

SATK

heat interface units



Fault Finding Guide

SATK HIU fault finding guide

Initial checks

- Check all isolation valves are closed.
- Check all pipe connections are tight within the HIU.
- Check all pipe connections external to the HIU are tight.
- Open primary isolation valves.
- Open secondary isolation valves
- If unit is an indirect HIU, open filling loop to bring secondary heating pressure to within the green range shown on the pressure dial.
- Turn power on to the unit.

After a few seconds of internal checks, the HIU controller should have a green light lit on the front.

The HIU controller display will alternate to show the temperature set points for DHW and heating.

If these settings are satisfactory, no further adjustments are required.

Adjust the room controller to 'call' for heat. Does the Heating light illuminate on the HIU? If not, go to trouble shooting guide.

Leave the heating on, and open a hot domestic water tap.

- Does the DHW light illuminate on the HIU, the heating light go out and hot water come from the tap?

If not, go to the Fault Finding section.

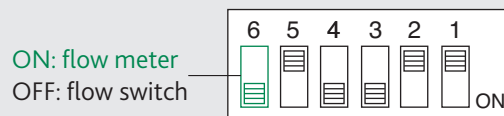
Initial Fault Finding

Fault	Indications	Possible Cause of Fault	Operations to be Performed
No LEDs are lit	No LEDs are lit	no power to unit	check fuse spare and incoming 230V supply
Heating not working		room thermostat not connected/switching	check the thermostat is volts free and connected correctly
Heating constantly running		main PCB overload	check the thermostat is volts free
Heating turns on when no call is demanded		incorrect thermostat wiring	check the thermostat is volts free and connected correctly
No hot water		primary heating differential pressure to low	check the differential pressure and alter the primary pump setting to give 35 kPa minimum
Little or intermittent hot water		low flow rate / blocked strainer	check for blocked strainer, if so clean check the differential pressure on the primary circuit, increase the flow rate of mains water
Heating demand but no pump operation		low heating pressure	repressurise secondary heating circuit

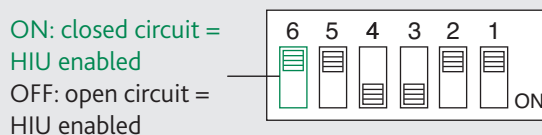
DIP Switch Setting with Prepayment Meter

If a prepayment meter is used and problems are experienced check the DIP 6 switch to ensure it is in the OFF position.

Electronic Regulator Logic Settings with Flow Meter



Electronic Regulator Logic Settings with Prepayment Meter



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Fault Finding

Fault	Indications	Possible Cause of Fault	Operations to be Performed
The water is not heating	DHW LED on	primary circuit isolating valve closed	open the isolating valve
		modulating valve actuator connector disconnected	re-connect actuator connector
		modulating valve actuator disconnected from valve body	re-connect actuator
		modulating valve actuator faulty	order spare part
		DHW temperature probe cable inverted with heating probe	restore correct connection
		presence of air in the system	restore correct connection
		electronic controller not working	order spare part
		valve obturator blocked in closed position	order spare part
		centralised system not working	contact person in charge of system
	FAULT led lit + error code 6 active	DHW temperature probe disconnected	re-connect probe
		DHW temperature probe faulty	order spare part
	FAULT led lit + error code 79 active	DHW temperature probe faulty	restore correct switch setting
	DHW Led off	DHW priority flow meter disconnected	re-connect flow meter
		DHW priority flow meter faulty	order spare part
all LEDs are off	electricity power supply switched off	switch on electricity supply	
	protection fuse burnt out	order spare part	
The water is hot but does not reach the desired temperature	DHW led on	domestic water cycle temperature set point too low	increase set point
		HIU strainer clogged	unblock by flushing with clean water
		exchanger partly clogged	unblock by flushing with clean water
		modulating valve actuator faulty	order spare part
		valve obturator blocked in intermediate position	unblock by flushing with clean water
		modulating valve actuator connector disconnected	re-connect actuator connector
		DHW temperature probe cable inverted with heating probe	restore correct connection
		excessive demand for DHW	decrease demand
		electronic controller not working	order spare part
		centralised system temperature insufficient	contact person in charge of system
		primary circuit flow rate insufficient	contact person in charge of system
The hot water temperature reached is too high	DHW led on	domestic water cycle temperature set point too high	decrease set point
		DHW temperature probe cable inverted with heating probe	restore correct connection
		modulating valve actuator faulty	order spare part
		valve obturator blocked in intermediate or open position	unblock by flushing with clean water
		electronic controller not working	order spare part
Hot water flow rate is insufficient	DHW led on	HIU strainer clogged	unblock by flushing with clean water
		possible domestic water system shut-off valves partly open	open the valves
		centralised domestic circuit cold water flow rate insufficient	call qualified personnel to have it serviced
The is no hot water flow	DHW led off	possible domestic water system shut-off valves closed	open the valves
		no cold water in centralised domestic circuit	call qualified personnel to have it serviced
		HIU strainer completely clogged	order spare part
		heat exchanger completely blocked	order spare part

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Fault Finding

Fault	Indications	Possible Cause of Fault	Operations to be Performed
The room is not reaching the desired temperature	CH led on	heating cycle temperature set point too low	increase set point
		chrono-thermostat temperature setting incorrect	check programming of chrono-thermostat
		HIU strainer clogged	unblock by flushing with clean water
		heating valve actuator faulty	order spare part
		heating valve obturator blocked	unblock by flushing with clean water
		modulating valve actuator connector disconnected	restore correct connection
		DHW temperature probe cable inverted with heating probe	restore correct connection
		presence of air in the system	vent the system
		pump (if present) not working	order spare part
		pump cable (if present) not connected	restore connection
		possible system shut-off valves/terminals closed	open the valves
		centralised system temperature insufficient	contact person in charge of system
		electronic controller not working	order spare part
		primary circuit flow rate insufficient	contact person in charge of system
		centralised system not working	contact person in charge of system
	CH led off	timer/thermostat time setting incorrect	check programming of timer/thermostat
	all leds are off	timer/thermostat not working	check timer/thermostat
		electric supply switched off	restore HIU electric supply
	FAULT led lit + error code 4 active	protection fuse burnt out	restore HIU electric supply
		heating circuit pressure too low	restore system pressure
	FAULT led lit + error code 5 active	heating temperature probe faulty	order spare part
	FAULT led lit + error code 15 active	compensation temperature probe faulty	order spare part
FAULT led lit + error code 69 active	safety thermostat cut in	allow unit to cool and reset HIU	
FAULT led lit + error code 76 active	safety relief valve faulty	order spare part	
FAULT led lit + error code 79 active	incorrect switch setting	restore correct switch settings	
FAULT led lit + error code 80 active	prepayment valve has closed	add credit	

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