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Preface

Carefully read this manual before use.

This manual provides all the information required for safe and optimal installation and maintenance of the ComfoAir 350 Luxe. It is also intended as a reference for servicing, so that this can be carried out in a responsible manner. The device is subject to continuous development and improvement. As a result, the ComfoAir 350 Luxe may slightly differ from the descriptions.

NOTE
This manual has been compiled with the utmost care. However, no rights can be derived from it. In addition, we at all times reserve the right to change the contents of this manual, without prior notice.

1 Introduction

The device's name is ComfoAir 350 Luxe. In the following it will be referred to as ComfoAir. The ComfoAir is a balanced ventilation system with heat recovery in order to create healthy, balanced and energy-efficient ventilation in houses. The ComfoAir has a CE marking on the identification plate. The identification plate can be found on top of the ComfoAir.

1.1 Warranty and liability

1.1.1 Guarantee conditions

The ComfoAir is covered by a manufacturer's warranty for a period of 24 months after fitting up to a maximum of 30 months after the date of manufacture. Warranty claims may only be submitted for material faults and/or construction faults arising during the warranty period. In the case of a warranty claim, the ComfoAir must not be dismantled without written permission from the manufacturer. Spare parts are only covered by guarantee, if they were supplied by the manufacturer and have been installed by an approved installer.

The warranty becomes invalid if:

- The guarantee period has elapsed;
- The device is used without filters;
- Parts are used that have not been supplied by the manufacturer;
- Non-authorised changes or modifications have been made to the unit.

1.1.2 Liability

The ComfoAir has been designed and manufactured for use in “balanced ventilation systems”. Any other use is deemed unintended use and can lead to damage to the ComfoAir or personal injury, for which the manufacturer cannot be held liable. The manufacturer is not liable for any damage originating from:

- Non-compliance with the safety, operating and maintenance instructions in this manual;
- The use of components not supplied or recommended by the manufacturer. Responsibility for the use of such components lies entirely with the installer;
- Normal wear and tear.
1.2 Safety

1.2.1 Safety regulations
Always comply with safety regulations in this manual. Non-compliance with the safety regulations, warnings, notes and instructions in this manual can cause personal injury or damage to the ComfoAir.

- The ComfoAir may only be installed, connected, rendered operational and maintained by an appropriately approved installer, unless otherwise indicated in this manual;
- Installation of the ComfoAir must be carried out in accordance with the general and locally applicable construction, safety and installation instructions of the local council, electricity and water boards or other agencies;
- Observe the safety regulations, warnings, comments and instructions as prescribed in this manual at all times;
- Keep this manual with the ComfoAir throughout its life;
- Instructions with regard to cleaning or replacing the filters of the intake and exhaust valves must be carefully observed;
- The specifications stated in this document may not be changed;
- Modifying the ComfoAir is not allowed;
- The ComfoAir is only suitable for connection to 230V 50Hz mains;
- It is recommended to take out a maintenance contract so that the device is checked on a regular basis. The supplier can provide a list of registered installers nearby.

1.2.2 Safety provisions and measures

- The ComfoAir cannot be opened without using tools;
- It should not be possible to touch the fans, therefore ducting must be connected to the ComfoAir at a minimum duct length of 900mm.

1.2.3 Pictograms used
The following pictograms are used in this manual:

👉 Point of attention.

⚠️ Risk of:
- damage to the device;
- performance of the device is compromised if instructions are not observed carefully.

⚠️ Risk of personal injury to the user or installer.
2 For the Fitter

2.1 ComfoAir configuration
The standard ComfoAir configuration consists of:

- External casing (A) of coated sheeting;
- Interior (B) of high-quality, expanded polypropylene (E) PP;
- 4 connections (C) for the air ducts;
- 2 plate filters (D) for air purification. Filter classification: outside air G4, return air G4;
- 2 energy-efficient DC motors (E) with high-efficient fan;
- HE (High efficient) heat exchanger (F);
- Control circuit board (H1) with connections for the fans, the bypass, the Preheater element, temperature sensors (T1 to T4), the 3-position switch with or without malfunction indicator (optional) and the bathroom switch (optional);
- Connector panel (H2) with all the extra connections of the ComfoAir Luxe;
- Identification plate (I) detailing information on the ComfoAir (not visible);
- Condensation drain (J) to drain the condensation of the warm return air;
- Sticker (K) detailing the air connections (not visible);
- Cable for power supply with 230V ground connection plug (L);
## 2.2 Technical specifications

### ComfoAir 350 nL (normal air volumes)

<table>
<thead>
<tr>
<th>Position</th>
<th>Ventilation capacity</th>
<th>Power</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Absent setting</strong></td>
<td>38 m³/h at 3 Pa</td>
<td>10 W</td>
</tr>
<tr>
<td><strong>Low setting</strong></td>
<td>100 m³/h at 20 Pa</td>
<td>21 W</td>
</tr>
<tr>
<td><strong>Medium setting</strong></td>
<td>150 m³/h at 65 Pa</td>
<td>44 W</td>
</tr>
<tr>
<td><strong>High setting</strong></td>
<td>225 m³/h at 150 Pa</td>
<td>105 W</td>
</tr>
<tr>
<td><strong>Maximum</strong></td>
<td>325 m³/h at 235 Pa</td>
<td>243 W</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Position</th>
<th>Ventilation capacity</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Absent setting</strong></td>
<td>38 m³/h at 3 Pa</td>
<td>0.08 A</td>
</tr>
<tr>
<td><strong>Low setting</strong></td>
<td>100 m³/h at 20 Pa</td>
<td>0.17 A</td>
</tr>
<tr>
<td><strong>Medium setting</strong></td>
<td>150 m³/h at 65 Pa</td>
<td>0.35 A</td>
</tr>
<tr>
<td><strong>High setting</strong></td>
<td>225 m³/h at 150 Pa</td>
<td>0.81 A</td>
</tr>
<tr>
<td><strong>Maximum</strong></td>
<td>325 m³/h at 235 Pa</td>
<td>1.77 A</td>
</tr>
</tbody>
</table>

### Electricity

- **Power supply**: 230/50 V/Hz
- **Cos.phi**: 0.50 - 0.60

### Supply fan noise level (at 0 m)

<table>
<thead>
<tr>
<th>Position</th>
<th>Ventilation capacity</th>
<th>Sound power</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Absent setting</strong></td>
<td>38 m³/h at 3 Pa</td>
<td>36 dB(A)</td>
</tr>
<tr>
<td><strong>Low setting</strong></td>
<td>100 m³/h at 20 Pa</td>
<td>49 dB(A)</td>
</tr>
<tr>
<td><strong>Medium setting</strong></td>
<td>150 m³/h at 65 Pa</td>
<td>59 dB(A)</td>
</tr>
<tr>
<td><strong>High setting</strong></td>
<td>225 m³/h at 150 Pa</td>
<td>70 dB(A)</td>
</tr>
<tr>
<td><strong>Maximum</strong></td>
<td>325 m³/h at 235 Pa</td>
<td>75 dB(A)</td>
</tr>
</tbody>
</table>

### Exhaust fan noise level (at 0 m)

<table>
<thead>
<tr>
<th>Position</th>
<th>Ventilation capacity</th>
<th>Sound power</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Absent setting</strong></td>
<td>38 m³/h at 3 Pa</td>
<td>39 dB(A)</td>
</tr>
<tr>
<td><strong>Low setting</strong></td>
<td>100 m³/h at 20 Pa</td>
<td>43 dB(A)</td>
</tr>
<tr>
<td><strong>Medium setting</strong></td>
<td>150 m³/h at 65 Pa</td>
<td>48 dB(A)</td>
</tr>
<tr>
<td><strong>High setting</strong></td>
<td>225 m³/h at 150 Pa</td>
<td>55 dB(A)</td>
</tr>
<tr>
<td><strong>Maximum</strong></td>
<td>325 m³/h at 235 Pa</td>
<td>61 dB(A)</td>
</tr>
</tbody>
</table>
### ComfoAir 350 HL (high air volumes)

<table>
<thead>
<tr>
<th>Position</th>
<th>Ventilation capacity</th>
<th>Power</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Absent</strong></td>
<td>38 m³/h at 3 Pa</td>
<td>10 W</td>
</tr>
<tr>
<td><strong>Low</strong></td>
<td>125 m³/h at 25 Pa</td>
<td>27 W</td>
</tr>
<tr>
<td><strong>Medium</strong></td>
<td>225 m³/h at 150 Pa</td>
<td>105 W</td>
</tr>
<tr>
<td><strong>High</strong></td>
<td>300 m³/h at 230 Pa</td>
<td>196 W</td>
</tr>
<tr>
<td><strong>Maximum</strong></td>
<td>325 m³/h at 235 Pa</td>
<td>243 W</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Position</th>
<th>Ventilation capacity</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Absent</strong></td>
<td>38 m³/h at 3 Pa</td>
<td>0.08 A</td>
</tr>
<tr>
<td><strong>Low</strong></td>
<td>125 m³/h at 25 Pa</td>
<td>0.21 A</td>
</tr>
<tr>
<td><strong>Medium</strong></td>
<td>225 m³/h at 150 Pa</td>
<td>0.81 A</td>
</tr>
<tr>
<td><strong>High</strong></td>
<td>300 m³/h at 230 Pa</td>
<td>1.42 A</td>
</tr>
<tr>
<td><strong>Maximum</strong></td>
<td>325 m³/h at 235 Pa</td>
<td>1.77 A</td>
</tr>
</tbody>
</table>

#### Electricity

- **Power supply**: 230/50 V/Hz
- **Cos.phi**: 0.50 - 0.60

#### Supply fan noise level (at 0 m)

<table>
<thead>
<tr>
<th>Position</th>
<th>Ventilation capacity</th>
<th>Sound power</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Absent</strong></td>
<td>38 m³/h at 3 Pa</td>
<td>36 dB(A)</td>
</tr>
<tr>
<td><strong>Low</strong></td>
<td>125 m³/h at 25 Pa</td>
<td>54 dB(A)</td>
</tr>
<tr>
<td><strong>Medium</strong></td>
<td>225 m³/h at 150 Pa</td>
<td>67 dB(A)</td>
</tr>
<tr>
<td><strong>High</strong></td>
<td>300 m³/h at 230 Pa</td>
<td>73 dB(A)</td>
</tr>
<tr>
<td><strong>Maximum</strong></td>
<td>325 m³/h at 235 Pa</td>
<td>75 dB(A)</td>
</tr>
</tbody>
</table>

#### Exhaust fan noise level (at 0 m)

<table>
<thead>
<tr>
<th>Position</th>
<th>Ventilation capacity</th>
<th>Sound power</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Absent</strong></td>
<td>38 m³/h at 3 Pa</td>
<td>39 dB(A)</td>
</tr>
<tr>
<td><strong>Low</strong></td>
<td>125 m³/h at 25 Pa</td>
<td>45 dB(A)</td>
</tr>
<tr>
<td><strong>Medium</strong></td>
<td>225 m³/h at 150 Pa</td>
<td>55 dB(A)</td>
</tr>
<tr>
<td><strong>High</strong></td>
<td>300 m³/h at 230 Pa</td>
<td>59 dB(A)</td>
</tr>
<tr>
<td><strong>Maximum</strong></td>
<td>325 m³/h at 235 Pa</td>
<td>61 dB(A)</td>
</tr>
</tbody>
</table>

#### General Specifications

- **HE Exchanger Material**: Polystyrene
- **Interior Material**: (E)PP / PA / PC
- **Thermal Yield**: 95%
- **Mass**: 39 kg
2.3 Dimension sketch
2.4 Installation conditions

In order to determine whether the ComfoAir can be installed in a certain area, the following aspects must be taken into account:

• The ComfoAir must be installed according to the general and locally applicable safety and installation regulations of power and water companies, as well as the instructions in this manual.

• The system must be fitted to allow sufficient room around the ComfoAir for the air connections and supply and exhaust ducts as well as for carrying out maintenance activities.

• The ComfoAir must be installed in a frost-free space. The condensation must be drained off frost-free, at a gradient and incorporate a 'U' bend.

We do not recommend installing the ComfoAir in areas with a higher average humidity (such as bathroom or toilet). This will prevent condensation on the outside of the ComfoAir.

• The room must offer the following provisions:
  - Air duct connections.
  - 230V electrical connection.
  - Provisions for the condensation drain.
  - Wiring for a wired 3-position switch (optional).

• The cable used to connect the CC Ease panel or the CC Luxe panel must have the following specifications:
  - Cable type: shielded twisted pair 4x0.34mm².
  - Cable length: 10m maximum.

The connections of the CC Ease panel must be crossed. (Rx must be connected to Tx).

• A gap should be left near the doors in order to ensure effective and draughtfree airflow in the house. A gap under the inside doors must be at least 10mm.

If these openings are obstructed, due to draught excluders or deep-pile carpet, the airflow in the house will stagnate. As a result, system performance will be compromised or fail altogether.

2.5 Installation of the ComfoAir

2.5.1 Transport and unpacking

Take the necessary precautions when transporting and unpacking the ComfoAir.

Make sure the packing material is disposed of in an environmentally friendly manner.

2.5.2 Checking the delivery

Contact your supplier immediately in case of damage or an incomplete delivery. The delivery must include:

• ComfoAir;
  - Check the identification plate to ensure that it is the required type.
  - 4 x 45° connection bends;
  - Mounting bracket;
  - Documentation.

The ComfoAir is supplied in the following types:

<table>
<thead>
<tr>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>ComfoAir 350 L Luxe</td>
</tr>
<tr>
<td>ComfoAir 350 R Luxe</td>
</tr>
<tr>
<td>ComfoAir 350 L Luxe ERV</td>
</tr>
<tr>
<td>ComfoAir 350 R Luxe ERV</td>
</tr>
<tr>
<td>ComfoAir 350 L Luxe VV</td>
</tr>
<tr>
<td>ComfoAir 350 R Luxe VV</td>
</tr>
</tbody>
</table>

Meaning of the suffixes:

* L = Left version
* R = Right version
* VV = Contains a preheater element by default.
* ERV = Contains an enthalpy exchanger by default.
* Luxe = Contains a connection board with extra function by default.

CC Ease panel or CC Luxe panel (optional) can be ordered separately.

2.6 Mounting of the ComfoAir

2.6.1 Mounting on the wall

Mount the ComfoAir against a wall with a minimum mass of 200 kg/m². For other types of wall, we recommend using the Zehnder mounting frame on the floor (available as an optional extra). This reduces contact noise as much as possible. The ComfoAir does not require any space at the sides for effective operation.

Do not mount the side of the ComfoAir against the wall due to the risk of impact sound.

1. Fasten the mounting bracket to the wall. Make sure it is level and at least 878mm from the floor (depending on the type of condensation drain selected).

2. Hang the ComfoAir on the mounting bracket.

3. Mount the condensation drain under the ComfoAir. The stated dimension of 235 mm is an indication only, and is dependent on the type of condensation drain selected.

Leave a minimum space of 1m in front of the ComfoAir for carrying out maintenance.
2.6.2 Connection of the air ducts

The following aspects must be taken into account, while installing the air ducts:

- **Install** the air exhaust duct so it drains in the direction of the ComfoAir.
- **Insulate** the outside air supply and the air exhaust duct between the roof/wall passage to render the ComfoAir damp proof. This prevents the formation of condensation on the outside of the ducts.
- **To prevent** unnecessary temperature loss in either the summer or the winter, we recommend fitting thermal and damp-proof insulation to the supply ducts from the ComfoAir up to the supply valves.
- **Install** the air ducts with a minimum ø of 150 mm, as little air resistance as possible and free from air leakage.
- **Install** a silencer of at least 1m straight directly onto the supply and return air connections. For relevant advice, please contact Zehnder.
- **When using** flexible channels only Zehnder channel systems may be used. Any other flexible channel will disturb the basic operating principle of the balanced ventilation system.
- **We recommend** that the ventilation system is fitted with intake and exhaust valves made by Zehnder.
- **We recommend** that the ventilation system is fitted with a non-powered extractor hood made by Zehnder.

2.6.3 Connection of the condensation drain

*Standard heat exchanger*

Warm exhaust air is cooled by the outside air in the heat exchanger. This causes the moisture in the indoor air to condense in the heat exchanger. The condensation water created in the heat exchanger is fed to a PVC condensation drain.

The connection for the condensation drain has an external diameter of 32 mm. It is located underneath the ComfoAir.

- **Connect** the condensation drain, via a pipe or hose, to the water seal (siphon) of the domestic waste-water system.
- **Position** the upper edge of the water seal at least 40 mm underneath the condensation drain of the ComfoAir.
- **Make sure** that the outer end of the pipe or tube exits is at least 60mm below the water level.

⚠️ **Ensure that the water seal connected to the domestic waste-water system is always full of water. This prevents the ComfoAir from sucking in any leakage air.**
**Enthalpy exchanger**

When the ComfoAir is fitted with an enthalpy exchanger the humidity from the extracted air is partly transferred to the fresh supply air. In this case you delay the process of drying out the house in dry winter months, additionally there is no condensate that must be drained from the ComfoAir. Therefore a condensation drain is not necessary with an enthalpy exchanger.

*Ensure that the condensation drain is sealed. This prevents the ComfoAir from sucking in any leakage air.*

The condensation drain can be sealed with a standard screw-cap.

### 2.7 Commissioning the ComfoAir

After installation, the ComfoAir must be commissioned.

This can be done via the P menus on the digital operating device. These P menus can be used to enter various settings (ventilation programmes, in particular) for the ComfoAir. An overview of the available P menus is given below:

<table>
<thead>
<tr>
<th>Menu</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Reading statuses (from menu P2)</td>
</tr>
<tr>
<td>P2</td>
<td>Setting time delays</td>
</tr>
<tr>
<td>P3</td>
<td>Setting and reading the ventilation levels</td>
</tr>
<tr>
<td>P4</td>
<td>Setting and reading the temperatures</td>
</tr>
<tr>
<td>P5</td>
<td>Setting additional programmes</td>
</tr>
<tr>
<td>P6</td>
<td>Setting additional programmes</td>
</tr>
<tr>
<td>P7</td>
<td>Reading and resetting malfunctions (and system information)</td>
</tr>
<tr>
<td>P8</td>
<td>Setting the RF input and analogue inputs (0-10V)</td>
</tr>
<tr>
<td>P9</td>
<td>Reading statuses (from menu P5 and P6)</td>
</tr>
</tbody>
</table>

P menus P1, P2 and P9 can be accessed by the user, mainly to read statuses and set time delays. The remaining P menus P3 to P8 are intended solely for the installer.

*The ComfoAir’s bypass valve will not work for the first 4 minutes after a power cut unless the programme mode is activated.*

#### 2.7.1 CC Ease panel

The ComfoAir Luxe can be operated and commissioned by means of a CC Ease panel, which can be ordered separately. The CC (Comfort Control) Ease panel is a digital operating device which can be mounted on the wall in the living room and from there communicates with the ComfoAir.

**Accessing the P menus**

1. Press and hold “Δ” and “▽” for 2 seconds, simultaneously.
   - Wait until "P 2" appears on the display.
2. Press and hold “Δ” and “▽” for 2 seconds, simultaneously.
   - Wait until P menu "P3" appears on the display.
3. Select the desired P menu, e.g. " 5 ", using "△" or "▽".
4. Press "·".
5. Select the desired P sub-menu, e.g. " 51 ", using "△" or "▽".
6. Press "·".
Entering settings in P menus

The minimum and maximum values for the available settings parameters are preset in the software.

7. Select a value for the parameter using "▲" or "▼".

8. Press "OK" to store the settings.

9. Repeat steps 5 to 8 to set multiple parameters in succession.
   Or
   Press "ESC" to return to the P menu so steps 3 to 8 can be repeated.

10. Press "ESC" twice to return to the main screen.

Some P menus (such as P1 and P9) can only be read.

Leaving Reading menu
- Press "ESC" (instead of "OK" at step 8)
### 2.7.2 P menus for the user

**Menu P1 → Status of programmes**

<table>
<thead>
<tr>
<th>Sub-menu</th>
<th>Description</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>P10</td>
<td>Is menu 20 currently active?</td>
<td>Yes (1) / No (0)</td>
</tr>
<tr>
<td>P11</td>
<td>Is menu 21 currently active?</td>
<td>Yes (1) / No (0)</td>
</tr>
<tr>
<td>P12</td>
<td>Is menu 22 currently active?</td>
<td>Yes (1) / No (0)</td>
</tr>
<tr>
<td>P13</td>
<td>Is menu 23 currently active?</td>
<td>Yes (1) / No (0)</td>
</tr>
<tr>
<td>P14</td>
<td>Is menu 24 currently active?</td>
<td>Yes (1) / No (0)</td>
</tr>
<tr>
<td>P15</td>
<td>Is menu 25 currently active?</td>
<td>Yes (1) / No (0)</td>
</tr>
<tr>
<td>P16</td>
<td>Is menu 26 currently active?</td>
<td>Yes (1) / No (0)</td>
</tr>
<tr>
<td>P19</td>
<td>Is menu 29 currently active?</td>
<td>Yes (1) / No (0)</td>
</tr>
</tbody>
</table>

**Menu P2 → Setting time delays**

<table>
<thead>
<tr>
<th>Sub-menu</th>
<th>Description</th>
<th>Time delay values</th>
</tr>
</thead>
<tbody>
<tr>
<td>P20 (Optional)</td>
<td>Overrun timer for the extractor hood programme. • 'x' minutes after operating the extractor hood switch the ComfoAir reverts back to the NORMAL SETTING.</td>
<td>Minimum 0 Min.</td>
</tr>
<tr>
<td>P21 (Optional)</td>
<td>Delay timer for the bathroom switch (to switch to high position). • 'x' minutes after operating the bathroom switch, the ComfoAir switches to the HIGH SETTING. - Low voltage input</td>
<td>Minimum 0 Min.</td>
</tr>
<tr>
<td>P22 (Optional)</td>
<td>Overrun timer for the bathroom switch (to switch to normal position). • 'x' minutes after operating the bathroom switch, the ComfoAir switches back to the NORMAL SETTING. - Low voltage input</td>
<td>Minimum 0 Min.</td>
</tr>
<tr>
<td>P23 (Optional)</td>
<td>Overrun timer for ventilation position 3 (using a wired 3-position switch). • If ventilation setting 3 (high) is switched on briefly (&lt; 3 sec), the ComfoAir will switch to the HIGH SETTING for 'x' minutes and then automatically returns to the NORMAL SETTING. If any 3-position switch is operated during this lagging time the ComfoAir will instantly revert to the ventilation position as set at that time.</td>
<td>Minimum 0 Min.</td>
</tr>
<tr>
<td>P24</td>
<td>Filter warning • 'x' weeks after cleaning the filters the &quot;FILTER DIRTY&quot; alert will reappear.</td>
<td>Minimum 10 weeks</td>
</tr>
</tbody>
</table>
### Time delay values

<table>
<thead>
<tr>
<th>Sub-menu</th>
<th>Description</th>
<th>Minimum</th>
<th>Maximum</th>
<th>General Reset</th>
</tr>
</thead>
<tbody>
<tr>
<td>P25</td>
<td>Overrun timer for ventilation setting 3 (using &quot; ( ) &quot;). After pressing &quot; ( ) &quot; briefly (&lt; 2 sec.), the ComfoAir will switch to the high setting for 'x' minutes and then automatically returns to the normal setting. If any 3-position switch is operated during this lagging time the ComfoAir will instantly revert to the ventilation position as set at that time.</td>
<td>1 Min.</td>
<td>20 Min.</td>
<td>10 Min.</td>
</tr>
<tr>
<td>P26</td>
<td>Overrun timer for ventilation setting 3 &quot; using ( ) &quot;. After pressing &quot; ( ) &quot; CONTINUOUSLY (&gt; 2 sec.), the ComfoAir will switch to the high setting for 'x' minutes and then automatically returns to the normal setting. If any 3-position switch is operated during this lagging time the ComfoAir will instantly revert to the ventilation position as set at that time.</td>
<td>1 Min.</td>
<td>120 Min.</td>
<td>30 Min.</td>
</tr>
<tr>
<td>P27</td>
<td>Time for the Boost setting. After pressing &quot; ( ) &quot; on the CC Luxe panel or after pressing &quot; ( ) &quot; continuously (&gt;2 sec.) on the CC Ease panel, the ComfoAir will switch to the high setting for 'x' minutes and then automatically returns to the normal setting. If any 3-position switch is operated during this lagging time the ComfoAir will instantly revert to the ventilation position as set at that time.</td>
<td>0 Min.</td>
<td>120 Min.</td>
<td>30 Min.</td>
</tr>
<tr>
<td>P29 (Optional)</td>
<td>Setting the extractor hood ventilation levels. When the extractor hood is switched on the extractor hood ventilation settings can be set x-% higher than the corresponding 'normal' ventilation levels.</td>
<td>1%</td>
<td>99%</td>
<td>10%</td>
</tr>
</tbody>
</table>

---

**Menu P9 → Status of programmes (from menu P5 and P6 additional programmes)**

<table>
<thead>
<tr>
<th>Sub-menu</th>
<th>Description</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>P90</td>
<td>Open fire programme active?</td>
<td>Activated: Yes (1) / No (0)</td>
</tr>
<tr>
<td>P91</td>
<td>Bypass Open?</td>
<td>Activated: Yes (1) / No (0)</td>
</tr>
<tr>
<td>P92</td>
<td>Geothermal heat exchanger valve Open?</td>
<td>Activated: Yes (1) / No (0)</td>
</tr>
<tr>
<td>P93</td>
<td>Afterheater on?</td>
<td>Activated: Yes (1) / No (0)</td>
</tr>
<tr>
<td>P94</td>
<td>Analogue input (0-10V) active?</td>
<td>Activated: Yes (1) / No (0)</td>
</tr>
<tr>
<td>P95</td>
<td>Frost protection or Preheater active?</td>
<td>Activated: Yes (1) / No (0)</td>
</tr>
<tr>
<td>P96</td>
<td>Extractor hood on?</td>
<td>Activated: Yes (1) / No (0)</td>
</tr>
<tr>
<td>P97</td>
<td>Enthalpy programme active?</td>
<td>Activated: Yes (1) / No (0)</td>
</tr>
</tbody>
</table>
2.7.3 P menus for the installer

*Menus with a line at minimum and maximum value are Reading menus.*

**Menu P3 → Setting ventilation programmes**

<table>
<thead>
<tr>
<th>Submenu</th>
<th>Description</th>
<th>Minimum</th>
<th>Maximum</th>
<th>General Reset</th>
</tr>
</thead>
<tbody>
<tr>
<td>P30</td>
<td>Setting the capacity (in %) of the exhaust fan in absent position.</td>
<td>0% or 15%</td>
<td>97%</td>
<td>nL / HL 15% / 15%</td>
</tr>
<tr>
<td>P31</td>
<td>Setting the capacity (in %) of the exhaust fan in low position.</td>
<td>16%</td>
<td>98%</td>
<td>nL / HL 35% / 40%</td>
</tr>
<tr>
<td>P32</td>
<td>Setting the capacity (in %) of the exhaust fan in medium position.</td>
<td>17%</td>
<td>99%</td>
<td>nL / HL 50% / 70%</td>
</tr>
<tr>
<td>P33</td>
<td>Setting the capacity (in %) of the exhaust fan to high position.</td>
<td>18%</td>
<td>100%</td>
<td>nL / HL 70% / 90%</td>
</tr>
<tr>
<td>P34</td>
<td>Setting the capacity (in %) of the supply fan to absent position.</td>
<td>0% or 15%</td>
<td>97%</td>
<td>nL / HL 15% / 15%</td>
</tr>
<tr>
<td>P35</td>
<td>Setting the capacity (in %) of the supply fan in low position.</td>
<td>16%</td>
<td>98%</td>
<td>nL / HL 35% / 40%</td>
</tr>
<tr>
<td>P36</td>
<td>Setting the capacity (in %) of the supply fan in medium position.</td>
<td>17%</td>
<td>99%</td>
<td>nL / HL 50% / 70%</td>
</tr>
<tr>
<td>P37</td>
<td>Setting the capacity (in %) of the supply fan in high position.</td>
<td>18%</td>
<td>100%</td>
<td>nL / HL 70% / 90%</td>
</tr>
<tr>
<td>P38</td>
<td>Current capacity (in %) of the exhaust fan.</td>
<td>-</td>
<td>-</td>
<td>Current %</td>
</tr>
<tr>
<td>P39</td>
<td>Current capacity (in %) of the supply fan.</td>
<td>-</td>
<td>-</td>
<td>Current %</td>
</tr>
</tbody>
</table>

**Menu P4 → Reading the temperatures**

<table>
<thead>
<tr>
<th>Submenu</th>
<th>Description</th>
<th>Minimum</th>
<th>Maximum</th>
<th>General Reset</th>
</tr>
</thead>
<tbody>
<tr>
<td>P40</td>
<td>Current value of Tah (= afterheater temperature)</td>
<td>-</td>
<td>-</td>
<td>Current °C</td>
</tr>
<tr>
<td>P41</td>
<td>Comfort temperature</td>
<td>12 °C</td>
<td>28 °C</td>
<td>20 °C</td>
</tr>
<tr>
<td>P44</td>
<td>Current value of Tch (= extractor hood temperature)</td>
<td>-</td>
<td>-</td>
<td>Current °C</td>
</tr>
<tr>
<td>P45</td>
<td>Current value of T1 (= outside air temperature)</td>
<td>-</td>
<td>-</td>
<td>Current °C</td>
</tr>
<tr>
<td>P46</td>
<td>Current value of T2 (= supply air temperature)</td>
<td>-</td>
<td>-</td>
<td>Current °C</td>
</tr>
<tr>
<td>P47</td>
<td>Current value of T3 (= return air temperature)</td>
<td>-</td>
<td>-</td>
<td>Current °C</td>
</tr>
<tr>
<td>P48</td>
<td>Current value of T4 (= exhaust air temperature)</td>
<td>-</td>
<td>-</td>
<td>Current °C</td>
</tr>
<tr>
<td>P49</td>
<td>Current value Tge (= outside air temperature for the geothermal heat exchanger)</td>
<td>-</td>
<td>-</td>
<td>Current °C</td>
</tr>
</tbody>
</table>
Menu P5 → Setting additional programmes

<table>
<thead>
<tr>
<th>Submenu</th>
<th>Description</th>
<th>Minimum</th>
<th>Maximum</th>
<th>General Reset</th>
</tr>
</thead>
<tbody>
<tr>
<td>P50</td>
<td>Activation of the open fire programme.</td>
<td>0 (= No)</td>
<td>1 (= Yes)</td>
<td>0</td>
</tr>
<tr>
<td>P51</td>
<td>Confirming the presence of a Preheater element</td>
<td>0 (= No)</td>
<td>1 (= Yes)</td>
<td>0</td>
</tr>
</tbody>
</table>

Only change if a preheater element is installed afterwards or a general reset is given.

P52 | Setting the Preheater programme.  
• 0; Guaranteed protection.  
• 1; High protection.  
• 2; Nominal protection.  
• 3; Economy.  
| 0 | 3 | 2 |

In GUARANTEED PROTECTION MODE the Preheater element is switched on soonest; this level offers the best guarantee of balanced ventilation. Vice versa, in ECONOMY MODE the Preheater element switches on at the last possible moment; balanced ventilation is not guaranteed in this mode.

When commissioning the ComfoAir, the Preheater programme can usually be left at level 2: NOMINAL MODE (factory setting). In areas with frequent cold spells in winter (frequent periods of -10°C or lower), level 1 should be selected: HIGH PROTECTION or even level 0: GUARANTEED PROTECTION.

P53 | Confirming an electrical connection with an extractor hood.  
| 0 (= No) | 1 (= Yes) | 0 |

If an extractor hood is electrically connected to the ventilation system, the user can set the extractor hood ventilation levels via P29.

P54 | Confirming the presence of a bypass.  
| 0 (= No) | 1 (= Yes) | 1 |

The standard ComfoAir configuration includes a bypass. Therefore, leave the value at ‘1’.

P55 | Confirming the presence of a Afterheater.  
• 0; Afterheater not fitted  
• 1; Afterheater fitted  
• 2; Afterheater is fitted and is regulated by a Pulse Width Modulation (PWM) signal.  
| 0 (= No) | 2 (= PWM) | 0 |

P56 | Setting the required air volume in the house.  
• nL: "normal air volume".  
• HL: "high air volume".  
| nL | HL | HL |

Setting the air volume is the starting point for programming the air specifications and setting the fans.

P57 | Setting the ComfoAir type.  
• Li = "Left-hand version".  
• Re = "Right-hand version".  
| Li | Re | Li |

With delivery the ComfoAir is correctly pre-programmed at the factory.

After an general reset the pre-programming is lost and the setting must be reset.

The right setting is mentioned on the identification plate on top of the ComfoAir.

P58 | Enter controller priorities.  
• 0; The highest air setting is leading INCLUDING the signals from the analogue inputs  
• 1; The highest air setting is leading EXCLUDING the signals from the analogue inputs  
| 0 | 1 | 0 |
**Menu P6 → Setting additional programmes**

<table>
<thead>
<tr>
<th>Submenu</th>
<th>Description</th>
<th>Minimum</th>
<th>Maximum</th>
<th>General Reset</th>
</tr>
</thead>
</table>
| P59 | Confirming the presence of an enthalpy exchanger.  
• 0; Enthalpy exchanger not fitted  
• 1; Enthalpy exchanger with RH sensor.  
• 2; Enthalpy exchanger without RH sensor. | 0 (= No) | 2 (= Yes) | 0 |

Ensure the condensation drain is sealed.

If an enthalpy exchanger without a sensor is selected, then the safety programme will not be activated and malfunction alerts EA1 & EA2 will never occur.

**Menu P7 → Reading malfunctions (and system information)**

<table>
<thead>
<tr>
<th>Submenu</th>
<th>Description</th>
<th>Minimum</th>
<th>Maximum</th>
<th>General Reset</th>
</tr>
</thead>
<tbody>
<tr>
<td>P70</td>
<td>Current software version.</td>
<td></td>
<td></td>
<td>Version number of the software (without “v”)</td>
</tr>
<tr>
<td>P71</td>
<td>Most recent malfunction.</td>
<td></td>
<td></td>
<td>Code in accordance with alarm and malfunction alert</td>
</tr>
<tr>
<td>P72</td>
<td>Malfunction before the most recent one</td>
<td></td>
<td></td>
<td>Code in accordance with alarm and malfunction alert</td>
</tr>
</tbody>
</table>
Malfunction before the most recent two Code in accordance with alarm and malfunction alert

Reseting malfunction(s)
- Set value tot ‘1’ and press “ estados” on the CC-Ease panel.

General reset.
- Press “ estados” on the CC-Ease panel for at least 5 seconds to carry out a general reset.
- All original software settings are restored following a general reset.

Note:
- After a general reset, the ComfoAir will ask you to reset the “nL / HL” (see P56) and “Li / Re” (see P57) settings.
- Following a general reset, all settings and programmes need to be checked and set to the right value.

Self-testing the ComfoAir
- The ComfoAir will run at maximum Rotation Per Minute (RPM).
- The bypass valve will open and close.
- The preheater valve will open and close after the bypass has closed (If a preheater element is fitted).

Resetting filter dirty counter
- This resets the counter that triggers a dirty filter alert on the ComfoAir. This allows the filter to be cleaned or replaced before the dirty filter alert appears.

Menu P8 → Setting the RF input and digital inputs (0-10V)

<table>
<thead>
<tr>
<th>Submenu</th>
<th>Description</th>
<th>Minimum</th>
<th>Maximum</th>
<th>General Reset</th>
</tr>
</thead>
<tbody>
<tr>
<td>810</td>
<td>Analogue input 1 0= not fitted 1= fitted</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>811</td>
<td>0= controlling 1= programming (analogue input 1)</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>812</td>
<td>set point analogue input 1 (programming)</td>
<td>0</td>
<td>100</td>
<td>50</td>
</tr>
<tr>
<td>813</td>
<td>min. setting analogue input 1</td>
<td>0</td>
<td>99</td>
<td>0</td>
</tr>
<tr>
<td>814</td>
<td>max. setting analogue input 1</td>
<td>0</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>815</td>
<td>0=positive analogue input 1 1=negative setting analogue input 1</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>816</td>
<td>read-out analogue input 1</td>
<td>0</td>
<td>100</td>
<td>-</td>
</tr>
<tr>
<td>820</td>
<td>Analogue input 2 0= not fitted 1= fitted</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>821</td>
<td>0= controlling 1= programming (analogue input 2)</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>822</td>
<td>set point analogue input 2 (programming)</td>
<td>0</td>
<td>100</td>
<td>50</td>
</tr>
<tr>
<td>823</td>
<td>min. setting analogue input 2</td>
<td>0</td>
<td>99</td>
<td>0</td>
</tr>
<tr>
<td>824</td>
<td>max. setting analogue input 2</td>
<td>0</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>825</td>
<td>0=positive analogue input 2 1=negative setting analogue input 2</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>826</td>
<td>read-out analogue input 2</td>
<td>0</td>
<td>100</td>
<td>-</td>
</tr>
<tr>
<td>830</td>
<td>Analogue input 3 0= not fitted 1= fitted</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>831</td>
<td>0= controlling 1= programming (analogue input 3)</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Submenu</td>
<td>Description</td>
<td>Minimum</td>
<td>Maximum</td>
<td>General Reset</td>
</tr>
<tr>
<td>----------</td>
<td>-------------------------------------------------------</td>
<td>---------</td>
<td>---------</td>
<td>---------------</td>
</tr>
<tr>
<td>832</td>
<td>set point analogue input 3 (programming)</td>
<td>0</td>
<td>100</td>
<td>50</td>
</tr>
<tr>
<td>833</td>
<td>min. setting analogue input 3</td>
<td>0</td>
<td>99</td>
<td>0</td>
</tr>
<tr>
<td>834</td>
<td>max. setting analogue input 3</td>
<td>0</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>835</td>
<td>0 = positive analogue input 3 1 = negative setting analogue input 3</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>836</td>
<td>read-out analogue input 3</td>
<td>0</td>
<td>100</td>
<td>-</td>
</tr>
<tr>
<td>840</td>
<td>Analogue input 4 0 = not fitted 1 = fitted</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>841</td>
<td>0 = controlling 1 = programming (analogue input 4)</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>842</td>
<td>set point analogue input 4 (programming)</td>
<td>0</td>
<td>100</td>
<td>50</td>
</tr>
<tr>
<td>843</td>
<td>min. setting analogue input 4</td>
<td>0</td>
<td>99</td>
<td>0</td>
</tr>
<tr>
<td>844</td>
<td>max. setting analogue input 4</td>
<td>0</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>845</td>
<td>0 = positive analogue input 4 1 = negative setting analogue input 4</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>846</td>
<td>read-out analogue input 4</td>
<td>0</td>
<td>100</td>
<td>-</td>
</tr>
<tr>
<td>850</td>
<td>RF input 1 0 = not fitted 1 = fitted</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>851</td>
<td>0 = controlling 1 = programming (RF input 1)</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>852</td>
<td>set point RF input 1 (programming)</td>
<td>0</td>
<td>100</td>
<td>50</td>
</tr>
<tr>
<td>853</td>
<td>min. setting RF input 1</td>
<td>0</td>
<td>99</td>
<td>0</td>
</tr>
<tr>
<td>854</td>
<td>max. setting RF input 1</td>
<td>0</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>855</td>
<td>0 = positive RF input 1 1 = negative setting RF input 1</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>856</td>
<td>Read-out RF input</td>
<td>0</td>
<td>100</td>
<td>-</td>
</tr>
</tbody>
</table>
2.8 Programming air specifications

After installation, the ComfoAir must be programmed.

This can be done using the air specifications of the ComfoAir above.

The default settings of the ComfoAir nL are:

<table>
<thead>
<tr>
<th>Position</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Absent</td>
<td>15%</td>
</tr>
<tr>
<td>Low</td>
<td>35%</td>
</tr>
<tr>
<td>Medium</td>
<td>50%</td>
</tr>
<tr>
<td>High</td>
<td>70%</td>
</tr>
</tbody>
</table>

The default settings of the ComfoAir HL are:

<table>
<thead>
<tr>
<th>Position</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Absent</td>
<td>15%</td>
</tr>
<tr>
<td>Low</td>
<td>40%</td>
</tr>
<tr>
<td>Medium</td>
<td>70%</td>
</tr>
<tr>
<td>High</td>
<td>90%</td>
</tr>
</tbody>
</table>

Follow this procedure to programme the ComfoAir (after installation):

1. Set the ComfoAir in programming mode.
   - CC Ease panel: Press simultaneously for at least 3 seconds on " " and " " until "InR" appears on the CC Ease panel.

   **In programming mode, the bypass and Pre-heater element valves are always closed. After 30 minutes, the ComfoAir automatically terminates the programming mode.**

2. Close all windows and outside doors.
3. Close all inside doors.
4. Check the presence of structural overflow provisions.

   **The structural overflow provisions must be at least 12 cm² per l/s.**

5. Check if both fans function in the three speed settings.
6. Switch the ComfoAir to high speed.
7. Install all valves and set the valves according to the settings given or as set in the reference house.

   If no data are known:
   - Install the valves and open them as far as possible.
   - Measure the air volumes; starting with the intake air and then the exhaust air.
   - If the measured air volumes deviate from the nominal air volumes by more than +/- 10%, and the majority of the deviations is positive, ensure that all deviations are positive. If the majority of all deviations is negative, ensure that all deviations are negative. Ensure that one supply valve and one exhaust continue to be fully open.

8. Change the fan settings in P menus P30 to P37 of the digital operating device.
   - Select the lowest possible setting in order to conserve energy.
   - Ensure that the ratios between low, medium and high remain equal.

9. In the event that the currently set air volumes still deviate too much: Adjust the valves.
10. Check the entire installation again, after all valves have been set.
11. Switch the ComfoAir (back) to ventilation position 2.
   - CC Ease panel: Press simultaneously for 3 seconds on " " and " " until "InR" disappears of the CC Ease panel.

**Use the chart of the ComfoAir’s air specifications to set the fans.**
2.9 Maintenance by the installer

The following maintenance must be carried out by the installer:
• Inspecting and (if necessary) cleaning the heat exchanger;
• Inspecting and (if necessary) cleaning the fans;
• Inspecting and (if necessary) cleaning the pre-heater element filter (if a preheater element is fitted).

A concise explanation of these maintenance activities is given in the paragraphs below.

Check the condensation drain once every 2 years.

Failure to carry out (periodic) maintenance on the ComfoAir ultimately compromises the performance of the ventilation system.

2.9.1 Inspecting and cleaning the heat exchanger

Check the heat exchanger once every 2 years.

1. Disconnect the power (A) from the ComfoAir.
2. Remove the handles (B) from the ComfoAir;
3. Remove the filters from the ComfoAir.
4. Release the front panel by unscrewing the screws (C).
5. Slide the front panel upwards and remove the front panel from the ComfoAir.
6. Release the cover panel by unscrewing the screws (D).
7. Remove the cover panel.

When reassembling the front cover, the lower section must first be inserted behind the raised edge to ensure a good seal.

ComfoAir – Left-hand version
8. Pull the strap (E) to remove the heat exchanger and the leakage tray (F).
9. Remove the bypass duct (G) in the left-hand version of the ComfoAir.

ComfoAir – Right-hand version
8. Remove the bypass duct (G) in the right-hand version of the ComfoAir.
9. Pull the strap (E) to remove the heat exchanger and the leakage tray (F).
10. Remove the heat exchanger from the leakage tray (F).

The heat exchanger may contain some residual water!

When reassembling the leakage tray the openings in the leakage tray must be on the side of the condensation drain.
11. Inspecting and if necessary clean the heat exchanger.
   - Use a soft brush to clean the lamellae.
   - Use a vacuum cleaner or air gun (no high pressure) to remove dirt and dust.

   **Always clean against the direction of the airflow. This prevent dirt from getting stuck in the heat exchanger.**

Only standard exchanger with a green cover and Enthalpy exchanger with a blue cover:

a. Submerge the heat exchanger several times in hot water (max. 40 °C).
b. Rinse the heat exchanger with clean hot tap water (max. 40 °C).
c. Clasp the heat exchanger between both hands (on the coloured side surfaces) and shake the water from the heat exchanger.

**Do not use aggressive cleaning agents or solvents.**

**If the fans or preheater element filter also need maintenance do not re-install the heat exchanger yet.**

12. If no more maintenance is necessary install all parts in reverse order, reconnect the power and carry out the self-test in accordance with menu P76.

   Fasten the screws to a maximum of 1.5 Nm. This is roughly equal to setting 2 of an average battery-powered drill.

2.9.2 Inspecting and cleaning the fans

**Check the fans once every 2 years.**

1. Remove the heat exchanger as instructed in the maintenance chapter of the heat exchanger.
2. Remove the small plastic panel (I) in front of the control circuit board panel by unscrewing the two screws.
3. Release the connectors (J) and the earth wire on the control circuit board panel and fully remove the cables including the two grommets (K).
4. Remove the entire scroll casing (L) by pressing the click fasteners (M).
5. Remove the inflow nozzle (N) by pressing the click fasteners surrounding the scroll casing.
6. Inspecting and if necessary clean the fans (O).
   - Use a soft brush to clean the fan impellers.
   - Use a vacuum cleaner to remove dust.

2.9.3 Inspecting and cleaning the preheater element filter

**Clean the filter of the Preheater (if fitted) once every 4 years.**

1. Remove the heat exchanger as instructed in the maintenance chapter of the heat exchanger.
2. Remove the small plastic panel (I) in front of the control circuit board panel by unscrewing the two screws.
3. Release the connectors (J) and the earth wire on the control circuit board panel and fully remove the cables including the two grommets (K).
4. Remove the cable (P) from the control circuit board panel.
5. Remove the base (Q) of the Preheater element.
   - The base is fitted in the electronic carriage with four snap connections. Two snap connections are located at the front (visible) and two at the back (not visible).
6. Inspecting and if necessary clean the preheater element filter.
   - Clean the filter with a brush.
   - Remove any deposit using a damp cloth.
7. Install all parts in reverse order.
8. Reconnect the power to the ComfoAir.
Fasten the screws to a maximum of 1.5 Nm. This is roughly equal to setting 2 of an average battery-powered drill.

9. Carry out the self-test in accordance with menu P76.

2.10 Malfunctions
Malfunctions in the ComfoAir are reported as follows:
• The malfunction alert appears on the CC Ease panel;
• The malfunction alert appears on the CC Luxe panel;
• The malfunction indicator on the 3-position switch lights up;

Malfunction alerts may not appear on the digital operating device in all cases, even though there is a malfunction (or problem). A concise explanation of both types of malfunction (or problem) is given in the paragraphs below.

### 2.10.1 Malfunction alerts on the digital operating device
In the event of a malfunction, the corresponding malfunction code will be displayed on the digital operating device of the ComfoAir.

Below is a list of the malfunction alerts on the digital operating device.
In the chapter about trouble shooting is explained how to solve these malfunctions.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A0</td>
<td>NTC sensor TGe is defective. (= geothermal heat exchanger temperature)</td>
</tr>
<tr>
<td>A1</td>
<td>NTC sensor T1 is defective. (= outside air temperature)</td>
</tr>
<tr>
<td>A2</td>
<td>NTC sensor T2 is defective. (= supply air temperature)</td>
</tr>
<tr>
<td>A3</td>
<td>NTC sensor T3 is defective. (= return air temperature)</td>
</tr>
<tr>
<td>A4</td>
<td>NTC sensor T4 is defective. (= exhaust air temperature)</td>
</tr>
<tr>
<td>A5</td>
<td>Malfunction in the bypass motor.</td>
</tr>
<tr>
<td>A6</td>
<td>Malfunction in the Preheater element motor.</td>
</tr>
<tr>
<td>A7</td>
<td>Preheater element does not heat sufficiently.</td>
</tr>
<tr>
<td>A8</td>
<td>Preheater element becomes too hot</td>
</tr>
<tr>
<td>A10</td>
<td>NTC sensor Tch is defective. (= extractor hood temperature)</td>
</tr>
<tr>
<td>A11</td>
<td>NTC sensor Tah is defective. (= afterheater temperature)</td>
</tr>
<tr>
<td>E1</td>
<td>Exhaust fan not rotating.</td>
</tr>
<tr>
<td>E2</td>
<td>Supply fan not rotating.</td>
</tr>
<tr>
<td>E3</td>
<td>Temperature sensor extractor hood too high.</td>
</tr>
<tr>
<td>E4</td>
<td>ComfoAir has been switched off by external contact.</td>
</tr>
<tr>
<td>EA1</td>
<td>Enthalpy sensor measures excessive Relative Humidity (RH) values.</td>
</tr>
<tr>
<td>EA2</td>
<td>No communication between the enthalpy sensor and the ComfoAir.</td>
</tr>
<tr>
<td>E15</td>
<td>No communication between the CC Luxe panel and the ComfoAir.</td>
</tr>
<tr>
<td>E16</td>
<td>No communication between the ComfoCool and the CC Luxe panel.</td>
</tr>
<tr>
<td>NC</td>
<td>No communication between the CC Ease panel and the ComfoAir.</td>
</tr>
<tr>
<td>FilterI</td>
<td>Internal Filter is dirty.</td>
</tr>
<tr>
<td>FilterE</td>
<td>External Filter is dirty.</td>
</tr>
</tbody>
</table>
2.10.2 3-position switch with malfunction indicators

The 3-position switches that are fitted with a malfunction indicator show when a malfunction or filter dirty alert has occurred. Depending on the type of the 3-position switch, this is done in one of the following two ways:

- 3-position switch with malfunction indicator.
  In the event of a malfunction or filter dirty alert the indicator lights up;
- Wireless 3-position switch with malfunction indicator.
  The malfunction indicators will light up once this 3-position switch is used. One indicator will light up green to indicate communication has been established. Subsequently, in the event of a malfunction or filter dirty alert both indicators will flash red 3 times. After that, both indicators will light up green once more.
2.10.3 What to do in the event of a malfunction / Trouble shooting

Below are a number of trouble-shooting tips for the malfunction alerts described previously which can appear on the digital operating device in the event of a malfunction.

A1 / A2 / A3 / A4
NTC sensor T1 / T2 / T3 / T4 is defective

Was the temperature < -27°C or > 127°C?

Yes

Reset the unit (P74 on 1)

No

Remove the handles from the ComfoAir.

Remove the filters from the ComfoAir.

Release the front panel by unscrewing the screws.

Slide the front panel upwards and remove the front panel from the ComfoAir.

Release the cover panel by unscrewing the screws.

Remove the cover panel.

Remove the small plastic panel in front of the control circuit board by unscrewing the two screws.

Are the connections at the ComfoAir correct?

Yes

No

Is the resistance of the NTC sensor correct?

Yes

Disconnect the power from the ComfoAir.

Replace the control circuit board

No

Disconnect the power from the ComfoAir.

Replace the NTC sensor.

No

Disconnect the power from the ComfoAir.

Replace the NTC sensor.

Reconnect the NTC sensor.

Reconnect the power to the ComfoAir.

Resistance tabel for (NTC) temperature sensors:

<table>
<thead>
<tr>
<th>Temperature °C</th>
<th>Resistance [KΩ]</th>
<th>MIN.</th>
<th>MID.</th>
<th>MAX.</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>19,570 19,904 20,242</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>15,485 15,712 15,941</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>13,502 13,681 13,861</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>12,906 13,071 13,237</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>12,339 12,491 12,644</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>11,801 11,941 12,082</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>11,291 11,420 11,550</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>9,900 10,000 10,100</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>7,959 8,057 8,155</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
A5 / A6
Malfunction in the bypass / preheater element motor

Remove the handles from the ComfoAir.

Remove the filters from the ComfoAir.

Release the front panel by unscrewing the screws.

Slide the front panel upwards and remove the front panel from the ComfoAir.

Release the cover panel by unscrewing the screws.

Remove the cover panel.

Remove the small plastic panel in front of the control circuit board by unscrewing the two screws.

Activate the self-test. (P76 on 1)

Did the bypass motor / preheater element motor run

Yes

Disconnect the power from the ComfoAir.

Remove the motor

Is the cog of the motor defective?

Yes

Replace the cog of the motor

No

Replace the motor

No

Was there 8 VDC power present on the motor?

Yes

Disconnect the power from the ComfoAir.

Replace the motor

No

Disconnect the power from the ComfoAir.

Replace the control circuit board.

Risk of electrocution.

After the Zender extension cable.
Preheater element does not heat sufficiently.

Is P51 and P57 set to the correct value?

Set P51 and P57 to the correct value.

Yes

Disconnect the power from the ComfoAir.

Remove the handles from the ComfoAir.

Remove the filters from the ComfoAir.

Release the front panel by unscrewing the screws.

Slide the front panel upwards and remove the front panel from the ComfoAir.

Release the cover panel by unscrewing the screws.

Remove the cover panel.

Remove the small plastic panel in front of the control circuit board by unscrewing the two screws.

Remove the cable of the preheater element from the control circuit board.

Is the resistance of the preheater element > 300Ω?

Yes

Is the resistance of the preheater element cable infinite?

Yes

Replace preheater element cable.

No

Replace preheater element.

No

Are the connections at the preheater element correct?

Yes

Replace the control circuit board.

No

Replace the preheater element.

Resistance of the NTC sensor T1 correct?

Yes

No

Replace the NTC sensor.

Replace the preheater element.

Install all parts in reverse order.

Reconnect the preheater element.

Reconnect the power to the ComfoAir.

This error will appear when after 3 minutes of switching on the preheater element the temperature increase of T1 is less than 4°C. This can also happen when there is too much cold air passing the preheater element. In that case reduce the airflow and reset the unit (P74 on 1).
A8
Preheater element becomes too hot.
(T1 > 40°C)

Remove the handles from the ComfoAir.

Remove the filters from the ComfoAir.

Release the front panel by unscrewing the screws.

Slide the front panel upwards and remove the front panel from the ComfoAir.

Release the cover panel by unscrewing the screws.

Remove the cover panel.

Remove the small plastic panel in front of the control circuit board by unscrewing the two screws.

Activate the self-test (P76 on 1)

Did the preheater element valve open and close?

Yes
Check the following:
- Fan settings (to low?)
- Supply valve's (to far closed?)
- Supply air ducts (blockages?)
- Version settings (P57 correct value?)

No
Disconnect the power from the ComfoAir.

Ret the (cog of the) preheater element motor.

Install all parts in reverse order.

Reconnect the power to the ComfoAir.

Risk of electrocution.

Replace cog if it is worn-out.
A0 / A10 / A11
NTC sensor
Tge / Tch / Tah
is defective.

Is P60 / P53 / P55 set to the correct value?

Yes
Disconnect the power from the ComfoAir.

Remove the 2 screws from the ComfoAir top box.

Remove the cover from the top box.

Are the connections at the ComfoAir correct?

Yes
Reconnect the NTC sensor.

No
Set P60 / P53 / P55 to the correct value.

Reset the unit (P74 on 1)

Yes

No

Replace the defective fuse.

Install all parts in reverse order.

Reconnect the power to the ComfoAir.

Risk of electrocution.

Is there 12VDC present on the Luxe connection panel?

Yes

No

Disconnect the power from the ComfoAir.

Replace the Luxe connection panel.

Disconnect the power from the ComfoAir.

Are the fuses on the Luxe connection panel correct?

Yes

No

Replace the defective fuse.

Install all parts in reverse order.

Reconnect the power to the ComfoAir.

Replace the Luxe connection panel.

Replace the Luxe connection panel.

Is the resistance of the NTC sensor correct?

Yes

No

Reconnect the NTC sensor.

Reconnect the power to the ComfoAir.
E1 / E2
Supply fan / Exhaust fan not rotating

Remove the handles from the ComfoAir.
Remove the filters from the ComfoAir.
Release the front panel by unscrewing the screws.
Slide the front panel upwards and remove the front panel from the ComfoAir.
Release the cover panel by unscrewing the screws.
Remove the cover panel.
Remove the small plastic panel in front of the control circuit board by unscrewing the two screws.

Is there 230 VAC power present on the fan?

Yes
Activate the self-test (P76 on 1)

No
Disconnect the power from the ComfoAir.

Is a control signal (1.5 - 10 VDC) present on the fan?

Yes
Disconnect the power from the ComfoAir.
Replace the fan.
(See the maintenance chapter of the fans)

No
Disconnect the power from the ComfoAir.
Replace the control circuit board.

E4
ComfoAir has been switched off by external contact

Cause depends on what equipment is interfaced with the ComfoAir. Check the relevant device
E3
Temperature sensor extractor hood too high (Tch > 60 °C)

Is something cooking?

Yes

Switch o the hob and allow the heat source to cool down.

Reset the unit (P74 on 1)

No

Disconnect the power from the ComfoAir.

Remove the 2 screws from the ComfoAir top box.

Remove the cover from the top box.

Is the resistance of the extractor hood temperature sensor correct?

Yes

Reconnect the power to the ComfoAir.

Is there 12VDC present on the Luxe connection panel?

Yes

Disconnect the power from the ComfoAir.

Replace the Luxe connection panel.

No

Disconnect the power from the ComfoAir.

Are the fuses on the Luxe connection panel correct?

Yes

Replace the Luxe connection panel.

No

Replace the defective fuse.

Install all parts in reverse order.

Replace the Luxe connection panel.

Is there a lot of moisture in the environment?

Yes

Ventilate the area and wait until the moisture content decreases.

Reset the unit (P74 on 1)

No

Was there a lot of moisture in the environment?

Yes

Reset the unit (P74 on 1)

No

Is the condensation drain connected correct?

Yes

Refit the leakage tray of the ComfoAir.
(See the maintenance chapter of the heat exchanger)

No

Reconnect the condensation drain.

Risk of electrocution.
EA2
No communication between the enthalpy sensor and the ComfoAir

Is P59 set to the correct value?

Yes

Disconnect the power from the ComfoAir.

Remove the 2 screws from the ComfoAir top box.

Remove the cover from the top box.

Are the connections at the ComfoAir correct?

Yes

Reconnect the enthalpy sensor.

No

Set P59 to the correct value.

Reset the unit (P74 on 1)

Install all parts in reverse order.

Reconnect the power to the ComfoAir.

Risk of electrocution.

Disconnect the power from the ComfoAir.

Replace the Luxe connection panel.

Is there 12VDC present on the Luxeconnection panel?

Yes

Reconnect the power to the ComfoAir.

No

Disconnect the power from the ComfoAir.

Are the fuses on the Luxe connection panel correct?

Yes

Replace the defective fuse.

Install all parts in reverse order.

Reconnect the power to the ComfoAir.

No

Replace the Luxe connection panel.

Reconnect the enthalpy sensor.

Install all parts in reverse order.

Reconnect the power to the ComfoAir.
E15
No communication between the CC Luxe panel and the ComfoAir

Disconnect the power from the ComfoAir.

Are the connections at the CC Luxe panel correct?

Yes

Remove the 2 screws from the ComfoAir top box.

Remove the cover from the top box.

No

Reconnect the CC Luxe panel to the ComfoAir.

Reconnect the power to the ComfoAir.

Are the connections at the ComfoAir correct?

Yes

Check the cable between the CC Luxe panel and ComfoAir.

No

Reconnect the ComfoAir to the CC Luxe panel.

Install all parts in reverse order.

Is something wrong with the cable?

Yes

Replace the cable.

Install all parts in reverse order.

No

Replace the CC Luxe panel.

Reconnect the power to the ComfoAir.

Reconnect the power to the ComfoAir.

Install all parts in reverse order.
Disconnect the power from the ComfoAir and ComfoCool.

Are the connections at the ComfoCool correct?

Yes
- Remove the foam front with the CC Luxe panel.
- Pull the ComfoAir top box to the front.
- Remove the 2 screws from the top box.
- Remove the cover from the top box.

No
- Reconnect the ComfoCool to the ComfoAir.
- Reconnect the power to the ComfoCool.
- Reconnect the power to the ComfoAir.

Are the connections at the ComfoAir correct?

No
- Reconnect the ComfoAir to the ComfoCool.
- Install all parts in reverse order.
- Reconnect the power to the ComfoCool.
- Reconnect the power to the ComfoAir.

Yes
- Is the data cable broken?

No
- Replace the Luxe connection panel.
- Install all parts in reverse order.
- Reconnect the power to the ComfoAir.
- Reconnect the power to the ComfoCool.

Yes
- Replace the data cable.
- Install all parts in reverse order.
- Reconnect the power to the ComfoCool.
- Reconnect the power to the ComfoAir.
Disconnect the power from the ComfoAir.

Are the connections at the CC Ease panel correct?

Yes

Remove the 2 screws from the ComfoAir top box.

Remove the cover from the top box.

Are the connections at the ComfoAir correct?

Yes

Check the cable between the CC Ease panel and ComfoAir.

Is something wrong with the cable?

Yes

Replace the cable.

Install all parts in reverse order.

Reconnect the power to the ComfoAir.

No

Reconnect the CC Ease panel to the ComfoAir.

Reconnect the power to the ComfoAir.

Reconnect the CC Ease panel to the ComfoAir.

Risk of electrocution.

The connections of the CC Ease panel must be crossed. (Rx must be connected to Tx)

No

Replace the connection panel.

Yes

Disconnect the power from the ComfoAir.

Replace the CC Ease panel.

Install all parts in reverse order.

Reconnect the power to the ComfoAir.

Risk of electrocution.

The connections of the CC Ease panel must be crossed. (Rx must be connected to Tx)

No

Is a signal present on the connection panel?

Yes

Disconnect the power from the ComfoAir.

Replace the CC Ease panel.

Install all parts in reverse order.

Reconnect the power to the ComfoAir.

No

Replace the connection panel.

Install all parts in reverse order.

Reconnect the power to the ComfoAir.

Risk of electrocution.

The connections of the CC Ease panel must be crossed. (Rx must be connected to Tx)
**FILTER**

**Internal Filter is dirty**

Press " " on the CC Ease panel for at least 4 seconds until the filter warning disappears.

Disconnect the power from the ComfoAir.

Remove the handles from the ComfoAir.

Remove the dirty filters from the ComfoAir.

Slide the clean (new) filters back into the ComfoAir.

Cleaning: Vacuum the filters with a vacuum cleaner.

Refit the handles to the ComfoAir.

Reconnect the power to the ComfoAir.

**FILTER**

**External Filter is dirty**

Clean or replace the External filter according to its own instruction.

Press " " on the CC Ease panel for at least 4 seconds until the filter warning disappears.
2.10.4 Malfunctions (or problems) without alerts
An overview of the malfunctions (or problems) without notifications is given below.

<table>
<thead>
<tr>
<th>Problem/Malfunction</th>
<th>Indication</th>
<th>Check / action</th>
</tr>
</thead>
<tbody>
<tr>
<td>System switched off</td>
<td>Power supply on</td>
<td>Check the fuse on the control circuit board.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• If the fuse is Defect, replace fuse.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• If the fuse is OK, the control circuit board is defective and must be</td>
</tr>
<tr>
<td></td>
<td></td>
<td>replaced.</td>
</tr>
<tr>
<td></td>
<td>No power supply</td>
<td>Mains power is off.</td>
</tr>
<tr>
<td>High intake temperature in summer</td>
<td>Bypass remains closed</td>
<td>Reduce the comfort temperature.</td>
</tr>
<tr>
<td>ComfoAir is still in Winter mode:</td>
<td>Bypass remains closed</td>
<td>Cheking the Mode of the ComfoAir is possible with special read-out software.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Wait until ComfoAir switches to Summer mode.</td>
</tr>
<tr>
<td>Low intake temperature in winter</td>
<td>Bypass stays open</td>
<td>Increase the comfort temperature.</td>
</tr>
<tr>
<td>Little or no air supply; shower remains damp</td>
<td>Filters blocked</td>
<td>Replace the filters.</td>
</tr>
<tr>
<td></td>
<td>Valves blocked</td>
<td>Clean the valves.</td>
</tr>
<tr>
<td></td>
<td>Exchanger clogged by dirt.</td>
<td>Clean the exchanger.</td>
</tr>
<tr>
<td></td>
<td>Exchanger frozen</td>
<td>Defrost the exchanger.</td>
</tr>
<tr>
<td></td>
<td>Fan dirty</td>
<td>Clean the fan.</td>
</tr>
<tr>
<td></td>
<td>Ventilation ducts blocked</td>
<td>Clean the ventilation ducts.</td>
</tr>
<tr>
<td></td>
<td>ComfoAir is in frost-protection operation</td>
<td>Wait until the weather warms up.</td>
</tr>
<tr>
<td>Too noisy</td>
<td>Fan bearings defective</td>
<td>Replace the fan (bearings).</td>
</tr>
<tr>
<td></td>
<td>Fan settings to high</td>
<td>Change the fan (settings).</td>
</tr>
<tr>
<td></td>
<td>Slurping noise</td>
<td>Reconnect the siphon.</td>
</tr>
<tr>
<td></td>
<td>• Siphon is empty</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Siphon does not seal properly</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Whistling noise</td>
<td>Seal the air gap.</td>
</tr>
<tr>
<td></td>
<td>• An air gap somewhere</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Airflow noise</td>
<td>Reinstall the valves.</td>
</tr>
<tr>
<td></td>
<td>• Valves do not close onto duct.</td>
<td>Reset the valves.</td>
</tr>
<tr>
<td></td>
<td>• Valves not open far enough</td>
<td></td>
</tr>
<tr>
<td>Condensation leak</td>
<td>Condensation drain clogged</td>
<td>Unblock the condensation drain.</td>
</tr>
<tr>
<td>Condensation from exhaust duct does not run into leakage tray</td>
<td>Check whether the connections are correct.</td>
<td></td>
</tr>
<tr>
<td>Corded 3-position switch not working</td>
<td>Cabling is not correct</td>
<td>Check the wire-circuit of the 3-position switch by measuring the voltage:</td>
</tr>
<tr>
<td></td>
<td>Switch is defective</td>
<td>• Voltage only on N &amp; L3: [Fans rotate in position 1].</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Voltage only on N &amp; L3 &amp; L2: [Fans rotate in position 2].</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Voltage only on N &amp; L3 &amp; L1 or N &amp; L3 &amp; L2 &amp; L1: [Fans rotate in position 3].</td>
</tr>
<tr>
<td>Wireless 3-position switch not working</td>
<td>Battery is discharged</td>
<td>Check the battery.</td>
</tr>
<tr>
<td></td>
<td>Switch is not correctly tuned.</td>
<td>Replace the battery (if necessary).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Remove the power shortly from the ComfoAir. Shortly after reconnecting the</td>
</tr>
<tr>
<td></td>
<td></td>
<td>power tune the switch again.</td>
</tr>
</tbody>
</table>
2.11 Service parts

The following table contains an overview of the spare parts available for the ComfoAir.

<table>
<thead>
<tr>
<th>Number</th>
<th>Part</th>
<th>Article number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fans (left and right)</td>
<td>400200010</td>
</tr>
<tr>
<td>2</td>
<td>RF control print (RF module)</td>
<td>400500010</td>
</tr>
<tr>
<td>2&amp;3</td>
<td>ComfoAir 350 control circuit board and Luxe connection panel.</td>
<td>400300053</td>
</tr>
<tr>
<td>3</td>
<td>Luxe connection panel</td>
<td>400300032</td>
</tr>
<tr>
<td>4</td>
<td>Temperature sensor T1 (preheater element) / T3 (bypass)</td>
<td>400300030</td>
</tr>
<tr>
<td>5</td>
<td>Temperature sensor T2 / T4 (fans)</td>
<td>400300040</td>
</tr>
<tr>
<td>6</td>
<td>Servo motor &amp; cable (for the bypass and the Preheater element)</td>
<td>400300050</td>
</tr>
<tr>
<td>7</td>
<td>Heat exchanger</td>
<td>400400010</td>
</tr>
<tr>
<td>8</td>
<td>Enthalpy exchanger</td>
<td>400400013</td>
</tr>
<tr>
<td>10</td>
<td>Plate filter set G4/G4</td>
<td>006040200</td>
</tr>
<tr>
<td>11</td>
<td>Preheater element</td>
<td>400300060</td>
</tr>
</tbody>
</table>
2.12 Wiring diagram: ComfoAir 350 Luxe – LEFT-HAND version
2.13 Wiring diagram: ComfoAir 350 Luxe – RIGHT-HAND version
2.14 EEC declaration of conformity

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EEC declaration of conformity

Machine description : Heat recovery units: ComfoAir 350 series

Complies with the following directives :

Zwolle, 5 January 2010
Zehnder Group Nederland B.V.

[Signature]

E. van Heuveln,
Managing Director