Table of contents

Legionella alerts/Legionella hälytykset

Legionella latauksen hälytys Lämm.käyt.vesi-OffNormal: Hälytys

Legionella charge alarm (Legionella charge alarm DHW-OffNormal): Alarm

- A Legionella alert means that the heat pump has not reached the desired temperature during the two-hour period when the Legionella program has been on. By default, the Legionella cleaning has been set at the factory to start every week on Monday morning at 4 a.m. If the consumption of domestic hot water is high during the Legionella cleaning function due to, for example, showering, the heat pump does not necessarily reach the desired temperature. The heat pump works despite the alert. The heat pump attempts the Legionella cleaning function again after two hours. This alert does not require action if the alert gets acknowledged on the same day.
- If the default time setting of the Legionella cleaning function needs to be changed, it is recommended to set it to a time when the need for domestic hot water is low.
- The factory setpoint for the Legionella cleaning function is 55 °C. The setpoint is the temperature the ground source heat pump aims for at the bottom section of the accumulator – domestic hot water is taken from the top section of the accumulator where the water temperature is 5–8 °C higher, i.e. over 55 °C. If desired, it is possible to change the Legionella cleaning function setpoint. Normally, the setpoint is somewhere between 52–55 °C.
- More information on Legionella bacteria can be found on the Terveyskirjasto website, among others.

Compressor alerts/Kompressorihälytykset

All compr.in al. Circuit 1-Alarm: Alarm

All compr.in al. circuit 1-OffNormal

Fault Compr. 1 circuit 1-presentValue

Inverter fault.1 Circuit 1 Alarm

- This alert means that the heat pump compressor has turned off even if the heat pump has not given the compressor an OFF command. This kind of event is usually due to a power outage or poor power quality.
- The alert must be acknowledged (from the application). If the alert reoccurs, try to acknowledge it again. In most cases, the compressor starts to run after the alert has been acknowledged.
- If the compressor does not start after the alert has been acknowledged, it is recommended to keep the heat pump de-energised for at least one minute. The heat pump can be de-energised by unplugging its power cord from the socket. Another way to de-energize the heat pump is to switch its fuses off.
- If acknowledging the alerts and de-energising the heat pump do not help, make sure that all heat pump fuses are switched on at the heat pump and in the distribution board.
- If the compressor alerts reoccur despite the actions described above, send us a contact request. (https://gebwell.fi/yhteydenottopyynto-kuluttajat/)

Bus alerts/Väylähälytykset

Link error

- This alert indicates that the connection between the controller and bus devices is lost. The alert can come from the electricity meter or compressor frequency converter.
- Check that the fuses are switched on at the heat pump and in the distribution board.

Do other devices in the house work?

- If not, there may be a problem in the power supply to the house. If this is the case, contact an electrical installation company.
- If other devices are working normally, send a contact request to our technical support team (https://gebwell.fi/yhteydenottopyynto-kuluttajat/).

Superheating Superheating Circuit 1 – PresentValue / Superheat Circuit 1

The superheat value is a calculated value of the suction side temperature and pressure. An alert is activated if this value drops too low. The controller decreases the expansion valve setting and corrects the problem. If the alert keeps repeating, the device requires a software update.

Send us a service request and remember to include detailed information on your heat pump and the alert (https://gebwell.fi/yhteydenottopyynto-kuluttajat/). Acknowledge the alert when it occurs. We will change your heat pump's settings related to superheating. After the settings are changed, there will be no more alerts. We will notify you by email once the settings are corrected.

Max.high press. (Max.high press. Circuit 1-OffNormal): Alarm / MAX. high pressure Maximum pressure switch / High. pr. detect circuit 1

Refrigerant circuit high pressure alert

This alert comes from the pressure transmitter or pressure switch.

The alert indicates that the water in the charge circuit is too warm. Too warm water in the heating circuit is usually due to the fact that the water does not circulate in the heating circuit. In order for the water to circulate in the heating circuit, the room thermostats should be kept in the open position (highest possible value on the scale) and then control the desired room temperature via the heat pump application.

The heat pump controls the temperature of the hot water required for the heating circuit. If you want to control room temperatures on a room-by-room basis, the number of open circuits must be so high that the minimum flow of the device is achieved. Wet rooms are often suitable for this purpose, among others. For example, if you want to keep the bedrooms cooler than other rooms in the winter, keep the thermostats in the open position in other rooms and use the thermostats in the desired rooms to decrease their temperature slightly.

Underfloor heating and radiator thermostats can have a negative impact on energy consumption. They reduce the flow rate in the heating system, and the heat pump compensates for this by raising the temperature of the network. This affects the device's operation by causing more electrical energy to be consumed. Thermostats are only intended for adjustments due to "free heat" (from the sun, people, fireplaces, etc.).

It is also recommended to check the heating system strainer. The strainer must be checked and, if necessary, cleaned once a year – even more often during the first years after the installation of the heat pump. If the strainer is dirty, the charge circuit's temperature difference will increase when the compressor is running, which may cause the device to malfunction. Check the video showing how the strainer is cleaned: https://www.youtube.com/watch?v=woCCLDdtAyg

This video can also be found on our website: Gebwell.fi → Data Bank → Material bank → Videos → Cleaning the strainer.

The heating system pressure must be checked. This pressure must be 0.8–2.0 bar, depending on the property. Check the correct operating pressure from the installation record. If the pressures are not correct, please contact the company that installed the heat pump.

Low pressure alert (Low press. Circuit 1-OffNormal): Alarm
Low pressure switch circuit 1 / Low pr. detect circuit 1

Refrigerant circuit low pressure alert

This alert can come from the pressure transmitter or pressure switch.

Check the strainer in the collector. The strainer must be checked and, if necessary, cleaned once a year – even more often during the first years after the installation of the heat pump. If the strainer is dirty, the collector's temperature difference will increase when the compressor is running, which may cause the device to malfunction. Check the video showing how the strainer is cleaned: https://www.youtube.com/watch?v=woCCLDdtAyg

This video can also be found on our website: Gebwell.fi → Data Bank → Material bank → Videos → Cleaning the strainer.

If the alert reoccurs after the strainer has been cleaned, send a contact request to our technical support team (https://gebwell.fi/yhteydenottopyynto-kuluttajat/).

The collector pressure must be checked. The filling pressure in the brine circuit must be 0.5–1.5 bar. Check the correct operating pressure from the installation record. If the pressures are not correct, please contact the company that installed the heat pump.

dT source and other source alerts/ dT source ja muut source hälytykset

This alert is caused by a deviation of the collector values. The alert can be caused by a momentary interruption in the reading of the values. Acknowledge the alert. If the alert reoccurs or cannot be acknowledged, send a contact request to our technical support team (https://gebwell.fi/yhteydenottopyynto-kuluttajat/). Although collector sensors can possibly show incorrect readings, your heat pump is working normally.

Electricity meter communication Common-Alert/Sähkömittarin kommunikointi Yhteinen-Hälytys

This alert indicates that the connection to the heat pump electricity meter is not working. Energy measurements can be displayed incorrectly because of this. This alert is not dangerous.

Send a contact request to our technical support team (https://gebwell.fi/yhteydenottopyynto-kuluttajat/).

Press.ratio.min. Circuit 1-OffNormal / Press. ratio min. alert

A new construction in which the ground source heating system has just been started:

This alert is caused by a cold system. In this case, the heat pump must use reserve heat for the initial heating of the system. Acknowledge the alert about a day after it occurs. If the alert cannot be acknowledged at that time or it reoccurs, send a contact request to our technical support team (https://gebwell.fi/yhteydenottopyynto-kuluttajat/).

A heat pump that has been in use for a longer time:

Acknowledge the alert. If the alert reoccurs, try to acknowledge it again at least a few times.

If the alert reoccurs after it has been acknowledged for a few times, it is recommended to keep the heat pump de-energised for at least 5 minutes. The heat pump can be de-energised by unplugging its power cord from the socket for 5 minutes. Another way to de-energize the heat pump is to switch its fuses off for one minute.

Send a contact request to our technical support team (https://gebwell.fi/yhteydenottopyynto-kuluttajat/).

LOP alerts/LOP-hälytykset

This alert indicates a problem in the refrigerant circuit. The heat pump cannot collect energy from the collector.

In this case, the first step is to check the strainer in the collector. The strainer must be checked and, if necessary, cleaned once a year – even more often during the first years after the installation of the heat pump. If the strainer is dirty, the collector's temperature difference will increase when the compressor is running, which may cause the device to malfunction. Check the video showing how the strainer is cleaned:

https://www.youtube.com/watch?v=woCCLDdtAyg

This video can also be found on our website: Gebwell.fi → Data Bank → Material bank → Videos → Cleaning the strainer.

Check the collector pressure. The filling pressure in the brine circuit must be 0.5–1.5 bar. Check the correct operating pressure from the installation record.

If the pressures are not correct, your primary point of contact should be the company that installed the heat pump.

If the alert reoccurs after the strainer has been cleaned and the circuit pressures are normal, send a contact request to our technical support team (https://gebwell.fi/yhteydenottopyynto-kuluttajat/).

Ramp. alarm/Ramp. alarm

This alert is not dangerous. The heat pump works. The heat pump requires a software update. Send a contact request to our technical support team (https://gebwell.fi/yhteydenottopyynto-kuluttajat/).

Accumulator top temp. (LowLimitActive)

The temperature at the top section of the heat pump accumulator (domestic hot water) is exceptionally low. This alert is normal if the heat pump system is in its start-up phase and the alert gets acknowledged once the temperature of the water at the top section of the accumulator increases.

If this alert occurs with a heat pump that has been in use, the reason for why the domestic hot water temperature has decreased must be determined. See the instructions under section “No domestic hot water” on the Heat pump troubleshooting page.

Expansion valve (Fault) No outputs/Paisuntaventtiili (Fault) Ei lähtöjä

This alert usually occurs if alert “Failure expansion module (OffNormal)” is active on the expansion module controlling the expansion valve.

Send a contact request to our technical support team (https://gebwell.fi/yhteydenottopyynto-kuluttajat/) for a more detailed troubleshooting.

Failure expansion module (OffNormal): 1 : The number following the alert indicates the expansion module in question (for example, 4=TC1,4 and 1=TC1,1). This alert can be caused by the following reasons:

the expansion module is not properly connected to the main controller/other modules and cannot communicate.

the expansion module has not yet been enabled in the configuration of the heat pump.

Send a contact request to our technical support team for a more detailed troubleshooting.

The most common alerts of the Aries heat pump

Below is a compilation of the most common alerts given by the Aries heat pump. Click the arrow to see more detailed information on the alert and instructions on what to do if the alert occurs. Function-related alerts are shown in bold at the top.