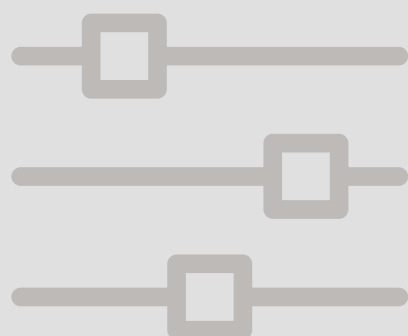# Control module
NIBE SMO S40
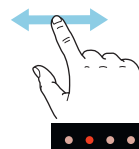
Quick guide

NAVIGATION

Select

Most options and functions are activated by lightly pressing on the display with your finger.

Scroll

If the menu has several sub-menus, you can see more information by dragging up or down with your finger.
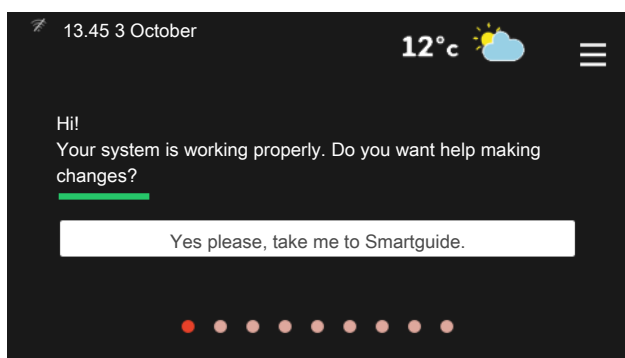
Browse

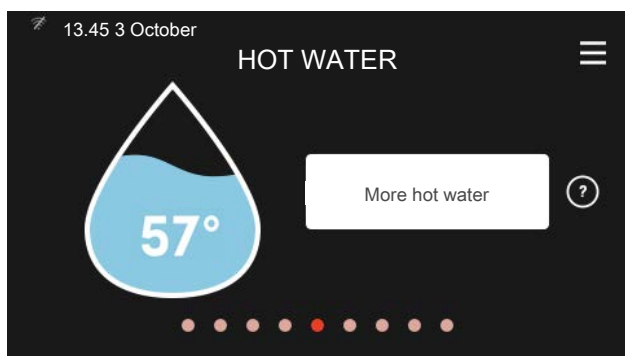The dots at the bottom edge show that there are more pages.

Drag to the right or left with your finger to browse between the pages.

Smartguide

13.45 3 October   12°c   ≡

Hi!
Your system is working properly. Do you want help making changes?
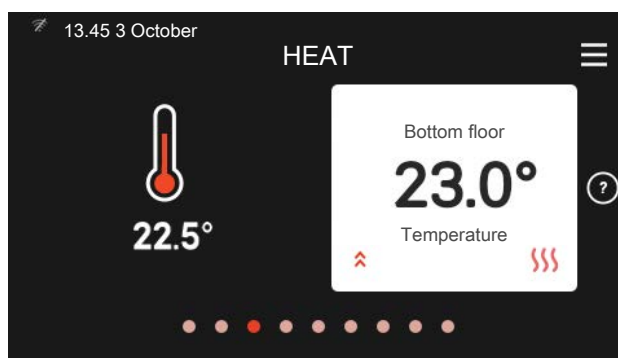
Yes please, take me to Smartguide.

Smartguide helps you both to view information about the current status and to make the most common settings easily. The information that you see depends on the product you have and the accessories that are connected to the product.
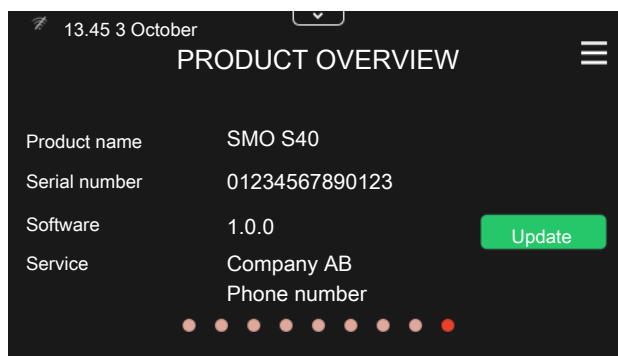
Setting the indoor temperature.

13.45 3 October   HEAT   ≡

22.5°

Bottom floor

23.0°

Temperature

Here, you can set the temperature in the installation's zones.

Increasing hot water temperature

13.45 3 October   HOT WATER   ≡

57°

More hot water

Here, you can start or stop a temporary increase in the hot water temperature.

Product overview

13.45 3 October   PRODUCT OVERVIEW   ≡

Product name	SMO S40	
Serial number	01234567890123	
Software	1.0.0	Update
Service	Company AB	
	Phone number	

Here, you can find information about product name, the product's serial number, the version of the software and service. When there is new software to download, you can do it here (provided that SMO S40 is connected to myUplink).

IN THE EVENT OF DISTURBANCES IN COMFORT

If you experience a disturbance in comfort of any kind, there are various measures you can take yourself before contacting your installer. For instructions, see section "Troubleshooting".

Table of Contents

1 Important information

Installation data

Product	SMO S40			
Serial number				
Installation date				
Installer				
Heat pump 1 – 4				
Heat pump 5 – 8				

No.	Name	Default settings	Set
1.30.1	Curve, heating (offset)	9	
1.30.2	Curve, cooling (offset)	0	
1.30.7	Own curve (curve slope)		

Accessories	

SERIAL NUMBER MUST ALWAYS BE GIVEN

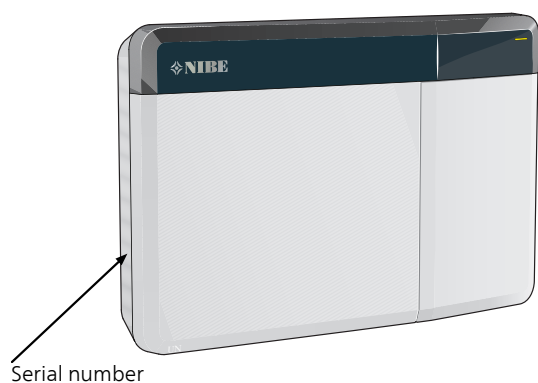It is hereby certified that the installation has been carried out according to instructions in the Installer Manual from NIBE and applicable regulations.

Date _____

Signature _____

Serial number

The serial number can be found on the left-hand side of the control module and on the "Product overview" home screen.


Serial number

> ☞ *Caution*
>
> You need the product's ((14 digit) serial number for servicing and support.

2 Control module's function

SMO S40 provides optimised control of the climate unit, which, together with a NIBE heat pump, accumulator/water heater and additional heater (e.g. electric/oil/gas boiler), creates a complete installation. Among other things, it controls the heat pump, circulation pumps, reversing valves and additional heat to supply your home with inexpensive and environmentally-friendly heating in the most efficient way. Up to eight NIBE heat pumps can be connected to a control system.

With the control module's smart and user-friendly technology, it is possible to automatically adjust the indoor climate and take complete control of the system from a mobile phone or tablet.

3 Display unit

Status lamp

USB port

On/off button

Display
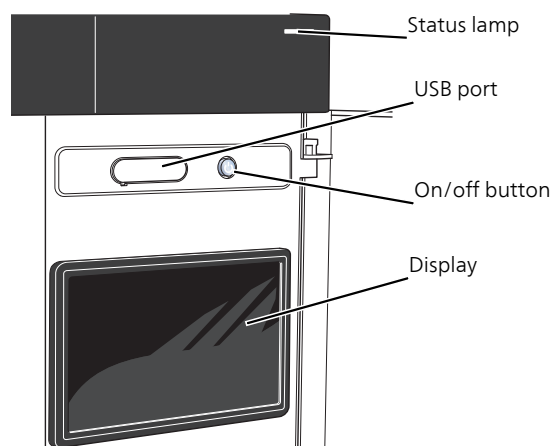
The status lamp

The status lamp shows how well your system is operating. It:

• lights up white during normal operation.

• lights yellow in emergency mode.

• lights red in the event of a deployed alarm.

• flashes white during active notice.

• is out when SMO S40 is switched off.

If the status lamp is red, you receive information and suggestions for suitable actions on the display.

> **TIP**
> You also receive this information via myUplink.

The USB port

Above the display, there is a USB port that can be used e.g. for updating the software. Visit myuplink.com and click the "Software" tab to download the latest version of the software for your installation.

> **TIP**
> If you connect the product to the network, you can update the software without using the USB port. See section "myUplink".

The on/off button

The on/off button has three functions:

• start

• switch off

• activate emergency mode

To start: press the on/off button once.

To switch off or restart: press the on/off button once. This brings up a menu with various options.

For hard switch off: press and hold the on/off button for 5 seconds.

You can activate the emergency mode both when SMO S40 is running and when it is switched off.

To activate when SMO S40 is running: press and hold the on/off button for 2 seconds and select "emergency mode" from the shutdown menu.

To activate when SMO S40 is switched off: press and hold the on/off button for 5 seconds. (Deactivate the emergency mode by pressing once.)

The display

Instructions, settings and operational information are shown on the display.

Navigation

SMO S40 has a touchscreen where you simply navigate by pressing and dragging with your finger.
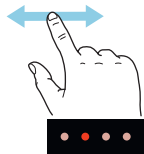
SELECT

Most options and functions are activated by lightly pressing on the display with your finger.

BROWSE

The dots at the bottom edge show that there are more pages.

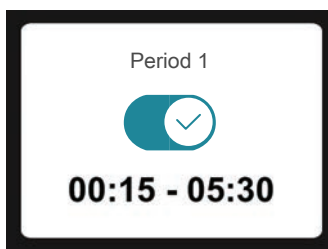Drag to the right or left with your finger to browse between the pages.

SCROLL

If the menu has several sub-menus, you can see more information by dragging up or down with your finger.
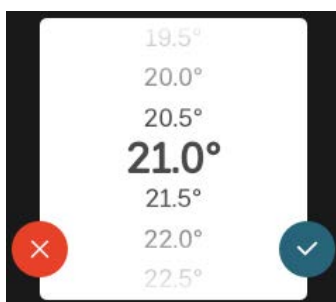
CHANGE A SETTING

Press the setting you want to change.

If it is an on/off setting, it changes as soon as you press it.

Period 1

00:15 - 05:30

If there are several possible values, a spinning-wheel appears that you drag up or down to find the desired value.
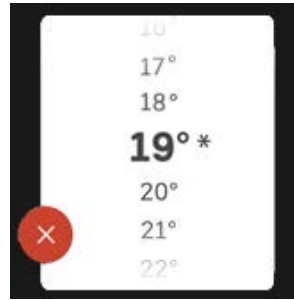

19.5°
20.0°
20.5°
21.0°
21.5°
22.0°
22.5°

Press ✓ to save your change, or ✗ if you don't want to make a change.

FACTORY SETTING

Factory set values are marked with *.

Your installer may have chosen other values that suit your system better.

17°
18°
**19° *
20°
21°
22°

HELP MENU

In many menus there is a symbol that indicates that extra help is available.

Press the symbol to open the help text.

You may need to drag with your finger to see all text.

Menu types

HOME SCREENS

Smartguide

Smartguide helps you both to view information about the current status and to make the most common settings easily. The information that you see depends on the product you have and the accessories that are connected to the product.

Select an option and press it to proceed. The instructions on the screen help you to choose correctly or give you information about what is happening.
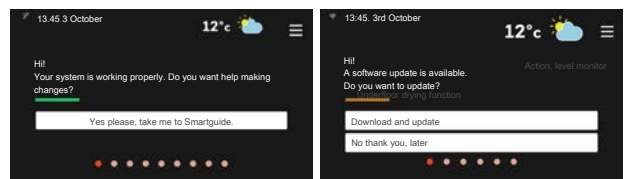
Function pages

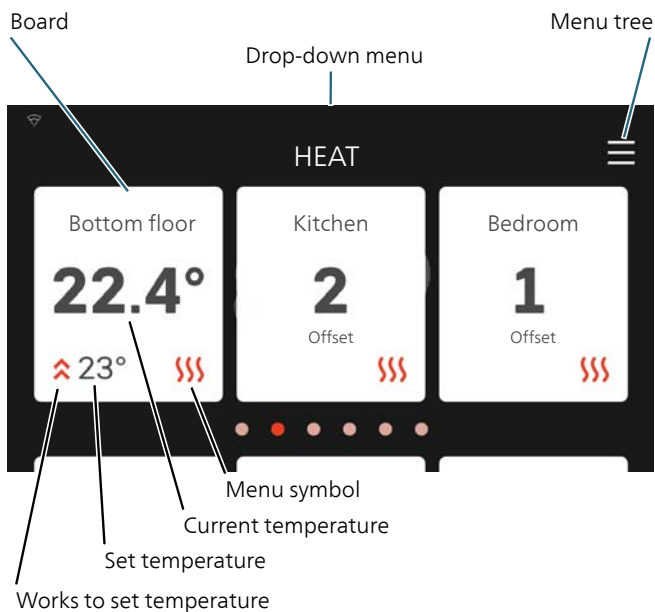On the function pages, you can both view information about the current status and easily make the most common settings. The function pages that you see depend on the product you have and the accessories that are connected to the product.
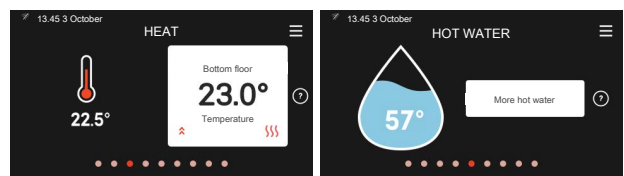
Drag to the right or left with your finger to browse between the function pages.
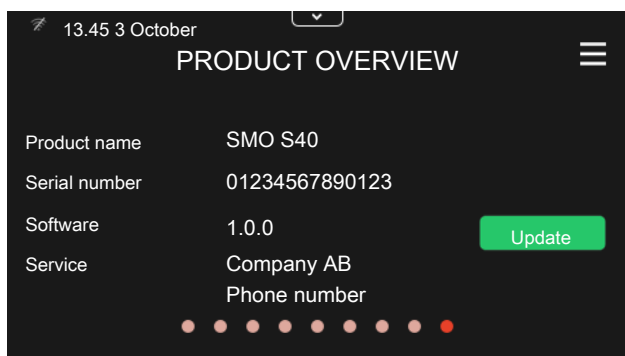
Board

Drop-down menu

Menu tree

HEAT

Bottom floor	Kitchen	Bedroom
22.4°	2	1
☆ 23°)))	Offset)))	Offset)))

● ● ● ● ● ●

Menu symbol

Current temperature

Set temperature

Works to set temperature

Press the boards to adjust desired value. On certain function pages, you use your finger to drag up or down to obtain more cards.

Product overview

It can be a good idea to have the product overview open during any service cases. You can find it among the function pages.

Here, you can find information about product name, the product's serial number, the version of the software and service. When there is new software to download, you can do it here (provided that SMO S40 is connected to myUplink).

13.45 3 October

PRODUCT OVERVIEW ≡

Product name	SMO S40
Serial number	01234567890123
Software	1.0.0	Update
Service	Company AB Phone number

● ● ● ● ● ● ● ● ●

Drop-down menu

From the home screens, you can reach a new window containing further information by dragging down a drop-down menu.

Drop-down menu

🛜 12°C 13.45 3 October

HEAT ≡

22.5°

Bottom floor

23.0° ?

Temperature

☆   )))

● ● ● ● ● ● ● ● ● ●
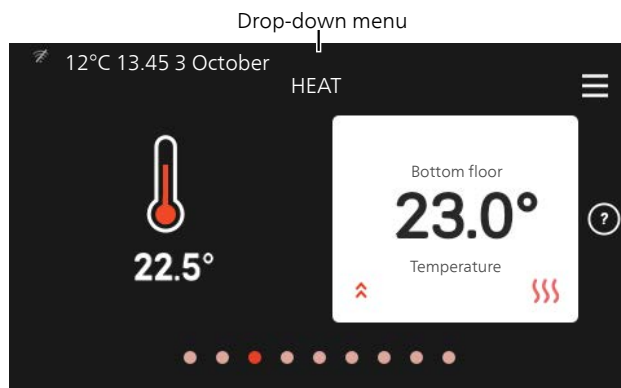
The drop-down menu shows the current status for SMO S40, what is in operation and what SMO S40 is doing at the moment.

🛜 13.45 3 October   12° 🌥️ ≡

Operating mode compressor	Heating
Demand mode, hot water	Average
Scheduling	Not active
External influence	Active

‹ ◒ ◑ ◑ ◑ ⚙ 💧 ❄))) ›

Press the icons on the menu's lower edge for more information about each function.

Compressor   ✕

Compressor speed	32 Hz
Operating status	Hot water
Supply line BT12	45°C
Return temp BT3 impact	35°C

‹ ◒ ◑ ◑ ⚙ 💧 ❄))) ›
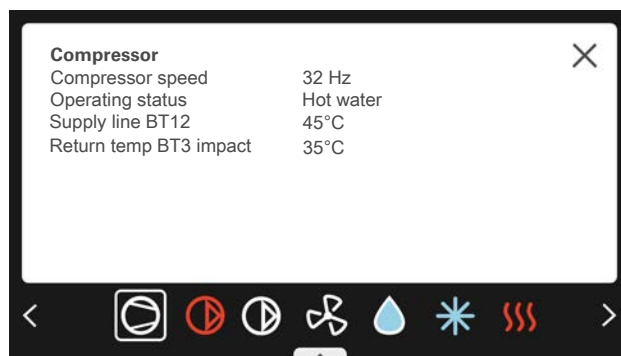
MENU TREE

In the menu tree, you can find all menus and can make more advanced settings.
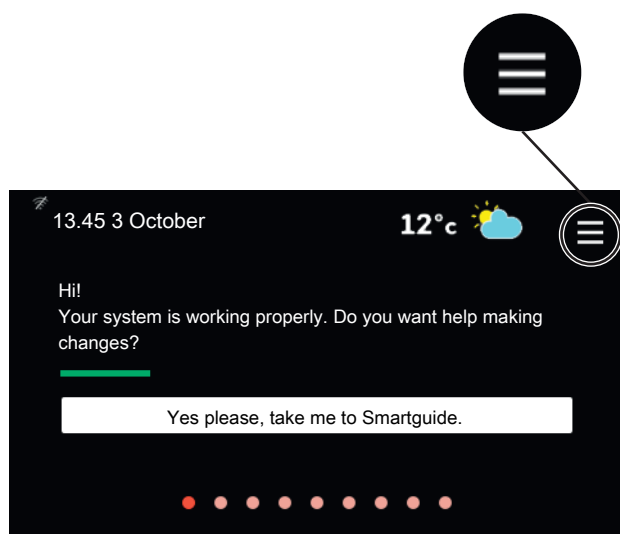
You can always press "X" to return to the home screens.
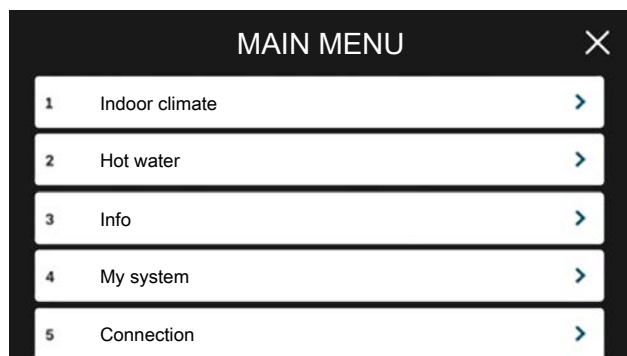
Menu system

MENU TREE

The menu tree consists of eight main menus.

Menu 1 – Indoor climate

Here, you make settings for indoor temperatures and ventilation (accessory is required).

Menu 2 – Hot water

You make settings for hot water operation here.

This menu is only visible in installations with water heaters.

Menu 3 - Info

Here, you can read current operating information and you can find various logs with older information

Menu 4 - My system

Here, you set date, language, operating mode, etc.

Menu 5 - Connection

Here, you connect your system to myUplink and make network settings.

Menu 6 - Scheduling

Here, you schedule different parts of the system.

Menu 7 - Installer settings

Advanced settings are made here. This menu is only intended for installers or service engineers.

Menu 8 - USB

This menu lights up when a USB memory is connected. You can update the software here, for example.

4 myUplink

With myUplink you can control the installation – where and when you want. In the event of any malfunction, you receive an alarm directly to your e-mail or a push notification to the myUplink app, which allows you to take prompt action.

Visit myuplink.com for more information.

> ☞ *Caution*
>
> Before you can start using myUplink, the product has to be installed and set up according to the instructions in the Installer Manual.

Specification

You need the following in order for myUplink to be able to communicate with your SMO S40:

- wireless network or network cable

- Internet connection to which SMO S40 can be connected

- account on myuplink.com

We recommend our mobile apps for myUplink.

For more information, visit myuplink.com.

Connection

If you do not already have an account, register in the mobile app or on myuplink.com.

CONNECT SYSTEM

> ☞ *Caution*
>
> Before you can connect to myUplink, you must select connection type (wired/wifi) in menu 5.2.1 or 5.2.2.

When you have logged in for the first time, you must connect your system to your registered account via the mobile app or myuplink.com. Here, you can also invite and/or add further users.

DISCONNECT USERS

You can choose to disconnect the users who are connected to your system:

You do this by going to menu 5.1 - myUplink.

> ⚠ *NOTE*
>
> Once you have disconnected all users, no one can monitor or control your system via myUplink without being connected to it again.

Range of services

myUplink gives you access to various levels of service. The base level is included and, apart from this, you can choose two premium services for a fixed annual fee (the fee varies depending on the functions selected).

The base level allows you to monitor the system, manage alarms and read diagrams containing information for the last month.

If you want to read older information, as well as receive information based on more parameters and/or change settings, choose a premium service.

Service level	Basic	Premium extended history	Premium change settings
Viewer	X	X	X
Alarm	X	X	X
History	X	X	X
Extended history	-	X	-
Manage	-	-	X

Mobile apps for myUplink

The mobile apps can be downloaded free of charge from where you usually download your mobile apps. Logging into the mobile app is performed using the same account details as on myuplink.com.

5 Maintenance of SMO S40

Regular checks

Your heat pump requires minimal maintenance after commissioning. On the other hand, it is recommended that you check your installation regularly. For more information regarding the maintenance of heat pumps and/or accumulator tanks/water heaters, refer to the relevant manual.

If anything unusual occurs, messages about the malfunction appear in the display in the form of different alarm texts.

Saving tips

Your installation produces heat and hot water. This occurs via the control settings you made.

Factors that affect the energy consumption are, for example, indoor temperature, hot water consumption, the insulation level of the house and whether the house has many large window surfaces. The position of the house, e.g. wind exposure is also an affecting factor.

Also remember:

• Open the thermostat valves completely (except in rooms where you want it to be cooler). The thermostats slow the flow in the heating system, which SMO S40 wants to compensate by increasing the temperature. The installation will then work harder and consequently also consume more energy.

• You can lower the operating cost when away from the house by scheduling selected parts of the system. This is done in menu 6 - "Scheduling".

• If you select "Hot water demand Small", less energy is used.

6 Disturbances in comfort

In most cases, SMO S40 notes a malfunction (a malfunction can lead to disruption in comfort) and indicates this with alarms, and instructions for action, in the display.

Info-menu

All the control module's (and any accessories' and heat pumps') measurement values are gathered under menu 3.1 (Operating info) in the control module's menu system. Examining the values in this menu can often make it easier to identify the source of the fault.

Manage alarm

In the event of an alarm, a malfunction has occurred and the status lamp shines with a steady red light. You receive information about the alarm in the smartguide on the display.

ALARM

In the event of an alarm with a red status lamp, a malfunction has occurred that SMO S40 cannot remedy itself. On the display, you can see what type of alarm it is and reset it.

In many cases, it is sufficient to select "Reset alarm and try again" for the installation to revert to normal operation.

If a white light comes on after selecting "Reset alarm and try again", the alarm has been remedied.

"Auxiliary operation" is a type of emergency mode. This means that the installation attempts to produce heat and/or hot water, even though there is some kind of problem. This could mean that the heat pump's compressor is not in operation. In this case, any electric additional heat produces heat and/or hot water.
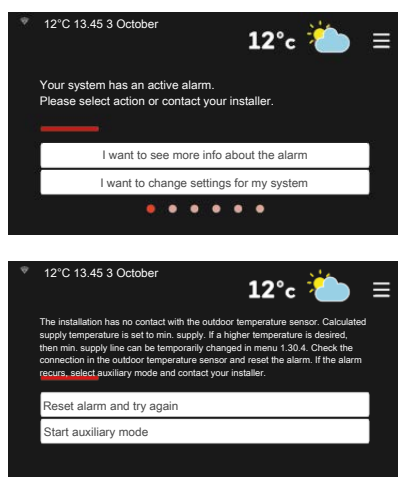
> ☞ *Caution*
>
> Selecting "Auxiliary operation" is not the same as correcting the problem that caused the alarm. The status lamp will therefore remain red.

If the alarm does not reset, contact your installer for suitable remedial action.

> ☞ *Caution*
>
> You need the product's ((14 digit) serial number for servicing and support.

Troubleshooting

If the operational interference is not shown in the display the following tips can be used:

Basic actions

Start by checking the following items:

- Group and main fuses of the accommodation.
- The property's earth circuit breaker.
- Correctly set load monitor (if current sensors installed).

Low hot water temperature or a lack of hot water

This part of the fault-tracing chapter only applies if the water heater is installed in the system.

- Closed or choked filling valve for the hot water.
  - Open the valve.

- Mixing valve (if there is one installed) set too low.
  - Adjust the mixer valve.

- SMO S40 in incorrect operating mode.
  - Contact your installer!

- Large hot water consumption.
  - Wait until the hot water has heated up. Temporarily increased hot water capacity can be activated in home screen "hot water" or in menu 2.1.

- Too low hot water setting.
  - Enter menu 2.2 and select a higher demand mode.

- Low hot water access with the "Smart Control" function active.
  - If the hot water usage has been low for an extended period of time, less hot water than normal will be produced. Activate "More hot water" in menu 2.1.

- Too low or no operating prioritisation of hot water.
  - Contact your installer!

- "Holiday" activated in menu 6.1.
  - Enter menu 6.1 and deactivate.

Low room temperature

- Closed thermostats in several rooms.
  - Set the thermostats to max in as many rooms as possible. Adjust the room temperature via home screen heating, rather than choking the thermostats.

- SMO S40 in incorrect operating mode.
  - Contact your installer!

- Too low set value on the automatic heating control.
  - Go to the Smartguide for help in increasing heating. You can also change the heating from the home screen heating.

- Too low or no operating prioritisation of heat.
  - Contact your installer!

- "Holiday mode" activated in menu 6.1.
  - Enter menu 6.1 and deactivate.

- External switch for changing room temperature activated.
  - Check any external switches.

- Air in the climate system.
  - Vent the climate system.

- Closed valves to the climate system.

  Closed valves to the climate system or heat pump.

  - Open the valves (contact your installer for assistance in finding them).

High room temperature

- Too high set value on the automatic heating control.
  - Go to the Smartguide for help in decreasing heating. You can also change the heating from the home screen heating.

- External switch for changing room temperature activated.
  - Check any external switches.

Low system pressure

- Not enough water in the climate system.
  - Fill the climate system with water and check for leaks. In event of repeated filling, contact the installer.

The air/water heat pump's compressor does not start

- There is no heating or cooling demand, nor hot water demand or pool demand.
  - SMO S40 does not call on heating, cooling, hot water or pool.

- Compressor blocked due to the temperature conditions.
  - Wait until the temperature is within the product's working range.

- Minimum time between compressor starts has not been reached.
  - Wait for at least 30 minutes and then check if the compressor has started.

- Alarm tripped.
  - Follow the display instructions.

Add. heat only

If you are unsuccessful in rectifying the fault and are unable to heat the house, you can, whilst waiting for assistance, continue running the heat pump in emergency mode or "Additional heat only" mode. "Additional heat only" mode means that additional heat only is used to heat the house.

SET THE INSTALLATION TO ADDITIONAL HEAT MODE

1. Go to menu 4.1 "Operating mode".

2. Select "Additional heat only".

EMERGENCY MODE

You can activate the emergency mode both when SMO S40 is running and when it is switched off.

To activate when SMO S40 is running: press and hold the on/off button for 2 seconds and select "emergency mode" from the shutdown menu.

To activate when SMO S40 is switched off: press and hold the on/off button for 5 seconds. (Deactivate the emergency mode by pressing once.)

Contact information

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nibe.ch

For countries not mentioned in this list, contact NIBE Sweden or check nibe.eu for more information.

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This manual is a publication from NIBE Energy Systems. All product illustrations, facts and data are based on the available information at the time of the publication's approval. NIBE Energy Systems makes reservations for any factual or printing errors in this manual.

431921