low. Blocked dirt separator. Controller settings possibly require adjustment.	Open the radiator/underfloor heating thermostats. If necessary, reduce the heating curve. Check the network pressure. Clean the dirt separators in the heating and collector circuits.	Check the functionality of the heat supply network. Check that the charge pump is rotating.
EN	Max.high press. Circuit 1-Alarm				
FI	H83. Lauhtumispaine Piiri 1-HighLimitActive	Condenser pressure limit exceeded.	The flow rate in the charging/heat supply circuit is too low. The radiator or underfloor heating valves are closed or set too low (heating curve possibly too high). Air in the heating network. The pressures in the heating system are too low. Clogged dirt separators.	Open the radiator/underfloor heating thermostats. If necessary, reduce the heating curve. Check the network pressure. Clean the dirt separators in the heating and collector circuits.	Check the functionality of the heat supply network. Check that the charge pump is rotating.
EN	H83. Cond.press. Circuit 1-HighLimitActive				
PO	H83. Ciśn.skraplania Obieg 1-HighLimitActive				

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FI	Lauhduttimen lt. Piiri 1- HighLimitActive	Condenser temperature exceeds set limit value	The mud filter on the charging side is clogged.	Check the mud filter on the charging/heating side.	-
EN	Condenser temp. Circuit 1- HighLimitActive			Acknowledge the alert. Contact Gebwell maintenance if necessary.	
FI	Lauhduttimen lt. LowLimitActive	Condenser temperature is under the set limit value	The water circulating on the charger side is cold.	Acknowledge the alert and allow the heat pump to restart. Contact Gebwell maintenance if necessary.	-
EN	Condenser temp. Circuit 1- LowLimitActive				

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FI	E10.Maksimipainekeytkin Piiri 1-Hälytys	High pressure switch limit value exceeded (bar).	The flow rate in the charging/heat supply circuit is too low. The radiator or underfloor heating valves are closed or set too low (heating curve possibly too high). Air in the heating network. The pressures in the heating system are too low. Clogged dirt separator in charging/heat supply circuit.	Open the radiator/underfloor heating thermostats. If necessary, reduce the heating curve. Check the network pressure. Clean the dirt separator in the charging/heat supply circuit.	Check the functionality of the heat supply network. Check that the charge pump is rotating.
EN	High pr.detect. Circuit 1-OffNormal				
PO	E10. Detekt.wys.ciśnienia Obieg 1-OffNormal				
FI	Legionella latauksen hälytys LKV-OffNormal	The Legionella decontamination setpoint has not been reached within the set time.	Consumption of hot water during the Legionella decontamination function. Legionella decontamination setpoint is too high. The accumulator bottom sensor reacts slowly to actual heat increase.	If the alert does not clear within 24 hours, check that the Legionella decontamination setpoint is not above 55°C and that the Legionella decontamination function is not set at a time of high domestic water consumption (factory setting Monday at 4 o'clock). Contact Gebwell maintenance if necessary.	-
EN	Legionella charge alarm Dom. hot water-OffNormal				

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FI	B2.Käyttövesivaraaja ylä LKV-Alaraja	Domestic water accumulator upper temperature - below set limit value.	Domestic water setpoint too low. Domestic water disabled. Heat pump set to off.	Check if domestic water is turned on in the app. Check if heat pump is turned on in the app. Check the domestic water setpoint.	Check that the B2 sensor is intact and correctly connected. Check domestic water setpoints. Check heat pump operation.
EN	Top temp. tank DHW-LowLimitActive				
FI	B3.Käyttövesivaraaja ala LKV-Alaraja	Domestic water accumulator lower temperature - below set limit value.	Domestic water setpoint too low. Domestic water disabled. Heat pump set to off.	Check if domestic water is turned on in the app. Check if heat pump is turned on in the app. Check the domestic water setpoint.	Check that the B3 sensor is intact and correctly connected. Check heat pump operation.
EN	Bottom temp. tank DHW-Low limit				

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FI	dT Keruupiiri Piiri 1-Yläraja	The difference in the temperatures of the collection fluid from the ground and to the ground exceeds the set limit value.	B91 or B92 sensor measurement error.	The solution sensors must be replaced. Contact Gebwell service.	-
EN	dT source Circuit 1-HighLimitActive				
PO	dT źr.doln. Obieg 1-HighLimitActive				
FI	dT Keruupiiri Piiri 1-Alaraja	The difference in the temperatures of the collection fluid from the ground and to the ground is below the set limit value.	B91 or B92 sensor measurement error.	The solution sensors must be replaced. Contact Gebwell service.	-
EN	dT source Circuit 1-LowLimitActive				
PO	dT źr.doln. Obieg 1-LowLimitActive				

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FI	B91.Lämmönkeruu sisään Piiri 1-Yläraja Kerupiirin sisääntulolämpötila Piiri 1-HighLimitActive	The temperature of the collection fluid from the ground exceeds the set limit value.	B91 sensor measurement error. When the unit is in a warm state and stopped, the solution sensor measurement increases to ambient temperature.	Acknowledge the alert and turn on the device. The solution sensors must be replaced. Contact Gebwell service.	-
EN	Source temp Circuit 1-HighLimitActive)				
FI	B92.Lämmönkeruu ulos Piiri 1-Yläraja	The temperature of the collection fluid to the ground exceeds the set limit value.	B92 sensor measurement error. When the unit is in a warm state and stopped, the solution sensor measurement increases to ambient temperature.	Acknowledge the alert and turn on the device. The solution sensors must be replaced. Contact Gebwell service.	-
EN	Return temp.source Circuit 1-High limit				
FI	B9.Ulkolämpötila-Virhe	The outdoor temperature sensor is not connected.	The heat pump controller does not recognise the outdoor temperature sensor.	Contact an authorised technician.	Check that the sensor is intact and correctly connected. Start the heat pump controller twice.
EN	B9.Outside temp.- Fault				

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FI	B51. Huone lt. LP 1-Virhe	The room temperature sensor is not connected.	The heat pump controller does not recognise the room temperature sensor.	Check if the room temperature sensor supplied with the heat pump is installed. Contact an authorised technician.	Check that the sensor is intact and correctly connected.
EN	B51. Room temp. HC1-Fault				If the room temperature sensor is not installed and is not going to be installed, disable the room temperature sensor in the heat pump settings. Start the heat pump controller twice.

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FI	B1.Menovesi LP 1-HighLimitActive	The flow temperature of the supply water exceeds the set limit value.	Domestic water setpoint too high.	Check that the domestic water or Legionella decontamination setpoint is not above 55°C.	Check that the supply temperature sensor is intact, correctly connected, and in the right place.
EN	B1.Flow temp. HC1-HighLimitActive		Legionella decontamination setpoint is too high. Heating curve too high. The unit does heating/makes domestic hot water using electrical heaters and the charge pump does not rotate/adjust.	Check that the heating curve is not too high. Check if the device is in emergency mode and acknowledge all alerts.	Check the function and correctness of the accumulator sensors. Check if the device is emergency mode / using electrical heaters and that the charge pump is rotating at the same time.
FI	Latauksen lämpötilaero HighLimitActive	The temperature differential between the supply and return water in the charge circuit is too high	The charge pump is not rotating at the correct speed. Water circulation is blocked.	Check the mud filter on the charging/heating side. Check that the room thermostats have not closed off the circuit from the manifolds.	Check that the charge pump is rotating.

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FI	Hälytys sähkövastus - OffNormal)	The protector in the electric heater has tripped.	Electrical heater connection error. The overheat protector of the electric heater has tripped due to a lack of water flow through the heater.	Acknowledge the alert.	Check the connection of the electric heater. Check that the charge pump rotates in emergency mode/ electric heater use.
EN	Fault el. heater Flow thr. heat.-OffNormal: Alarm				
FI	B81.Kuumakaasun lämpötila Piiri 1- LowLimitActive	Hot gas temperature is below the set limit value.	B81 sensor measurement error.	Hot gas sensor needs to be replaced, contact Gebwell service.	-
EN	B81.Discharge temp. Circuit 1- LowLimitActive				
FI	B81.Kuumakaasun lämpötila Piiri 1- HighLimitActive	Hot gas temperature undershoots the set limit value.	B81 sensor measurement error. Hot gases get too hot either due to a compressor fault or because superheating is too high and increases the hot gas temperatures.	Hot gas sensor needs to be replaced, contact Gebwell service.	-
EN	B81.Discharge temp. Circuit 1- HighLimitActive				

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EN	L1-N voltage LowLimitActive L2-N voltage LowLimitActive L3-N voltage LowLimitActive	The voltage in that phase (L1/L2/L3) is below the set limit value.	Fuse blown at heat pump or building switchboard.	Check that the heat pump fuses are in the ON position on the building switchboard and in the internal heat pump control centre.	Check the heat pump power supply at the switchboard.
FI	MOP Piiri 1-OffNormal Hälytys	Maximum Operating Pressure. Operating pressure too high on the suction side.	Collector circuit too hot.	Acknowledge the alert, allow the unit to start, and the collector circuit will cool down.	-
EN	MOP Circuit 1-OffNormal Alarm			Repeat if necessary. Contact Gebwell service.	
FI	Sähkömittarin kommunikointi Yhteinen-OffNormal	The controller cannot read the heat pump electrical meter information off the bus.	Bus settings error.	Acknowledge the alert.	-
EN	Commun. El.mtr Common-OffNormal		Bus connection error. Loose connection at bus connection.	Contact Gebwell service.	

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FI	Paisuntaventtiili Piiri 1-Fault	Expansion valve failure or connection failure	Expansion valve defective.	Acknowledge the alert.	-
EN	Exp.valve Circuit 1-Fault		Error in the expansion valve connection. Controller restarted manually or automatically due to power failure.	Contact Gebwell service.	
FI	Paisunta auki (Paisunta auki-OffNormal)	Expansion valve status is displayed as open when control is closed.	Error in the expansion valve settings.	Acknowledge the alert.	-
EN	Expansion open-OffNormal: Alarm		Controller restarted manually or automatically due to power failure.	Contact Gebwell service.	
FI	Imukaasu LT (Imukaasu LT Piiri 1-Virhe)	Heat pump does not recognise the suction gas temperature sensor.	Intake gas sensor is faulty or there is a loose connection.	The intake gas sensor is to be replaced and connections checked, contact Gebwell service.	-
EN	Suct. gas temp. (Suct.gas temp. Circuit 1-Fault)				

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FI	Imukaasu LT Imukaasu LT Piiri 1 - PresentValue	Suction gas temperature too high compared to set limit value.	Intake gas sensor defective.	Acknowledge the alert.	-
EN	Suct.gas temp. Circuit 1-HighLimitActive		When the device is stopped for longer, the intake gas sensor temperature rises above the set alarm limit due to high room temperature.	The intake gas sensor is to be replaced, contact Gebwell service.	