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User manual

ComfoClima 24 ComfoClima 36



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information

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This manual has been compiled with the utmost care. The publisher cannot be held liable for any damage caused as a result of missing or incorrect information in this manual.



IMPORTANT!

Carefully read this manual before use.

The ComfoClima is hereinafter referred to as "device".

This manual explains how to install, configure and use the App in order to control the ComfoClima.

Since that application is continuously developed and improved, your actual release may differ a bit from the descriptions shown in this document.

Due to the automatic update procedure of mobile app stores (Google Play and Apple Store), the App will automatically upgrade as soon as an update is released.



NOTE : this manual has been compiled with the utmost care. However, no rights can be derived from it. In addition, we at all times reserve the right to change the contents of this manual, without prior notice.

The following pictograms are used in this document:

Symbol	Meaning
	Consult the manual before using/operate the equipment.
	Point of attention / important informations.
	Risk of compromised performance or damage to the ventilation system / risk of personal injury.
	Caution electrical hazard!

1 Installation

To configure and operate the ComfoClime the user must install the ComfoClime Control app by downloading it from Google Play or Apple Store.

Once installed the app will appear among the phone apps with it's icon:



All the manuals are downloadable scanning this QR-code.

You'll be redirected to the download page where you can select among a wide range of languages.

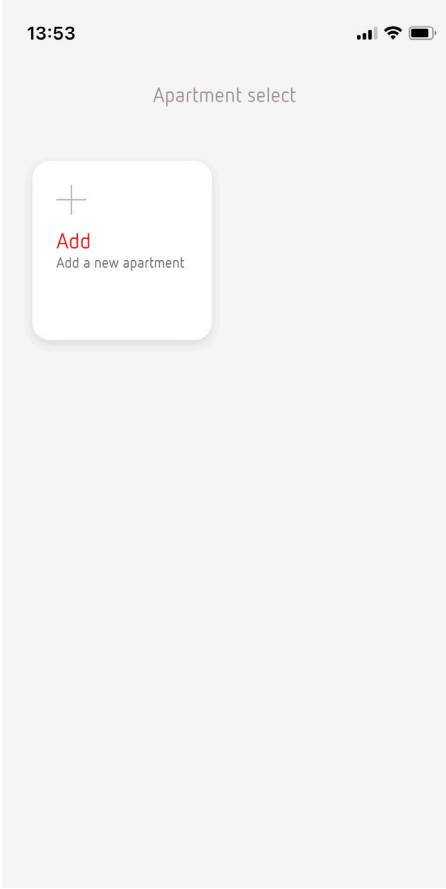


2 The provisioning

At the first launch of the app, the user will be prompted to detect the ComfoClima and connect it to his home WiFi network (if available).

The ComfoClima can be controlled only through the ComfoClima Control app.

In case the user doesn't have a WiFi network running in the house there is the possibility to get connected to the ComfoClima anyway through the Bluetooth connection or through a local WiFi network generated by the ComfoClima itself.

ACTION	IMAGE
<p>Launching the APP the installation page, called Apartment select, will appear.</p> <p>To begin detecting the ComfoClima, proceed by tapping the ADD button.</p>	

ACTION

IMAGE

In the next page the user is asked to select between a WiFi present or not can choose whether to go for a brand new installation or connect an already installed ComfoClime.

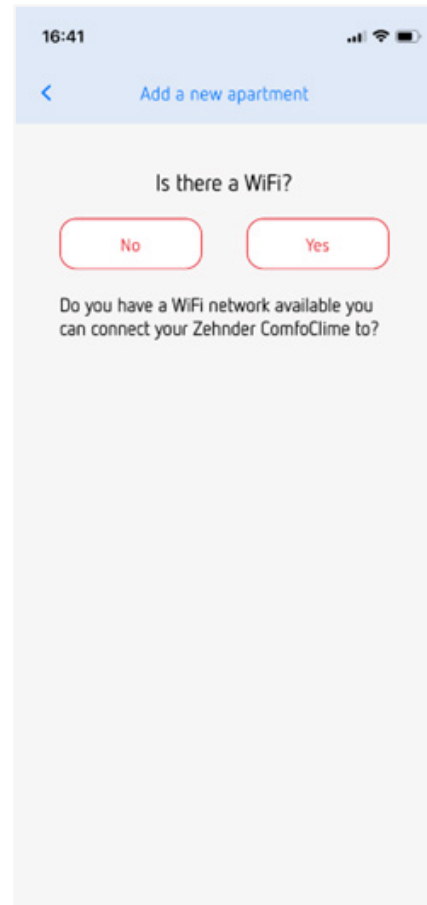
Advise: please ensure in your mobile phone WiFi settings that your WiFi allows to add additional devices.

Note: check also if the router allows to add other devices to the local network and in case, enable the feature.

In the first provisioning screen there are two possibilities:

YES: the user will install the ComfoClime in the WiFi network searching the unit via Bluetooth.

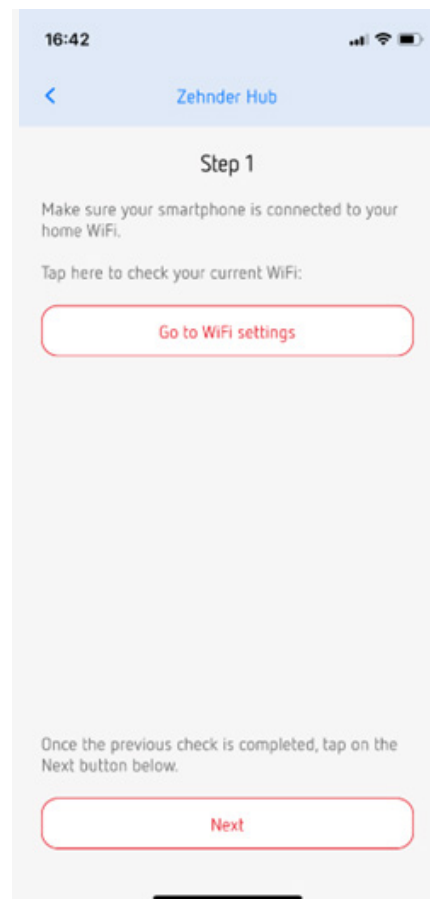
NO: the user will install the ComfoClime using a local direct WiFi connection between the smartphone and the unit (go to pag. 7).



WIFI PRESENT

Answering **YES** (Step 1) the following page allows the user to connect the smartphone to the WiFi in case it wasn't yet done, firstly tapping on **Go To Wifi Settings** and going temporarily in the smartphone settings to set up the wifi connection

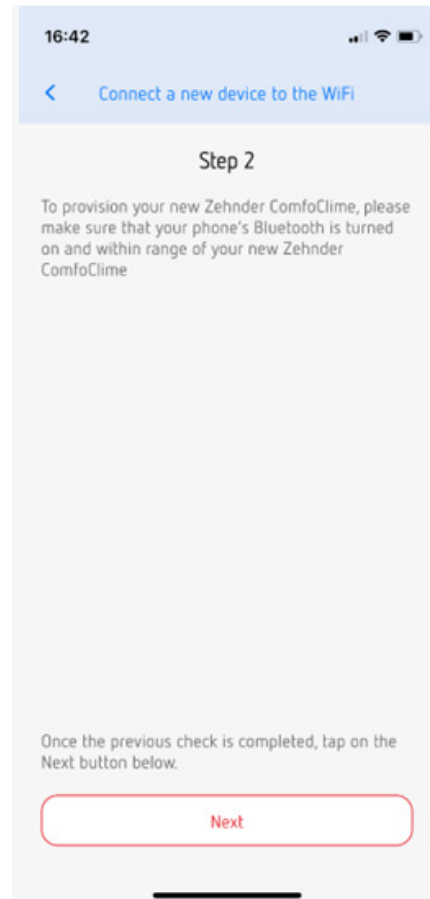
Afterwards, in any case, tap on **Next** to move to the next step.



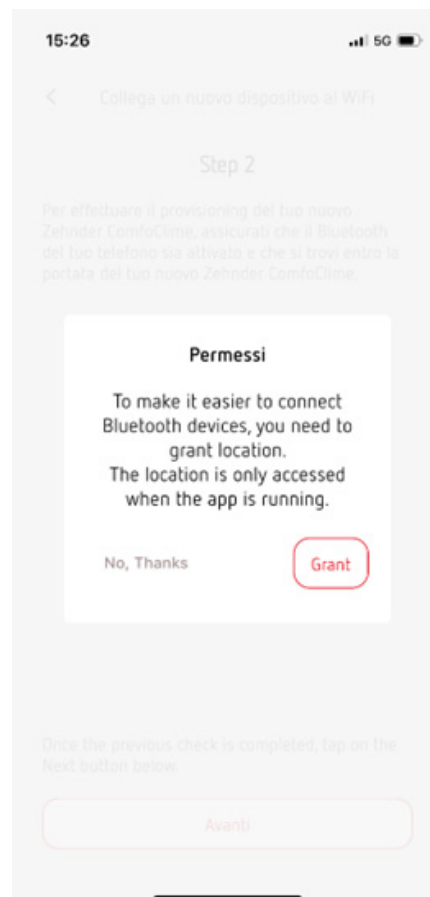
ACTION

IMAGE

Step 2: the app asks the user to check and confirm that the smartphone has the Bluetooth enabled. Once confirmed tap **Next**.



In this page please confirm the authorization to use also the geolocation in order to let the smartphone looking for the ComfoClima tapping on **Grant**.

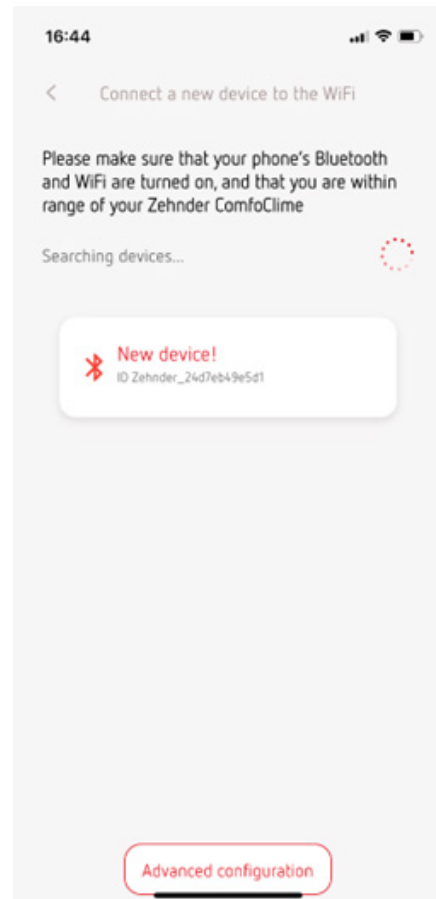


ACTION

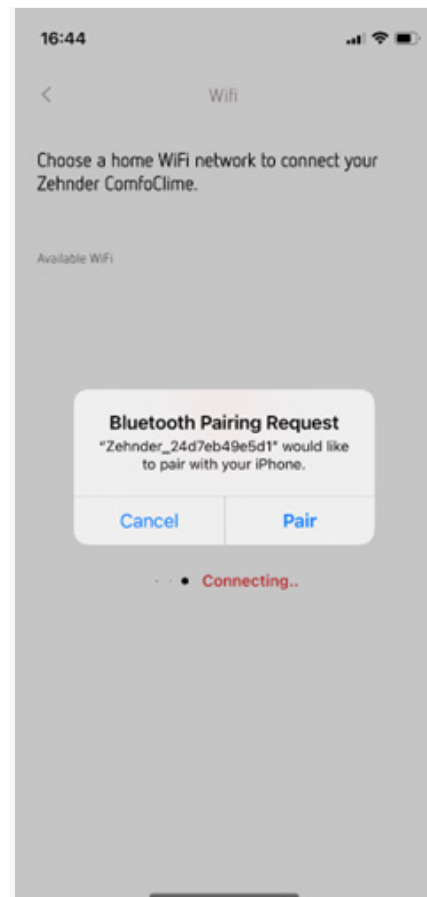
IMAGE

When the app finds a Bluetooth signal (the one generated by the ComfoClima), it will show it and the user must tap on **New Device** to trigger the connection phase between the two devices.

The app will move automatically to the next step.



In this page the user confirms the authorization to the Bluetooth pairing tapping on **Pair**.



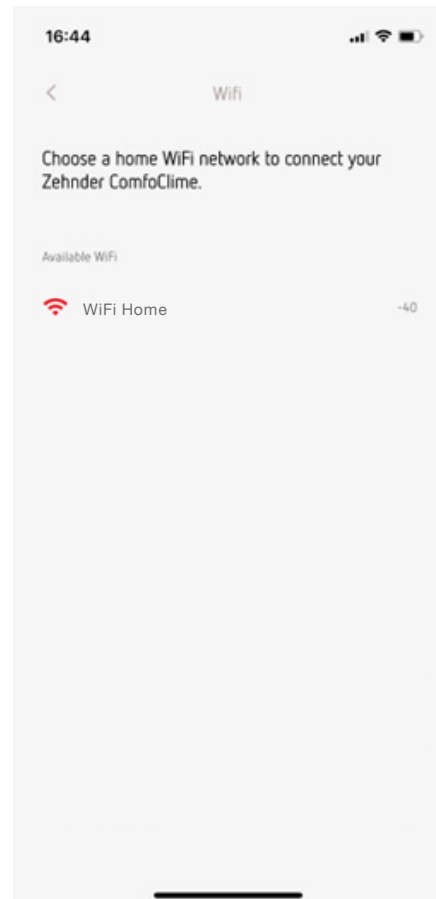
ACTION

IMAGE

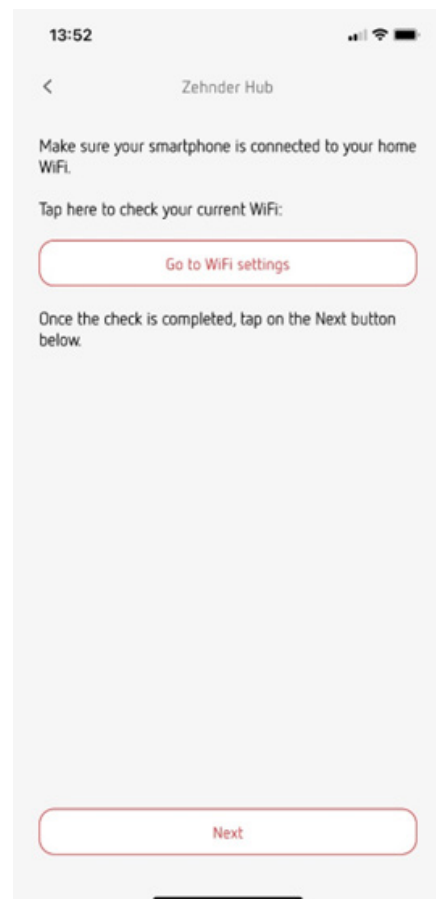
In this page it is possible to assign the WiFi connection to the ComfoClima among the ones found in the environment (usually in a house there is only one)

Important: insert the user's WiFi router password.

Once the WiFi is chosen the app moves to the next page.



Tap on **Next**.



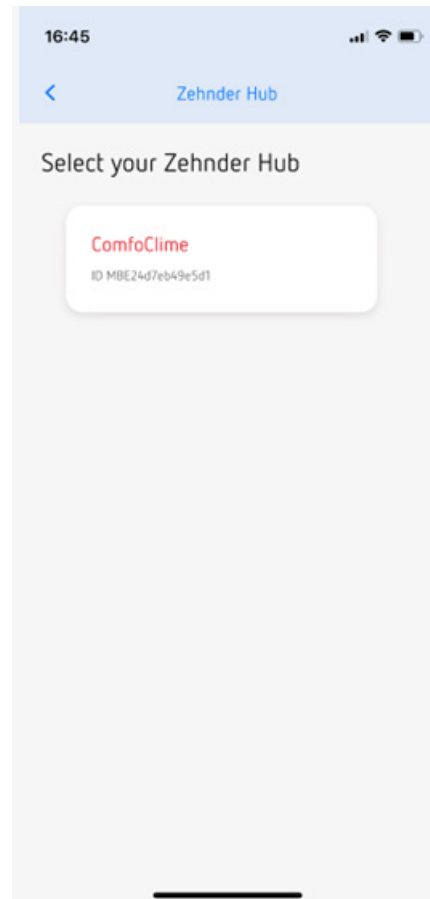
ACTION

Now the ComfoClima has been found and included in the network with a generic name ComfoClima.

Tap on the name to enter the personalization page.

In case of the ComfoClima was already installed before but it is necessary to repeat the procedure only for the part regarding the search of the unit, the page will show directly the unit with the name that was assigned to during the previous provisioning.

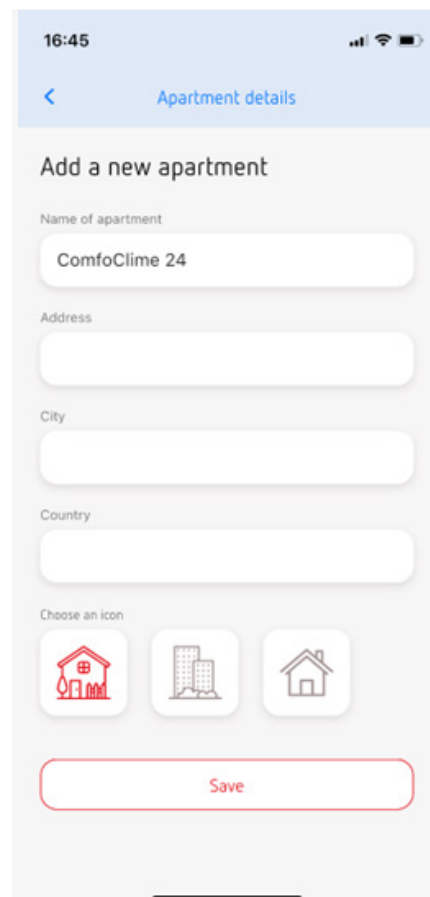
IMAGE



In this page it is possible to change the name of the unit (apartment), assigning if desired the address, city and country.

Finally an icon can be assigned as well.

Then tap on **Save** to confirm the choices.



ACTION

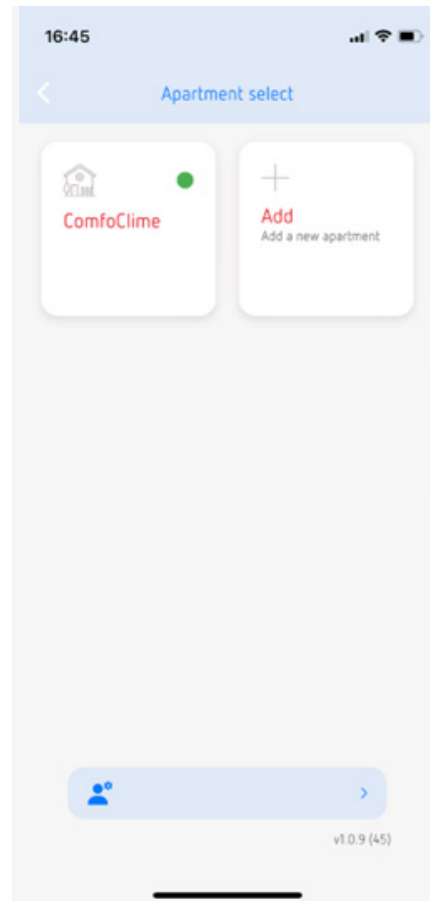
The next page recap the installation successfully done showing the configured unit with its name and a green dot that means it is properly connected.

To enter the ComfoClima controls just tap over the name of the unit.

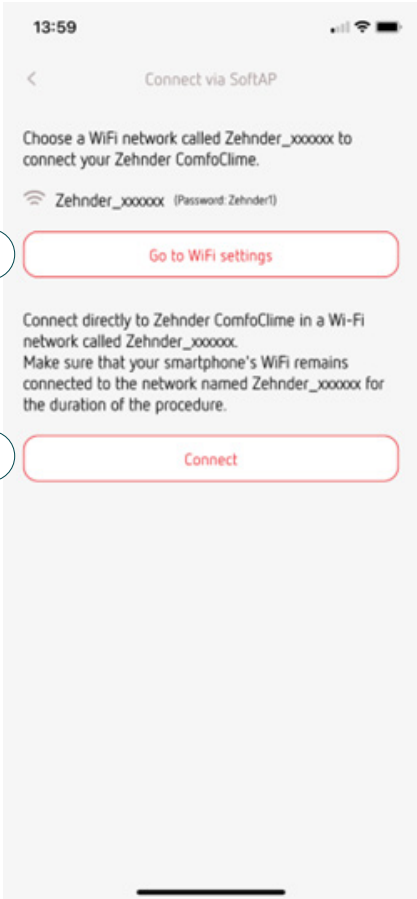
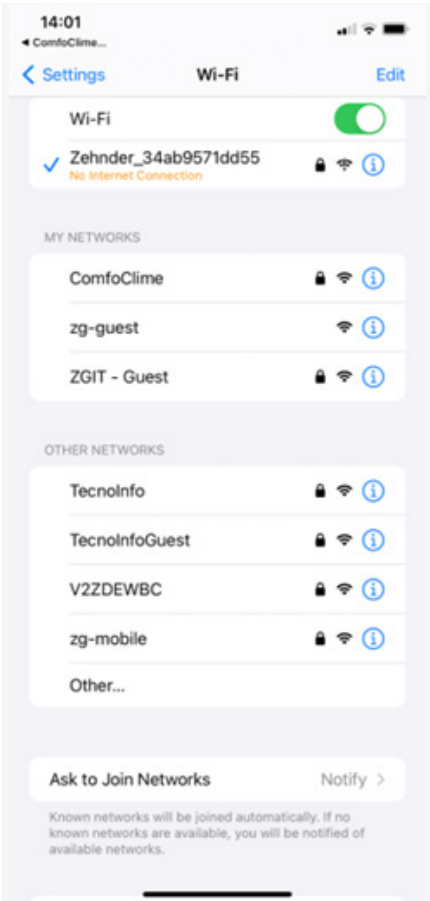
Important: this feature is useful especially if the user owns several ComfoClima in different houses so that he can use the same app to control all of them. The active system is visible by the green dot. All the others should have the red dot because it is normally assumed that there is only one ComfoClima in the building. Otherwise the user will see a green dot for each ComfoClima actually present.

Go to pag. 17.

IMAGE



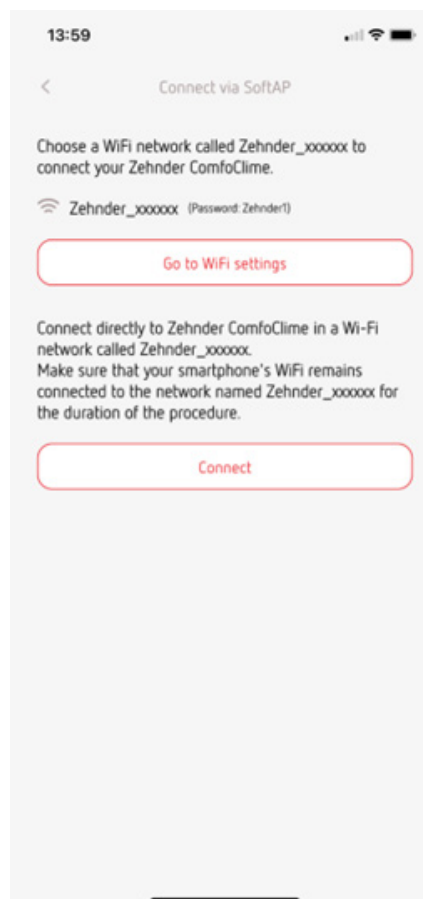
2.1 Special circumstances

ACTION	IMAGE
<p>WIFI NOT PRESENT</p> <p>Answering NO the user begins the connection procedure between the smartphone and the ComfoClima.</p> <p>To do so, the ComfoClima emits a WiFi signal to which the smartphone must be connected.</p> <p>The name of the local ComfoClima network is:</p> <p style="text-align: center;">Zehnder_XXXXXXXXXXXXXX</p> <p>Where XXXXXXXXXXXXXX stands for the serial number of the unit itself.</p> <p>Therefore:</p> <ol style="list-style-type: none">1. The user sets up the smartphone in the local network;2. Connect the smartphone to the ComfoClima.	
<p>Tapping on:</p> <p>Go To WiFi Settings</p> <p>the app opens the Wifi settings of the smartphone letting the user to select the Zehnder_XXXXXXXXXXXXXX network.</p> <p>Insert the password Zehnder1.</p> <p>Once the connection is established it is possible to tap back to the previous app page.</p>	

ACTION

IMAGE

Returned to the previous page tap **Connect**.



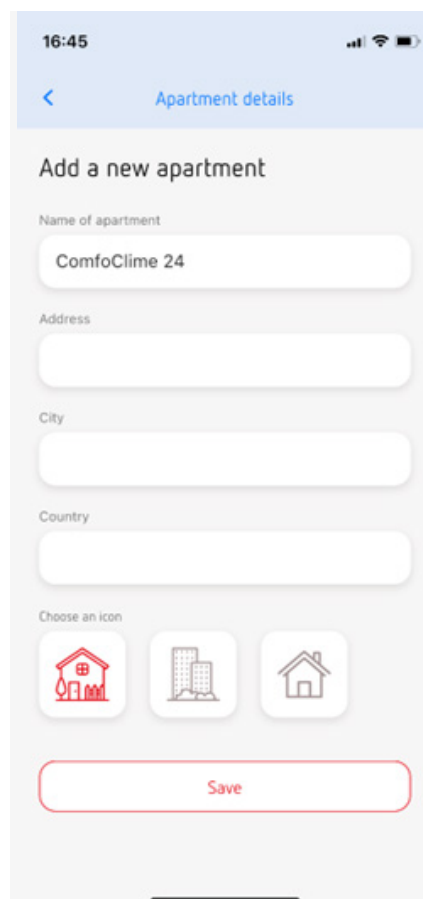
The app detects immediately the ComfoClima and enter the page for customization (see pag. 6).

In this page it is possible to change the name of the unit (apartment), assigning if desired the address, city and country.

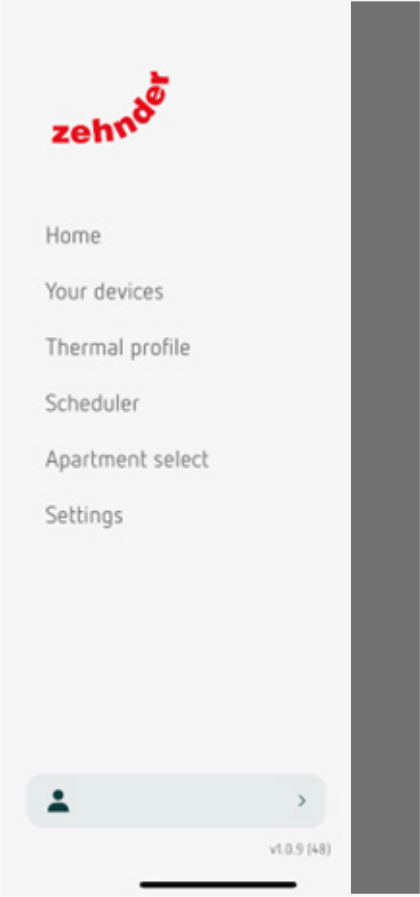
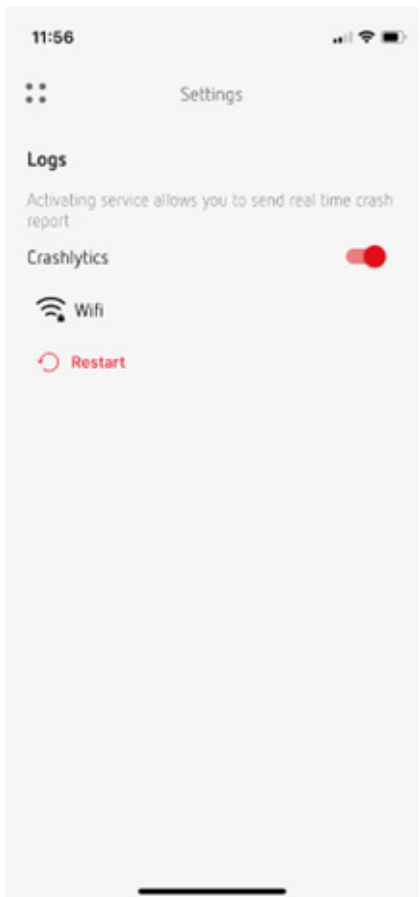
Finally an icon can be chosen as well.

Then tap on **Save** to confirm the choices.

Go to pag.



2.2 Settings

ACTION	IMAGE
<p>The option Settings allows to:</p> <ul style="list-style-type: none">• Assign a different WiFi to the ComfoClime connection;• Perform a soft reset (Restart) corresponding to unplug and replug the ComfoClime.	 <p>The image shows the main menu of the zehnder mobile application. At the top, the 'zehnder' logo is displayed in red. Below the logo, a list of menu items is shown: Home, Your devices, Thermal profile, Scheduler, Apartment select, and Settings. At the bottom of the screen, there is a user profile icon with a right-pointing arrow and the version number 'v1.0.9 (48)'.</p>
<p>Tapping on WiFi it is possible to change the WiFi signal which the ComfoClime is connected to.</p> <p>Tapping on Restart the ComfoClime is reset as if it were unplugged and replugged.</p>	 <p>The image shows the 'Settings' screen of the zehnder mobile application. The time '11:56' and status icons (signal, Wi-Fi, battery) are visible at the top. The screen title is 'Settings'. Under the 'Logs' section, there is a description: 'Activating service allows you to send real time crash report'. Below this, the 'Crashlytics' toggle switch is turned on (red). The 'Wifi' option is shown with a Wi-Fi icon. At the bottom, there is a red 'Restart' button with a circular arrow icon.</p>

ACTION

At the bottom of the MAIN MENU there is the option to change the access level.

There are three different possibilities:

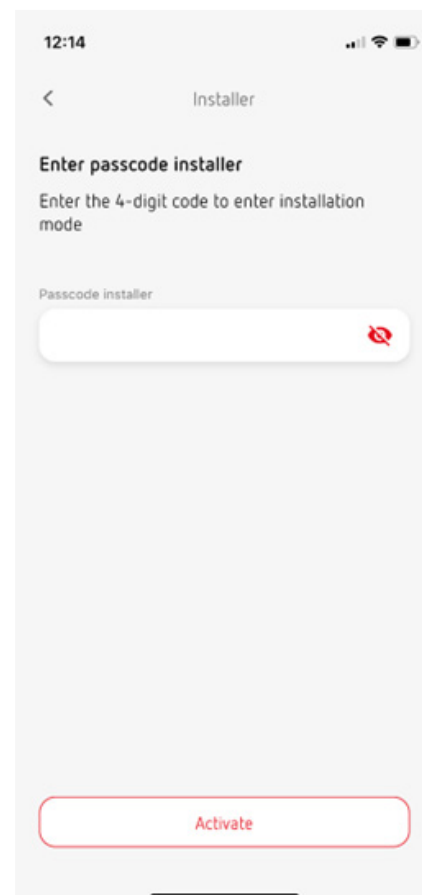
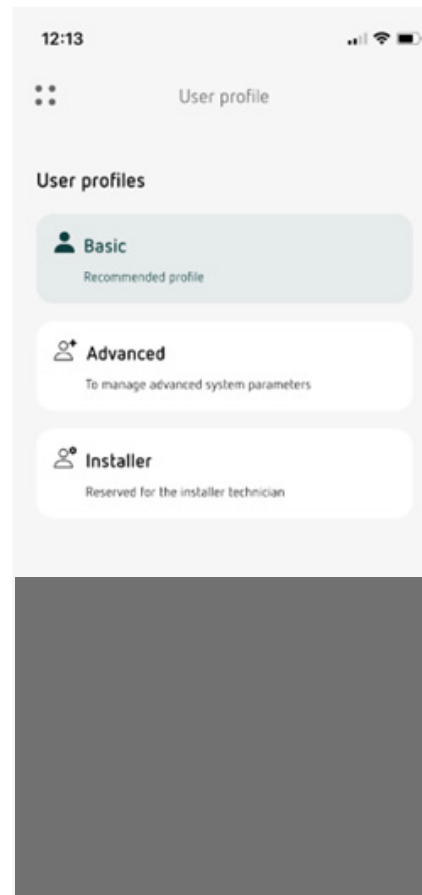
- **Basic:** default user level. All the main functions are active for a normal use and control of the unit.
- **Advanced:** tapping on it and confirming with **Enter** button the user has access to many further parameters of the Thermal profile concerning the settings of the heating and cooling functions.

Warning: changing these values can be very detrimental for the proper functioning of the ComfoClima so it is recommended not to change them if not completely sure (and responsible for) but leave this job to authorized and skilled personnel.

- **Installer:** tapping on it, typing a PIN code and the **ACTIVATE** button, the installer has access to further more parameters that deeply affects the ComfoClima behaviour. As for the advanced level it is strongly suggested to not change these values leaving that duty only to the installer or other Zehnder Service technicians.

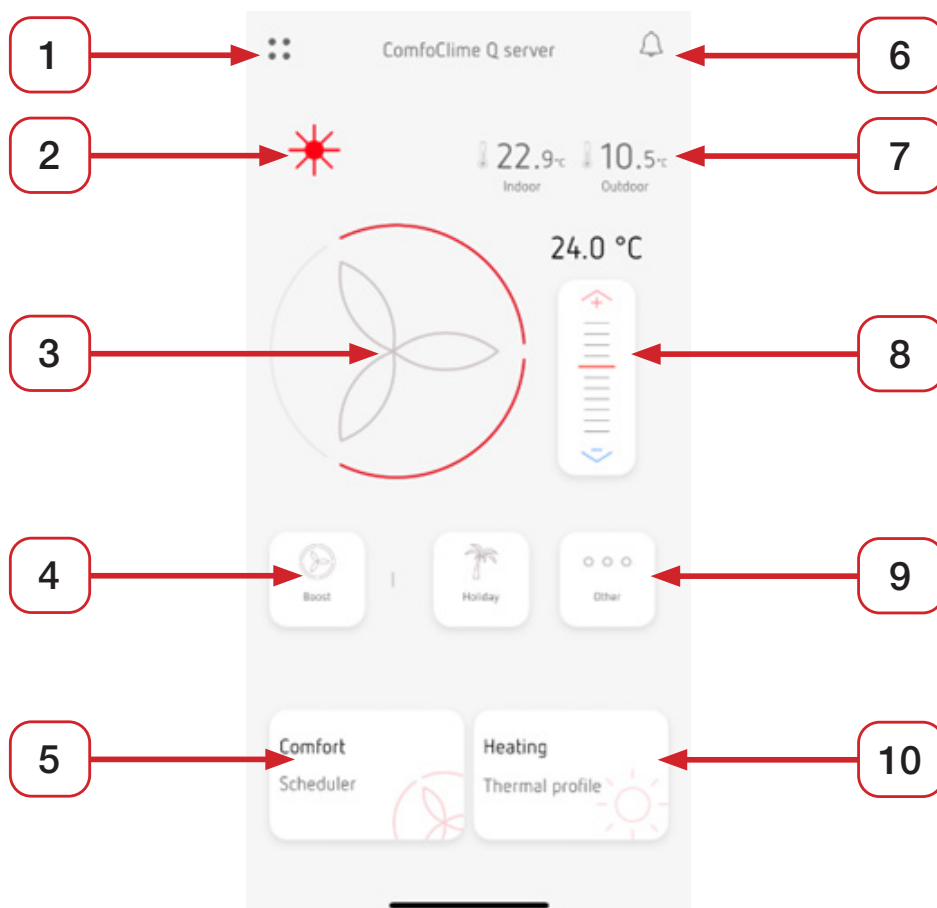
Warning: changing these values can be very detrimental if not lethal for the proper functioning of the ComfoClima and the access to the **Installer** level is permitted only to authorized personnel.

IMAGE

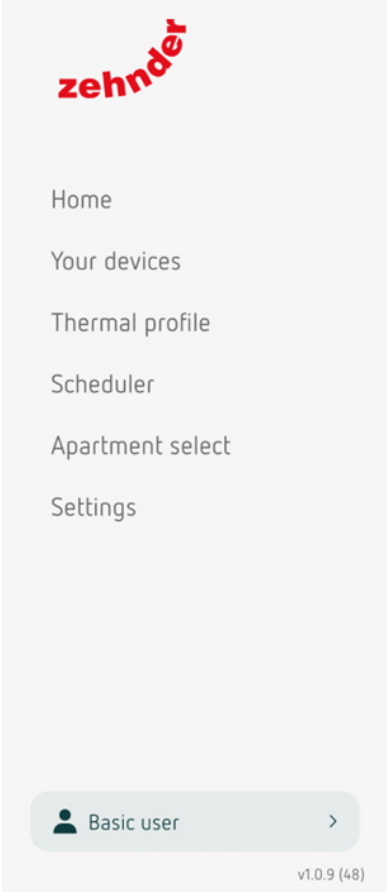


3 The home page

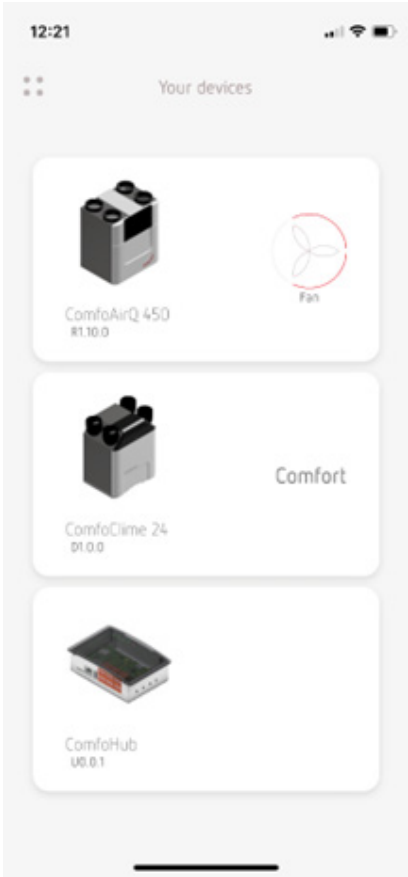

POS.	DESCRIPTION
1	Main menu
2	ComfoClima mode: Blue snowflake = COOLING active; Red sun = HEATING active; Blank = the heat pump is not running.
3	ComfoAir Q airflow preset: It is possible to select all three ComfoAir Q speeds by tapping on the circular icon. When the preset is changed the unit will switch to manual mode.
4	BOOST ventilation mode. Always visible. Red if enabled.
5	Shortcut to the SCHEDULER.
6	Notification bell: if a red dot appears, check the message in the notifications page tapping on the bell. When possible the user can reset the error messages tapping on RESET button in the notification page.
7	INDOOR and OUTDOOR temperature.
8	Mode selector: POWER; COMFORT; ECO. Selection through scrolling, in a loop. When the temperature selection is MANUAL the selector shows the degrees. When the temperature is in AUTO mode the selector shows the actual mode.
9	SCENARIOS selector.
10	Shortcut to the THERMAL PROFILER.



4 The main menu

ACTION	IMAGE
<p>Tapping on the 4 dots icon on the top left corner of the app, the main menu will appear.</p> <p>It is possible to browse through all the pages of the app simply tapping on their names.</p> <p>In the lower right corner of the main menu it is possible to read the installed version of the app.</p> <p>The pages are:</p> <p>Home: the home page.</p> <p>Your Devices: the page that shows in detail all the units connected to the ComfoNet network (the Comfoair Q, the ComfoClime, other devices...) and allows to update them when a new firmware is available (see pag. 27).</p> <p>Thermal profile: the page with all the thermal settings. According to the actual access level (see below) different values are visible and/or editable.</p> <p>Scheduler: the weekly scheduler through which it is possible to customize the ComfoClime assigning different profiles in the 24 hours/7days.</p> <p>Apartment select: the page with all the ComfoClimes configured and the ADD button to add a new ComfoClime. This is the first page to get into when it is necessary to install a ComfoClime.</p> <p>Settings: see pag. 14.</p>	 <p>The image shows the main menu of the Zehnder app. At the top, the Zehnder logo is displayed in red. Below the logo, a list of menu items is shown: Home, Your devices, Thermal profile, Scheduler, Apartment select, and Settings. At the bottom of the menu, there is a user profile section with a person icon, the text 'Basic user', and a right-pointing arrow. In the bottom right corner of the app interface, the version number 'v1.0.9 (48)' is visible.</p>

5 Your devices

ACTION	IMAGE
<p>The "Your Devices" page lists all the devices connected to the ComfoNet system.</p> <p>The ComfoAir Q and the ComfoClime must be present all the times; other devices are accessories so they can appear only when installed.</p> <p>Tapping on each image a sub page will be opened showing details of the specific unit (model, size and firmware version).</p>	
<p>The sub-page of the ComfoAir Q unit shows the 4 working temperatures of the ComfoAir Q and the indoor temperature.</p> <p>The fan speed of the ComfoAir Q is adjustable tapping on the big central wheel.</p> <p>The red sectors indicate the actual speed.</p>	

ACTION

The sub-page of the ComfoClima unit shows:

- the working mode (Auto or Manual tapping on the button on the left upper corner);
- the indoor temperature;
- the working mode switch (Power, Comfort, Eco);
- the Supply Air Temperature;
- the external T_{pma} value.

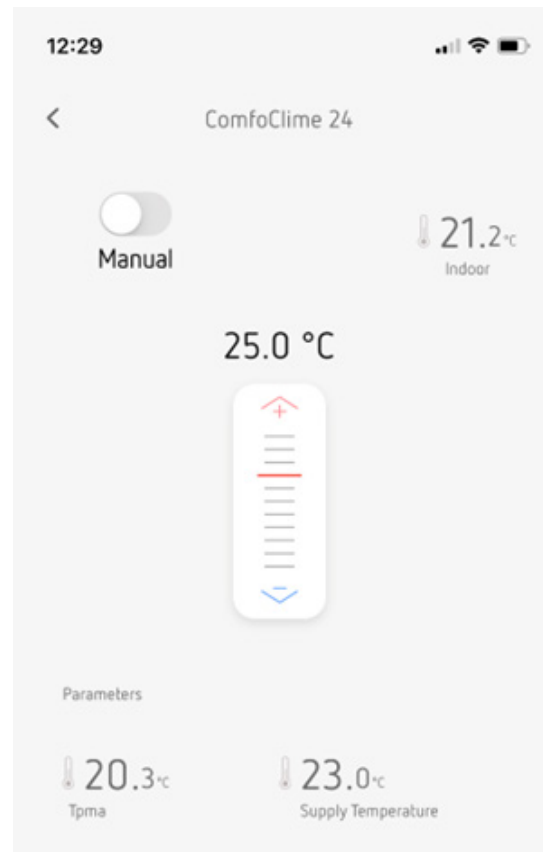
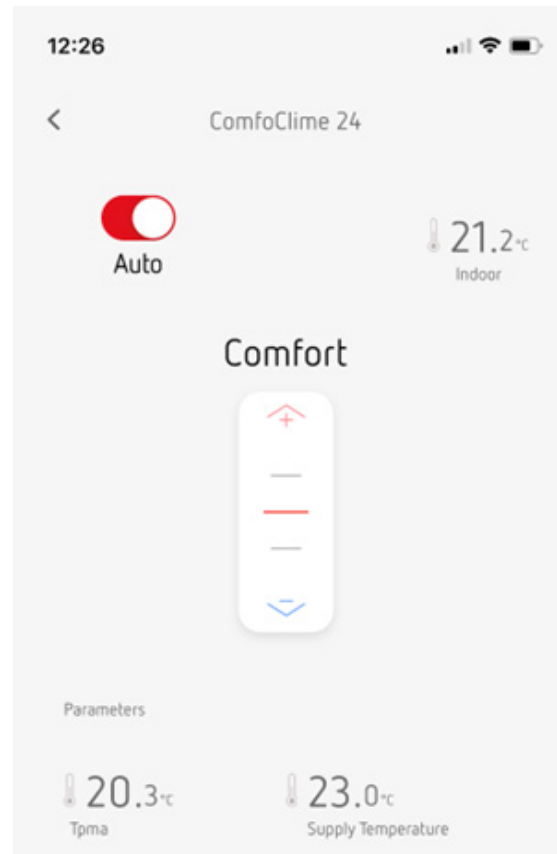
ComfoClima working modes

ComfoClima automatic modes:

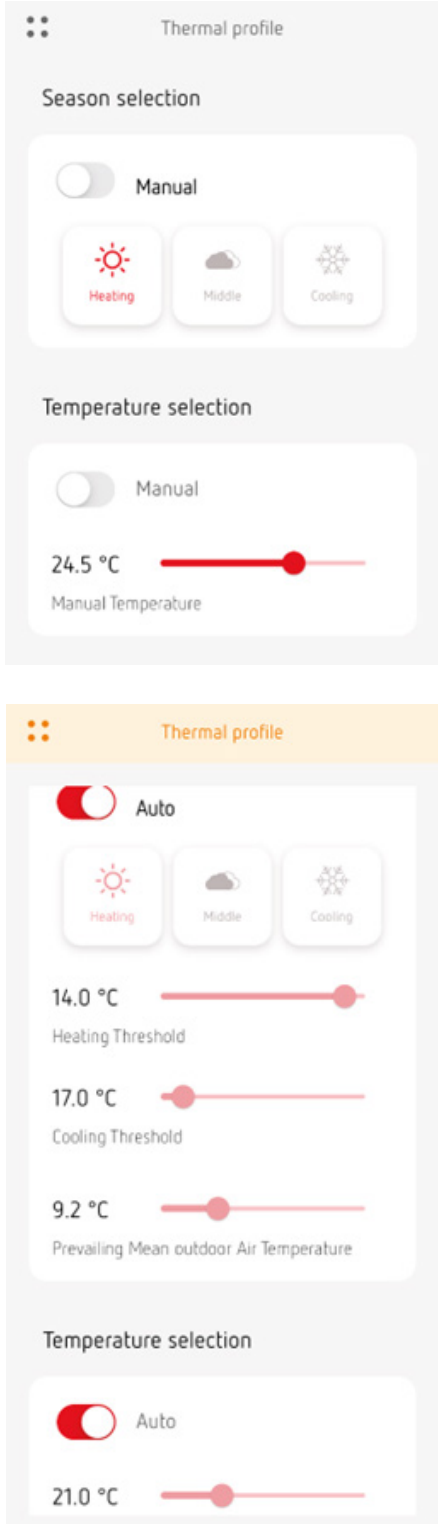
- Power: the unit works at full power with a default setpoint of 23°C in heating and cooling;
- Comfort: the unit works at a balanced mode with a heating setpoint of 21°C and a cooling setpoint of 25°C;
- Eco: the unit works at a reduced power (energy saving mode) with a heating setpoint of 19°C and a cooling setpoint of 27°C.

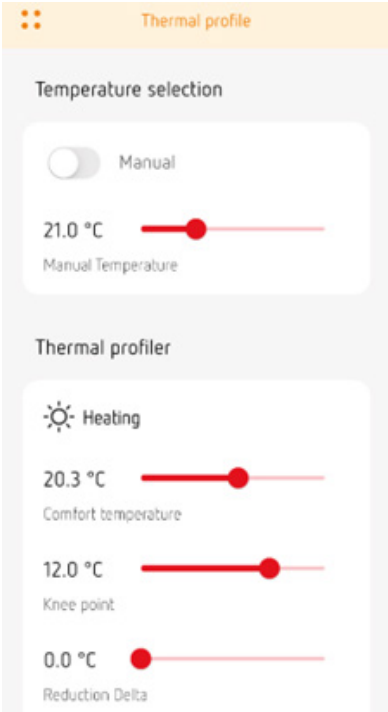
When the switch it's set to **Manual** the main slider changes showing the exact temperature of setpoint.

IMAGE



6 The thermal profile

ACTION	IMAGE								
<p>The Thermal profiler page is composed of two pages in which it is possible to see and/or set several parameters, accordingly to the access level and the model of ComfoClima installed.</p> <p>Season selection</p> <p>In Auto mode the season is automatically detected by the ComfoClima accordingly to the external temperature and the season settings. The system calculates by itself the season which it belongs to, considering an average outdoor temperature called T_{pma}.</p> <p>The T_{pma} keeps into consideration the temperature of the past days in order to determine a “predicted” and consistent current temperature so not to be misled by sudden change of the weather. Seasons are defined by temperature limits (thresholds). The heating season threshold determines the outdoor T_{pma} temperature below which the active heating is enabled; the cooling season threshold determines, on the contrary, when the active cooling is enabled (T_{pma} above the cooling threshold). In between there is the middle season during which the device is disabled so only the ComfoAir Q provides passive energy recovery.</p> <p>The user can manage the season in Auto or Manual mode: in manual, tapping the icons, he can force the season according to his needs. The thresholds can be adjusted only by Zehnder Service personnel during a setup configuration.</p> <p>The adjustments can be done in the advanced settings.</p> <p>Temperature selection</p> <p>This value represents the setpoint for each working mode.</p> <p>In Automatic mode the default values are:</p> <table border="1" data-bbox="119 1525 687 1693"> <thead> <tr> <th>MODE</th> <th>VALUE</th> </tr> </thead> <tbody> <tr> <td>POWER</td> <td>23° heating/23° cooling</td> </tr> <tr> <td>COMFORT</td> <td>21° heating/25° cooling</td> </tr> <tr> <td>ECO</td> <td>19° heating/27° cooling</td> </tr> </tbody> </table> <p>See the table in the next page for all the default values.</p> <p>The Manual temperature adjustment is possible enabling the advanced profile in the main menu and the range goes from 18°C to 28°C in both heating and cooling mode.</p> <p>In the examples on the right, the different aspects of the Thermal profiles according to the active access level: upper the BASIC and below the ADVANCED</p>	MODE	VALUE	POWER	23° heating/23° cooling	COMFORT	21° heating/25° cooling	ECO	19° heating/27° cooling	 <p>The image displays two screenshots of the 'Thermal profile' application interface. The top screenshot, representing the 'BASIC' access level, shows the 'Season selection' section with a 'Manual' toggle switch and three icons for 'Heating', 'Middle', and 'Cooling'. Below this is the 'Temperature selection' section, also with a 'Manual' toggle and a slider set to 24.5 °C. The bottom screenshot, representing the 'ADVANCED' access level, shows the 'Auto' mode selected. It features three sliders for 'Heating Threshold' (14.0 °C), 'Cooling Threshold' (17.0 °C), and 'Prevailing Mean outdoor Air Temperature' (9.2 °C). At the bottom, the 'Temperature selection' section shows the 'Auto' mode selected with a slider set to 21.0 °C.</p>
MODE	VALUE								
POWER	23° heating/23° cooling								
COMFORT	21° heating/25° cooling								
ECO	19° heating/27° cooling								

ACTION	IMAGE								
<p>The comfort temperature is the setpoint value corresponding to the selected profile:</p> <table border="1"> <thead> <tr> <th style="background-color: #1a4d4d; color: white;">MODE</th> <th style="background-color: #1a4d4d; color: white;">VALUE</th> </tr> </thead> <tbody> <tr> <td>POWER</td> <td>23° heating/23° cooling</td> </tr> <tr> <td>COMFORT</td> <td>21° heating/25° cooling</td> </tr> <tr> <td>ECO</td> <td>19° heating/27° cooling</td> </tr> </tbody> </table> <p>The knee point is the T_{pma} value from which the setpoint curve starts changing linearly from the heating setpoint to the cooling setpoint (or viceversa).</p> <p>The reduction delta is the offset value, in degrees, from the comfort line to the reduced line (used in night mode). It correspond to a decrease in heating and to an increase in cooling mode.</p> <p>The user, setting the reduction to zero, keeps the same setpoint 24/24.</p> <p>The maximum temperature in cooling mode, for each profile, is the upper limit for the setpoint: for example in POWER cooling mode the default value is 23° but it is not increasable beyond 25°.</p> <p>The default values for each profile are listed in the following table.</p>	MODE	VALUE	POWER	23° heating/23° cooling	COMFORT	21° heating/25° cooling	ECO	19° heating/27° cooling	
MODE	VALUE								
POWER	23° heating/23° cooling								
COMFORT	21° heating/25° cooling								
ECO	19° heating/27° cooling								

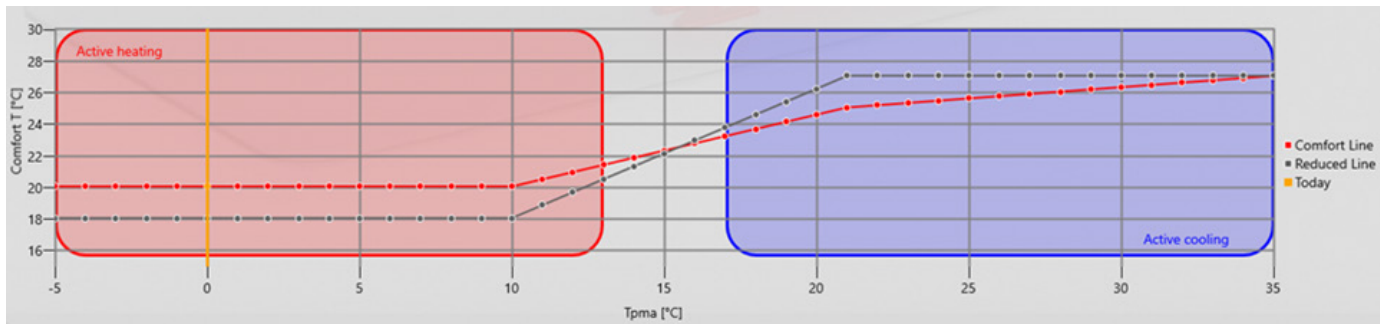
During the intermediate season, the comfort temperature setpoint is calculated as interpolation between summer and winter points.

Thermal Profile			
	Power [°C]	Comfort [°C]	Eco [°C]
Comfort temperature winter	23	21	19
Comfort temperature summer	23	25	27
Heating season limit	15	14	13
Cooling season limit	16	17	18
Winter knee point	14	12	10
Summer knee point	16	18	20
Reduction delta	1	1,5	2
Maximum T _{pma}	35	35	35
Maximum summer comfort T	25	26	27

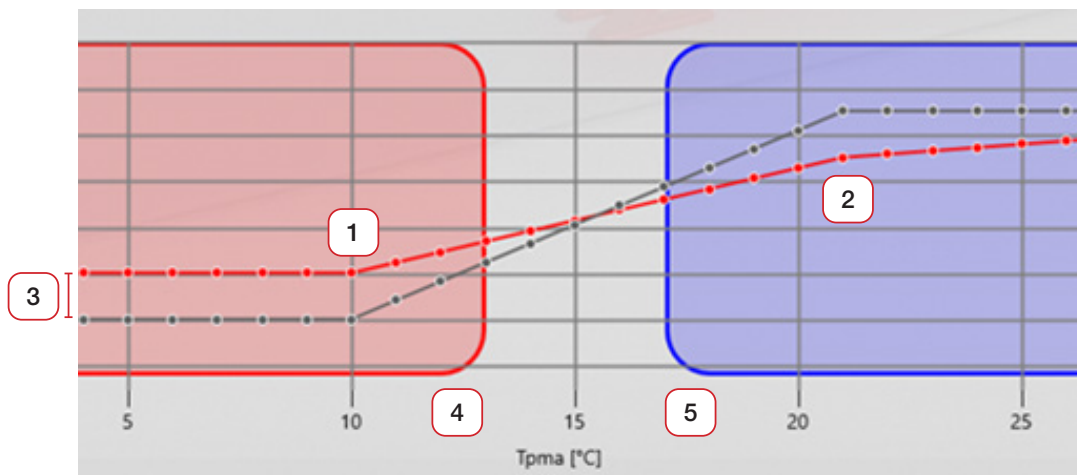
This graph helps in understanding the different values above listed:

In red the heating season, in blue the cooling and in between the intermediate season (when the ComfoClima will not operate).

Remember to refer the setpoint values to the Y axis and the thresholds and knee points to the X axis.



POS.	DESCRIPTION
1	Heating knee point
2	Cooling knee point
3	Reduction delta
4	Heating threshold
5	Cooling thershold



Where:

Red background = heating enabled (if necessary: setpoint > actual room temp).

Blu background = cooling enabled (if necessary: setpoint < actual room temp).

Red dotted line: comfort setpoint profile (constant in heating, sleeping in intermediate season, slightly increasing in cooling).

Black dotted line: reduced setpoint profile (reduced by Delta in heating and increased by Delta in cooling).

Grey area: represents the intermediate season where the heat pump is off.

X axys: T_{pma} that is an average of the past days outdoor temperature (not the today's one).

Y axys: represents the desired temperature setpoint for the user.

The comfort setpoint profile in cooling is not horizontal but slightly sloping up because of biological comfort conditions of the human body. Too big difference between indoor and outdoor temperature is not ideal and appreciated by the body.

7 Scenarios

The user can choose among different scenarios to plan the weekly scheduler.

The choice is among

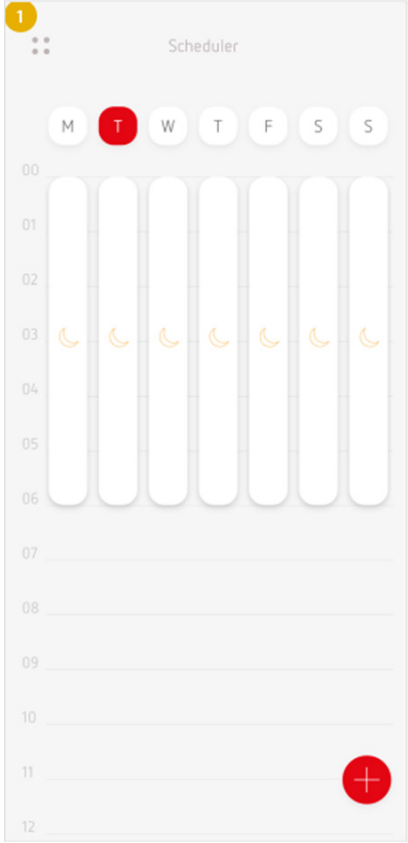
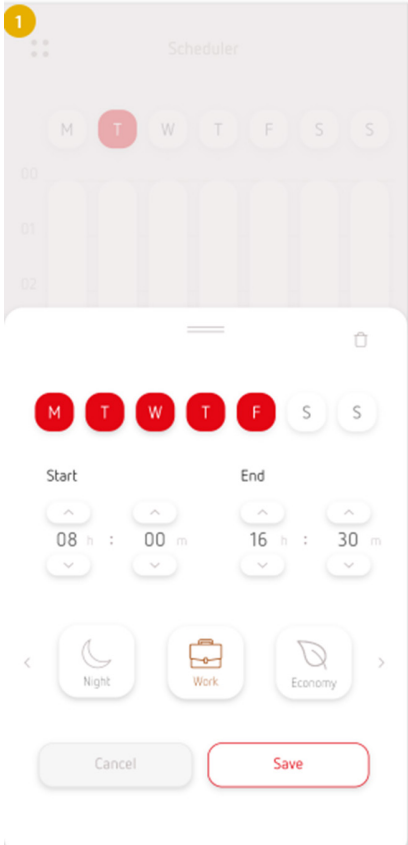
<p>NORMAL/DAY</p>	<p>This is the standard behaviour when no other scenario is active. No limitations in heat pump thermal power; no limitation in air flow request.</p>	
<p>SILENT/NIGHT</p>	<p>When the inhabitants are sleeping, the focus is on low noise level and air renovation to keep low CO2 levels. The maximum thermal power of the heat pump is reduced and the ComfoAir Q fan speed is set to 2 and not changeable.</p>	
<p>AT WORK</p>	<p>When there's nobody at home, thermal comfort could result in a unnecessary condition. The thermal and aeraulic performances are reduced but they must still meet local regulations regarding the minimum flow.</p>	
<p>BOOST</p>	<p>It is possible at anytime to force the ventilation to the highest speed by tapping this button, for a duration of max 24h. A duration time must be entered in hours and minutes and it is visible as a countdown. To remove it just tap on the countdown.</p>	
<p>PARTY</p>	<p>The devices maximum thermal power is 100%. ComfoAir Q preset is on 3. Maximum duration: 24 hours.</p>	
<p>HOLIDAY</p>	<p>The heat pump is OFF. ComfoAir Q preset is on AWAY. An ending date must be entered and confirmed. The duration is shown as a countdown. To remove it just tap on the countdown.</p>	
<p>COOKING</p>	<p>The devices maximum thermal power is reduced and the ComfoAir Q preset is on 3. Maximum duration: 24 hours; it is visible as a countdown. To remove it just tap on the countdown.</p>	

On HOLIDAY mode the user is requested to input an end date. In all other scenarios, the user is invited to input a duration in hours and minutes, in steps of 5 minutes each and for a maximum duration of 23 hours 55 minutes.

8 The scheduler

In this page the user can program the system across the whole week, from Monday to Sunday, for each hour. The user can choose between three groups of days for scheduling: 5 working days (Monday to Friday); weekend (Saturday and Sunday); the whole week.

The scheduling is done in four steps:

STEP	ACTION	IMAGE
1	Tap on + icon to add a new scheduling.	
2	Choose among the three available group of days: working days, weekend, whole week.	
3	<p>Define the scenario to be applied to the desired part of the day/night selecting the desired icon (Night, Work) then defining a start and an end time; it is possible to set a maximum of 9 time slots in the whole week.</p> <p>When nothing is selected the device works in the default profile (Power, Comfort or Eco).</p>	
4	Tap on SAVE button.	

9 Notification

In this page it is possible to read the messages coming from the unit: errors, alarms, alert, advice.
The following table lists the error codes that could appear:

CODE	COMPONENT	DESCRIPTION	SOLUTION
1	Airduino	The rotary encoder is set to a forbidden value.	Call Zehnder Service
21	ComfoAir Q	ComfoAirQ communication error. ComfoAir Q not visible on ComfoNet.	Check that the green LED on ComfoAir Q and Clime is fixed lit. Try rebooting all the system. Check that all the firmwares are up to date. If not fixed call Zehnder Service
22	ComfoAir Q	Failed to synchronize ComfoAir Q comfort temperature profile	Same as 21
23	ComfoAir Q	Failed to synchronize ComfoAir Q comfort temperature value	Same as 21
24	ComfoAir Q	Failed to set ComfoAir Q comfort temperature mode	Same as 21
25	ComfoAir Q	Failed to synchronize ComfoAir Q cooling limit	Same as 21
26	ComfoAir Q	Failed to synchronize ComfoAir Q heating limit	Same as 21
27	ComfoAir Q	Failed to get ComfoAirQ orientation	Same as 21
28	ComfoAir Q	ComfoAirQ not commissioned	Do the commissioning procedure on the ComfoAir Q
31	HP board	Heatpump board communication error	Tryt rebooting the system or, if not sorted out, Call Zehnder Service
32	HP board	Clime supply temperature probe failed	Call Zehnder Service
33	HP board	Clime incoil temperature probe failed	Call Zehnder Service
34	HP board	Clime mixed air temperature probe failed	In ComfoClime36 this could be due to error 38
35	HP board	Clime outcoil temperature probe failed	Call Zehnder Service
36	HP board	Clime fan error	Call Zehnder Service
37	HP board	Clime Compressor driver communication error	Call Zehnder Service
38	HP board	Clime HP data timeout	Call Zehnder Service
39 - 47	HP board	Reserved for future use	
48	Inverter	Inverter phase current limit error	Call Zehnder Service
49	Inverter	Inverter current limit error	Call Zehnder Service
50	Inverter	Inverter power limit error	Call Zehnder Service
51	Inverter	gas discharge temperature probe failed	Call Zehnder Service
52	Inverter	compressor case temperature sensor error	Call Zehnder Service
53	Inverter	compressor driver PFC error	Call Zehnder Service
54-63	Inverter	Reserved for future use	-
81	Power Monitor*	Power monitor communication error	Call Zehnder Service

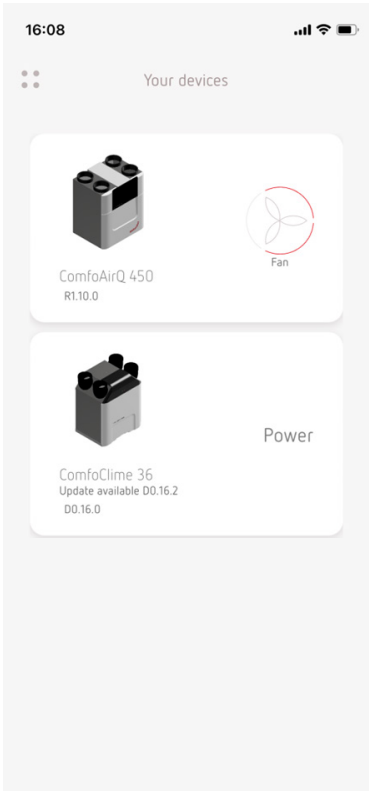
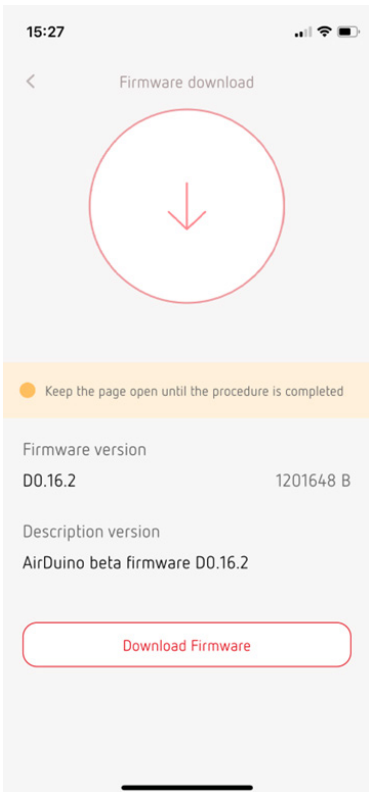
* only for ComfoClime Q

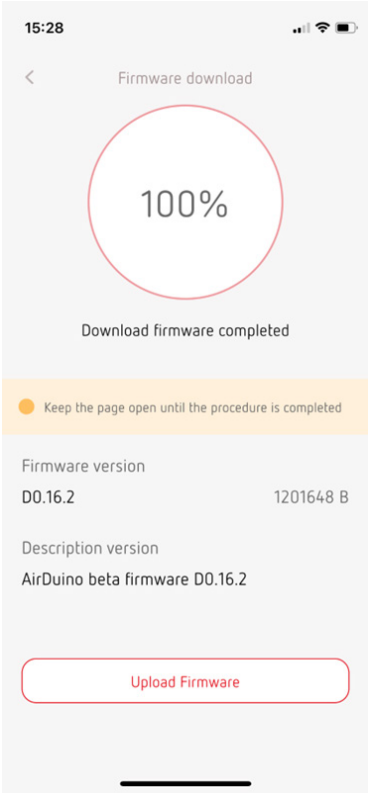
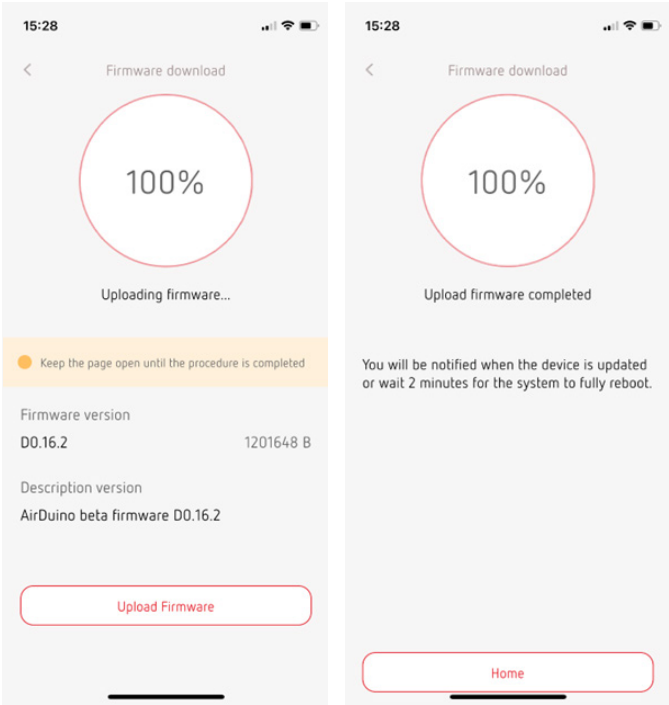
10 Firmware updates

Through the page **Your devices** it's possible to check if the units are updated to the latest firmware version.

If a new firmware is available for the ComfoAir Q or the ComfoClime, a note appears below the related icon.

Procedure to perform a firmware update:

STEP	ACTION	IMAGE
1	A long tap on the icon showing that an update is available to your unit; a new page will appear allowing it to be downloaded and installed.	
2	Tap the button " Download firmware " to start downloading the firmware.	

STEP	ACTION	IMAGE
3	<p>The download will take no more than a couple of seconds, depending on the internet connection speed. Once completed the page shows 100% and “download firmware completed” and a new button at the bottom of the screen saying “Upload firmware”.</p>	
4	<p>Tapping on “upload firmware” the firmware itself will be transferred to the unit in a matter of seconds. At the end of the process it appears “Upload firmware completed”.</p> <p>Just tap on Home button to close the operation.</p> <p>It is suggested doing a Restart of the ComfoClima after every firmware upgrade. Please see this manual at pag. 14.</p>	

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