

Signature Series Hi-Rise

WATER SOURCE HEAT PUMPS

Operation and Maintenance Manual

Types: HRP30, HRP 40, HRP 60, HRP 80, HRP 100
Unit Sizes: ¾ to 2½ Tons



CANADIAN ENERGY
PERFORMANCE
VERIFIED
RENDEMENT
ENERGETIQUE
VERIFIÉ



ETL LISTED
CONFORMS TO
UL STD 1995
CERTIFIED TO
CAN/CSA STD C22.2 NO. 236

MEA
Accepted for use
City of New York
Department of Buildings
MEANo. 18-04-1
HES Engineering Ltd
ETL Listing 30117



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OPERATION AND MAINTENANCE MANUAL



Your new home has been equipped with a new HTS Signature Series water source heat pump unit. This energy efficient appliance has been selected to heat and cool your space to within standard operating guidelines.

Product Description

The heat pump unit has been designed to provide energy efficient heating and cooling for your suite. The components of the unit have been carefully selected for reliability and quiet operation.

The units are available in a number of sizes. These are identified on the chassis nameplate.

The unit has undergone strict testing in accordance with ISO standards, and meets or exceeds the NRC guidelines for energy consumption and is ARI and MEA listed.

WARNINGS: PLEASE READ CAREFULLY

1. There are no user serviceable parts with the unit chassis or cabinet. Please call a qualified HVAC service technician to diagnose and repair any issues that may arise.
2. Alteration of the unit in any way will void the warranty.
3. The unit contains refrigerant. Do not attempt to adjust the charge in any way.
4. The electrical service to the unit is 208 volt, single phase.

Operation

OPERATION

1. Status Switch

Location: bottom right hand side of the thermostat.

Operation: The unit will provide heating and cooling to meet reasonable thermostat settings while the thermostat is set to either heating or cooling. Select “Heat” or “Cool” on the thermostat as desired. If the switch on the thermostat is set to “Off”, then the unit will not operate.

2. Fan Switch

Location: bottom left hand side of the thermostat

Operation: When this switch is set to “Auto”, the fan will run only on a call for heating or cooling. When this switch is set to “On”, the fan will run continuously. We recommend the fan switch be left in the “On “ position for best system performance.

3. Main Power Toggle Switch

Location: front face of the cabinet behind the return air grille.

Operation: The switch will provide power to the unit in the “UP” position. To shut off power to the unit, turn the switch to the “DOWN” position.

Maintenance

MAINTENANCE

The HTS Signature Series water source heat pump has minimum maintenance requirements that should be followed to fully ensure efficient, and proper operation. The following maintenance activities should be timely performed on the specified time intervals.

Monthly Maintenance

1. Check and inspect the filter for dirt and clogging, and replace when necessary.
2. Vacuum dust from the unit and air grilles

Bi-annual Maintenance (every 6 months)

1. Clean the unit drain pan with a household anti-bacterial detergent.
2. Spray the unit air coil with a household anti-odour spray.

Annual Maintenance (once a year)

1. Completely clean the interior of the unit
2. Spray the air coil with a household anti-odour spray.
3. Check the thermostat for proper operation.
4. The condensate drain pan should be checked annually and cleaned and flushed as required.
5. If the unit was equipped with a humidifier, inspect and clean the unit.
6. Thoroughly wash the air coil.

troubleshooting

TROUBLESHOOTING

Problem: The unit has a very faint and barely audible clicking sound coming from it.

Possible Cause: This is not a problem. This is the normal operating sound of the unit passing refrigerant gas through the system.

Action: None.

Problem: The unit has shut down and will not restart.

Possible Cause: The unit has built-in safety switches for consumer protection. If one of these safeties is tripped the unit will start. The unit does not have a factory preset automatic reset. Often all that is needed is a simple adjustment.

Action: Call a qualified technician to diagnose and repair the problem.

Problem: The fan is making rattling sounds.

Possible Cause: Although great care was taken during installation to keep the unit clean, there is a chance that some debris may have entered the fan area.

Action: Call a service technician to remove and service the fan.

Problem: The fan is making squeaking sounds.

Possible Cause: The fan is equipped with maintenance-free oil-lite bearings. These bearings require replacement from time to time, depending on the hours of use.

Action: The bearings should be inspected, and replaced if necessary.

Problem: The unit does not provide enough heating or cooling.

Possible Cause: The air coil sometimes gets clogged with dust, thus preventing the correct amount of air to pass through it. The filter also gets clogged with dust and restricts airflow.

Action: Inspect the filter, and replace if necessary. Call a service technician to clean the coil. The chassis can be removed to a remote location to have this work done.

Problem: The unit fan is not strong enough.

Possible Cause: The unit fan and motor were selected and matched to provide the optimum amount of air for the specific application, without causing drafts or high sound levels.

Action: If you feel the air sound is excessive, please have the building management inspect and review the unit

Problem: The unit is too noisy.

Possible Cause: The unit has been designed with high quality components for quiet operation and sound proofing. However, every refrigeration unit has its own particular sounds associated with it, and none are completely silent. The kitchen refrigerator is a similar device, and also has sound levels associated with it.

Action: If you feel the sound levels are not normal, consult the building maintenance person.

warranty **WARRANTY**

Your heat pump unit carries a comprehensive warranty. Please consult the building developer at the time of closing for specific details.

The product has been proudly made in Canada, with compressors that have been manufactured in the USA. Product specifications may change without notice.



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