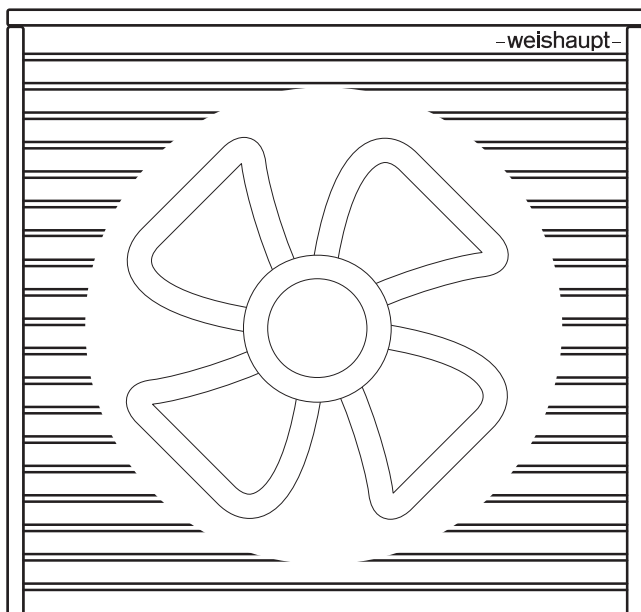




Heat pumps WAB, WBB, WEB, WGB and WSB

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1 User instructions

1 User instructions

The manual is intended for the operator.
Work on the unit must only be carried out by personnel who have had the relevant training and instruction.
Persons with limited physical, sensory or mental capabilities may only work on the unit if they are supervised or have been trained by an authorised person.
Children must not play with the unit.

1.1 Symbols in the manual

 DANGER	Danger with high risk. Non observance can lead to serious injury or death.
 WARNING	Danger with medium risk. Non observance can lead to serious injury or death.
 CAUTION	Danger with low risk. Non observance can cause injury to personnel.
 NOTICE	Non observance can cause damage to the equipment and environmental damage.
	Important information
	Requires direct action
	Result after an action
	Itemisation
	Range of values or ellipsis
02	Replacement character for digits, e. g. language key for Print No.
Display text	Font for text that appears in the display

2 Safety

2.1 Safety instructions

- Do not open panels.
- Installation, commissioning, service and repair of the system must only be carried out by qualified personnel.

2.2 Procedure when refrigerant leaks

Leaking refrigerant is odourless and collects at the base of the unit. Inhalation may cause suffocation.

Avoid open flames and spark generation, for example:

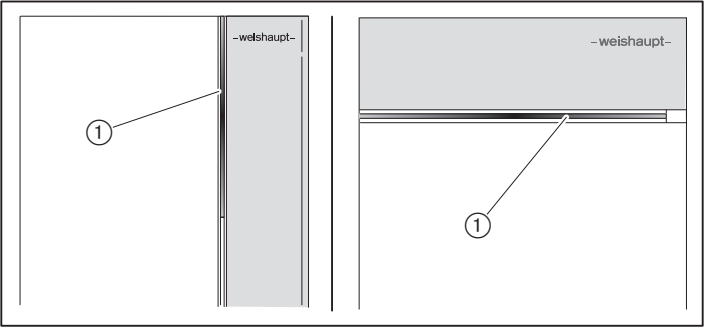
- do not operate light switches
- do not operate electronic equipment
- do not use mobile telephones
- ▶ Disconnect the outdoor unit/system from the power supply using the on-site protection.
- ▶ Open doors and windows.
- ▶ Warn the inhabitants, do not ring door bells.
- ▶ Leave room or building.
- ▶ Contact refrigeration engineer or Weishaupt customer service.
- ▶ Inform operator.
- ▶ Ensure that no one is put at risk in outdoor areas or in adjacent rooms and buildings.

3 Operation

3 Operation

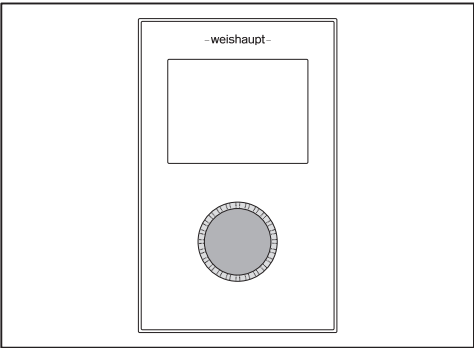
3.1 Operational display

The light bar ① shows the operating status.



Light bar	Description
OFF	No voltage supply or light bar deactivated
Green	System is fault free
yellow	Warning or fault (system is still in operation)
red	Locked fault (system is in lockout)

3.2 Display and operating unit

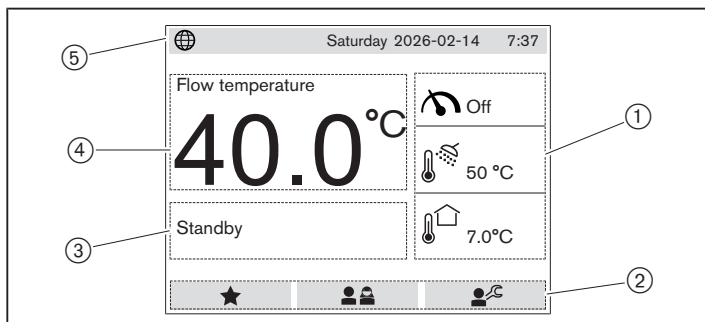


turn	- Navigation through parameter structure - Change value
press	- briefly: confirm or save value - approx. 3 seconds: exit value without saving - approx. 5 seconds: back to home screen

3 Operation

3.3 Display

Home screen



① Information:

- Current load setting on the heat pump
- Current system pressure (WEB only)
- DHW temperature
- Outdoor temperature

② Level selection:

- ★ Favourites level
- 👤 👤 User level
- 👤 🛠️ Engineer level

③ Status display:

Current status of the system.

④ Temperature display:

- Current flow temperature of the system
- Hydraulic separator temperature

⑤ WEM Portal display:

- 🌐 Portal online
- 🌐 Portal offline
- 🌐 ➡️ Connection setup
- 🌐 🛠️ Portal online, Software update available

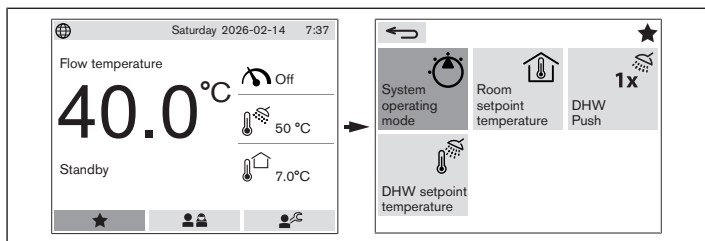
3 Operation

3.4 Favourites level

For fast access, frequently required parameters are permanently stored in the Favourites level.

Display favourites

- ▶ Select Favourites level using dial knob and confirm.
- ✓ Display changes to Favourites level.



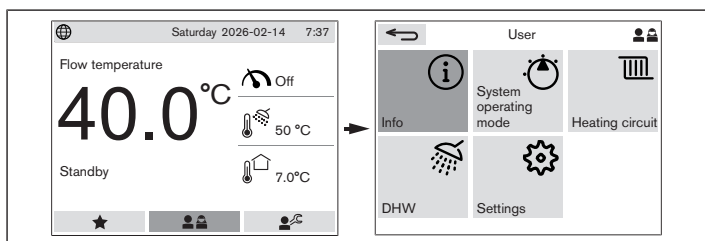
For a detailed description of the individual parameters, see the User Level.

3.5 User level



Depending on the heat pump type, execution, hydraulics and control variations, certain information and parameters are hidden.

- ▶ Select User level using dial knob and confirm.
- ✓ Display changes to the User level.

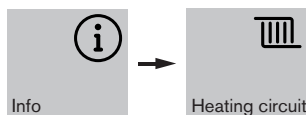


3 Operation

3.5.1 Info

In menu Info, the information is read only.

Heating circuit

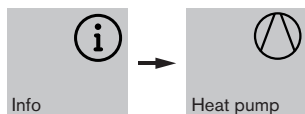


A separate menu is displayed for each heating circuit.

	Outdoor temperature	Current temperature at the outdoor sensor.
	Room setpoint temperature	Current effective room setpoint temperature.
	Room temperature	Current room temperature.
	Room humidity	Current room humidity.
	Pump	Current pump status at the extension module.
	Flow temperature	Current flow temperature from heating circuit.

3 Operation

Heat pump



	Load demand	Current load setting to the heat pump.
	Return temperature	Current return temperature from heating circuit.
	DHW temperature	Current temperature at the DHW sensor.
	Water pressure ⁽¹⁾	Current system pressure.

⁽¹⁾ Only for WEB.

Second heat exchanger



	Status E-heating 1	Current status of electric heating stage 1.
	Status E-heating 2	Current status of electric heating stage 2.
	GB_2. WEZ	Current status from 2nd heat generator or electric heating stage 3.

3 Operation

Statistic



The **Statistics** menu displays the daily, monthly and annual values for thermal energy output and electrical energy intake.

In each parameter marked with the symbol  the statistics can be displayed as a graph or in a table.

	th. Energy Heating Day	Thermal energy output for heating on current day.
	th. Energy DHW Day	Thermal energy output for DHW supply on current day.
	th. Energy Total Day	Total thermal energy output on current day.
	electrical Energy Day	Electrical energy stored on current day.
	th. Energy Heating Month	Thermal energy output for heating in current month.
	th. Energy DHW Month	Thermal energy output for DHW supply in current month.
	th. Energy Total Month	Total thermal energy output in current month.
	electrical Energy Month	Electrical energy stored in current month.
	th. Energy Heating Year	Thermal energy output for heating in current calendar year.
	th. Energy DHW Year	Thermal energy output for DHW supply in current calendar year.
	th. Energy Total Year	Total thermal energy output in current calendar year.
	electrical Energy Year	Electrical energy stored in current calendar year.
	SPF Year	Seasonal performance factor in current calendar year.
	SPF total	Total seasonal performance factor since commissioning.

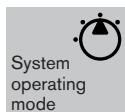
3 Operation

	Brine Extraction HTG Month ⁽¹⁾	Thermal energy output from heat source for heating in current month.
	Brine Extraction DHW Month	Thermal energy output from heat source for DHW supply in current month.
	Brine Entry Month ^{(1) (2)}	Thermal energy transfer from passive cooling to heat source during the current month.
	Brine Extraction HTG Year ⁽¹⁾	Thermal energy output from heat source for heating in current calendar year.
	Brine Extraction DHW Year ⁽¹⁾	Thermal energy output from heat source for DHW supply in current calendar year.
	Brine Entry Year ^{(1) (2)}	Thermal energy transfer from passive cooling to heat source during the current calendar year.

⁽¹⁾ Only for WGB 20.

⁽²⁾ Only with passive cooling (optional).

3.5.2 System operating mode



The system operating mode menu determines the operating mode of the entire system.

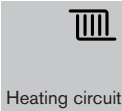
Automatic (Factory setting)	Only when cooling mode is enabled. Automatic mode: ▪ Heating or cooling on Automatic, depends on the current outdoor temperature ▪ DHW Automatic ▪ Frost protection activated
Heating	Heating mode: ▪ Automatic heating, depends on the current outdoor temperature ▪ Cooling off ▪ DHW Automatic ▪ Frost protection activated
Cooling ⁽¹⁾	Only when cooling mode is enabled. Cooling mode: ▪ Automatic cooling, depends on the current outdoor temperature ▪ Heating off ▪ DHW Automatic ▪ Frost protection activated
Summer	Summer operation: ▪ Heating (and cooling) off ▪ Cooling off ▪ DHW Automatic ▪ Frost protection activated
Standby	Frost protection activated: ▪ Heating (and cooling) off ▪ Cooling off ▪ DHW off

⁽¹⁾ With WGB, this is only possible with passive cooling.

3 Operation

GB_2. WEZ	Alternative heat source or electric heating: ▪ Heat pump lockout ▪ Automatic heating ▪ Cooling off ▪ DHW Automatic ▪ Frost protection activated
-----------	--

3.5.3 Heating circuit



A separate submenu is displayed for each heating circuit.

 Operating mode	Sets the operating mode for the heating circuit. If functions (heating, DHW) are deactivated in menu System operating mode the setting has no effect [ch. 3.5.2]. Automatic (Factory setting): ▪ Automatic operation using the time program Comfort, Normal, Setback mode: ▪ Frost protection on ▪ DHW on ▪ Heating on Temperature level based on selected operating mode, independent of the time program. The heating circuit pump remains active during the summer-winter switchover. Standby: ▪ Frost protection on ▪ DHW off ▪ Heating off
 Party/ Pause	The set temperature of the heating program can be changed temporarily (maximum 12 hours). After that, the set heating program becomes active again. Automatic (Factory setting): ▪ Automatic operation using the heating program. Party: ▪ The system will heat to comfort temperature for the duration of the time set. Pause: ▪ The system operates on setback temperature for the duration of the time set.
 Holiday	With the holiday program, the heating program can be interrupted for a defined period of time. During the defined period: ▪ the frost protection is active ▪ the hot water preparation is inactive ▪ the set legionella protection is active ▪ the system is on Standby

3 Operation

 Room setpoint temperature	Sets the room setpoint temperature for the selected temperature level. ▪ <code>Comfort</code> (Factory setting 21.0 °C) ▪ <code>Normal</code> (Factory setting 20.0 °C) ▪ <code>Setback</code> (Factory setting 18.0 °C) The levels can be assigned to specific times of the day using the heating program.
 Heating characteristics curve	The heating characteristic curve determines the extent to which a change in the outdoor temperature affects the flow setpoint temperature [ch. 5.2]. If the Room setpoint temperature is changed, the heating characteristics curve is automatically adjusted. Adjusting the Heating characteristic curve [ch. 5.2]: ▪ cold outdoor temperature: change gradient ▪ Mild outdoor temperature: change room setpoint temperature
 Settings	Name An additional name can be assigned to each heating circuit. Example: Heating circuit 1 should be named <code>Underfloor heating</code>. ▶ Select the <code>Underfloor heating</code> symbol and confirm. ✓ <code>Underfloor heating_</code> is displayed. ▶ Press dial knob and confirm entry. ✓ <code>Underfloor heating__</code> is displayed. ▶ Press dial knob and confirm entry. ✓ Display of heating circuit 1 in menu: <code>Underfloor heating</code> <code>Heating circuit 1</code>
 Su/Wi change-over	Configure Summer-Winter change-over. <code>3.0 ... 30.0 °C</code> (factory setting 18.0 °C): ▪ If the average outdoor temperature exceeds the set value, the operating mode changes to <code>Summer</code>. Off: ▪ The set operating mode remains active, regardless of the outdoor temperature.

3 Operation

 Time program	With the time program, you can set the times of day when the heating operates at comfort, normal or setback temperature . The time program can be adjusted individually [ch. 4].
 Swimming pool	Swimming pool demand Off: ▪ No requirement for the swimming pool demand. 30.0 ... 63.5 °C (factory setting 40 °C): ▪ Flow setpoint temperature for the swimming pool demand.

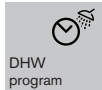
3 Operation

3.5.4 Domestic hot water



Domestic hot water

A separate submenu is displayed for each domestic hot water circuit.



DHW program

With the DHW program, you can set the times of the day when the DHW tank is heated to normal or setback temperature.

The time program can be adjusted individually [ch. 4].



DHW Push

5 ... 240min:

- DHW Push can be used to supply hot water demand when it differs from the time program.
The DHW tank is heated up and maintained at normal temperature for the time set.

Off (factory setting):

- DHW Push not active.

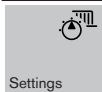


DHW setpoint temperature

DHW temperature for normal and setback operation.

- Normal (Factory setting: 45.0 °C)
- Setback (Factory setting: 35.0 °C)

Normal and setback operation can be assigned to specific times of the day using the DHW program.



Settings

SG Ready increase

With the Smart-Grid function (SG Ready), the heat pump can be operated with electricity supplied by a photovoltaic system.

Off (factory setting):

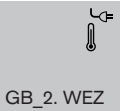
- SG Ready increase not active.

0.0 ... 30.0K:

Increase of the DHW setpoint temperature with:

- Smart-Grid function in operation mode 3
- Function Increased operation at input SGR2

3.5.5 Second heat exchanger



Only in conjunction with a hybrid system.

Second heat exchangers are:

- internal electric heating
- external pipe heating
- Condensing boiler

Parameters	Setting
Bivalent temperature	-20.0 ... +40.0 °C (Factory setting -5.0 °C): If the current outdoor temperature falls below the set value, the second heat generator can be activated in heating mode. Bivalent operation (parallel operation) of the heat pump and the second heat generator is possible.
Bivalent temperature DHW	-20.0 ... +40.0 °C (Factory setting -5.0 °C): If the current outdoor temperature falls below the set value, the second heat generator can be activated in DHW mode. Bivalent operation (parallel operation) of the heat pump and the second heat generator is possible.

3 Operation

Hybrid system

In the technical level, you can set either cost optimisation or CO₂ optimisation:

- Cost optimisation
The most cost-effective heat generator is used.
- CO₂ optimisation
The heat generator with the lowest carbon dioxide (CO₂) emissions is used.

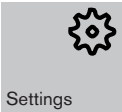
Parameters	Setting
Cost optimisation:	Based on the fuel type, the corresponding parameter Cost xx is displayed. ▶ Enter the current costs in the parameters displayed. ✓ The set value will be used for comparison. ✓ The most cost-effective heat generator will be used.⁽¹⁾
Cost natural gas	0.00 ... 10.00Eur/kWh (factory setting 0.10 Eur/kWh)
Cost LPG	0.00 ... 10.00Eur/l (factory setting 0.90 Eur/l)
Cost fuel oil	0.00 ... 10.00Eur/l (factory setting 1.00 Eur/l)
Cost elec. Energy grid	0.00 ... 10.00Eur/kWh (factory setting 0.25 Eur/kWh)
CO ₂ optimisation:	CO ₂ emissions are dependent on the tariff offered by the energy supplier. ▶ Set CO₂ emissions. ✓ The set value will be used for comparison. ✓ The most ecological heat generator will be used.⁽¹⁾
CO ₂ elec. Energy grid	0 ... 1000g/kWh (factory setting 366 g/kWh) The CO ₂ emissions for natural gas, LPG and fuel oil are set by the heating engineer.

⁽¹⁾ Factors used in the calculation:

- With a heat pump, the COP is calculated based on the outdoor temperature and the flow setpoint temperature. From this, the costs and CO₂ emissions per kWh(th) are calculated.
- For the second heat generator, the costs and CO₂ emissions per kWh(th) are calculated using the efficiency factor for fossil fuel.

3 Operation

3.5.6 Settings



 Time of day	0 ... 23:59: Set current time.
 Date	Set current date.
 Summertime	Configure automatic change-over of summertime. ▪ On (factory setting) ▪ Off
 Brightness	10 ... 100 (factory setting 45): Setting the brightness of the display.
 Light bar	Deactivating light bar. ▪ On: Light bar activated (factory setting) ▪ Off: Light bar deactivated
 Language	Setting the language (factory setting DE)
 Portal	Activate access to the WEM Portal. Portal access: ▪ On: Access to the WEM Portal is activated ▪ Off (factory setting) Serial number: The serial number must be entered in the WEM Portal. Access code: The access code must be entered in the WEM Portal. Software version: Software version of the communication interface.



NOTICE

Damage to the device due to unauthorised access

The Modbus TCP interface is unencrypted. When the device is integrated into a network, unauthorised network devices can access the controller. Parameter changes can cause damage to the equipment or operational breakdowns.

- ▶ Ensure that the Modbus-TCP client only communicates with the device via a direct connection.
- ✓ Only authorised network devices can access the controller.



Modbus TCP

Access with bus protocol Modbus TCP to the heat pump controller.

Parameters:

- Off (factory setting):
Access deactivated.
- Service:
Access is available for 60 minutes.
- On:
Access is permanently available.

Network:

IP address of the network device that is allowed to access the controller via Modbus TCP.

Network mask:

Network mask of the network device that is allowed to access the controller via Modbus TCP.

For further information see installation and operating manual.



Network

Settings for manual network configuration.

Network connection:

- automatic DHCP (factory setting)
- manual setting

Manual settings:

- IP address
- Network mask
- Standard gateway
- DNS server

4 Set time program

4 Set time program

- ▶ Select time program.



Heat program



DHW program

Change / add time

- ▶ Select the time cycle of the relevant weekday using the dial knob.
- ✓ It is possible to program 3 cycles per weekday.
- ▶ Press the dial knob and set the start time.
- ▶ Press the dial knob and set the end time.
- ▶ Press the dial knob and set the temperature level (only possible in the heating program):
 - ☀: Comfort temperature (full sun)
 - 🌤: Normal temperature (half sun)
- ▶ Press dial knob.
- ✓ Weekday is highlighted, cycle is saved.

Edit next cycle or weekday:

- ▶ Turn dial knob clockwise and repeat procedure.

Exit time program:

- ▶ Turn dial knob anticlockwise to the point of marking  .
- ▶ Press dial knob.

4 Set time program

Copy weekday

The settings for a weekday can be copied and applied to other days.

- ▶ Turn dial knob clockwise until `Copy` is displayed.
- ▶ Press dial knob and select the weekday to be copied.
- ▶ Press dial knob and select the weekday, which is to be overwritten.
 - `Off`: Copying is cancelled
 - `Mo ... So`: selected weekday will be overwritten
 - `1-5`: Monday to Friday are overwritten
 - `6-7`: Saturday and Sunday are overwritten
 - `1-7`: Monday to Sunday are overwritten
- ▶ Press dial knob.
- ✓ Copying is carried out and saved.

Exit copying:

- ▶ Turn dial knob anticlockwise until `Off` is displayed.
- ▶ Press dial knob.
- ✓ Text line `Copying` is highlighted.
- ▶ Turn dial knob anticlockwise to the point of marking  .
- ▶ Press dial knob.

5 Control options

5.1 Constant flow temperature

The flow temperature of the heating circuit is controlled by the constant temperature set in the technician level.
Only if a demand is set to a fixed value in the technician level.

5.2 Weather compensated control

The flow temperature of the heating circuit is controlled based on the outdoor temperature.

An outdoor sensor is required for weather compensated control.

The current flow setpoint temperature is calculated from:

- Outdoor temperature
- Heating characteristic curve (gradient)
- Room setpoint temperature

To achieve the desired room temperature, a higher flow temperature is required when outdoor temperatures are colder. The Heating characteristic curve determines the degree to which a change in the outdoor temperature affects the flow temperature.

	Room temperature too cold	Room temperature too warm
Cold outdoor temperature	► Increase gradient.	► Decrease gradient.
Mild outdoor temperature	► Increase room setpoint temperature.	► Reduce room setpoint temperature.

The heating characteristic curve and the room setpoint temperature can be set in the menu heating circuit [ch. 3.5.3].

5.3 Room temperature dependent control

The flow temperature of the heating circuit is controlled based on the room temperature.

A room device is required for room temperature dependent control.

The room setpoint temperature can be set in the menu heating circuit [ch. 3.5.3].

Only if a demand is set to room temperature dependent in the technician level.

6 Servicing

6 Servicing

Regular servicing saves energy and protects the environment.

Servicing must only be carried out by qualified personnel. The unit should be serviced annually. Depending on site conditions more frequent checks may be required.



Weishaupt recommends a service contract be entered into to ensure that the necessary inspections and maintenance work are carried out.

6.1 System pressure

Checking system pressure

The system pressure should be checked regularly. The system pressure is normally 1.0 ... 2.0 bar.

Top up heating water



NOTICE

Contamination of drinking water caused by topping up without a system separator

Topping up without a system separator can contaminate the drinking water. A direct connection between heating and drinking water is not permitted.

- Top up heating water via system separator.
-



NOTICE

Damage to the unit due to unsuitable fill water

Corrosion and scale could damage the system.

- Adhere to the requirements for the heating water and the local directives.
-

If the system pressure is too low, the heating water has to be topped up.

The following information should be obtained from a heating specialist:

- Which requirements apply to the heating water?
- How is the heating water topped up?
- What needs to be considered?

7 Procedures for fault conditions

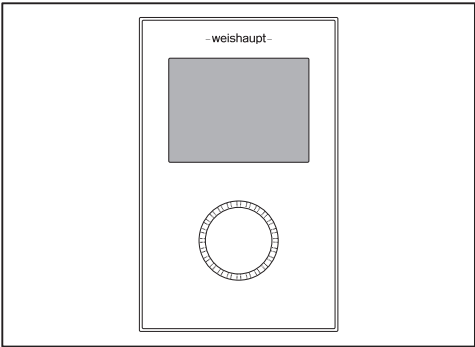
7 Procedures for fault conditions

- ▶ Check prerequisites for operation:
 - voltage supply available
 - heating switch is set to On
 - Display and operating unit is set correctly

The system detects irregularities in the system and displays them.

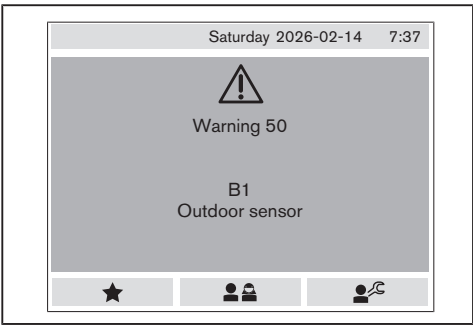
The following conditions can occur:

- Warning
- Fault



Warning

The system does not lock out during a warning. The signal will extinguish automatically as soon as the cause of the warning has been eliminated.



If a warning appears more than once, the system should be checked by qualified personnel.

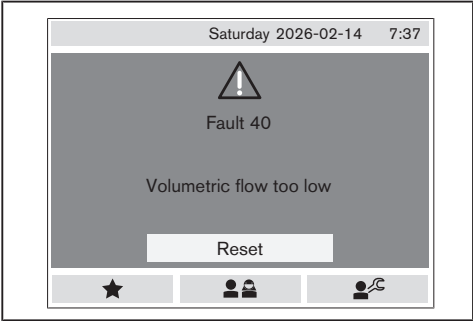
- ▶ Read warning and note down.
- ▶ Notify your heating contractor or Weishaupt Customer Service.

7 Procedures for fault conditions

Fault

If a fault occurs, the systems goes to lockout, if operational safety can no longer be ensured.

If the system is in lockout, the display shows `Reset`.



Faults must only be rectified by qualified personnel.

- ▶ Read fault and note down.
- ▶ Notify your heating contractor or Weishaupt Customer Service.

Reset



WARNING

Danger resulting from incorrect fault repair

Incorrect fault repair can cause damage to the equipment and injure personnel.

- ▶ Do not carry out more than 2 lockout resets successively.
- ▶ Faults must be rectified by qualified personnel.

-
- ▶ Select `Reset` and confirm.
 - ✓ The system is reset.

8 Terms

Operating mode

The operating mode determines whether rooms are heated or whether only drinking water is heated. A constant temperature level (comfort, normal, setback) or a time program with changing temperature level can be selected to heat the rooms.

Heating program (time program)

Time-dependent switching of the temperature level (comfort, normal, setback) over the period of a week.

Comfort

Increased temperature level, e. g. during the day when present.

Normal

Normal temperature level, e. g. during the day when present.

Setback

Reduced temperature level, e. g. when absent or asleep.

Room setpoint temperature

Default temperature for a room.

Flow setpoint temperature

Default temperature for the flow of the heating circuit.

Heating characteristic curve (gradient)

The heating characteristic curve (gradient) determines the flow temperature of the heating circuit depending on the outdoor temperature.

The colder the outdoor temperature, the higher the flow temperature of the heating circuit.

Summer-Winter change-over

The heating is switched on or off depending on the outdoor temperature. DHW preparation remains in operation.

DHW setpoint temperature

Default temperature for DHW.

DHW program

Time-dependent switching of the temperature level (normal, setback) over the period of a week.

8 Terms

Heating circuit

Closed circuit between heat pump and radiator or underfloor heating, for heat supply.

Heating water

Water for heat transfer in a heating system.

Domestic hot water

Water suitable for human consumption and use.

Circulation pump

Pump, which supplies the heating water to the radiator, underfloor heating or storage tank.

Flow temperature

Current temperature of heating water, which is supplied to the radiator or underfloor heating.

Return temperature

Current temperature of heating water, which flow back from the radiator or underfloor heating.

System pressure

Pressure of the heating water in the system.

Weather compensated control

The flow temperature of the heating circuit is controlled based on the outdoor temperature.

Room temperature dependent control

The flow temperature of the heating circuit is controlled based on the room temperature.

Humidity in the room

Water vapour content in a room.

The optimum room humidity in living areas is 40 ... 60%.

9 Energy saving

9 Energy saving

Energy consumption can be significantly reduced by actively managing the heating system.

Heating

- Reduce room temperature.
Each degree lower reduces energy consumption by up to 6 %.
- Heat rooms only when in use.
If rooms are not used for a long period of time, reduce the room temperature.
Heat to setback temperature when absent or asleep.
- Avoid cooling.
Do not allow the room temperature to fall below 15 °C in unused rooms.
- Keep doors closed.
Doors between differently heated rooms should be kept closed.
- Do not obscure radiators.
Do not obscure radiators with furniture or curtains.

Airing

- Rapid airing
Open windows for a short time. Do not leave window tilted for permanent airing.
- Turn down thermostat.
Turn down the thermostat valve on the radiator or room thermostat during airing.

Domestic hot water

- Reduce DHW temperature.
Set the DHW temperature only as high as required.

Servicing

- Maintain service intervals.
Regular servicing of the system saves energy and protects the environment..

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