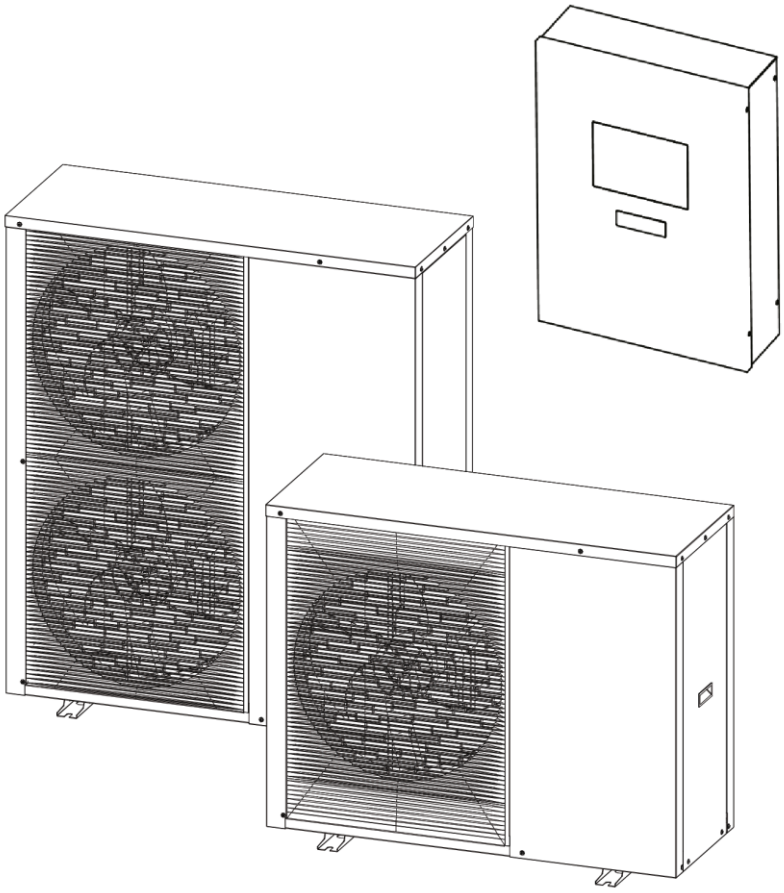
DOMUSA TEKNIK

DUAL CLIMA HT EC PRO + EASY CONNECT

(Outdoor unit + Indoor module)

Air/water heat pump



EN | TECHNICAL CHARACTERISTICS AND ALARM CODES

Thank you for choosing a **DOMUSA TEKNIK** heat pump. From the range of **DOMUSA TEKNIK** products you have chosen the **DUAL CLIMA HT EC PRO** model. With a suitable hydraulic installation, this heat pump will provide the ideal level of comfort for your home.

This document constitutes an essential part of the product and must be delivered to the end user. Read the warnings and recommendations in the manual carefully, as they contain important information on the safety, use and maintenance of the installation.

This heat pump must be installed by qualified personnel only, in accordance with the legislation in force and following the manufacturer's instructions.

Commissioning of this heat pump and any maintenance operations must only be carried out by **DOMUSA TEKNIK**'s Authorised Technical Assistance Services.

Incorrect installation of this heat pump could result in damage to people, animals or property, for which the manufacturer will hold no liability.

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1 TECHNICAL CHARACTERISTICS

MODELO		DUAL CLIMA 6HT PRO	DUAL CLIMA 9HT PRO	DUAL CLIMA 12HT PRO	DUAL CLIMA 16HT PRO	DUAL CLIMA 19HT PRO
Type	-	Air/water				
Rated heating capacity	kW	6,19	9,4	12,60	16,84	19,52
Rated heating consumption	kW	1,285	1,981	2,72	3,62	4,302
Rated heating current	A	5,58	8,61	11,82	15,73	18,7
COP (Air +7ºC, Water 35ºC)	-	4,81	4,74	4,63	4,65	4,54
Rated cooling capacity	kW	6,23	9,12	11,8	15,09	18,62
Rated cooling consumption	kW	1,125	1,774	2,612	3,586	4,432
Rated cooling current	A	4,89	7,71	11,35	15,59	19,26
EER (Air +35 ºC, Water 18 ºC)	-	5,54	5,14	4,52	4,21	4,20
Maximum consumption	kW	2,76	3,15	3,75	6,21	7,00
Maximum current	A	12,0	13,7	17,0	27,0	30,4
Electrical supply	-	230 V~ / 50 Hz				
Max. working pressure: (water circuit)	MPa (bar)	0,3 (3)				
Max. water temperature	ºC	75				
Nominal water flow	m^3/h	1,10	1,57	2,10	2,75	3,27
Max. working pressure: (refrigerant circuit)	MPa	3,2				
Min. working pressure: (refrigerant circuit)	MPa	0,03				
Refrigerant	-	R290				
Refrigerant amount	Kg	0,8	0,85	1,2	1,4	1,9
Protection degree	-	IPX4				
Working temperature range (Heating)	ºC	-25/45				
Working temperature range (Cooling)	ºC	10/45				
Sound pressure level (1m)	dB(A)	44	44	44	47	47
Rated fan input power	W	85	85	85	170	
Dimensions: (Width/Depth/ Height)	mm	1115/415/900			1115/415/1320	
Net weight	Kg	80	82	125	140	146

MODELO		DUAL CLIMA 12HTT	DUAL CLIMA 16HTT	DUAL CLIMA 19HTT	DUAL CLIMA 22HTT
Type	-	Air/water			
Rated heating capacity	kW	12,6	16,84	19,52	22,66
Rated heating consumption	kW	2,72	3,62	4,3	5,021
Rated heating current	A	4,13	5,50	6,53	7,62
COP (Air +7ºC, Water 35ºC)	-	4,63	4,65	4,54	4,51
Rated cooling capacity	kW	11,8	15,09	18,62	21,02
Rated cooling consumption	kW	2,61	3,59	4,43	5,213
Rated cooling current	A	3,96	5,45	6,73	7,92
EER (Air +35 ºC, Water 18 ºC)	-	3,97	4,21	4,2	4,03
Maximum consumption	kW	3,75	6,21	7,40	8,00
Maximum current	A	5,70	9,4	11,2	12,2
Electrical supply	-	400 V 3N~ / 50 Hz			
Max. working pressure: (water circuit)	MPa (bar)	0,3 (3)			
Max. water temperature	ºC	75			
Nominal water flow	m^3/h	2,10	2,75	3,27	3,75
Max. working pressure: (refrigerant circuit)	MPa	3,2			
Min. working pressure: (refrigerant circuit)	MPa	0,03			
Refrigerant	-	R290			
Refrigerant amount	Kg	1,2	1,4	1,9	2,0
Protection degree	-	IPX4			
Working temperature range (Heating)	ºC	-25/45			
Working temperature range (Cooling)	ºC	10/45			
Sound pressure level (1m)	dB(A)	44	47	47	47
Rated fan input power	W	170			
Dimensions: (Width/Depth/ Height)	mm	1115/415/900	1115/415/1320		
Net weight	Kg	125	140	146	153

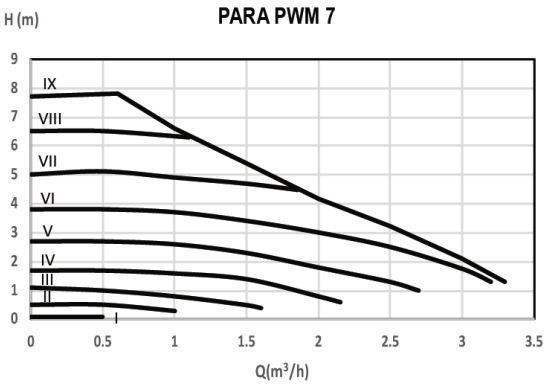
2 CIRCULATION PUMP CHARACTERISTICS

The graphs below can be used to calculate the hydromotive pressure available in the installation at the heat pump output, considering the pump operating curve and the pressure drop of each **DUAL CLIMA HT EC PRO** heat pump model.

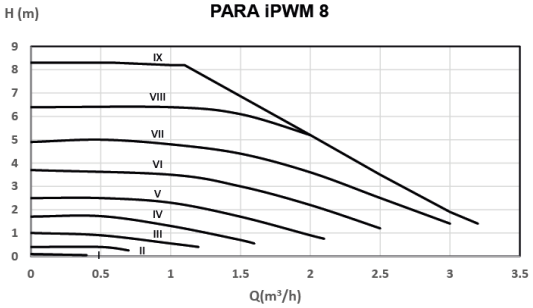
2.1 Circulation pump flow curves

The graphs below show the hydromotive pressure that can be reached by each **DUAL CLIMA HT EC PRO** model water circulation pump, according to the installation flow:

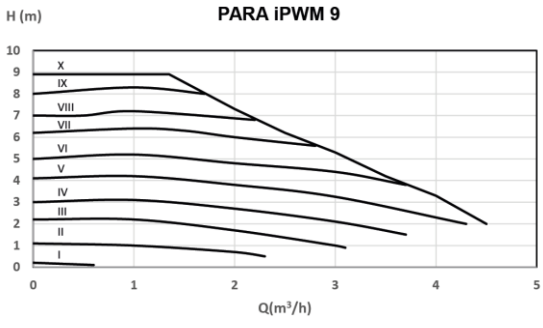
Dual Clima 6HT EC PRO and Dual Clima 9HT EC PRO

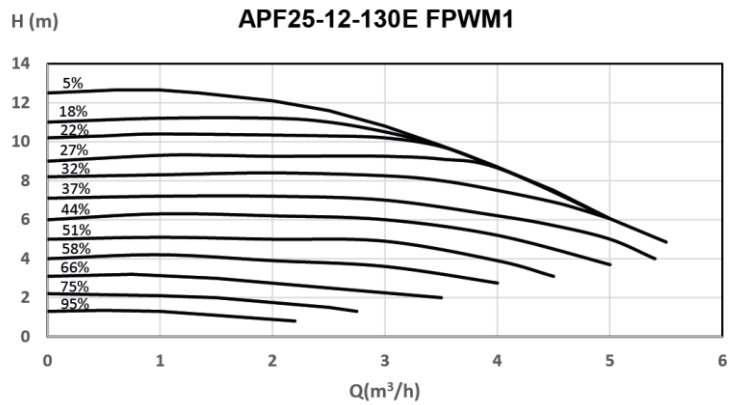


Dual Clima 12HT EC PRO and Dual Clima 12HTT EC PRO



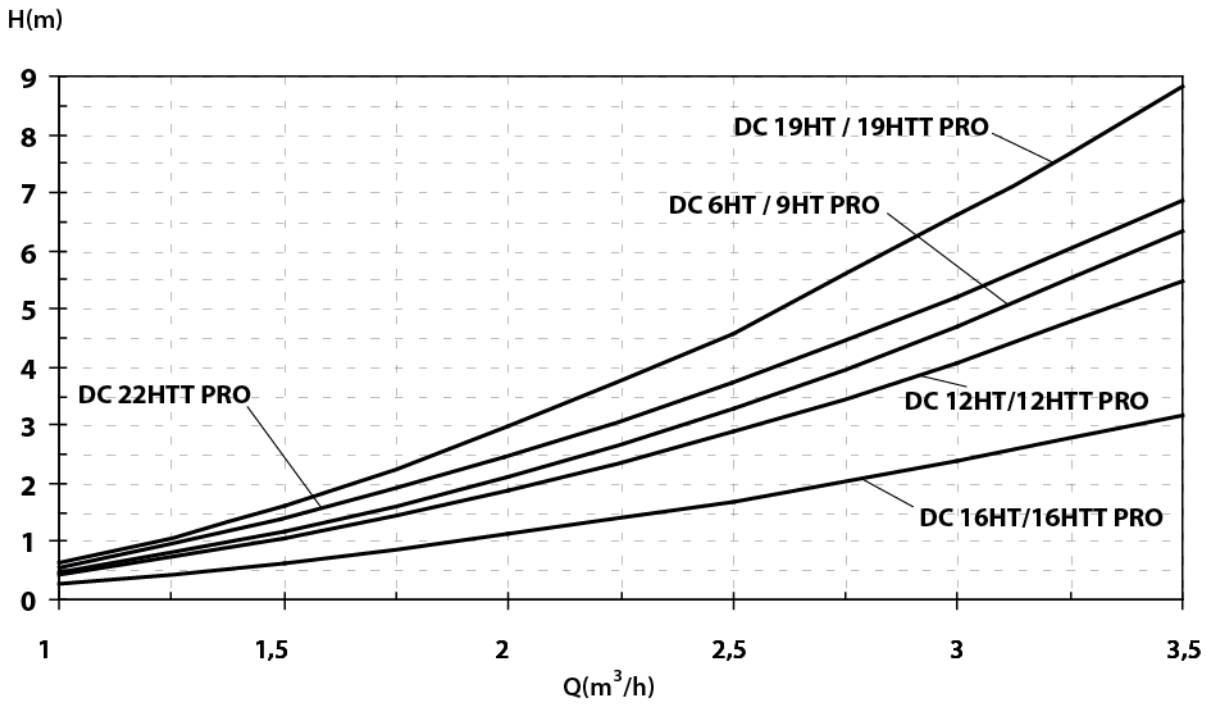
Dual Clima 16HT EC PRO and Dual Clima 16HTT EC PRO





2.2 Heat pump pressure drop

The graph below shows the pressure drop generated by the internal hydraulic circuit of each **Dual Clima HT EC PRO**, model, according to the installation flow:

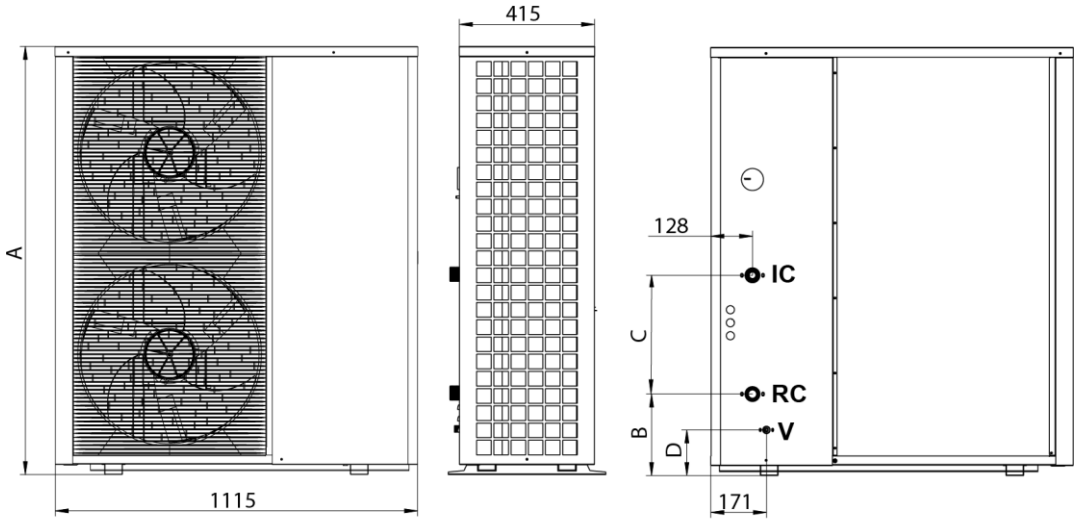


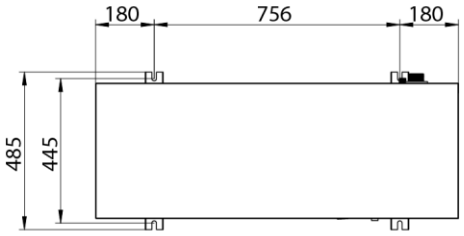
2.3 Circulation pump adjustment

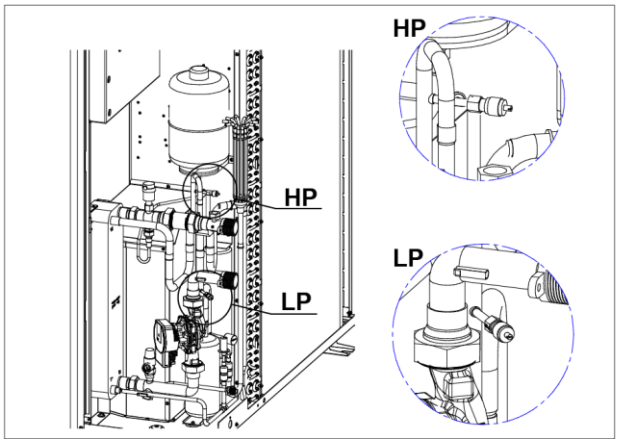
The control of **DUAL CLIMA HT EC PRO** heat pump manage automatically the speed of the C1 circulation pump, which is in the outdoor unit, with the aim of obtain and maintain a temperature difference between flow and return temperatures of the heat pump. The temperature difference setpoint can be adjusted with **P58** (in heating mode) and **P139** (in cooling mode) of the "System Parameters" (see "Setting menu").

In turn, parameter **P59** determine the minimum speed of the circulation pump **C1**. The pre-set default value for **P59** is 8 (80%), therefore the pump speed will be adjusted between 80% and 100% of its capacity.

3 DIMENSIONS







	DUAL CLIMA 6HT	DUAL CLIMA 9HT	DUAL CLIMA 12HT/HTT	DUAL CLIMA 16HT/HTT	DUAL CLIMA 19HT/HTT	DUAL CLIMA 22HTT
A (mm)	900			1320		
B (mm)	140				466	
C (mm)	279		476		150	
D (mm)	62				144	
IC: Heating/Air Conditioning Flow	1″			1-1/4″		
RC: Heating/Air Conditioning Return	1″			1-1/4″		
V: Water circuit draining	1/2"					
HP: Gas circuit High Pressure port	1/4" SAE					
LP: Gas circuit Low Pressure port	1/4" SAE					

4 ALARM CODES

4.1 Heat Pump

The **DUAL CLIMA HT EC PRO** boiler is equipped with an electronic control that performs continuous self-testing to detect any pump malfunctioning. When the electronic control detects an operating error, this is indicated by an alarm code and an alarm indicator light (⚠) on the main control panel display.

On the "*Settings Menu*" (**9**), on the "Operating Status" sub-menu, press the touch button ⚠ to access the alarm code menu displaying 7 last operating failures detected by the heat pump, in chronological order. To exit the menu and return to the start screen, press the touch button 🏠. The table below lists the possible alarm codes:

Code	Alarm	Description
E01	External temperature sensor failure.	Open circuit or short circuit in the external temperature sensor. Contact your nearest official Technical Assistance Service to have it replaced.
E02	External heat exchanger temperature sensor failure.	Open circuit or short circuit in the external heat exchanger temperature sensor. Contact your nearest official Technical Assistance Service to have it replaced.
E03	Suction temperature sensor failure.	Open circuit or short circuit in the suction temperature sensor. Contact your nearest official Technical Assistance Service to have it replaced.
E04	Heat pump settings incorrect.	Check the control card SW1's and all the Settings Menu parameters. Contact your nearest official Technical Assistance Service to have it replaced.
E05	Heat pump settings incorrect.	Check the control card SW1's and all the Settings Menu parameters. Contact your nearest official Technical Assistance Service to have it replaceaird.
E06	Discharge temperature sensor failure.	Open circuit or short circuit in the discharge temperature sensor. Contact your nearest official Technical Assistance Service to have it replaced.
E07	DHW temperature sensor failure.	Open circuit or short circuit in the DHW temperature sensor. Contact your nearest official Technical Assistance Service to have it replaced.
E08	Flow temperature sensor failure.	Open circuit or short circuit in the flow temperature sensor. Contact your nearest official Technical Assistance Service to have it replaced.
E09	Return temperature sensor failure.	Open circuit or short circuit in the return temperature sensor. Contact your nearest official Technical Assistance Service to have it replaced.
E10	Internal heat exchanger temperature sensor failure.	Open circuit or short circuit in the internal heat exchanger temperature sensor. Contact your nearest official Technical Assistance Service to have it replaced.
E11	High pressure sensor failure.	Open circuit or short circuit in the flow temperature sensor. Contact your nearest official Technical Assistance Service to have it replaced.

Code	Alarm	Description
E12	Low pressure sensor failure.	Open circuit or short circuit in the low pressure temperature sensor. Contact your nearest official Technical Assistance Service to have it replaced.
E13	High pressure protection.	High pressure safety device triggered. Disconnect the heat pump from the mains and connect it again. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.
E14	Low pressure protection.	Low pressure safety device triggered. Disconnect the heat pump from the mains and connect it again. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.
E15	Insufficient water flow.	The appliance flow meter is detecting a water flow lower than the minimum permitted for each heat pump model (see *"Hydraulic installation"*). Disconnect the heat pump from the mains and connect it again. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.
E16	Communication error.	Communication error between the PCB card and the display. Check the electrical connections. Disconnect the heat pump from the mains and connect it again. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.
E17	Compressor gas discharge temperature too high.	The compressor discharge temperature safety device has been triggered. Contact your nearest official technical assistance service.
E18	Heat pump settings incorrect.	Check the control card SW1's and all the Settings Menu parameters. Contact your nearest official Technical Assistance Service to have it replaced.
E20	IPM or compressor error.	The compressor or IPM has an operational problem. See E20 alarm code details. Check the installation then disconnect the heat pump from the mains and connect it again. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.
E20-1	Overcurrent in IPM.	The electric current in the IPM is too high. Contact your nearest official Technical Assistance Service.
E20-5	Compressor failure.	The compressor is not working correctly. Check the wiring. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.
E20-16	Low voltage in IPM.	Low voltage in IPM. Contact your nearest official Technical Assistance Service to have it repaired.
E20-32	High voltage in IPM.	High voltage in IPM. Contact your nearest official Technical Assistance Service to have it repaired.
E20-257	IPM communication failure.	Deficient communication in the IPM. Contact your nearest official Technical Assistance Service to have it repaired.
E20-258	Phase loss.	Power source error. Contact your nearest official Technical Assistance Service to have it repaired.
E20-260	AC current protection.	The power supply current is too high. The heat pump will recover when the current returns to the permitted range of values.

Code	Alarm	Description
E20-264	IPM AC voltage protection.	The power supply voltage is too high, too low or unstable.
E20-320	Compressor overcurrent protection	The compressor electric current is too high. Contact your nearest Official Technical Assistance Service.
E20-288	Excessive temperature in IPM.	The temperature in the IPM is too high. Contact your nearest official Technical Assistance Service.
E20-298	IPM protection.	Error in the IPM module. Contact your nearest official Technical Assistance Service to have it repaired.
E20-299	Current sensor failure.	Failure of the appliance's internal ammeter, or the power wire is not crossing it. Contact your nearest official Technical Assistance Service to have it repaired.
E20-384	PFC module failure in IPM.	IPM error or incorrect wiring. Disconnect the heat pump from the mains and connect it again. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.
E21	Voltage error.	Voltage error in the heat pump. Disconnect and reconnect the power supply to the heat pump. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.
E22	Large temperature difference between flow and return.	Very large temperature difference between the values measured by the flow and return temperature sensors. Check the installation then disconnect the heat pump from the mains and connect it again. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.
E23	DHW mode anti-freeze function.	The DHW mode anti-freeze function has been triggered twice in the last 60 minutes. Disconnect the heat pump from the mains and connect it again. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.
E24	Heating/Cooling mode anti-freeze function.	The heating/cooling mode anti-freeze function has been triggered twice in the last 90 minutes. Disconnect the heat pump from the mains and connect it again. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.
E26	Heat pump settings incorrect.	Check the electrical diagram and the connector at sensor T6. Check the control card SW1's and all the Service Menu parameters. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.
E27	Room temperature exceeds limit.	The room temperature has exceeded the upper limit permitted (45ºC).
E28	High return temperature (cooling mode).	The temperature measured by the return temperature sensor in cooling mode is too high. Check the installation then disconnect the heat pump from the mains and connect it again. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.
E29	Room temperature sensor failure.	Check the electrical diagram and the connector at sensor T2. Check the control card SW1's and all the Service Menu parameters. If this alarm persists or occurs

Code	Alarm	Description
		repeatedly, contact the nearest Official Technical Assistance service.
E32	High flow temperature (Heating and DHW mode).	The temperature measured by the flow temperature sensor in heating or DHW mode is too high. Check the installation then disconnect the heat pump from the mains and connect it again. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.
E36	Fan motor communication failure (three-phase models).	Fan motor failure. Contact your nearest Official Technical Assistance Service to have it repaired.
E40	Low return temperature (cooling mode).	The temperature measured by the flow temperature sensor in cooling mode is too low. Check the installation then disconnect the heat pump from the mains and connect it again. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.
E44	Fan motor failure.	Fan motor failure. Contact your nearest Official Technical Assistance Service to have it repaired.
E50	External heat exchanger sensor too high.	The external heat exchanger temperature safety device has been triggered. Contact your nearest official Technical Assistance Service.
E56	Current protection.	The working current has exceeded the maximum working value for the compressor. Disconnect and reconnect the power supply to the heat pump. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.
E58	Room temperature below limit.	The room temperature has fallen below the lower limit permitted (-25ºC).
E59	Flow and return sensors reversed or 4-way valve failure.	Flow and return temperature sensors reversed or 4-way valve failure. Check the installation then disconnect the heat pump from the mains and connect it again. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.
E60	DHW temperature sensor failure.	Open circuit or short circuit in the DHW temperature sensor. Contact your nearest official Technical Assistance Service to have it replaced.
E61	Room temperature sensor failure.	Open circuit or short circuit in the room temperature sensor. Contact your nearest official Technical Assistance Service to have it replaced.
E62	Outside temperature sensor failure. (OTC)	Open circuit or short circuit in the outside temperature sensor (OTC). Contact your nearest official Technical Assistance Service to have it replaced.
E63	Buffer tank temperature sensor failure.	Open circuit or short circuit in the buffer tank temperature sensor. Contact your nearest official Technical Assistance Service to have it replaced.
E65	Bidirectional energy counter failure.	Communication failure between the energy counter and the **Easy Connect** indoor module. Check the wiring and connection between both devices. Check the configuration of the ("***Add***") address in the energy counter. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.

Code	Alarm	Description
E66	Indoor module communication failure.	Communication failure between the **Easy Connect** indoor module and the **DUAL CLIMA R EC** indoor module. Check the wiring and connection between both devices. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.
E67	Buffer tank sensor failure in cascade function.	Open circuit or short circuit in the buffer tank temperature sensor when cascade function is enabled. Contact your nearest official Technical Assistance Service to have it replaced.
E68	Cascade operating setting failure.	**SW3-1** DIP-Switch is not well adjusted to enable the cascade function. Adjust the DIP-Switch **SW3-1**.
E69	**Sr1** flow sensor open.	**Sr1** flow sensor broken or disconnected. To replace the sensor, contact the nearest Official Technical Service.
E70	**Sr1** flow sensor short-circuited.	
E71	**Sr2** flow sensor open.	**Sr2** flow sensor broken or disconnected. To replace the sensor, contact the nearest Official Technical Service.
E72	**Sr2** flow sensor short-circuited.	
E73	**Sext** outdoor temperature sensor circuit open.	The **Sext** outdoor temperature sensor is damaged or disconnected. To replace the sensor, contact the nearest Official Technical Service.
E74	**Sext** outdoor temperature sensor short-circuited.	
E75	Communication error with the **AIR Hydraulic Kit**.	Communication error between the **iConnect** module and the electronic control unit of the **AIR Hydraulic Kit**. If the alarm persists, contact the nearest OTS.
E76	**Zone 1** room temperature sensor circuit open.	**Zone 1** room temperature sensor damaged or disconnected. To replace the sensor, contact the nearest Official Technical Service.
E77	**Zone 1** room temperature sensor short-circuited.	
E78	**Zone 2** room temperature sensor circuit open.	**Zone 2** room temperature sensor damaged or disconnected. To replace the sensor, contact the nearest Official Technical Service.
E79	**Zone 2** room temperature sensor short-circuited.	
E80	**Zone 3** room temperature sensor circuit open.	**Zone 3** room temperature sensor damaged or disconnected. To replace the sensor, contact the nearest Official Technical Service.
E81	**Zone 3** room temperature sensor short-circuited.	
E82	Communication error with the **iConnect** module.	Communication error between the **Easy Connect** indoor unit and the **iConnect** module. If the alarm persists, contact the nearest OTS.
E83	**AIR Hydraulic Kit** not detected.	The **AIR Hydraulic Kit** is not detected when there is a wireless device paired in **Zone 1**. To repair the Kit, contact the nearest OTS.

Code	Alarm	Description
E84	**AIR Hydraulic Kit** not detected.	The **AIR Hydraulic Kit** is not detected when there is a wireless device paired in **Zone 2**. To repair the Kit, contact the nearest OTS.
E85	**AIR Hydraulic Kit** not detected.	The **AIR Hydraulic Kit** is not detected when there is a wireless device paired in **Zone 3**. To repair the Kit, contact the nearest OTS.
E86	Communication error with wireless devices.	Communication error between the **iConnect** module and the **iC RF Receiver** radio module. If the alarm persists, contact the nearest OTS.
E87	Low battery in **Zone 1** wireless device.	The battery in the **Zone 1** wireless device is low. Replace the batteries before they run out.
E88	Low battery in **Zone 2** wireless device.	The battery in the **Zone 2** wireless device is low. Replace the batteries before they run out.
E89	Low battery in **Zone 3** wireless device.	The battery in the **Zone 3** wireless device is low. Replace the batteries before they run out.
E90	Low battery in wireless Outdoor Sensor.	The battery in the wireless outdoor sensor is low. Replace the batteries before they run out.
E91	Weak signal in **Zone 1** wireless device.	The radio signal between the wireless device in **Zone 1** and the **iC RF Receivere** is too weak. Move the wireless device to an area with better radio signal coverage. If the alarm persists, contact the nearest OTS.
E92	Weak signal in **Zone 2** wireless device.	The radio signal between the wireless device in **Zone 2** and the **iC RF Receivere** is too weak. Move the wireless device to an area with better radio signal coverage. If the alarm persists, contact the nearest OTS.
E93	Weak signal in **Zone 3** wireless device.	The radio signal between the wireless device in **Zone 3** and the **iC RF Receivere** is too weak. Move the wireless device to an area with better radio signal coverage. If the alarm persists, contact the nearest OTS.
E94	Low signal in the wireless Outdoor Sensor.	NThe radio signal between the wireless Outdoor Sensor and the **iC RF Receiver** is too weak. Move the wireless device to an area with better radio signal coverage. If the alarm persists, contact the nearest OTS.
E99	Communication failure.	Communication failure between the power card and the IPM. Check the wiring. If this alarm persists or occurs repeatedly, contact the nearest Official Technical Assistance service.

NOTE: It will be very helpful to communicate de failure code to the technical assistance service if the service is required.

4.2 Alarm codes during registration in the APP

One or more of the following alarm codes may appear while registering the device in the APP. The following codes may appear, depending on the step corresponding to the alarm:

CT alarm codes

These will be triggered when the device (Boiler or Heat Pump) is attempting to connect to the home's WiFi network, right after entering the WiFi network credentials:



Code	CAUSES	SOLUTION
CT1	The bluetooth signal may be disconnected	Switch the mobile terminal and the device (boiler or heat pump) off and on again and repeat the registry attempt.
	The home's WiFi signal is not stable	Move the iConnect module to an area in the home where WiFi coverage is more stable or powerful. Try to register the device by accessing a nearby mobile terminal to check whether the problem is the WiFi network signal.
	The WiFi card may be blocked **(only in biomass boilers)**	Contact the nearest Official Technical Service and request that they apply the protocol to unblock the WiFi card.
	If the two previous steps do not solve the problem	Contact the nearest Official Technical Service to replace the WiFi card.
CT2	WiFi (router) name or password incorrect	Try again with the correct credentials.
	No WiFi network in the home	Activate the home WiFi network.
	The selected WiFi network band is 5 Ghz	Select a WiFi network band of 2.4 Ghz.
	The home's WiFi signal is not stable	Move the iConnect module to an area in the home where WiFi coverage is more stable or powerful. Try to register the device by accessing a nearby mobile terminal to check whether the problem is the WiFi network signal.
	The Router settings (firewall) are blocking the connection	Change the Router settings and try again.
CT3	The card connects to the home's WiFi network but does not connect to the Internet	The settings of the home router are not correct. Change the Router settings and try again.
CT4	Problems in the cloud (Azure)	There may be problems in the operation of the Azure provider. Wait a few hours and try again.
	The factory settings impede device access to the cloud (Azure)	Contact the nearest Official Technical Service to unblock access to the cloud.
	The home's WiFi signal is not stable	Move the iConnect module to an area in the home where WiFi coverage is more stable or powerful. Try to register the device by accessing a nearby mobile terminal to check whether the problem is the WiFi network signal.

RE alarm codes

These will be activated when the device (Boiler or Heat Pump) is attempting to register in the cloud (Azure), after having connected successfully to the WiFi network and the Internet, during the last step of registration:



Code	CAUSES	SOLUTION
RE10	Generic error	Switch the mobile terminal and the device (boiler or heat pump) off and on again and repeat the registry attempt. If the alarm continues, contact the nearest Official Technical Service.
RE11	Attempt to register the APP in DEMO mode	Start a session, enter the APP *("Settings/Devices")* and try to register the device again (boiler or heat pump).
RE12	The mobile terminal does not send the location	Restart the mobile terminal, activate the location again and repeat registration of the device (boiler or heat pump). Make sure that the mobile terminal detects the correct location.
RE13	The mobile terminal sends the wrong location	Restart the mobile terminal, activate the location again and repeat registration of the device (boiler or heat pump). Make sure that the mobile terminal detects the correct location.
RE14	Error attempting to obtain weather data from the Internet	There may be problems in the operation of the weather data provider. Wait a few hours and try again. If the alarm continues, contact the nearest Official Technical Service.
RE15	Error attempting to obtain geo-positioning data (address, city, province, etc.) from the Internet	There may be problems in the operation of the geo-positioning data provider. Wait a few hours and try again. If the alarm continues, contact the nearest Official Technical Service.
RE16	Error attempting to obtain time zone data from the Internet	There may be problems in the operation of the time zone data provider. Wait a few hours and try again. If the alarm continues, contact the nearest Official Technical Service.
RE20	Problems in the cloud (Azure)	There may be problems in the operation of the Azure provider that impede correct data exchange between the device and the cloud. Wait a few hours and try again. If the alarm continues, contact the nearest Official Technical Service.
RE20 - RE30	Problems in the cloud (Azure)	There may be problems in the operation of the Azure provider that impede correct data exchange between the device and the cloud. Wait a few hours and try again. If the alarm continues, contact the nearest Official Technical Service.
	The home's WiFi signal is not stable	Move the iConnect module to an area in the home where WiFi coverage is more stable or powerful. Try to register the device by accessing a nearby mobile terminal to check whether the problem is the WiFi network signal. If the alarm continues, contact the nearest Official Technical Service.
RE41 - RE50	The home's WiFi signal is not stable	Move the iConnect module to an area in the home where WiFi coverage is more stable or powerful. Try to register the device by accessing a nearby mobile terminal to check whether the problem is the WiFi network signal. If the alarm continues, contact the nearest Official Technical Service.

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DOMUSA TEKNIK reserves the right to make modifications of any kind to its product characteristics without prior notice.