

# ComfoControl Ease

## User manual

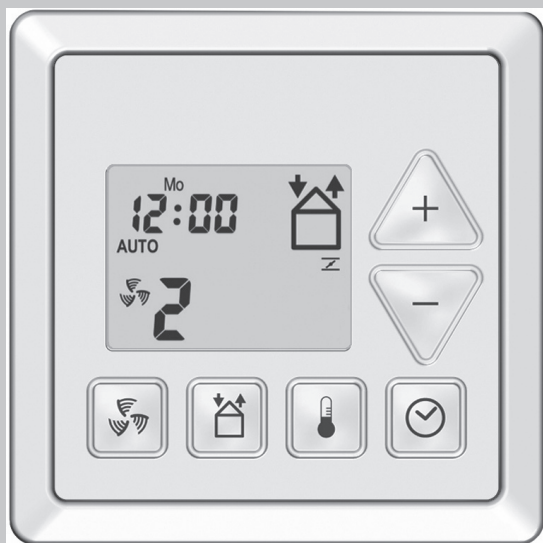
**zehnder**

Heating

Cooling

Fresh Air

Clean Air



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# Foreword



**Read this manual carefully before use.**

This manual provides all the information required for safe and optimal operation and maintenance of the ComfoControl Ease. The device is subject to continuous development and improvement. There is therefore a possibility that the ComfoControl Ease differs slightly from the descriptions given.

## Applicable pictograms

The following pictograms are used in this manual:



**Point to watch.**

## Questions

Please contact Zehnder with any questions you might have on +1 603 422 6700 or via email at [info@zehnderamerica.com](mailto:info@zehnderamerica.com).

You can find more information on Zehnder at: [www.zehnderamerica.com](http://www.zehnderamerica.com).

# 1. Introduction

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Congratulations, you now own a ComfoControl Ease. We wish you lots of comfort.

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## What is the purpose of this control unit?

The ComfoControl Ease - referred to further as the CC Ease - enables users

to easily and comfortably operate a Zehnder balanced ventilation system with heat recovery. The CC Ease is usually mounted on the living room wall. It displays all important information about the ventilation system - referred to further as the ComfoAir - being operated. This means it is not necessary to access the ComfoAir unit itself to check that everything is functioning properly.

The ComfoAir user manual covers in greater detail ventilation issues and how the ComfoAir works. A copy of this manual can be obtained from Zehnder.

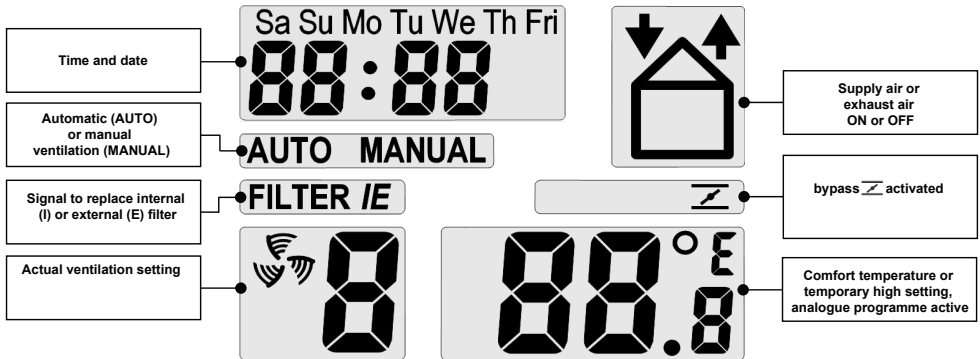
## Safety instructions

Always comply with safety regulations in this manual. If the safety regulations, warnings, comments and instructions are not complied with, this can lead to personal injury or damage to the CC Ease.






- The CC Ease may only be fitted, connected and commissioned by an appropriately approved installer;
- Installation of the CC Ease must be carried out in accordance with the general and locally applicable construction, safety and installation instructions of the local council and electricity company;
- Store the manual in the vicinity of the CC Ease for its entire working life.


## 2. Use of the ComfoControl Ease


The overview below summarizes the information that will be displayed on the CC Ease.



The CC Ease panel has a number of buttons to operate the ComfoAir and to enter the settings. These buttons are illustrated below.

|  |  |
|--|--|
|    | <p>This button switches to the highest ventilation setting.</p> <ul style="list-style-type: none"> <li>- Press once → Boost setting ON.</li> <li>- Press twice → Boost setting OFF.</li> </ul>   |
|    | <p>This button allows you to switch between supply/exhaust.</p> <ul style="list-style-type: none"> <li>- Press once → SUPPLY OFF (and EXHAUST ON).</li> <li>- Press twice → EXHAUST OFF (and SUPPLY ON).</li> <li>- Press 3 times → SUPPLY and EXHAUST both ON.</li> </ul> |
|    | <p>This button allows you to display or set the comfort temperature.</p> <ul style="list-style-type: none"> <li>- Press for less than 2 seconds → READ.</li> <li>- Press for longer than 2 seconds → SET.</li> </ul>   |
|  | <p>This button allows you to adjust two settings.</p> <ul style="list-style-type: none"> <li>- Press for less than 2 seconds → Set ventilation programme (AUTO / MANUAL).</li> <li>- Press for longer than 2 seconds → Set date and time.</li> </ul>                       |
|  | <p>These buttons allow you to adjust various settings:</p> <ul style="list-style-type: none"> <li>- In P menu or comfort temperature screen → Set values.</li> <li>- In main menu → enter ventilation setting (A, 1, 2, 3).</li> </ul>                                     |


 **While the open fire programme is activated the supply and exhaust fan cannot be manually switched off.**

 **Not all CC Ease operating functions are supported by each ventilation system.**




The CC Ease allows the following functions to be programmed and displayed:

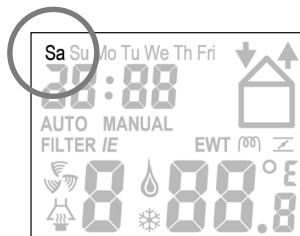
- Reading and setting the day and time;
- Reading and setting the comfort temperature;
- Reading and setting the ventilation volume;
- Activating the temporary high setting;
- Switching the supply and exhaust fan on/off (optional);
- Setting a personal ventilation programme;
- Setting additional ventilation programmes/options in the P menus.




A concise explanation of the above listing is given in the paragraphs below.

 **If no buttons are used for 30 seconds, then the CC Ease will automatically return to the main screen.**




## 2.1 Time and date settings

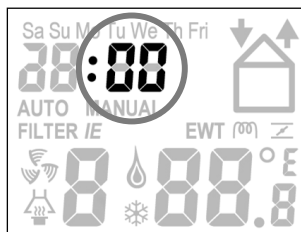
1. Press  longer than 2 seconds.
  - Wait until the day, e.g. “Sa”, starts flashing.
2. Select the required day using  or .




3. Press .
4. Select the required hour using  or .




5. Press .
6. Select the required minutes using  or .





7. Press  to save the settings and return to the main screen.

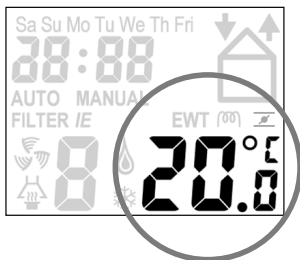
## 2.2 Reading and setting the comfort temperature

The comfort temperature can be read, but also set to the desired indoor temperature. Based on this temperature, the ComfoAir will then automatically switch to free cooling using the bypass if required.





 **All temperatures are in degrees Celsius (°C). In the back of this document you can find an conversion table. (°F = °C × 1.8 + 32)**


### Reading the comfort temperature

1. Press  briefly.
  - Wait until the comfort temperature is displayed.
2. Press  to return to the main screen.



### Setting the comfort temperature

1. Press  longer than 2 seconds.
  - Wait until the comfort temperature, e.g. "20.0", flashes.
2. Select the desired comfort temperature using  or .
3. Press  (this time briefly) to save the settings and return to the main screen.

 **It is best to set the comfort temperature to the same temperature as the room**

**thermostat (of the central heating system).**

## 2.3 Reading and setting the ventilation volume

### Reading the ventilation volume

The current ventilation volume, e.g. "2", will always be displayed on the CC Ease. Normally the ComfoAir regulates the required ventilation levels automatically in accordance with a preset ventilation programme. During automatic ventilation mode "AUTO" will be displayed on the CC Ease.

Besides showing the programmed ventilation setting, the CC Ease panel also displays whether a temporary control system (such as a CO<sub>2</sub> sensor or a bathroom switch) is overriding the ventilation setting.



In the event a required ventilation setting is being overridden by a time delay function (such as the bathroom switch deactivation delay), a "t" is displayed in the bottom right-hand corner of the CC Ease.

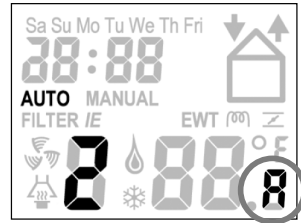
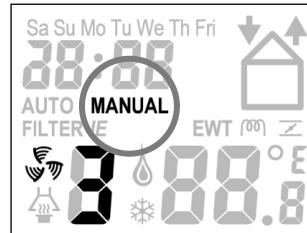


In the event a required ventilation setting is being overridden by a signal from a sensor (such as a CO<sub>2</sub> sensor), an "A" is displayed in the bottom right-hand corner of the CC Ease.

the house unless overruled by an automated software programme.

### Setting ventilation levels:

1. Press  to increase the ventilation level.
2. Press  to decrease the ventilation level.



### Setting the ventilation levels

The ventilation level can also be set manually by setting this higher or lower. A total of 4 ventilation volumes/levels can be set. These are:


- Setting A "Absent".
  - Use when house is unoccupied.

### At level A, the house is ventilated using the minimum prescribed ventilation volume.

- Setting 1 → Low.
  - Use for low ventilation requirements.
- Setting 2 → Medium.
  - Use for normal ventilation requirements.
- Setting 3 → High.
  - Use when cooking, showering and when extra ventilation is required.
- Timer → Temporary high setting
  - Use this position during cooking, showering and when extra ventilation is briefly required.


### The ComfoAir will switch to the highest ventilation position set in

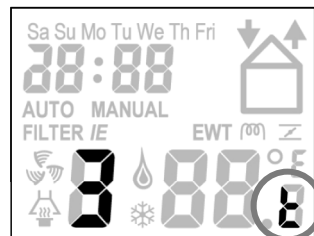
During manual ventilation, the CC Ease will not display "AUTO", but "MANUAL".

3. Press  to return to automatic ventilation.



### 2.4 Temporarily activating high setting





1. Press  longer than 2 seconds.
  - Wait until "3t" is displayed.




Once the programmed time delay is complete, the ComfoAir automatically




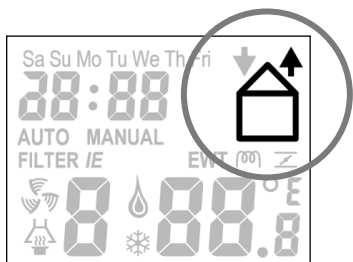
switches back to the former ventilation setting.

 **The timer of the temporary high setting can be switched off early by pressing ,  or .**


## 2.5 Switching supply and exhaust fan on/off (optional)

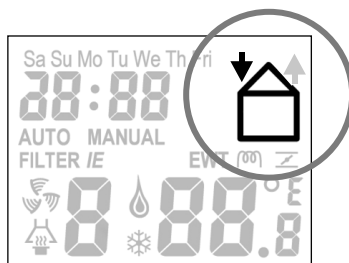
 **While the open fire programme is activated, the supply and exhaust fan cannot be manually switched off.**


1. Press  once (first time) to switch off the supply fan.

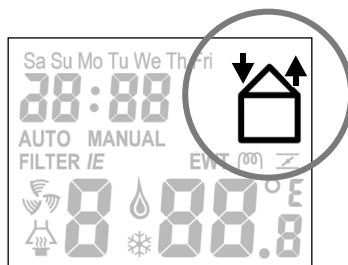



This setting is used when the windows are open in the summer. Then fresh air is not supplied via the supply fan, but through the open windows.

2. Press  again (second time) to switch the exhaust fan off (and to switch the supply fan on at the same time).



3. Press  again (third time) to switch the supply and exhaust fans on again.



 **Bear in mind that switching off the supply or exhaust fan will temporarily immobilize your dwelling's balanced ventilation system.**

## 2.6 Ventilation programme settings



Ex-factory the ComfoAir has a standard ventilation level (setting 2) in its ventilation programme.



If required, you can change the default ventilation setting to suit your individual situation. Examples include weekday and weekend programmes.

Setting A can not be programmed. For the remaining settings eight changeovers per day can be programmed.

The ventilation volume can be changed/

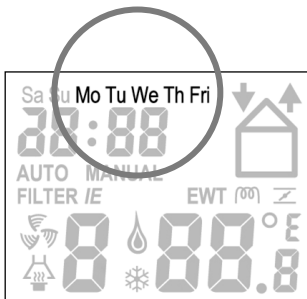
set as follows:




1. Press  and  together for 2 seconds.
  - Wait until the ventilation programme appears.
2. Programme the required day or series of days.

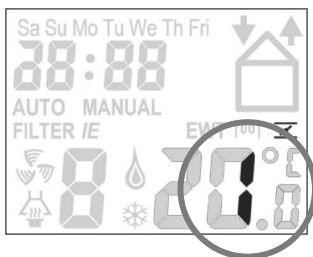
- Select the required option using  or .

You can choose from:

- Weekend: "SaSu";
- Working week: "MoTuWeThFr";
- Week: "SaSuMoTuWeThFr";
- Separate days: "Sa", "Su", "Mo", "Tu", "We", "Th" and "Fr";



3. Press :
  - Wait until the number of the ventilation profile stage flashes (bottom right);
4. Select the desired ventilation profile stage using  or , e.g. a "1" flashes.






5. Press .




- Wait until the hours flash, e.g. "7".


6. Select the required start time in hours using  or .

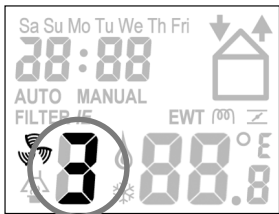



7. Press .
  - Wait until the minutes flash, e.g. "00".
8. Select the required start time in minutes using  or .




19. Press .
  - Wait until the ventilation setting flashes, e.g. "3".
10. Select the desired ventilation setting using  or .

-  **The selected ventilation profile stage will be deleted if ventilation setting “d” is selected here. Setting A can not be programmed.**




11. Press  to save the settings and return to the main screen.
12. Programme the next ventilation profile stage if required. Up to eight ventilation profile stages can be programmed.
  - Simply repeat steps 1 to 11.

-  **Selecting factory reset will reload the default ventilation programme.**





## 2.7 Setting additional programmes via P menus

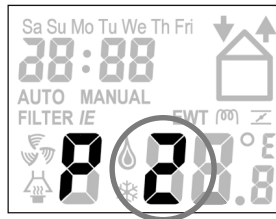
Using some P menus in the ComfoAir, you can:





- Read the status of various ventilation programmes;
- Switch the time delay function on or off for various ventilation programmes;
- Programme a time delay for various ventilation settings.

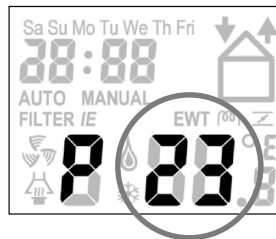
-  **The user can only access P menus: P1, P2 and P9 additional programme settings. The remaining P menus (P3 to P8) are for use by the installer only.**

## Accessing the P menus


1. Press  and  together for 2 seconds.
  - Wait until P menu “P2” appears on the display.
2. Select the required P menu, e.g. 2, using  or .







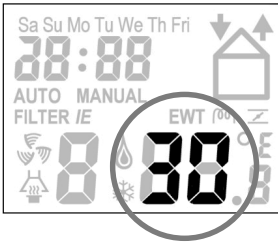
3. Press .
4. Select the required P submenu, e.g. “23”, using  or .
5. Press .




## Entering settings in P menus

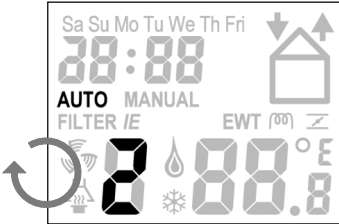
-  **The minimum and maximum values for the available ventilation programmes are preset in the software.**


6. Select a new value for the programme using  or .
7. Press .
8. Repeat steps 4 to 7 to enter multiple programmes in succession. Or press  to return to the P menus so you can repeat steps 2 to 7.





### Return to main screen

9. Press  twice to go back.



 **Settings can only be entered in the P2 menus. The other P menus (P1 and P9) are read-only.**

### Exiting read-only menu

- Press  at step 7 (instead of ).

## 3 P menus


Not all functions are supported by every ComfoAir. This might result in certain P menus not being visible. It is also possible that some changes you enter appear to have no effect. The ComfoAir user manual states which functions are supported. This manual will also mention the effects of the different functions.

## Menu P1 → Status of programmes

|          |                              | Status           |
|----------|------------------------------|------------------|
| Sub-menu | Description                  | Activated        |
| P10      | Is menu 20 currently active? | Yes (1) / No (0) |
| P11      | Is menu 21 currently active? | Yes (1) / No (0) |
| P12      | Is menu 22 currently active? | Yes (1) / No (0) |
| P13      | Is menu 23 currently active? | Yes (1) / No (0) |
| P14      | Is menu 24 currently active? | Yes (1) / No (0) |
| P15      | Is menu 25 currently active? | Yes (1) / No (0) |
| P16      | Is menu 26 currently active? | Yes (1) / No (0) |
| P19      | Is menu 29 currently active? | Yes (1) / No (0) |

## Menu P2 → Setting time delays

| Sub-menu  | Description  | Values   |          |               |
|---|--|----------|----------|---------------|
|   |  | Minimum  | Maximum  | Factory reset |
| P20   | n/a  | 0 Min.   | 180 Min. | 0 Min.        |
| P21<br>(Optional)   | Activation delay for the bathroom switch (to switch to high position).<br>■ “x” minutes after operating the bathroom switch, the ComfoAir switches to the high setting.      | 0 Min.   | 15 Min.  | 0 Min.        |
| Note:<br>Only applies to systems fitted with a corded switch and a second switch in the bathroom. |  |          |          |               |
| P22<br>(Optional)   | Deactivation delay for the bathroom switch (to switch to normal setting).<br>■ “x” minutes after operating the bathroom switch, the ComfoAir switches to the normal setting. | 0 Min.   | 120 Min. | 30 Min.       |
| Note:<br>Only applies to systems fitted with a corded switch and a second switch in the bathroom. |  |          |          |               |
| P23   | n/a  | 0 Min.   | 120 Min. | 0 Min.        |
| P24   | Filter warning<br>■ “x” weeks after the filter has been cleaned or replaced, a “filter dirty” alert will appear once again.  | 10 weeks | 26 weeks | 16 weeks      |
| P25   | n/a  | 1 Min.   | 20 Min.  | 10 Min.       |
| P26   | n/a  | 1 Min.   | 120 Min. | 30 Min.       |

| Sub-menu | Description   | Values     |          |         |
|----------|---|------------|----------|---------|
|          |   | Time delay | Minimum  | Maximum |
| P27      | <p>Time for the temporary high setting.</p> <ul style="list-style-type: none"> <li>After pressing and holding (&gt;2 sec.) , the ComfoAir switches to the high setting for "x" minutes and then switches back automatically to the normal ventilation setting.</li> </ul> <p>If a switch is operated during the time delay mode, then the ComfoAir switches immediately to the selected ventilation setting.</p> | 0 Min.     | 120 Min. | 30 Min. |
| P29      | n/a   | 1%         | 99%      | 10%     |

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

|                 |                                | <b>Status</b>    |
|-----------------|--------------------------------|------------------|
| <b>Sub-menu</b> | <b>Description</b>             | <b>Activated</b> |
| P90             | Open fire programme active?    | Yes (1) / No (0) |
| P91             | Bypass Open                    | Yes (1) / No (0) |
| P92             | n/a                            | Yes (1) / No (0) |
| P93             | Post-heater on?                | Yes (1) / No (0) |
| P94             | Analogue ports (0-10V) active? | Yes (1) / No (0) |
| P95             | Frost protection active?       | Yes (1) / No (0) |
| P96             | n/a                            | Yes (1) / No (0) |
| P97             | Enthalpy programme active?     | Yes (1) / No (0) |

## 4. Warranty and liability

### Warranty conditions

The CC Ease 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 CC Ease must not be dismantled without written permission from the manufacturer. Spare parts are only covered by the warranty if they were supplied by the manufacturer and have been installed by an approved fitter.

The warranty becomes invalid if:

- The guarantee period has elapsed;
- Parts are used which were not supplied by the manufacturer;
- Unauthorized alterations and/or modifications have been made to the unit.

### Liability

The CC Ease is designed and manufactured for use with a balanced ventilation system with heat recovery. Any other application is seen as inappropriate use and can result in damage to the CC Ease 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 (the responsibility for the use of such components lies entirely with the fitter);
- Normal wear and tear.

## 5. End of useful life

Discuss with the supplier what to do with the CC Ease at the end of its useful life. If the CC Ease cannot be returned to the supplier, avoid disposing of it with the domestic waste, and ask your local council about the options for recycling the components or processing the materials in an environmentally friendly manner.

## 6. Maintenance

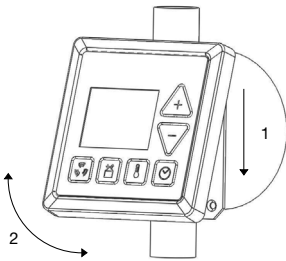
The CC Ease does not require maintenance. However, the ComfoAir controlled by the CC Ease does require periodic maintenance. The maintenance required by the ComfoAir is stipulated in the ComfoAir's user manual.



## Demounting

If you need to demount the CC Ease front section, for instance for painting purposes, then follow the steps below:

1. Disconnect the ComfoAir from its power supply.
2. Press the CC Ease front section downwards.
3. Pull the lower edge of the CC Ease front section away from the wall.
4. Disconnect the front section from the PCB in the wall-mounted casing.



## Assembly

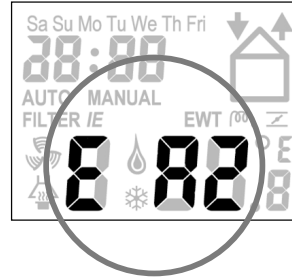
To remount the CC Ease front section, follow the steps below:

5. Connect the front section to the PCB in the wall-mounted casing.
6. Place the upper part of the CC Ease front section on the wall-mounted casing, then push it downwards.
7. Push the lower edge of the CC Ease front section against the wall.
8. Reconnect the power to the ComfoAir.

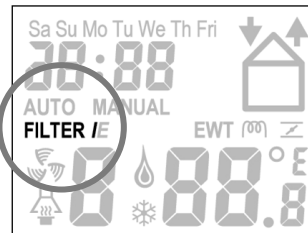
## 7. Malfunctions

If the ComfoAir has a malfunction, then in most cases a malfunction alert will appear in the CC Ease screen. Malfunction alerts appear on the CC Ease as:

- A flashing “A” with a number extension in the field that normally displays the ventilation setting;
- A flashing “E” with a number extension in the field that normally displays the ventilation setting;
- A flashing “E A” with a number extension in the field that normally displays the ventilation setting;



- A flashing “Filter I” or “Filter E” below the field displaying the ventilation modes.




### Filter malfunction

The filters must be cleaned or replaced if one of the filter warnings below appears on the CC Ease:

- “ FILTER I ” → The internal filters must be cleaned or replaced;
- “ FILTER E ” → The external filters must be cleaned or replaced (optional).


The internal filters are included in the standard configuration of the ComfoAir. The external filters (optional) form part of the ducting of the ventilation system, yet do not form part of the ComfoAir.

### Cleaning or replacing filters:

1. Press  until the filters malfunction disappears (min. 3 sec.).
2. Disconnect the ComfoAir from its power supply.
3. Replace or clean the filters as described in the ComfoAir user manual.

### What to do in the event of a malfunction

All malfunction alerts on the CC Ease can be reset by following the steps below:

- Press  until the malfunction alert disappears (min. 3 sec.).

If the malfunction does not disappear or returns repeatedly, please contact the fitter.

- Make a note of your ComfoAir type;
- Make a note of any malfunction codes on the CC Ease display.

The system should remain connected to its power supply unless the ComfoAir requires taking out of service due to a serious malfunction or for filter cleaning/replacement or any other compelling reasons. When the unit is disconnected, the dwelling will no longer enjoy mechanical ventilation, and this can lead to problems with damp and mould. Long-term deactivation of the ComfoAir must be prevented.

## Meanings of malfunction alerts

| Code    | Description  |
|---------|--|
| A0      | n/a  |
| A1      | NTC sensor T1 is defective.<br>(= outside air temperature)         |
| A2      | NTC sensor T2 is defective.<br>(= supply air temperature)          |
| A3      | NTC sensor T3 is defective.<br>(= return air temperature)          |
| A4      | NTC sensor T4 is defective.<br>(= exhaust air temperature)         |
| A5      | Malfunction in the bypass motor.                                   |
| A6      | n/a  |
| A10     | n/a  |
| A11     | NTC sensor Tah is defective.<br>(= temperature of the Post-heater) |
| E1      | Exhaust fan not rotating.  |
| E2      | Supply fan not rotating.   |
| E4      | The ComfoAir has been switched off by external contact             |
| EA1     | Enthalpy sensor measures excessive Relative Humidity (RH) values.  |
| EA2     | The ComfoAir is not communicating with the enthalpy sensor.        |
| NC      | CC Ease is not communicating with the ComfoAir                     |
| FilterI | Internal Filter is dirty.  |
| FilterE | External Filter is dirty.  |

## Temperature conversion table

| °C | °F   | °C | °F    |
|----|------|----|-------|
| 5  | 41.0 | 23 | 73.4  |
| 6  | 42.8 | 24 | 75.2  |
| 7  | 44.6 | 25 | 77.0  |
| 8  | 46.4 | 26 | 78.8  |
| 9  | 48.2 | 27 | 80.6  |
| 10 | 50.0 | 28 | 82.4  |
| 11 | 51.8 | 29 | 84.2  |
| 12 | 53.6 | 30 | 86.0  |
| 13 | 55.4 | 31 | 87.8  |
| 14 | 57.2 | 32 | 89.6  |
| 15 | 59.0 | 33 | 91.4  |
| 16 | 60.8 | 34 | 93.2  |
| 17 | 62.6 | 35 | 95.0  |
| 18 | 64.4 | 36 | 96.8  |
| 19 | 66.2 | 37 | 98.6  |
| 20 | 68.0 | 38 | 100.4 |
| 21 | 69.8 | 39 | 102.2 |
| 22 | 71.6 | 40 | 104.0 |

$$^{\circ}\text{F} = ^{\circ}\text{C} \times 1.8 + 32$$

