

Installation Guide

Thermia Connect

For iTec, Atec, Legend & certain Diplomat models



Thermia AB is not liable or bound by warranty if these instructions are not adhered to during installation or service.

The English language is used for the original instructions.
Other languages are a translation of the original instructions.
(Directive 2006/42/EC)

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Table of Contents

1	Introduction	4
2	Important information/Safety instructions	5
	2.1 Safety precautions	5
	2.2 About the document	5
3	Installation	6
	3.1 Delivery content	6
	3.2 Physical setup and connections	7
4	Commissioning	11
5	FAQ	13
6	Notes	14



1 Introduction

Thermia Connect enables the user to externally monitor and adjust parameters that is used by the heat pump, to ensure a desired climate, and will also provide vital information in the case of any need for support. Make sure you have the Thermia Online app or the Thermia OnSite app(if applicable) installed before starting the installation and commissioning steps. The lowest permitted operating system for the apps are stated in the version information where the apps can be downloaded.

Note that pictures in this document does not represent every version of every heat pump, but covers connections to components needed to set up Thermia Connect.

Diplomat Inverter and **Diplomat Inverter Mini** are **NOT** supported by this version of Thermia Connect.

For questions regarding compatibility between Thermia Connect and firmware on the respective heat pump, please visit the support page on www.thermia.com.

2 Important information/Safety instructions

2.1 Safety precautions

Danger

Hazardous electrical voltage! The terminal blocks are live and may cause death through electric shock. All power supplies must be isolated before electrical installation is started.

Warning

Before making any electrical work, turn off the power supply connected to the heat pump.

Warning

Electrical installation may only be carried out by an authorized electrician and must follow applicable local and national regulations (IEC 60335-2-40).

Warning

Risk of personal injury! Children are not permitted to play with the product.

2.2 About the document

This manual is only intended for professional and trained installers and electricians with prior experience in installing heat pumps & accessories. Industrial standards, common practice and local regulations must always be followed, even if not explicitly stated in this document.

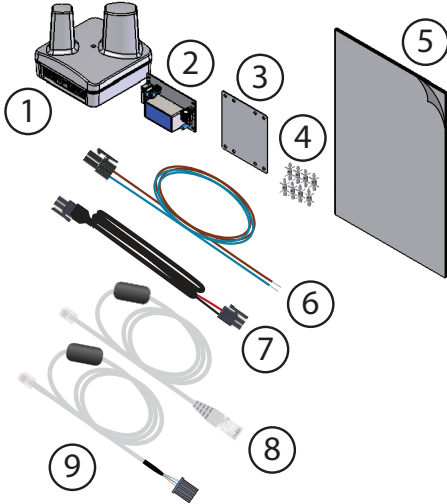
Thermia Connect complies to the Radio Equipment Directive (RED). More info and the certificate can be found here:

<https://www.thermia.com/declarations>

3 Installation

3.1 Delivery content

Delivery content for Legend, Diplomat, iTec & Atec:



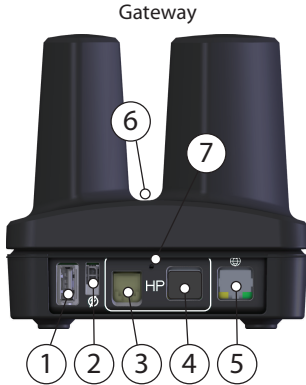
1. Gateway
2. Internal PSU (Power Supply Unit)
3. Mounting plate for PSU
4. PSU and mounting plate support
5. Documentation
6. 230V cable, **PSU, J100 to N, L1:1/217**
7. 12V cable, **PSU, J101 to Gateway, ⚡**
8. Communication cable, **I/O-card, 123/EXP-card, 210 to Gateway, HP** (iTec & Atec)
9. Communication cable, **I/O-card, EXT/EXP-card, EXT to Gateway, HP** (Legend & Diplomat)

3.2 Physical setup and connections

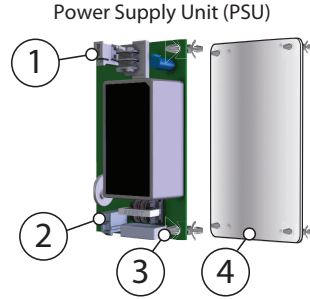
Before doing any work, make sure that the main power to the heat pump is turned off.

Make sure the gateway device is placed as far away as possible to pipes and other metal material on the top of the heat pump cabinet, to minimize interference to the signal.

Use the designated grommets in and on top of the cabinet for the cables.

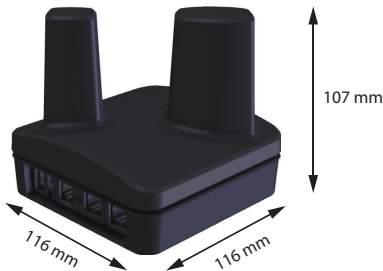


1. USB (N/A in this installation)
2. Power supply
3. Communication port (Legend, Diplomat, iTec & Atec)
4. Communication port (plugged and N/A in this installation)
5. Ethernet
6. LED
7. Reset button (Reset by using a paper clip, or similar, and hold the button for at least 10 seconds)



1. 12V power supply to gateway
2. 230V power supply from heat pump
3. Circuit board support (4pcs to hold the PSU, 4pcs to hold the plate to the electrical cabinet)
4. Mounting plate to hold the PSU to the cabinet, fitted according to holes in the electrical cabinet

Dimensions

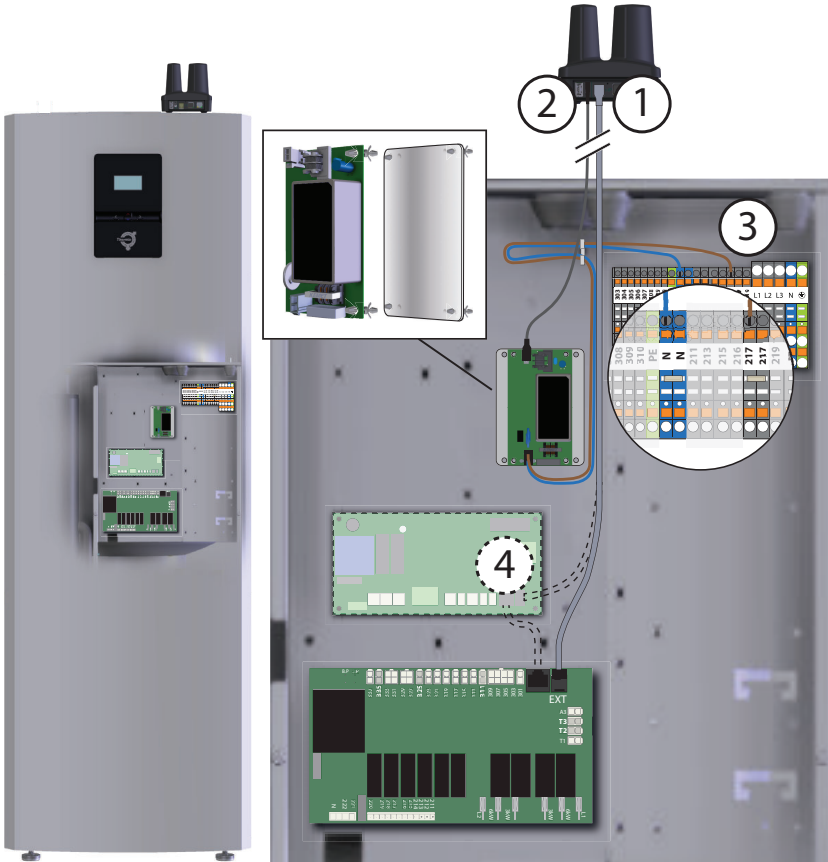


QR code placement



3.2.1 Legend

Overview electrical cabinet



1. Communication (I/O card to gateway)
2. 12V power supply (PSU to gateway)
3. 230V power supply, terminal to PSU (N & 217). The cable can be layed out as in the picture, and secured with the cable clamps.
4. *Communication (Expansion card to gateway).

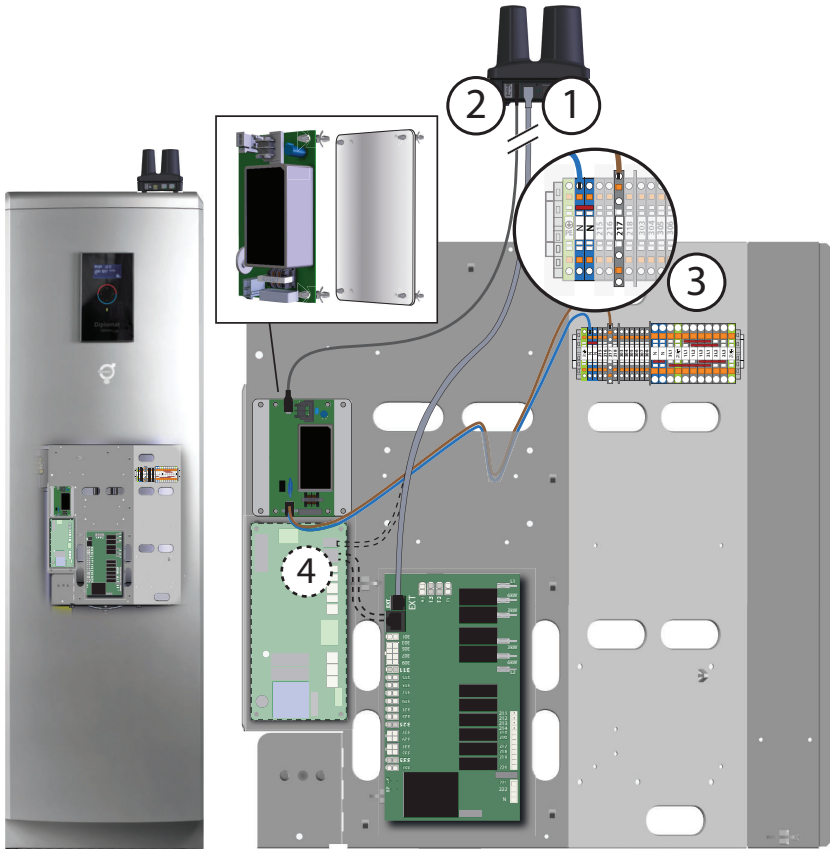
***NOTE 1:** If an expansion card is installed, the RJ12 communication cable going to the gateway must use the EXT output on the expansion card, instead of on the I/O card.

NOTE 2: If the heat pump is already using an internet connection with a DCM device, make sure to disconnect and remove it before starting the Thermia Connect installation.

NOTE 3: Avoid routing signal and power supply cables together, due to risk of signal interference.

3.2.2 Diplomat

Overview electrical cabinet



1. Communication (I/O card to gateway)
2. 12V power supply (PSU to gateway)
3. 230V power supply, terminal to PSU (N & 217). The cable can be layed out as in the picture.
4. *Communication (Expansion card to gateway).

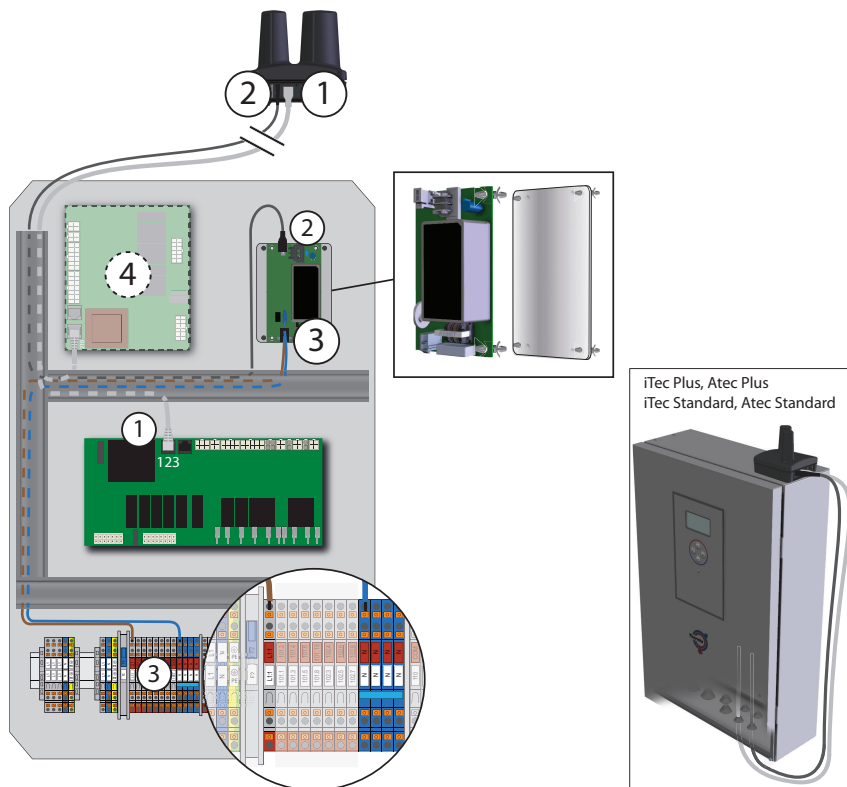
***NOTE 1:** If an expansion card is installed, the RJ12 communication cable going to the gateway must use the EXT output on the expansion card, instead of on the I/O card.

NOTE 2: If the heat pump is already using an internet connection with a DCM device, make sure to disconnect and remove it before starting the Thermia Connect installation.

NOTE 3: Avoid routing signal and power supply cables together, due to risk of signal interference.

3.2.3 iTec & Atec

Overview electrical cabinet



1. Communication (I/O card to gateway)
2. 12V power supply (PSU to gateway)
3. 230V power supply, terminal to PSU (N & L1:1)
4. *Communication (Expansion card to gateway).

NOTE 1: The communication cable has to be connected to port 123 on the I/O card. If port 123 is already occupied, move that cable to the adjacent port (122).

***NOTE 2:** If an expansion card is installed, the RJ12 communication cable going to the gateway must use port 210 on the expansion card, instead of on the I/O card.

NOTE 3: If the heat pump is already using an internet connection with a DCM device, make sure to disconnect and remove it before starting the Thermia Connect installation.

NOTE 4: Avoid routing signal and power supply cables together, due to risk of signal interference.

4 Commissioning

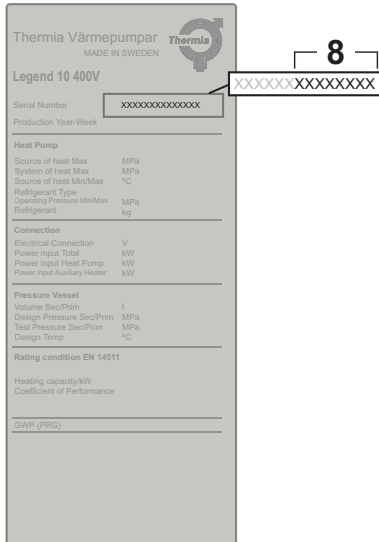
We recommend having the Thermia Online app or the Thermia OnSite app (if applicable) installed, to be able to make a complete installation, where the heat pump is fully accessible in the Thermia Online environment. The name and password to the end user's local network will be needed, as well as installer access to Thermia Online, to be able to add a new user profile for the end user.

When the gateway is powered on, and when everything is connected according to the instructions in this manual, wait a few minutes until Thermia Connect is ready to be commissioned.

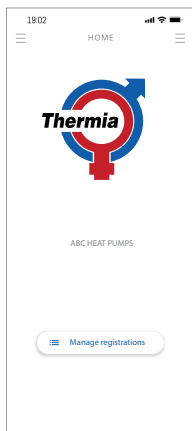
The LED on the gateway will start up with a white flashing sequence and then flash with a blue light when the onboarding process is ok to start. After the commissioning is done successfully, it will turn to a steady white light.

Follow the steps in the respective app and be aware that some steps require more waiting time than others, due to pairing and protocol packages. If there are issues that can't be resolved in the app, or by restarting the system, please first refer to the retailer, and second to Thermia support.

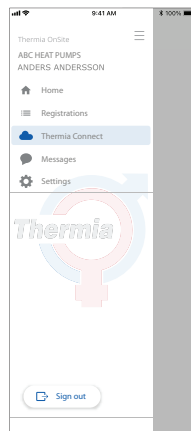
Make sure to have the serial number for the heat pump ready for the onboarding process. The serial number can be found either on the outside of the heat pump cabinet, or on the inside of the cabinet door. Use the last 8 numbers in the serial number, as shown in the picture below.



4.1 Commissioning with the Thermia OnSite app

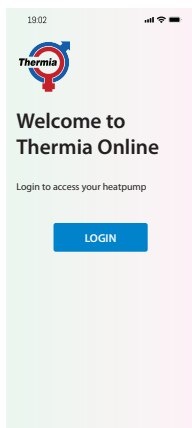


1. Start the Thermia OnSite app on your phone and press the symbol in the top left corner to open the menu.

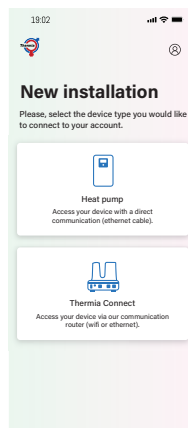


2. Press "Thermia Connect" to start setting up the connection to the heat pump.

4.2 Commissioning with the Thermia Online app



1. Start the Thermia Online app on your phone and press "LOGIN" to open the menu.



2. Press "Thermia Connect" to start setting up the connection to the heat pump.

5 FAQ

Q: What heat pumps are compatible with Thermia Connect?

A: Updated compatibility information available on www.thermia.com.

Q: What do the different LED colors on Thermia Connect mean?

A: **Blue** - blink when Thermia Connect's access point is enabled for local connection with mobile app Thermia Online or Thermia OnSite (if applicable). Starts approx. 1 min after power-up if not already onboarded and com-missioned to the heat pump.

A: **White** - blink when Thermia Connect is powered on and in progress to start. Lit static when in operation and working.

A: **Red** - indicating a fault.

Q: What do I do when Thermia Connect LED is red?

A: The fault may trigger a message in the Thermia Online or Thermia OnSite app, if this is the case, follow those instructions. Else, try to restart Thermia Connect by disconnecting the power cable and re-attaching it again. If the red light remains, contact Thermia support for help.

Q: What do I do if I don't know the local Wi-Fi name and password?

A: As an installer you can still finalize the commissioning, but for the heat pump to be connected to Wi-Fi, you need to inform the customer to complete the connection by following the steps in Thermia Online app and there add the Thermia Connect to their account and fill in the Wi-Fi credentials.

Q: What is a factory reset?

A: The physical reset button on Thermia Connect is used for forcing reboot and issue a factory reset of the device. A factory reset removes all commissioning and customer specific data in the device.

Q: How do I do a factory reset?

A: The button is located as indicated in the picture in chapter 3.2 of this installation guide. Reset by using a paper clip, or similar, and press gently straight in and hold for at least 10 seconds. A rapid red blinking will indicate that you press correctly, yellow blinking will then indicate that factory reset is entered and when done, a blue light will blink 3 times. Now remove the pressure and wait for the device to restart.

Q: Where do I turn for support?

A: Contact your retailer or Thermia support.



