

PELLETSHEIZUNGEN



Instructions for Touch-Display Exclusive 2.0

Supplement to instruction manual Touch Display 1.0





Notes



Contents

Instruction manual		
01	General	fr
	Symbols and warning notices	Page 4
02	Safety rules	Page 5
	Many thanks	Page 5
	General safety guidelines	Page 6
	Operation of the pellet boiler in the living room	Page 6
	Installation / Commissioning	Page 6
	Power cut	Page 6
	Maintenance of a pellet boiler	Page 6
	CE Identification	Page 7
	Rules / Guidelines	Page 7
	Warranty / Guarantee / Commissioning / Maintenance	Page 7
Operating and using your Touch-Display		
	Compare Touch-Display 1.0 to Touch-Display Exclusive 2.0	Page 8
Network address		
	Adjustment of network address	Page 12
Remote maintenance		
	Remote maintenance in general	Page 14
	Remote maintenance direct (port forwarding)	Page 15
	Remote maintenance direct (HAPERO Repeater)	Page 16
Email		
	Email General	Page 18
	Adjust exit server	Page 19
	Adjust alarm receiver	Page 20
Cascade		
	Activate cascade	Page 22
	Cascade information	Page 23
Further instructions / guidelines		
	Assembly instructions	HAPERO Assembly instructions (1/3) enclosed with your boiler
	Instruction manual	HAPERO Instructions Touch-Display 1.0 (2/3) enclosed with your boiler
	Service manual	HAPERO Service manual (3/3) enclosed with your boiler

01.01 Used symbols and warnings

Symbol for additional information
 Symbol for necessary action
 Be aware of potential danger warnings at the beginning of action instructions.

	Detail Information	You can find detailed Information on the specified pages.
	Notice	Please follow instructions
	Danger	Danger to life or severe injury
	Danger	Danger to life or severe injury due to electrocution
	Warning	Mild injury can occur
	Warning	Slight property damage possible
	KW15 – Model series	Notice valid only for 15kw models
	KW25/35 Model series	Notice valid only for 25/35 kw models

02.01 Many thanks indeed,

that you have decided to purchase a Hapero product. **Before assembly and installation of your product it is essential to read the instructions carefully.**
 Only by correct installation and assembly can damage be avoided. Your pellet boiler will look after you and the environment with optimal function for many years to come.

We can not be held liable for any changes after printing and subsequent printing errors.
 We reserve the rights for changes.



The most up-to-date version is available to download at:
<http://www.hapero.com/service-center/downloads/>

02.02 General safety notice



- Before installation and use of the pellet boiler the instruction manual needs to be read completely and thoroughly!**
- The pellet boiler has to be assembled and installed by a fully licensed technician or tradesman. The pellets boiler is not suitable to be operated by persons (including children) with a physical, sensory or cognitive disability or inexperienced persons, unless a responsible person is present or has given correct instructions. Children have to be supervised at all times, the boiler is not a toy and does have hot surfaces.
 - Please disconnect the boiler from the electric supply before carrying out any service work. The emergency switch or the cut-out switch has to be easily accessible. Operating the boiler with damaged wiring is prohibited. If the wiring is damaged, it is imperative to contact a fully licensed tradesman immediately to arrange a repair.
 - To guarantee safety technical processes and functions, please only disconnect your pellets boiler in standby mode from the electrical supply.
 - Please be aware that even if the pellet boiler is switched off, the mains electrical voltage (pumps, motors, mixers) is active.
 - The pellet boiler in switched off mode carries out periodic cleaning and maintenance processes, so even during the summer months should the boiler not be continuously disconnected from the power supply.
 - Please switch off the pellets boiler 45 minutes prior to store room filling. The store room filling must only be carried out when the boiler is in standby mode.
 - Replacement of damaged or defect parts should only be original HAPER0 spare parts.
 - Removing, bypassing or overriding any safety and monitoring features is strictly prohibited.
 - Only operate the boiler if it is in perfect technical condition.
 - Promptly rectify all errors and damages to ensure full safety measures are in place.
 - Electrical discharge can cause damage to electronic components.
 - Prior to any service work being carried out, we advise that you touch earthed objects for effective static discharge.

02.03 Operating a pellets boiler in the living room



- Burning fuel releases thermal energy, which leads to a hot surface, doors, door handles, viewing glass, flue tube and front surface of the heating device. Refrain from touching those parts without the necessary safety equipment e.g. heat protective gloves. Children must be made aware of the potential danger and kept away at all times whilst boiler is in operating mode.
- Do not place any non-heat proof objects on or near the pellet boiler.
- Do not attempt to dry items of clothing on the pellet boiler.
- Do not place a clothes dryer or similar within the safety distance of the pellet boiler.
- FIRE HAZARD !!
- Do not use highly flammable or explosive substances in the same or adjacent room whilst the pellet boiler is in operation mode.
- Do not place objects on top of the boiler (air vent)
- Sufficient fresh air supply is essential at the assembly site, please ensure adequate ventilation.

02.04 Installation / commissioning



- In all cases the installation must comply with current Building Regulations, Local Authority Byelaws and other specifications or regulations as they affect the installation of the boiler.
- DIN VDE 0100 Guidelines for buildings of power plants upto 1000V
- DIN VDE 0105-100 Operation of electrical sites

It should be noted that the Building Regulations requirements may be met by adopting the relevant recommendations given in British Standards BS 8303, BS EN 15287-1:2007 as an alternative means to achieve an equivalent level of performance to that obtained following the guidance given in Approved Document J.

It is a legal requirement under England and Wales Building Regulations that the installation of the boiler is either carried out under Local Authority Building Control approval or is installed by a Competent Person.

Please note that in Scotland the installation work is subject to the Building Warrant scheme and must be granted a warrant upon completion to the satisfaction of the Local Authority verifier.

02.05 Electric power cut

Electric power cut – during heating mode

All operational functions will be restored after a short power cut. Should the duration of the power cut last longer, the pellet boiler will return to the start-up phase (cleaning, material supply, preparation, ignition and heating) as long as a temperature demand is requested.

Electric power cut – during the starting phase

After a power cut during the start-up phase the starting process will be repeated.

02.06 Maintenance of the pellet boiler

We recommend a maintenance contract between a Hapero certified specialist dealer and the end customer. The warranty of the pellet boiler becomes invalid if periodic maintenance is not carried out.

The correct maintenance increases the stability and the durability of your pellet boiler. It minimises the waste of valuable resources and protects our environment as well as your wallet.

During an automatic cleaning process of the pellet boiler squeaking or scratching noises may develop. These are mechanical sounds and do not indicate any faults or defects.

02.08 CE Identification



It can be confirmed, that the named and described products adhere to all the necessary safety guidelines, especially the guidelines required within the European Union concerning electromagnetic tolerance (89/336/ EWG) and the guidelines for modification of the CE-Description (93/68/EWG) as well as the rules concerning electromagnetic tolerance of devices dated 18.09.1998.

This declaration certifies the agreement of the named guidelines, but does not contain assurance of any quality features. The safety guidelines of the provided product documentation are to be followed. The attachments are part of this declaration.

02.09 Rules / Guidelines

The product as well as the control accessories correlate to the following regulations:

EG-guidelines

- 2004/108/EG electromagnetic tolerance (EMV guidelines)
- 2006/95/EG low voltage guidelines
- 2006/42/EG machinery and equipment guidelines

EN-rules

- EN 14785

02.10 Warranty / guarantee / commissioning / maintenance



Entitlement to warranty specifies the following:

- **Commissioning carried out through a HAPERO certified after sales service**
- **Completion and sending of commissioning confirmation**
- **Annual maintenance according to HAPERO specifications.**



Please ...

- fill in the enclosed confirmation of commissioning and send it to Hapero/Zhaus HAPERO Energietechnik GmbH.
- or fill in the data file „confirmation of commissioning.pdf“ and send it to **ibn@hapero.com**

... Your benefits!

1. free of charge hotline
2. fast and efficient after sales service
3. free of charge original HAPERO USB-stick
4. lifelong, free of charge software up-date

A new control system software can update features and functions with a USB stick. Data safety of adjusted boiler parameter

Fast transmission of all data

Fast and cost efficient optimising of your pellets boiler

Fast and cost efficient error analysis



Software up-date

The control system software can be up-dated with Plug & Easy (windows PC software)

www.plugandeasy.com



Plug & Easy

Always downloads the latest control system software and supports any software update.

Can convert the control system data (data-logger) into an Excel file.

- 03.01

Instruction Touch Display

Operating and using the Touch-Display 2.0 is generally the same as with the Touch-Display 1.0.

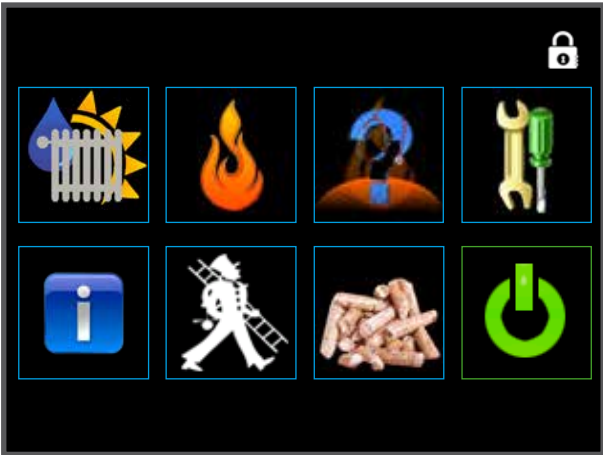
Extension

This document contains all extended functions as described in Touch-Display 1.0.

Example

You will find all functions from Touch-Display 1.0 in the same menu as Touch-Display 2.0.

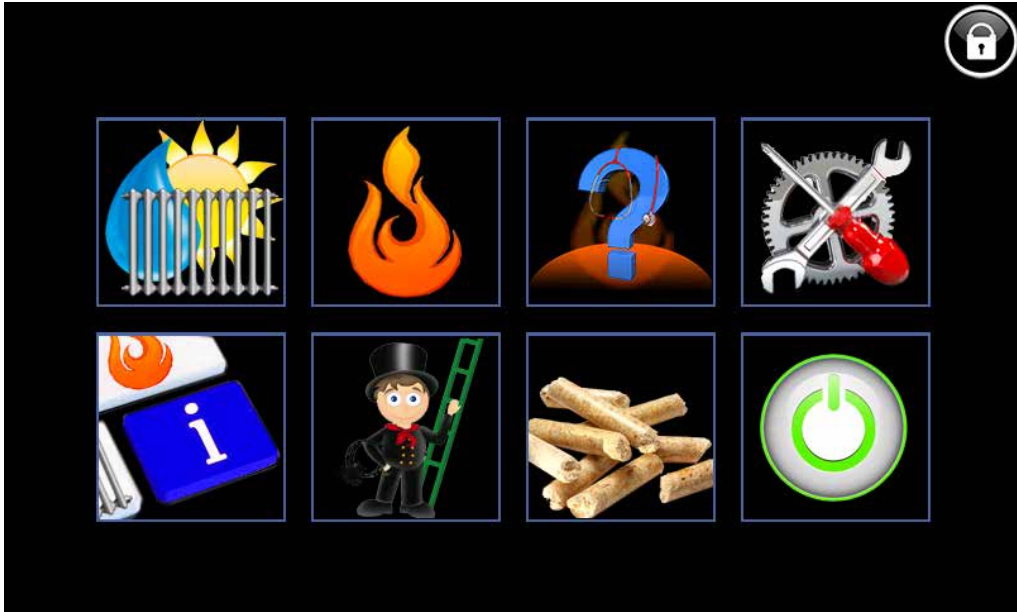
03.0a Main menu Touch-Display 1.0



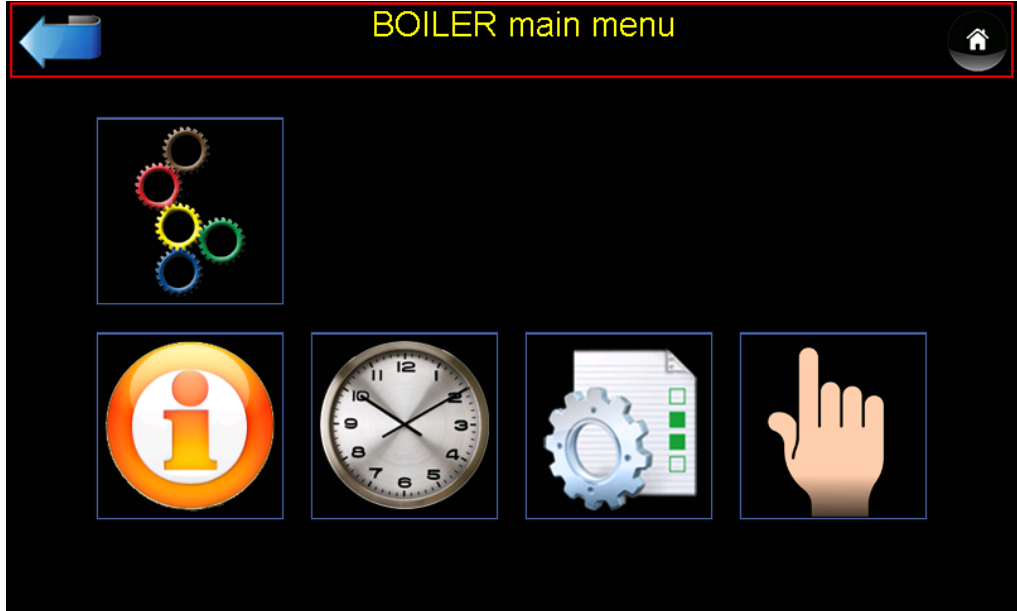
03.1a Menu option boiler management



03.0b Main menu Touch-Display Exclusiv 2.0



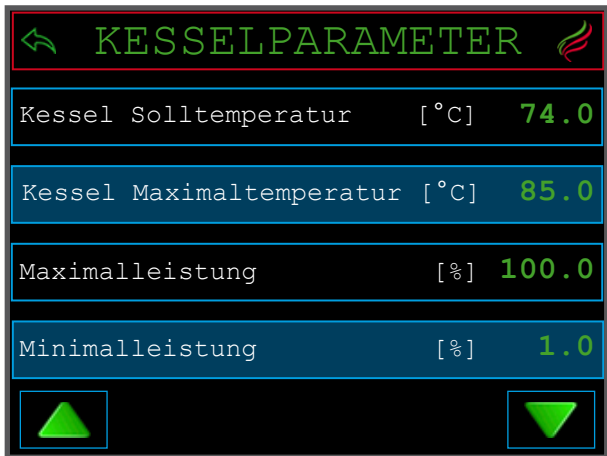
03.1b Menu option boiler management



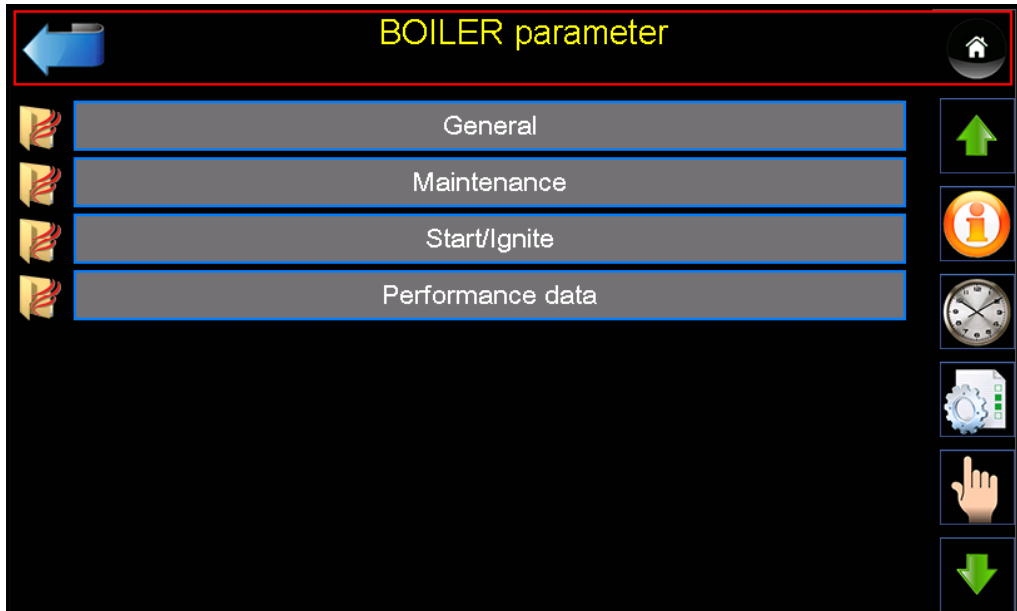
03.2a Menu option adjustments



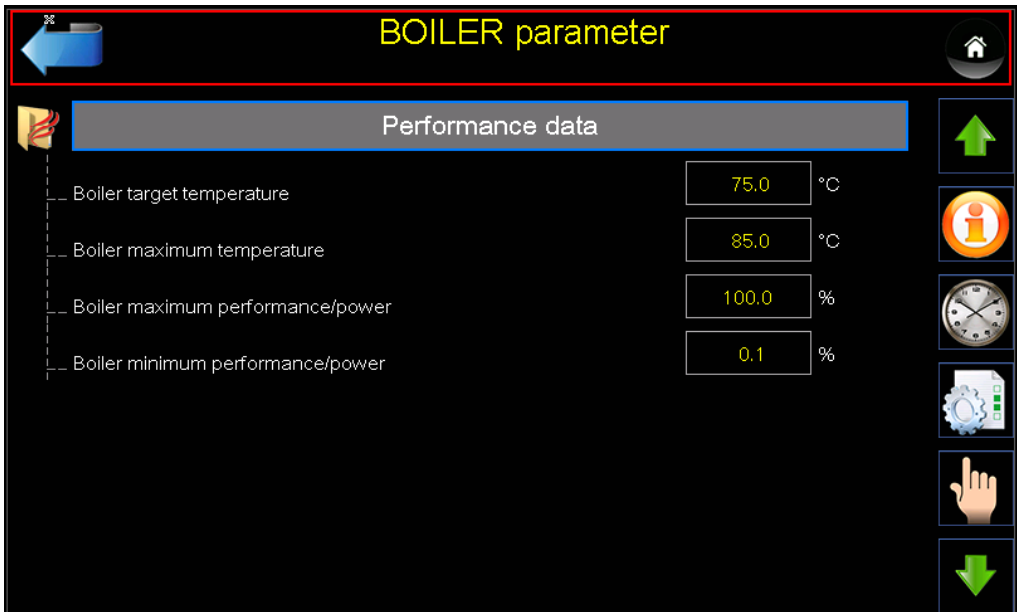
3.3a Menu platform adjustments



03.2b Menu option adjustments



03.3b Menu platform adjustments



03.4 Same place / function

All functions and relevant information are very easy to find. Just a visually enhanced programme.

04.01 Menu network adjustment



Touch the button “service menu” in the main menu

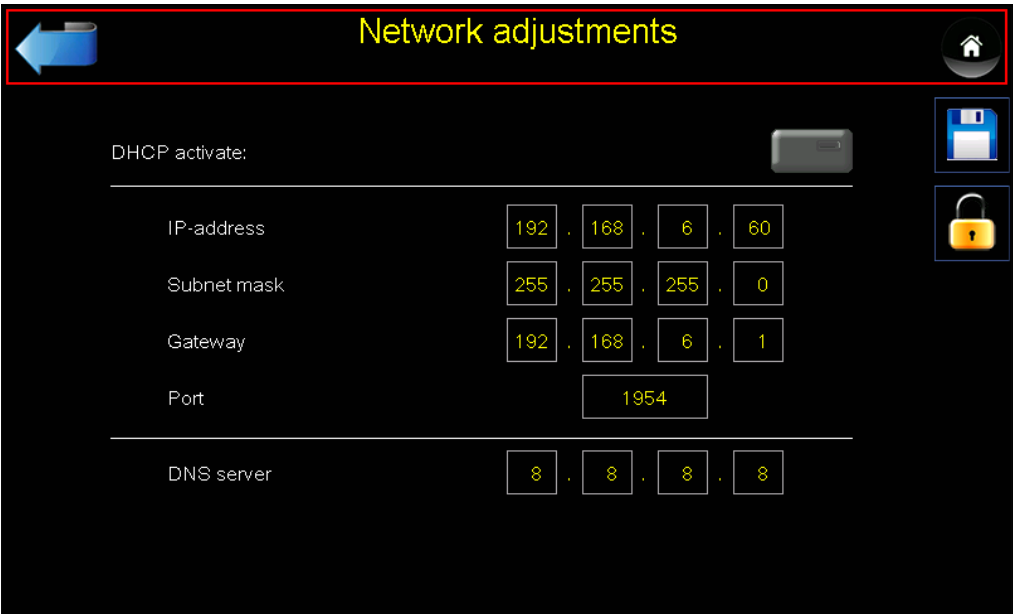


All network adjustments can be found in the communication menu



You can enter your IP address in the network menu

04.02 Menu platform adjustments



04.03 Network adjustments

- DHCP**

The **Dynamic Host Configuration Protocol (DHCP)** is a communication record in computing technology. It enables access to a network configuration (IP address/subnet mask/gateway) to the pellet boiler via a server.
- IP Address**

An **IP-address** is an address in a computer network which is based on an internet record/protocol. Each pellet boiler has it’s own address within this network and can therefore be accessed online.
- Subnet mask**

A subnet is the name for a part of the network within the internet records. It combines many IP addresses within this subnet mask.
- Gateway**

A Gateway address is a key location or address within a local network, where members within this network can exchange data via the internet.
- LASAL Port**

This **Port address** is for communication within the programming software. To change this port address you need to have permission of HAPER0.
- DNS Server**

The **Domain Name System (DNS)** is one of the most important services in many IP based network systems. The main function is the clarification of questions for the address resolution mechanism.
Google DNS = 8.8.8.8 / or DNS of your internet provider.

04.03 Network adjustments

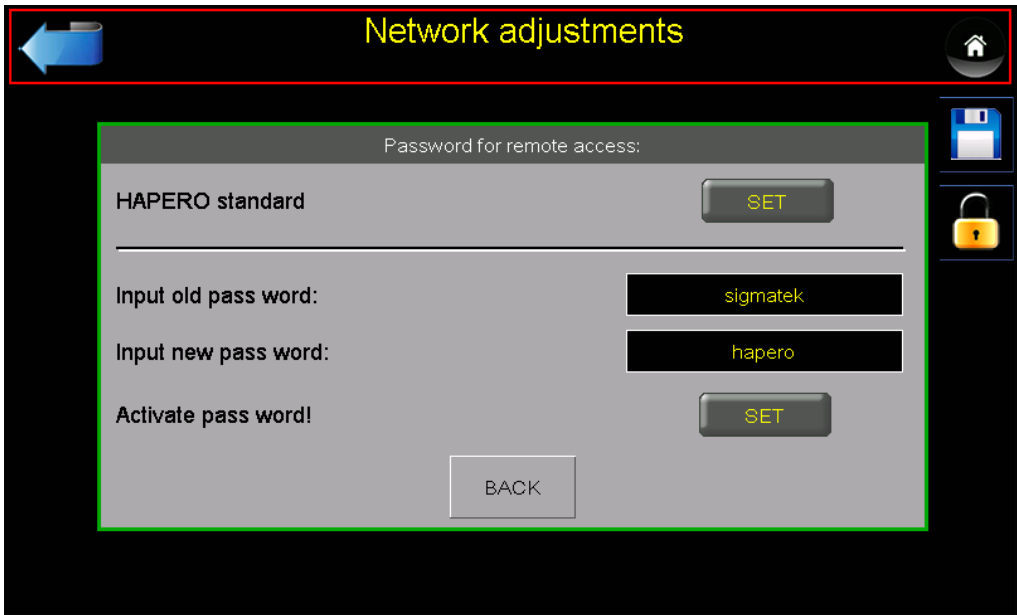


Before leaving the menu, all adjusted network addresses must be activated and saved.
(This can not happen during the operating phase, otherwise the network connection would be disrupted)



Activate the password menu to save the remote maintenance data.

04.02 Menu platform password



04.03 Network adjustments

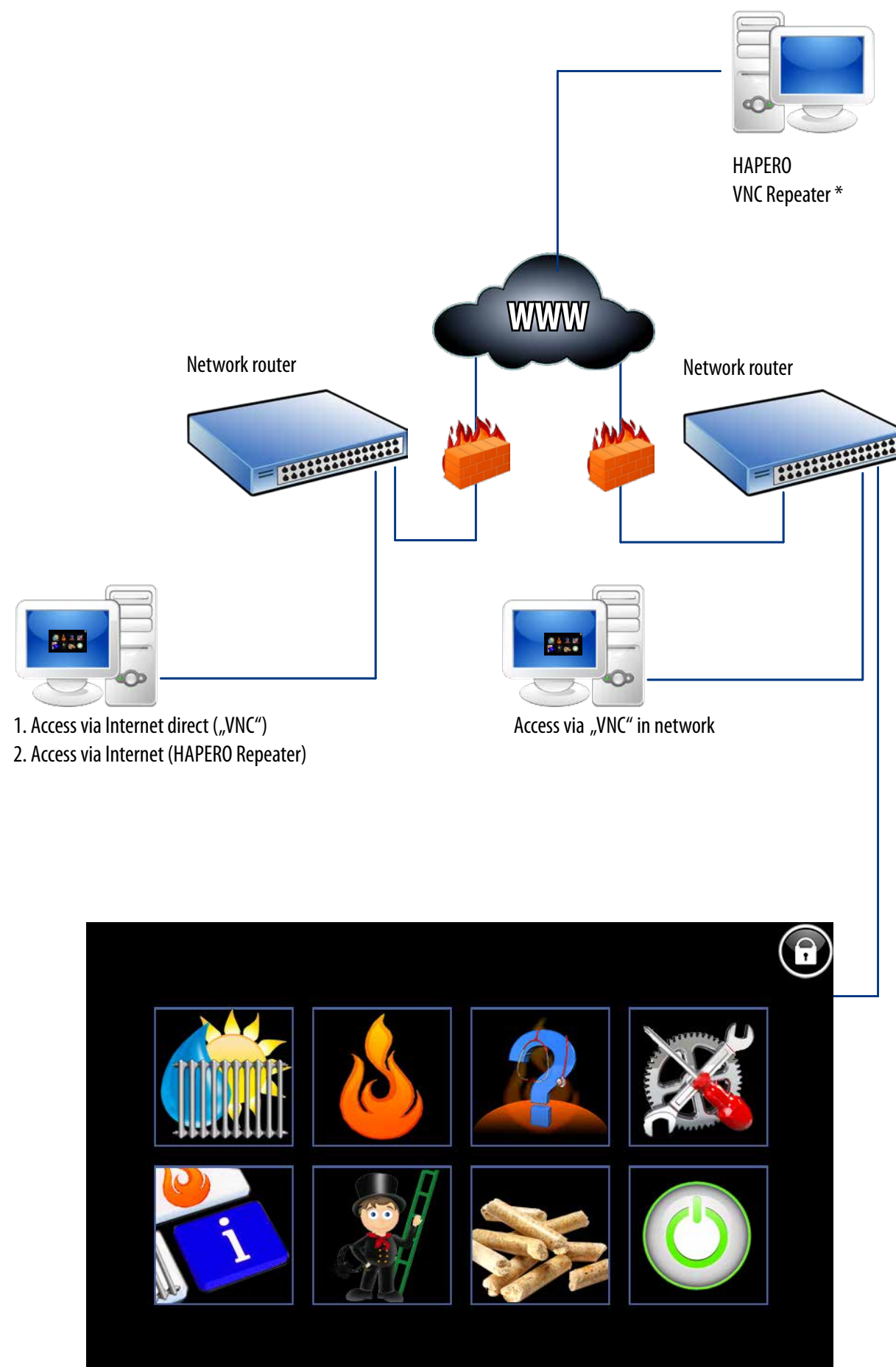
- HAPER0 Standard Activation**

Re-set all passwords to the HAPER0 standard.
Password = „hapero“ (lower case letters)
- Previous Password**

Enter the previous password
Have you forgotten your password? Activate the HAPER0 standard password
- New Password**

Enter the new password.
- Password Activation**

Activate the password entry.
ATTENTION: Remote maintenance is only possible with the correct password!
The re-setting of the password after a failed attempt can only be carried out in person in front of boiler!



* 3 months free of charge, after that a charge may apply

05.00 Information for your IT System administration

For different services that are available with a Hapero control-board, the following ports can be used:

PORT	SERVICE
1954 / 1983	Remote maintenance of a control-board using a programming tool or Software based on Lasal32.dll
5900	Remote maintenance of a control-board via VNC

Adjustment on a router / modem

To be able to access a control-board, a permanent broadband connection is necessary. Furthermore the router or modem must also be able to support Portforwarding.

If you have not been allocated a permanent IP address from your internet provider, a „dynDNS“ client should be provided. This enables you to access your control-board despite a dynamic IP address with a fixed domain name from an external source. The router informs the DNS servers of dyndns and provides the relevant IP address when changes occur. The basic service is with this provider (www.dyndns.org). The control-board data can be accessed via a so called sub-domain e.g. <http://meine-heizung.dyndns.org>.

The router transmits the required server and ports to a local IP address of the control-board. Here you log on into the router system (details you will find in the router manual). There you can open a menu point for Portforwarding / Port Triggering or „Virtual Server“ (Note: the description can vary from router to router).

Please get in touch with your internet provider for any questions you may have, as some of the ports can have sections or parts of their service locked and need to be adjusted/unlocked for your specific requirements.

NOTE:

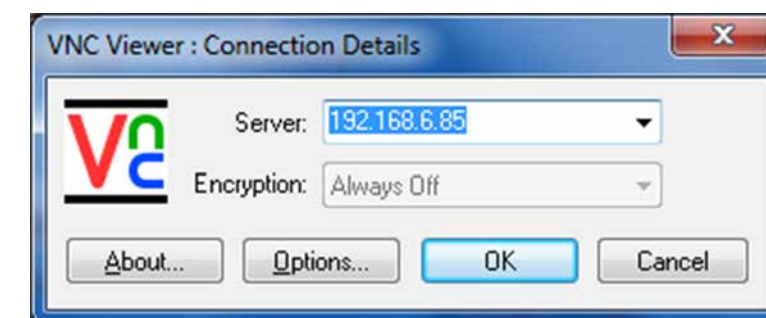
HAPER0 can not accept any responsibilities/maintenance works or costs incurred, please refer to your router provider or IT administration for questions or queries you may have. Thank you !

Access VNC

Install your VNC Client on your PC (<http://www.realvnc.com/>)

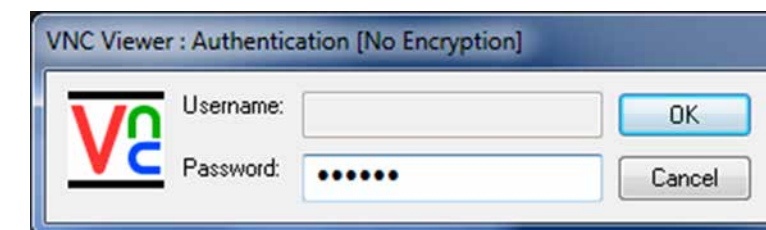
IP Address

Enter here the adjusted IP address / dyndns names and press OK.



Password

Tragen Sie hier das von Ihnen eingestellte Passwort (siehe Seite 13) ein und drücken Sie OK.

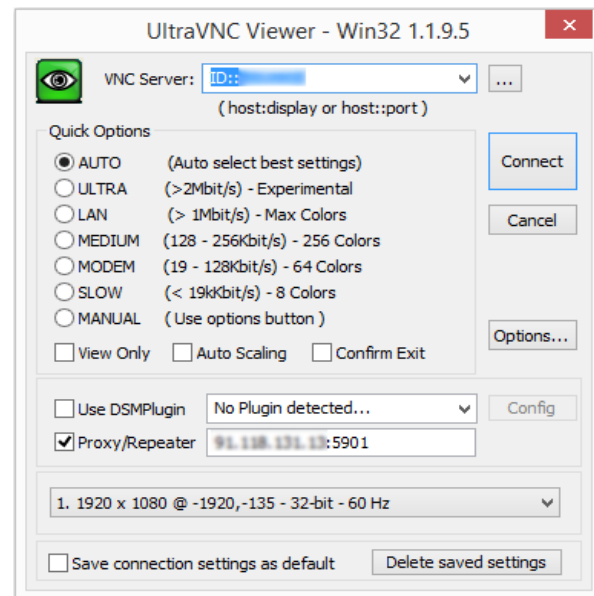


Access
Smartphone

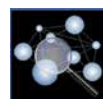
iPhone:
Android:
Mocha VNC Lite
VNC Viewer

05.01 Do it yourself

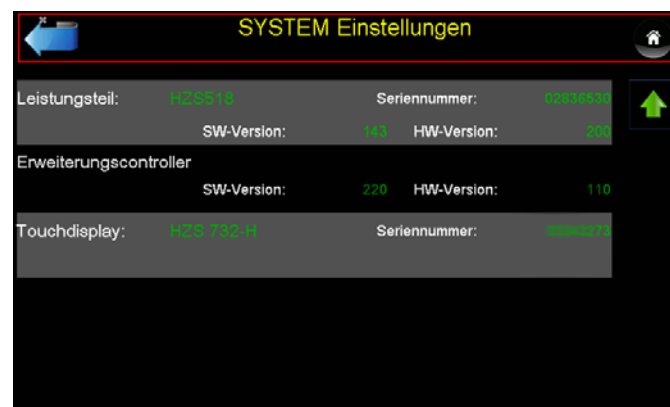
1. Before connection please enter the serial number of the Touch-Display HAPER0 (kundendienst@hapero.com)
The actual connection can only be correct after a successful return message.
2. Please check if you have internet connection (network cable) from your PC/laptop.
3. Connect this network cable with the Touch-Display Exclusive 2.0.
4. Enter the right network address or activate the **DHCP**
5. **Enter in the field where it states REPEATER** the correct Repeater IP address (185.71.166.20)
6. On your PC you can now install **ULTRA VNC Viewer** (<http://www.uvnc.eu/>)
7. Start the programme „Ultra VNC Viewer“
8. Enter the following data



VNC Server Enter in the domain VNC Server: „ID::xxxxxxx“. ATTENTION xxxxxxxx represents the serial number of your Touch-Display.

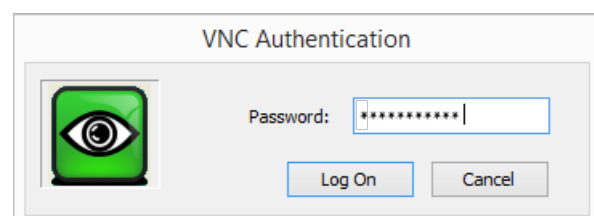


In the Service menu you will find the button „System info“ and in the menu „System info“ on the 2nd page the serial number of your Touch-Display.



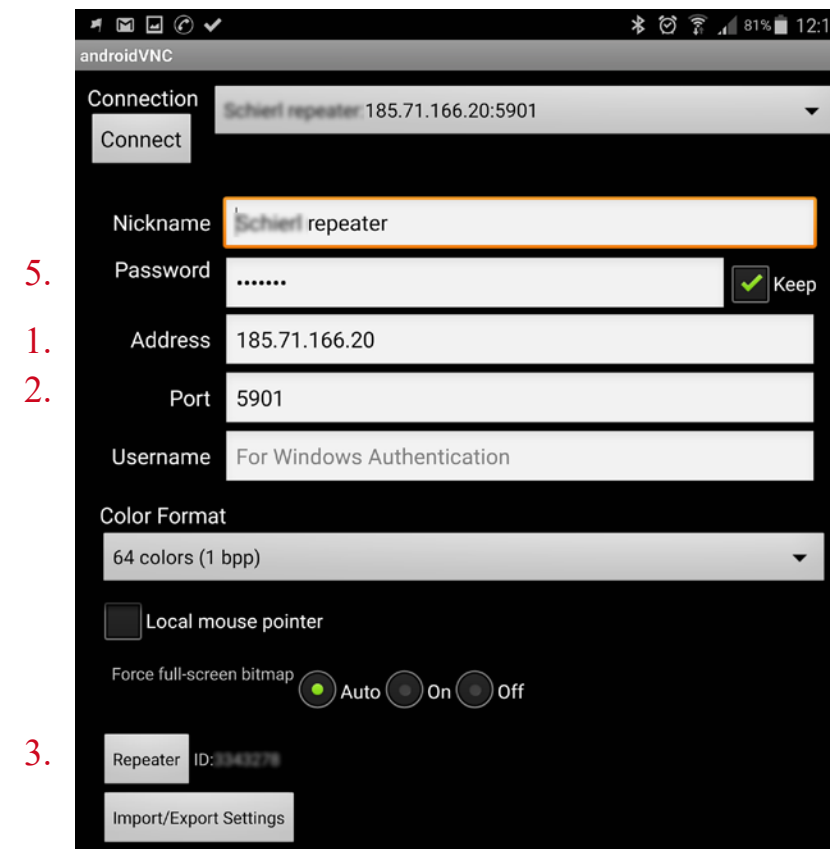
Proxy/Repeater Activate the „Proxy/Reapeater“ and enter „185.71.166.20:5901“

Access After „Connect“ you must enter your password in the VNC Authentication and the connection to your Touch-Display is complete.



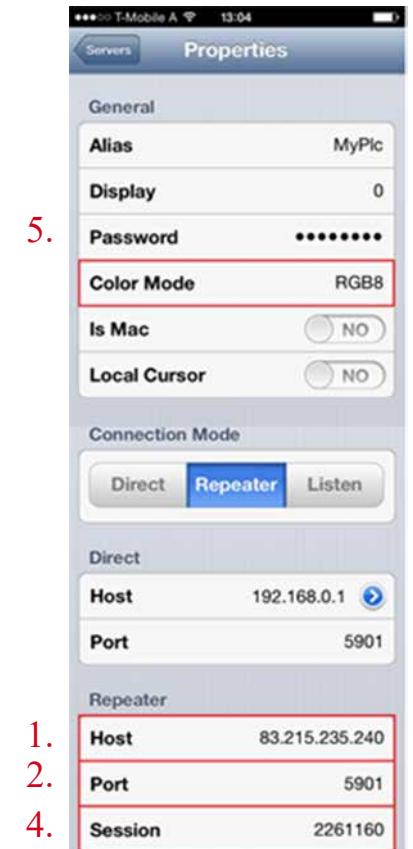
05.02 Remote maintenance per Smartphone

iPhone: abto VNC
Android: antroidVNC (<https://play.google.com/store/apps/details?id=android.androidVNC&hl=de>)



1. IP address: 185.71.166.20
2. Port: 5901
3. Repeater ID: ID:xxxxxx
4. Repeater ID: xxxxxx
5. Password: hapero

(IP address of the Repeater)
(Port of Servers)
(ID = serial number Touch-Display)
(ID = serial number Touch-Display)
(Password of the Touch-Display)



- 5.
- 1.
- 2.
- 3.
- 4.

06.01 Menu network adjustment



Touch the button “service menu” in the main menu

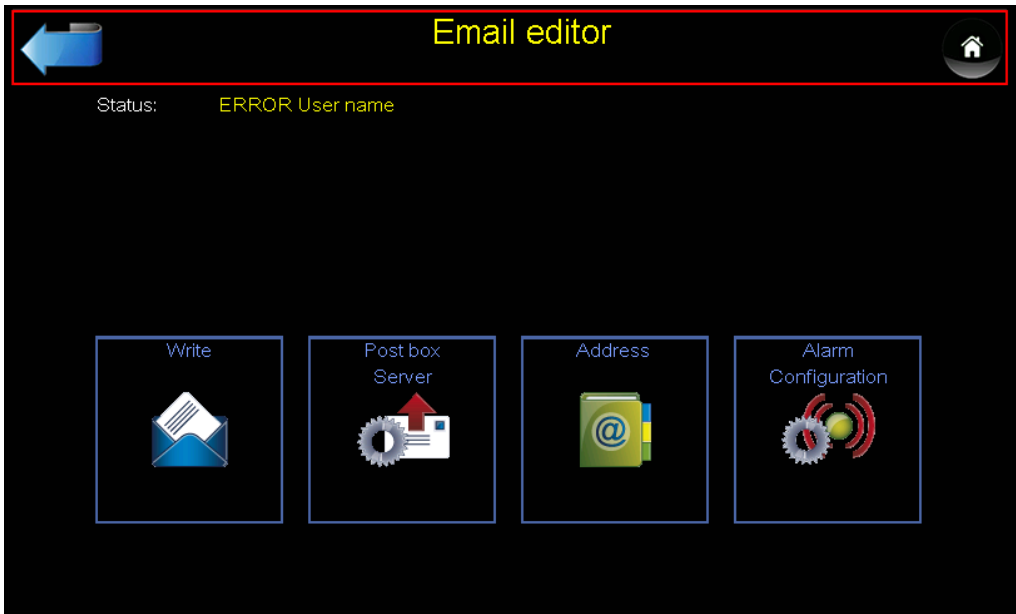


All network adjustments can be found in the communication menu



In the mail menu you can enter Email adjustments

06.02 Menu Email editor



06.03 Menu Email adjustments



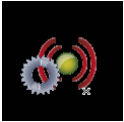
Test sending of an Email



Adjustment of an output server



Address book



Warning sending adjustment (Recipient / Reference / and so on.)

06.04 Output server adjustment

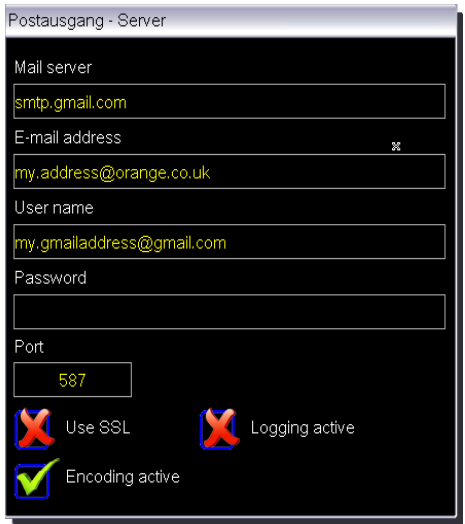
Organise your Email server data from your provider or create a webmail account like Google (gmail.com)

Example

All mentioned data are only examples.

All data marked with **!** identified examples can be used by Google Mail.

Please open the menu.



!	Mail Server	smtp.gmail.com
	E-Mail Address	my.address@orange.co.uk.
	User name	my.gmailaddress@gmail.com
	Password	mypassword
!	Port	587
!	SSL	NO
!	Encoding	YES
!	Logging active	No

WARNING When using Google Mails please activate the „limit access of less secure apps“!
<https://www.google.com/settings/security/lesssecureapps>



06.05 Alarm recipient configuration



Open the menu

Alarm Konfiguration

Alarm recipient:
service@gmail.com

Alarm CC:
my.address@orange.co.uk;your.address@gmail.com

Alarm reference:
boiler: house no 14

Alarm attachment:

Alarm
recipient
Alarm CC

Main Email recipient
CC Email recipient
ATTENTION: Between the email addresses you have to enter a semi colon „;“
An space is not permitted!
Text in reference line of the mail.

Alarm
Reference



06.06 Record of adjustments

Mail Server:	
E-Mail address:	
User name:	
Password:	
Port:	
SSL:	
Encoding:	
Logging active:	
Alarm recipient:	
Alarm CC:	
Alarm Reference:	

07.00 Menu network adjustment



Touch the button “service menu” in the main menu



All network adjustments can be found in the communication menu



In the cascade menu you can adjust the cascade parameters.

07.01 Menu Cascade parameters



Adjustments cascade



Cascade function:

MASTER

Number of clients:

2

Address Slave 1:

192.168.6.61

Address Slave 2:

192.168.6.62

Waiting time for boiler start (100% power)

15 min

Waiting time for boiler stop (<30% power)

1 min

Cascade hydraulic scheme

H-C.1.0

07.02 Parameter cascade adjustments „MASTER“

- IP Address** Enter for each boiler an IP address (DHCP Usage is not permitted).
- Cascade function** At the master boiler please enter „Master”.
At the „Client 1” or „Client 2” enter relevant boiler.
- Number of Clients** Number of client boilers (max 2 units = 3 boiler Master, Client 1 and Client 2).
- Address of Clients** At the master boiler enter the IP address of the client boiler.
At the client boiler enter the IP address of the master boiler.
- Waiting time for boiler start** The time when an additional boiler is started.
- Waiting time for boiler stop** The time in which a boiler is being stopped.
- Cascade hydraulic schemes** Enter the correct Hapero hydraulic scheme.
Hydraulic scheme: <http://www.hapero.com/service-center/downloads/>

07.03 Cascade system status



Touch the button „information” in the main menu

07.01 Menu cascade information



CASCADE information



Energy demand:

72.0 °C

100

MASTER

CLIENT 1

CLIENT 2

Boiler status:

HEATING

STANDBY

Current boiler power:

0.1 %

0.0 %

Current intervals:

2649035

1510615

Remaining operational period:

295 min

450 min

Boiler temperature:

74.2 °C

71.8 °C

Daily container:

89.9 %

100.0 %

Ash container:

82.4 %

75.2 %

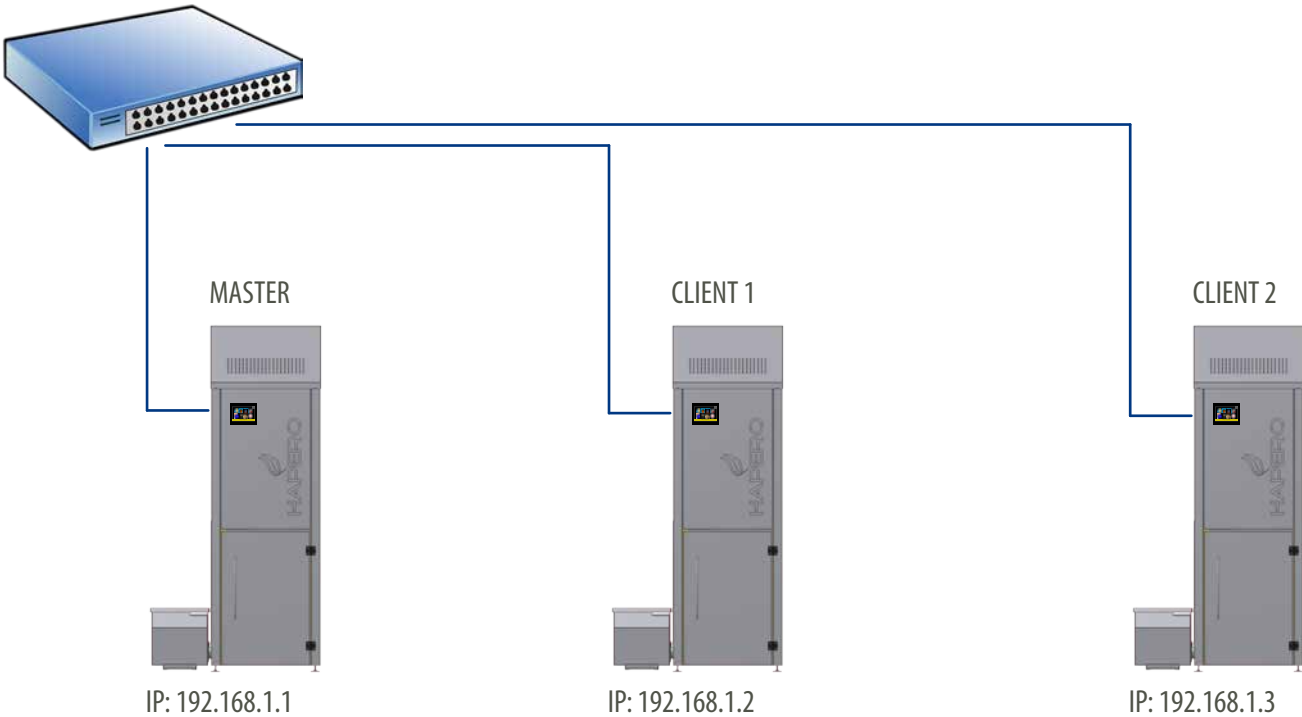
OFFLINE

07.01 Info

You can access information and data for all the boilers connected within a cascade system.
If the network connection is disrupted, „OFFLINE” will be displayed.

ATTENTION! The energy management must only be installed on the master boiler.

Network HUB



PELLETSHEIZUNGEN



HAPERO Pellet-Living room stove 7kW
Art. No. 1010.00



HAPERO Pellet-Living room boiler 15kW
Art. No. 2030.02



HAPERO Pellet-Living room boiler 15kW
Concrete cladding, Art No 2030.01



HAPERO Pellet-boiler 15kW
Art. No. 2020.01



HAPERO Pellet-boiler 15kW XL
Art. No. 2020.02



HAPERO outdoor biobox 15kW
Art. No. 2035.00



HAPERO Pellet-boiler 25kW & 35kW
Art. No. 2040.01 & 2045.01



HAPERO Cascade 70kW
Art. No. 2049.01



HAPERO Cascade 105kW
Art. No. 2050.01

Article number: 87xx

We reserve our rights for printing errors and alterations.

For our end-customers to be able to benefit from our development updates and improvements, we reserve the rights to alter and change data without prior notice.
Any printing errors or changes do not entitle the customer to any guarantees or warranties.