OPERATING AND INSTALLATION MANUAL

- **EUROPA 250 DK**
- **EUROPA 250 DKL**

TRANSLATION OF THE ORIGINAL MANUAL

OCHSNER
WÄRMEPUMPEN

CONTENTS

PLEASE NOTE

- The appliance may be used by children aged 8 and up and people with reduced physical, sensory or mental capabilities or a lack of experience provided that they are supervised or that they have been instructed on how to use the appliance safely and have understood the possible risks. Children must not be allowed to play with the appliance. Children must not be allowed to clean or carry out user maintenance on the appliance without supervision.
- If you connect the appliance permanently to a power supply, it must be connected via a device with an isolating distance of at least 3 mm to allow the appliance to be disconnected from the mains on all poles.
- The appliance is not approved for outdoor installation.
- When installing, observe the applicable national and regional regulations and instructions.
- Observe the minimum clearances in order to ensure fault-free operation of the appliance and to allow for maintenance work on the appliance.

OPERATION

1. Information on documentation

The “Please note” and “Operation” sections are intended for the appliance user and the qualified contractor.

The “Installation” section is intended for the qualified contractor.

Unless otherwise stated, all the content of this documentation applies to the appliances listed on the title page. This documentation describes appliances that are not always in the standard scope of delivery. Therefore there may be differences to your specific appliance.

Information
Read all of this documentation carefully before using the appliance and keep the documents safe. Pass this documentation on to any new user.

1.1 Safety information

1.1.1 Arrangement of safety information

KEYWORD: Type of risk
The possible consequences of not observing the safety information are shown here.
» Instructions for action to remedy or remove the source of danger are shown here.

1.1.2 Symbols and possible dangers

Symbol	Type of risk
	Injury
	Electrocution
	Burns (burns, scalding)
	Material damage (appliance, consequential and environmental damage)

1.1.3 Keywords

Keyword	Meaning
DANGER	Failure to observe this information will result in serious injury or death.
WARNING	Failure to observe this information may result in serious injury or death.
CAUTION	Failure to observe this information may result in non-serious or minor injury.

1.2 Other symbols

► This triangular symbol is used as a bullet point.

» These two arrows represent the symbol for an instruction. This shows that there is something you must do. The actions required are described step by step.

○○⊙ These symbols show you the level of a software menu. In this example, 3 menu levels are indicated.

Symbol	Notes
	Must not be disposed of with household waste
	Additional documents are available and must be used

1.3 Units of measurement

Information
In these documents, unless otherwise specified, all lengths (e.g. in tables and illustrations) are given in millimetres.

1.4 Specified performance figures

The performance figures of the appliance indicated in these documents (text, tables and diagrams) have been calculated according to standardised measurement conditions. However, these measurement conditions often do not completely correspond to the plant-specific conditions applicable in the respective user's system. System-specific factors that can affect the conditions include, for example, the specific design of the system, the age of the system and the actual flow rates. For this reason, the stated performance figures can differ from plant-specific performance data.

The stated performance figures can be confirmed only if the measurements taken for the appliance are carried out according to the relevant standardised measurement conditions.

2. Safety

2.1 Intended use

The appliance is intended for heating DHW in a domestic environment. It can safely be used by people who have received no instruction. The appliance can similarly be used in a non-domestic environment such as commercial premises, as long as it is used in the same intended manner.

Any use of the appliance that is different from or goes beyond this is not regarded as intended use. "Intended use" also includes observing this documentation and the documentation of any accessories used.

2.2 General safety information

Observe the following safety information and instructions for the appliance.

► Only qualified contractors should carry out the electrical work and installation of this appliance. Only qualified contractors may open the appliance.

► Commissioning and maintenance of the appliance may be carried out only by OCHSNER Customer Service or by customer service partners authorised by OCHSNER.

► The qualified contractor is responsible for compliance with all relevant regulations during installation and commissioning.

► Only operate the appliance when it is fully installed and with all safety devices fitted.

► Alterations to the appliance may only be carried out by OCHSNER Customer Service or by customer service partners authorised by OCHSNER.

► Before commencing electrical connection and installation work, the heat pump system must be isolated from the power supply.

► The appliance must not be used as a step or platform. Do not climb on the appliance or place any loads on it.

► The water in the DHW tank can be heated to temperatures above 60°C. If the outlet temperature exceeds 43°C, there is a risk of scalding.

WARNING: Burns
Work on the refrigerant circuit may be carried out only by OCHSNER Customer Service or by customer service partners authorised by OCHSNER.

WARNING: Electrocution
Contact with live components is life threatening. Damage to the insulation or individual components can be life threatening.
» If the insulation is damaged, switch off the power supply and arrange for the appliance to be repaired.

WARNING: Injury
The appliance may be used by children aged 8 and up and people with reduced physical, sensory or mental capabilities or a lack of experience provided that they are supervised or that they have been instructed on how to use the appliance safely and have understood the possible risks. Children must not be allowed to play with the appliance. Children must not be allowed to clean or carry out user maintenance on the appliance without supervision.

3. Appliance description

The appliance is a hot water heat pump for heating drinking water. The appliance is a fully wired compact appliance with a DHW tank.

The hot water heat pump with energy extraction from the air is a multifunctional appliance. The appliance can be used, for example, for air conditioning or dehumidification of a room (e.g. storage cellar) or for mechanical ventilation from wet rooms.

An alternative option for heating the water is to use the standard electric immersion heater or the standard heat exchanger (heating coil only with EUROPA 250 DK) in conjunction with a boiler.

At average operating conditions, the heat pump heats the DHW tank from +10°C to +52°C within 9 hours.

The DHW tank inner is high quality 2-layer vacuum enamelled to protect it against corrosion. In addition, a sacrificial magnesium anode is installed to protect against corrosion.

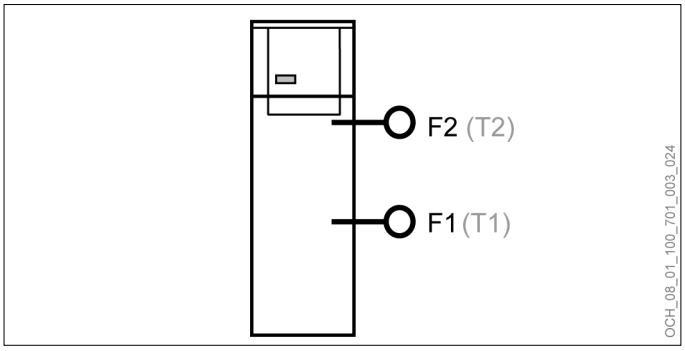
Material damage
If you disconnect the appliance from its power supply, it is not protected against frost and corrosion.
» Do not interrupt the power supply of the appliance.

3.1 Name plate

To identify your heat pump, a name plate is attached to the upper right-hand casing section of the heat pump on the rear of the appliance.

3.2 Temperature sensors

The temperature sensors used are of the NTC resistor type.



Designation	Description
F1	Control temperature sensor for the heat pump, the electric immersion heater and the collector pump. Detection of temperature T1 in the centre of the DHW tank.
F2	Temperature sensor for temperature indication. Measurement of the top DHW tank temperature T2.

4. Making settings

4.1 Digital control unit

The heat pump is monitored and controlled via a digital control unit.

The digital control unit consists of display units, control buttons and controllers.

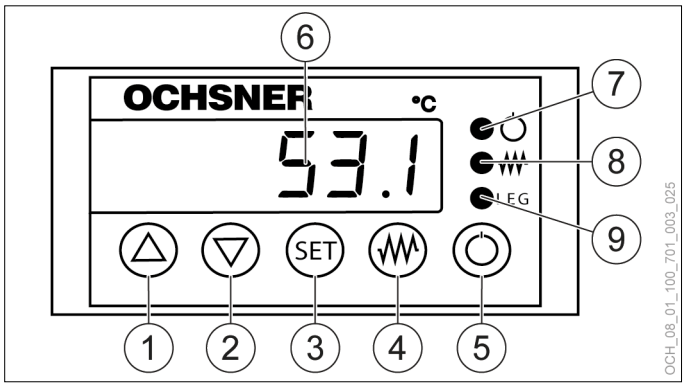
► Settings are made using the 5 control buttons on the appliance.

► The display unit consists of 3 LED lights and a 3-digit 7-segment display.

The user can select an “operating program” and input “target values”.

	Operating program	
Heat pump	OFF	AUTOMATIC
Electric immersion heater	OFF	AUTOMATIC
Anti-legionella mode	OFF	AUTOMATIC

	TARGET VALUES	
DHW target value (S1)	52.0°C	5.0°C to 65.0°C
Anti-legionella mode target value (S2)	60.0°C	5.0°C to 65.0°C
Anti-legionella mode interval (t1)	0	0 days to 14 days



1 Up button
2 Down button
3 SET button
4 Electric immersion heater button
5 Power button
6 Display of actual water temperature
7 LED heat pump status
8 LED status, electric immersion heater
9 LED status, anti-legionella mode

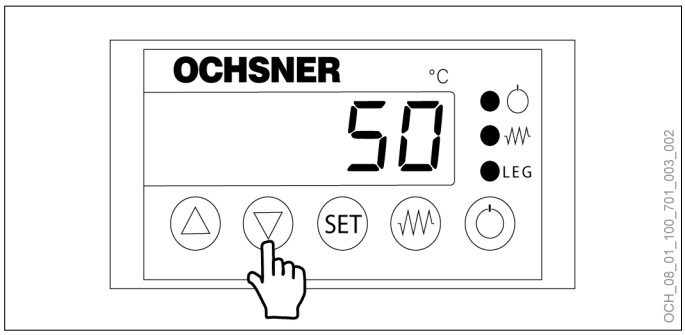
4.1.1 Control buttons

Button	Function when button is pressed
Up button	Adjusting/raising target values
Down button	Adjusting/lowering target values
SET button	Calling up target value/inputting settings
Electric immersion heater button	Press the button (min. 2 s) to switch the electric immersion heater on or off
Power button	Press the button (min. 2 s) to switch the heat pump on or off

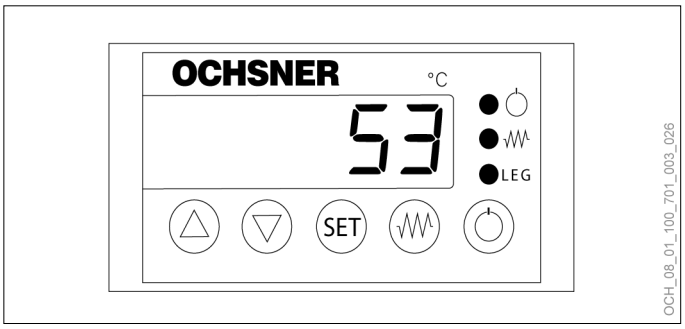
Information
The heat pump has two temperature sensors for domestic hot water. The display shows the temperature at the centre of the tank (F1). DHW heating is controlled via the sensor in the upper third of the tank (F2). If the target value at sensor F2 has been achieved, heating stops.

4.1.2 Displaying the temperature at upper sensor F2

» Press and hold the Down button for at least 2 seconds.

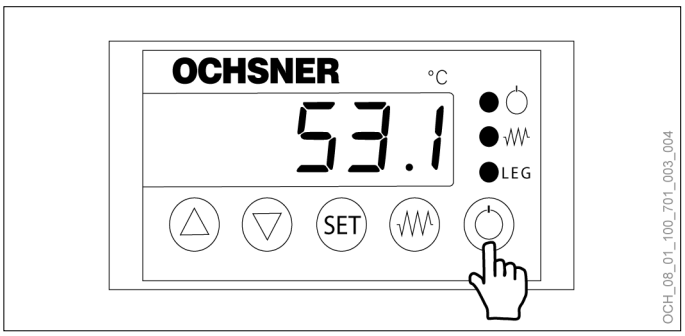


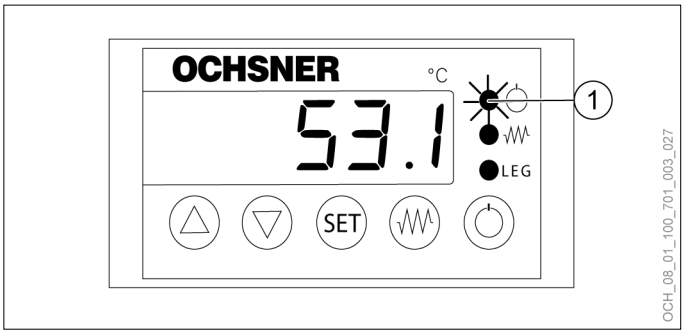
The temperature at upper sensor F2 is displayed.



4.1.3 Switching the heat pump on and off

» Press and hold the On/Off button for at least 2 seconds.





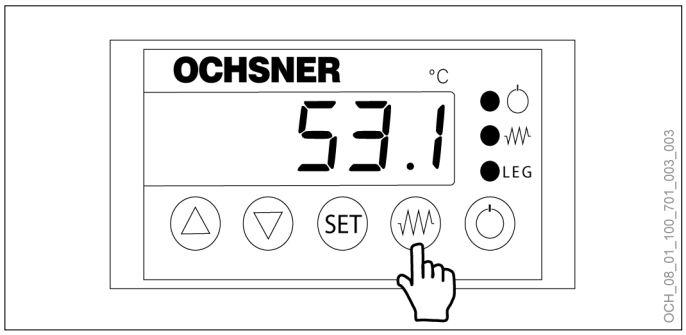
1 LED heat pump status

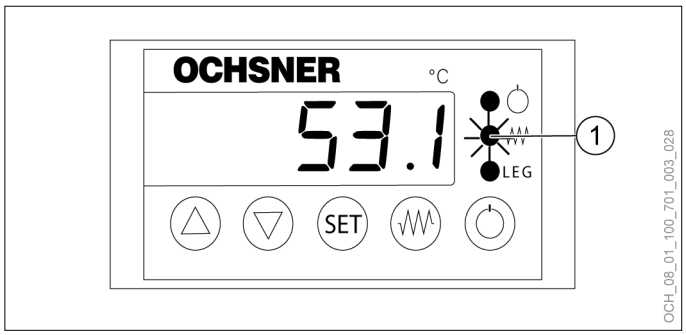
LED off:	Heat pump switched off
LED flashes:	Heat pump switched on There is a heat demand Heat pump in heating mode
LED illuminated:	Heat pump switched on There is no heat demand Heat pump not in heating mode. (Standby mode) ► The set target value S1 has been reached ► Compressor downtime (20 minutes) is active

Material damage
If you disconnect the appliance from its power supply, it is not protected against frost and corrosion.
» Do not interrupt the power supply of the appliance.

4.1.4 Switching the electric immersion heater on and off

» Press and hold the electric immersion heater button for at least 2 seconds.



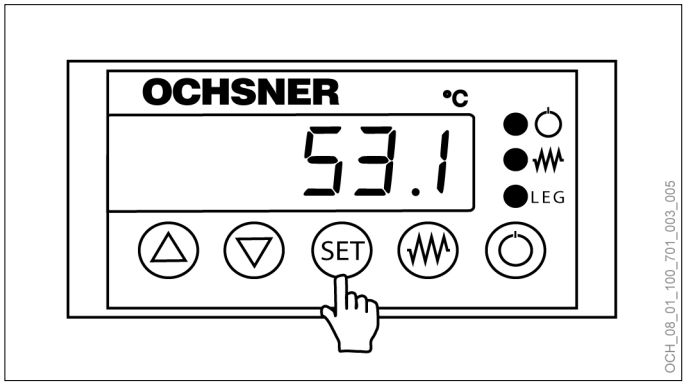


1 LED status, electric immersion heater

LED off:	Electric immersion heater switched off
LED flashes:	Electric immersion heater switched on There is a heat demand Electric immersion heater in heating mode
LED illuminated:	Electric immersion heater switched on There is no heat demand Electric immersion heater not in heating mode. (Standby mode) ► The set target value S1 has been reached

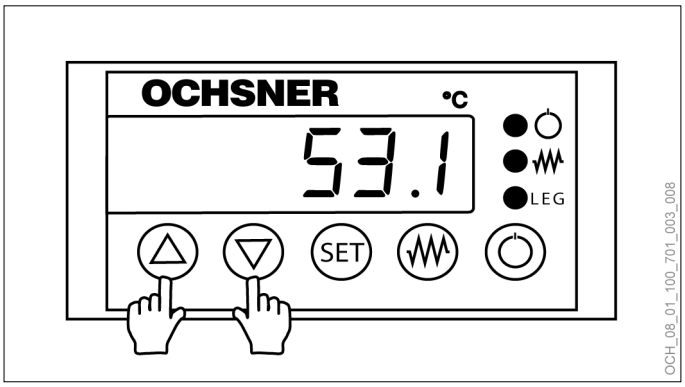
4.1.5 Setting the target DHW temperature

» Press and hold the SET button.



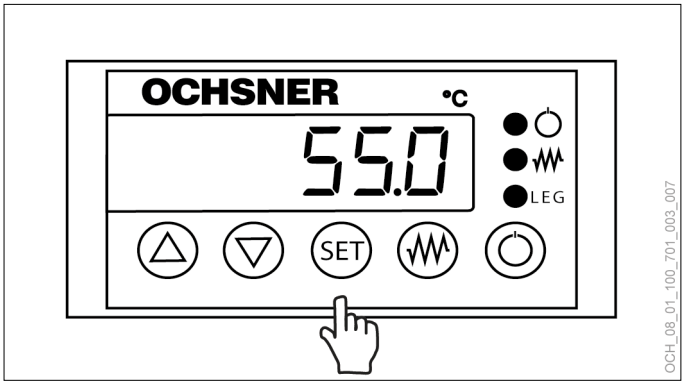
The current target value is displayed.

» Adjust the target value by pressing the Up and Down buttons.

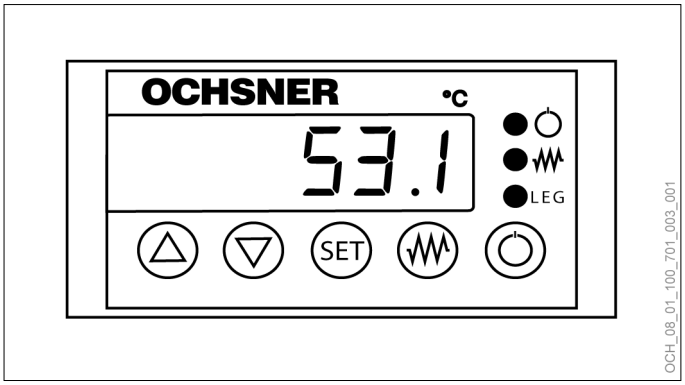


The new target value of 55.0°C is set.

» Release the SET button.



The actual temperature is displayed again.



Information
To save energy, we recommend a DHW temperature of 52°C.

4.1.6 Anti-legionella mode

On the control unit, once-only heating of the DHW can be programmed to be carried out at adjustable intervals (days) t1. The heat pump then heats the DHW to the selected target value S2. If the target value is not achieved within 4 hours, the program terminates the heating cycle.

Information
In order for the heat pump to operate correctly in anti-legionella mode, it must always be supplied with power (220-240 V). After a power failure, the heat pump immediately starts in anti-legionella mode when the power supply is restored.

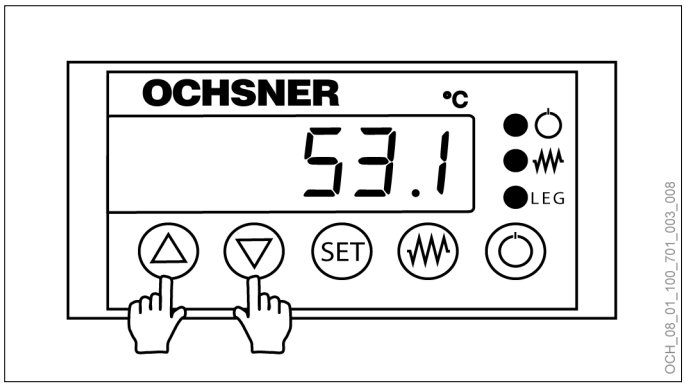
Example

► Interval deactivated

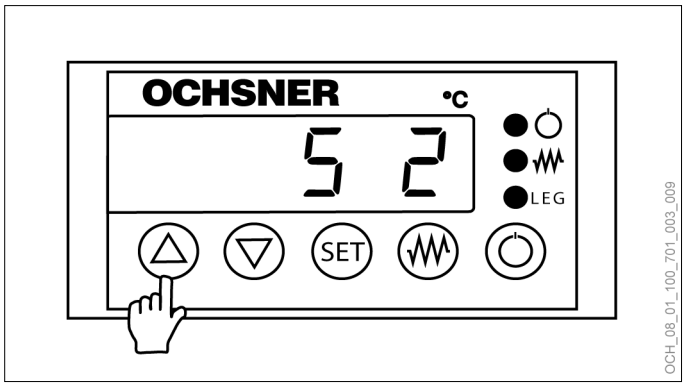
► Adjusting the anti-legionella temperature from 60.0°C to 65.0°C

► Interval period 7 days

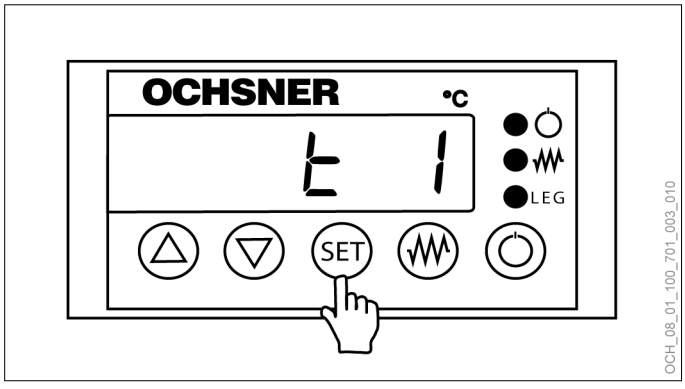
» Press and hold the Up and Down buttons for at least 3 seconds.



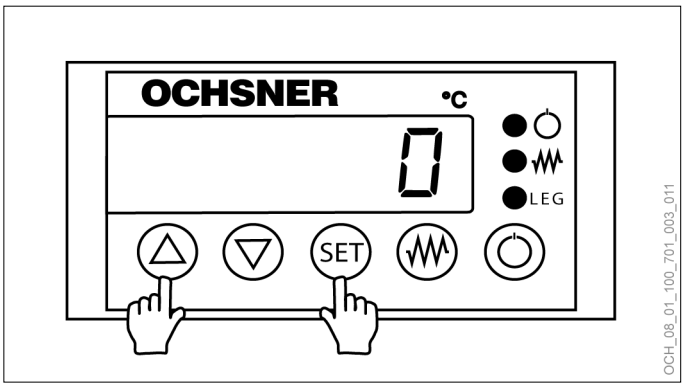
» Press the Up button.



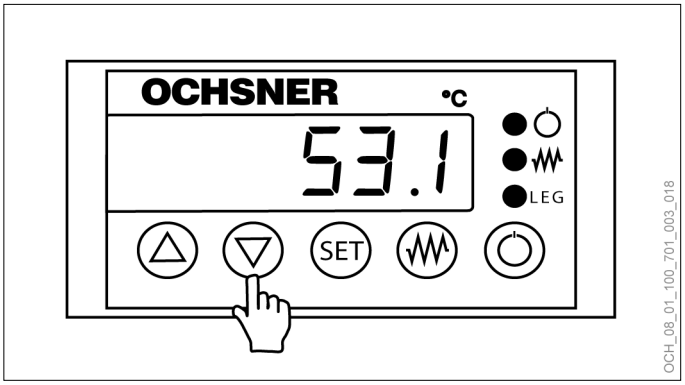
» Press and hold the SET button.



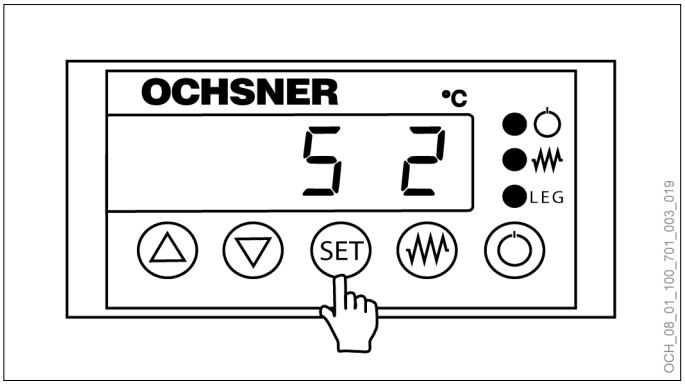
» Set the interval period (days) to 0.



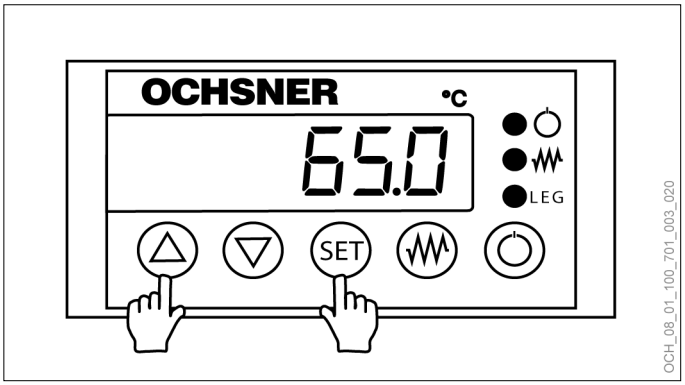
» Press the Down button.



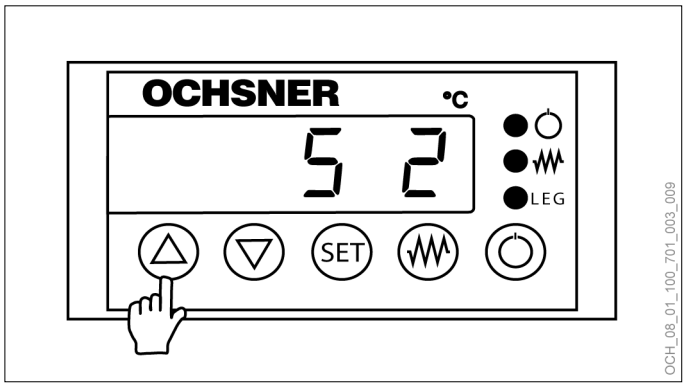
» Press and hold the SET button.



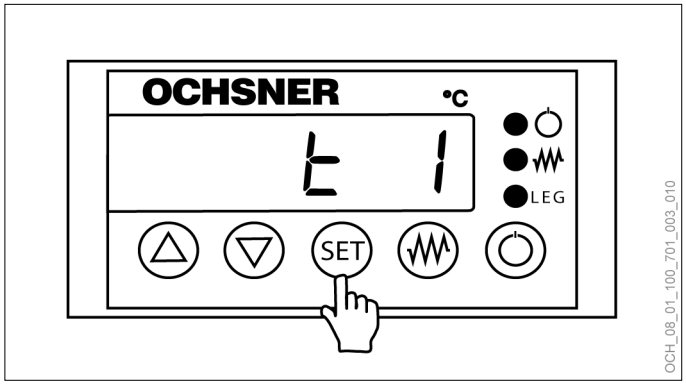
» Set the target value.



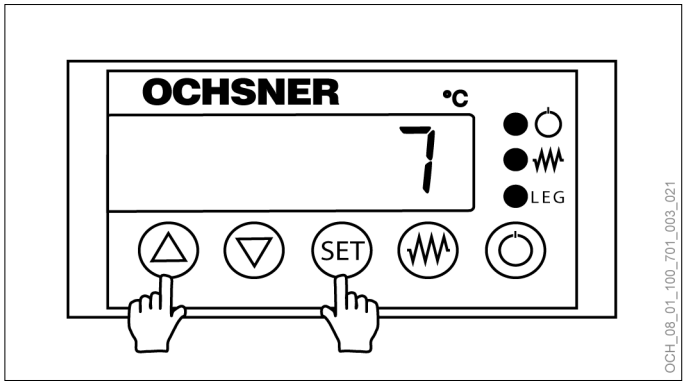
» Press the Up button.



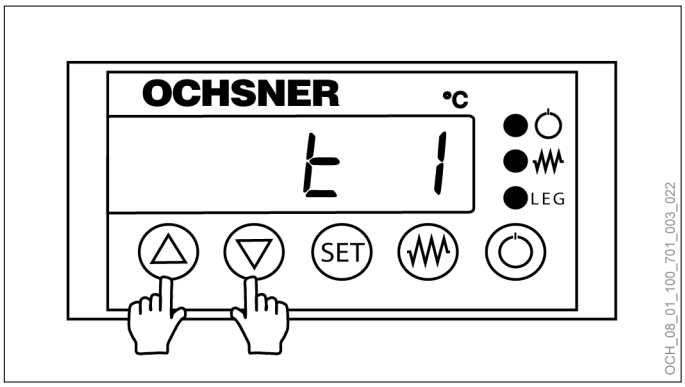
» Press and hold the SET button.

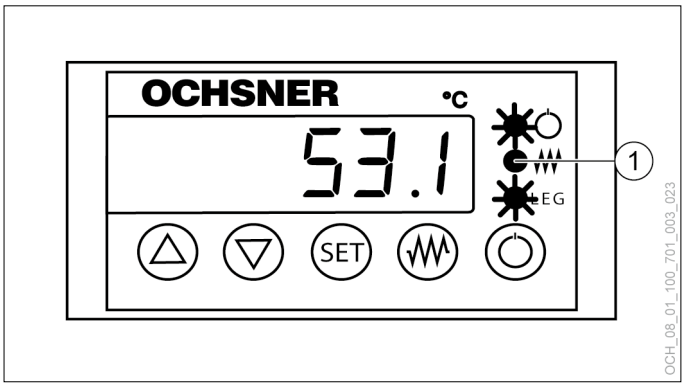


» Set the interval period (days).



» Press and hold the Up and Down buttons for at least 3 seconds.





1 LED status, anti-legionella mode

LED off:	No anti-legionella mode active
LED flashes:	Anti-legionella mode
LED illuminated:	Anti-legionella mode in standby The set target value S2 has been reached

Information
To change the interval for the anti-legionella mode, it must be deactivated first (t1=0). The new interval period can then be set.

Parameter	Function description	Setting range	Default value
S2	Target for anti-legionella mode	5°C to 65°C	60.0°C
t1	Interval period for anti-legionella mode	0 to 14 days 0 = no anti-legionella mode	0 = deactivated

5. Maintenance and care

We recommend having your heat pump inspected annually and, if necessary, serviced by OCHSNER Customer Service.

Material damage
Maintenance work on electrical components of the heat pump may only be carried out by qualified contractors.

» If it is necessary to clean the casing sections of the appliance, use only a damp cloth (with water or a weak soapy solution). Do not use any abrasive or aggressive cleaning materials.

» If the casing sections are heavily soiled, use methyl alcohol.

6. Problem solving

The digital control unit displays any occurring faults. (See page 17, Rectifying faults)

If a fault occurs, contact your system installer. The system installer knows your hydraulic system and how it operates.

The causes of faults can often be found in the settings or in the hydraulics.

Before contacting the installer, make a note of the serial number and the heat pump model. The serial number and heat pump model of your appliance are shown on the name plate. The name plates are attached to the upper right-hand casing section of the heat pump on the rear of the appliance.

INSTALLATION

7. Safety

Only a qualified contractor should carry out installation, commissioning, maintenance and repair of the appliance.

7.1 General safety information

We guarantee trouble-free function and operational reliability only if the original accessories and spare parts intended for the appliance are used.

7.2 Regulations, provisions and standards

Information
Observe all applicable national and regional regulations and provisions.

8. Appliance description

8.1 Scope of delivery

The scope of delivery of your appliance includes the following components.

► Hot water heat pump EUROPA 250 DK or EUROPA 250 DKL

8.2 Heating coil

The EUROPA 250 DK heat pump is equipped with a 1.0 m² heating coil as standard (EUROPA 250 DKL without coil).

8.2.1 Connection to an existing heating system

The standard heating coil (EUROPA 250 DK) allows connection to an existing heating system. This allows the DHW to be heated with the existing heating system.

For this purpose, the heating coil inlet and outlet are connected to the central heating system and a circulation pump with gravity brake is used.

When connected to a solid fuel boiler, a minimum thermostat must be installed in the boiler and a DHW tank thermostat in the sensor pocket in the heat pump tank. The boiler thermostat must be set to 50°C to prevent the tank from circulating out.

In boilers with modulating control, the DHW tank sensor of the boiler control unit can be inserted in the existing sensor pocket of the heat pump tank. The charging pump is

supplied with power via the boiler control unit, which must not be set higher than 52°C.

8.3 Electric immersion heater

The appliance is equipped with an electric immersion heater as standard. The electric immersion heater should only be activated in the event of a fault or when there is an increased DHW demand.

The high limit safety cut-out (+85°C) protects the system from thermal destruction. If the high limit safety cut-out of the electric immersion heater triggers, this must be acknowledged manually.

Information
To reset the high limit safety cut-out, remove the front panel. (See page 19, Removing the front panel)
» Disconnect the appliance from the power supply.
» Remove the front panel.
» Press the red button of the high limit safety cut-out.

9. Preparing to install the appliance

Before installing the appliance, preparatory work needs to be carried out by qualified contractors.

9.1 Installation location

Material damage
The intake air must not be contaminated with corrosive substances (ammonia, sulphur, chlorine, etc.)! Machine components may be destroyed! The appliance is therefore not suitable for operation in wine cellars, sewage treatment plants and animal stables.

Material damage
The appliance is intended only for indoor installation. It must not be installed in rooms with high levels of humidity (permanently above 70%).

Information
The installation of the heat pump must be carried out by an authorised contractor.

The installation location for the appliance must meet the following requirements:

- A dry and frost-free room
- No lighting fixtures or pipes must be mounted above the appliance.
- Horizontal floor: Slight unevenness can be levelled out with the supplied adjustable feet.
- Load bearing floor: The floor load is approx. 400 kg on an installation surface of approx. 65 cm diameter.
- Max. room temperature 40°C

The installation site should be as close as possible to the draw-off points, especially at draw-off points with small amounts of DHW, such as kitchens.

DHW circulation pipework should not be installed, to prevent continuous energy losses. The DHW tank must be kept frostproof together with the subsequent pipework and valves.

9.1.1 Maintaining minimum clearances

Observe the following minimum clearances:

- Front: min. 1000 mm
- Cover: min. 450 mm above
- Rear: min. 200 mm
- To sides: min. 200 mm each

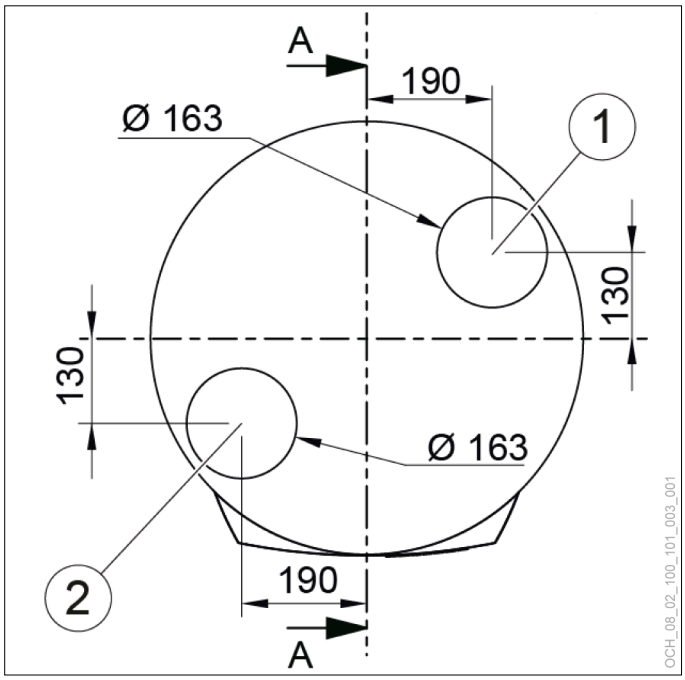
Observing the specified minimum clearances for the appliance ensures:

- Correct installation of the appliance.
- That it operates fault-free.
- Ability to carry out maintenance on the appliance.

9.2 Preparing heat source connection

Material damage
For operation in winter and when connected to outdoor air, the heat pump application limit is +6°C.

The air extraction point should be selected taking into account a high average air temperature and the required air volume. The output decreases when the temperature and air volume change.



1 Air inlet
2 Air outlet (expelled air)

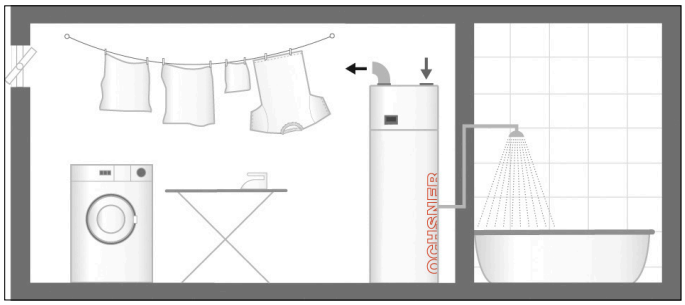
The minimum pipe diameter for exhaust and supply air connections (ventilation system) must be observed (spiral pipe). The pipe system should be laid as straight as possible and avoiding sharp bends.

- ► Max. total pipe length for supply and extract air: 20 m
- ► No more than 3 right-angled bends are permitted.
- ► For each additional right-angled bend, the total pipe length must be reduced by 1 m.

To prevent condensate from escaping, the air pipes must be laid horizontally or at a slight downward inclination towards the suction/discharge openings, or an evaporation bag must be installed.

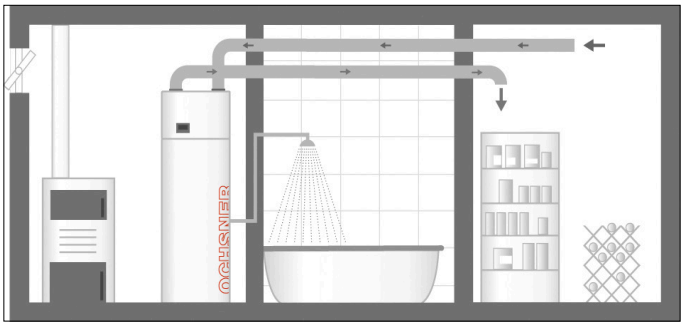
Material damage
If exhaust lines are routed outdoors, an inflow of cold air must be prevented when the heat pump is not running.
» Install an overpressure flap for outdoor installation (with low resistance).

9.2.1 Installation in a laundry room



- ► No air routing
- ► The room air from the laundry room is drawn in and blown out.
- ► Utilisation of waste heat from household appliances and dehumidification of room air

9.2.2 Cooling of pantry/storeroom



- ► The room air is drawn in from the pantry/storage room, basement, etc. and blown out (recirculation air mode).
- ► Cooling effect and dehumidification of room air

9.2.3 Exhaust air system

- ► The room air is drawn in from the wet rooms or partly from the installation room (after-flow of air via supply air apertures, e.g. gaps in door, necessary).
- ► The air is blown outdoors (overpressure shut-off flap required).

10. Appliance installation

10.1 Delivery and transportation

The heat pump is delivered ready to install, i.e. fully wired on a one-way pallet.

Information
Should you notice any transportation damage to the appliance, you must report such damage immediately when the delivery is unloaded. Claims for transportation damage cannot be made subsequently.

Material damage
» Protect the appliance from damage by using lifting slings.
» When transporting, protect the appliance from impact.

Material damage
The appliance has a high centre of gravity and a low tilting moment.
» Make sure that the appliance cannot fall over.
» Only place the appliance on level ground.

- The heat pump should be stored and transported in its packaging.
- Over short distances, you may transport the appliance carefully at an angle of up to 45°.
- The standard packaging of the appliance does not provide protection against the weather or sea water.
- The appliance may be stored and transported only at temperatures of between -20°C and +45°C.

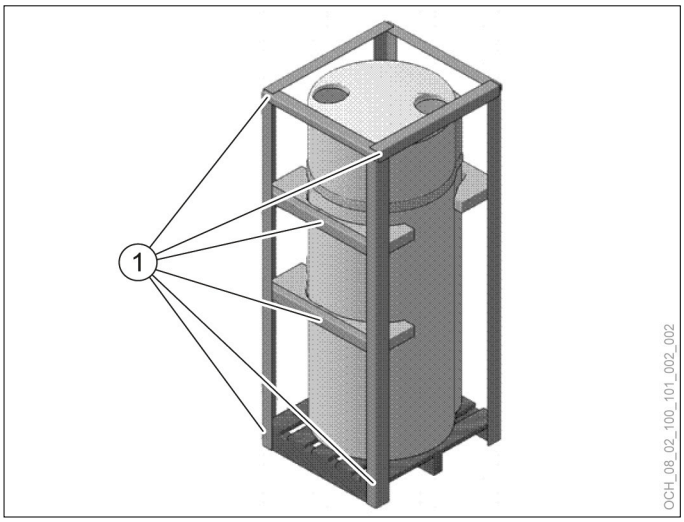
WARNING: Injury
» During transport, observe the weight of the appliance.
» Use suitable transport aids (e.g. a sack truck) for transport.
» Make sure that sufficient personnel are present during transport.

Please note the following when moving the appliance:

» Do not unpack the appliance until it has been moved to the installation site.

» Transport the appliance with a sack truck.

» Lift and carry the appliance only at the transport points provided for this purpose.

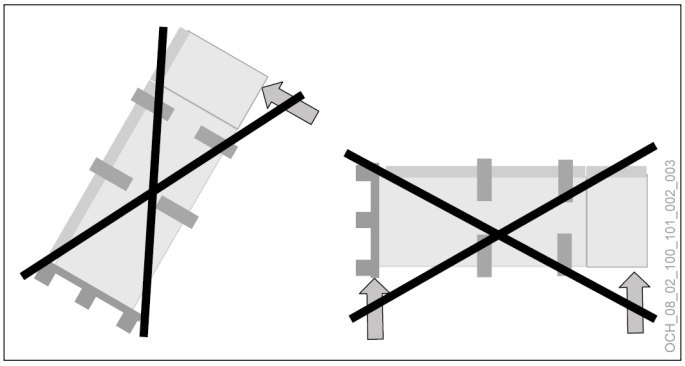


1 Transport points for moving

» If the appliance has to be unpacked before being moved, we recommend the use of a sack truck. To avoid damage, cushion the contact surfaces between appliance and sack truck.

» Secure the appliance to the sack truck with a strap. Pad the contact surfaces between belt and appliance and do not overtighten the belt.

Material damage
The upper appliance casing (cowl) cannot withstand high forces.
» When transporting with the transport packaging removed, make sure that you do not lift or support the appliance by the cowl.



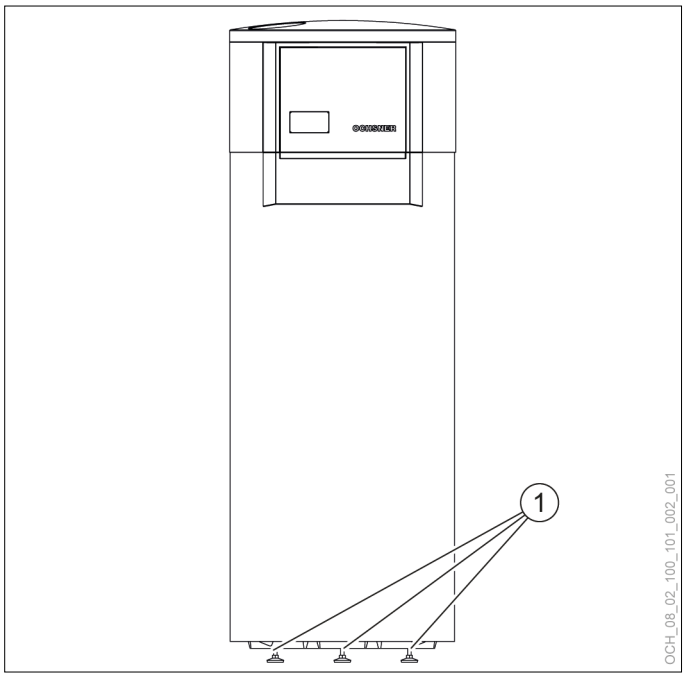
10.1.1 Positioning the appliance

» Position the appliance at the intended installation location.

» Observe minimum clearances.

Material damage
Improper installation of the appliance may cause vibration, noise and consequential damage.
» Make sure that the system has been erected vertically.
» To compensate for minor unevenness in the floor, use the three height-adjustable feet on the underside of the appliance.

Information
There are three adjustable feet on the underside of the appliance.



1 Height-adjustable feet

10.2 Connecting heat source system

10.2.1 Condensate drain

Material damage
The condensate drain must not be permanently connected to a drain. The ammonia vapours rising from the drain destroy the heat exchanger fins and heat pump components.
» Install a funnel with siphon trap.

Condensation is separated by cooling the air in the evaporator. The condensate drain at the rear of the heat pump must be channelled away from the heat pump with plastic pipes, and unhindered drainage of the condensate must be ensured. Depending on the air volume and humidity, condensate can accumulate at a rate of up to approx. 0.3 l/h.

10.2.2 Additional heat generators

» Connect any additional heat generators to the heating coil connections of your heat pump (heating coil only with EUROPA 250 DK).

10.3 Connecting the heat sink system

Information
The hydraulic connection from the heat sink system (WNA) to the heat pump may be made only by a qualified contractor.

Information
For maintenance purposes, a shut-off valve should be fitted to every hydraulic line close to the connection point on the heat pump.

Material damage
The DHW tank must be completely filled before commissioning.

Material damage
The water connections on the appliance must be sealed with flat gaskets and electrically insulating to protect against corrosion. Sealing the water connections with hemp is not permitted.
» Use electrically insulating threaded fitting to connect the building installation pipes to the water connections on the appliance.

10.3.1 Connecting cold water and DHW

Information
Observe all applicable national and regional regulations and provisions.

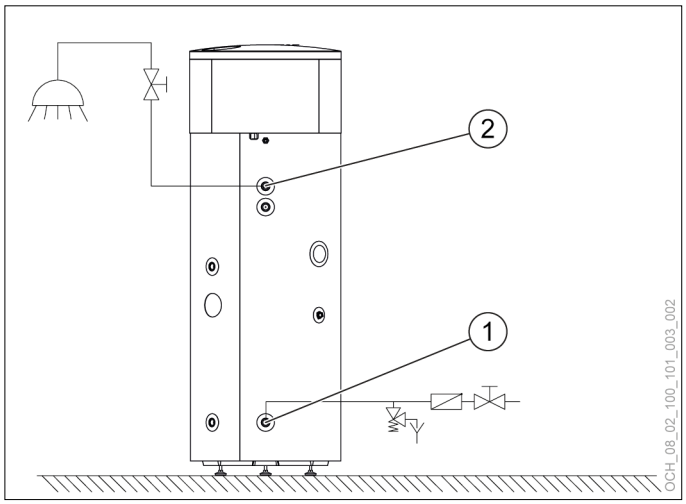
» Install a type-tested safety valve and a non-return valve on site.

» Connect the cold water supply to the rear of the appliance (bottom).

» Connect the DHW connection to the rear of the appliance (top).

» If necessary, install a pressure reducing valve and a filter in the supply line as per local guidelines.

» Make sure that there is a venting possibility (opening the DHW valve).



1 Cold water inlet
2 DHW outlet

Material damage
Before commissioning, the DHW tank must be completely filled.

10.3.2 Additional reserve connection

An additional connection for a DHW circulation system is provided at the rear.

Information
The DHW tank must only be drained via the cold water connection.

10.4 Electrical connection

10.4.1 General

WARNING: Electrocution
Before commencing electrical connection and installation work, the heat pump system must be isolated from the power supply.

WARNING: Electrocution
Work on electrical connections and installation may only be carried out by qualified contractors.

WARNING: Electrocution
Before commissioning, the necessary fault protection measures on the system and the earth connection must be checked by a qualified contractor.

Information
It is essential that the regulations of the responsible power supply utility (PSU) and the applicable EN standards are observed.

Information
The values specified in this documentation for circuit protectors and cable cross-sections are guideline values. The qualified contractor carrying out the work is responsible for plant-specific sizing of safety devices and cable cross-sections.

OCHSNER does not accept liability for faults resulting from incorrectly designed safety devices!

We recommend connecting the power supply via its own RCD. The hot water heat pump is equipped as standard with a 2 m mains power cable for 220-240 VAC/50 Hz.

11. Commissioning

Information
Commissioning may only be carried out by an authorised company!

11.1 Before initial start-up

» Make sure that no one can be put at risk during the initial start-up.

» Make sure that the installation tasks on the heat pump have been completed professionally.

» Ensure that the DHW tank is filled with sufficient water.

» Make sure that the system allows venting (DHW valve) and has been fully vented.

» Make sure that the electrical installation has been carried out and completed professionally.

» Observe all applicable national and regional regulations and provisions.

11.2 Decommissioning

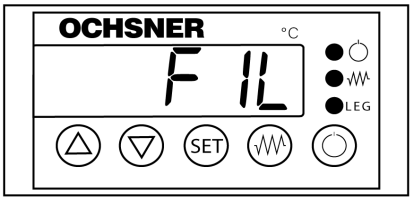
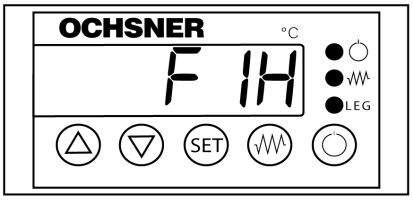
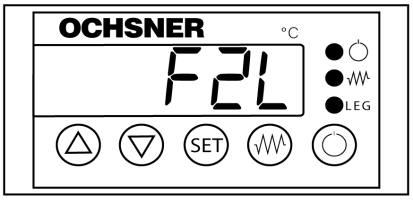
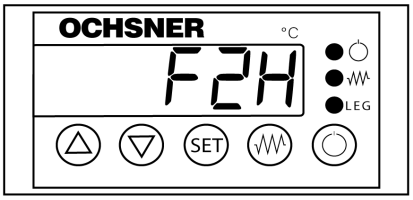
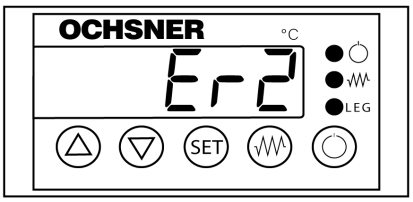
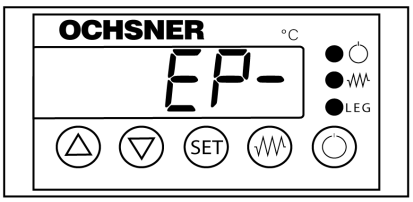
Should you wish to deactivate your heat pump system, switch off the heat pump system using the controller. This way, safety functions such as frost protection remain active.

Material damage
If the power supply to the heat pump system is interrupted and there is a risk of frost, drain the system on the water side.

12. Rectifying faults

Error	Possible cause	Remedy
DHW temperature too low	Water consumption too high	Reduce consumption or switch on auxiliary heater
	Target value set too low	Change target value
	Outdoor air too cold → Heating output too low	Switch on auxiliary heater
	DHW circulation in continuous operation	Check non-return valve
	Non-return valve sticks	Loosen
	Heating gate valve open	Close gate valve
Compressor running and fan not running	Start capacitor defective	Replace; contact OCHSNER customer service
	Winding damage	Replace; contact OCHSNER customer service
Compressor and fan run without heating the water	No air flow	Defrost and unclog
	Evaporator iced-up	Defrost
	Air lines clogged	Unclog
	Insufficient refrigerant	Notify OCHNSER customer service
	Expansion valve does not open	Notify OCHNSER customer service
Compressor not running, fan running	Starting facility faulty	Replace; contact OCHSNER customer service
	Compressor defective	Replace; contact OCHSNER customer service
Continuous water leakage	Safety valve does not close	Vent or replace
	Flange drips	Check seals, retighten screws if necessary
	Tank defective	Turn off the supply line
Water discharge, only when heat pump is running	Condensate	Turn off the supply line
	Condensate drain blocked	Clean the drain
Odour	No siphon in the condensate drain	Install
	No water in the siphon	Fill
Noise	Gurgling sound	Water level in siphon too low; refill
	Rippling noise	Condensate drain blocked; clean
No indication	No voltage 230 V	Check the safety device on the main distributor board for your house. Switch the safety device back on. If the safety device triggers again after being switched back on, contact a qualified contractor or OCHSNER Customer Service.
Electric immersion heater not heating, but LED flashing	Superheating	Acknowledge safety thermostat
	Electrical supply defective	Replace
Fault display heat pump		(See page 18, Fault messages on controller display)

12.1 Fault messages on controller display

Display	Error	Cause / remedy
 OCH_08_01_100_701_003_012	Short circuit sensor F1	Sensor faulty Check sensor/terminal
 OCH_08_01_100_701_003_013	Lead break sensor F1	Sensor faulty Check sensor/terminal
 OCH_08_01_100_701_003_014	Short circuit sensor F2	Sensor faulty Check sensor/terminal
 OCH_08_01_100_701_003_015	Lead break sensor F2	Sensor faulty Check sensor/terminal
 OCH_08_01_100_701_003_016	Safety shutdown High pressure Frost protection	Reduce target value No water in the tank Condenser silted up → Clean condenser Air temperature too low
 OCH_08_01_100_701_003_017	Data loss in the parameter memory	Contact OCHSNER customer service

13. Appliance maintenance

WARNING: Electrocution
To carry out maintenance, disconnect the power to your heat pump.

13.1 Service interval

We recommend arranging for an inspection and if necessary a service to be conducted on the heat pump once a year.

We also recommend cleaning the evaporator. Air ducts and any screens and filters should also be checked for cleanliness.

OCHSNER Customer Service will be pleased to help in carrying out maintenance and testing.

13.2 Removing the front panel

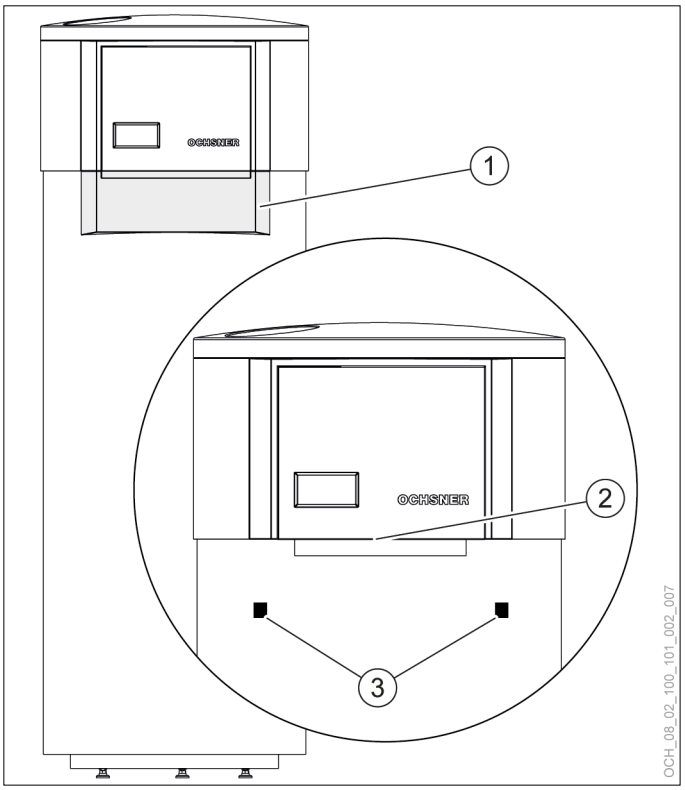
Material damage
The front panel must be removed only by authorised contractors.

WARNING: Electrocution
When the front panel is removed, live parts can be accessed.
» For maintenance, disconnect power to your heat pump.

The front panel must be removed before carrying out the following activities:

- ► Removing the cowl
- ► Resetting the high limit safety cut-out of the electric immersion heater
- ► General maintenance and repair work on the heat pump

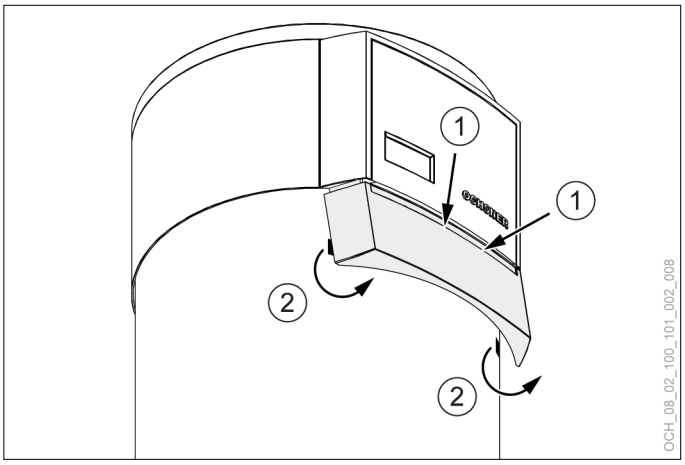
The front panel is attached to the DHW tank with hook and loop fastener at two points in the area of the lower edge. The upper edge of the front panel is hooked into the display casing above via a form-fit tongue-and-groove connection.



1 Front panel
2 Tongue-and-groove connection
3 Hook and loop mounting points

» Grasp the front panel on the left and right side with both hands.

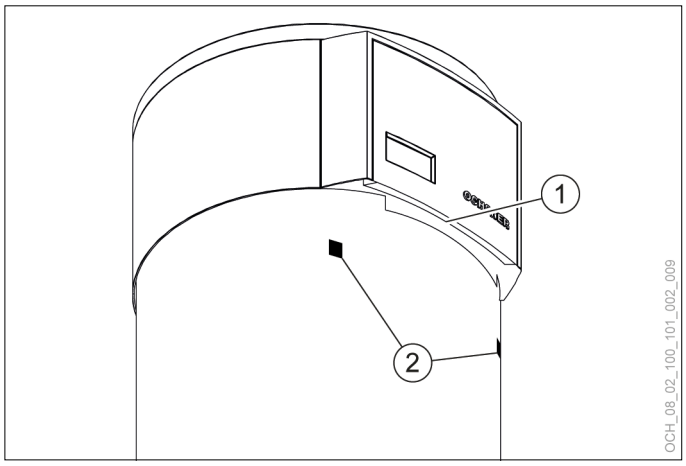
» With both thumbs, press against the upper area of the front panel while gently tightening the lower left and right outer edges of the front panel with your fingers.



1 Press against the upper area (in the middle) of the front panel.
2 Pull in the lower area (left and right).

» Carefully remove the front panel from the hook-and-loop mounting points.

» Push out the tongue-and-groove connection by pressing with your thumbs.



1 Tongue-and-groove connection
2 Hook and loop mounting points

To fit the front panel, carry out the removal process in reverse order.

13.3 Removing the cowl

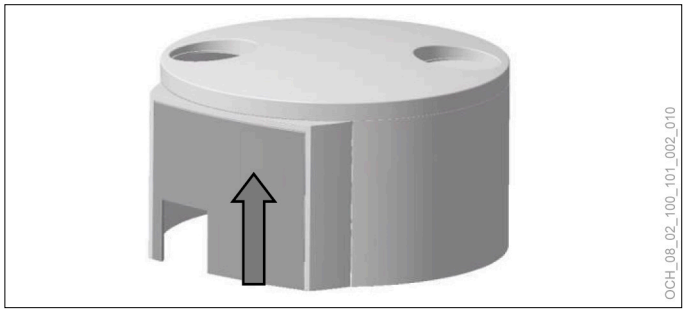
Material damage
The cowl must be removed only by authorised contractors.

WARNING: Electrocution
When the cowl is removed, live parts can be accessed.
» To carry out maintenance, disconnect the power to your heat pump.

If the distance between cowl and ceiling is too small, the cowl cannot be fully lifted off the heat pump. To do this, the cowl must be removed:

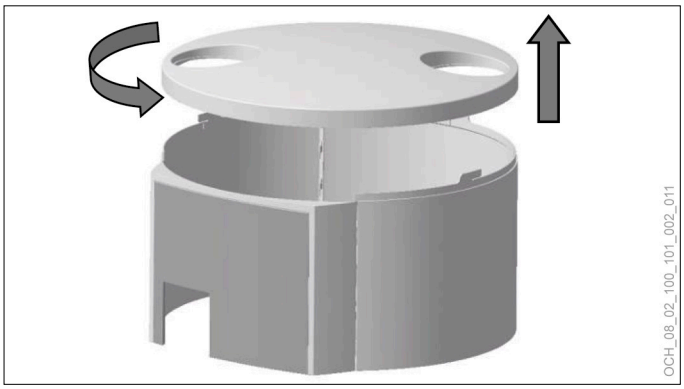
» Remove the cowl fastening screws.

» Raise the cowl by approx. 10 cm.

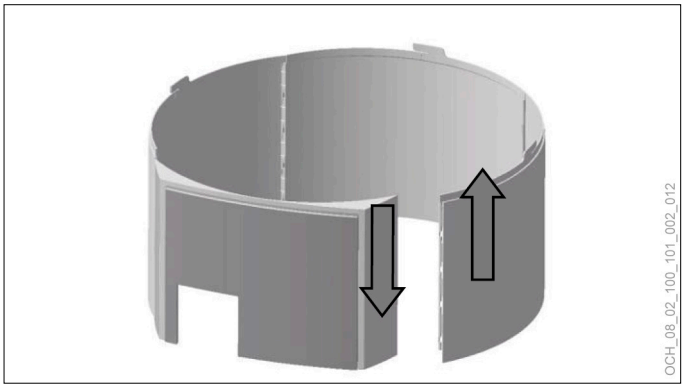


» Turn the cowl cover anti-clockwise.

» Raise and remove the cowl cover.



» Divide the cowl outer casing by moving the individual casing parts vertically to each other.



» Remove the components of the cowl outer casing from the heat pump.

13.4 Anti-corrosion anode

The DHW tank interior is finished with a high quality 2-layer vacuum enamelling.

Material damage
To ensure a long service life, the anti-corrosion anodes must be checked regularly (at least every 18 months) and replaced if required. With (slightly) corrosive water, the anti-corrosion anode must be checked at correspondingly shorter intervals.

Material damage
The internal coating is designed for standard drinking water. The use of above-average corrosive drinking water without special protective measures can damage the DHW tank.

13.5 Descaling the DHW tank

Material damage
Only use descaling agents that are approved for use in DHW tanks.

Depending on the DHW temperature and water hardness, the following water treatments must be carried out in accordance with DIN 1988-7:2004-12:

dH [°]	δ <60°C	δ >60°C
0-14	None	A
14-21	A	Softening
> 21	Softening	B

δ DHW temperature in °C

A Periodic descaling required

B Use not recommended (reduction of DHW temperature)

In the case of highly fluctuating water quality and high water temperatures (δ > 60°C), an annual inspection by OCHSNER customer service is recommended.

Take the following steps into account when descaling the system:

» Reduce the pressure of the DHW tank.

» Disconnect the cold water and DHW connection from the DHW tank.

» Connect the flushing valve to the DHW tank.

» Descale the DHW tank.

» Reconnect the cold water and DHW connection.

» Fill the DHW tank.

13.6 Customer service

Should your appliance develop faults despite the use of quality components and care in its production, please contact OCHSNER customer service on the phone numbers below.

► **Customer service hotline for Austria:**
Tel.: +43 (0) 504245-499
Email: kundendienst@ochsner.at

► **Customer service hotline for Germany:**
Tel.: +49 (0) 69 256694-495
Email: kundendienst@ochsner.de

► **Customer service hotline for Switzerland:**
Tel.: +41 (0) 800 100 911
Email: kundendienst@ochsner.com

The heat pump model and serial number are given on the name plate. The name plate is attached to the upper right-hand casing section of the heat pump.

13.7 Maintenance contract

OCHSNER offers a wide range of maintenance contracts. You can find more information at www.ochsner.com.

Benefits of a maintenance contract

► A correctly performed service not only helps to save energy but also protects the environment.

► In addition, correct care of the heating system is necessary to ensure many years of operation and extend the service life of the system.

► For the system user, this reduces the risk of system failure.

You can find further information on customer service and on the services offered under the maintenance contracts at www.ochsner.com.

14. Specification

14.1 Data table

		EUROPA 250 DK	EUROPA 250 DKL
APPLIANCE DATA:			
Dimensions (diameter x height)	[mm]	657 x 1625	657 x 1625
Type		Compact	Compact
Weight	[kg]	109	94
Electronic controller		Tiptronic light	Tiptronic light
Casing colour		Tiger white 29/11289 Grey RAL 7016	Tiger white 29/11289 Grey RAL 7016
SPECIFICATION:			
Phases/nominal voltage/frequency	[~]/[V]/[Hz]	1/220-240/50	1/220-240/50
Fuse protection (tripping curve “C”)	[A]	16	16
Max. operating current	[A]	10,2	10,2
Max. starting current	[A]	16,5	16,5
Sound power/sound pressure level (at 1 m distance)	[dBA]	57.0/ 49,0	57.0/ 49,0
PERFORMANCE FIGURES (EN 16147 / A15):			
Load profile		L	L
Coefficient of performance (COP)		2,71	2,71
Heat-up time	[h:min]	06:54	06:54
Max. usable amount of water	[l]	288	288
Reference DHW temperature	[°C]	52,50	52,50
Average heating output	[kW]	1,68	1,68
Average power consumption	[kW]	0,48	0,48
SCOPw (VDI 4650-1:2016)		3,38	3,38
DHW TANK:			
Nominal capacity	[l]	250	250
Permissible operating pressure	[bar]	6	6
Material		Enamelled steel	Enamelled steel
Thermal insulation		Rigid PU foam	Rigid PU foam
Anti-corrosion anode		1 x 1” magnesium anode	1 x 1” magnesium anode
Standby heat loss	[W]	78	78
AUXILIARY HEATER:			
Auxiliary heating by boiler up to max.	[°C]	65	—
Auxiliary heating by electric immersion heater up to max.	[°C]	65	65
Number of electric immersion heaters	[pce]	1	1
Power consumption of electric immersion heater	[kW]	1,5	1,5
AUXILIARY HEATER HEATING COIL:			
Type		Smooth tube 3/4”	No coil
Permissible operating temperature	[°C]	90	—
Permissible operating pressure	[bar]	6	—
Coil surface area	[m²]	1,0	—
CONDENSER:			
Type		Rollbond	Rollbond
Material		Aluminium	Aluminium

		EUROPA 250 DK	EUROPA 250 DKL
Number	[pce]	1	1
Max. refrigerant operating pressure	[bar]	25	25
Application range	[°C]	65	65
Heat transfer medium		Water	Water
COMPRESSOR:			
Type		Rotary piston	Rotary piston
Number	[pce]	1	1
Output levels		1	1
Start type	[rpm]	Direct	Direct
Voltage/frequency	[V]/[Hz]	220-240 / 50	220-240 / 50
REFRIGERANT CIRCUIT:			
No. of refrigerant circuits	[pce]	1	1
Refrigerant		R134a	R134a
Refrigerant charge	[kg]	0,9	0,9
FAN:			
Type		Radial fan	Radial fan
Number	[pce]	1	1
Phases / voltage / frequency	[V]/[Hz]	1/220-240/50	1/220-240/50
Power consumption	[W]	68	68
Max. operating current	[A]	1,40	1,40
Air flow rate in heat pump mode	[m³/h]	510	510
External pressure	[Pa]	80	80
EVAPORATOR:			
Type		Air/finned tube	Air/finned tube
Material		Copper/aluminium	Copper/aluminium
Number	[pce]	1	1
Defrost technology / frost protection shutdown		No / Yes	No / Yes
Max. refrigerant operating pressure	[bar]	25	25
Operating temperature min.	[°C]	+6	+6
Operating temperature max.	[°C]	+40	+40

14.2 Control

Electronic controller	Tiptronic light
Analogue inputs	F1: Resistance sensor NTC 5 kOhm, 25°C
	F2: Resistance sensor NTC 5 kOhm, 25°C
	Measuring accuracy relative to the controller at 25°C: +/-0.5K and +/-0.5% from measuring range.
Digital inputs	E1: Input for 220-240 VAC
	High pressure alarm, frost protection alarm
Switched outputs	K1: Relay, 6(0.5) A 250 V~, (6 A at cosφ=1), N/O contact
	K2: Relay, 12(2.2) A 250 V~, (12 A at cosφ=1), N/O contact
	Please note: K1 and K2 have a shared and non-floating connection. The total power on each terminal must not exceed 13 A.
Displays	Triple LED indicator, 13 mm high, colour red, for temperature display
	3 LED lights, diameter 3 mm, colour red, for status indication.
Power supply	220-240 VAC, 50 Hz
	Max. power consumption 4 VA
Connections	Screw terminals
	W1: 12-pole, 5.0 mm grid, for cables up to 2.5 mm²
Environmental conditions	Storage temperature: -20 to +70°C
	Operating temperature: 0 to 55°C
	Relative humidity, max. 75%, no condensation
Weight	approx. 300 g
IP rating	IP 65 from front
	IP 00 from back
Protection class	Protection class II, design voltage 250 V~
Standards	EC Low Voltage Directive 2006/95/EC
	EN 60335-1:2007: Household and similar electrical appliances - Safety
	EN 60730-1:2008: Automatic electrical controls for household and similar use.
	EN 61010-1:2002: Safety requirements for electrical equipment for measurement, control and laboratory use
	CE EMC-directive 2004/108/EC, severity level 3
Installation information	The device is installed in a control panel
	Front dimensions 84 mm x 42 mm
	Control panel cut-out: 68 mm x 32 mm
	Mounting depth approx. 85 mm
	Secured with a screw-on bracket

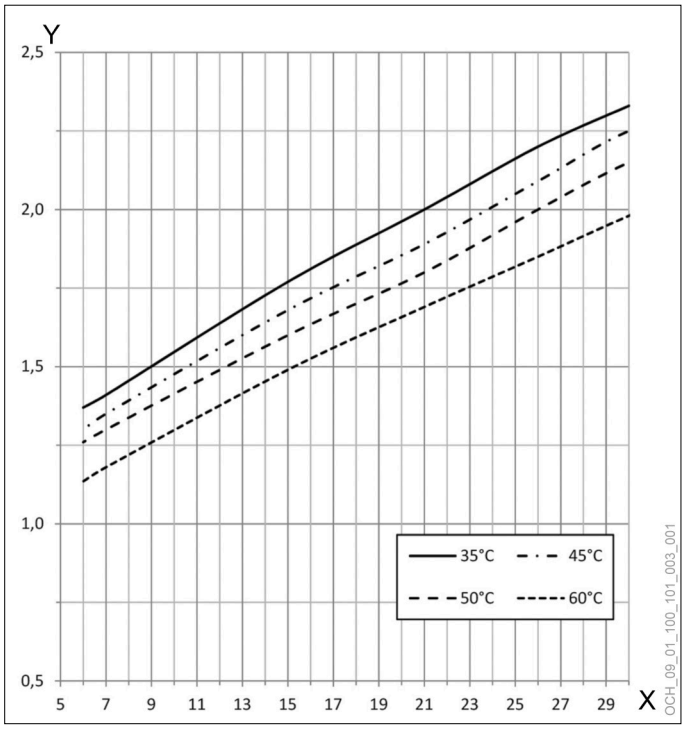
14.3 NTC temperature sensor

All temperature sensors of the control unit have the same characteristic (NTC 5000Ω at 25°C). The sensor values are shown in the following table.

Temperature [°C]	Resistance [ohm]	Temperature [°C]	Resistance [ohm]
-20	48322,7	30	4029,2
-18	43071,6	32	3702,3
-16	38447,9	34	3405,3
-14	34370,5	36	3135,1
-12	30769,4	38	2889,1
-10	27584,4	40	2664,8
-8	24763,2	42	2460,2
-7	23474,8	43	2364,7
-6	22260,9	44	2273,4
-4	20038,1	46	2102,6
-2	18061,0	48	1946,3
0	16300,0	50	1803,2
2	14729,4	52	1672,1
4	13326,8	54	1551,7
6	12072,6	56	1441,2
8	10949,6	58	1339,6
10	9942,9	60	1246,2
12	9039,2	62	1160,2
14	8227,2	64	1081,0
15	7852,3	65	1043,7
16	7496,6	66	1008,0
17	7159,0	67	973,6
18	6838,4	68	940,5
19	6534,0	69	908,8
20	6244,9	70	878,3
21	5970,1	71	848,9
22	5709,0	72	820,7
24	5224,6	74	767,5
26	4786,3	76	718,2
28	4389,2	78	672,6

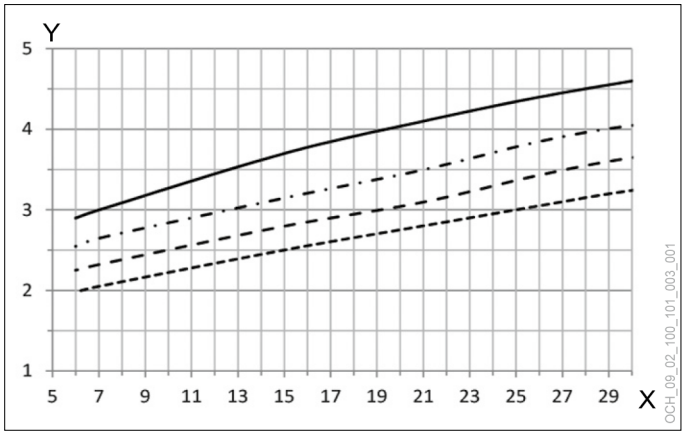
14.4 Graphs

Heating output



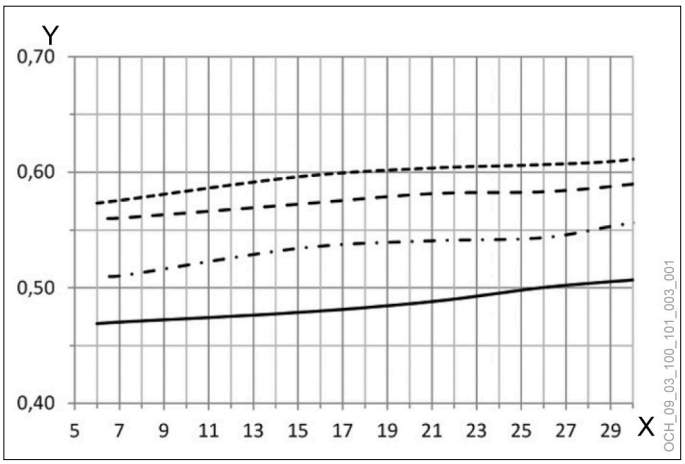
X Air temperature [°C]
Y Heating output [kW]

COP



X Air temperature [°C]
Y COP

Power consumption



X Air temperature [°C]
Y Power consumption [kW]

14.5 Details of energy consumption

OCHSNER EUROPA 250 DK		**PRODUCT DATA ErP**		
LOAD PROFILE		L		
A+		Colder	Medi-um	Warm-er
ηWH		115	115	115
Annual power consumption	[kWh]	890	890	890
Temperature setting in deliv-ered condition	[°C]		52	
Sound power internal	[dB]		57	
Smart Grid-ready (operation only at off-peak periods possible)			No	
Qelec daily power consump-tion	[kWh]		4,135	
Mixed water volume at 40°C, V40	[l]		288	

OCHSNER EUROPA 250 DKL		**PRODUCT DATA ErP**		
LOAD PROFILE		L		
A+		Colder	Medi-um	Warm-er
ηWH		115	115	115
Annual power consumption	[kWh]	890	890	890
Temperature setting in deliv-ered condition	[°C]		52	
Sound power internal	[dB]		57	
Smart Grid-ready (operation only at off-peak periods possible)			No	
Qelec daily power consump-tion	[kWh]		4,135	
Mixed water volume at 40°C, V 40	[l]		288	

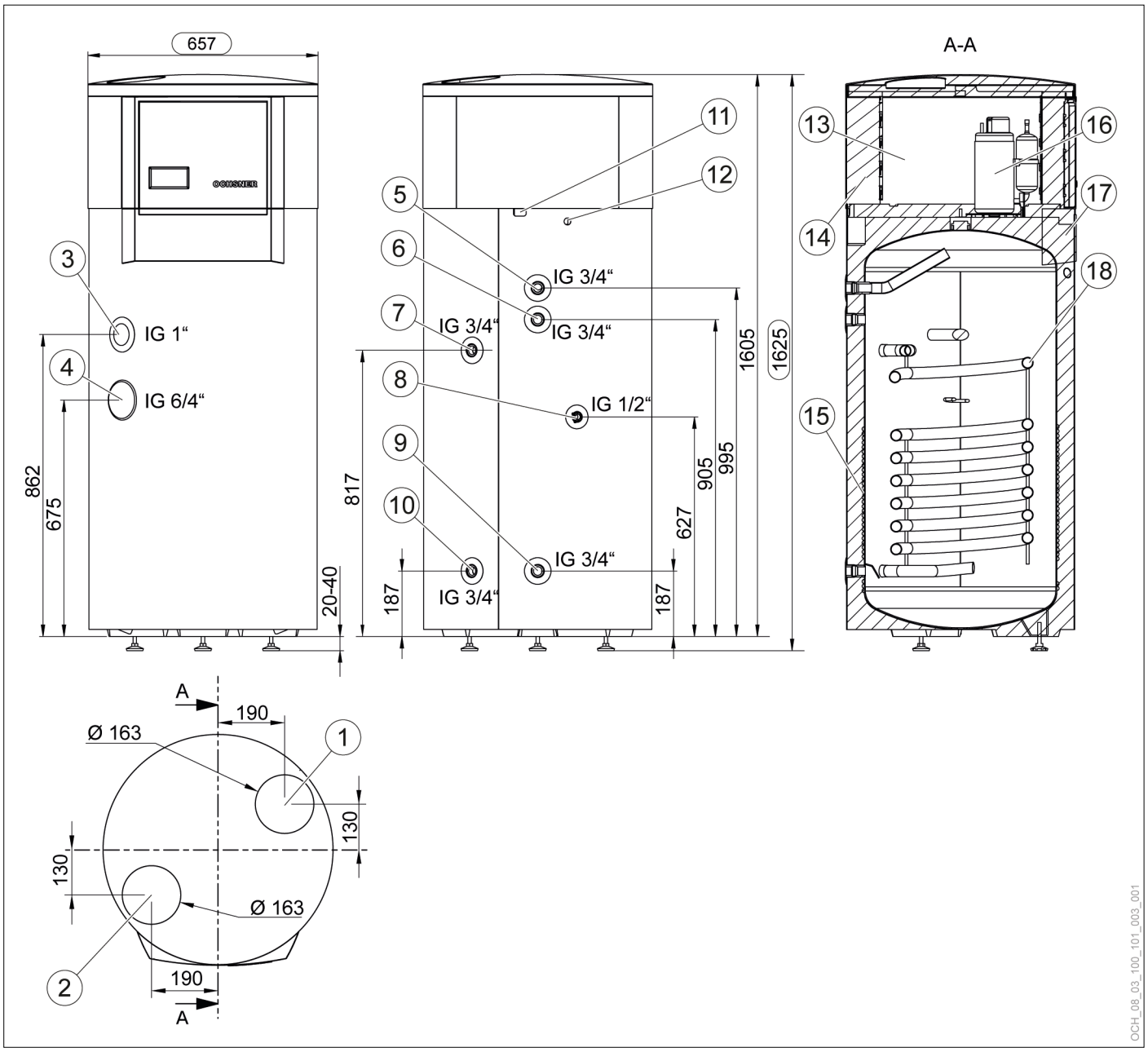
14.6 Voltage quality in isolated mode

The following table shows voltage quality requirements in isolated mode (in mains mode, the relevant standards apply):

Harmonic	Maximum proportion
2	2.0%
3	5.0%
4	1.0%
5	6.0%
6	0.5%
7	5.0%
8	0.5%
9	1.5%
10	0.5%
11	3.5%
12	0.5%
13	3.0%
14	0.5%
15	0.5%
16	0.5%
17	2.0%
18	0.5%
19	1.5%
20	0.5%
21	0.5%
22	0.5%
23	1.5%
25	1.5%
> 25	0.5%

- Total harmonic content (THC) 8%
- Frequency 49.5 Hz to 50.5 Hz
- Slow voltage changes 230 V ± 10% (integration interval 10 min)
- Rapid voltage changes 230 V ± 5% (integration interval 10 ms)
- Voltage asymmetry 2%

14.7 Dimensions and connections



1 Air inlet
2 Air outlet (expelled air)
3 Protective magnesium anode (Ø26x400)
4 Electric immersion heater (auxiliary heater)
5 DHW outlet
6 DHW circulation pipework
7 Coil flow (only with EUROPA 250 DK)
8 Thermostat/sensor for external heat generator (only with EUROPA 250 DK)
9 Cold water inlet
10 Coil return (only with EUROPA 250 DK)
11 Condensate drain
12 Connecting cable 220-240 V
13 Evaporator
14 Thermal and sound insulation
15 Rollbond condenser
16 Compressor
17 PU tank insulation
18 Coil (heat exchanger) (only with EUROPA 250 DK)

15. Environment and recycling

Disposal of transport packaging

Your appliance has been carefully packed for transportation. Please help to protect the environment by ensuring that transport packaging is disposed of properly and professionally. The transport packaging for this appliance consists of recyclable raw materials. Waste transport packaging should be sorted and recycled. Leave disposal of transport packaging to the qualified contractor or system installer who has installed the appliance.

Disposal of the appliance

Dispose of the appliance properly and professionally at a regional waste collection facility. Observe environmental regulations and standards applicable to your region.

Information
The heat pump must not be disposed of with household waste.

Refrigerant R134a

The refrigerant circuit of this appliance is filled with R134a refrigerant. R134a refrigerant is a fluorinated greenhouse gas listed in the Kyoto Protocol. R134a refrigerant must not be discharged into the atmosphere.

16. Declaration of Conformity

DE EU-KONFORMITÄTSERKLÄRUNG
EN EU DECLARATION OF CONFORMITY
FR DÉCLARATION DE CONFORMITÉ UE
PL DEKLARACJA ZGODNOŚCI UE
IT DICHIARAZIONE DI CONFORMITÀ UE
ES DECLARACIÓN DE CONFORMIDAD DE LA UE
PT DECLARAÇÃO DE CONFORMIDADE CE
NL EU-CONFORMITEITSVERKLARING
CS PROHLÁŠENÍ O SHODĚ EU

DE	Produktmodell/Produkt:		D-A	CH	EXP	UK		D-A	CH	EXP	UK
EN	Product model / product:	Europa 250 DK	110220	110221	110220	110221					
FR	Modèle du produit / Produit :	Europa 250 DKL	110225	110226	110225	110226					
PL	Model produktu/produkt:	Europa 300 L	110295	110296	110295	110296					
IT	Modello/prodotto:	Europa 333 Genius	110280	110281	110280	110281					
ES	Modelo de producto/producto:	Europa Mini IWPL	110244	-	110244	110404					
PT	Modelo de produto/produto:	Europa Mini IWP	110246	110403	110246	110403					
NL	Productmodel/product:										
CS	Model výrobku/výrobek:										

DE	Name und Anschrift des Herstellers oder seines Bevollmächtigten:	**OCHSNER Wärmepumpen GmbH** **Krackowizerstraße 4** **A 4020 Linz** **Werk A-3350 Haag**
EN	Name and address of manufacturer or its authorised representative:	
FR	Nom et adresse du fabricant ou de son représentant :	
PL	Nazwa i adres producenta lub pełnomocnika:	
IT	Nome e indirizzo del produttore o del suo rappresentante legale:	
ES	Nombre y dirección del fabricante o de su representante autorizado:	
PT	Nome e endereço do fabricante ou do seu mandatário:	
NL	Naam en adres van de fabrikant of zijn gevolmachtigde:	
CS	Název a adresa výrobce nebo jeho zplnomocněného zástupce:	

DE Die alleinige Verantwortung für die Ausstellung dieser Konformitätserklärung trägt der Hersteller.
EN This declaration of conformity is issued under the sole responsibility of the manufacturer.
FR La présente déclaration de conformité est établie sous la seule responsabilité du fabricant.
PL Wyłączną odpowiedzialność za wystawienie niniejszej deklaracji zgodności ponosi producent.
IT Il produttore si assume la responsabilità esclusiva dell'emissione della presente dichiarazione di conformità.
ES El fabricante es el único responsable de la elaboración de esta declaración de conformidad.
PT A presente declaração de conformidade é emitida sob a exclusiva responsabilidade do fabricante.
NL De fabrikant is als enige verantwoordelijk voor het opstellen van deze conformiteitsverklaring.
CS Odpovědnost za vystavení tohoto prohlášení o shodě nese výlučně výrobce.

DE	Gegenstand der Erklärung:	Warmwasser–Wärmepumpe	Europa 250 DK	
EN	Object of the declaration:	Hot water heat pump	Europa 250 DKL	
FR	Objet de la déclaration :	Pompe à chaleur eau chaude sanitaire	Europa 300 L	
PL	Przedmiot deklaracji:	pompa ciepła do ciepłej wody	Europa 333 Genius	
IT	Oggetto della dichiarazione:	Pompa di calore–per acqua calda	Europa Mini IWPL	
ES	Objeto de la declaración:	Bomba de calor de agua caliente	Europa Mini IWP	
PT	Objeto da declaração:	bomba de calor de água quente		
NL	Voorwerp van de verklaring:	Warmwater-warmtepomp		
CS	Předmět prohlášení:	Tepelné čerpadlo pro přípravu teplé vody		

DE Der oben beschriebene Gegenstand der Erklärung erfüllt die einschlägigen Harmonisierungsrechtsvorschriften der Union.
EN The object of the declaration described above is in conformity with the relevant harmonisation legislation of the European Union.
FR L'objet de la déclaration décrit ci-dessus est conforme à la législation d'harmonisation en vigueur de la communauté européenne.
PL Opisany powyżej produkt objęty deklaracją spełnia obowiązujące przepisy harmonizacyjne Unii Europejskiej.
IT L'oggetto della dichiarazione sopra specificato è conforme ai requisiti delle normative di armonizzazione applicabili dell'Unione.
ES El objeto de la declaración descrita anteriormente se ajusta a la legislación de armonización pertinente de la Unión.
PT O objeto da declaração acima citado preenche os requisitos constantes da legislação correspondente da União em matéria de harmonização.
NL Het bovengenoemde voorwerp van de verklaring voldoet aan de geldende voorschriften van het harmonisatierecht van de Unie.
CS Výše popsaný předmět prohlášení splňuje příslušné harmonizační právní předpisy Unie.

Low Voltage Directive (LVD) 2014/35/EU	Regulation (EU) Fluorinated Greenhouse Gases 517/2014
Electromagnetic Compatibility (EMC) Directive 2014/30/EU	Regulation (EU) Ecodesign Requirements 814/2013
Energy-related Products Directive (ErP) 2009/125/EC	Regulation (EC) 1907/2006 (REACH)
Pressure equipment (PED) Directive 2014/68/EU	
Restriction of Hazardous Substances (RoHS) Directive (EU) 2015/863	

DE	Angabe der einschlägigen harmonisierten Normen, die zugrunde gelegt wurden, oder Angabe der anderen technischen Spezifikationen, in Bezug auf die die Konformität erklärt wird:
EN	References to the relevant harmonised standards used or references to the other technical specifications in relation to which conformity is declared:
FR	Indication des normes harmonisées en vigueur ou indication d'autres spécifications techniques servant de référence à la présente déclaration de conformité :
PL	Wskazanie odnośnych zastosowanych norm zharmonizowanych lub innych specyfikacji technicznych, w odniesieniu do których deklarowana jest zgodność:
IT	Indicazione delle normative di armonizzazione applicabili sulle quali si è basato il prodotto, o indicazione delle altre specifiche tecniche in riferimento alle quali si dichiara la conformità:
ES	Indicación de las normas armonizadas pertinentes utilizadas o de las demás especificaciones técnicas con respecto a las cuales se declara la conformidad:
PT	Indicação da legislação de harmonização pertinente que serviu de base ou indicação das outras especificações técnicas em relação às quais é declarada a conformidade:
NL	Vermelding van de geldende, geharmoniseerde normen die daaraan ten grondslag liggen, of vermelding van de andere technische specificaties op basis waarvan de conformiteit verklaard wordt:
CS	Uvedení příslušných harmonizovaných norem použitých jako základ nebo uvedení jiných technických specifikací, s ohledem na které je vystaveno prohlášení o shodě:

EN 378-1: 2020-12	EN 61000-3-2: 2020-01	EN 62233: 2008-11
EN 378-2: 2018-07	EN 61000-3-3: 2014-04	
EN 16147: 2017-08	EN 55014-1: 2018-09	
EN 12102-2: 2019-07	EN 55014-2: 2016-02	
	EN 60335-1:2012-11 +A11:2014	
	EN 60335-2-40:2014-02	

DE	Zusatzangaben:	Diese Erklärung beinhaltet keine Zusicherung von Eigenschaften. Bitte beachten Sie die Sicherheitshinweise in der mitgelieferten Produktdokumentation. Bei einer nicht mit uns abgestimmten Änderung des (der) Gerät(e)s verliert diese Erklärung Ihre Gültigkeit.
EN	Additional information:	This declaration contains no warranties of any product characteristics. Please observe the safety information in the product documentation supplied. Any modification to the appliance(s) that has not been approved by us effectively voids this statement.
FR	Indications supplémentaires :	La présente déclaration n'apporte aucune garantie quant aux propriétés. Veuillez tenir compte des consignes de sécurité fournies dans la documentation du produit. En cas de modification du ou des appareils sans notre accord préalable, la présente déclaration perd sa validité.
PL	Informacje dodatkowe:	Niniejsza deklaracja nie stanowi przyrzeczenia właściwości. Należy przestrzegać wskazówek dotyczących bezpieczeństwa podanych w dołączonej dokumentacji produktu. W przypadku zmiany wprowadzonej w urządzeniu (urządzeniach) nieuzgodnionej z nami niniejsza deklaracja traci ważność.
IT	Dati aggiuntivi:	La presente dichiarazione non comporta alcuna garanzia di caratteristiche. Si prega di attenersi alle avvertenze di sicurezza indicate nella documentazione fornita con il prodotto. Questa dichiarazione perde di validità in caso di modifiche del(i) dispositivo(i) apportate senza la nostra approvazione.
ES	Información adicional:	Esta declaración no incluye ninguna garantía de propiedades. Tenga en cuenta las instrucciones de seguridad de la documentación del producto suministrada. En caso de que se produzca un cambio en los aparatos no acordado con nosotros, esta declaración perderá su validez.
PT	Indicações complementares:	A presente declaração não contém qualquer garantia de características. Queira levar em conta as indicações de segurança contidas na documentação do produtofornecida com o conjunto. No caso de uma alteração do(s) aparelho(s) que não tenha sido efetuada em coordenação com os nossos serviços, a presente declaração perderá a sua validade.
NL	Aanvullende gegevens:	Deze verklaring bevat geen verzekering van eigenschappen. Neem de veiligheidsaanwijzingen in de meegeleverde productdocumentatie in acht. Deze verklaring is niet meer geldig bij een verandering van het (de) appara(a)t(en) die niet met ons overlegd is.
CS	Doplňující údaje:	Toto prohlášení neslouží jako záruka vlastností. Dodržujte bezpečnostní pokyny v dodané dokumentaci k výrobku. Provedením jakékoliv úpravy přístroje/ přístrojů bez předchozí konzultace s námi pozbývá toto prohlášení platnosti.

DE	Unterzeichnet für und im Namen von:	**OCHSNER Wärmepumpen GmbH**
EN	Signed for and on behalf of:	
FR	Signé pour et au nom de :	
PL	Podpisano w imieniu i na rzecz:	
IT	Firma per e per conto di:	
ES	Firmado por y en nombre de:	
PT	Assinado para e em nome de:	
NL	Ondertekend voor en in naam van:	
CS	Podepsán/a za a jménem:	

DE	Ort und Datum der Ausstellung:	**Haag, 01.04.2021**
EN	Place and date of issue:	
FR	Lieu et date de l'implantation :	
PL	miejscowość i data wystawienia:	
IT	Luogo e data di emissione:	
ES	Lugar y fecha de elaboración:	
PT	Local e data da emissão:	
NL	Plaats en datum van opmaak:	
CS	Místo a datum vystavení:	

DE	Name, Funktion, Unterschrift:	**Karl Ochsner** **CEO - Chief Executive Officer**	**Clemens Birklbauer** **CTO – Chief Technology Officer**
EN	Name, position, signature:		
FR	Nom, fonction, signature :		
PL	Imię i nazwisko, stanowisko, podpis:		
IT	Nome, funzione, firma:		
ES	Nombre, función, firma:		
PT	Nome, função, assinatura:		
NL	Naam, functie, handtekening:		
CS	Jméno, funkce, podpis:		

OCHSNER
WÄRMEPUMPEN

System installer:	
Company	
Address	
Tel. no.	
Service engineer:	

OCHSNER
Wärmepumpen GmbH Austria
(Commercial register)
A-4021 Linz
Bockgasse 2a
kontakt@ochsner.at
www.ochsner.com

OCHSNER
Wärmepumpen GmbH Germany
D-10719 Berlin
Kurfürstendamm 11
Hotline for system partners: +49 (0) 1805 832840
Customer service hotline: +49 (0) 69 256694-495
kontakt@ochsner.de
www.ochsner.com

OCHSNER
Wärmepumpen GmbH Switzerland
CH-8001 Zurich
Uraniastrasse 18
Customer service hotline: +41 (0) 800 100 911
kontakt@ochsner.com
www.ochsner.com

Head Office/Factory
A-3350 Haag
Ochsner-Strasse 1
Hotline for system partners: +43 (0) 820 201020
Customer service hotline: +43 (0) 5 04245-499
kontakt@ochsner.at
www.ochsner.com

OCHSNER East
PL 31-302 Kraków
ul. Pod Fortem Nr. 19
Tel.: +48 (0)12 4214527
kontakt@ochsner.pl
www.ochsner.com

BIA-EUROPA 250 DK DKL-EN07 | 2022.04