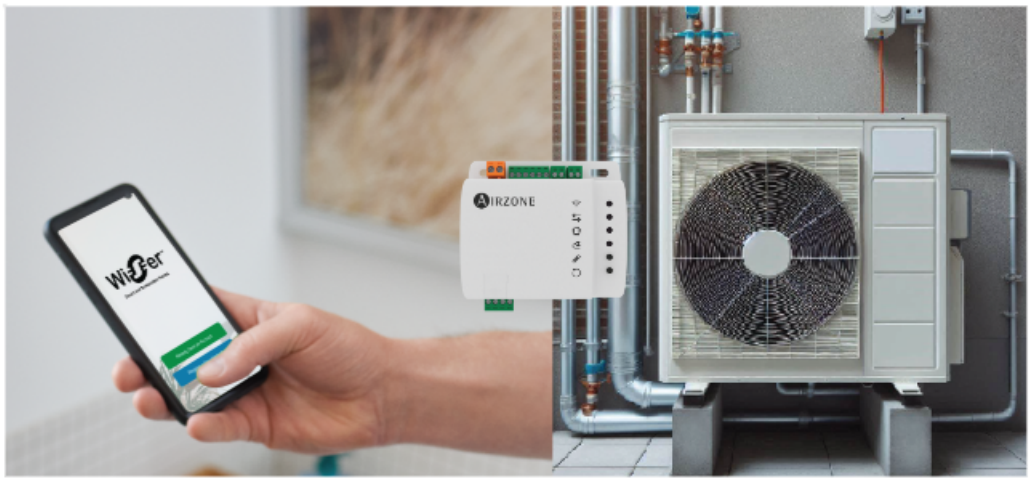
Airzone - Aidoo Pro Heat Pump

Wiser Home Device user guide

Information about features and functionality of the device and its operation using the Wiser Home app.
07/2025



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Safety Information

Important Information

Read these instructions carefully and look at the equipment to become familiar with the device before trying to install, operate, service, or maintain it. The following special messages may appear throughout this manual or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.

The addition of either symbol to a “Danger” or “Warning” safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.

This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that accompany this symbol to avoid possible injury or death.

⚠⚠DANGER

DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

Failure to follow these instructions will result in death or serious injury.

⚠WARNING

WARNING indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

⚠CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result in** minor or moderate injury.

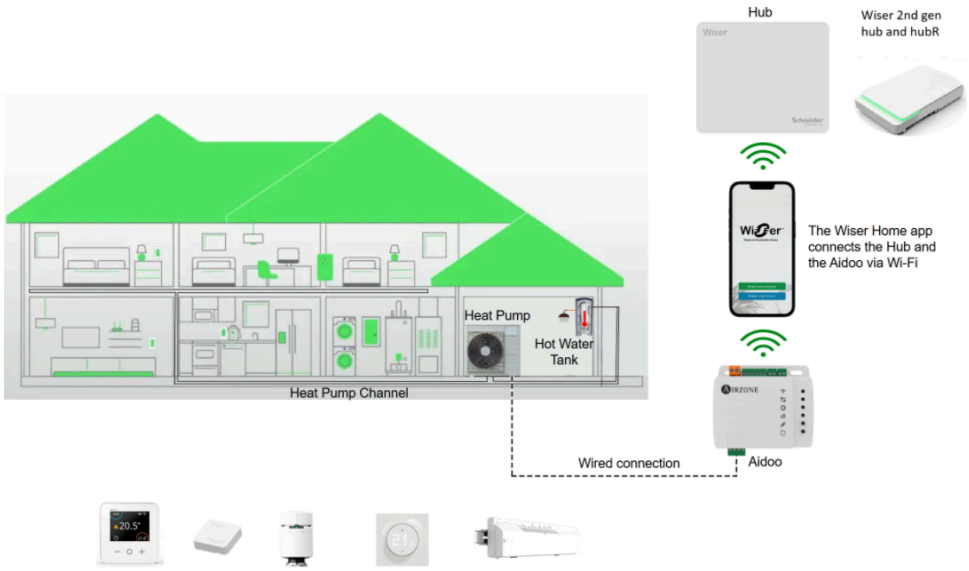
NOTICE

NOTICE is used to address practices not related to physical injury.

About Aidoo Pro Wi-Fi® and Wiser System

IMPORTANT: The Airzone Air to Water solution is applicable for customers in France, Portugal, Spain, and United Kingdom.

Airzone specializes in HVAC (Heating, Ventilation, and Air Conditioning) control solutions. Aidoo Pro Wi-Fi®(hereafter referred to as Aidoo), allows you to control your air to water heat pump using the Wiser Home app.



To monitor and control the heating system with the Aidoo, you need a Wiser Hub and one of the following Wiser temperature control devices:

- Wiser room thermostat
- Wiser temperature and humidity sensor
- Wiser radiator thermostat
- Wiser connected flush mounted thermostat
- Wiser Under-floor heating strip

  NOTE: Availability of these devices may vary as per the country.

Advantages of Aidoo Pro Air to Water and Wiser System:

- Seamless Communication

  Interfaces with the heat pump using the manufacturer's protocol
- Remote Control

  Offers an easy-to-use interface for remote control of the heat pump via the Wiser Home app.
- Optimal Performance

  Ensures the heat pump operates normally while maintaining its functionality and efficiency.
- Manage Heating and Hot Water
  - Room Temperature Regulation: Adjust the temperature in each room (when applicable) using the Wiser Home app in conjunction with Wiser climate control devices like thermostats or temperature sensors. The app displays the current temperature, set point, and status of each heating zone.
  - Comprehensive Control: Manage home heating by creating, editing, and managing schedules and modes such as Eco, Comfort, and Away.
  - Hot Water Management: Easily create schedules and boost domestic hot water using the Wiser Home app.

- Enhanced Energy Management
  - Energy Consumption Visualization: Monitor energy usage by integrating a Schneider PTE (wireless energy sensor)

    NOTE: Availability of Schneider PTE may vary as per the country.
  - Optimized Energy Use: Adapt energy consumption to align with energy tariffs for better efficiency.
- Fault Visualization

  Provides clear visualization of any faults detected in the heat pump.

Aidoo Pro Air to Water wired connection

Aidoo is wired directly to the heat pump and connects to the Wiser Home app via Wi-Fi, allowing you to control the air to water heat pump using the app.

The wired connection between Aidoo and the heat pump ensures:

- Reliable Control: guarantees consistent and dependable control of the heat pump
- Communication Failures: eliminates communication failures and unintended activations
- Manufacturer Validation: ensures communication with the heat pump is validated by the manufacturer.

  IMPORTANT: A 2.5 meters cable is provided with the Aidoo to connect it with the heat pump. If the distance between the Aidoo and the heat pump is more, you can use spare cables of 2.5 meters. However, the maximum length limitation of the cables is 10 meters.

Related Topics

- Pairing the device with the Wiser Hub
- Configuring the heat pump
- Using the device
- Troubleshooting

Pairing the device with the Wiser Hub

Using the Wiser Home app, you can pair the Aidoo with the Wiser Hub to control the heat pump.

Pre-requisite:

1. Prior to the installation of the heat pump, make sure that:
   - The heat pump functions properly and provides heat to all the rooms of the home.
   - If it requires adjustments or repair, you must contact the heat pump supplier. Wiser Home app is not the appropriate tool to repair or adjust the heat pump.
2. Set-up the Aidoo:
   - Install the Aidoo as per the instructions provided in the device box.
   - Download the Airzone cloud app on your smart phone and use it to connect Airzone devices to your designated network.
   - Make sure that the Aidoo device is updated with the latest system version.

     NOTE: If you face any issue, you can visit the support page on the Airzone website for assistance.

3. Before pairing the Aidoo with the Wiser Hub, make sure that:
   - The heat pump should be powered ON.
   - Both the Wiser Hub and the Aidoo are connected to the same Wi-Fi network.

     NOTE: Only one heat pump can be connected to the Wiser Hub via the Wi-Fi network.

To pair the heat pump with the Wiser Hub:

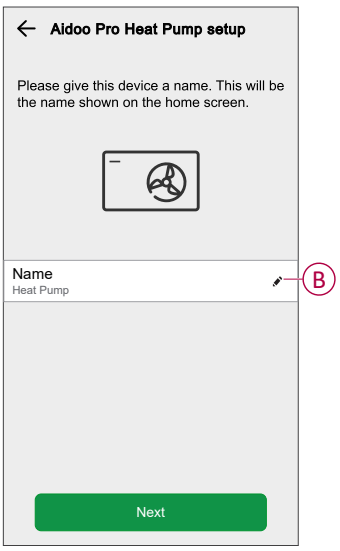
1. On the **Home** screen, tap ⚙.
2. Tap **Devices >** + and tap **> Aidoo Pro Heat Pump**.

   TIP: You can also navigate by tapping **Control** > + > **Aidoo Pro Heat Pump**.
3. On the **Aidoo Pro Heat Pump setup**, tap **Next**.

   TIP: You can tap **User Guide** to open the user device user guide.

   After a few seconds, the **Aidoo Pro Heat Pump setup** page will display the available heat pump.

   NOTE:
   - If prerequisites are not met, the app displays the related instructions. Follow the instructions and retry.
   - If no new devices are discovered, refer to Troubleshooting, page 20.
4. Tap ✎ (B) and enter a name for the heat pump.



5. Tap **Next**.

   Aidoo is now listed on the **Control** tab under the **All** and the specific room tabs.

   NOTE: If you only have a single device in the Wiser System, the **Control** tab will not be visible. All functions will be accessible through the **Home** screen.

Related Topics

- About Aidoo Pro Wi-Fi® and Wiser System (Parent Topic)

Configuring the heat pump

The heat pump can be configured by using the Wiser Home app.

Configuring the Panasonic Heat Pump

You can configure the Panasonic heat pump from its control panel, to optimize its operation. Following are the configurations that can be set on the Panasonic heat pump:

Installer Setup > System setup > Zone & Sensor

- Leaving water temperature
- Ambient room
  - External: Working mode depending on the external room temperature.
  - Internal: Working mode depending on the internal room temperature.

Alternative Configurations

- Room
- Compensation curve (circulation water temperature depends on the outdoor ambient temperature)
- Circulation water temperature (direct value)

  NOTE: In all of the above modes, you can turn the heat pump ON/OFF.

DHW (Domestic Hot Water) modes

DHW Mode	ON/OFF Behavior (via Aidoo)	Set Point Behavior (Wiser)	Additional Notes
ON/OFF	ON/OFF button in the app activates/de–activates DHW operation.	DHW heats until the set point is reached The set point sent from Wiser Home app can we changed from the control panel.	ON = heat to set point, OFF = stop.
Set point	ON/OFF button in the app activates/de–activates DHW operation. The set point can be changed using the Aidoo app. Whenever a new command is set in the app, it overrides the previous settings. So, the most recent signal always takes the priority.	ON/OFF button in the app activates/de–activates DHW operation. You can change the original set point using the Wiser Home app. Whenever a new command is sent from the app, it overrides any previous settings - the most recent signal always takes priority.	Temperature and timing are managed by the latest command sent either from the Panasonic controller, Airzone app or the Wiser Home app.
Scheduled (ON/OFF + Set point)	ON/OFF button in the app activates/de–activates DHW operation. If set to OFF, DHW is inactive. If set to ON, it follows the schedule set in the heat pump.	You can change the original set point and customize your schedule using the Wiser Home app. Whenever a new command is sent from the app, it overrides any previous settings — the most recent signal always takes priority.	ON/OFF and set point are managed by the latest command sent either from the Panasonic controller, Airzone app or the Wiser Home app.

Related Topics

- Configuring the heat pump (Parent Topic)

Configuring the Daikin Heat Pump

The Daikin heat pump allow for several configurations that can be set from its control panel.

Recommended configuration:

- Installer settings > Overview field settings > C – 07:
  - 0 (Leaving water temperature)
  - 2 (Room temperature mode) .
- Installer settings > Overview field settings > 6 – 0D: 0 ("Reheat only").
- The "Setpoint mode" control configuration parameter must be set to "Fixed" (by default it usually is).

  IMPORTANT: When using the Ambient Room (AR) mode, set the thermostat to the preferred highest temperature to allow Wiser to manage the heating effectively.

Alternative Configurations

	Fixed – LWT (Leaving Water Temperature) Mode	**Weather Compensation - LWT Mode**	**Fixed - Ambient Room Temperature Mode**	**Weather Compensation - Ambient Room Temperature Mode**
Set Point Mode:	Fixed	Weather Compensation	Fixed	Weather Compensation
Control Type:	Leaving water temperature (LWT)	Leaving water temperature (LWT)	Ambient Room (AR)	Ambient Room (AR)
Target Water Temperature:	LWT setpoint	Calculated by the heating curve	Leaving water temperature (LWT)	Calculated by the heating curve
Thermostat Control:	LWT setpoint	+/- Curve offset	Room set point for demand	Room set point for demand

NOTE: In all of the above modes, you can turn the heat pump ON/OFF.

DHW (Domestic Hot Water) modes

DHW Mode	ON/OFF Behavior (via Aidoo)	Set Point Behavior (Wiser)	Additional Notes
Reheating Mode	ON/OFF button in the app activates/de–activates DHW operation.	The set point set in the Wiser Home app can not be changed. DHW heats until the set point is reached.	ON = heat to set point OFF = stop.
Scheduled Mode	ON/OFF button in the app activates/de–activates DHW operation. If set to OFF, DHW is always off regardless of schedule.	The Wiser Home app set point is ignored. The system follows Daikin's internal schedule (Comfort/ Eco/Stop). If OFF, DHW is always off regardless the schedule	Temperature and timing are managed by Daikin's internal controller.
Scheduled + Reheating Mode	ON/OFF button in the app activates/de–activates DHW operation. If set to OFF, DHW is inactive. If set to ON, it follows the internal schedule set in the heat pump.	The Wiser Home app set point is not applied. System follows Daikin's schedule and logic. If set to OFF, DHW is always OFF, regardless the schedule.	Reheating logic is overridden by the scheduling mode.

NOTE: In Scheduled or Scheduled + Reheating mode, if DHW is ON, any set point change from app stays active only until the next scheduled period begins. After that, the system will follow the schedule set in Daikin's controller.

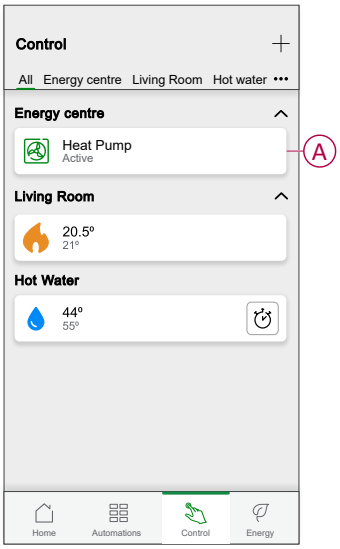
Related Topics

- Configuring the heat pump (Parent Topic)

Removing the heat pump

To remove the heat pump from the Wiser Home app:

1. On the **Control** tab, tap **All** devices or a room tab where the heat pump is located and select **Heat Pump** (A).



2. Tap ⋮ > **Device settings** > **Delete**.
3. Tap **OK** after reading the confirmation message.

Related Topics

- Configuring the heat pump (Parent Topic)

Setting the maximum hot water temperature

The hot water is the water used for sanitary needs like showers and cleaning. It is not the water used for space heating in radiators or underfloor heating.

To avoid the bacterial growth in the hot water tank, it is recommended to keep it turned on continuously for six hours:

- Once in a week
- If the hot water tank was kept off for a long time.

IMPORTANT: Please follow the guidance of your heat pump manufacturer.

TIP: Save on costs by ensuring that your hot water is operating during a low tariff period.

To set the maximum hot water temperature:

1. On the **Control** tab, tap **All** devices or a room tab where the heat pump is located and tap **Heat Pump** > **Device settings**.
2. Tap ✎ and set the maximum hot water temperature.

Related Topics

- Configuring the heat pump (Parent Topic)

Using the device

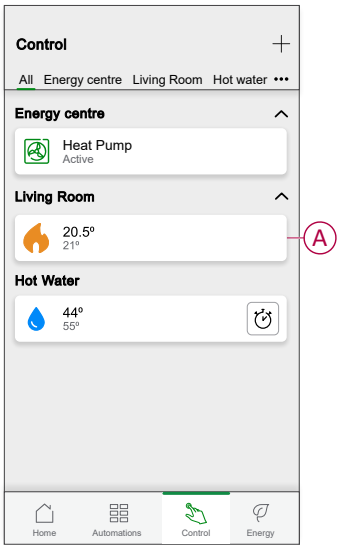
Adjusting the room temperature

Using the Wiser Home app, you can adjust the room temperature.

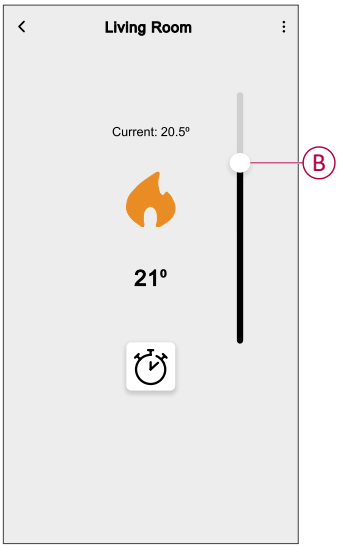
NOTE: If a room is installed only with a radiator valve (ITRV) and the associated heat pump is set for cooling, the room temperature can not be adjusted.
However, the current temperature of the room will be displayed.

To adjust the room temperature:

1. On the **Control** tab, select a room (A).



2. Drag the slider (B) up/down to adjust the room temperature.



Related Topics

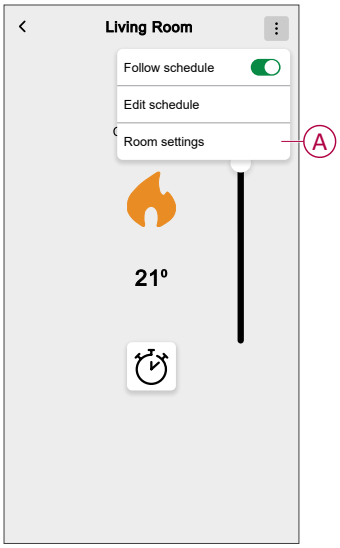
- Using the device (Parent Topic)

Managing the channel

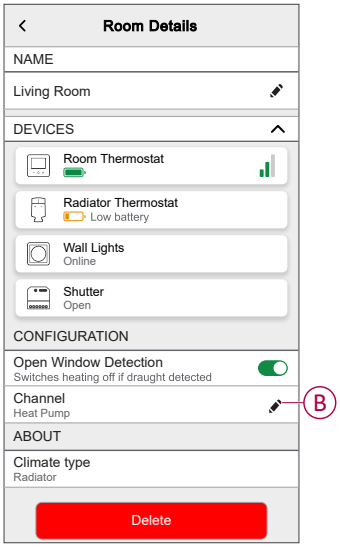
You can select the channel to manage the temperature of a room connected with heat pump.

To select the channel:

1. On the **Control** tab, choose the required room.
2. Tap ⋮ > **Room settings** (A).



3. Tap **Channel** (B).



4. Select the required channel(s) out of the following:
   - **Channel 1: Heating or Channel 2: Heating** - You can select one of these channels to heat the rooms using the radiators. The channel that you select will heat the rooms assigned to it.
   - **Virtual Channel Heat Pump** - If you select this channel, the heat pump will act as the heat source for the rooms.
   - **None** - You can select this when no room heating is required.

     NOTE: You can not select **Channel 1: Heating** and **Channel 2: Heating** at a time. However, one of these channels can be selected along with **Virtual Channel Heat Pump**. If a room is channeled with the heat pump and the radiators, selecting the respective channel will accelerate the room heating.

Related Topics

- Using the device (Parent Topic)

Operating the hot water tank

Using the Wiser Home app, you can turn on/off the hot water tank and activate the boost mode for a time span.

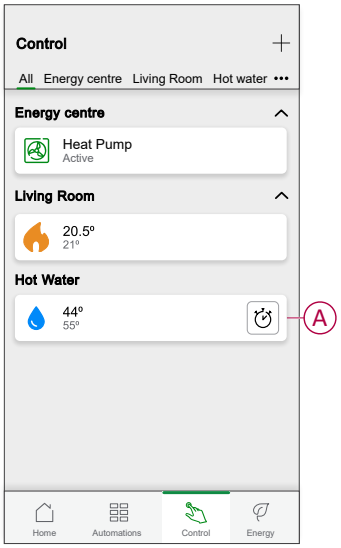
The boost mode will override the scheduled operation of the hot water tank.

The below icons indicate the on/off status of the hot water tank:

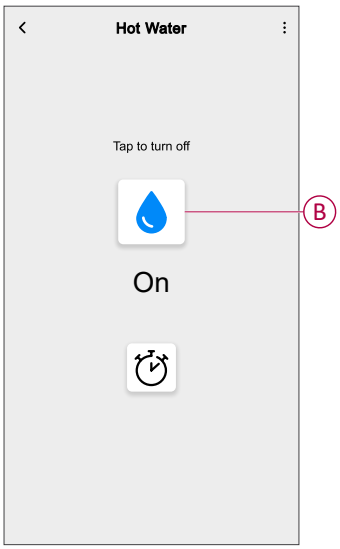
Icon	Hot water tank – Status
	OFF
	ON

To turn on/off the hot water tank:

1. On the **Control** tab, select **Hot Water** (A).



2. Tap (B) to turn the hot water tank on/off.



3. Tap and set the duration to activate the boost mode.

   NOTE: In case there is a immediate need for domestic hot water, there is a possibility to boost its production. Boost will then trigger direct electrical heating which is less efficient than heat pumping but is much quicker.

   Boost mode can be deactivated by tapping and selecting **Off**.

Related Topics

- Using the device (Parent Topic)

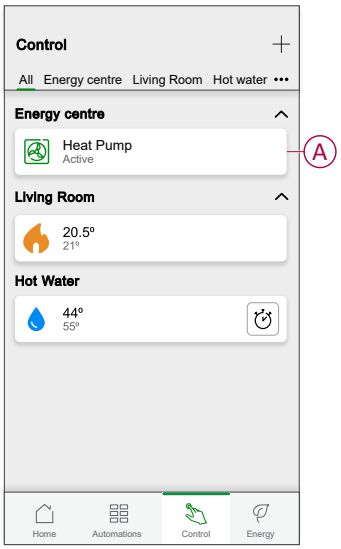
Operating the Heat Pump

Using the Wiser Home app, you can turn on/off the heat pump.
The below icons indicate the Online/Offline status of the heat pump:

Icon	Heat Pump – Status
	Offline
	Online

To turn on/off the hot water tank:

1. On the **Control** tab, select **Heat Pump** (A).



2. Tap the heat pump icon to turn the heat pump on/off.

   NOTE: If **Error** is displayed in the device control screen, check the control panel on the heat pump for more information. If necessary, contact the heat pump supplier.

Managing a schedule for temperature control

The temperature can be controlled and triggered by a schedule. You can create/edit the schedules at any time. There is a default schedule for the Aidoo devices. You can follow the same or change the schedule as necessary.

Using the Wiser Home app, you can manage schedules for:

- a room
- hot water tank.

  NOTE: When the schedule begins, you can see the **until** time on the **Control** tab under the device name. The **until** time indicates how long the device will remain in its current state according to the schedule.

Related Topics

- Using the device (Parent Topic)
- Managing heating schedule for a room
- Managing a schedule for the hot water tank

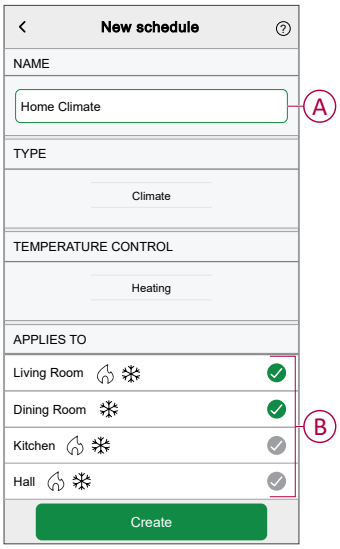
Managing heating schedule for a room

You can create a new schedule or mange the events of a schedule to adjust the room temperature.

To manage a schedule:

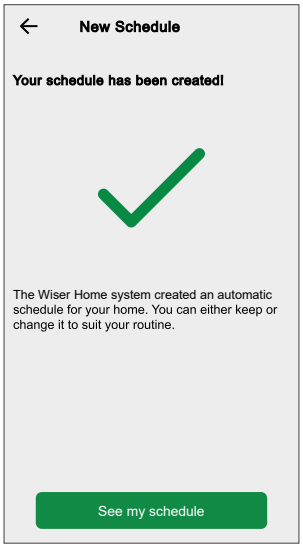
1. On the **Home** screen, tap ⊞ > **Schedules** > +.

2. Enter a **NAME** for the schedule (A) and select the list of rooms (B) where the schedule must apply.



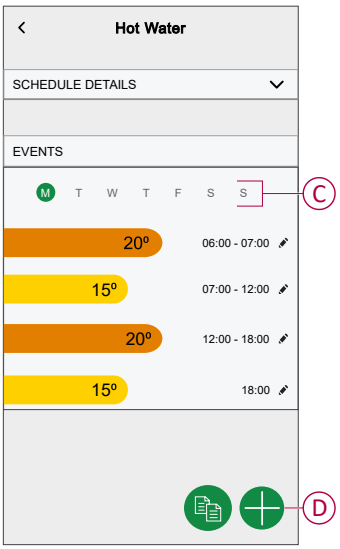
NOTE: The **TYPE (Climate)** and **TEMPERATURE CONTROL (Heating)** fields cannot be changed.

3. Tap **Create**.
4. Tap **See my schedule**.

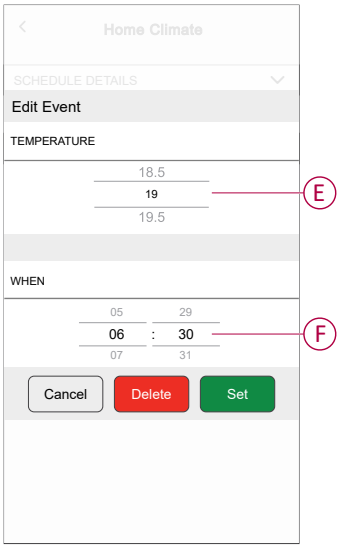


NOTE: A set of default events are created for the new schedule.

5. Select the day (C), for which you want to add an event.



6. Tap (D) to add an event.
   a. Set the **TEMPERATURE** (E).
   b. Select **WHEN** (F) to set the time for activation of the event.



7. Tap **Set**.

   TIP:

   - You can tap corresponding to an event and modify the event.
   - You can add multiple events in a schedule based on your requirement by following the steps 6 to 8.
   - You can tap to copy all the events from:
     - one day to other days
     - one schedule to another schedule.

   NOTE: If the room temperature is set manually, an ongoing event is overridden by the manual setting.

Related Topics

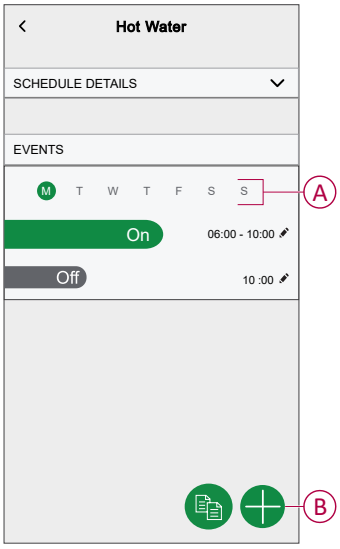
- Managing a schedule for temperature control (Parent Topic)

Managing a schedule for the hot water tank

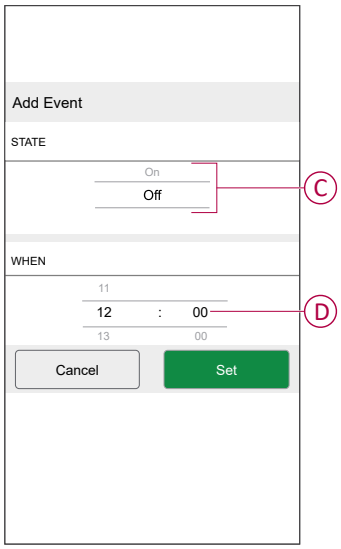
You can manage the events of a schedule for the hot water tank.

To manage a schedule:

1. On the **Control** tab, select **Hot Water** > **Edit Schedule**.
2. Select the day (A), for which you want to add an event.



3. Tap (B) to add an event.
   a. Set the **STATE** (C) to turn the event **On** or **Off**.
   b. Select **WHEN** (D) to set the time for activation of the event.



4. Tap **Set**.

   TIP:

   - You can tap corresponding to an event and modify the event.
   - You can add multiple events based on your requirement by following the steps 2 to 4.
   - You can tap to copy all the events from:
     - one day to other days
     - one schedule to another schedule.

   NOTE: Instances when the ongoing events are overridden:

   - If the hot water tank is turned on/off manually.
   - When the boost mode is on, events are overridden until the boost mode is turned off.

Related Topics

- Managing a schedule for temperature control (Parent Topic)

Notifications

You may see the following error notifications in the Wiser Home app:

1. While pairing the Aidoo with the Wiser Hub:
   a. **No Aidoo Pro could be found**, if:
      - The heat pump is not powered or
      - The Aidoo is not connected to the same home network as the Wiser Hub.
   b. **Unable to complete setup**, if:
      - The heat pump is not updated with the latest version of firmware. or
      - There are more than one heat pumps on the Wi-Fi network.
2. On the **Control** tab, is displayed, if there is any malfunction in the heat pump.

   Check the control panel on the heat pump for more information related to the error. If necessary, contact the heat pump supplier.
3. You get a **Device offline** notification or a **Device Offline** page is displayed in the Wiser Home app, when:
   - The Aidoo is not powered ON.
   - The Wi-Fi network is not powered ON.
   - The Aidoo and the Wiser Hub are not on the same home network.

Troubleshooting

Symptom	Possible cause and solution
displayed in the Wiser Home app.	Possible causes are: Device error. Solutions: Contact the heat pump supplier for more information.
Devices not discovered during pairing process.	Possible causes are:

Symptom	Possible cause and solution
	• The Aidoo is not powered on or not connected to the same home network. • The Aidoo is not updated with the latest firmware version. Solution: • Power ON the Aidoo and connect to the same network as the Wiser Hub. • Update the Aidoo with the latest firmware version. • Launch the discovery again. If the problem persists: 1. Tap **Help and Support** in the **Device Discovery** page. 2. Tap on the concerned device for installation help. You will be redirected to the related videos.
[ERRORCODE]: Your "Heat Pump Name" is reporting an issue. You may have limited functionality for your heating and hot water because of it. – Displayed in the Wiser Home app.	Possible cause: Device error. Solution: • Check the heat pump control panel. • If the issue persists, contact the heat pump supplier for more information.
Device offline- Notification displayed in the Wiser Home app.	Possible causes are: • The Aidoo is not powered on or not connected to the same home network. • The Aidoo is not updated with the latest firmware version. • The Wi-Fi network is not powered ON. Solution: • Power ON the Aidoo and connect to the same network as the Wiser Hub. • Update the Aidoo with the latest firmware version. • Turen ON the Wi-Fi network. If the problem persists: 1. Tap on the notification and tap **Help and Support** to find further solutions.

Related Topics

- About Aidoo Pro Wi-Fi® and Wiser System (Parent Topic)

Compliance

Related Topics

- Trademarks

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