

Heat Pump HEA Function, Owners Guide

From TT/SAU-ASA2	Our Reference HP HEA, Owners Guide	Tel. 1300 307 037	Date 4/09/2019
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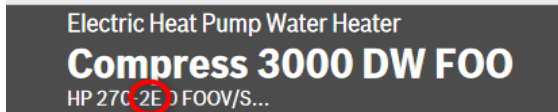
Bosch Heat Pump HEA Function

In the event of certain faults, the Bosch Heat Pump can utilize the Electric Heating Element as a back up for delivering hot water.

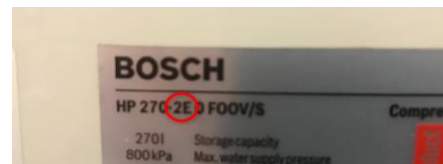
This function is available only if fault codes **E09, E11 or E14** occur. In the event of a fault the error code will flash on the display screen of the appliance.

The HEA function is only available on the Version 2 model Heat Pump.

The Version of the appliance can be found on the front of the owners manual, or the Data Plate located on the left hand side of the appliance.



Manual



Data Plate

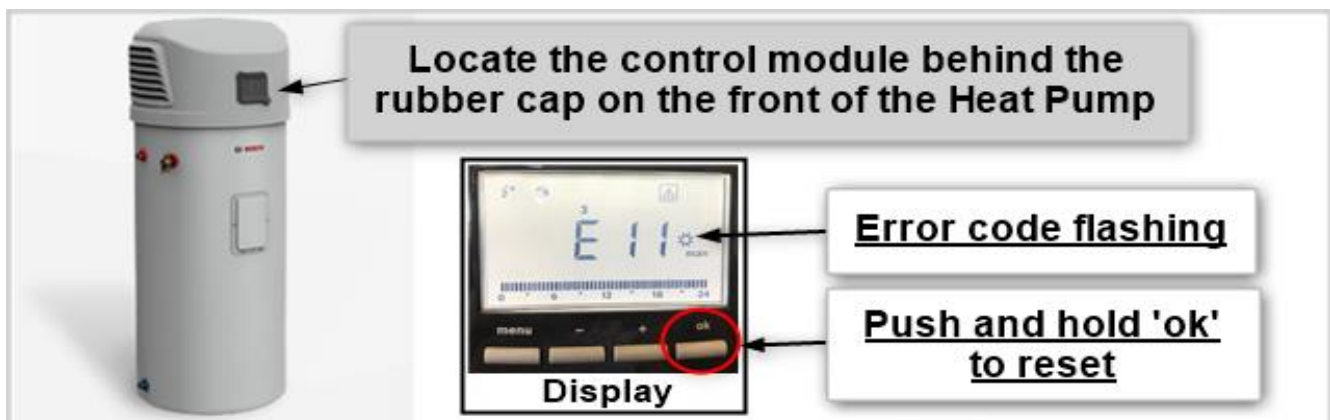
***This Function is for emergency backup only.**

Running cost will increase with the use of the HEA Function

IMPORTANT- The HEA Function will heat the tank to 70°C

Reset the Fault:

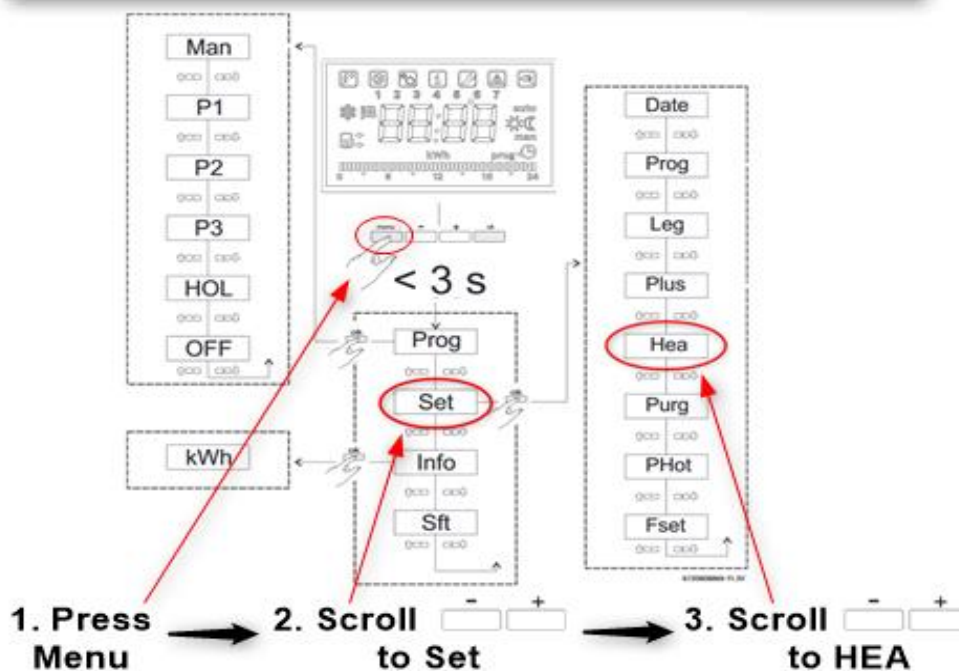
If a Heat Pump develops a fault the error code will flash on the control module display. This will first have to be reset in order to access the HEA Function.



After pressing and holding the 'ok' button for 3+ seconds the error code will stop flashing, reset, and the display will restart and return to the tank temperature display.

The HEA Function can now be accessed.

Navigating Menu - Accessing HEA

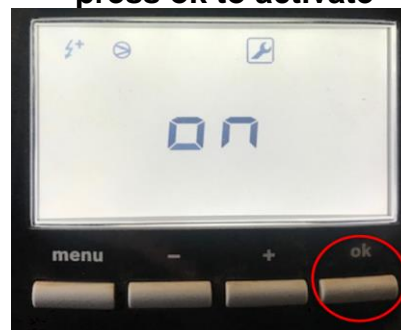


HEA Activation:

Press 'ok' at HEA

Off will appear*, press +

On will then appear, press ok to activate



*If 2 dashes appear in the HEA Function, it cannot be activated

HEA Function will now be turned on. HEA will reappear on the screen.

Check the element symbol on the display to ensure activation.→

As square will appear around the element symbol when activated



The unit will now perform 1 heating cycle. Once the tank temperature reaches 70°C the HEA function will automatically switch to off and the appliance will return to Heat Pump operation. HEA will not come on again unless manually activated. (Follow above procedure to reactivate)

Cases where HEA will not activate:

- **2 Dashes in HEA.** After having navigated to HEA in the control menu and pressing 'ok' to enter, if 2 dashes appear rather than 'on' or 'off', HEA can not be activated. This could be related to one of the following.



- **Leg Mode.** Once a week the Heat Pump will perform a thermal disinfection process, known as LEG Mode. If the unit has faulted during this time and the appliance has not completed this function it will remain in this mode until the process has been completed. HEA can not be activated when in this mode.



- **Unrelated Fault Code.** Only Fault Codes E09, E11 and E14 will allow access to activate the HEA Function. If another code is present HEA can not be used.
- **Version 1.** The Version 1 (HP270-1) does not have the HEA Function.

Heat Pump Maintenance:

It is recommended the appliance has a routine service maintenance at least every 2 years, particularly in areas known to have hard water conditions. Scale can build up within the appliance affecting performance and cause premature wear on components.

Phone the Bosch Contact Centre on 1300 307 037 to find your local Service Technician.

