AEROCK

QUALITY THAT WARMS YOU UP



AIR CURTAIN

SERIES AIR

AEROCK



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ULTIMATE
AIR BARRIER

The Aerock Series AIR is a precision-engineered Plug & Play air curtain, designed for effective thermal protection in spaces where high performance must go hand in hand with impeccable aesthetics.

Harnessing cutting-edge technology — including ultra-efficient metal rotors, dual-row heat exchangers, and a refined internal architecture for perfect airflow dynamics — AEROCK delivers an invisible, high-performance air shield. It seamlessly isolates the indoor environment from outside elements, maintaining peak comfort and thermal stability.

Perfect for applications where energy efficiency is priority.

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QUALITY ENGINEERING

No compromises were made in the materials used for the Aerock Series AIR. Each element is engineered for ultimate longevity and resilience under demanding workloads and thermal loads. It is a quality you can feel in every detail — from the rock-solid build to the seamless, silent performance of the internal rotors.

INNOVATIVE DESIGN

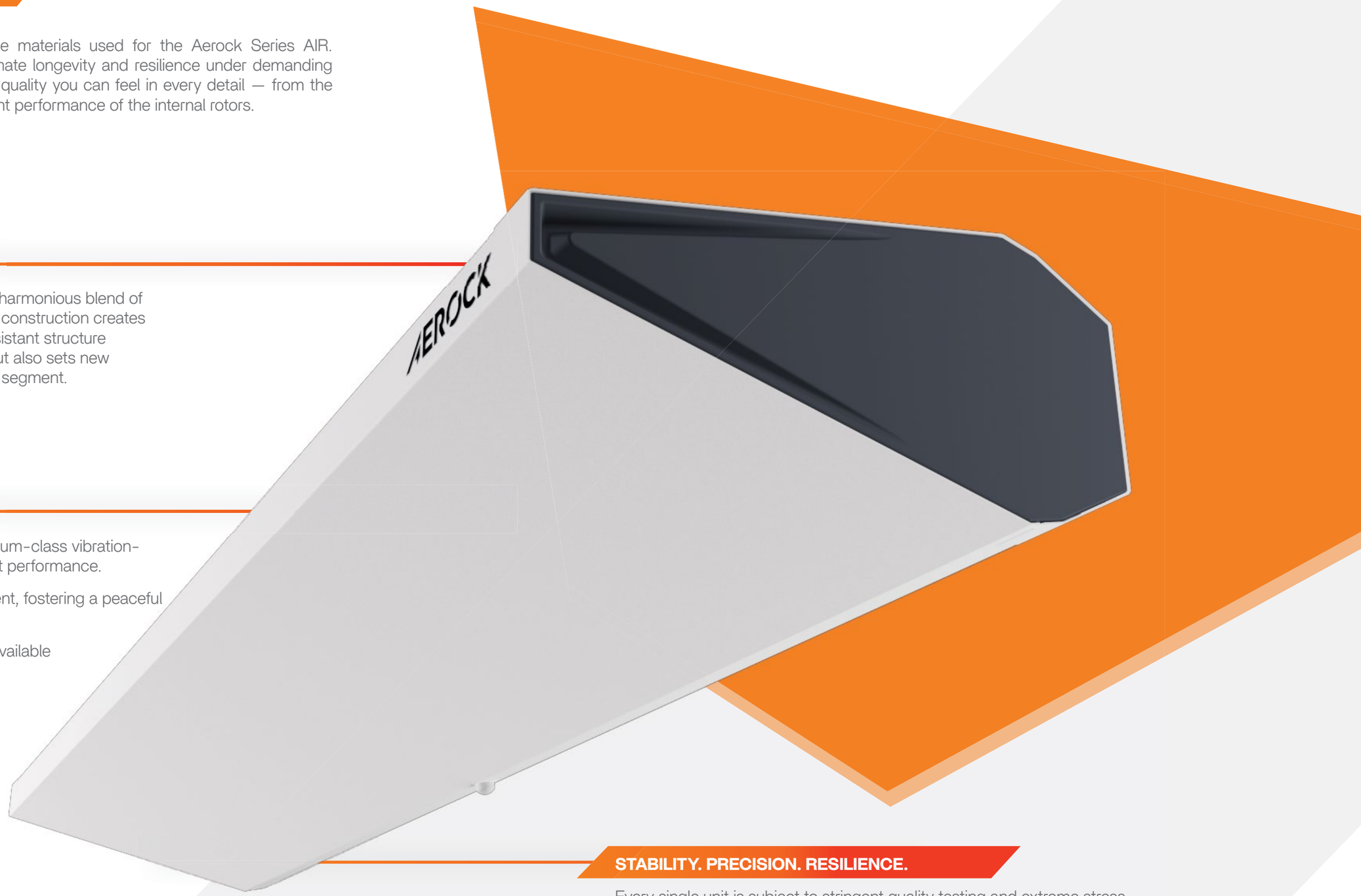
The futuristic form of the device is a harmonious blend of design and functionality. The refined construction creates a compact, rigid, and resonance-resistant structure that not only guarantees durability but also sets new standards in the Premium air curtain segment.

ACOUSTIC COMFORT

Fine-tuned aerodynamics and premium-class vibration-reducing materials ensure ultra-silent performance.

The Aerock Series AIR is virtually silent, fostering a peaceful environment of absolute comfort.

This is likely the quietest air curtain available on the market today.



STABILITY. PRECISION. RESILIENCE.

Every single unit is subject to stringent quality testing and extreme stress simulations. Choose a long-term investment, not a seasonal solution.

FLOW
DYNAMICS

The Aerock Series AIR operates based on high-velocity forced air circulation. The process begins with air intake through the upper inlet, which is then efficiently pushed through the fan and precisely directed through the outlet grilles.

This creates a targeted air stream that functions as a dynamic shield. It preserves thermal stability indoors while effectively blocking out odors, contaminants, and insects.

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PLUG & PLAY: INTUITIVE INTEGRATION

The Aerock Series AIR has been designed for immediate startup. We eliminate technical barriers by focusing on fast installation and highly simplified configuration. This technology starts working for you within minutes of being removed from the box.

PLUG & PLAY POWER SYSTEM

No more hours of wiring. The device is designed for immediate operation upon connection to a 230V mains supply. The system is ready to run as soon as it is plugged in — requiring no additional controllers or complex wiring.



SMART ACTIVATION

The built-in motion sensor enables automatic activity detection in the entrance zone. The air curtain reacts instantly to the presence of people, optimizing both operating time and energy consumption.

Full protection activates exactly when needed — ensuring peace of mind and savings when the space is unoccupied.

The sensor allows for precise adjustment of the turn-off delay, offering several setting levels: 5 s, 30 s, 1 min, 3 min, 5 min, and 8 min.

CONTROL PANEL

Take immediate command of essential functions: power cycling and fan speed adjustment. The intuitive interface provides total manual control, allowing you to adapt the airflow to any environment at a touch.



HIGH-PERFORMANCE
AESTHETICS

The Aerock Series Air redefines visual standards in its class. The futuristic form of the device was created for spaces where design becomes an integral element of quality and modern technology.

CE

REACH COMPLIANT

RoHS COMPLIANT

AEROCK
AIR CURTAIN

THERMAL EFFICIENCY

The Aerock Series AIR leaves no room for compromise when it comes to materials. Each part is chosen for ultimate longevity and thermal resilience. It is a level of quality evident in every detail — from the structural integrity of the casing to the smooth performance of the internal rotors.

HEAT EXCHANGER

The robust exchanger frame, copper tubes, and manifolds with brass connectors guarantee trouble-free operation and full corrosion resistance, even under extreme working conditions.

DOUBLE POWER

The two-row heat exchanger ensures high heating capacity even with low supply temperatures. Its geometry guarantees low pressure drops and a significant temperature rise in the supply air, while the increased exchange surface area allows for efficient operation with heat pumps and condensing boilers

2-YEAR WARRANTY

Choose peace of mind and the certainty that your investment in AEROCK AIR curtains will pay off for many years to come.



METAL ROTOR

Precisely designed aerodynamic fan blades and a balanced metal construction ensure optimal operating geometry, resistance to high temperatures, and prevention of deformation, guaranteeing reliability even in the toughest duty cycles.

ACCESS PANEL

The tilt-open access system allows for rapid entry to the internal components and power connection terminal, eliminating the need for full casing removal. The drop-down bottom plate ensures easy handling of installation and maintenance tasks directly at the mounting site.



AEROCK AIR **WATER**

AIR CURTAIN WITH WATER HEAT EXCHANGER

The two-row heat exchanger ensures high heating capacity using low-temperature power sources. The device is designed for commercial and industrial facilities with high traffic volumes, where maximum efficiency and minimal operating costs are paramount. It guarantees a high temperature differential (ΔT) of the supply air.

AEROCK AIR **ELECTRIC**

AIR CURTAIN WITH ELECTRIC HEATERS

The use of high-efficiency heating elements ensures an instant heat stream and full thermal safety with minimal energy loss. This solution is dedicated to public buildings, hotels, retail stores, modern boutiques, offices, and luxury apartments, where maintenance-free operation and rapid system response to door openings are of key importance.





AEROCK AIR **COLD**

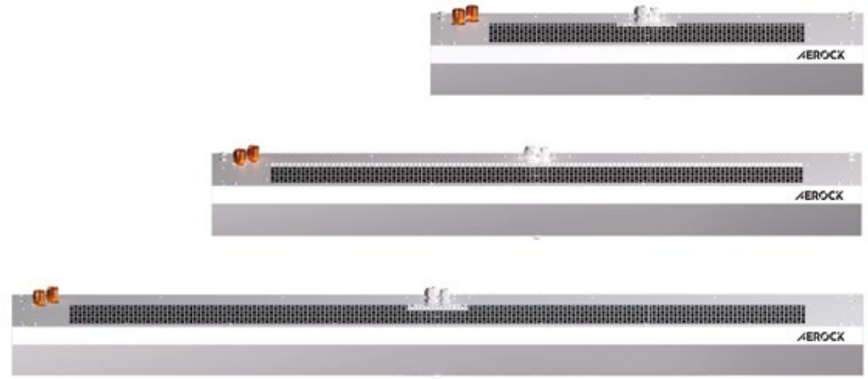
AIR CURTAIN WITHOUT HEAT EXCHANGER

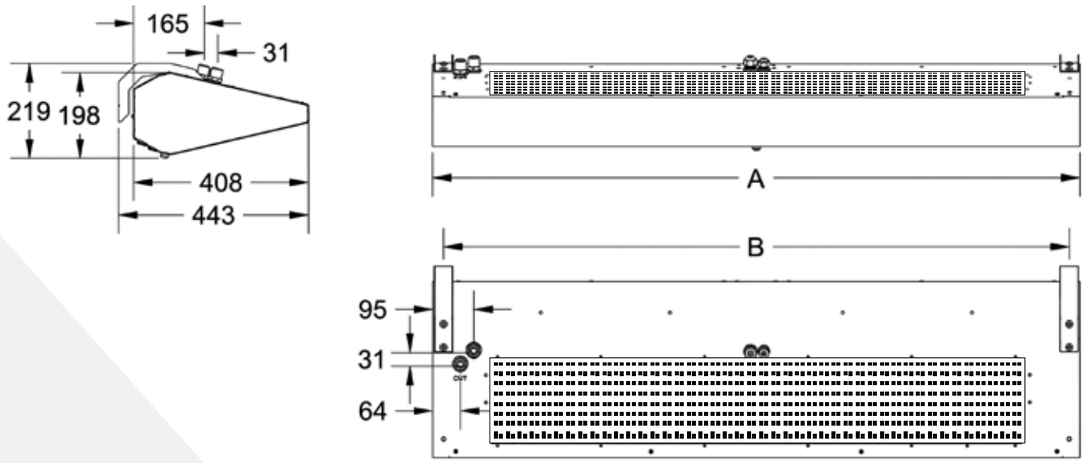
This air curtain concentrates its full operational power on generating a high-velocity airstream, creating an effective barrier without consuming energy for heating. It is an ideal solution for air-conditioned zones, catering outlets, and any facility where protection against insects and dust, as well as limiting heat exchange during the summer season, is crucial.

AEROCK C/E/W **100**

AEROCK C/E/W **150**

AEROCK C/E/W **200**

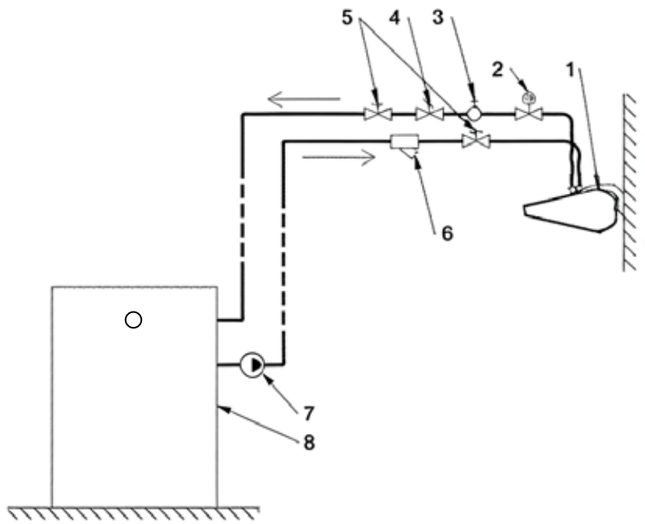




Model	A [mm]	B [mm]
AEROCK C/E/W – 100	1000	950
AEROCK C/E/W – 150	1500	1450
AEROCK C/E/W – 200	2000	1950

HYDRAULIC CONNECTION

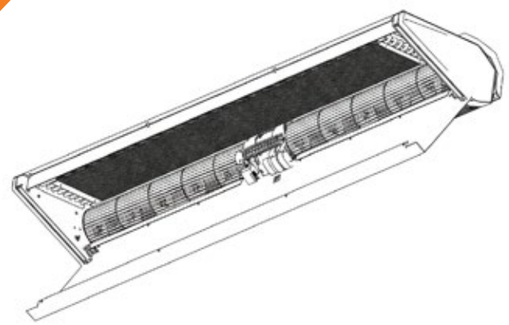
The water-heated air curtain must be connected according to the simplified hydraulic diagram:



1. Air curtain
2. Actuator valve (optional)
3. Air vent valve
4. Balancing valve
5. Shut-off valve
6. Filter
7. Circulation pump
8. Boiler

TILT-OPEN ACCESS PANEL

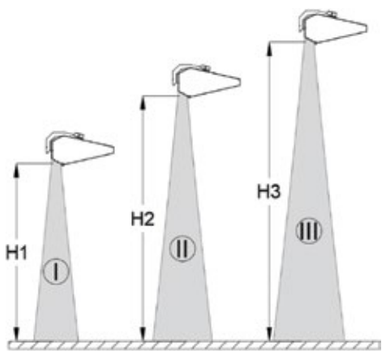
The integrated tilt-open inspection hatch allows for quick access to internal sub-assemblies and electrical terminals without removing the casing. The drop-down lower panel streamlines installation, servicing, and exchanger cleaning in situ. This translates into significant time efficiency during maintenance and superior user comfort.



MOUNTING HEIGHT

To ensure the effective operation of the air curtain, the operating speed must be selected according to the mounting height (for horizontal installation) or the width of the door opening (for vertical installation).

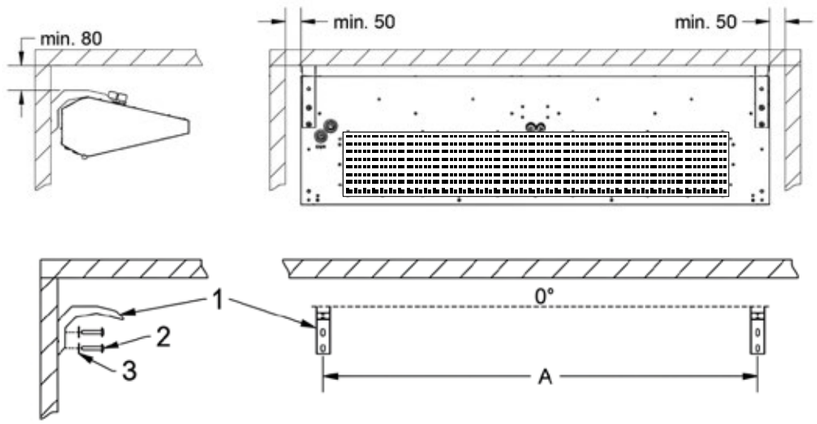
	SPEED		
Model	III	II	I
AEROCK C-100 /150/200	3,7 m	2,7 m	2,1 m
AEROCK E-100/150/200	3,5 m	2,7 m	2,0 m
AEROCK W-100/150/200	3,4 m	2,5 m	1,9 m



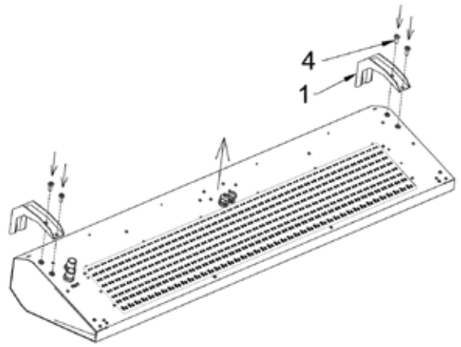
INSTALLATION

AEROCK

HORIZONTAL INSTALLATION Using 2 mounting brackets (supports)

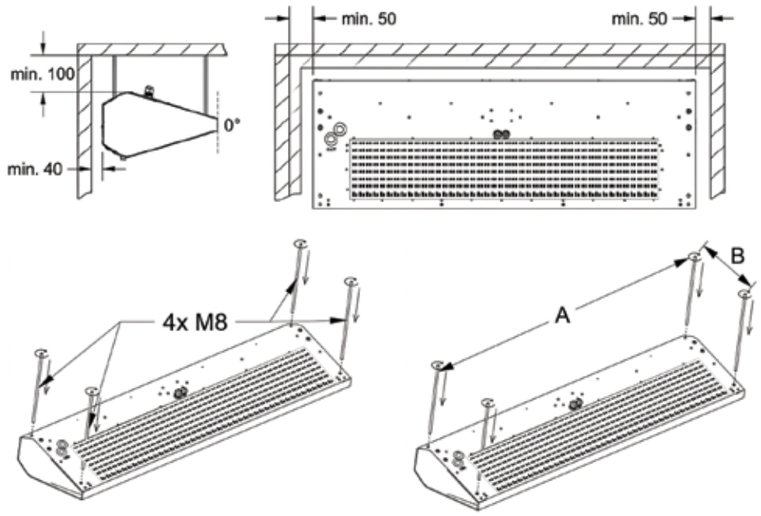


Install the brackets (1) using four screws (2) matched to the wall material, with a maximum diameter of M10. Before drilling, make sure that the brackets are at the same height (0°). The use of washers (3) is recommended. The spacing between the centers of the brackets is given in the table on page 17.



After mounting the brackets to the wall, screw the device to the brackets. The mounting set includes 4 pcs. of M8x25 hex socket screws (4) requiring a size “5” key.

HORIZONTAL INSTALLATION On threaded rods



When selecting the installation location of the device on threaded rods, maintain a minimum distance of 100 mm from the upper edge of the device to the ceiling and at least 50 mm from the side walls, in accordance with the installation drawing.

TECHNICAL PARAMETERS

AEROCK AIR W

		AEROCK W100			AEROCK W150			AEROCK W200		
Fan speed	[unit]	III - max.	II - mid.	I - min.	III - max.	II - mid.	I - min.	III - max.	II - mid.	I - min.
Curtain length	[m]	1			1,5			2		
Air throw range	[m]	3,4	2,5	1,9	3,4	2,5	1,9	3,4	2,5	1,9
Airflow rate	[m3/h]	1 050	870	700	1 800	1 310	1 180	2 660	2 230	1 750
Power supply voltage	[V/Hz]	1N~230/50								
Rated power consumption	[W]	78	63	54	134	109	86	192	160	143
Rated current consumption	[A]	0,38	0,31	0,26	0,65	0,53	0,42	0,93	0,77	0,69
Noise level*	[dB(A)]	54	49	44	55	47	43	57	44	36
Weight	[kg]	18,90			25,40			31,70		
Weight of device with water	[kg]	19,40			26,20			32,80		
Heat exchanger water capacity	[dm³]	0,42			0,69			0,97		
Max. operating temperature	[oC]	55								
Max. heating medium temperature	[oC]	110								
Heat exchanger connection	["/-]	3/4 GZ (external thread)								
Maximum operating pressure	[MPa]	1,6								
Heating capacity range	[kW]	1,7 - 14			3,2 - 25,5			5,8 - 38,2		
Air temperature increase range	[°C]	3,0 - 42,0			4,0 - 44,0			4,0 - 45,0		
IP	[-]	20								

*Noise level measured at a distance of 5 m from the device, reference conditions: semi-open space - wall-mounted installation.
**Capacity and temperature range specified for the parameters: fan speed I, heating medium temperature 50/30°C, air temperature at the device inlet 20°C - fan speed III, heating medium temperature 110/90°C, air

AEROCK AIR E

		AEROCK E100			AEROCK E150			AEROCK E200		
Fan speed	[unit]	III - max.	II - mid.	I - min.	III - max.	II - mid.	I - min.	III - max.	II - mid.	I - min.
Curtain length	[m]	1			1,5			2		
Air throw range	[m]	3,5	2,7	2	3,5	2,7	2	3,5	2,7	2
Airflow rate	[m3/h]	1 280	930	740	2160	1490	1220	3000	2310	1790
Power supply voltage	[V/Hz]	1N~230/50								
Rated power consumption	[W]	87	72	64	145	120	97	205	178	151
Rated current consumption	[A]	0,42	0,35	0,31	0,7	0,58	0,47	0,99	0,86	0,73
Noise level*	[dB(A)]	55	47	42	53	44	39	56	42	41
Weight	[kg]	18,2			22,6			27,8		
Max. operating temperature	[oC]	55								
IP	[V/Hz]	20								
Power supply voltage / rated voltage	[kW]	3N~400/50								
Rated current consumption	[A]	8,7			13,1			17,4		
Heating power	[kW]	5			9			12		
Air temperature increase (ΔT)	[°C]	10	14	16	11	16	19	10	14	16
Power supply voltage / rated voltage	[V/Hz]	1N~230/50								
Rated current consumption	[A]	8,7			13,1			17,4		
Heating power	[kW]	2			3			4		
Air temperature increase (ΔT)	[°C]	10	14	16	11	16	19	10	14	16

* Noise level measured at a distance of 5 m from the device, reference conditions: semi-open space - wall-mounted installation.

TECHNICAL PARAMETERS

AEROCK AIR C

		AEROCK C100			AEROCK C150			AEROCK C200		
Fan speed	[unit]	III - max.	II - mid.	I - min.	III - max.	II - mid.	I - min.	III - max.	II - mid.	I - min.
Curtain length	[m]	1			1,5			2		
Air throw range	[m]	3,7	2,7	2,1	3,7	2,7	2,1	3,7	2,7	2,1
Airflow rate	[m3/h]	1 390	980	760	2 280	1 550	1 250	3 020	2 330	1 800
Power supply voltage	[V/Hz]	1N~230/50								
Rated power consumption	[W]	87	72	64	145	120	97	205	178	151
Rated current consumption	[A]	0,42	0,35	0,31	0,7	0,58	0,47	0,99	0,86	0,73
Noise level*	[dB(A)]	56	48	41	55	44	40	55	40	33
Weight	[kg]	17,2			21,5			26,6		
Max. operating temperature	[°C]	55								
IP	[-]	20								

* Noise level measured at a distance of 5 m from the device, reference conditions: semi-open space - wall-mounted installation.

HEATING CAPACITIES

AEROCK W100 AC

Parameters Tz /Tp [°C]

		90/70 [°C]				80/60 [°C]				70/50 [°C]				50/30 [°C]			
Tp1 [°C]	Qp [m³/h]	Pg [kW]	Tp2 [°C]	Qw [m³/h]	Δp [kPa]	Pg [kW]	Tp2 [°C]	Qw [m³/h]	Δp [kPa]	Pg [kW]	Tp2 [°C]	Qw [m³/h]	Δp [kPa]	Pg [kW]	Tp2 [°C]	Qw [m³/h]	Δp [kPa]
0	1050	11,1	31,5	0,49	3,0	9,1	25,8	0,40	2,2	7,0	19,8	0,31	2,1	3,1	8,9	0,14	0,6
	870	9,8	33,5	0,43	2,4	7,98	27,4	0,35	2,6	6,1	21,0	0,27	1,7	2,6	9,3	0,11	0,4
	740	8,7	35,2	0,39	2,0	7,1	28,8	0,32	2,1	5,5	22,1	0,24	1,4	2,4	9,8	0,11	0,4
5	1050	10,3	34,2	0,46	2,6	8,2	28,4	0,36	1,9	6,1	22,4	0,27	1,7	2,3	11,5	0,10	0,3
	870	9,0	36,0	0,40	2,1	7,2	29,8	0,32	2,2	5,4	23,5	0,24	1,4	2,1	12,3	0,09	0,3
	740	8,1	37,6	0,36	2,6	6,5	31,1	0,29	1,8	4,8	24,4	0,21	1,1	2,0	13,0	0,09	0,3
10	1050	9,4	36,8	0,42	2,3	7,4	31,0	0,33	2,3	5,2	24,9	0,23	1,3	1,8	15,1	0,08	0,2
	870	8,3	38,5	0,37	1,8	6,5	32,3	0,29	1,8	4,6	25,7	0,20	1,0	1,7	15,8	0,07	0,2
	740	7,4	40,0	0,33	2,2	5,8	33,4	0,26	1,5	3,9	25,6	0,17	0,8	1,6	16,4	0,07	0,2
15	1050	8,6	39,4	0,38	1,9	6,5	33,5	0,29	1,8	4,2	26,9	0,18	0,9	1,3	18,8	0,06	0,2
	870	7,6	41,0	0,34	2,3	5,7	34,7	0,25	1,5	3,5	26,8	0,15	0,6	1,1	19,2	0,05	0,2
	740	6,8	42,3	0,30	1,9	5,1	35,7	0,23	1,2	3,2	27,7	0,14	0,5	0,9	20,9	0,04	0,2
20	1050	7,8	42,0	0,34	2,4	5,7	36,0	0,25	1,4	3,1	28,8	0,14	0,5	1,1	23,0	0,05	0,2
	870	6,8	43,4	0,30	1,9	5,0	37,1	0,22	1,1	2,9	29,9	0,13	0,5	0,9	23,2	0,04	0,2
	740	6,1	44,6	0,27	1,6	4,46	38	0,20	1,0	2,7	30,9	0,12	0,4	0,8	23,4	0,04	0,1

Tz - water temperature at the supply to the device; Tp - water temperature at the return from the device; Tp1 - air temperature at the inlet to the device; Tp2 - air temperature at the outlet from the device; Pg - heating capacity of the device; Qw - water flow rate; Qp - air flow rate; Δp - pressure drop in the heat exchanger

HEATING CAPACITIES

AEROCK W150 AC

Parameters Tz /Tp [°C]

		90/70 [°C]				80/60 [°C]				70/50 [°C]				50/30 [°C]			
Tp1 [°C]	Qp [m³/h]	Pg [kW]	Tp2 [°C]	Qw [m³/h]	Δp [kPa]	Pg [kW]	Tp2 [°C]	Qw [m³/h]	Δp [kPa]	Pg [kW]	Tp2 [°C]	Qw [m³/h]	Δp [kPa]	Pg [kW]	Tp2 [°C]	Qw [m³/h]	Δp [kPa]
0	1800	20,8	34,5	0,93	9,8	17,6	29,1	0,78	7,5	14,3	23,7	0,63	6,5	7,1	11,7	0,31	2,8
	1310	16,8	38,2	0,74	8,0	14,2	32,2	0,63	6,2	11,5	26,2	0,51	4,5	4,7	10,8	0,21	1,4
	1180	15,6	39,4	0,69	7,0	13,2	33,3	0,58	5,5	10,7	27,1	0,47	4,0	4,4	11,2	0,19	1,3
5	1800	19,4	37,2	0,87	8,7	16,2	31,8	0,72	7,8	12,9	26,3	0,57	5,4	4,4	12,3	0,19	1,2
	1310	15,6	40,6	0,69	7,1	13,0	34,7	0,58	5,4	10,4	28,6	0,46	3,8	3,9	13,8	0,17	1,0
	1180	14,5	41,8	0,65	6,3	12,1	35,6	0,54	4,8	9,6	29,3	0,42	3,3	3,7	14,4	0,16	0,9
10	1800	18,0	39,9	0,80	7,6	14,8	34,4	0,65	6,6	11,4	28,9	0,50	4,4	3,5	15,9	0,15	0,9
	1310	14,5	43,0	0,65	6,3	11,9	37,1	0,53	4,6	9,2	30,9	0,40	3,0	3,2	17,2	0,14	0,7
	1180	13,5	44,1	0,60	5,5	11,1	37,9	0,49	4,1	8,6	31,6	0,38	2,7	3,1	17,7	0,13	0,7
15	1800	16,6	42,5	0,74	7,9	13,3	37,0	0,59	5,6	9,9	31,4	0,44	3,5	2,8	19,6	0,12	0,6
	1310	13,4	45,4	0,59	5,4	10,7	39,4	0,48	3,9	8,0	33,2	0,35	3,3	2,5	20,7	0,11	0,5
	1180	12,4	46,4	0,55	4,8	10,0	40,2	0,44	3,4	7,5	33,8	0,33	2,9	2,3	21,2	0,10	0,4
20	1800	15,2	45,1	0,68	6,7	11,9	39,6	0,52	4,5	8,4	33,9	0,37	2,6	2,1	23,7	0,09	0,4
	1310	12,2	47,8	0,54	4,7	9,6	41,7	0,42	3,1	6,8	35,5	0,30	2,5	1,9	24,2	0,08	0,4
	1180	11,4	48,7	0,51	4,1	8,9	42,4	0,39	2,8	6,3	36,0	0,28	2,2	1,7	24,8	0,07	0,3

Tz - water temperature at the supply to the device; Tp - water temperature at the return from the device; Tp1 - air temperature at the inlet to the device; Tp2 - air temperature at the outlet from the device; Pg - heating capacity of the device; Qw - water flow rate; Qp - air flow rate; Δp - pressure drop in the heat exchanger

AEROCK W200 AC

Parameters Tz /Tp [°C]

		90/70 [°C]				80/60 [°C]				70/50 [°C]				50/30 [°C]			
Tp1 [°C]	Qp [m³/h]	Pg [kW]	Tp2 [°C]	Qw [m³/h]	Δp [kPa]	Pg [kW]	Tp2 [°C]	Qw [m³/h]	Δp [kPa]	Pg [kW]	Tp2 [°C]	Qw [m³/h]	Δp [kPa]	Pg [kW]	Tp2 [°C]	Qw [m³/h]	Δp [kPa]
0	2660	31,5	35,3	1,40	25,3	26,9	30,2	1,19	20,0	22,2	24,9	0,98	15,0	12,5	14,1	0,55	7,0
	2230	27,9	37,4	1,24	20,6	23,9	31,9	1,06	16,3	19,8	26,4	0,87	12,2	11,2	14,9	0,49	5,7
	1750	22,6	40,3	1,05	15,5	20,2	34,4	0,89	12,2	16,7	28,5	0,74	10,6	9,5	16,1	0,41	4,3
5	2660	29,5	38,0	1,31	22,6	24,9	32,9	1,10	17,5	20,2	27,6	0,89	12,7	10,4	16,6	0,45	5,0
	2230	26,2	40,0	1,16	18,4	22,1	34,5	0,98	14,2	17,9	29,0	0,79	10,3	9,2	17,3	0,40	4,1
	1750	22,1	42,7	0,98	13,8	18,7	36,8	0,83	10,7	15,2	30,9	0,67	8,9	7,7	18,0	0,33	3,8
10	2660	27,4	40,8	1,22	20,0	22,8	35,6	1,01	15,1	18,1	30,3	0,79	10,4	8,0	18,9	0,35	4,1
	2230	24,4	42,6	1,08	16,2	20,2	37,1	0,89	12,2	16,1	31,5	0,71	9,8	5,8	17,7	0,25	2,3
	1750	20,6	45,1	0,91	12,1	17,1	39,2	0,76	10,6	13,6	33,2	0,60	7,4	4,5	17,6	0,19	1,5
15	2660	25,4	43,4	1,13	17,5	20,7	38,2	0,91	12,7	15,9	32,9	0,70	9,7	3,9	19,4	0,17	1,2
	2230	22,5	45,1	1,00	14,2	18,4	39,6	0,81	10,4	14,2	33,9	0,62	7,9	3,7	20,0	0,16	1,1
	1750	19,1	47,5	0,85	10,6	15,6	41,5	0,69	9,0	12,0	35,5	0,53	5,9	3,4	20,9	0,15	1,0
20	2660	23,3	46,1	1,04	15,1	18,6	40,8	0,82	10,6	13,8	35,4	0,61	7,6	2,8	23,2	0,12	0,7
	2230	20,7	47,6	0,92	12,2	16,5	42,1	0,73	9,95	12,3	36,4	0,54	6,2	2,7	23,6	0,12	0,6
	1750	17,5	49,8	0,78	9,2	14,0	43,8	0,62	7,5	10,4	37,7	0,46	4,6	2,5	24,3	0,11	0,6

Tz - water temperature at the supply to the device; Tp - water temperature at the return from the device; Tp1 - air temperature at the inlet to the device; Tp2 - air temperature at the outlet from the device; Pg - heating capacity of the device; Qw - water flow rate; Qp - air flow rate; Δp - pressure drop in the heat exchanger

DIAGNOSTICS AND FAST TROUBLESHOOTING

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Heat exchanger leakage

- Incorrect installation of hydraulic connections, in particular failure to use two wrenches during tightening, which could have caused damage to the exchanger headers.
- Mechanical damage to the heat exchanger arising during transport, installation or operation of the device.
- Leakage of the air vent valve or drain plug.
- Exceeding the permissible heating medium parameters (pressure or temperature).
- Improper or incomplete draining of water from the heat exchanger, especially before periods of low temperatures.
- Use of a heating medium with corrosive properties toward copper or aluminum.
- Occurrence of leakage during the first commissioning of the installation or after refilling the system following earlier draining of the heating medium.
- Freezing of the heating medium in the heat exchanger as a result of operation or downtime of the device at temperatures below 0°C.
- Operation of the device in an aggressive air-side environment, e.g. at elevated concentrations of chemical substances (ammonia).

Before commissioning the installation and after refilling it, the tightness of the heat exchanger and hydraulic connections should be checked.

If a leak is detected, check and if necessary tighten the air vent valve or the drain plug.

Verify whether the operating parameters of the installation do not exceed permissible values and whether there is no risk of the heating medium freezing.

If the leakage persists, the device should be taken out of operation and reported to the service department.

Excessively loud operation of the device fan

- Installation of the device not in accordance with the guidelines contained in the technical and operation documentation, in particular failure to maintain the minimum distance from the ceiling (min. 10 cm).
- Incorrect levelling of the device or improper mounting.
- Errors in the electrical connections or installation by persons without the required qualifications.
- Incorrect electrical supply parameters (voltage, frequency).
- Installation of the curtain in a suspended ceiling in a way that restricts free airflow.
- Noise occurring at all fan speeds, which may indicate damage to the motor winding.
- Noise occurring only at higher speeds, caused by partial throttling of the air outlet.
- Superposition of noise generated by other devices operating in the facility (e.g. exhaust fans)

Check the correctness of installation in accordance with the technical and operation documentation, maintaining a minimum distance of 10 cm from the ceiling.

Ensure that the air inlet and outlet are not restricted.

Adjust the position of the device to the acoustic conditions of the room.

Check the levelling of the device and eliminate additional noise sources in the room.

Device fan does not operate

- Incorrect electrical connection or lack of installer qualifications.
- Unsuitable supply voltage or frequency.
- Errors in connecting the wires on the motor side.
- Disturbances caused by other devices in the facility.
- Voltage on the PE conductor indicating a breakdown.

The electrical connection of the device must be carried out strictly in accordance with the diagrams included in the technical and operation documentation.

Damage to the device casing

- The damage may have occurred during transport or storage; the waybill, issue document and carton condition should be checked.

In the event of damage to the casing, photographs of the carton and the device should be taken and conformity of the serial number on both elements should be documented. If the damage occurred during transport, a statement from the driver or forwarding agent who delivered the damaged goods should be prepared.

Actuator does not open the valve

- Incorrect electrical connection of the actuator or lack of appropriate qualifications of the person performing the installation.
- Incorrect thermostat operation (no characteristic “click” when switching).
- Incorrect supply current parameters, including incorrect voltage.

Check whether the actuator responds to an electrical impulse within 11 s. If damage is found, submit a complaint for the defective component. Then remove the actuator from the valve, which will cause it to open mechanically and permanently.

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