

Zehnder ComfoAir Q

Quick Guide

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Refer to the full manual for the necessary information and instructions. The full manual is available at:
<https://www.zehnder.co.uk/ventilation-units/heat-recovery-centralised/units-smaller-800-m3h/zehnder-comfoair-q350-st>

If you have questions about the ComfoAir Q, call our Technical Team on 01276 408404 or email ventilation@zehnder.co.uk

Description

The ComfoAir Q is a balanced ventilation system with heat recovery for energy-efficient ventilation in houses. The ComfoAir Q removes dirty air from the wet rooms and supplies the same amount of fresh air to the dry rooms; gaps under doors or grilles ensure that there is airflow in the house. Because of the differences between countries, it is possible that only one of the two ComfoAir Q models below is available in your country.



ComfoAir Q TR



ComfoAir Q ST

Use of the ComfoAir Q

- The ComfoAir Q can only be used when it has been installed according to the instructions and guidelines in the ComfoAir Q's installer manual.
 - Do not open the casing. The installer makes sure that all parts that can cause personal injury are safely contained within the casing.
 - The ComfoAir Q can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the unit in a safe way and understand the hazards involved.
 - Children must not play with the ComfoAir Q.
 - Children must not clean and maintain the ComfoAir Q unsupervised.
- 👉 **Read the manual carefully before use.**
 - 👉 **Keep the quick guide near the ComfoAir Q unit.**
 - 👉 **Ensure that the gaps under or near doors are never obstructed.**
 - 👉 **Condensation can occur on the outside of the ComfoAir Q. If this occurs no action is required.**
 - 👉 **Dispose of the ComfoAir Q in an environmentally friendly manner. Do not dispose of the ComfoAir Q with your household waste.**

Read all the safety information carefully before you use the ComfoAir Q for the first time to make sure that you use it safely and correctly. Refer to the full manual for the necessary information and the applicable safety regulations and installation regulations.



WARNING **Electricity hazard**

Safety instructions – general

- Always obey the safety regulations, warnings, comments and instructions in this quick guide. If you do not obey them, personal injury or damage to the ComfoAir Q can occur.
- Installation, commissioning and maintenance must be carried out by a certified installer unless instructed differently. A non-certified installer can cause personal injury or damage the performance of the ventilation system
- After installation, all parts that can cause personal injury are safely contained within the casing. Tools are required to open the casing.
- Do not open the casing. The installer makes sure that all parts that can cause personal injury are safely contained within the casing.
- Do not disconnect the power to the ComfoAir Q, unless instructed otherwise in the ComfoAir Q manual. This can lead to a build-up of moisture and result in problems with mould.
- Do not change the ComfoAir Q or the specifications given in this document. Changes can cause personal injury or damage the performance of the ventilation system.

Safety instructions – maintenance

- Make sure that no units are used with exposed fire (fireplace or stove). The ComfoAir Q can pull the smoke or gases from the fire into the house.
- Get a (maintenance) engineer to inspect and clean the ComfoAir Q at least every two years to make sure that the performance of the ventilation system will not decrease.

- Replace the filters at least every six months to keep the indoor air comfortable, healthy and the ComfoAir Q clean.
- Clean all valves and grilles at least every six months to make sure that the capacity of the ventilation system will not decrease.

Safety instructions – installation

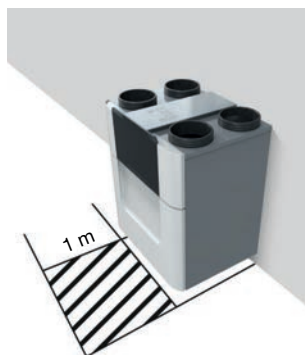
- Always obey the general and locally applicable construction, safety and installation regulations.
- Install the ComfoAir Q in a frost-free space (minimum 4°C to 5°C) to prevent the condensation drain from freezing.
- Remove the unit plug from the wall outlet to disconnect the unit from the power supply. If the unit does not have a plug, use a switch as specified in EN 60335-1 (with switch-off of all poles and 3 mm overvoltage category III).
- Always disconnect the power to the ComfoAir Q before working on the ventilation system. When the ComfoAir Q is open while in operation, it can cause personal injury. Make sure that the ComfoAir Q cannot be set to ON accidentally.
- Always connect air ducts of at least 900 mm to the ComfoAir Q before you connect the unit to the power supply to make sure that you cannot touch the motor while the ComfoAir Q is in operation.
- Always take ESD protective measures when you work with electronics, such as wearing an antistatic wristband. Static electricity can cause damage to the electronics.
- Connect the ComfoAir Q to a 230 V-50 Hz power supply. Any other power supply will damage the ComfoAir Q.

Installation (INSTALLER)

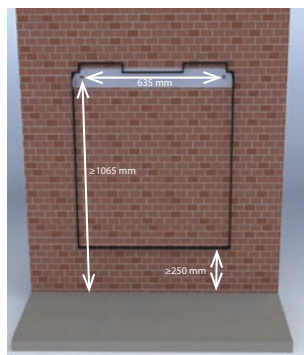
Refer to the full manual of the ComfoAir Q for the necessary information and the applicable safety regulations. Always install the equipment as specified in the latest regulations for installation of your country. The full installation must obey the applicable (safety) regulations as specified in:

- The local EU Standard on safety provisions for low-voltage installations.
- The manufacturer's assembly/installation manual.

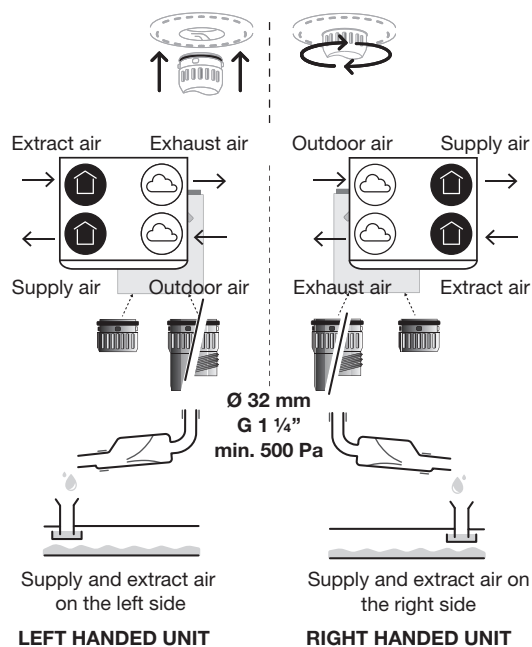
Maintenance space



Installation on the wall



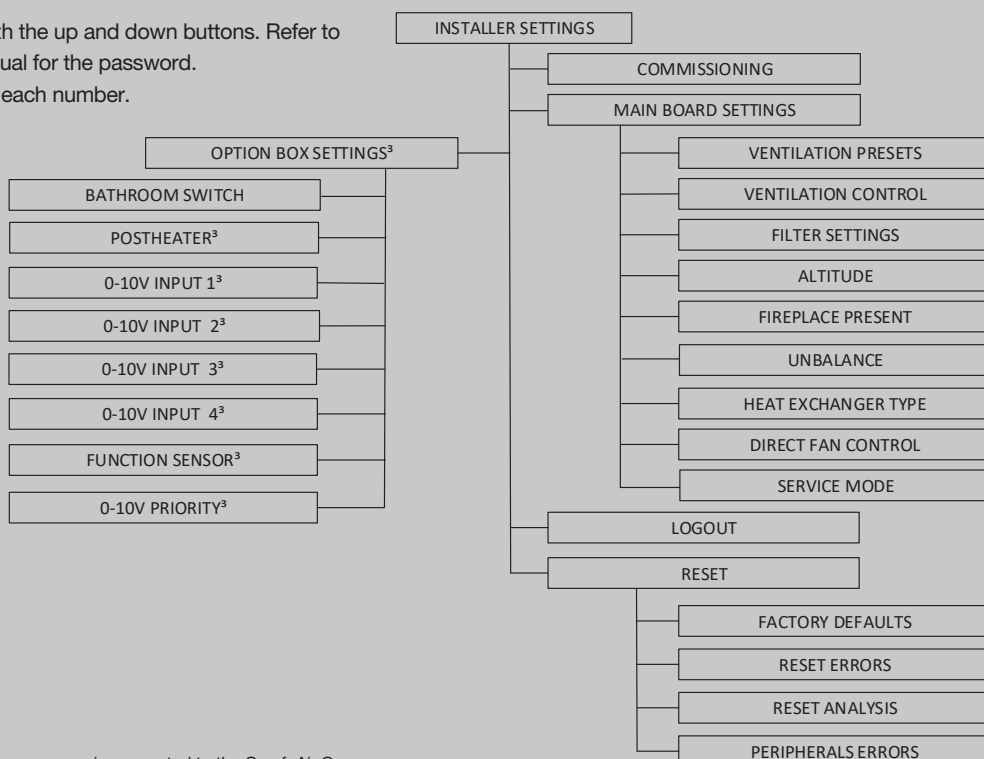
Installation of the air ducts and the condensation drain



Menu structure: INSTALLER SETTINGS

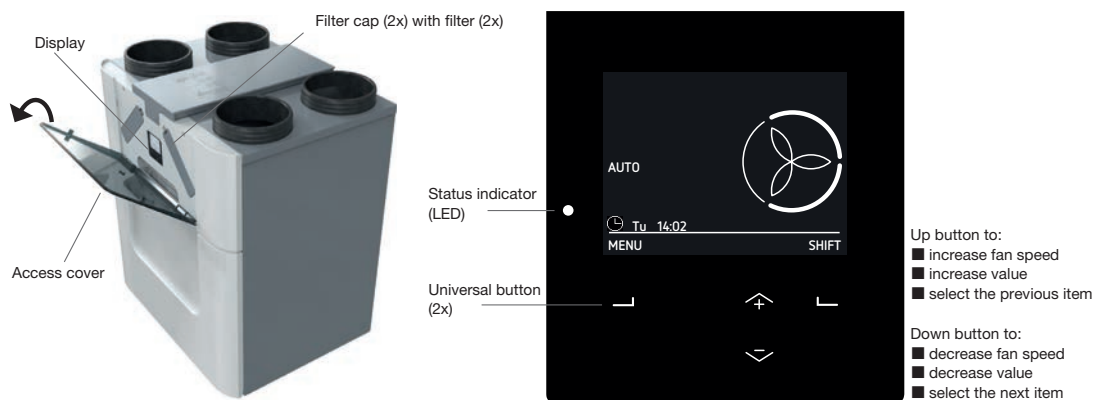
The symbol  is displayed when the installer password is correct. Do not forget to log out when the installation is completed.

1. Select and hold SHIFT for at least 4 seconds on the main screen.
2. Enter the password with the up and down buttons. Refer to the full installation manual for the password.
3. Select CONFIRM after each number.



³ This menu is only visible when the accessory is connected to the ComfoAir Q.

Operation (USER)



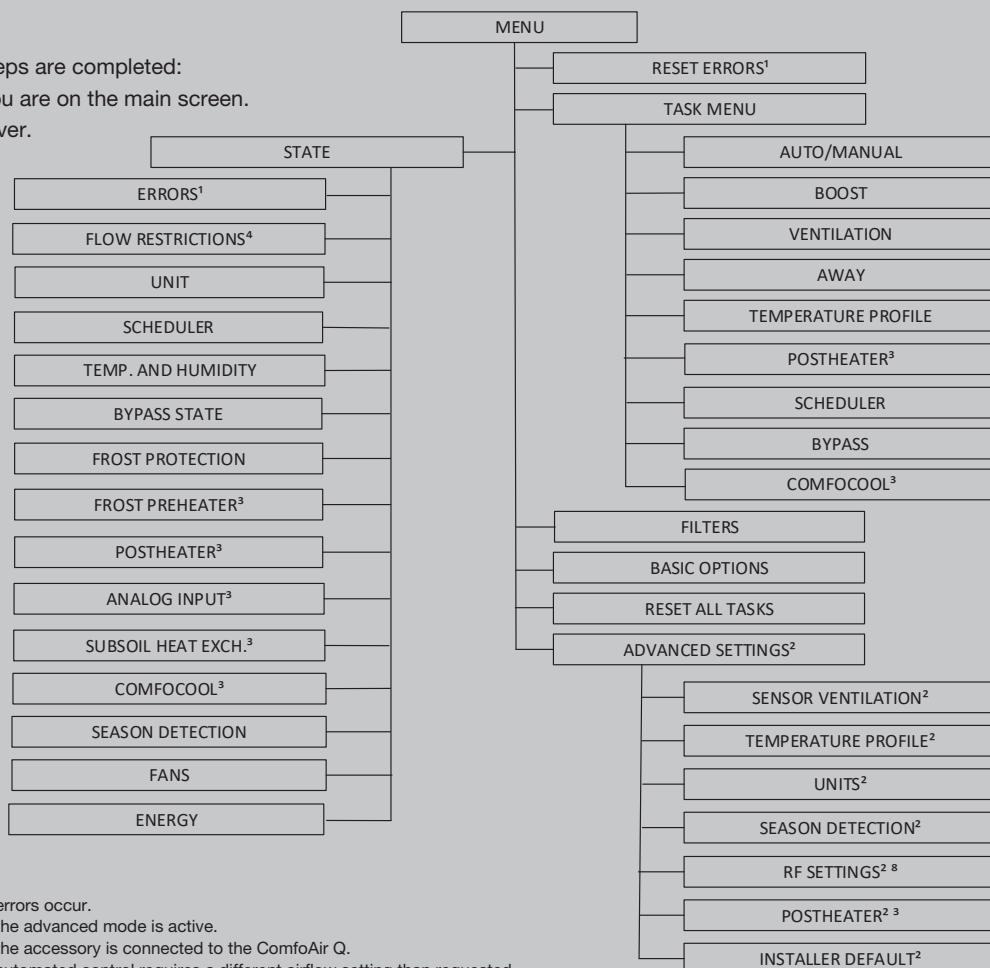
Menu structure: USER

When you open the access cover, the main display will activate. Select and hold MENU on the main screen for 4 seconds to activate or deactivate the child lock.

1. Select MENU for access to the menus.
2. Use the up and down button to navigate through the menus.
3. Select CONFIRM when the arrow is in front of the applicable selection.

When all the operating steps are completed:

1. Select BACK until you are on the main screen.
2. Close the access cover.



¹ This menu is only visible when errors occur.

² This menu is only visible when the advanced mode is active.

³ This menu is only visible when the accessory is connected to the ComfoAir Q.

⁴ This menu is only visible when automated control requires a different airflow setting than requested.

⁸ This menu is only visible when the ComfoAir Q has RF functionality.