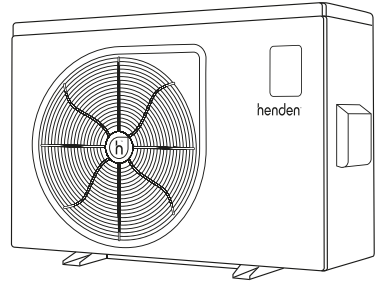


## Inverter Heat Pump

# QUICK START GUIDE



### **Thank you for purchasing a Henden Inverter Heat Pump.**

Built with inverter technology for energy efficiency and designed for super quiet operation. Harness the power of this high performing heat pump and enjoy more time in the pool.

### **HELPFUL HINTS**

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- Prepare the outdoor installation area by removing tree branches, debris or anything that could restrict ventilation.
- Regularly check the condensate drain for any blockages or debris build up. This will ensure optimal drainage.
- Make sure there is water flowing through the Henden Inverter Heat Pump when operating.
- To maximise efficiency, install the Henden Inverter Heat Pump in line with the ventilation diagrams depicted.
- If you intend to connect the Henden Inverter Heat Pump to the Handy Heat Pump app, ensure you have strong Wi-Fi in the installation location. More than -50Db is considered suitable for use.

**IMPORTANT**  
Please read carefully



#### **CAUTIONS AND WARNINGS:**

Keep the Henden Inverter Heat Pump away from any potential fire source.

The Henden Inverter Heat Pump must be placed in a well-ventilated area; it must not be placed in an indoor or enclosed area.

Installation must be handled by a professional pool builder/service agent.

Repair and disposal must be carried out by manufacturer approved service personnel.

**Scan to view the complete installation manual:**



## SPECIFICATIONS

Performance						
Heater Model	9kW	14kW	17kW	20kW	24kW	28kW
Performance at conditions: Air 27°C / Water 26°C / Humidity 80%						
Heating capacity (kW)	9.0	14.2	17.0	20.1	24.0	28.0
COP range	10.6 - 5.7	11 - 6	10.8 - 5.9	10.8 - 6	10.8 - 6.1	11.0 - 6.3
Performance at conditions: Air 15°C / Water 26°C / Humidity 70%						
Heating capacity (kW)	6.2	9.8	11.5	13.8	16.0	19.5
COP range	6.2 - 4.1	6.6 - 4.3	6.3 - 4.1	6.4 - 4.0	6.4 - 4.3	6.5 - 4.4
Performance at conditions: Air 35°C / Water 28°C / Humidity 80%						
Cooling capacity (kW)	3.4	5.4	6.1	7.7	8.8	10.8

Technical Specifications						
Heater Model	9kW	14kW	17kW	20kW	24kW	28kW
Power supply	230V 1Ph	230V 1Ph	230V 1Ph	230V 1Ph	230V 1Ph	230V 1Ph
Rated input power (kW)	0.30-1.51	0.46-2.28	0.56-2.80	0.69-3.45	0.74-3.72	0.89-4.43
Rated input current (A)	1.30-6.57	2.00-9.91	2.44-12.17	3.00-15.00	3.22-16.17	3.87-19.3
Casing	ABS	ABS	ABS	ABS	ABS	ABS
Water Connection (mm)	50/48.3	50/48.3	50/48.3	50/48.3	50/48.3	50/48.3
Sounds pressure 1m dB(A)	20-45	35-70	40-75	50-90	60-110	65-120
Ideal water flow (L/min)	50	75	80	100	140	180
Operating air temperature	0-43°C	0-43°C	0-43°C	0-43°C	0-43°C	0-43°C

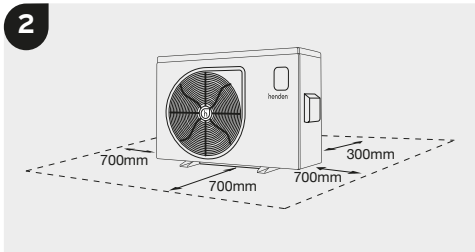
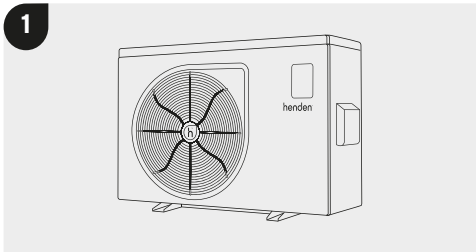
Dimensions						
Heater Model	9kW	14kW	17kW	20kW	24kW	28kW
Length x width x height	903 x 339 x 654mm	903 x 339 x 654mm	991 x 347 x 654mm	991 x 347 x 755mm	991 x 347 x 755mm	1122 x 415 x 958mm
Weight	46kg	49kg	60kg	68kg	68kg	90kg

## INSTALLATION

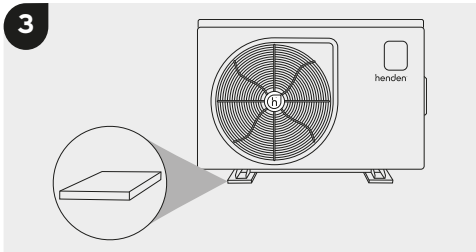
### Positioning the Henden Inverter Heat Pump

To begin, position the Henden Inverter Heat Pump on solid level ground outside. Do not place the unit in an enclosed area. Discharged air must vent to an open outdoor environment.


Check that there are no objects blocking the air inlet and that the minimum clearance guidelines below are followed.



Place the 4 rubber feet supplied under the Henden Inverter Heat Pump.



### Electrical Set Up

 The electrical set up must be performed by a qualified technician.

Contact a qualified technician. The electrician must view the complete manual before performing the Electrical Set Up. To view the full manual, scan the QR code on the front cover.

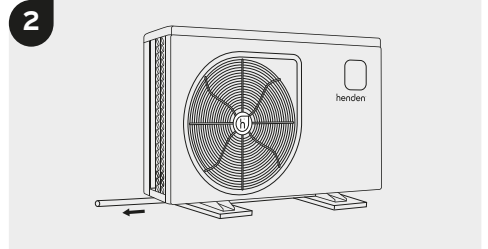
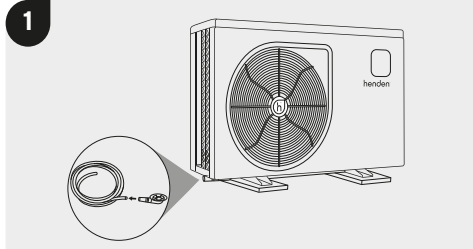


## INSTALLATION

### Connecting the Condensation Drain

Locate the barb under the heater and push the supplied drain hose on securely.

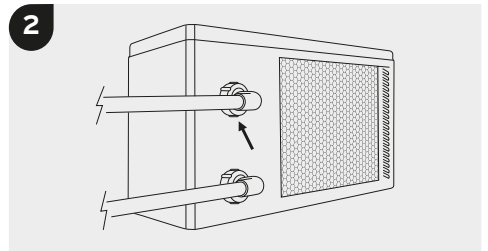
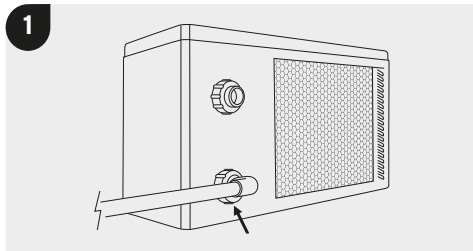
Run the drain hose downhill to a suitable location. For example, a garden or nearby stormwater drain. Note: the hose can drain up to 10 litres of condensation per hour.



### Connecting the pipework

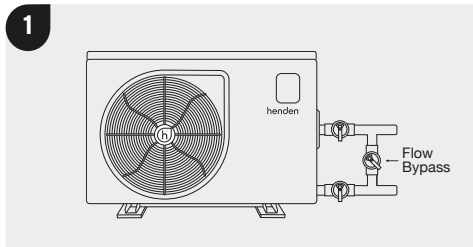
Using the 40mm tail supplied, connect the inlet of the heat pump downstream, after the pool pump and filter.

Using the 40mm tail supplied, connect the outlet upstream before any chlorinators, acid injection or other chemical dosing systems.



### Setting up the Flow Bypass

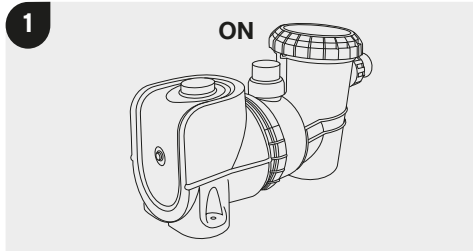
Create a flow bypass between the inlet and outlet pipework to ensure optimal efficiency. See an example of this using 3 x valves below.



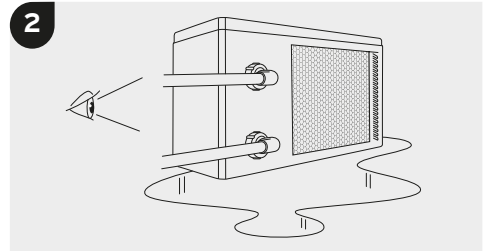
## FIRST TIME START UP

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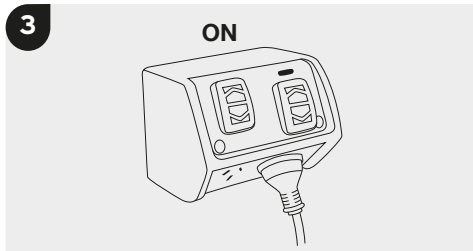
Turn the pool pump on.



Check there are no water leaks and verify adequate flow to and from the pool.



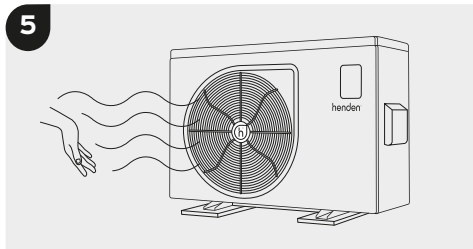
Turn on the electrical power supply to the Henden Inverter Heat Pump. If hardwired, turn on the isolation switch.



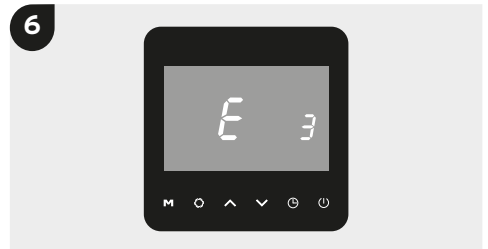
Press the power symbol on the control panel. The Henden Inverter Heat Pump will turn on within a few seconds.



After the compressor has been running for a few minutes, make sure the air leaving the unit is 5-10°C cooler than the ambient air temperature.



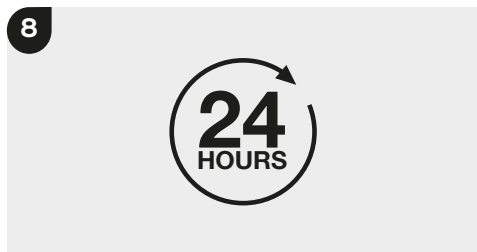
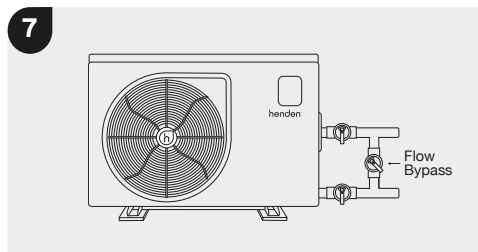
To test the flow switch, ensure the heat pump is operating, then turn the pool pump off. If the flow switch is working, the Henden Inverter Heat Pump should turn off automatically and the control panel should display E3 indicating no flow.



## FIRST TIME START UP

Adjust the bypass set up. The bypass set up is successful if the temperature difference between the inlet and outlet is 2-3°C. The inlet/outlet temperatures can be seen using the control panel or the app.

The initial start-up is complete. Allow the heat pump to run 24 hours per day until the desired pool temperature is reached. This can take several days.

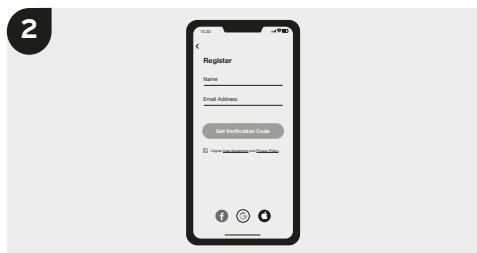


## APP FUNCTIONALITY

The Invergo App can be used to control and monitor your Henden Inverter Heat Pump via Wi-Fi. To set up the Invergo App, follow the steps below:

Open Apple Apps or Google Play and download Invergo.

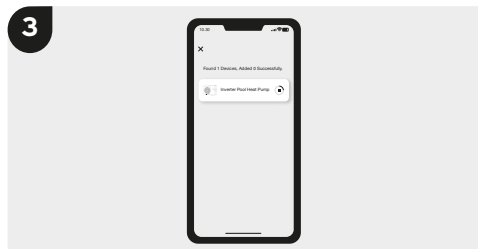
Open Invergo and follow the prompts to create an account.



Press and hold the power button on the Inverter Heat Pump for 3 seconds to activate Wi-Fi pairing.

Follow the prompts in the App to set and monitor the pool water temperature.

Open the app and select Add a Device.

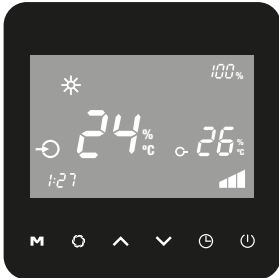


## OPERATION

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1. Press the ON/OFF key to turn power ON or OFF.
2. Press the Mode key to cycle between Heating, Cooling and Auto Modes.
3. Press the UP/DOWN key to increase or decrease the desired set temperature.
4. Hold the Up and Down keys for 5 seconds to switch Celsius and Fahrenheit.
5. Hold the Power Selector Key for 5 seconds to run status checking.
6. Hold the Timer key for 5 seconds to enter time setting status.

Note: If no key is pressed for 30 seconds, the screen will turn off.



KEY SYMBOLS	DESIGNATION	FUNCTION
	On-off key	Used to Power On/Off.
<b>M</b>	Mode selector	Used to switch between Heating, Cooling and Auto modes.
	Up key	Used to increase value or move up in the menu.
	Down key	Used to decrease value or move down in the menu.
	Power select	Used to switch between high and low power settings. Holding for 5 seconds will check running status parameters.
	Timer	Used to view the Scenario Mode menu

## MAINTENANCE

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1. Clean the pool filter regularly to ensure adequate water flow through the heater and avoid damage.
2. Use freshwater at a low pressure to clean the fins on the air inlet regularly.
3. If not in use for long periods of time (e.g. colder months), discharge all water in the Henden Inverter Heat Pump, including the water at the bottom. This prevents water from freezing in the Henden Inverter Heat Pump and potentially causing damage.

## WARRANTY

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### HENDEN™ REPAIR OR REPLACEMENT GUARANTEE

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Should you experience any difficulties with your Henden product, we suggest in the first instance that you contact the installer of the product or your local Reece Irrigation & Pools branch. Alternatively, you can phone Henden. On receipt of your claim, Henden will seek to resolve your difficulties if the product is faulty or defective, advise you on how to have your Henden product repaired, obtain a replacement or a refund. Henden does not cover normal wear or tear, or damage resulting from misuse or negligent handling, improper use for which the product was not designed or advertised, failure to properly follow the provided installation and operating instructions, failure to carry out maintenance, corrosive or abrasive water or other liquid, lightning or high voltage spikes, or unauthorized persons attempting repairs. Where applicable, your Henden product must only be connected to the voltage shown on the nameplate. Henden does not cover freight, or any other costs incurred in making a claim. Please retain your receipt as proof of purchase; you **MUST** provide evidence of the date of original purchase when making a claim. Henden shall not be liable for any loss of profits or any consequential, indirect, or special loss, damage or injury of any kind whatsoever arising directly or indirectly from Henden products. Should your Henden product require repair or service after the guarantee period contact your nearest Reece Irrigation & Pools branch or phone the number below.

For a complete list of Reece Irrigation & Pools branches visit our website [reece.com.au/storefinder](https://reece.com.au/storefinder) or contact:

**Technical and After Sales Support:**

1300 HENDEN (1300 436 336)

**Mailing/Manufacturer Address:**

Madimack Pty Ltd  
Level 31/100 Miller Street  
North Sydney, NSW 2060

Scan to view the complete installation manual:

