Zehnder Nova NEO
Manual

zehnder

always
around you

Heating | Cooling | Fresh Air | Clean Air

Dear customer, Thank you for choosing this radiator. This product has been manufactured in accordance with our stringent quality requirements to give you total satisfaction. To get the most out of your radiator, we advise you to read these instructions carefully and keep them to hand. Thank you for your purchase.

General

Your appliance is a central heating radiator with a built-in forced convection function. When this function is activated, this quiet, compact and easy-to-use appliance provides additional airflow to maximise heat output.

Your radiator is equipped with a number of three-speed fans to boost heat output. The control panel is used to operate the fans only. It does not control the independent water circuit within the radiator; this is managed by the water supply device.

The radiator has two operating modes: Heat Mode, for which a low-temperature water supply can be used, or Refresh Mode, which requires a source of cold water. In this case, you must ensure that your cold water supply is at a sufficient temperature to avoid water condensation on the surface of the radiator (see section 2.3).

Warning

This appliance is not intended for use by persons (including children) with impaired physical, sensory or mental capacities, or by persons lacking in experience or knowledge, unless they are supervised by, or have received prior instruction in using the appliance from, a person responsible for their safety. Children must be supervised to ensure that they do not play with the appliance.

Radiators must be used for the purpose for which they are intended and not as a table, chair, toy, ladder, etc. and as specified in the user and service instructions supplied with the appliance.

Caution: To avoid overheating, **do not cover** the heating appliance.

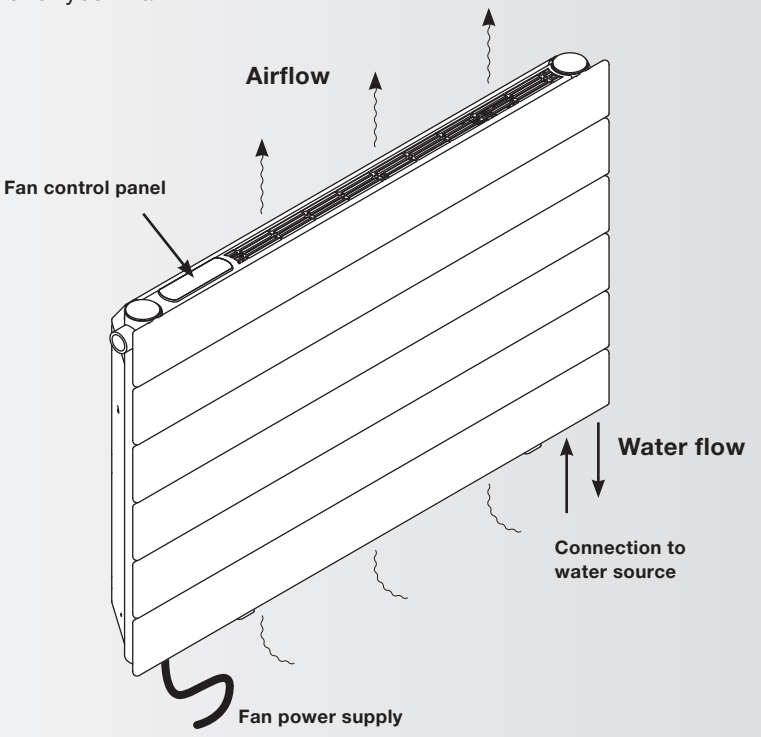
Caution: Do not sit on the heating appliance.

Protect the radiator from splashing water and ensure that small objects do not fall inside it. This can disrupt or even damage the fans.

1. Installing your appliance

1.1 Positioning the appliance

To get the most out of your appliance and enjoy the highest standards of comfort, we recommend that you install the appliance near places of high heat loss (windows, doors, etc.) wherever possible. Use mounting screws suitable for your wall.

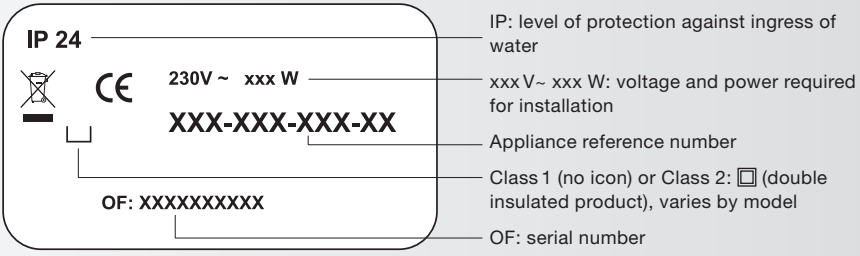


Important: this radiator must be installed with the fan control panel positioned topside.

Ensure that the bottom of the radiator is positioned at least 10 cm from the floor.

1.2 Connecting the appliance

The technical specifications of your appliance are shown on the nameplate, which is located on the side of the appliance towards the bottom. Please take note of these before installing the appliance.



When connecting the appliance to the mains, you must ensure that:

- voltage and power are as specified on the nameplate
- standard colour coding is used
  - brown: live
  - blue or grey: neutral
  - green/yellow: earth (only for a Class 1 product)

Note: the flexible cable supplied with the appliance is designed to be connected to the mains via a plug or a junction box (according to local standards).

1.3 Radiator installation restrictions

This appliance must be installed in accordance with applicable standards and good practice in the country concerned.

Important: the radiator must not be exposed to intense or prolonged ambient humidity (from a shower, swimming pool, etc.).

2. Using your appliance

2.1 The radiator functions

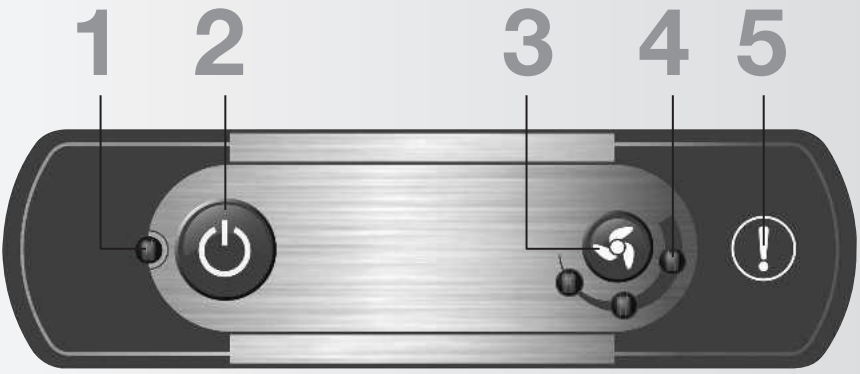
The built-in control panel (see opposite) has the following functions:

Turn the forced convection function ON/OFF. Press the ON/OFF button (2) to enable or disable the fans. The green LED (1) is illuminated when the fans are switched on.

Select fan speed (LEDs, 4). Press the button (3) repeatedly to select:

- Level 1: low speed (the left-hand LED lights up)
- Level 2: medium speed (the middle LED lights up)
- Level 3: high speed (the right-hand LED lights up). The fans will start at high speed (boost) and revert to level 1 automatically after one hour.

Note: each time the required room temperature is reached, your water supply (boiler or heat pump) will stop supplying hot/cold water to your appliance.
To save energy, the sensors in your appliance will detect this and switch the fans off automatically, whatever fan speed you have selected.
The LED corresponding to the selected speed will remain ON even if the fans are OFF (see Appendix for more information about fan operation logic.).



Filter alarm
The red LED (5) will light up periodically to remind you to clean the airflow filter at the bottom of the appliance (see section 3.2).

Sensor alarm
The same red LED (5) will blink in the event of a sensor fault. If so, further action is required: contact your installer or dealer (see section 4).

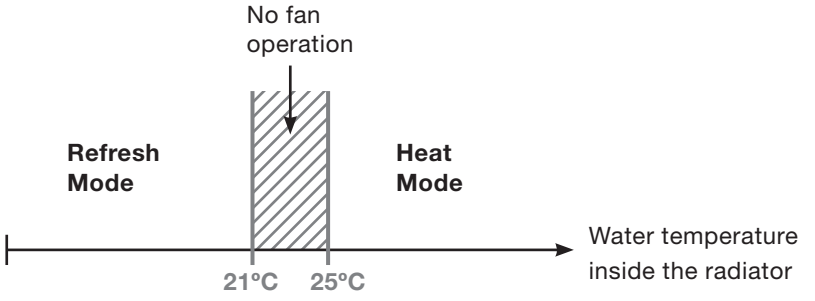
Lights OFF mode
For your convenience, particularly where the appliance is installed in a bedroom, all LED warning lights will go out automatically after 10 minutes with no intervention required on your part.

This mode affects the LEDs only and has no impact on radiator or fan operation. Press any button to exit this mode and restore normal LED functioning.

Automatic Heat/Refresh Mode selection
A sensor inside your radiator monitors the temperature of the hot/cold water supply. Another sensor measures the ambient temperature in your room.

- **Heat Mode** is selected automatically if the water temperature rises above the minimum Heat Mode temperature:
  ≥ 25°C
- **Refresh Mode** is selected automatically if the water temperature drops below the maximum Refresh Mode temperature:
  ≤ 21°C

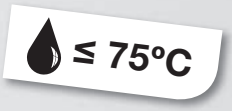
Note: no action by the user is required to switch between these 2 modes:



Note: in all cases, a minimum gap of 2°C between water temperature inside your appliance and ambient temperature in your room is required for fan operation.

Fan operation logic
See Appendix

2.2 Recommendations for Heat Mode



Maximum water temperature in your appliance
To ensure optimum service life of the components of your appliance, the temperature of your water supply should be limited to a maximum of 75°C.

Thermostatic valve (optional, not included)
In heating-only installation, it is possible to add a thermostatic valve to control the flow of water and thereby the ambient temperature in your room.

2.3 Recommendations for Refresh Mode

Minimum water temperature in your appliance
Condensation may form if the temperature of the cold water used with your appliance is too low. Be aware that your appliance is not equipped with any condensation recovery gutter or similar.

Depending on the temperature and pressure in your room, water condensation may develop, and possibly cause corrosion of your radiator and damage to its built-in fans.

A water supply device with dew point management capability (such as a Zehnder ComfoBox) will automatically regulate water temperature inside your appliance with reference to ambient temperature to allow optimum functioning.

Thermostatic valve
A thermostatic valve must not be used when the appliance is installed to provide both heating and Refreshing.

3. Taking care of your appliance

3.1 Standard maintenance operations

Before carrying out any maintenance operation on your appliance, ensure that it is switched off. High-quality materials and surface treatment protect your appliance against corrosion and impacts.

To maximise the service life of your appliance, we recommend you take the following precautions:

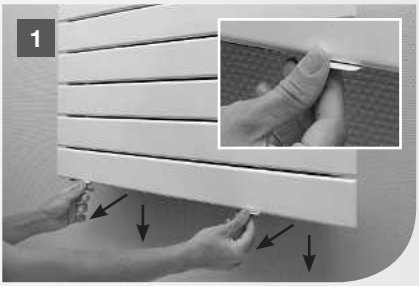
- Never use abrasive or corrosive products on the outer surfaces of the appliance; use tepid soapy water.
- Use a dry cloth, without solvent, to clean the forced convection control panel.

3.2 Cleaning the airflow filter

The alarm LED (5) lights up to indicate that you need to clean the filter at the bottom of your appliance, which will become clogged with dust over time.

You can use a vacuum cleaner with the filter still in place, or remove the filter from its housing completely by pulling the filter locks forwards as shown above (steps 1 to 3). The filter may be washed with water, but to avoid damage we highly recommend that you do not put it in the dishwasher.

After cleaning, replace the filter by performing steps 1 to 3 in reverse order and fasten the locks. Press the ON/OFF button (2) for 4 seconds to deactivate the alarm LED (5) (step 4).



4. In case of fault

If the fans stop working, check that your appliance is properly connected to an appropriate power supply (see section 1.2).

The alarm LED (5) lights up when a fault is detected and goes out when the fault is cleared (see section 2.1). If the LED remains on, further action is required: contact your installer or dealer.

Note: if the power cable is damaged, for safety reasons it must be replaced by the manufacturer, the manufacturer's after-sales service department or a similarly qualified person.

5. Service

After-sales service
If your appliance stops working or if you require spare parts, contact your installer or dealer. Prior to making contact and to ensure your problem is dealt with quickly and effectively, please make a note of:

- the details shown on the appliance nameplate (see section 1.2),
- the sales reference for your appliance shown on your dated purchase invoice.

Guarantee
(See general conditions of sale for your country.) Your radiator complies with Directive 2004/108/EC on the approximation of the laws of the Member States relating to electromagnetic compatibility (EMC).

Cancellation of the guarantee
The guarantee shall not apply if the appliance is installed, used or maintained in a way that does not comply with standards in force in the relevant country, good professional practice, or the manufacturer's instructions. For all other questions regarding the guarantee, please contact your installer or dealer.

Environmental regulations
RoHS: Complies with Directive 2002/95/EC
WEEE: Complies with Directive 2002/96/EC

Disposal of end-of-life electrical and electronic appliances. This symbol indicates that this product should not be disposed of with household waste. It must be taken to a suitable collection point to be recycled. By disposing of this product correctly, you will help prevent potential negative consequences for the environment and human health.

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