# Quick User Guide ComfoClime Q

For detailed information please refer to the INSTALLER MANUAL.
The installation manual as well as the assistance manual
are available on www.zehndergroup.com

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## Safety instructions

| | |
|---|---|
| ⚠ | The unit can be used only after a proper installation in conformity with instructions and directives given in the installer manual and local regulations. |
| ⚠ | The unit must be lifted or handled keeping into consideration and respecting the local safety regulations. |
| ⚠ | Do not open the case. The installer will verify that all the potentially dangerous components will be protected by the frame. |
| ⚠ | The unit can't be managed by a child younger than 8, by people with limited physical ability, by people with mental health problems, by unskilled or incompetent people and anyway people allowed to handle the unit must be properly educated in terms of safety and risk acknowledgement. |
| ⚠ | Children cannot play with the unit. |
| ⚠ | Children are not allowed to provide cleaning and maintenance. |

In case a flaw or a malfunctioning are suspected, please follow these instructions:

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|---|---|
| ❗ | Never open the case. Maintenance interventions must be operated exclusively by an authorized expert; |
| ❗ | The unit contains refrigerant gas and it is designed to avoid gas leakages.<br>If a weird smell were felt:<br>■ do not touch the unit at least for one hour;<br>■ keep windows and doors opened in the room where the unit is placed;<br>■ contact the installer or Zehnder assistance service for any request. |

Prior to contact the installer and Zehnder assistance service check the User Manual at the following link www.zehndergroup.com.

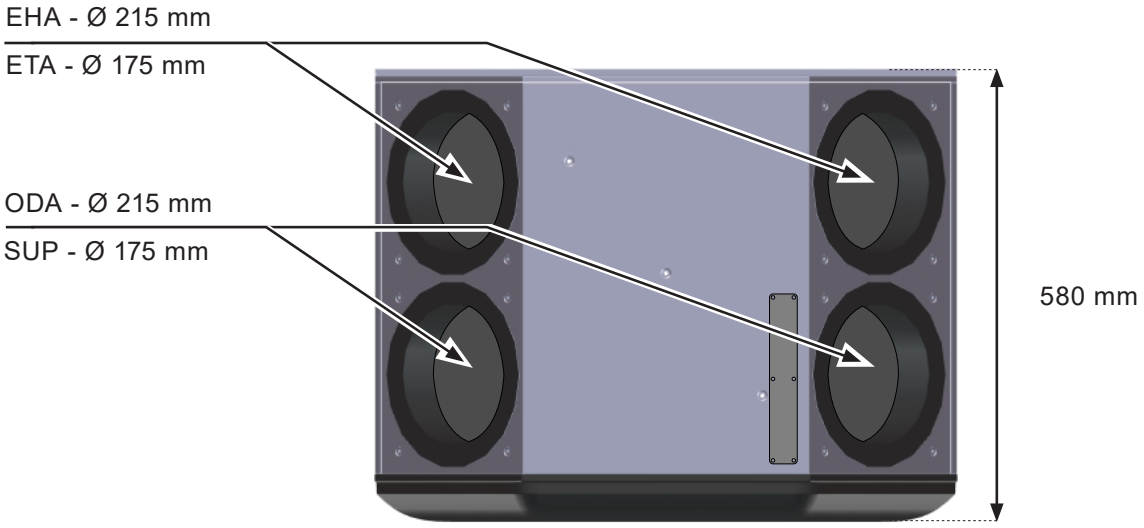
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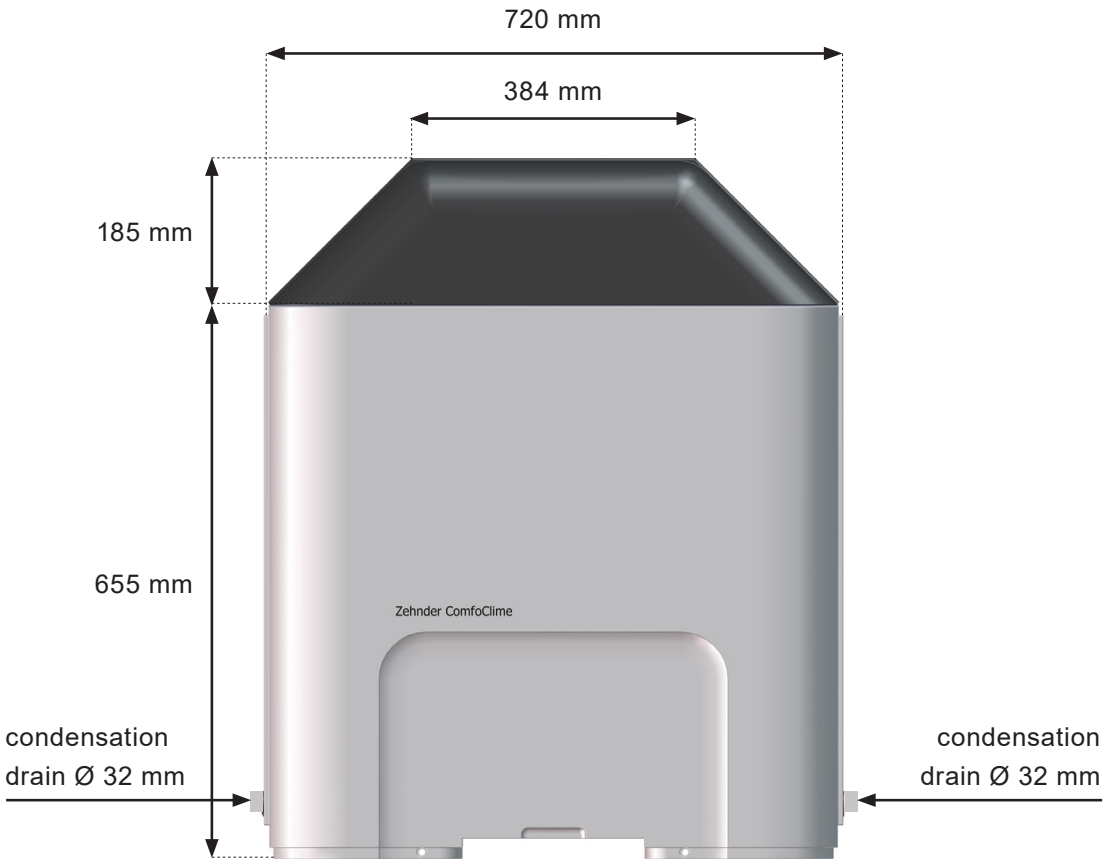
## 1 Package content

In the package you'll find:

- 1 ComfoClime Q;
- 1 cabled power supply plug;
- 4 gaskets for EPP components;
- 1 condensation drain cap;
- 2 EPP standoffs;
- 1 white plastic cover;
- 1 quick guide;
- 1 ComfoNet cable;
- 1 kit for wall fastening (with screws).

## 2 Dimensions



# 3 Unpacking and placement: precautions and safety advices

This step must be followed by a qualified installer. Prepare the top part of ComfoAir Q placing the two EPP standoffs and above them inserting the 4 gaskets on the ducts end. Unpack carefully the unit placing it on top of the ComfoAir Q without damaging the gaskets.

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## 3.1 Safety instructions

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|---|---|
| ⚠ | Always respect safety regulations, precautions and the instructions provided in this document. In case of lack of respect of those there is the risk of personal injuries or serious damage of the unit. |
| ⚠ | Never open the case. The installer will verify that all the potentially dangerous components will be protected behind the frame. |
| ⚠ | Installation, commissioning, maintenance must be done by a qualified technician. People not qualified can cause severe damages to people or the unit or wrong functioning of the ventilation system. |
| ⚠ | Do not modify nor force the unit or its features and specifications illustrated in this document. |
| ⚠ | Modifications can cause fatal damages to the unit and personal injuries. |
| ⚠ | Do not disconnect the unit from the electric power if not conversely specified in the manuals. This could bring to problems like undesired humidity accumulation and even to mould creation. |
| ⚠ | Remember to clean every grid or valve at least every two years. |

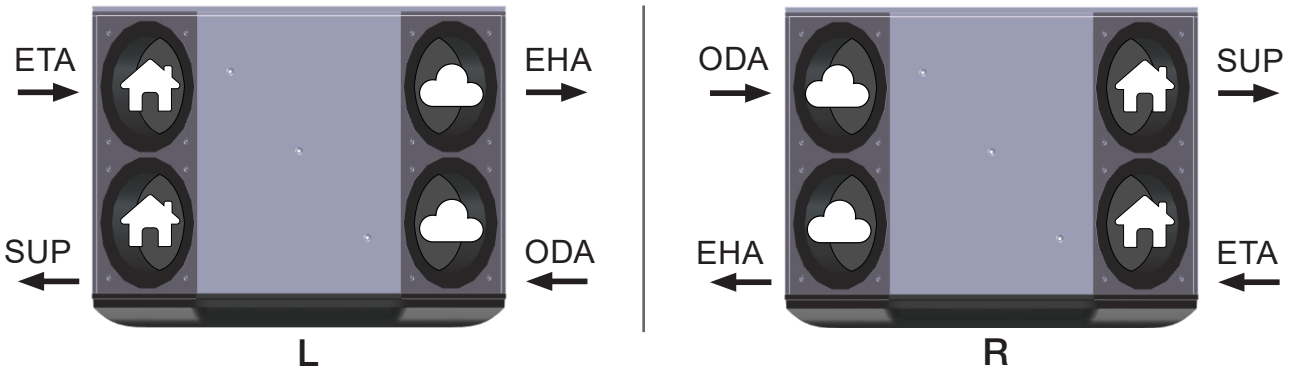
All these precautions will permit to have always a comfortable environment and a high air quality and they will contribute to preserve the unit from dirt, pollution and contamination.

# 4 Air duct connections

## Legend

| ACRONYM | MEANING |
|---|---|
| R | Right layout |
| L | Left layout |
| ODA | Outdoor air intake |
| SUP | Indoor supply air |
| ETA | Indoor air extraction |
| EHA | Outdoor air exhaust |

Consider the following schemes to connect the ducts:



## 5. Connection and commissioning: check and test - set-up (installer)

To initialize the product, proceed as follows:

| STEP | ACTION |
|---|---|
| 1 | Place the ComfoAir Q in its designed place. |
| 2 | Install the ComfoClime Q as explained in the ComfoClime installer manual. |
| 3 | Connect the main ducts to the upper part of the ComfoClime Q. |
| 4 | Connect the condensation drain to the drain network through an external wet siphon with open funnel (10cm guard), choosing the preferred side (see ComfoClime installer manual). |
| 5 | Connect the unit to the power supply: firstly the ComfoAir Q and secondly the ComfoClime Q. They switch on automatically. |
| 6 | Perform the ComfoAir Q commissioning following the instructions on its display (See ComfoAir Q installer manual). |

## 6. Normal maintenance and cleaning

It's strongly recommended to perform a proper maintenance and cleaning, following the messages appearing in the CAQ display (filters replacement); an accurate cleaning must be performed at least every 2 years by Zehnder service personnel.

It's mandatory that only authorized personnel can operate on the internal components of the unit.

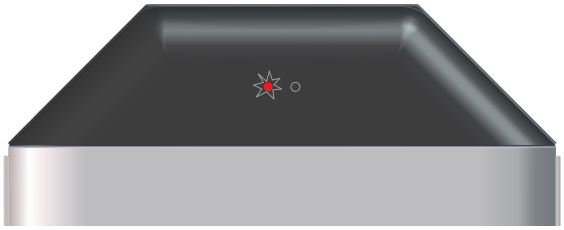
## 7. Warranty

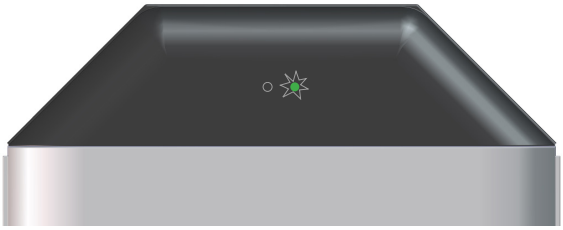
The product is covered by European warranty for a period of 2 years from the date of installation and test.

## 8. Front LEDs meaning

In the front panel there are two function LEDs:

- Left (multicolour LED):
  - RED permanent: heating mode.
  - BLU permanent: cooling mode.
  - YELLOW blinking: an error occurred. (see notifications on the app)
- Right (GREEN):
  - Fast blinking: ComfoNet BUS off.
  - Slow blinking: ComfoNet is connecting.
  - Permanent ON: ComfoNet properly connected and working.





## 9. Troubleshooting

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|---|---|
| | In case of problems or malfunctioning it is recommended not to intervene personally but contact the authorized service company or Zehnder hotline. |
| | Prior to contact the service assistance check the User Manual. |

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