



USER MANUAL

GROUND SOURCE HEAT PUMPS **IGLU Aleut**



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Correct Disposal of This Product
(Waste Electrical & Electronic Equipment)



(Applicable in countries with separate collection systems)

This marking on the product, accessories or literature indicates that the product and its electronic accessories should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

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1.About this document

1.1 Introduction

Thank you for purchasing an IGLU Aleut heat pump!

Our team hopes you will be satisfied with your new device and enjoy efficient heating, cooling, and domestic hot water production.

In this manual, you will find information on how to properly use and maintain your ground source heat pump. Please keep this manual in a safe place for future reference.

IGLU heat pumps are designed and configured individually for each facility to ensure maximum efficiency in heating, cooling, and hot water preparation. Depending on the heat pump model and system layout, the system can:

- Heat indoor spaces
- Cool indoor spaces
- Produce domestic hot water

IGLU heat pumps are equipped with an intuitive control system that allows you to manage heat pump functions, adjust individual settings, and quickly identify or resolve faults. The device can also be controlled remotely via the IGLU Home Next mobile application — simply download the user-friendly app to get started.

It is important to follow all safety requirements described in this manual to prevent injuries and ensure long-term, reliable operation of the device.

1.2 Purpose

Ground source heating is an alternative building heating system that uses free, underground heat. With the help of a ground-to-water heat pump, this ground source energy is extracted and used for heating, cooling and hot water preparation in buildings.

Advantages of IGLU Aleut heat pumps

- Uses inexhaustible and ecological underground energy
- Next-generation technologies and solutions ensure maximum efficiency and minimum cost
- One device performs three functions – room heating, cooling and hot water preparation
- Comfort at home can be controlled from anywhere in the world

1.3 How does a ground source heat pump works?

The principle of operation of a ground source heat pump is similar to that of a refrigerator. Only in this case cold output is directed outdoor or into soil, and the heat to the household.

The liquid (glycol) circulating in the outdoor circuit is heated by the heat accumulated in the ground, lake or groundwater. As it flows through the heat pump, the liquid enters another closed system. It contains a coolant called freon (refrigerant), which turns into gas at very low temperatures. The high-pressure compressor greatly increases the temperature of the gaseous freon. The condenser supplies heat to the home heating system and at the same time the freon becomes liquid again, ready to transform into gas again and store more thermal energy

1.4 Environmental protection

Environmental protection is a priority of IGLU TECH UAB. Product quality, cost-efficiency and environmental protection are equally important to us. Therefore, we strictly adhere to environmental requirements. In order to protect the environment and take into account financial possibilities, we use the best technologies and materials in our production.

Packaging. When designing packaging, we take into account the countries' local waste recycling systems, which ensure optimal reuse. All packaging materials are environmentally friendly and recyclable.

Disposal. Obsolete devices contain recyclable materials. The structural elements can be easily disassembled. The structural elements must be sorted for processing and recycling.

Glycol (antifreeze mixture) should not be discarded into the drains. Collect glycol and dispose of properly in accordance with applicable regulations, standards and directives.

1.5 Liability

The manufacturer shall not be liable for damage caused by improper use or installation of the heat pump. The manufacturer's liability shall also not apply:

- If work has been performed that differs from the specifications in these operating instructions.
- If work has been carried out on the equipment which is not described in this manual, or which has not been approved in writing by the manufacturer.
- If the equipment or its components have been modified, altered, or removed without the written consent of the manufacturer.

If the heat pump does not operate in proper conditions or is not used properly, the present rules and requirements are not followed or the checks are not performed, the manufacturer shall not bear liability for the operation of the product. The heat pump operator must take precautions to prevent accidents and injuries to bystanders. The user is responsible for the safety of the heating system and

compliance with environmental protection requirements.

If a fault is detected, it is necessary to react promptly, within a reasonable time and as provided in this user manual, because failure to rectify a fault in a timely manner may result in other faults or damage.

If the fault or other actions were carried out by an unqualified worker and in prejudice to the rules, the manufacturer cannot be held liable for the consequences and the warranty obligations may no longer apply.

The warranty does not apply to normal wear and tear, external damage due to improper maintenance or negligence.

1.6 Warranty

The product is covered by an IGLU TECH manufacturer's warranty.

To maintain warranty coverage, it is essential that the product is installed, operated, and maintained strictly in accordance with the instructions and requirements provided in this manual. Failure to comply with these instructions — including improper installation, unauthorized modifications, use of non-approved components, or lack of maintenance — will void the warranty.

Details regarding the warranty and post-warranty periods, including all applicable terms and conditions, are provided in the purchase documents.

1.7 Concepts and symbols

DHW tank (cylinder) – a storage tank used to heat and store domestic hot water.

DHW (Domestic Hot Water) – water prepared for everyday household use (bathing, washing, cooking).

Thermal disinfection (thermal shock) is a process in which the temperature of hot water in a DHW tank is raised to at least 65°C and maintained for at least 1 hour. Thermal disinfection is used to prevent legionellosis, i.e., to kill bacteria of the genus Legionella.

Active cooling – cooling produced using the heat pump's compressor, similar to traditional air conditioning operation.

Passive cooling – cooling achieved without using the compressor, used in ground-source heat pump systems by transferring natural ground temperature to the building.

The backup heater- The backup heater is an electric element that activates only to reach the higher temperature needed for hot water preparation or to provide emergency heating if the compressor cannot operate.



We recommend not to disconnect, modify, or disable the backup heater or its wiring. Doing so may result in loss of domestic hot water, insufficient heating capacity, or failure of emergency heating functions.

Heating water is a liquid harmless to the environment and health that is used to fill the indoor part of the heating system (internal circuit).

System supply temperature – the temperature of the heating water supplied from the heat pump to the heating system (internal circuit).

System return temperature– the temperature of the water returning from the heating system back to the heat pump.

Cooling supply temperature – the temperature of the coolant supplied from the heat pump to the cooling distribution system.

Compressor – the main component of the heat pump that circulates the refrigerant and increases its pressure and temperature, enabling the transfer of heat.

Glycol (heat carrier) – antifreeze that is used to fill up the heating system (outdoor circuit).

Outdoor circuit - is a part of a ground source heating/cooling system located in the ground for the collection/transmission of underground thermal energy. It can be horizontal or vertical (geothermal wells).

Glycol Supply Temperature - the temperature of the glycol (heat carrier) delivered from the outdoor circuit to the heat pump for heat exchange.

Glycol Return Temperature - the temperature of the glycol returning from the heat pump back to the outdoor circuit after heat exchange has taken place.

Heating mode – operating mode in which the heat pump provides heating to the building.

Cooling mode – operating mode in which the heat pump provides cooling to the building.

Hysteresis – a temperature difference used to prevent frequent switching on and off of the heat pump.

COP – coefficient of performance. The instantaneous ratio of thermal energy produced to electricity consumed to produce that heat.

SCOP – seasonal coefficient of performance.

Electricity consumption – electricity consumption during the operation of the heat pump.

Thermal energy produced – heat energy produced during the operation of a heat pump.

1.8 Display of energy consumption, energy yields and efficiencies.

The product, the system control and the app show approximate values for energy consumption, energy yields and efficiencies, which are extrapolated based on calculation algorithms. The values that are displayed in the app may differ from the other display options due to staggered transfer intervals. The determined values depend on:

- Installation and system of heating installation
- User behaviour
- Seasonal weather effects
- Various tolerances of unit-internal components

The recording of the values only includes the product in the factory-delivered condition. Supplementary accessories, even if they are installed on the product, as well as any other components in the heating

system and other external consumers, are not part of data recording. Deviations between the determined values and the actual values may be significant. The determined values are therefore not suitable for creating or comparing energy billing, for example.

2. General Safety Precautions

2.1 Important information



The safety requirements are intended to protect consumers and ensure the long-term operation of the heat pump. By purchasing the device, users confirm that they undertake to use it in accordance with the manufacturer's requirements and rules. Users involved in the operation of the heat pump must be familiar with and comply with all safety requirements.



This manual contains critical safety instructions for the installation, operation, and maintenance of the IGLU Heat Pumps. These instructions must be followed exactly to ensure safe and correct operation.

Installation and servicing of the IGLU Heat pumps must be performed only by IGLU TECH Certified Installers. The unit involves pressurized refrigerants and high-voltage components, requiring qualified technical expertise.

IGLU TECH assumes no liability for injury, equipment damage, or property loss caused by unauthorized servicing or failure to follow the instructions provided. All warnings and cautions included in this manual must be strictly observed.

Product specifications

All specifications and descriptions in this document are accurate as of the time of printing. However, because IGLU TECH is committed to continuous improvement, we may make product modifications at any time.

The images in this document are for demonstration purposes only. Product details may vary slightly depending on the version and region.

Errors or omissions

If you notice any inaccuracies or omissions in this manual, please email us at: info@iglutech.eu

Meaning of warnings and symbols

Symbol / Label	Meaning
	WARNING: indicates a hazardous situation which, if not avoided, could result in injury or death.
	CAUTION: indicates a hazardous situation which, if not avoided, could result in minor injury or damage to the equipment.
	NOTE: indicate an important step or tip that leads to the best results but is not safety or damage related
	REFER TO OPERATING INSTRUCTIONS: indicates that the user should refer to operating or installation instructions before proceeding
	RISK OF ELECTRIC SHOCK: indicates components that present the risk of electrical shock.
	WARNING: FLAMMABLE MATERIAL



WARNING

Only a qualified person may transport, install, start-up, connect, activate and maintain the heat

2.2 Safety precautions

The device is safe to use as intended. The construction and design of the device comply with all safety regulations. Prior to starting work, any person involved must read and be familiarised with the operating instructions. This also applies if the person concerned has already worked on such or similar equipment or has been trained by the manufacturer. Any person carrying out installation work must meet the health and safety requirements. This is especially true when using personal protective equipment.

- Read the documentation carefully before operating the user interface to ensure the best possible performance.
- Request the installer to inform you about the settings that he used to configure your system.
- If you are not sure how to operate the unit, contact your installer or IGLU TECH service team.
- Keep the documentation for future reference.
- This appliance can be used by children aged 8 years and above, and by persons with reduced physical, sensory or mental capabilities or lack of experience or knowledge, provided that they are supervised or have been instructed in the safe use of the appliance and understand the hazards involved. Cleaning and user maintenance must not be carried out by children, except under adult supervision.
- Children are not permitted to play with the product.
- Observe the safety signs on outdoor and indoor units.

- The front of the indoor and outdoor unit must only be opened by qualified installers.
- Do not use the indoor unit for any other purpose than what it is intended for.
- Only qualified installers may install, operate and carry out maintenance and repair work on the indoor unit.
- The electrical connection may only be installed by a qualified electrician. Prior to opening the device, disconnect the system from the power supply and prevent it from being switched on again.
- Only qualified refrigeration technicians may work on the outdoor unit refrigerant circuit.
- Work on the device and its components may only be carried out by qualified specialists (heating, refrigeration, coolant technicians and electricians).
- Do not repair heat pump by yourself, it may cause electric shock or damage
- The appliance shall be stored so as to prevent mechanical damage and in a well-ventilated room without continuously operating ignition sources (example: open flames, an operating gas appliance or an operating electric heater)
- Do not rinse the unit.
- Do not operate the unit with wet hands.
- Do not place any objects containing water on the unit.
- Do not place any objects or equipment on top of the unit.
- Do not sit, climb or stand on the unit.
- Do not pierce or burn.

2.3 Selection of the installation place

- When choosing the place of installation of the heat pump, mind that the heat pump produces a certain level of noise (see, "Technical data according to European Commission Regulation No 813/2013").
- The device must be mounted on a flat and stationary surface with a permissible load of at least 300 kg/m². Minor surface irregularities can be compensated by adjusting the feet of the device.
- The ambient temperature near the heat pump must be between 10°C and 35°C, and the relative humidity must not exceed 80%.
- There must be no aggressive chemicals in the environment.
- The heat pump should not be installed close to walls; the front of the unit should always be accessible.
- A drainage system must be provided in the room where the unit is installed.
- Please take note and adhere to the applicable local standards, guidelines, and regulations, particularly concerning the minimum required volume based on the refrigerant capacity of the heat pump system (EN 378-1).

Refrigerant	Limit
R 410 A	0,44 kg/m ³

$$\text{Minimum room volume} = \frac{\text{Refrigerant capacity [kg]}}{\text{Limit [kg/m}^3\text{]}}$$

2.4 Energy saving tips

Tips about room temperature

- Make sure the desired room temperature is NEVER too high (in heating mode) or too low (in cooling mode), but ALWAYS according to your actual needs. Each saved degree can save up to 6% of heating/cooling costs.
- Do NOT increase/decrease the desired room temperature to speed up space heating/cooling. The space will NOT heat up/cool down faster.
- When your system layout contains slow heat emitters (example: underfloor heating), avoid large fluctuation of the desired room temperature and do NOT let the room temperature drop too low/ rise too high. It will take more time and energy to heat up/cool down the room again.
- If you are leaving the house for longer periods: It is recommend to enable working mode "Away", which keeps indoor temperature at 14 °C and disables hot water preparation, to save energy.

Tips about DHW tank temperature

- Use a weekly schedule for your regular domestic hot water needs (available only in the "Production by Schedule" mode).
- Make sure the desired DHW tank temperature is not unnecessarily high. Tip: After installation, try lowering the DHW tank temperature by 1 °C each day and check whether you still have enough hot water.
- **Schedule** the domestic hot water preparation only during periods when hot water is needed, for example in the morning and evening.
- Please note that for **IGLU Aleut** models domestic hot water temperatures from **50 °C to 65 °C** are achieved with the help of the **backup heater**, which results in higher energy consumption.

2.5 Product packaging and transportation

IMPORTANT! After purchasing a heat pump:

- Inspect the delivered product for external damage incurred during delivery;
- In the event of delivery defects, submit a claim to the company that sold the device immediately.

The heat pump may only be transported and stored in an upright position. The device can only be temporarily tilted, not laid down. The device can be stored at a temperature no lower than -10°C.

2.6 Customer recommendation

Functional check. We recommend that you check the functioning of the device regularly, at least once a year*. Contact us for functionality check by e-mail service@iglutech.eu

In case of failure

If the illuminated IGLU logo on the front panel or the IGLU Home Next mobile application reports system errors, please contact us immediately and report any error by specifying:

- Date of purchase of the device;
- Error that occurred;
- Environmental conditions (indoor and hot water tank temperature).

You can register the heat pump failure using “Iglu Home Next” mobile application.

In case of failure please contact with nearest Iglu Tech equipment distributor.

Logo illumination

The IGLU ground source heat pump has an illuminated IGLU logo on the front panel. The logo can be illuminated in three different colours – blue, yellow or red. Each of them has a corresponding meaning:

- **Blue** – heat pump on, normal operation;
- **Yellow** – warning about non-critical failure of the heat pump or slight deviation of parameters from the norm; the heat pump continues to operate, but it is necessary to react promptly, within a reasonable period of time;
- **Red** – heat pump failure, operation is stopped.

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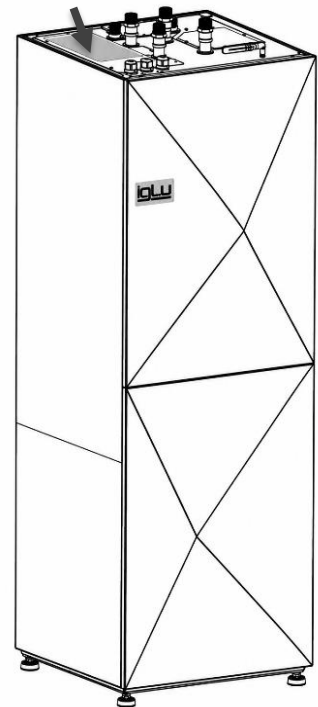
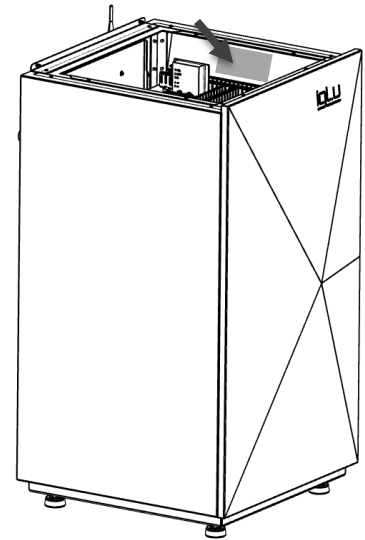
iglu

iglu



2.7 The sequence of IGLU TECH products configuration

X1 – IGLU Aleut/IGLU Aleut WT/IGLU Aleut I/IGLU Aleut WTI – AL;
 X1 – IGLU ALEUT WTI (598x674x1876) – AS;
 X1 – IGLU Inuit /IGLU Inuit WT – IN;
 X1 – IGLU Inuit WT (598x674x1876) – IS;
 X1 – IGLU Max – MA;
 X1 – IGLU Inuit Mono/IGLU Inuit Mono WT – MB;
 X2 – Capacity of pump – 5/7/9... kW;
 X3 – Kind of compressor (I – inverter/F – fixed speed);
 X4 – Water tank – (W);
 X5 – Active cooling – (A);
 X6 – Passive cooling – (P);
 X7 – Construction – Split (S);
 X8 – Unit location – Inside/Outside, (I/O);
 X9 – Energy supply:
 Sr - single phase 1P 230 V;
 Tr - triple phase 3P 400V;
 Sn – single phase to north 2P 230 V;
 Tn – triple phase to north 3P 230 V;
 X10 – Agent (R 410A – a; R 407C – b; R32 – c; R 290– d);
 N – not applicable;



Product label with the serial number and QR code

The serial number and QR code of the IGLU Aleut heat pump are located:

- On the top of the unit (Aleut WTI model)
- Inside the unit, accessible after removing the top panel (Aleut I model)
- On the packaging box (Aleut WTI and Aleut I models)

An example of the full code of a specific heat pump model:

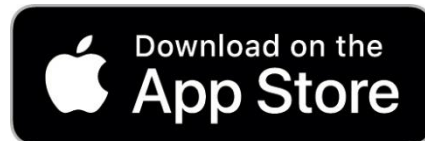
X1	X2	X3	X4	X5	X6	X7	X8	X9	X10
AS	007	I	W	N	P	N	N	Sr	a

3. IGLU Home Next mobile application



IGLU ground source heat pumps are controlled via the **IGLU Home Next** app. It allows to control the device and monitor the operating parameters of the heating system, electricity consumption, thermal energy produced and instantaneous or seasonal coefficient of performance in real time.

Download and install the IGLU Home Next app



You can also download the app by scanning the QR codes (below);

Google Play	App Store
	



NOTE

The **IGLU Home Next** application is supported by the latest versions of iOS and Android OS and might not work properly with some older mobile phone models or OS versions.

3.1 Getting Started: Registration

Use this section the very first time you open the app to create your account, or anytime you need to log in.

Creating the new account

1. When you open the **IGLU Home Next** app, for the first time you need to create an account by clicking **"Create account"** or if you already have an account, see **3.2 Log in** to an existing account.
2. When you press **"Create account"** button you are redirected to **"Sign up"** window, where you have to:
 - Enter your email address;
 - Read the [Privacy Policy](#) and [Terms & Conditions](#) and indicate that you agree to the terms specified;
 - Click **"Create account"**
3. On the opened new account window, the following information should be provided
 - First name;
 - Last name;
 - Phone number;
 - Create password;
 - Repeat password

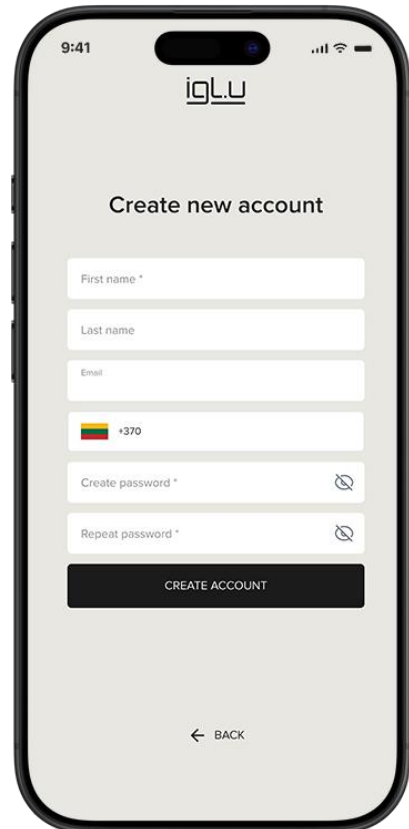
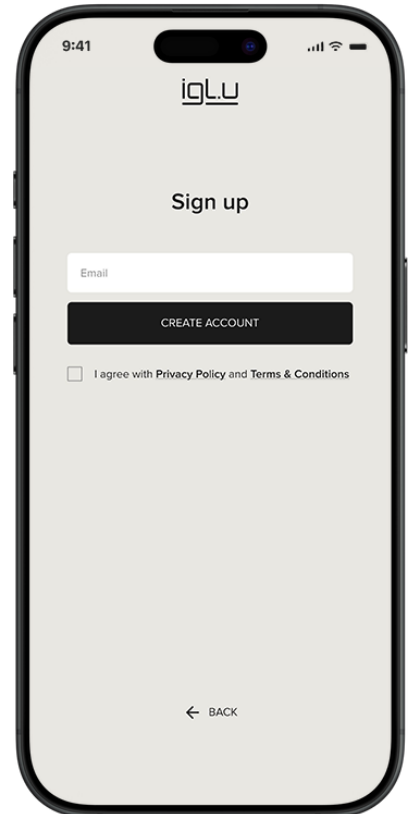
Note: Ensure your password meets the requirements:

- Contains at least one number
- Contains at least one uppercase (capital) letter
- Contains at least one symbol (for example: ! @ # \$ %)
- Contains at least 6 characters

To continue the registration, click the button (**"Create account"**):

4. Check your email inbox for a verification message sent to the address you provided. Open the email and follow the instructions to confirm your account.

Note: If you don't see the verification email within a few minutes, check Spam/Junk. If needed, return to the app and choose [Resend email](#), or verify that your email address was entered correctly.



3.2 Log in

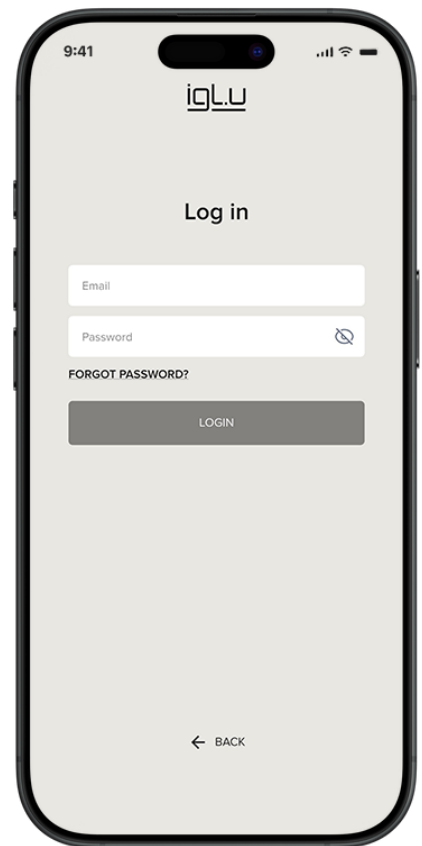
In order to login to already existing account enter the following information

- E-mail address;
- Password;

Log in by clicking the button **"Login"**

If you forgot your password, click **"Forgot password"**.
Enter your email and follow further instruction to reset the password:

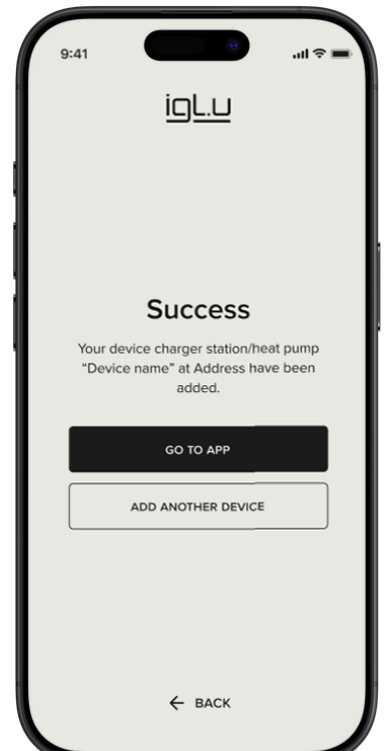
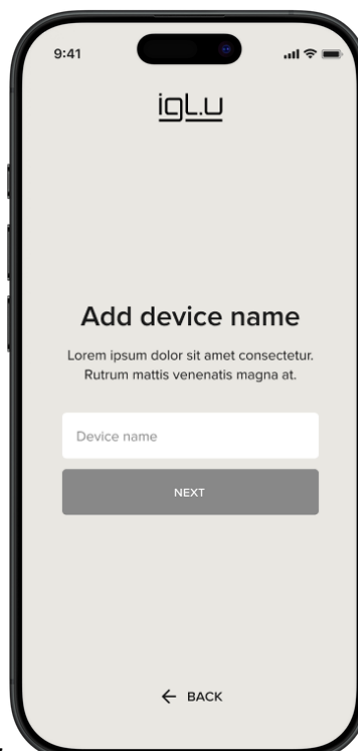
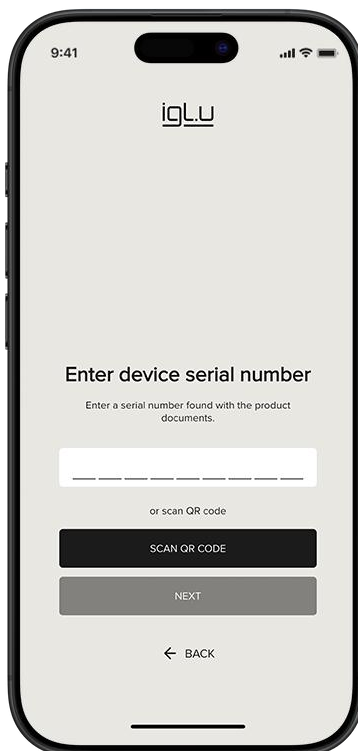
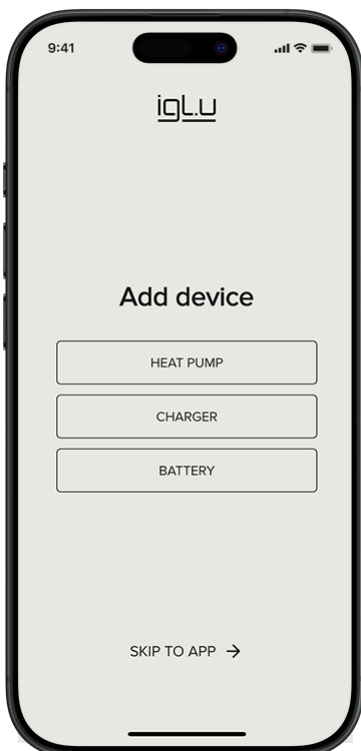
- Enter your e-mail address of your account.
- A link will be sent to your e-mail to reset the password
- Press the link to create a new password.
- Log in to your account with newly created password.



3.3 Adding a new Device

Upon successful registration, you will be directed to the: **"Add device"** window, where you need to:

- Choose the device you wish to add;
- Enter the device serial number or scan the QR code. This information is located on the product label attached to the indoor unit.
- Add device name;
- Click **"Go to app"**



3.4 Device Connection

The Device Connection feature allows you to connect your Heat Pump system to your home Wi-Fi network through the **IGLU Home Next** application. This connection enables remote monitoring and control of your system from anywhere using your smartphone or tablet.

To connect your Heat Pump to Wi-Fi:

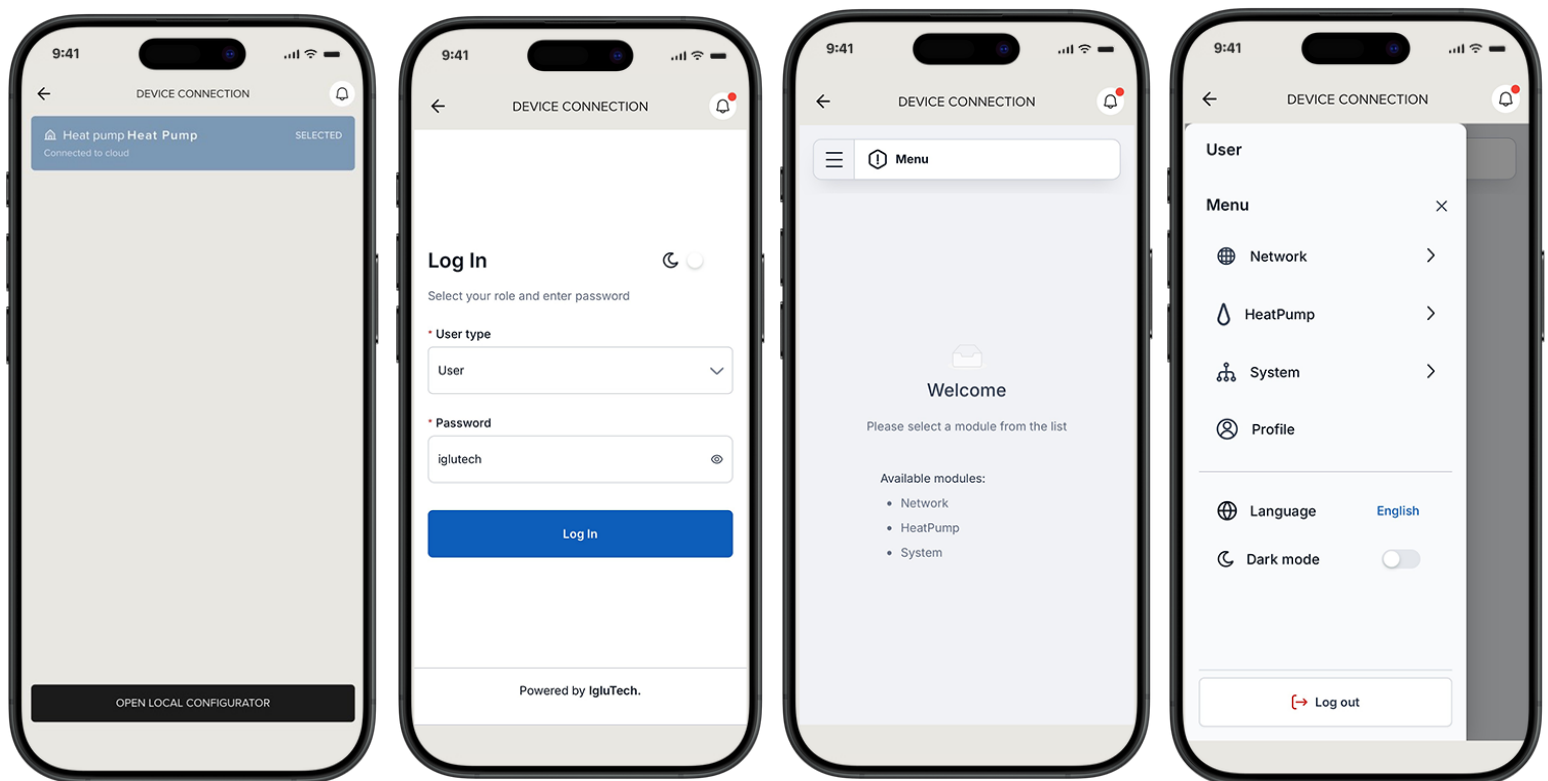
- Go the **Settings** menu on the application and choose **"Device Connection"**
- Choose the heat pump you want to connect to.
- Click **"Open local configurator"**
- A login window will open. Log in to the IGLU Local Configurator using the following credentials:

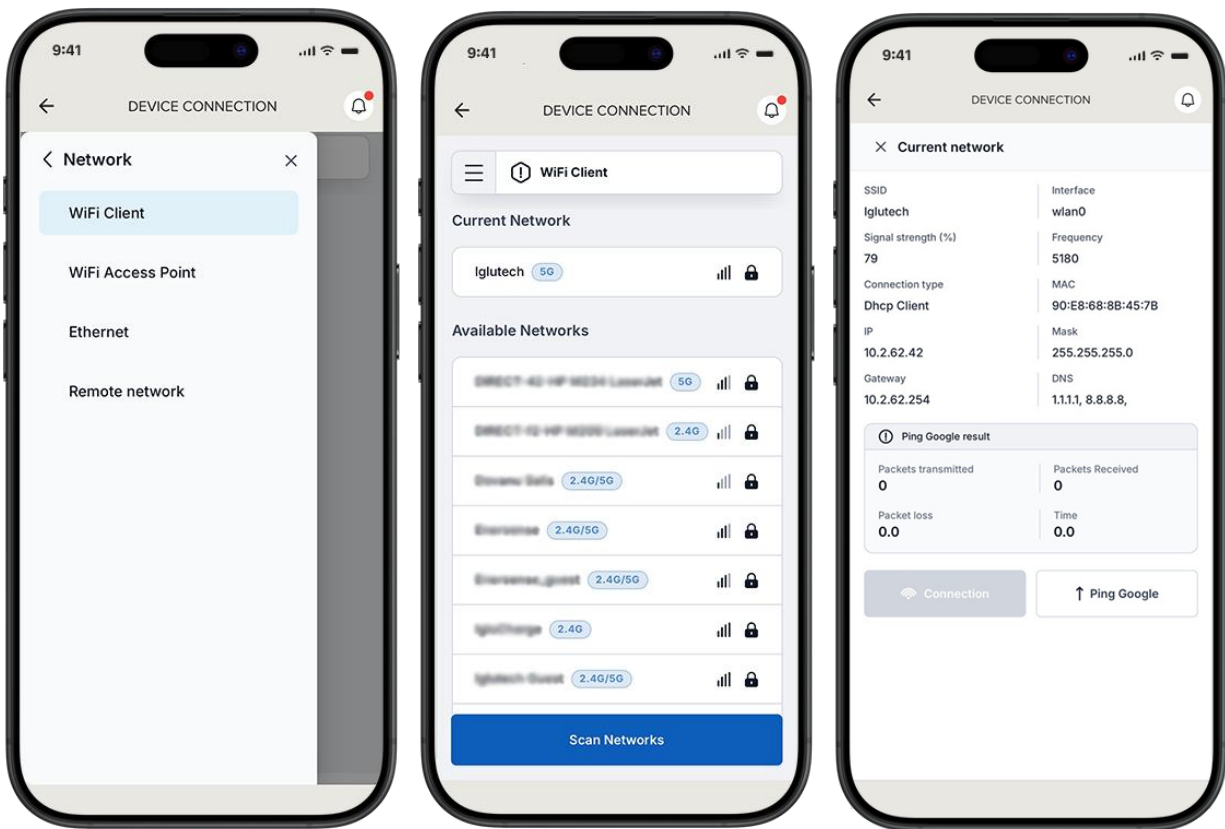
User type: User

Password: iglutech

NOTE: When logging in to the IGLU Local Configurator for the first time using the default password, navigate to the **Settings** menu in the Local Configurator, click **"Profile"**, and change the default password to a password of your choice

- From the left-hand menu, select the **"Network"**, then choose **"Wi-Fi Client"**.
- Scan for available Wi-Fi networks or select your network from the list.
- Enter your Wi-Fi password and click **"connect"**
- Once the connection has been successfully established, your Wi-Fi network will be displayed as the **"Current Network"**. Double-tap your current network and perform the **"Ping Google"** test to check the quality of your network connection.





NOTE

When connecting the heat pump to Wi-Fi, make sure your mobile device is connected to the same Wi-Fi network that you want to connect the heat pump to.

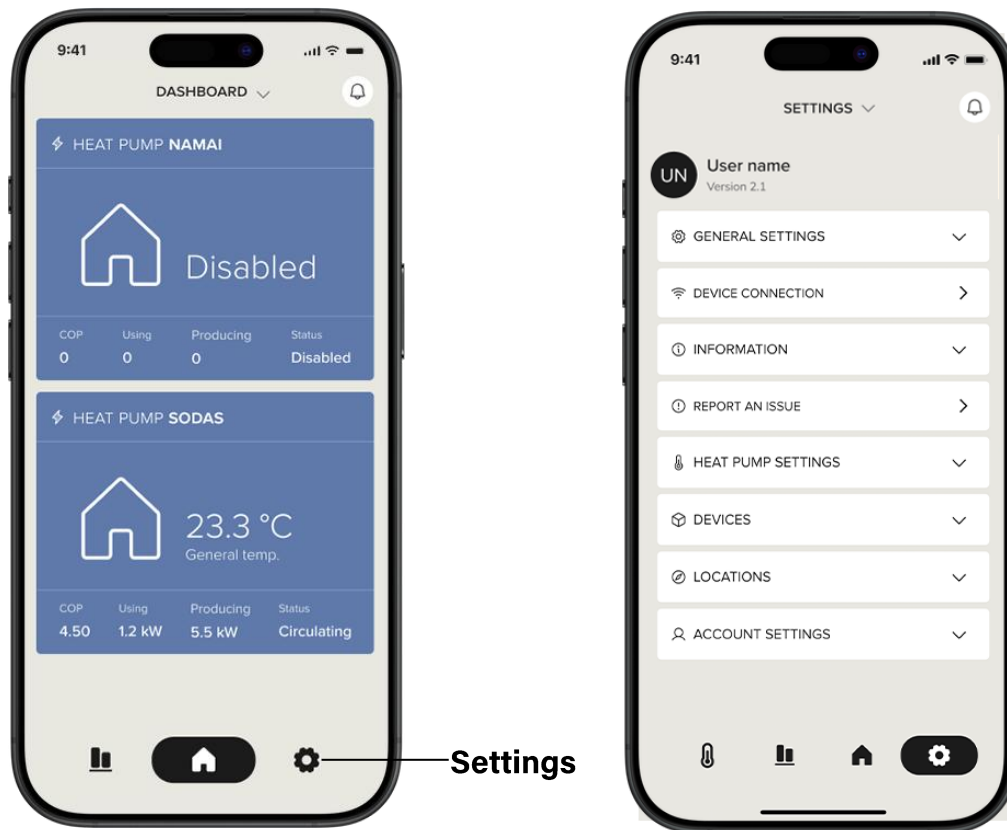
NOTE

Other functions available in the IGLU Local Configurator are intended for use with the assistance of the IGLU Technical Support team. If you experience any issues or require additional assistance, contact your installer or IGLU Technical Support.

NOTE

If you need to change the Wi-Fi network for your heat pump (for example, after changing your router), you will need to reconnect it to the new Wi-Fi network by following the same steps described above.

4. Settings & Preferences



In the main application window click on the settings icon on the bottom bar, which will take you to the “**SETINGS**” window, where you will see the sections:

- **General settings** - to define whether notifications, warnings, alerts you want to make an active or disabled; and change the language of the app.
- **Device connection**- allows you to connect your heat pump system to your home Wi-Fi network through the **IGLU Home Next** application. This connection enables remote monitoring and control of your system from anywhere using your smartphone or tablet.
- **Information** - to reach an information such as the user manuals in PDF or reach the IGLU TECH website by hyperlink;
- **Report an issue** - To report an issue to the IGLU TECH Service Team, select the appropriate issue category (General, Device Problems, or App Problems), attach a screenshot, and provide a description of the problem.
- **Heat pump settings** - to conduct the parameters changes of your heat pump.
- **Devices** - To add device information (model, serial number, name), change the name of the currently selected device, move the device to a chosen location, or delete the device from the app.
- **Locations**-The Location feature allows you to organize and manage devices by grouping them into physical or logical areas, and to invite other users to access and control devices within that location
- **Account settings** - to make changes in profile, log out, or delete an account

4.1 App Navigation & Layout

When you log in, the main application window displays the following information

- Notifications;
- Current room temperature;
- Water temperature;
- Other devices that are connected.

In the real - time information bar, you will see:

- The amount of electricity being used (kW)
- The amount of heat energy being produced (kW)
- The current system status
- The Coefficient of Performance (COP) – the ratio of heat energy produced to the electricity consumed to generate that heat



4.2 Energy Statistics

The Statistics section allows you to monitor your heat pump's performance over different time periods — daily, weekly, monthly, or yearly. You can view how much electricity (kW) has been consumed and how much heat energy (kW) has been produced.

To access this section, tap the Statistics icon in the main application window. A pop-up window will appear, allowing you to select the desired time range and view detailed performance data.

You can switch between modes such as **Water Heating** or **Home Heating**, to view their individual statistics.

By tapping and holding on one of the statistics bar, you can view detailed information for that specific time point:

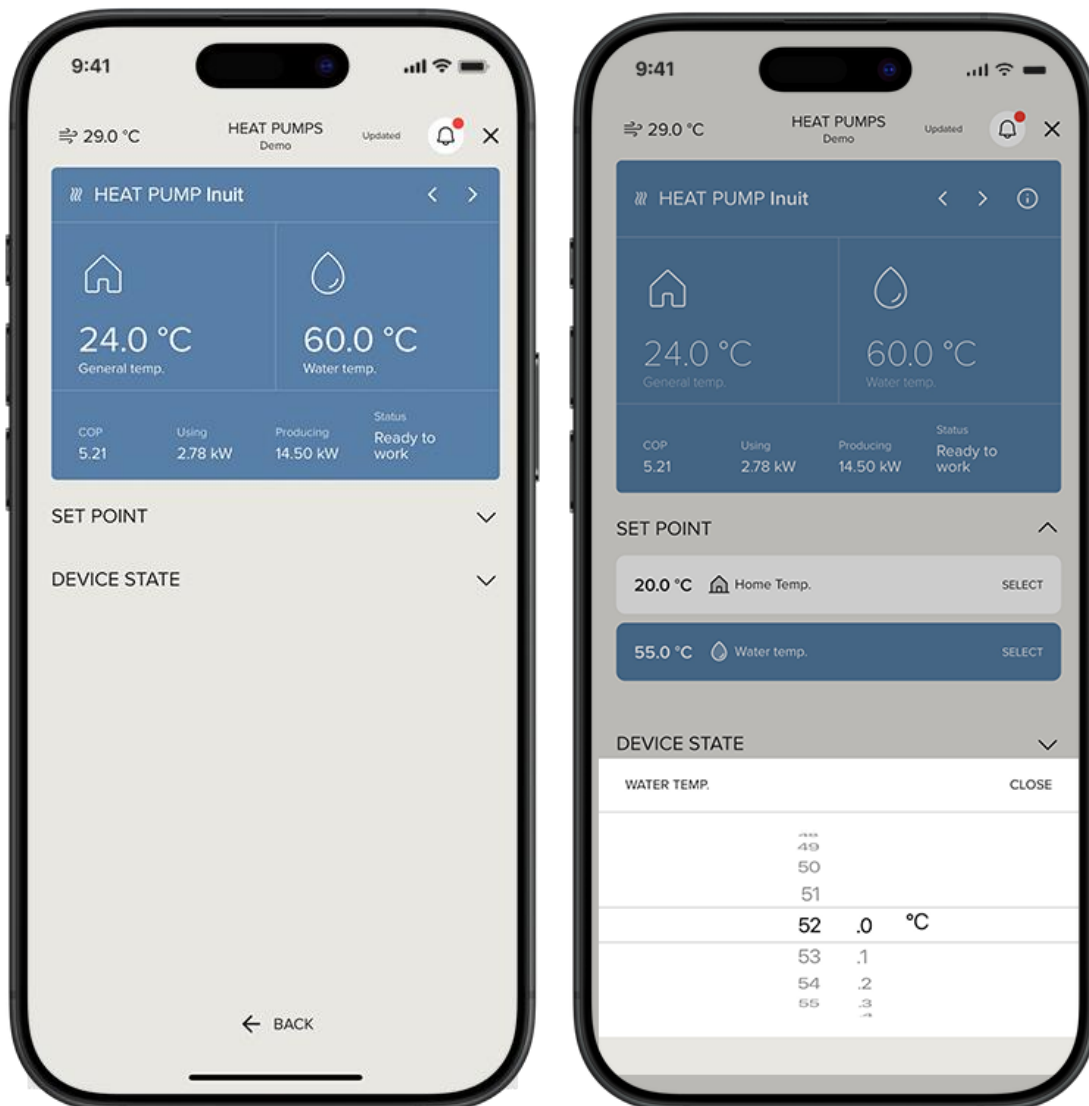
- In **Daily** view — data for a specific hour.
- In **Weekly** view — data for a specific day of the week.
- In **Monthly** view — data for a specific week.
- In **Yearly** view — data for a specific month.



4.3 Temperature Control and System Status

In the main application window, you can set the desired room air and hot water temperatures. Follow these steps:

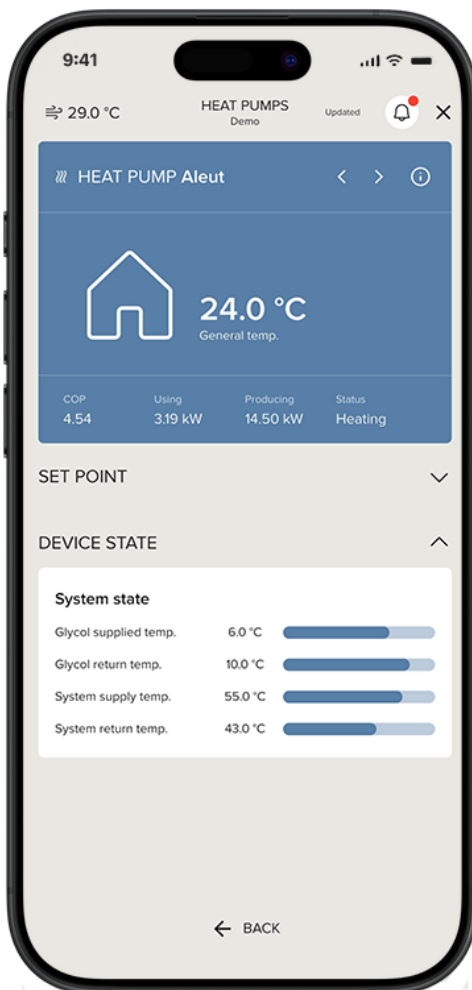
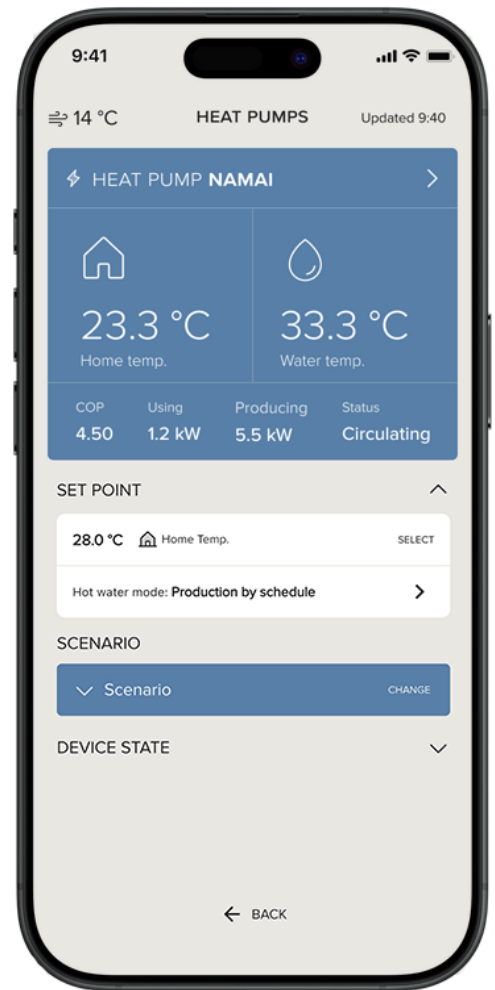
- Click on the heat pump from main application window for which you want to define or change the temperature settings.
- After selecting the heat pump, click „**Set point**“, then choose the parameter you want to adjust (Home temperature or hot water temperature). The active function will turn blue.
- Swipe up or down to increase or decrease the room or hot water temperature.
- To confirm and lock the setting, tap the desired value and click “**close**”



Important notes about hot water temperatures settings visibility and modes in main application window:

- If you have set Hot water mode to “Disabled”, the “Water temp” field will not be visible in the Set Point menu.
- If you have set Hot water mode to “Normal” or “Comfort”, the “Water temp” field will be visible and adjustable.
- If you have set Hot water mode to “Production by schedule”, the app will display your active schedule, and provide a link to modify it, and additional field “ scenario” appears where you can change your scenario.

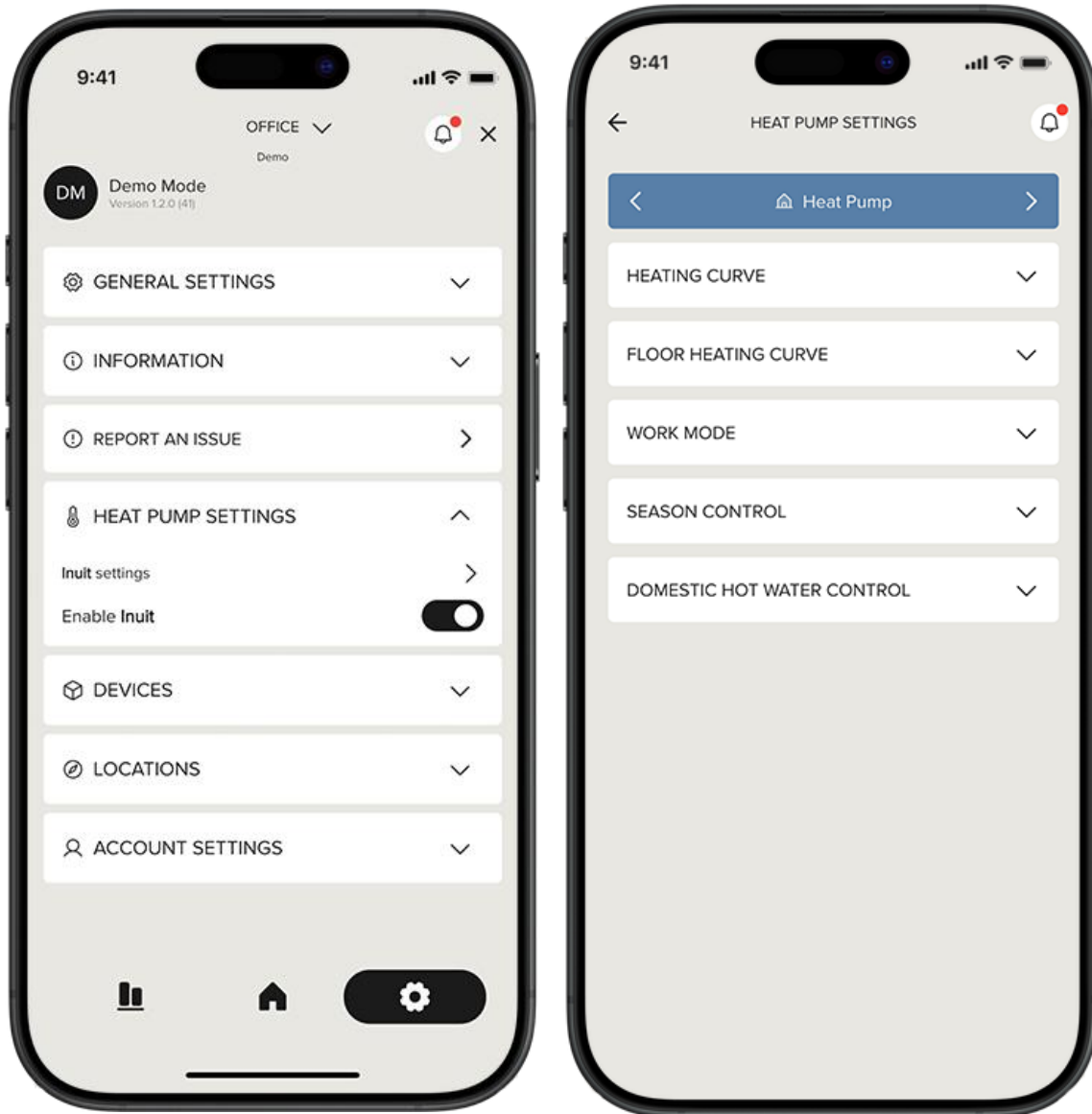
Note: More about “**Domestic Hot Water Control**” settings refer to section: “5.5 Domestic Hot Water Control”



In this section, you can also view the device status by tapping “**Device State.**” Depending on your heat pump model, this screen may display parameters such as as glycol supply temperature, glycol return temperature, system supply and return temperatures, as well as the operating status of the compressor and circulation pumps.

5.Heat Pump Settings

In the main application window, tap **"Settings"**, then navigate to **"Heat Pump Settings"** and select your Heat Pump.



5.1 Heating Curve

The **"Heating Curve"** feature allows you to adjust how the system supply water temperature changes according to the outdoor air temperature. This function helps the heat pump maintain a comfortable indoor temperature while optimizing energy efficiency.

The values in the application are set by default, but you can manually adjust how hot the system supply water should be at different outdoor temperatures. The editable range covers outdoor temperatures from -20°C to $+20^{\circ}\text{C}$, divided into 5°C steps.

This means you can decide how hot the heating water should be at different outdoor conditions — for example, set higher system supply temperatures for colder weather and lower ones for milder days.

Adjusting the heating curve correctly ensures stable room comfort and efficient heat pump operation.

Single Heating System (Radiators or Underfloor Heating Only)

If your home uses only one type of heating system, the application will display one heating curve, named Heating Curve.

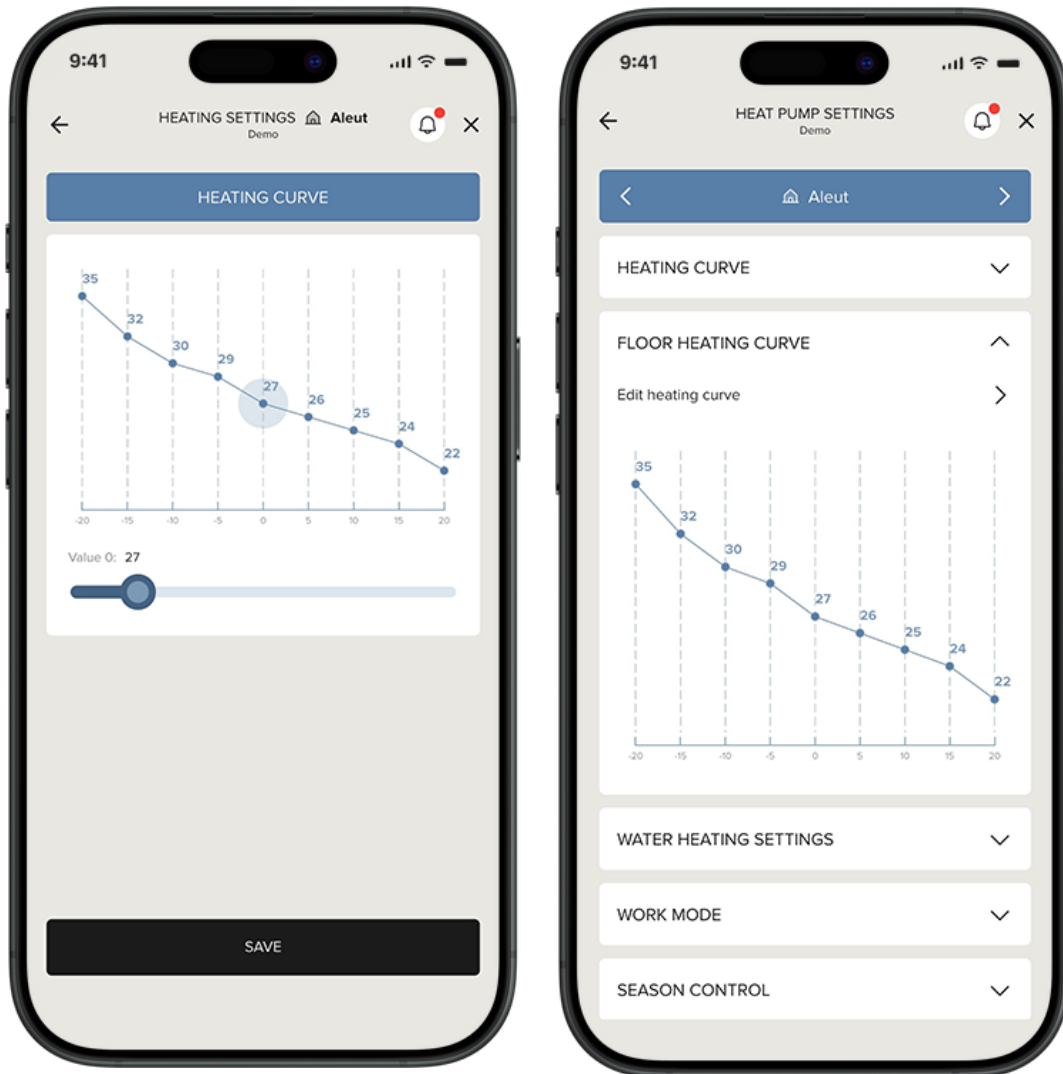
- Radiator systems → operate with higher supply temperatures
- Underfloor heating systems → operate with lower supply temperatures

Combined Heating System (Radiators + Underfloor Heating)

If your home uses both radiators and underfloor heating, the application will show two separate curves:

- Heating Curve – for radiators
- Floor Heating Curve – for underfloor heating

Each curve can be adjusted independently to match the requirements of each heating circuit.



To adjust the Heating Curve:

- Tap **"Edit Heating Curve"**
- On the curve graph, select the system supply water temperature point (blue dot) you want to change
- A control line will appear below the graph- slide it up to increase the system supply water temperature or slide it down to decrease it.
- Repeat for other outdoor temperature points if needed.
- Once you have adjusted the graph, click **"Save"**

System Supply Water Temperature - the temperature of the heating water leaving the heat pump and entering your home's heating system- such as radiators, underfloor heating pipes.

***exception-** for the Aleut fixed capacity models, the application represent the return water temperature on the heating curve.



NOTE

The heating curve determines the **temperature of the supply water temperature**, not the actual indoor air temperature. The room temperature depends on your building's insulation and heating system type. If the room feels too cool during cold weather, slightly increase the corresponding supply temperature values



NOTE

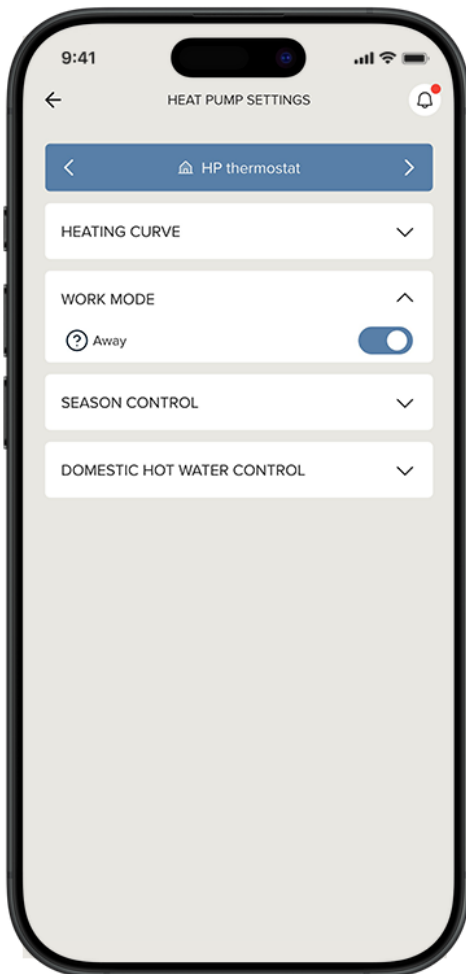
The floor heating curve controls the **temperature of the heating water supplied to the floor system**, not the actual floor temperature. The actual floor temperature will depend on your home's



CAUTION

High temperatures in an underfloor heating system can damage floor coverage such as parquet and laminate floors. The supply line temperature must not exceed the values recommended by the floor manufacturer.

5.2 Work mode



Work Mode

Select the **“Away”** work mode when you leave your home for an extended period of time.

„Away“ Mode keeps the indoor temperature at **14 °C** and disables hot water preparation to reduce energy consumption.

5.3 Season Control

You can choose between **Auto** and **Manual** season control.

- **Auto** – The heat pump automatically switches between Heating and Cooling modes based on the outside temperature.
- **Manual** – You can manually select **Summer** or **Winter** mode.

-Winter Mode: The heat pump operates in Heating mode and prepares domestic hot water according to your demand.

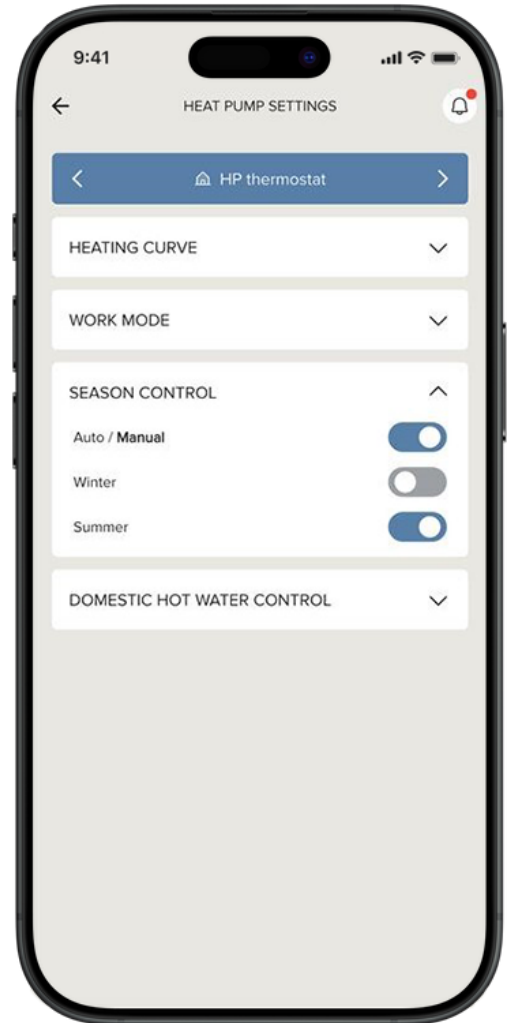
-Summer Mode: The heat pump stops heating and can operate in Cooling mode while still preparing domestic hot water according to your demand.

When **Auto** season control is enabled, the heat pump automatically switches between **Heating (Winter mode)** and **Cooling (Summer mode)** based on the outdoor temperature.

The switching typically occurs at the following outdoor temperatures:

- **Cooling → Heating (Winter mode):** when the outdoor temperature drops to around **12-13 °C**
- **Heating → Cooling (Summer mode):** when the outdoor temperature rises to approximately **17-18 °C**

To avoid frequent mode changes, the heat pump will switch modes **only if the outdoor temperature remains at these levels for at least 24 hours**.



NOTE

Cooling option is applicable only for Heat Pumps with active or passive cooling function, and from your system installation setup.

5.4 Cooling Settings

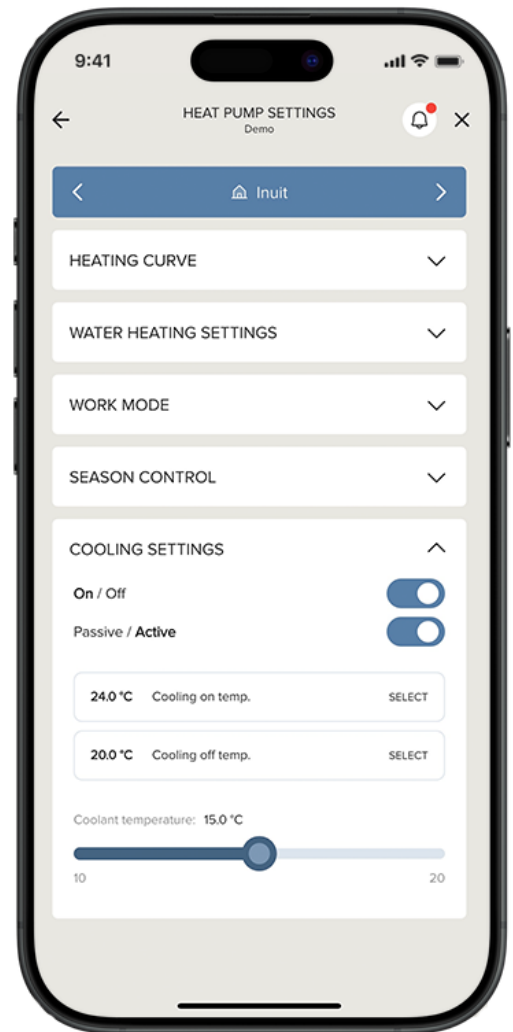
Once you enable **Summer Mode**, the **Cooling Settings** become available. Cooling option depend on your heat pump model and system design—only if heat pump can support active or passive cooling and your installation has been designed to operate in cooling mode.

In the **Cooling Settings**, you can choose the **outdoor temperature** at which cooling will **start** and the temperature at which it will **stop**.

For example:

- Cooling **starts** when the outdoor temperature reaches 24 °C
- Cooling **stops** when the outdoor temperature drops to 20 °C

Below these settings, you can adjust the **coolant supply temperature**, which defines the temperature of the coolant delivered by the system during cooling operation.



CAUTION

Low temperatures in the system can cause condensation on pipes and pipe connections, which could cause moisture damage to the building. Make sure every pipe and pipe connection is properly insulated if cooling stop temperature is set to below 16°C

5.5 Domestic Hot Water Control

In this section, you can select how your heat pump prepares domestic hot water. Four modes are available: Comfort Mode, Normal Mode, Production by Schedule, and Disable.

Comfort Mode - In Comfort Mode, hot water is maintained at a constant temperature within the selected range of **55 °C to 65 °C**. When this mode is active, the system continuously prepares hot water to ensure maximum comfort.

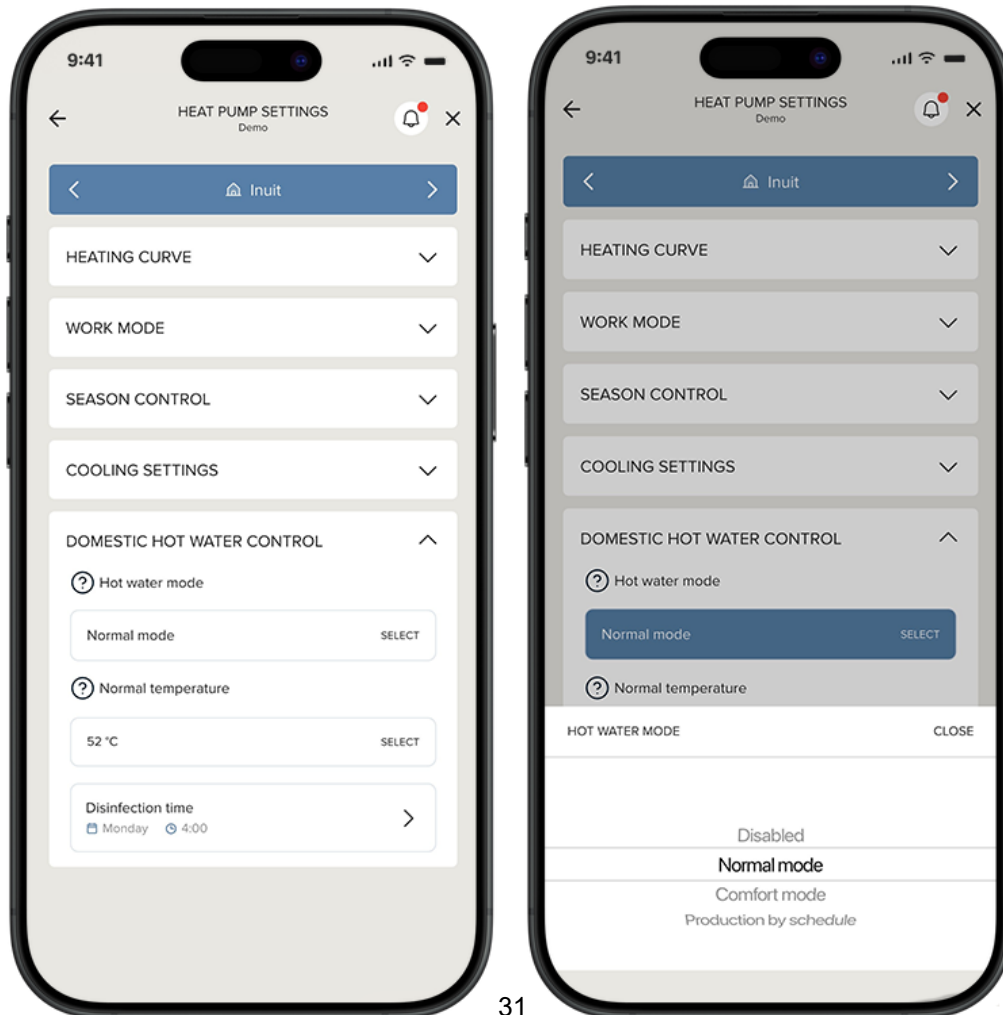
Normal Mode - Normal Mode allows you to set the hot water temperature within a wider range of **35 °C to 55 °C**. The system prepares hot water based on the temperature you select.

Disable - When hot water preparation is disabled, the heat pump will not produce domestic hot water.

Production by Schedule - This mode allows you to create a customized schedule for hot water production. The system will prepare hot water only during the scheduled periods.

You can select:

- Specific days of the week
- Time periods (start and end hours)
- Desired hot water temperature

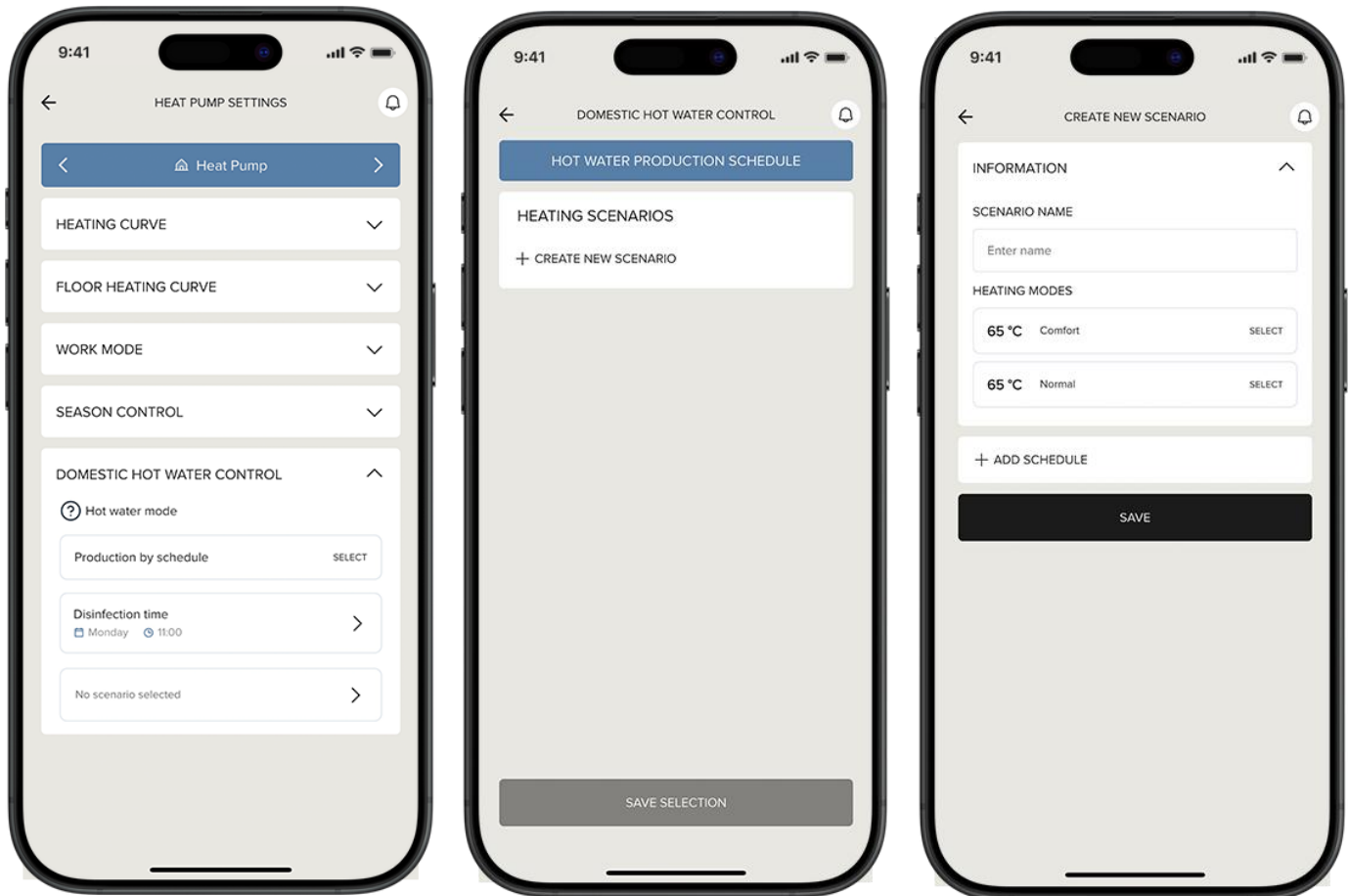




NOTE

Please note that for **IGLU Aleut** models domestic hot water temperatures from **50 °C to 65 °C** are achieved with the help of the **backup heater**, which results in higher energy consumption.

5.6 Hot Water Production Schedule



Once you select the **Hot Water** mode **“Production By Schedule”**, a new section will appear showing **“No scenario selected.”** Click this option to create a new scenario.

Creating a New Heating Scenario -

In the **Information** window:

- Enter the **Scenario Name**.
- Choose the Heating Mode temperatures:
 - Comfort Mode:** 55 °C to 65 °C
 - Normal Mode:** 35 °C to 55 °C

Then click **“+ Add Schedule.”**

Adding Schedules

You can create **up to 3 schedules** within a single heating scenario for your selected weekdays.

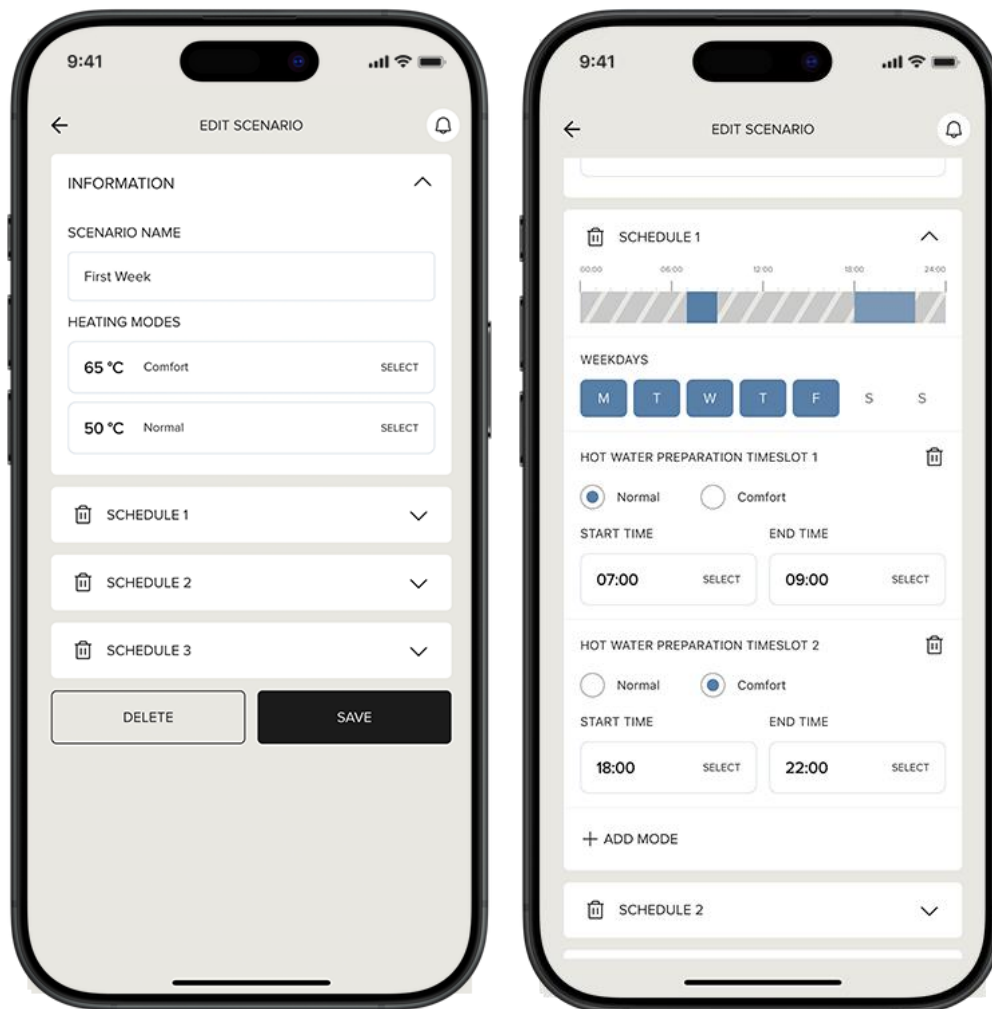
Note: All days of the week must be included in the scenario.

For example:

- Schedule 1: Monday to Friday
- Schedule 2: Saturday
- Schedule 3: Sunday

Timeslots

Within each schedule, you can add **up to 3 timeslots** for hot water preparation. For each timeslot you add to the schedule, you can choose whether the hot water will be prepared in **Comfort** or **Normal** heating mode. In each timeslot, you schedule the **Start Time** and **End Time** of the hot water preparation. The water will be heated according to the temperature you defined in the **Information** section of the scenario. Once you have created your scenario, do not forget to click **"Save"**



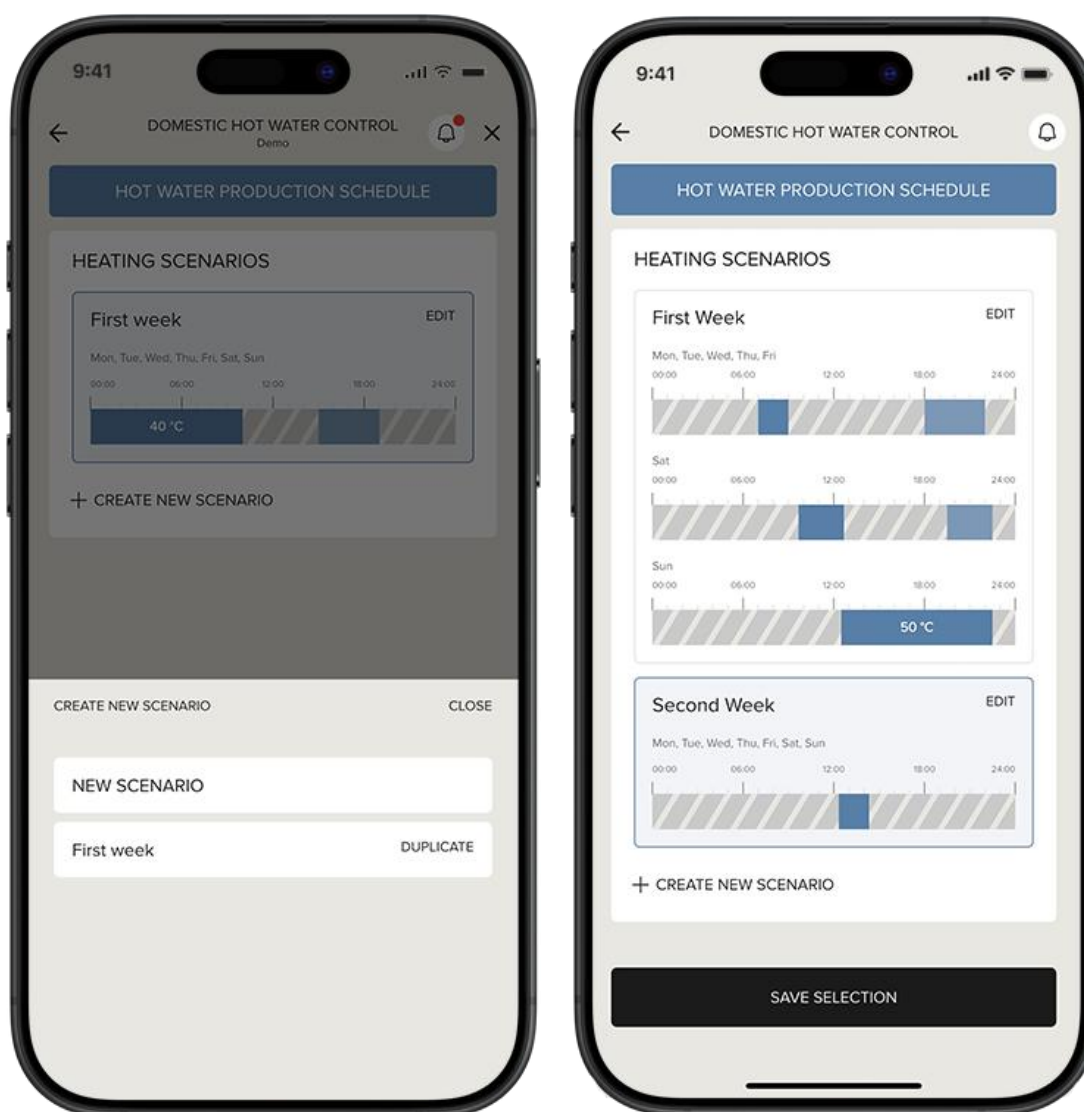


NOTE

When the schedule for Hot Water preparation is selected, the water is prepared only during the selected intervals, at other times the Hot Water is not prepared.

You can create up to 10 heating scenarios. To simplify the process, when creating a new scenario, you can **duplicate an existing scenario** and then edit its timeslots or other settings as needed.

Once you have created all your heating scenarios, remember that **only one scenario can be active at a time**. Select the scenario you want to use and click **"Save Selection."**



NOTE

The "Hot Water Production Schedule" feature is only available for the Aleut variable capacity heat pump models.

5.7 Disinfection time

Under the **Domestic Hot Water Control** settings of your heat pump, you can also set a **disinfection time** for the DHW tank (cylinder).

Disinfection - process in which the temperature of the water in the DHW tank is raised to **65 °C** and maintained for at least **1 hour** to help prevent **legionellosis**. The disinfection of the DHW tank is performed once a week on the day and time you have selected.

To set a Disinfection time - Click **“Disinfection Time”** under **Domestic Hot Water Control settings** to open the disinfection scheduling window, where you can set the desired disinfection schedule.

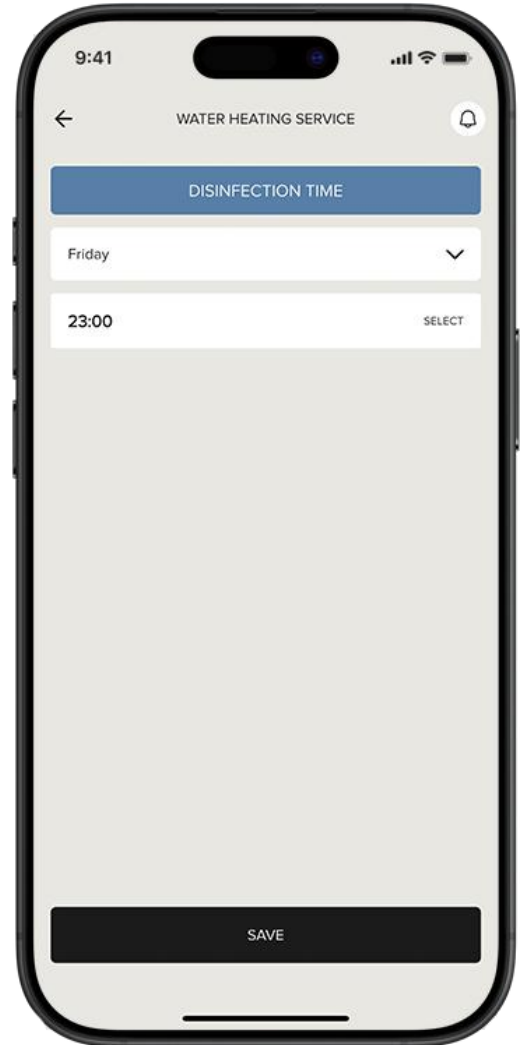
Disinfection Time Settings

In the Disinfection Time window, you can select:

- The day of the week on which the DHW tank should perform disinfection
- The time when the disinfection cycle should start

After selecting the day and preferred time, click **“Save”**.

From the day selection menu, you can also choose to **„Turn off“ disinfection**.



CAUTION

We strongly recommend keeping disinfection enabled to help prevent legionellosis, i.e., to eliminate bacteria of the *Legionella* genus.

6. Thermostat Control

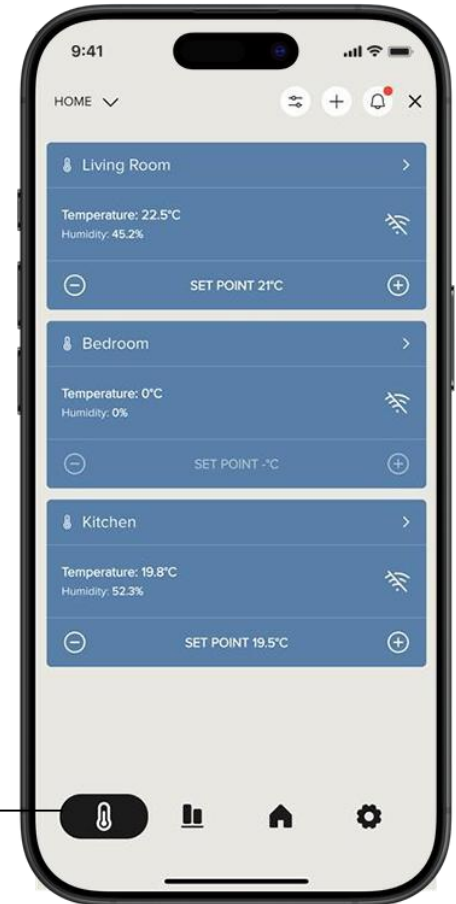
Thermostats are an optional accessory of the heat pump system and allow you to control the temperature in individual rooms. The system supports temperature management for up to 15 separate zones. In addition to temperature control, the thermostats also monitor indoor humidity levels. These functions help maintain appropriate indoor conditions throughout the building.

The thermostats can be controlled remotely through the **IGLU Home Next** application. Once the thermostats are installed and properly connected in your home, they will automatically appear in the app, as they are linked with your IGLU heat pump system.

To ensure proper operation, make sure that:

- You have the latest version of the IGLU Home Next application installed.
- Restart the application after the thermostats are installed. After restarting, an additional Thermostat Control section will appear in the app interface, allowing you to monitor and adjust temperature settings remotely.

Thermostat
control



Thermostat Installation Options

Thermostats can be installed in two different configurations, depending on your system layout .

⚠ NOTE: All thermostat installation and wiring work must be performed by a qualified and authorized installer.

Option 1: With Main Controller of the Thermostats

If the thermostat system is installed together with the **Main Controller**, the thermostats communicate with the controller, which operates all connected actuators according to the temperature settings in each room. This configuration enables efficient system performance and centralized, zone-based temperature control through the **IGLU Home Next** app.

Note: With this configuration, **up to 15 thermostats** can be installed, depending on your system design.

Option 2: Single Thermostat (Without Main Controller of the Thermostats)

If only a single thermostat is installed without a Main Controller, the thermostat functions solely as an indoor temperature sensor for the system.

In this configuration, only the temperature setpoint can be adjusted through the thermostat.

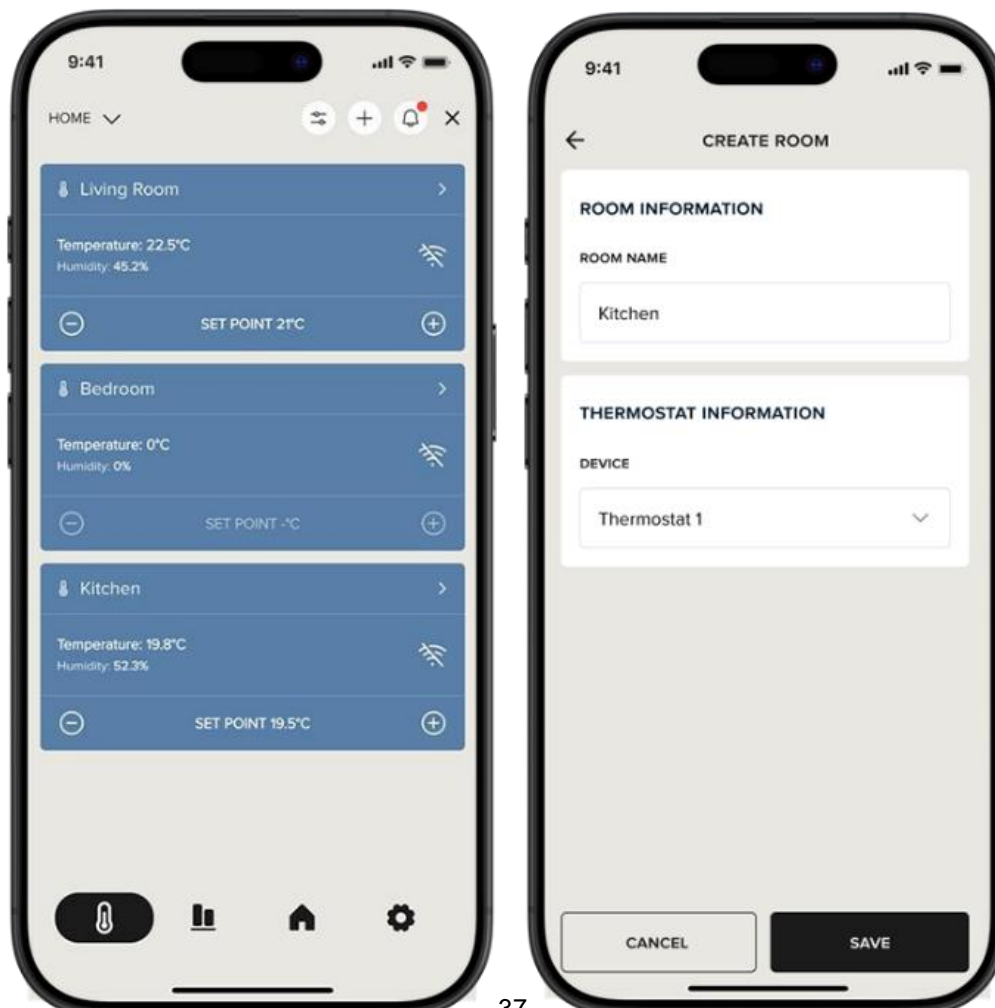
Using the Thermostat feature

1. Add a Thermostat

- Open the **Thermostat Control** section in the app.
- Tap the “+” icon located at the top right corner of the screen to add a new thermostat.

2. Enter Room and Thermostat Information

- A setup window will appear.
- Enter the **name of the room** where the thermostat is installed (e.g., “Living Room” or “Bedroom”).
- In the „**Thermostat Information**“ section, select the **thermostat device** that corresponds to the room.
- Click „**Save**“ button

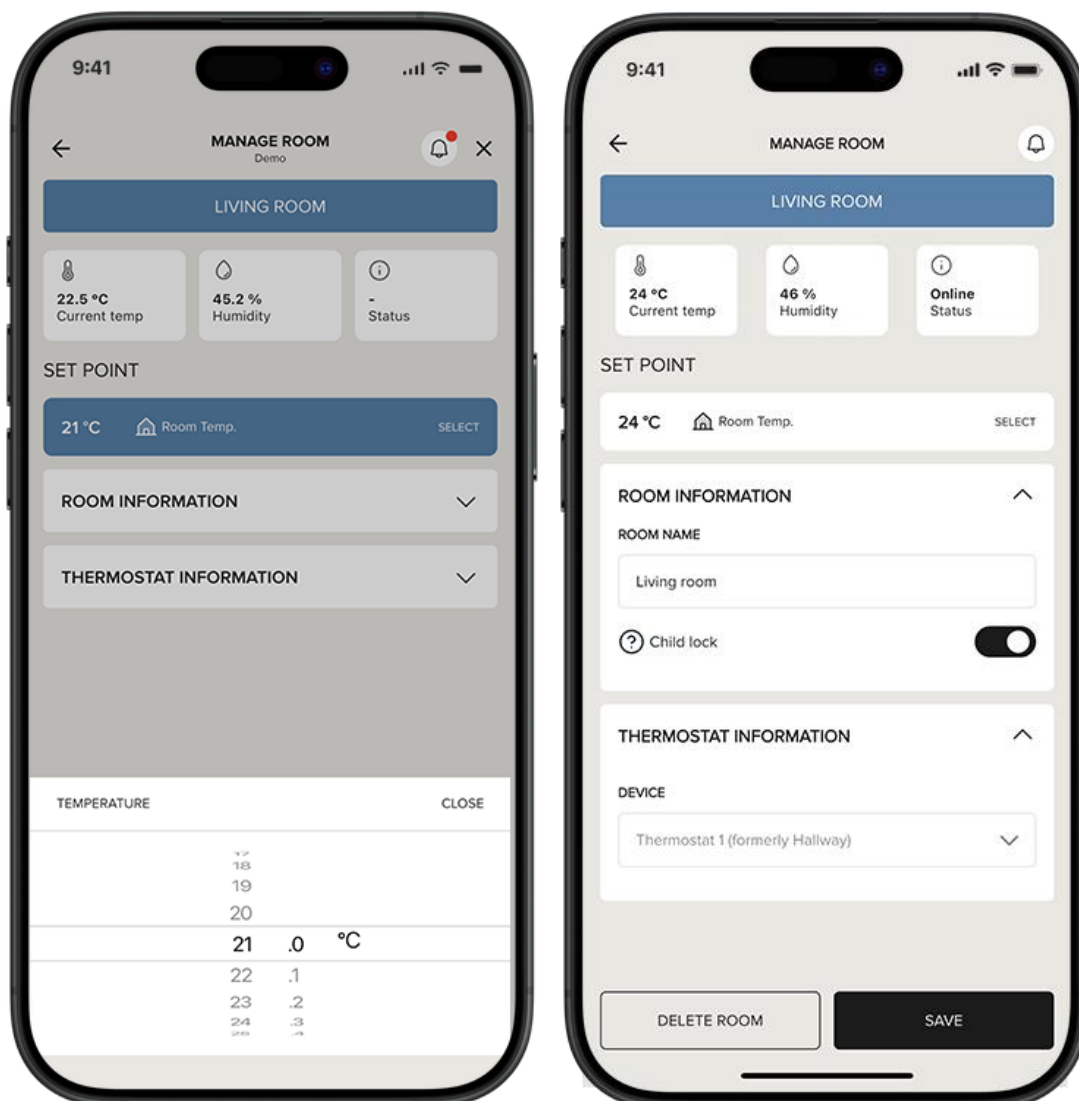


3. Set Thermostat Parameters

- Once the thermostat is added, click on your chosen thermostat to edit its parameters.
- Set the desired room temperature directly in the app.
- Enable or disable the Child Lock function to prevent accidental changes.

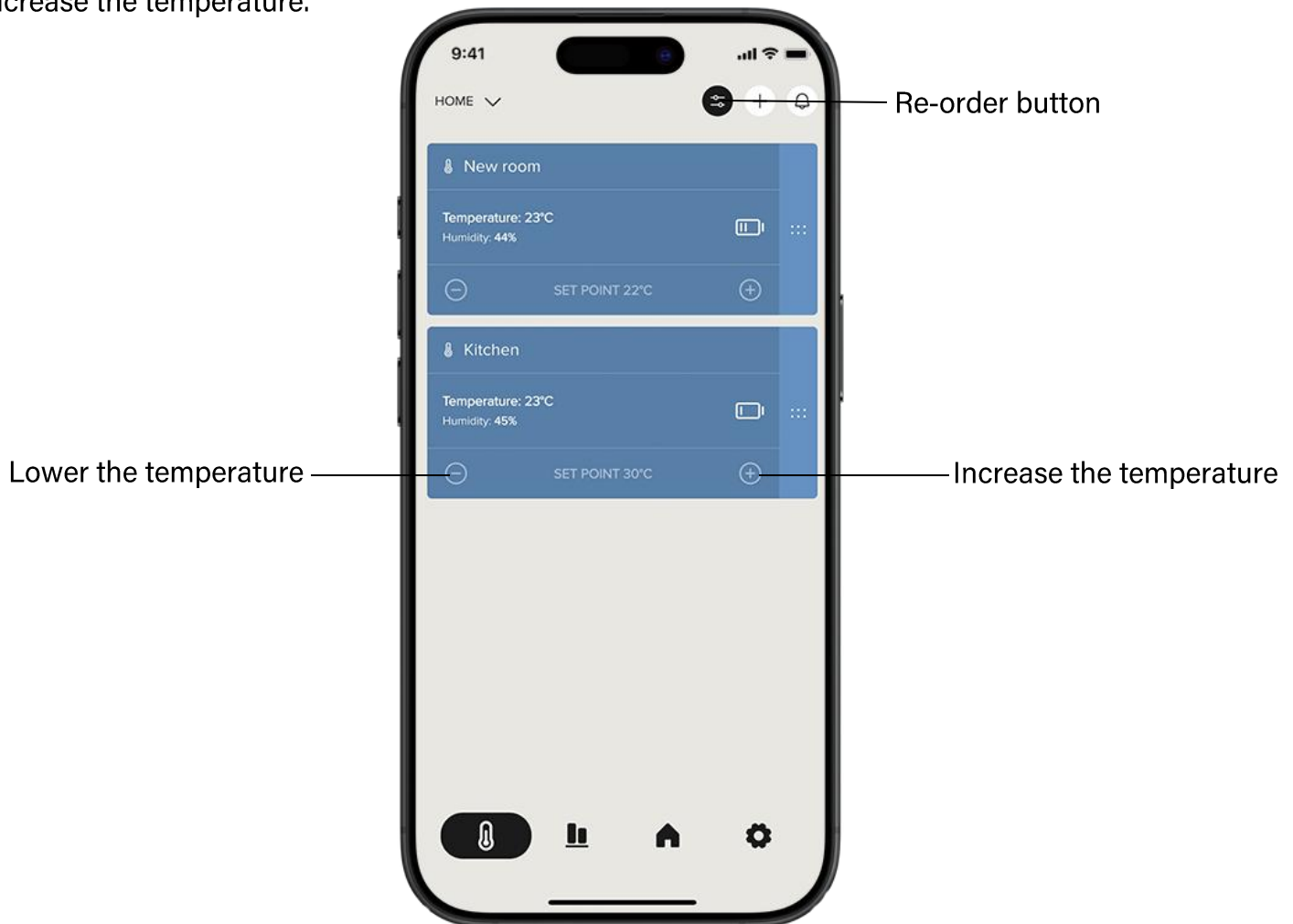
4. Thermostat Deletion

- If you delete a room with the thermostat and later want to add it again, the deleted thermostat will still display the previous room name (e.g., formerly Hallway) for easier identification
- You can only select from unassigned thermostats, meaning thermostats that are not currently assigned to any room



By clicking the re-order button located at the top right corner of the screen, you can easily re-order the room thermostat sequence, by dragging the room thermostat (blue) field.

Changing the temperature set point by room by clicking “-” to lower the temperature, clicking “+” to increase the temperature.



NOTES

- If the temperature settings are changed directly on the physical thermostat, the same changes will automatically synchronize and appear in the IGLU Home Next application, and vice versa
- When the Child Lock is activated, the user menu on the physical thermostat is disabled. In this mode, all temperature adjustments must be made through the IGLU Home Next application.
- If you want to switch the system mode from heating to cooling, you must change the operating mode in the Heat pump settings from „Winter“ to „Summer“ mode. Only one mode can be active at a time — the heat pump cannot heat and cool simultaneously.
- If you have a wireless thermostat, only use 1.5V AAA Alkaline batteries.
- When batteries of thermostat is at 30% you will receive notification that will remind to change the batteries of the thermostat. „Low Thermostat Battery Warning“

The configured thermostats will be displayed in the main application window together with the heat pump, showing the temperature for each room.



7.Locations feature

The Locations feature allows you to manage multiple installation sites within the application. Each location can contain one or more devices and can be shared with other users. This makes it easy to organize your devices across different homes, buildings, or sites.

7.1 Adding a New Location

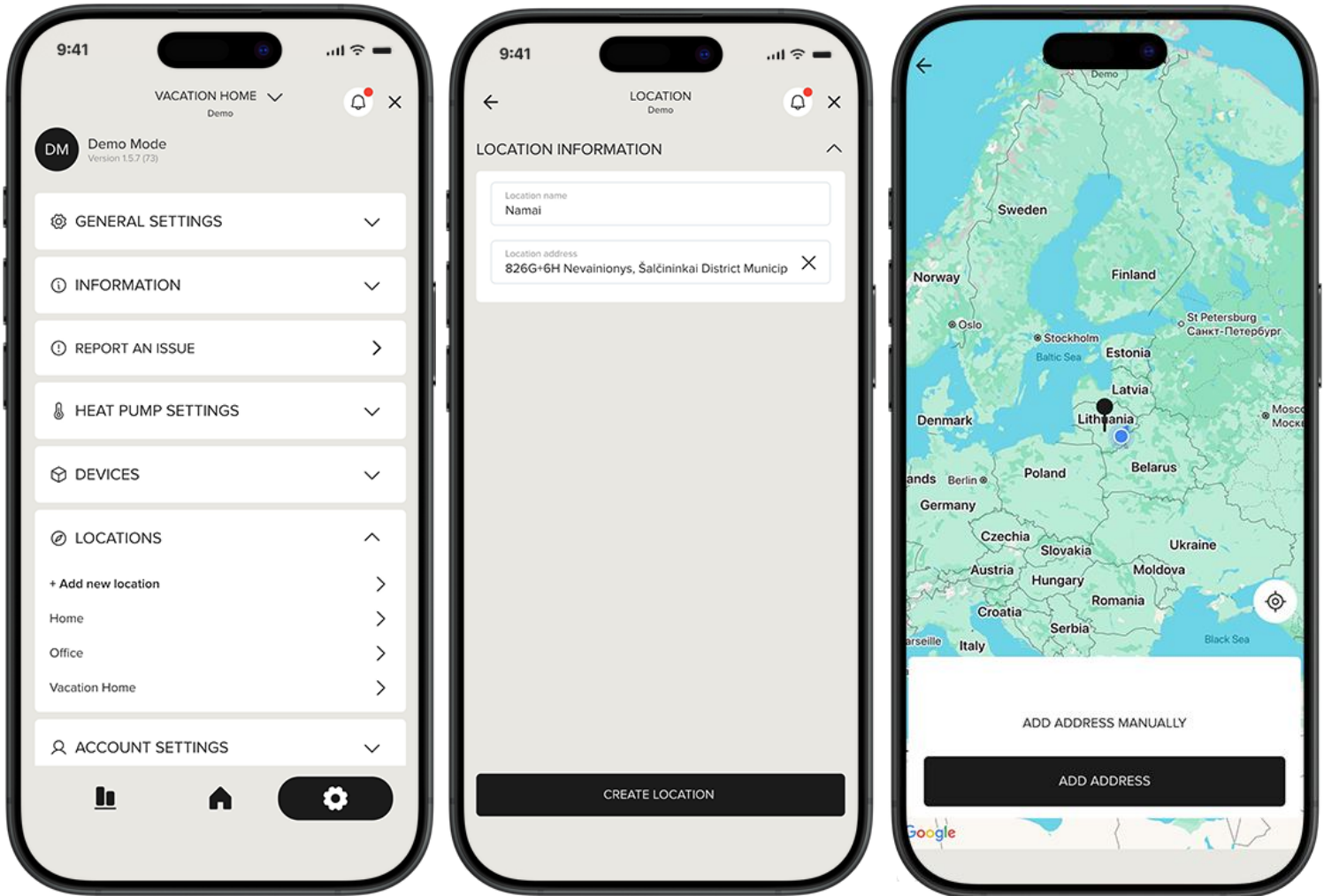
To create a new location:

- Navigate to the **Settings** menu from the main dashboard window
- Select „**Locations**“, and click “+ Add New Location.”
- A new window will open where you can name your location and select the address from the map or enter it manually.

- Once the location is created, you can assign a new device to it by entering or scanning the device's serial number.

To add an existing device to the newly created location:

- Navigate the main **Settings** of the app, select „**Device**“ and „**My Devices**“
- Choose your existing device, click „**Edit**“, and move it to the desired location.



To delete a Location :

- Navigate to „**Locations**“ in the settings menu, select the location you want to delete, and click „**Remove Location.**“
- Please note that a location can only be deleted when **no devices are assigned** to it.

7.2 Location Sharing with Other Users

You can share a location with other users by sending an invitation. When sharing, you may set an **access expiry date** and add **notes** for the invited user.

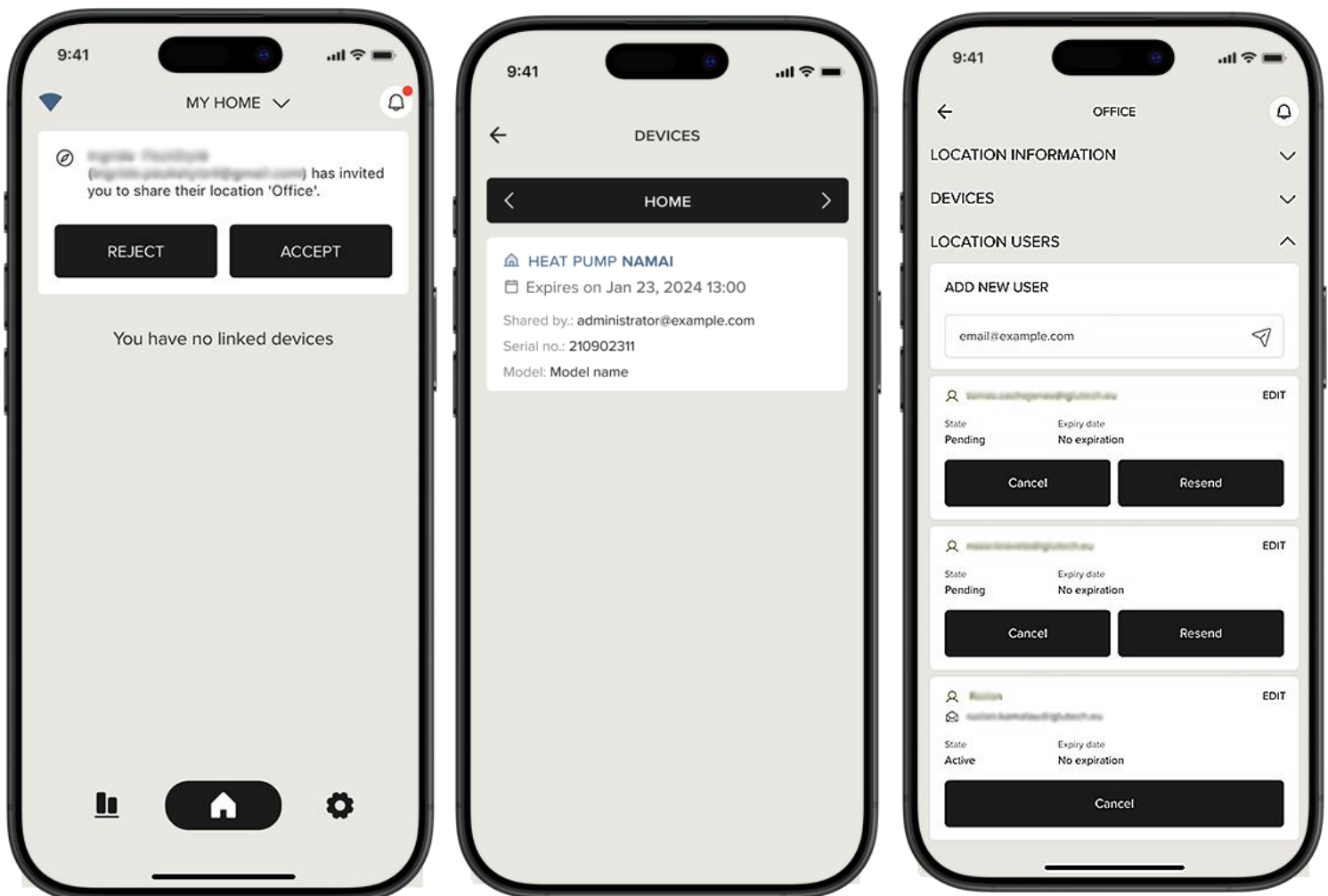
Note: The invited user must have an active account in the **IGLU Home Next** application to access and manage the shared device.

A user who accepts your invitation will be able to manage your IGLU devices, including adjusting its parameters.

To share a location with other user:

- Navigate to the Main Settings of the app and select „**Locations**“.
- Choose the location you wish to share.
- Under „**Location Users**“, on the „**Add New User**“ window enter the email address associated with the other user's **IGLU Home Next** account, and click „**send**“
- The invited user will receive notification in the app to „**accept**“ or to „**reject**“ the shared location.

The owner can revoke access at any time by clicking the „**Cancel**“ button under „**Location Users**“ for the selected location.



8. System error and failure indications

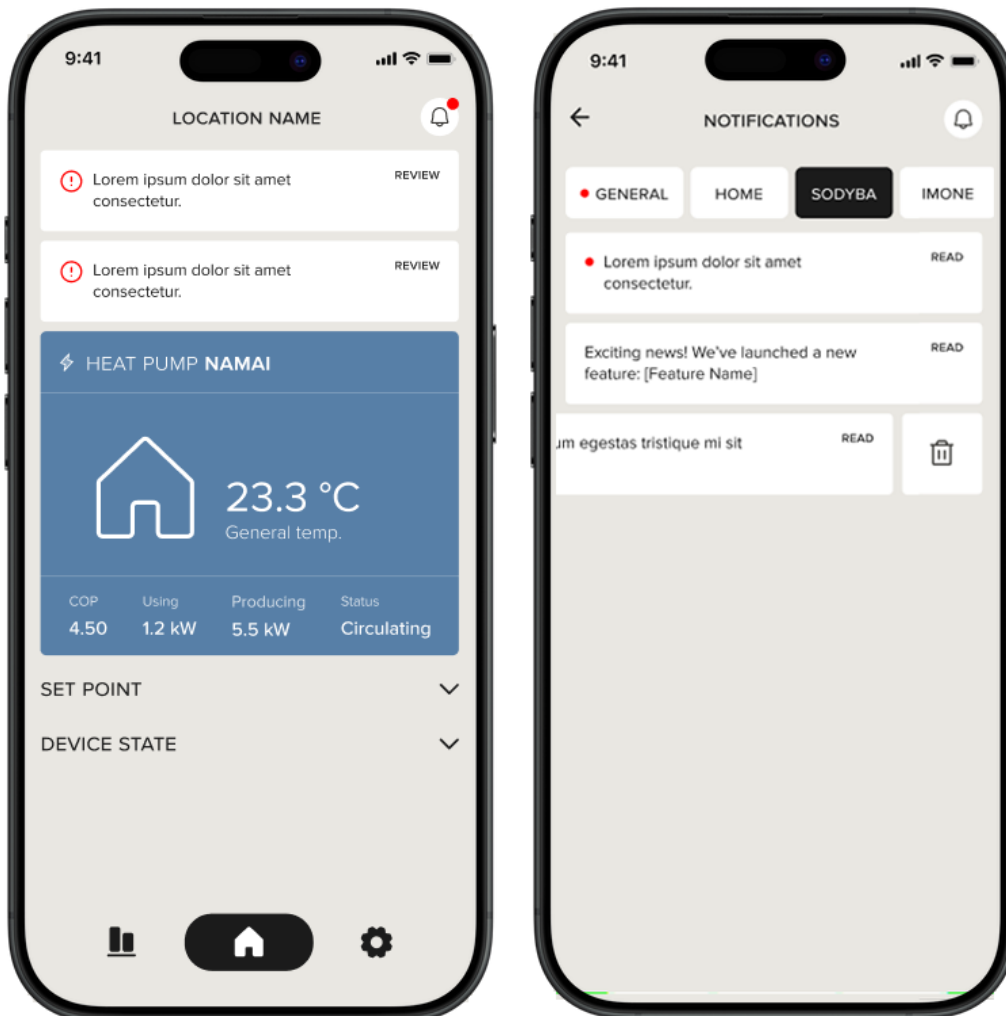
If in the right corner appears a bell with red spot indicates a system error or fault. In this kind of event a system will continue to operate, but every effort should be made to fix the fault. By clicking on the symbol you will be redirected to the **ACTIVE ALARMS** window, where you will see a list of system errors and faults.

The full list of the meanings of these messages and possible causes is provided below, as well as instructions on the actions the user should take. When a non-critical issue is resolved, the error message disappears automatically.



CAUTION

In the event of a system fail with a critical fault the heat pump operation will stop. Contact the IGLU Service team.



8.1 List of System Errors and Faults

ERROR	POSSIBLE CAUSE	ACTION
Incoming glycol temperature sensor	Temperature sensor or connection failure.	Contact customer service.
		When the problem is resolved, the error disappears automatically.
Outgoing glycol temperature sensor	Temperature sensor or connection failure.	Contact customer service.
		When the problem is resolved, the error disappears automatically.
Outgoing heating water temperature sensor	Temperature sensor or connection failure.	Contact customer service.
		When the problem is resolved, the error disappears automatically.
Incoming heating water temperature sensor	Temperature sensor or connection failure.	Contact customer service.
		When the problem is resolved, the error disappears automatically.
Water heater temperature sensor	Temperature sensor or connection failure.	Contact customer service.
		When the problem is resolved, the error disappears automatically.
Room temperature sensor	Temperature sensor or connection failure.	Contact customer service.
		When the problem is resolved, the error disappears automatically.
Outdoor temperature sensor	Temperature sensor or connection failure.	Contact customer service.
		When the problem is resolved, the error disappears automatically.
LP low pressure	Low refrigerant pressure during operation.	Clean the outdoor circuit filter. Check that the outdoor circuit pump is operating properly. Check for air in the outdoor circuit system. Possible freon deficiency.
	Low glycol flow in the outdoor circuit.	Check the heating water pressure in the outdoor circuit, rate 1-2 bar. Clean the dirt trap. If the problem persists, contact customer service.
HP high pressure	High refrigerant pressure during operation.	Clean the internal circuit filter. Check that the internal circuit pump is operating properly. Check for air in the internal circuit system.
	Low heating water flow in the internal circuit.	Check the heating water pressure in the internal circuit, rate 1-2 bar. Clean the dirt trap. If the problem persists, contact customer service.
Compressor thermal protection	Overvoltage, low voltage.	Contact customer service.

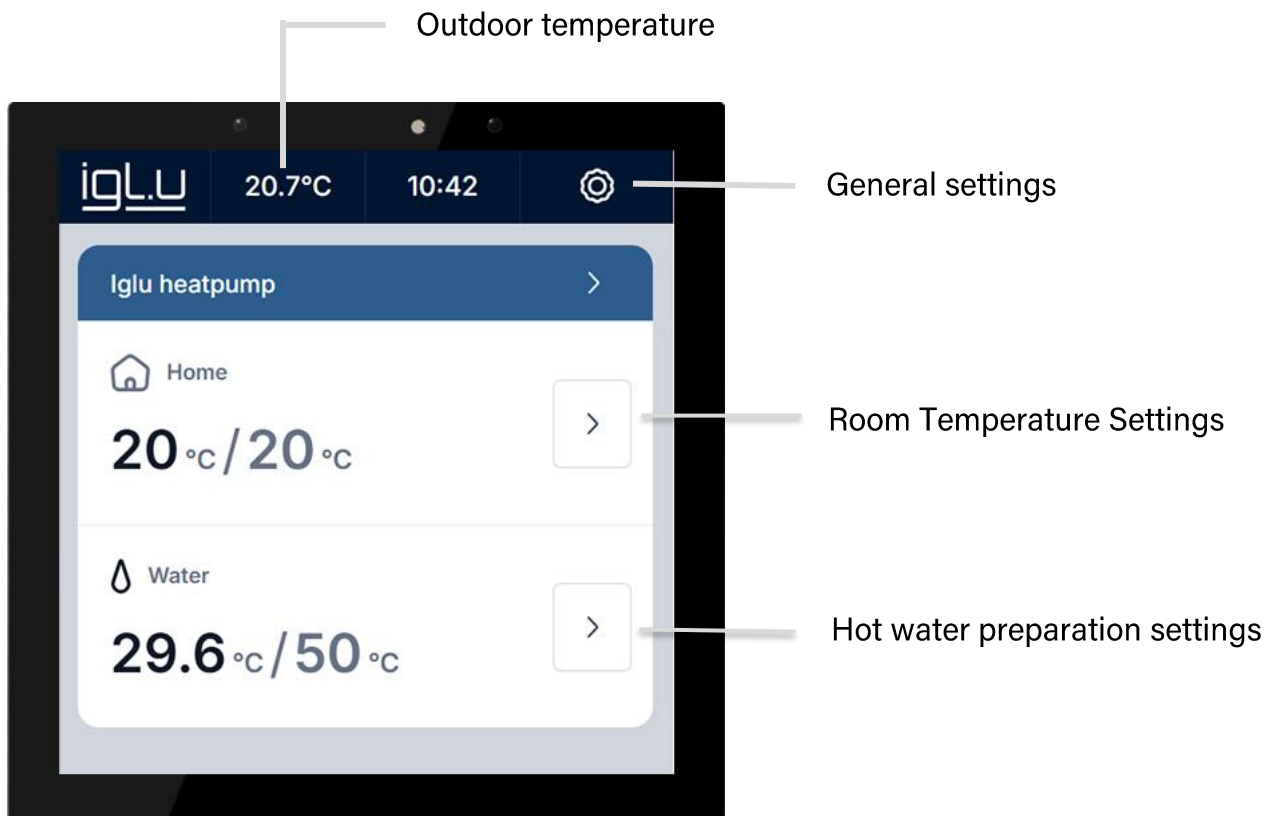
Voltage and phase control	Bad phase sequence. One or two phases are missing.	When the problem is resolved, the error disappears automatically.
Hot water preparation time too long	Three-way valve failure.	Contact customer service.
Large temperature difference in the outdoor circuit	Low glycol flow in the outdoor circuit.	Clean the outdoor circuit filter.
		If the problem persists, contact customer service.
Large temperature difference in the internal circuit	Low heating water flow in the internal circuit.	Clean the internal circuit filter.
		If the problem persists, contact customer service.
Tank temperature sensor	Temperature sensor or connection failure.	Contact customer service.
		When the problem is resolved, the error disappears automatically.
Communication between controllers	Control unit failure.	Contact customer service.
Low pressure sensor	Pressure sensor failure.	Contact customer service.
High pressure sensor	Pressure sensor failure.	Contact customer service.
Exhaust temperature sensor	Temperature sensor failure.	Contact customer service.
Valve controller failure	Control unit failure.	Contact customer service.
Solar collector sensor	Sensor or connection failure.	Contact customer service.
		When the problem is resolved, the error disappears automatically.
Valve configuration	Incorrect EEV valve configuration.	Contact customer service.
FC not ready	The frequency converter is not ready for operation. E.g., oil return to the compressor.	Contact customer service. When the problem is resolved, the error disappears automatically.

External alarm	External failure (DI). If it is provided that the heat pump can be stopped from an external signal.	Eliminate the external fault signal.
Possible refrigerant leakage	Possible refrigerant leakage.	Contact customer service.
Blocking of the outdoor circuit circulation pump (jamming)	Blocking of the outdoor circuit circulation pump (jamming).	Clean the intake or supply nozzle of the outdoor circuit pump. If the problem persists, contact customer service.
Electrical failure of the outdoor circuit circulation pump	Electrical failure of the outdoor circuit circulation pump.	Contact customer service.
High temperature in the outdoor circuit circulation pump electronics	High temperature in the outdoor circuit circulation pump electronics.	If the operating mode was extreme: after switching off the heat pump, wait for the outdoor circulation pump to cool down. If the problem persists, contact customer service.
Operation failure of the outdoor circuit circulation pump	Operation failure of the outdoor circuit circulation pump.	Contact customer service.
Blocking of the internal circuit circulation pump (jamming)	Blocking of the internal circuit circulation pump (jamming).	Clean the intake or supply nozzle of the internal circuit pump. If the problem persists, contact customer service.
Electrical failure of the internal circuit circulation pump	Electrical failure of the internal circuit circulation pump.	Contact customer service.
High temperature in the indoor circuit circulation pump electronics	High temperature in the internal circuit circulation pump electronics.	If the operating mode was extreme: after switching off the heat pump, wait for the internal circulation pump to cool down. If the problem persists, contact customer service.
Operation failure of the internal circuit circulation pump	Operation failure of the internal circuit circulation pump.	Contact customer service.
Electric heater protection has tripped	Electric heater protection has tripped.	Contact customer service.
Thermal disinfection failed	The required disinfection temperature has not been reached for too long.	Contact customer service.
Risk of freezing	The temperature dangerously close to the possible freezing point.	In order not to damage the device, piping and heating system, measures must be taken to raise the ambient temperature.
Supply temperature too high	Supply temperature too high.	Contact customer service.
Controller communication failure	The connection between the controller modules is lost.	Contact customer service.
Internal circuit circulating pump power measurement failure	Fault in the power measurement chain of the internal circuit's circulating pump.	Contact customer service.

Outdoor circuit circulating pump power measurement failure	Fault in the power measurement chain of the outdoor circuit's circulating pump.	Contact customer service.
Compressor frequency converter failure	Compressor frequency converter failure.	Contact customer service.
Internal circuit flow sensor failure	Internal circuit pressure sensor is defective.	Contact customer service.
Failure of analogue measurement from frequency converter	Measurement failure of the frequency converter's power measurement circuit.	Contact customer service.
Low Thermostat Battery Warning	Your thermostat battery in room "Hall" is below 30%. Please replace the batteries soon to avoid interruptions.	Change the batteries of the Thermostat.

9. Heat Pump Control Display

The Heat Pump Control Display is an optional accessory designed to provide convenient local control of your heat pump system. It allows you to easily view, monitor, and adjust essential operating parameters of the Heat pump directly from the Control display. Through the control display, basic settings such as the heat pump operating status, room temperature, heating curve, heating mode, and domestic hot water temperature can be set or monitored. The functionality and behaviour of these basic settings are identical to those available in the “**IGLU Home Next**” app, where advanced configuration and operation are performed.



NOTE: In the main Control Display dashboard window each section (**Home** and **Water**) displays two temperature values in the format: Actual temperature / Setpoint temperature.



NOTE

Any heat pump settings changed on the Control Display will automatically synchronize and appear in the “**IGLU Home Next**” application, and vice versa.

9.1 Heat pump settings via Control Display

From the Control Display home screen, you can access the Heating settings and Domestic Hot Water Control settings. To adjust the settings, press the ">" button next to the corresponding setting to open its menu.

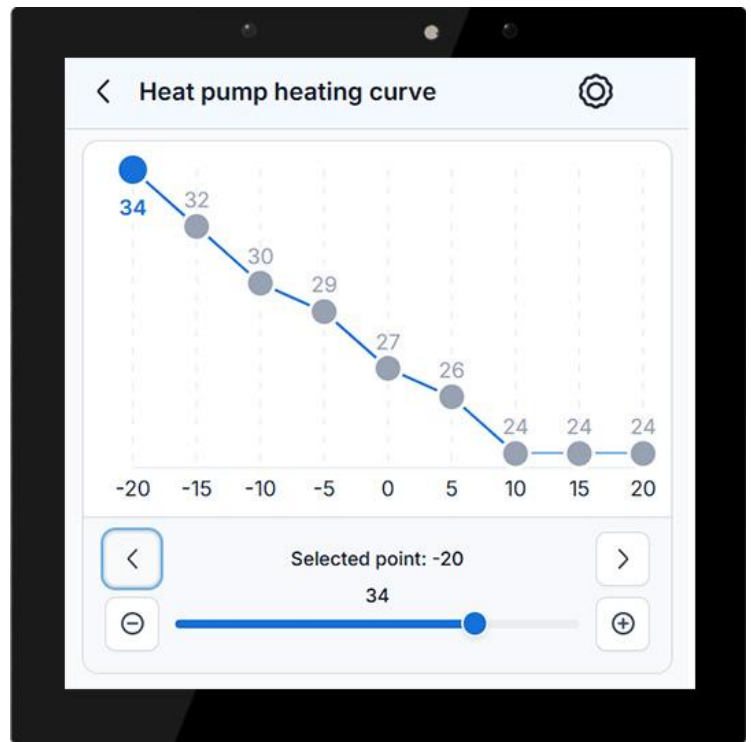
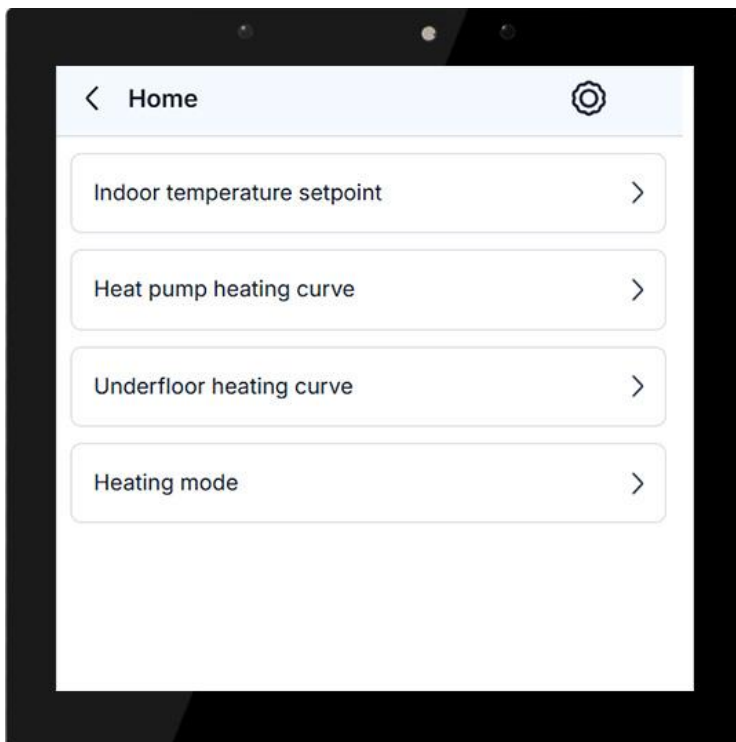
Heating Settings

The Heating settings menu on the Control Display provides access to the main heating-related settings of the heat pump. Within this menu, the following parameters can be viewed and adjusted:

- **Indoor Temperature Setpoint** – Set the desired indoor temperature.
- **Heat Pump Heating Curve / Underfloor Heating Curve** – adjust system supply water temperature according to the outdoor air temperature.
- **Heating Mode** – Select Heat pumps season mode: Auto, Winter, or Summer.

The operation and effect of these settings are identical to those available in the „IGLU Home Next“ app. Detailed descriptions and guidance for each parameter are provided in the sections “5.1 Heating Curve” and “5.3 Season Control.”

*“Summer” Heating mode-Cooling settings are controlled via „IGLU Home Next“ application



Domestic Hot Water Control

The Domestic Hot Water control menu on the Control Display allows users to view and adjust the main domestic hot water (DHW) settings of the heat pump. The following parameters are available:

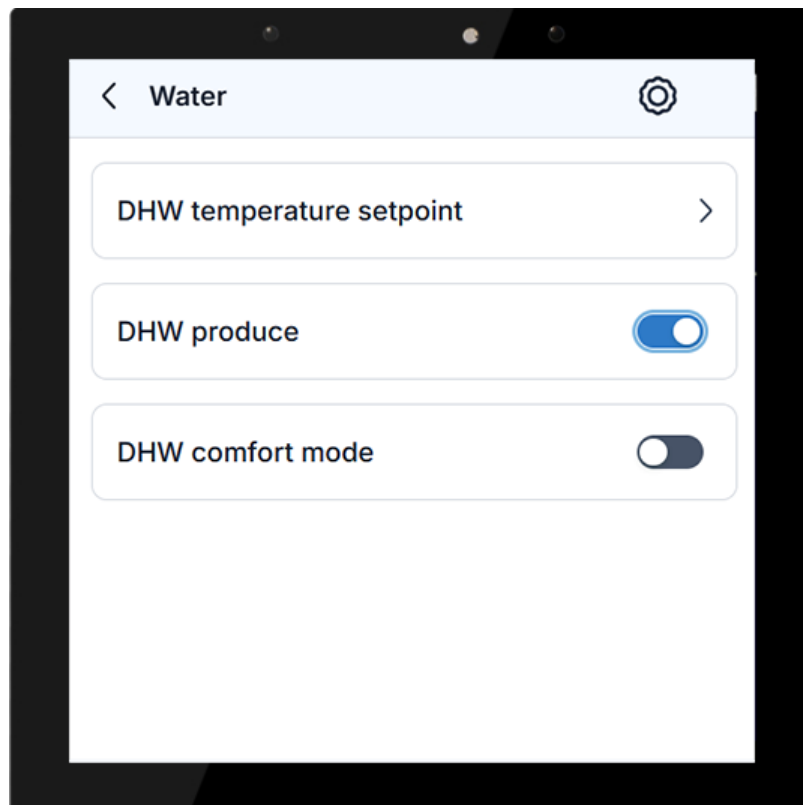
- **DHW Temperature Setpoint** – Set the desired domestic hot water temperature.
- **DHW Produce** – Enable or disable domestic hot water production.
- **DHW Comfort Mode** – Enables domestic hot water preparation at a higher temperature to provide increased comfort.

When “**DHW Comfort Mode**” is activated, it overrides the selected DHW temperature setpoint. For example, if the DHW temperature setpoint is set to **30 °C**, enabling “DHW Comfort Mode” will heat the water to the Comfort temperature (up to **65 °C**), regardless of the setpoint.



NOTE

Please note that for **IGLU Aleut** models domestic hot water temperatures from **50 °C to 65 °C** are achieved with the help of the **backup heater**, which results in higher energy consumption.

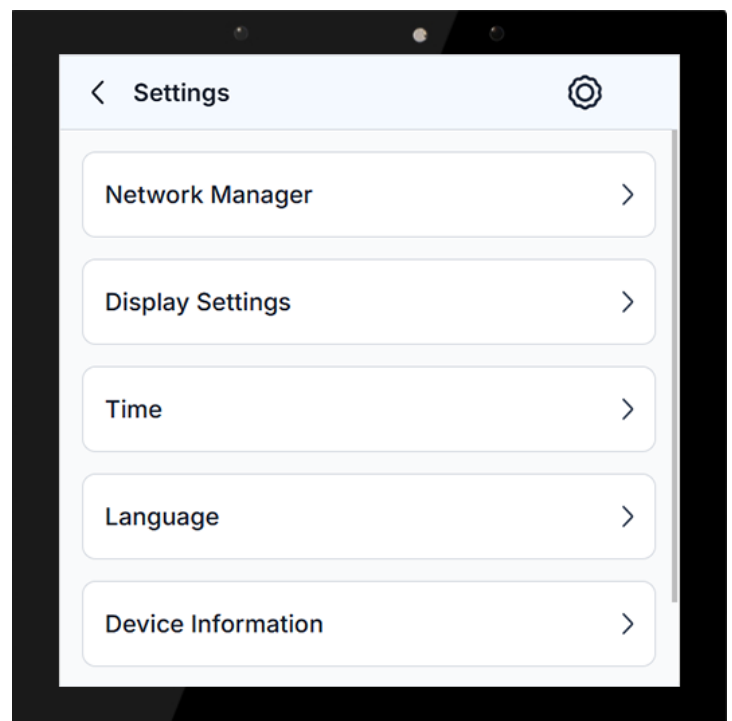
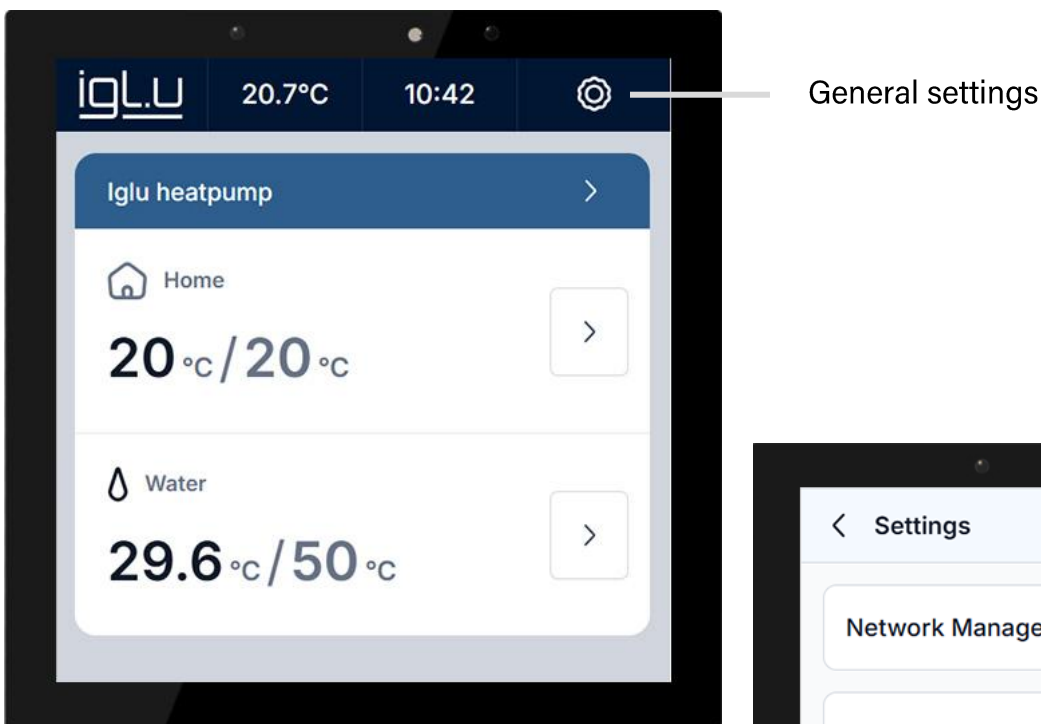


9.2 General Settings of the Control Display

The General Settings menu allows you to configure basic system and display options of the Control Display. The following settings are available:

- **Network Manager** – Connect the Control Display to a network.
- **Display Settings** – Adjust the screen brightness.
- **Time** – Select the time zone or enable NTP synchronization.
- **Language** – Select the Control Display language.
- **Device Information** – View general information about the Control Display.
- **Restart System** – Restart the Control Display.

From the main Control Display dashboard window navigate to the General settings menu by clicking Settings Icon.



Network Connection

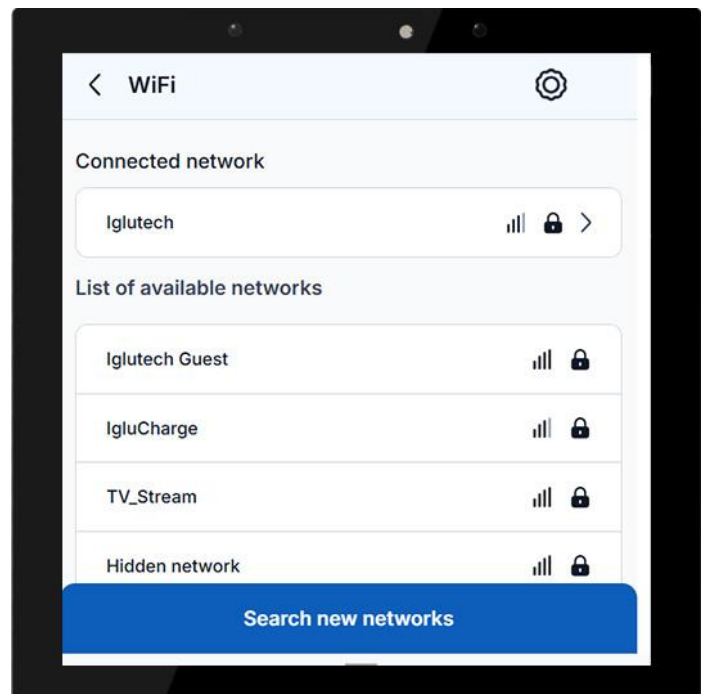
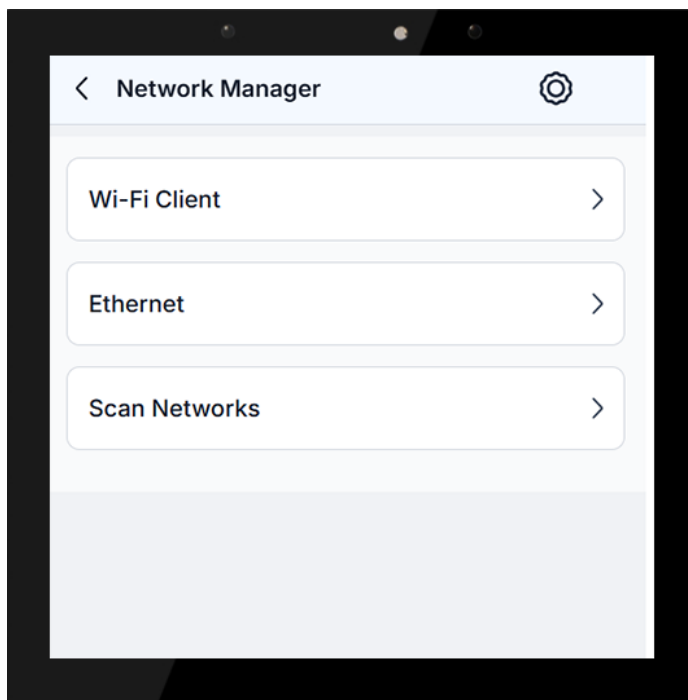
During the initial setup, the installer connects the Control Display to the network and pairs it with your IGLU heat pump system. If a network issue occurs—for example, if the connection is lost—you can reconnect the Control Display to your home Wi-Fi using Network settings.

Connecting the Control Display to a Wi-Fi Network:

- Navigate to the General Settings of the Control Display
- In the Settings menu, select “**Network Manager**”, then “**Wi-Fi Client**”
- Choose your Home Wi-Fi network
- Enter your Wi-Fi password and tap “**Proceed**” to connect.

NOTE:

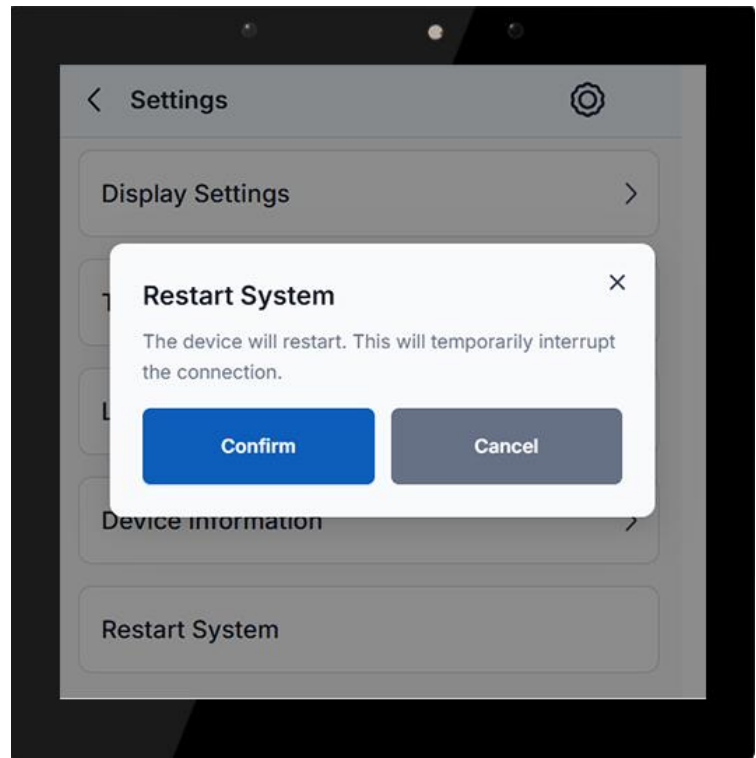
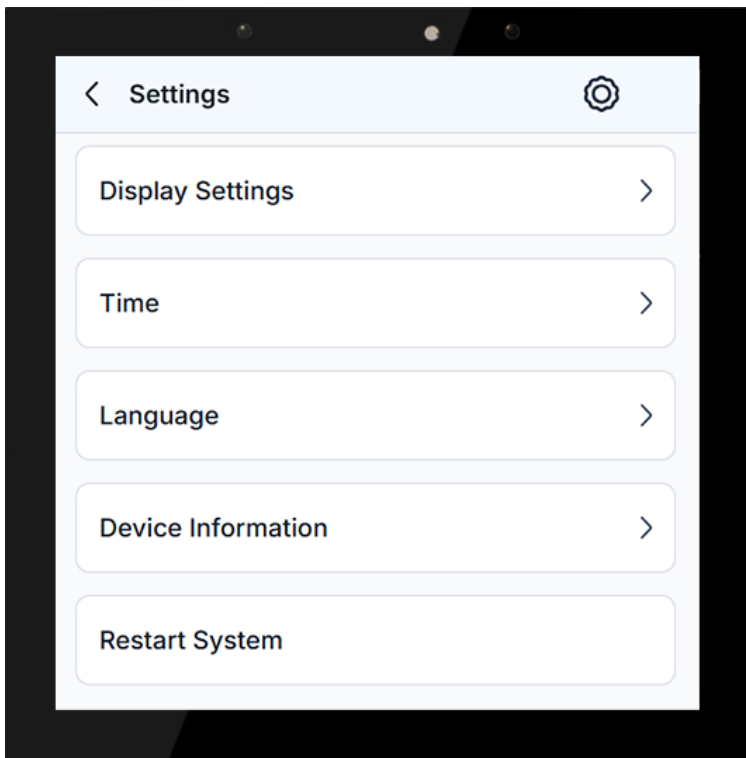
- The Control Display has to be connected to the same Home Wi-Fi as the Heat pump is connected.
- After reconnecting to Wi-Fi, the previously paired IGLU heat pump is remembered automatically and will reconnect by default. Verify in the “**Scan Networks**” section that the heat pump remains listed as the active connection.



Control Display Restart

Restarting the Control Display clears temporary communication or system issues. This can help restore proper operation without affecting any saved settings or the connection to the heat pump.

- Navigate to the General Settings of the Control Display, scroll down the setting menu and click **„Restart System“**
- Confirmation message will appear asking **„Restart System?“**, click **„Confirm“** to start rebooting.





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