Start
Select Category
REMOTE CONTROL /ALARM /MESSAGE
Do you receive Alarm / Message?
Alarm
Message
No
Which alarm is displayed?
Is "Starting up" displayed?
"Please wait…" is displayed?
The unit is initialized. After booting, the unit switch to normal operation.
Does the unit respond to any form of control from The remote such as on/ off or change of fan speed? Temperatures and the rotor status is updated?
Yes
No
Is there a key shown in the bottom of the display?
Yes
No
Keylock activated. Disable, push the left button key down for 3 sec.
It is difficult to see the details on the display? The remote does not respond to key press?
No
Yes
Does the unit get current?
No
Yes
Check fuse, RCD and wiring.
Bad reception conditions. Check antenna and its location.
Is the remote control synchronized with the unit?
Synchronization between the remote control and unit fails?
Synchronize remote control with unit.
The remote is blank in the display/does not respond to key press despite new batteries?
No
Yes
Remote control defect! Contact your Installer/ dealer.
Is the display image mirrored / Upside down?
Yes
Replace the batteries. Check the contrast setings.
UNIT
Is it possible to start the unit via remote control?
No
Yes
Has the unit stopped and alarm is displayed?
Yes
No
Is correct temperature values Dispalyed when the unit is operating?
No
Yes
Check placement of the ducts and isolation. Check the selected flow direction.
The temperature in the ventilation system has not stabilized yet. Wait for 30 min.
Yes
This is normal when the unit don't need to recover more heat for desired temperature.
Yes
Has the unit just been started?
No
Yes
Check air flow on supply side. Check filter.
Is a low efficiency displayed? E.g. 23%?
No
Is a high efficiency displayed? E.g. 95-100%?
No
The unit display gradually lower efficiency?
No
The alarm "Rotor failure" is displayed?
No
Yes
Yes
Replace the filters. Check the value of the filter pressure switches.
Yes
The unit provides gradually lower air flow?
No
Yes
Is correct flow given at maximum (100%) (10V), see pressure/flow chart?
Yes
No
Voltage range should be adjusted. Contact your installer / dealer.
Are the fan speeds adjusted in the remote control?
No
Adjust each speed.
HEAT EXCHANGER
AIRFLOW
FAN MOTORS
What type of fans?
AC
EC
Are the unit of type AC or EC?
EC
AC
Is it wrong sequence of the fan speeds?
Yes
No
Check the wiring.
No
Does the motors rotate in correct direction?
No
Yes
Does any fan motor have very low speed, or standing still?
No
Yes
Change flow direction.
No
Is the correct flow direction selected?
Yes
Fans and control cables connected the wrong channel on relay card.
Is the alarm "Fan failure" displayed?
Yes
No
Does the supply fan start first?
No
Does the exhaust fan start first?
Yes
No
The unit initiates.
Is control cable for the exhaust fan connected to the correct terminal on the relay card?
Yes
No
See Remote Control, Alarms/Messages
Is the power for the exhaust fan connected at correct terminal on the relay card?
Yes
No
Connect cable to the correct terminal.
"System OK ..." appears in the display, but both engines are stopped?
Yes
No
"Please wait…" is displayed?
Yes
No
Basic settings incorrect! Contact your installer / dealer.
Check what is causing the error. Make sure that the rotor moves freely.
No
Can the problem be localized to the rotor shaft?
Yes
No
Rotor defect! Contact your Installer / Dealer.
Clean rotor, belt and pulley. Replacement of belt may be necessary.
Yes
Is the rotor stuck somewhere?
No
Yes
Is it bad grip between the belt and pulley?
No
Yes
Rotor sensor defect! Contact your Installer / Dealer.
The alarm "Rotor failure" is displayed but the rotor is operating good?
No
Yes
The shaft on rotor motor hangs / jams?
Yes
No
Rotor motor defect! Contact your installer / dealer.
Is there voltage to rotor motor when exchange function is active?
No
Yes
Check the quick connectors and wiring.
Is the rotor motor weak/ powerless?
Yes
No
Check the capacitance on the associated capacitor!
Is the fuse on the relay card intact?
No
Yes
Replace the fuse.
Check the quick connectors at the fans!
Is correct flow given at maximum (120V / 230V), see pressure/flow chart?
No
Yes
Check any dampers, grills, etc.
Check the connection/ function of the faulty sensor.
The problem persists?
No
Yes
Temperature sensor defective! Contact your Installer / Dealer.
Temp. sensor give abnormal value.
Sensor shorted
Temp. sensor provides no value.
Sensor open
Which sensor give alarm?
1- 4, 7
5, 6, 8
Disable water heating coil function
Yes
Is the water heating coil function enabled?
No
Is "Room regulation" type selected?
No
Yes
Is a water heating coil installed?
Yes
Is room sensor T8 installed?
No
Yes
Install Sensor
Is anti-freezing sensor T5 installed?
Yes
Rotor failure
Rotor temp. low
Is the alarm "Rotor failure" also displayed?
Yes
No
Is correct flow direction selected?
No
Change flow direction.
Yes
Has the supply air a very low temperature when unit alarms?
Yes
Insufficient heat recovery. Check filter and heater if fitted.
No
Has the exhaust air low temperature?
Yes
Insufficient heat recovery. Check the insulation on exhaust air duct.
No
Does the displayed temperature differ significantly from real?
Yes
No
Is the air flows adjusted?
Yes
No
Adjust the air flows.
Supply temp. low
Is supply sensor GT7 installed correctly?
Yes
No
Install GT7 According to assembly instructions.
Fan failure
Is alarm triggered at the same time e.g. in away-mode or pressure compensation?
No
Yes
Increase the minimum speed.
See Fan Motors/EC.
Fire alarm
Is correct fire sensor type selected?
No
Yes
Check the fire sensor type.
Reset of external alarm is required before starting the unit.
Filter timer
Change filter! Resetting the timer starts a new period.
Overheating
Has thermal protection on electric heater tripped?
Yes
No
Reset thermal protection.
Overheating alarm is displayed?
Yes
No
For internal after heater; Is jumper connected to Aux and 0 on the relay card?
No
Yes
Connect jumper to Aux and 0 on the relay card. See wiring diagram.
For external after heater; Is the pressure in the duct enough to activate pressure switch?
No
Yes
No need for supplementary heat is required.
Connect also the negative pressure output to fresh air duct.
No
Yes
Connect pressure switch positive pressure output to supply air duct. Connect pressure switch terminal 2 & 3 to relay card terminal 0 & AUX. See wiring diagram.
For external after heater; Is external pressure switch plugged in and connected correctly?
No
Yes
Is week timer enabled and running schedule?
No
Yes
Specific temperature criteria apply for after heater function.
Heating symbol is displayed in the remote?
No
Yes
After heater is enabled in service menu but not active?
No
Yes
Activate after heater in the service menu.
Connect after heat control cable to the correct terminals.
No
Yes
Is after heat control cable connected to the correct terminals?
No
Yes
After heater is active though turned off in the service menu?
No
Yes
Freeze protection
Is sensor mounted on the return pipe from the heating coil?
Yes
No
Check the temperature on the supply pipe to the heating coil.
Mount the sensor on the return pipe from the heating coil.
Overheating alarm is displayed, but after the heater regulates the correct temperature?
Yes
No
After heater is active all the time and The overheating alarm is displayed?
No
Yes
Pulser defect! Contact your installer/dealer.
Open circuit! Check circuit and connections for after heater.
Connect after heater to specific terminal block. See wiring diagram.
No
Yes
Is after heater connected on specific terminal block?
No
Yes
Does the capacitors keep the right capacitance?
No
Yes
Replacing the capacitors is necessary.
Check transformers at the relay card.
Yes
Replace the fuse.
No
Is the fuse on the relay card intact?
No
Yes
Is there voltage to the quick connector?
No
Yes
Change places of the fans.
The same problem occurs with the second fan motor?
No
Yes
Fan motor defect! Contact your installer / dealer.
Could the problem be identified in quick connector?
No
Yes
Does the motor start?
No
Yes
Yes
No
● The problem could not be solved. Contact your Installer/dealer.
○ No fault could be identified. For other questions, please contact your Installer/dealer.
Warning!
Work on the unit and its peripherals must be performed by a qualified Electrician / Installer. Observe that rotating, hot and electrical parts can cause severe injury upon contact. See section "Installation and safety" in operation manual.
ELECTRIC HEATER