



■ Decorative radiators ■ Comfortable indoor ventilation ■ Heating and cooling ceiling ■ Clean air solutions

# User manual

# ComfoClime 24 ComfoClime 36



always the best climate

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# Preface



# IMPORTANT!

Carefully read this manual before use.

The ComfoClime is hereinafter referred to as "device".

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

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:



ComfoClime Control 4+

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.



All the manuals can be downloaded also at this link: https://www.product-registration.zehnder-systems.com/document/comfoclime

# 2 The provisioning

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

The ComfoClime can be controlled only through the ComfoClime 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 ComfoClime anyway through the Bluetooth connection or through a local WiFi network generated by the ComfoClime itself.



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.

16:41		
<	Add a new apartment	
Do you can co	Is there a WiFi?	; le you me to?
16:42		

IMAGE

16:42		
(	Zehnder Hub	
	Step 1	
4ake sure nome WiFi	your smartphone is connected to yo	ur
lap here to	o check your current WiFi:	
	Go to WiFi settings	
Once the p Next butto	previous check is completed, tap on th in below.	ne

ACTION	
	16:42 ( 🗢 🖿 )
	Connect a new device to the WiFi
	Step 2
Step 2: the app asks the user to check and confirm that the smartphone has the Bluetooth enabled. Once confirmed tap <b>Next</b> .	To provision your new Zehnder ComfoClime, please make sure that your phone's Bluetooth is turned on and within range of your new Zehnder ComfoClime
	Next Next
In this page please confirm the authorization to use also the geolocation in order to let the smartphone looking for the ComfoClime tapping on <b>Grant</b> .	15:26 Contrage on nurve disponitive at With Contrage o
	Once the previous check is completed, tap on the Next button below.

IMAGE

When the app finds a Bluetooth signal (the one generated by the ComfoClime), 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.

16:44 .al 🗢 🔳 < Connect a new device to the WiFi Please make sure that your phone's Bluetooth and WiFi are turned on, and that you are within range of your Zehnder ComfoClime Searching devices... \* New device! ID Zehnder\_24d7eb49e5d1 Advanced configuration .d 🗢 🔳 16:44 Wifi Choose a home WiFi network to connect your Zehnder ComfoClime. Available WiFi

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

Bluetooth Pai "Zehnder_24d7eb4	ring Request 49e5d1* would like
to pair with y	your iPhone.
Cancel	Pair

## IMAGE

Wifi

.al 🗢 🔳

16:44

In this page it is possible to assign the WiFi connection to the ComfoClime 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.

Zehnder Co	ome wiri network to conr omfoClime.	lect your	
Available WiFi			
穼 WiFi ł	Home	-40	
13:52			
13:52 <	Zehnder Hub		
13:52 <	Zehnder Hub	.ı   ♥ ■	
13:52 < Make sure yo WiFi.	Zehnder Hub our smartphone is connected	all 🗢 🖿	
13:52 < Make sure yo WiFi. Tap here to c	Zehnder Hub our smartphone is connected heck your current WiFi:	all 🗢 💻	
13:52 < Make sure yo WiFi. Tap here to c	Zehnder Hub our smartphone is connected heck your current WiFi:	• III <b>२ —</b> d to your home	
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13:52 < Make sure yo WiFi. Tap here to c Once the che below.	Zehnder Hub our smartphone is connected heck your current WiFi: Go to WiFi settings ack is completed, tap on the	all <b>⇒ </b>	
13:52 < Make sure yo WiFL Tap here to c Once the che below.	Zehnder Hub our smartphone is connected theck your current WiFi: Go to WiFi settings eck is completed, tap on the	to your home	
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13:52 < Make sure yo WiFi. Tap here to o Once the che below.	Zehnder Hub our smartphone is connected theck your current WiFi: Go to WiFi settings ack is completed, tap on the	I ♥ ■ d to your home	
13:52 < Make sure yo WiFi. Tap here to c Once the che below.	Zehnder Hub our smartphone is connected heck your current WiFi: Go to WiFi settings eck is completed, tap on the	All 🗢 📫	
13:52 < Make sure yo WiFi. Tap here to o Once the che below.	Zehnder Hub our smartphone is connected heck your current WiFi: Go to WiFi settings ck is completed, tap on the	All I and All	

## IMAGE

Zehnder Hub

Select your Zehnder Hub

ComfoClime

ID MBE24d7eb49e5d1

al 🕆 🔳

16:45

<

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

Tap on the name to enter the personalization page.

In case of the ComfoClime 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.

16:45		al 🗢 🔳
,	Apartment details	
	Apartment details	
Add a ne	w apartment	
Name of apartn	nent	
ComfoCli	me 24	
Address		
City		
Country		
Choose an icon		
	Save	

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.

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 ComfoClime controls just tap over the name of the unit.

**Important:** this feature is useful especially if the user owns several ComfoClime 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 ComfoClime in the building. Otherwise the user will see a green dot for each ComfoClime actually present.

Go to pag. 17.

IMAGE	
16:45 Apartment select	al 🕈 🔳
ComfoClime +	new apartment
*	3
	v1.0.9 (45)

# 2.1 Special circumstances

#### ACTION IMAGE 13:59 WIFI NOT PRESENT Answering **NO** the user begins the connection Choose a WiFi network called Zehnder\_xxxxxx to connect your Zehnder ComfoClime. procedure between the smartphone and the Zehnder\_xxxxxxx (Password: Zehnder1) ComfoClime. 1 Go to WiFi settings To do so, the ComfoClime emits a WiFi signal to Connect directly to Zehnder ComfoClime in a Wi-Fi which the smartphone must be connected. network called Zehnder\_xxxxxx. Make sure that your smartphone's WiFi remains connected to the network named Zehnder\_xxxxx for the duration of the procedure. The name of the local ComfoClime network is: 2 Connect Zehnder xxxxxxxxxxxxxxx Where **xxxxxxxxxxxx** stands for the serial number of the unit itself. Therefore: 1. The user sets up the smartphone in the local network: 2. Connect the smartphone to the ComfoClime.

# Tapping on:

## Go To WiFi Settings

the app opens the Wifi settings of the smartphone letting the user to select the Zehnder\_ xxxxxxxxxx network.

Insert the password **Zehnder1**.

Once the connection is established it is possible to tap back to the previous app page.

Settings Wi-Fi	E
Wi-Fi	
<ul> <li>Zehnder_34ab9571dd55</li> <li>No Internet Connection</li> </ul>	5 🔒 🕈 🚺
MY NETWORKS	
ComfoClime	ê ╤ (j)
zg-guest	<del>?</del> (j)
ZGIT - Guest	ê ╤ (j)
Tecnolnfo	ê ≑ (j)
TecnoInfoGuest	ê 🗢 🚺
V2ZDEWBC	ê 🗢 🚺
zg-mobile	ê 🗢 🚺
Other	
Ask to Join Networks	Notify >

ACTION	IMAGE
Returned to the previous page tap <b>Connect</b> .	Image: Sector Secto
The app detects immediately the ComfoClime 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 <b>Save</b> to confirm the choices. Go to pag.	16:45   Apartment details   Add a new apartment   ComfoClime 24   Address   City   Country       Country

# 2.2 Settings



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 ComfoClime 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 ComfoClime 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 ComfoClime and the access to the **Installer** level is permitted only to authorized personnel.

		IMA	GE		
12:12					~ -
**		User pr	rofile		•=
User p	orofiles				
1	Basic Recommende	id profile			
of I	Advance To manage a	<b>d</b> évanced syste	m parameter	s	
°	Installer Reserved for	the installer t	echnician		
12:14				•1	<b>† •</b>
			ller		
<		Instal			
< Enter	<b>passcod</b> the 4-dig	Instal le installe it code to	enter inst	allation	
< Enter Enter I mode	<b>passcod</b> the 4-dig	Instal le installe it code to	enter inst	allation	
< Enter Enter mode	<b>passcod</b> the 4-dig de installer	Instal le installe it code to	enter inst	allation	Q
< Enter Mode Passcor	passcod the 4-dig de installer	Installe	enter inst	allation	Q
< Enter Enter I mode	passcod the 4-dig de installer	Instal	r enter inst	allation	8
<     Enter I mode Passcoor	passcod the 4-dig de installer	Installe	r enter inst	tallation	8
<     Enter I     mode     Passcoor	passcod the 4-dig de installer	Instal le installe it code to	r enter inst	tallation	Q
< Enter I mode Passcoor	passcod the 4-dig de installer	Instal le installe it code to	r enter inst	tallation	8
<     Enter I     mode     Passcoc	passcod the 4-dig de installer	Installe it code to	r enter inst	tallation	Q
<     Enter I mode Passcoo	passcod the 4-dig de installer	Instal le installe it code to	enter inst	tallation	

# 3 The home page

POS.	DESCRIPTION	
1	Main menu	
	ComfoClime mode:	
2	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 on the circular icon. When the preset is changed the unit will switch to manual mod	tapping de.
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 on the bell. When possible the user can reset the error messages tapping on button in the notification page.	tapping RESET
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 selctor shows the actual mode.	Comfort 
9	SCENARIOs selector.	
10	Shortcut to the THERMAL PROFILER.	



# 4 The main menu

# ACTION

Tapping on the 4 dots icon on the top left corner of the app, the main menu will appear.

It is possible to browse through all the pages of the app simply tapping on their names.

In the lower right corner of the main menu it is possible to read the installed version of the app.

The pages are:

Home: the home page.

**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).

**Thermal profile**: the page with all the thermal settings. According to the actual access level (see below) different values are visible and/or editable.

**Scheduler**: the weekly scheduler through which it is possible to customize the ComfoClime assigning different profiles in the 24 hours/7days.

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.

Settings: see pag. 14.

zehnde	
Home	
Your devices	
Thermal profile	
Scheduler	
Apartment select	
Settings	
Basic user	>
	v1.0.9 (48)

IMAGE

# 5 Your devices

ACTION

12:21 :: The "Your Devices" page lists all the devices connected to the ComfoNet system. The ComfoAir Q and the ComfoClime must be present all the times; other devices are accessories so they can appear only when installed. Tapping on each image a sub page will be opened showing details of the specific unit (model, size and firmware version). ComfoHub U0.01 12:23 < The sub-page of the ComfoAir Q unit shows the 4 working temperatures of the ComfoAir Q and the indoor temperature. The fan speed of the ComfoAir Q is adjustable Parameters tapping on the big central wheel. The red sectors indicate the actual speed. 21.2% 21.4.

IMAGE Your devices ComfoAirQ 450 R1.10.0 Comfort . . ComfoAirQ 450 21.2. 22.2% Outdoor Temperature Supply Temperature 21.2% Exhaust Temperature Extract Temperature

The sub-page of the ComfoClime 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 Tpma value.

## ComfoClime working modes

ComfoClime 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	chan	iges sho	owin	g the	e ex	act temp	erat	ure of
setpoi	nt.							

12:26		🗢 🔳
<	ComfoClime 24	
Auto		21.2°c
	Comfort	
	4	
	_	
	-	
	Ś	
Parameters		
20.3-	23.0-	
Tpma	Supply Temp	erature
12:29		🗢 🔳
<		
	ComfoClime 24	
	ComfoClime 24	0.01 -
Manual	ComfoClime 24	21.2-c
Manual	ComfoClime 24 25.0 °C	21.2-c
Manual	ComfoClime 24	21.2-c
Manual	25.0 °C	21.2-c Indoor
Manual	25.0 °C	21.2-c Indoor
Manual	25.0 °C	21.2-c Indoor
Parameters	25.0 °C	21.2-c Indoor
Manual Parameters 20.3-c	25.0 °C	21.2-c Indoor

# 6 The thermal profile

# ACTION

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 ComfoClime installed.

### **Season selection**

In **Auto** mode the season is automatically detected by the ComfoClime 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 Tpma.

The Tpma keeps into consideration the temperature of the past days in order to determine a "predicted" and consistents 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 Tpma temperature below which the active heating is enabled; the cooling season thershold determines, on the contrary, when the active cooling is enabled (Tpma 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.

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.

The adjustments can be done in the advanced settings.

## Temperature selection

This value represents the setpoint for each working mode.

In Automatic mode the default values are:

MODE	VALUE
POWER	23° heating/23° cooling
COMFORT	21° heating/25° cooling
ECO	19° heating/27° cooling

See the table in the next page for all the default values.

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.

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

## IMAGE

••• Thermal profile
Season selection
Manual
Heating Middle Cooling
Temperature selection
Manual
24.5 °C
Chermal profile
Auto
Heating
14.0 °C
17.0 °C
Cooling Threshold
Cooling Threshold 9.2 °C Prevailing Mean outdoor Air Temperature
Cooling Threshold 9.2 °C Prevailing Mean outdoor Air Temperature Temperature selection
Cooling Threshold 9.2 °C Prevailing Mean outdoor Air Temperature Temperature selection Auto

The **comfort temperature** is the setpoint value corresponding to the selected profile:

MODE	VALUE
POWER	23° heating/23° cooling
COMFORT	21° heating/25° cooling
ECO	19° heating/27° cooling

The **knee point** is the Tpma value from which the setpoint curve starts changing linearly from the heating setpoint to the cooling setpoint (or viceversa).

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.

The user, setting the reduction to zero, keeps the same setpoint 24/24.

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°.

The default values for each profile are listed in the following table.

	Thermal profile	
Tempe	rature selection	
0	Manual	
21.0 °	c —	
Manual	Temperature	
Therm	al profiler	
-;ф́- н	leating	
20.3 \$	Pc	
Comfor	t temperature	
12.0 °	c	
Knee p	pint	
0.0 °C	· •	
Reducti	ion Delta	

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 Tpma	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 ComfoClime 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: Tpma 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

NORMAL/DAY	This is the standard behaviour when no other scenario is active. No limitations in heat pump thermal power; no limitation in air flow request.	0 0 0
SILENT/NIGHT	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.	
AT WORK	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.	
BOOST	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.	
PARTY	The devices maximum thermal power is 100%. ComfoAir Q preset is on 3. Maximum duration: 24 hours.	
HOLIDAY	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.	
COOKING	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.	

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.	M       T       W       T       F       S       S         00       01       02       03       4       5       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4 </th
2	Choose among the three available group of days: working days, weekend, whole week.	
3	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. When nothing is selected the device works in the default profile (Power, Comfort or Eco).	
4	Tap on SAVE button.	Start End 08 h : 00 m 16 h : 30 m Night Work Economy > Cancel Save

# 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	ComfoClime PCBA	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 Same as 21		
23	ComfoAir Q	Failed to synchronize ComfoAir Q comfort Same as 21 temperature value		
24	ComfoAir Q	Failed to set ComfoAir Q comfort temperature 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 I 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		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.	16:08         Since
2	Tap the button " <b>Download firmware</b> " to start downloading the firmware.	15:27   Firmware download Image:



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