

## Frequently asked questions (FAQ)

### 1. General

- 1.1. What happens if inlet water temperature goes below 25°C?
- 1.2. Is CPD11/25-xx-M (GP12) circulation pump always necessary?
- 1.3. Is it possible to connect current sensors in one phase installations?
- 1.4. How does EMK300/500M heat meter works in order to calculate the energy produced?
- 1.5. What is the minimum system requirement for radiators and fan coils? On system requirements there is only information for underfloor.
- 1.6. What is the relation between degree minutes and heating/cooling requirements?

### 2. Controller

- 2.1. Wiring to controller (RC-HY20/40) should be shielded?
- 2.2. What can we do with "Point offset"?
- 2.3. Room sensor BT50
- 2.4. When there are multiple requirements at the same time (ex. Heating and DHW), how does the controller decide each priority of operation?
- 2.5. On menu 4.2. Op. mode, what is the difference between auto and manual?
- 2.6. Can I change outdoor temperature settings for auto mode transition between heating and cooling?
- 2.7. When the unit is set in auto mode or manual and an external input blocks heating/cooling does it also block DHW?
- 2.8. How does it work menu 5.11.1.1. Heat pump max current setting?
- 2.9. How many climate systems can RC-HY40 manage?
- 2.10. What is the maximum number of accessory cards that can be connected to RC-HY40?
- 2.11. Is it possible to remove RC-HY display from RC-HY20/40 module and place it in other place? If yes, what is the distance?
- 2.12. Is there any possibility (in the future) to recognise a buffer tank on the software?
- 2.13. Is there any demo software for RC-HY controllers?
- 2.14. Is there any software to read the log data retrieved from the controller?

- 2.15. Why do I turn on RC-HY40 and it immediately gives me BT2 sensor error?
- 2.16. Is it possible to connect old hydrolution (HMA series) with new controllers?
3. Domestic hot water
  - 3.1. Which sensors do I have to connect on DHW tank?
  - 3.2. Can I connect ME1030M immersion heater directly to RC-HY?
  - 3.3. How do I enable ME1030M immersion heater on RC-HY?
  - 3.4. For legionella protection control, it is possible to heat up DHW up to 70°C?
  - 3.5. Is it possible to activate luxury mode with external inputs?
  - 3.6. Can I connect PT300 tank together with FDCW140?
  - 3.7. Is it possible to combine MT tanks (300 and 500) with new line up?
  - 3.8. Is it possible to control solar heating?
4. Heating
  - 4.1. Heating temperature limitation, is it possible to set 80°C?
  - 4.2. Heating curve will change automatically when room sensor is connected and activated?
  - 4.3. Is it possible to use both room sensor RTS40M and indoor controller RMU40M?
  - 4.4. If there is more than 1 climate system installed, can supply temperatures of climate system 2-8 be higher than climate system 1?
  - 4.5. Is ELK9M electrical heater always necessary?
  - 4.6. Is it possible to combine more than one electrical heater (ELK9M) with split box application?
  - 4.7. Old hydrolution (HMA series) changes the curve if electrical immersion heater is connected/enabled. Is it the same for the new hydrolution?
5. Cooling
  - 5.1. Why can't I find cooling function on my controller?
  - 5.2. What is the purpose of "Super cooling" function on menu 1.9.5?
  - 5.3. It is always necessary to use accessories for cooling?
  - 5.4. If there is more than 1 climate system installed, can supply temperatures of climate system 2-8 be lower than climate system 1?
6. HMK units

- 6.1. Can we connect FDCW + HMK units in one phase installations?
- 6.2. On HMK connection manual, hot water circulation pump must be connected on auxiliary output and also QN12 must be connected there. How is this possible?
- 6.3. On HMK units, if cooling is not needed is it ok to place a cap on its connection?
- 6.4. Is it ok to short temp sensor common in HMK terminal?
- 6.5. Why HMK does include a Wilo circulation pump (GP12) and on service info it recognizes as Grundfos?
- 6.6. Can I connect HMK unit without outdoor unit?
7. Cascade systems
  - 7.1. What is the maximum number of outdoor units that it is possible to control on a cascade system?
  - 7.2. Can I use different units with different capacity in cascade systems?
  - 7.3. Do cascade systems backup in case of failure?
  - 7.4. Is there rotation operation on cascade systems?
  - 7.5. How do I set start-up operation of outdoor units in cascade systems?
  - 7.6. Do cascade systems keep equal operation hours of outdoor units?
  - 7.7. How is the operating principle for cascade with DHW?
8. Accessory cards
  - 8.1. What is the application of ECS40/41M and AXC30M?
9. myUpway
  - 9.1. What is myUpway?
  - 9.2. In the case that in a house we have two hydrolution (one for each zone) with two RC-HY40 or two RC-HY20 (one for each hydrolution) we would like to know whether the two RC-HY40 or two RC-HY20 should be connect a communication cable between them so that we avoid creating two myUpway accounts or for each RC-HY40 or RC-HY20 require a separate account?

## 1. General

### 1.1. What happens if inlet water temperature goes below 25°C?

If the inlet water temperature goes below 25°C the outdoor unit can't defrost. If there is hot water on DHW tank the heat pump will take the heat from it.

[Back](#)

### 1.2. Is CPD11/25-xx-M (GP12) circulation pump always necessary?

Yes. This circulation pump (GP12) is exclusive for this range of products and it is not available on the market. Also, it is a variable speed pump controlled by RC-HY.

[Back](#)

### 1.3. Is it possible to connect current sensors in one phase installations?

Yes. Maximum current is set on menu 5.1.12.

[Back](#)

### 1.4. How does EMK300/500M heat meter works in order to calculate the energy produced?

In order to calculate the energy produced (kW), RC-HY40 measures flow speed obtained by EMK and delta t on inlet and outlet of the installation.

[Back](#)

### 1.5. What is the minimum system requirement for radiators and fan coils? On system requirements there is only information for underfloor.

If we look at the following figures:

#### System requirements

The minimum water volume in the climate system is subject to the values in the table below. If it is not fulfilled, volume vessel must be installed.

(liter)

	With underfloor cooling application	Without underfloor cooling application
HSB60, HMK60 FDCW60VNX-A	50	20
HSB100, HMK100 FDCW71VNX-A	80	50
HSB100, HMK100 FDCW100VNX-A	100	80
HSB140 FDCW140VNX-A	150	150

We can say that with underfloor cooling application is the same as having a heating and cooling system and without underfloor cooling application will be heating only.

[Back](#)

### 1.6. What is the relation between degree minutes and heating/cooling requirements?

Heating and cooling requirements are calculated every minute using the formula (DM = Degree minutes):

New DM = Previous DM + (actual value – set point value)

Actual value is the temperature on BT25. If not available, BT2 is used.

Set point is the calculated flow temperature.

Degree minutes (DM):

- Is calculated every minute
- It is possible to do manual change of DM: menu 4.9.3
- At start-up DM is always 0
- When heating/cooling is not permitted DM is locked on 0

[Back](#)

## 2. Controller

### 2.1. Wiring to controller (RC-HY20/40) should be shielded?

Yes, especially if signal cables are close to supply cables.

[Back](#)

### 2.2. What can we do with “Point offset”?

With point offset, the heating curve can be changed at a specific outdoor temperature. The change starts 5°C below and stops 5°C above the set outdoor temperature point.

[Back](#)

### 2.3. Room sensor BT50

When room sensor is connected indoor temperature is displayed in the main menu. To affect the room temperature must be activated in the menu 1.9.4. The size of the room temperature influence is determined by the set factor.

The actual value of the flow line is changed by moving the offset:

$(\text{Selected room temperature} - \text{current room temperature}) \times \text{set factor} = \text{changing curve offset}$

Menu	Settings	Factory setting
<b>1.9.4 – Room sensor settings</b>	Control room sensor syst. 1	OFF
	Heating factor	2.0
	Cooling factor	1.0

If the room sensor is connected and we want to use it then control room sensor syst. 1 should be on.

Example of room sensor operation:

Selected room temperature: 20°C

Current room temperature: 16°C

Heating factor: 2.0

Changing curve offset =  $(20-16) \times 2.0$

Changing curve offset =  $4 \times 2 = 8$

Curve will be affected in 8 steps.

[Back](#)

#### **2.4. When there are multiple requirements at the same time (ex. Heating and DHW), how does the controller decide each priority of operation?**

If multiple requirements are needed, system will follow operation cycle set on menu 4.9.1 – Op. prioritisation.

On this operating menu it is possible to set how long the heat pump should work for each requirement when both are needed at the same time.

If “0” minutes is selected for a specific operating mode it means that this requirement is not prioritised. On this case, this operating mode will only turn on when there are no other requirements.

[Back](#)

#### **2.5. On menu 4.2. Op. mode, what is the difference between auto and manual?**

Auto mode, as the name suggests it is an automatic mode.

When this mode is set the unit will know when it needs to change-over between heating and cooling operation by detection with outdoor temperature sensor (BT1).

On manual mode it is possible to select what this the desired operating mode regardless the outdoor temperature.

[Back](#)

#### **2.6. Can I change outdoor temperature settings for auto mode transition between heating and cooling?**

Yes, it is possible to set on menu 4.9.2 Start temperature for cooling, stop temperature for heating, stop temperature for additional heat and filtering time.

[Back](#)

**2.7. When the unit is set in auto mode or manual and an external input blocks heating/cooling does it also block DHW?**

When the unit is in auto or manual mode and an external blocking like a thermostat is used, the heat pump will stop only for this operating mode. When DHW is needed the heat pump will start again.

[Back](#)

**2.8. How does it work menu 5.11.1.1. Heat pump max current setting?**

If the max current of the heat pump is higher than the max. current set on this menu the heat pump will decrease the power output respectively.

[Back](#)

**2.9. How many climate systems can RC-HY40 manage?**

RC-HY 40 can manage up to 8 climate systems (heating and cooling).

If 4 pipe active cooling system is connected then RC-HY 40 can only manage 4 heating systems.

[Back](#)

**2.10. What is the maximum number of accessory cards that can be connected to RC-HY40?**

In total up to 15 items on the communication line, including slaves.

Example: if 6 slaves are connected, then only 9 accessory cards can be connected.

[Back](#)

**2.11. Is it possible to remove RC-HY display from RC-HY20/40 module and place it in other place? If yes, what is the distance?**

We don't recommend to remove the display from the control module. There isn't any extra frame it to place it so the display stand alone will look unsightly.

The maximum distance between the controller and display is 4-5 meters.

[Back](#)

**2.12. Is there any possibility (in the future) to recognise a buffer tank on the software?**

No.

[Back](#)

**2.13. Is there any demo software for RC-HY controllers?**

Yes, it is available.

Please make your request to the following contact person:

Rafael Fernandes

Email: [rafael\\_fernandes@mhiae.com](mailto:rafael_fernandes@mhiae.com)

[Back](#)

**2.14. Is there any software to read the log data retrieved from the controller?**

Yes, it is available.

Please make your request to the following contact person:

Rafael Fernandes

Email: [rafael\\_fernandes@mhiae.com](mailto:rafael_fernandes@mhiae.com)

[Back](#)

**2.15. Why do I turn on RC-HY40 and it immediately gives me BT2 sensor error?**

This happens for two reasons:

- a) There is no climate system 2 connected and it was enabled when commissioning
- b) There is a short circuit on sensor BT2 of extra climate system.

[Back](#)

**2.16. Is it possible to connect old hydrolution (HMA series) with new controllers?**

No.

### 3. Domestic hot water

#### 3.1. Which sensors do I have to connect on DHW tank?

Hot water sensors: the most important sensor according to which the heat pump works it is BT6 (hot water bottom). The BT7 (hot water top) sensor shows only DHW temperature in the place where it is mounted.

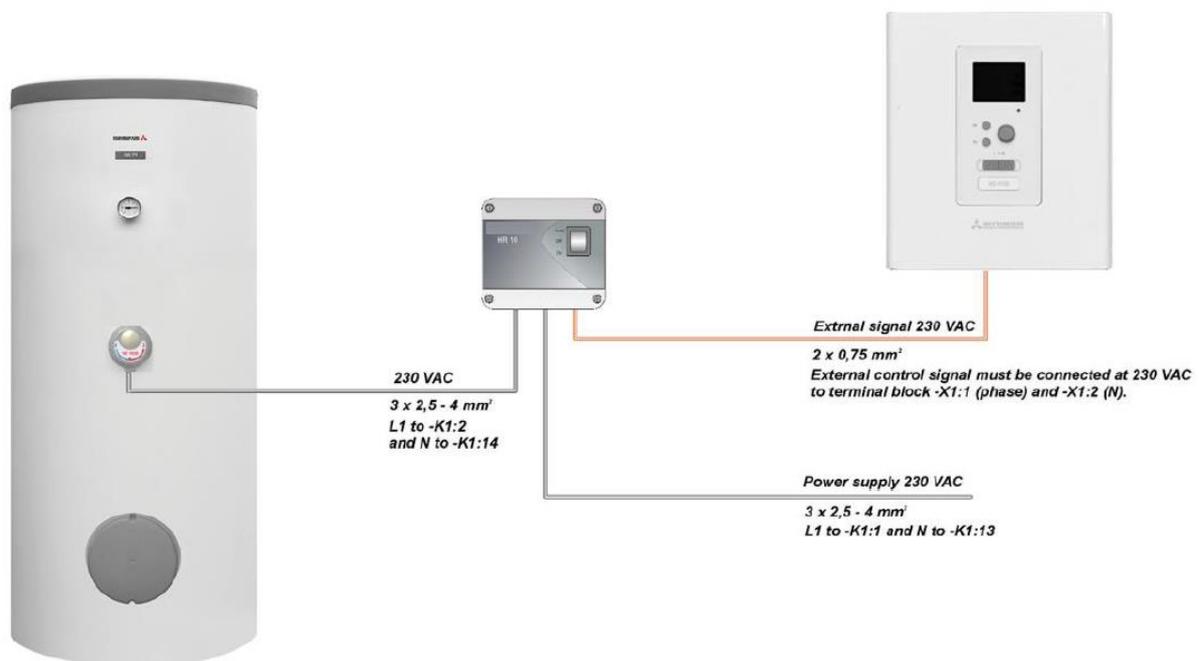
So, if we want DHW produced by the heat pump we always have to connect BT6 but BT7 it is optional.

[Back](#)

#### 3.2. Can I connect ME1030M immersion heater directly to RC-HY?

No. ME1030M immersion heater must be connected always via HR10M relay.

Connection example:

[Back](#)

### 3.3. How do I enable ME1030M immersion heater on RC-HY?

ME1030M can be enabled on service menu 5.

In order to do it is necessary to go to menu 5.1.12 – Addition and set add type as “step controlled” and set positioning as “after QN10”.

After doing this the controller will know that the third relay/third step of additional heat has the following function: control of the immersion heater in the water heater/accumulator tank.

[Back](#)

### 3.4. For legionella protection control, it is possible to heat up DHW up to 70°C?

Yes, it is possible.

As maximum flow temperature provided by the heat pump is 58°C an additional heat is needed to provide the remaining energy.

[Back](#)

### 3.5. Is it possible to activate luxury mode with external inputs?

Yes, it is possible.

Both controllers include 6 programmable potential free inputs where one of the available programmable set is: **Contact for activation of “temporary lux”**.

This function needs to be enabled on service menu 5.4 – Soft in/outputs.

If this function is ON, temporary hot water production function is enabled when signal is closed.

[Back](#)

### 3.6. Can I connect PT300 tank together with FDCW140?

No. With this unit is only possible to connect PT500 tank.

[Back](#)

### 3.7. Is it possible to combine MT tanks (300 and 500) with new line up?

Yes, it is possible but it is not an official combination.

If this tank is used, when commissioning it is necessary to change one parameter on service menu

#### 5.1.1. Hot water settings:

##### Menu 5.1.1 - hot water settings

###### *economy*

Setting range start temp. economy: 5 – 55 °C

Factory setting start temp. economy: 42 °C

Setting range stop temp. economy: 5 – 60 °C

Factory setting stop temp. economy: 48 °C

###### *normal*

Setting range start temp. normal: 5 – 60 °C

Factory setting start temp. normal: 46 °C

Setting range stop temp. normal: 5 – 65 °C

Factory setting stop temp. normal: 50 °C

###### *luxury*

Setting range start temp. lux: 5 – 70 °C

Factory setting start temp. lux: 49 °C

Setting range stop temp. lux: 5 – 70 °C

Factory setting stop temp. lux: 53 °C

###### *stop temp. per. increase*

Setting range: 55 – 70 °C

Factory setting: 55 °C

###### *charge method*

Setting range: target temp, delta temp

Default value: delta temp

Charge method needs to be set as: **target temp.**

#### Reason:

Target temp charge method is recommended for heaters with DHW coil (MT tanks). This charge method used high capacity curve only.

Delta temp charge method is recommended for heaters with charge coil (PT tanks). This charge method uses high capacity curve when BT12, BT3 and BT6 allow it and finish the charging with low capacity curve.

[Back](#)

### 3.8. Is it possible to control solar heating?

Yes. This function is only available with RC-HY40 controller.

When enabling this function you have the possibility, together with a tank with two coils, separate tanks with 1 coil or via heat exchanger of:

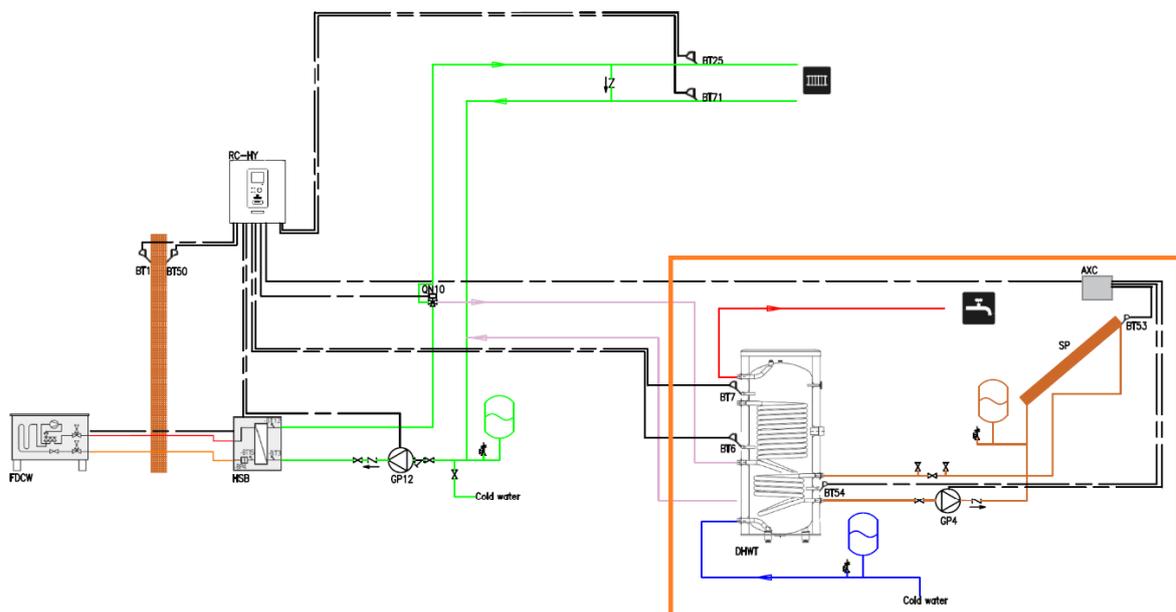
- Domestic hot water charging

To control solar heating an accessory card is needed (AXC30M or AA5 of RC-HY40, if available) and for the solar panel is required a special sensor with silicon for high temperatures protection.

Solar sensor part name/number:

Temperature sensor BT53 (MCD291A410).

**Outline diagram (example):**



[Back](#)

## **4. Heating**

### **4.1. Heating temperature limitation, is it possible to set 80°C?**

Maximum recommended flow temperature is 70°C.

It should be set on menu 5.1.2 – max flow line temperature

**Default value:** 60°C

**Setting range:** 5-70°C

[Back](#)

### **4.2. Heating curve will change automatically when room sensor is connected and activated?**

Yes.

It is important to set heating factor accordingly on menu 1.9.5 – Room sensor settings.

We recommend:

- Underfloor heating: 0.5
- Radiators: 2.0

[Back](#)

### **4.3. Is it possible to use both room sensor RTS40M and indoor controller RMU40M?**

For one heating zone you can use one room sensor and it could be RST40M or RMU40M.

If both are connected, RTS works automatically as a room temperature sensor and RMU only as a room controller.

[Back](#)

#### **4.4. If there is more than 1 climate system installed, can supply temperatures of climate system 2-8 be higher than climate system 1?**

No. If the installation has more than one climate system, individual maximum temperatures of the remaining climate systems cannot be set higher than supply temperature of climate system 1.

[Back](#)

#### **4.5. Is ELK9M electrical heater always necessary?**

No, ELK9M is an accessory.

It should be connected if:

- Heating capacity provided by the heat pump system is not enough
- Emergency purposes
- Desired flow temperature >58°C

[Back](#)

#### **4.6. Is it possible to combine more than one electrical heater (ELK9M) with split box application?**

Yes, it is possible.

RC-HY controller includes 3 potential free relays (3 step linear or 7 step binary) to control external step controlled additional heat.

Additional heat must be connected on AA7-X2 and all the settings of it are made in menu 4.9.3 and service menu 5.1.12.

[Back](#)

#### 4.7. Old hydrolution (HMA series) changes the curve if electrical immersion heater is connected/enabled. Is it the same for the new hydrolution?

No.

Heating curve remains the same. Electrical immersion heater only ramps up if heating capacity provided from the heat pump is not enough or there is an alarm.

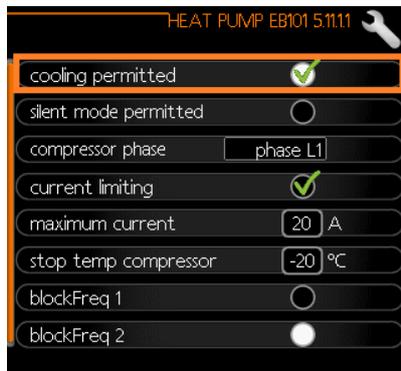
[Back](#)

### 5. Cooling

#### 5.1. Why can't I find cooling function on my controller?

From factory cooling function comes disabled.

In order to have access to cooling mode function it is necessary to access service menu 5.1.11.1 – Heat pump and set “cooling permitted”.



[Back](#)

#### 5.2. What is the purpose of “Super cooling” function on menu 1.9.5?

Super cooling function is similar to previous function available on HMA unit.

When super cooling function is enabled, the heat pump is completely dedicated to cooling and DHW is carried by the electrical heater that is installed on PT tank.

If there is no electrical heater on the tank we don't recommend to enable this function.

[Back](#)

**5.3. It is always necessary to use accessories for cooling?**

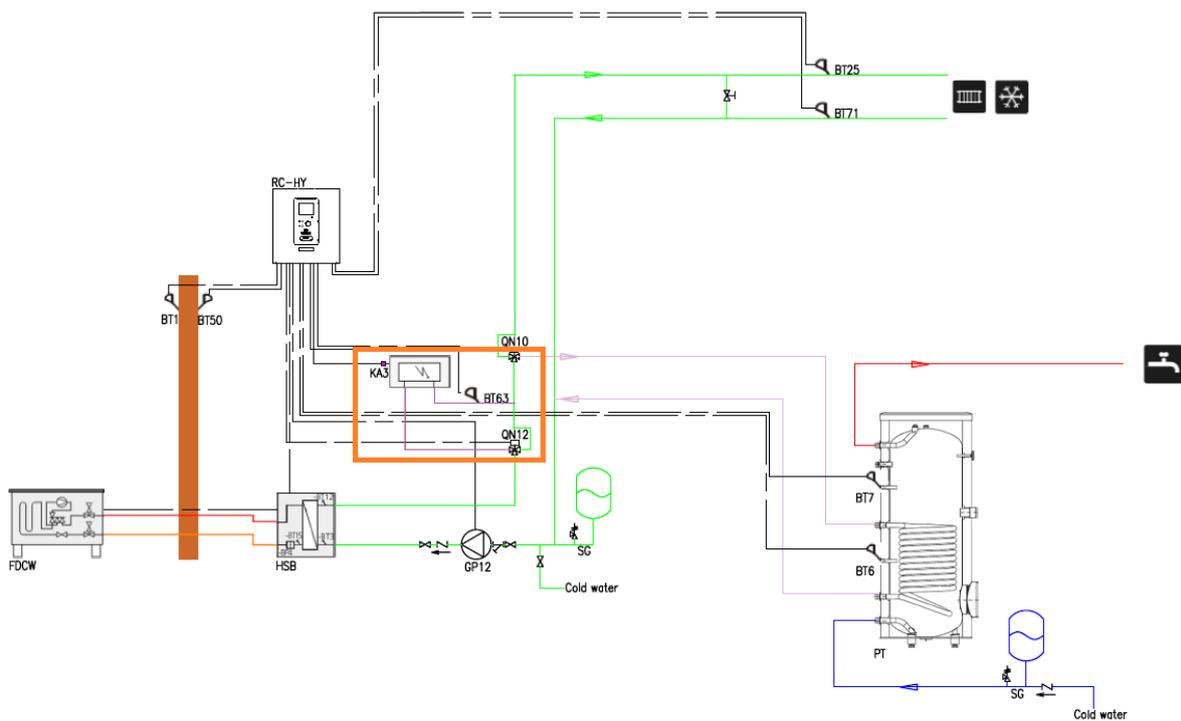
No.

It is only necessary if:

- a) There is a 2 pipe system for heating and cooling with additional heat.

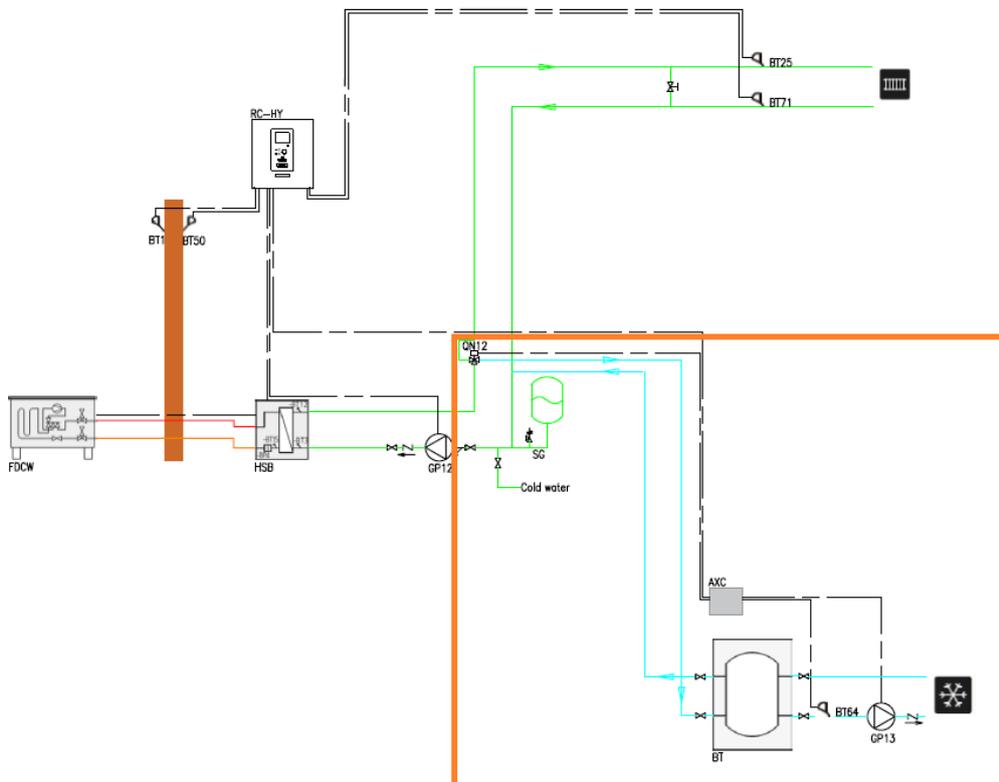
On this specific situation we need a diverting valve QN12 before additional heat to avoid condensation.

Installation example:



(next page)

b) There is a 4 pipe system (2 pipe heating + 2 pipe cooling)



[Back](#)

**5.4. If there is more than 1 climate system installed, can supply temperatures of climate system 2-8 be lower than climate system 1?**

No. If the installation has more than one climate system, individual minimum temperatures of the remaining climate systems cannot be set lower than supply temperature of climate system 1.

[Back](#)

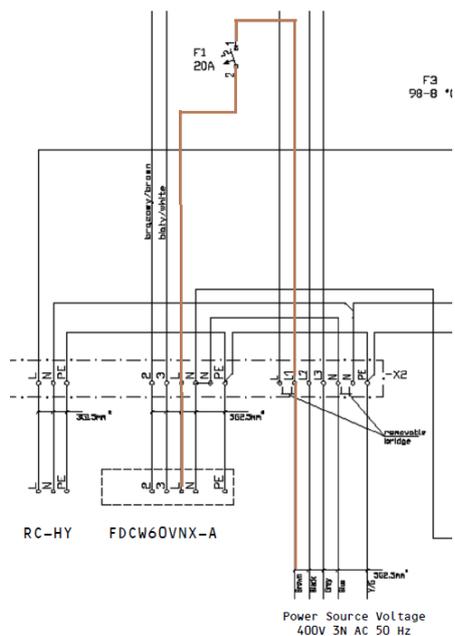
## 6. HMK units

### 6.1. Can we connect FDCW + HMK units in one phase installations?

Yes.

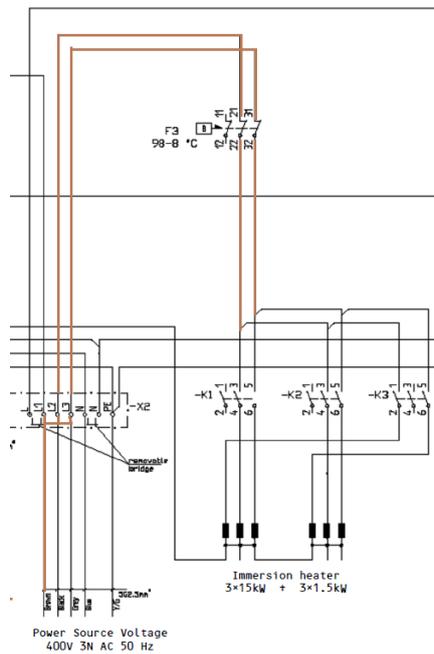
If you don't use additional heat just connect power supply as one phase and all the system will work.

**Connection example: (next page)**



If there is a need of additional heat depending on the desired capacity of it, it is necessary to put a bridge between lines L1-L2 and L2-L3. (next page)

**Connection example:**



[Back](#)

**6.2. On HMK connection manual, hot water circulation pump must be connected on auxiliary output and also QN12 must be connected there. How is this possible?**

It is not possible, you have to choose QN12 or hot water circulation pump.

If HMK is only connected for heating, DHW and DHW circulation then you connect hot water circulation pump there.

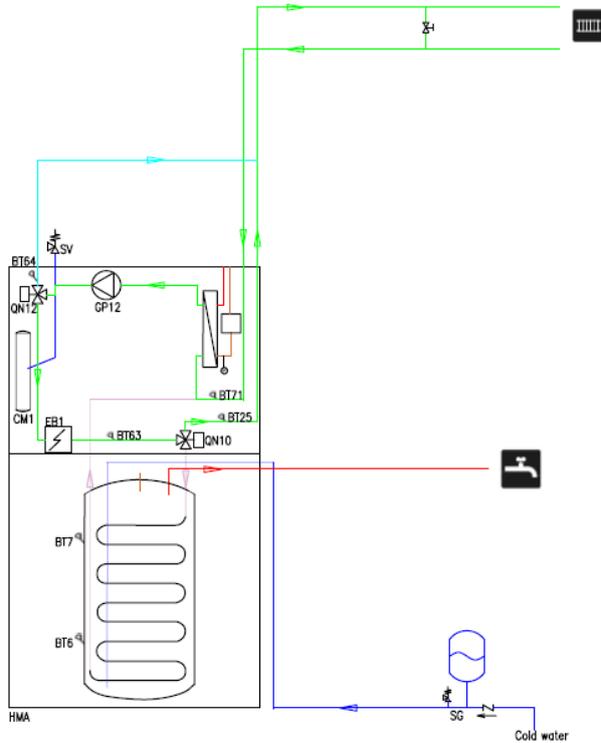
If HMK is used for heating, cooling, DHW and DHW circulation then QN12 is connected on auxiliary and hot water circulation pump is connected with an external accessory card (AXC30M – Hot water comfort)

[Back](#)

**6.3. On HMK units, if cooling is not needed is it ok to place a cap on its connection?**

No. We recommend to bypass it.

Connection example:



[Back](#)

**6.4. Is it ok to short temp sensor common in HMK terminal?**

On RC-HY20 it is possible to do it.

Example: BT6 and BT7

On RC-HY 40 it is not recommended.

[Back](#)

### **6.5. Why HMK does include a Wilo circulation pump (GP12) and on service info it recognizes as Grundfos?**

This happens because this model name it is not recognized on mapping of the software. It only has the mapping of Grundfos pumps.

The name is not the same but the circulation pump is correct and it works as it should.

[Back](#)

### **6.6. Can I connect HMK unit without outdoor unit?**

Yes.

If there isn't any heat pump connected, the controller does not recognise any slave and it works automatically with electrical heater for heating and DHW.

It is still necessary to connect all the sensors to assure that the system will work.

[Back](#)

## **7. Cascade systems**

### **7.1. What is the maximum number of outdoor units that it is possible to control on a cascade system?**

It is possible to control up to 8 slaves.

[Back](#)

### **7.2. Can I use different units with different capacity in cascade systems?**

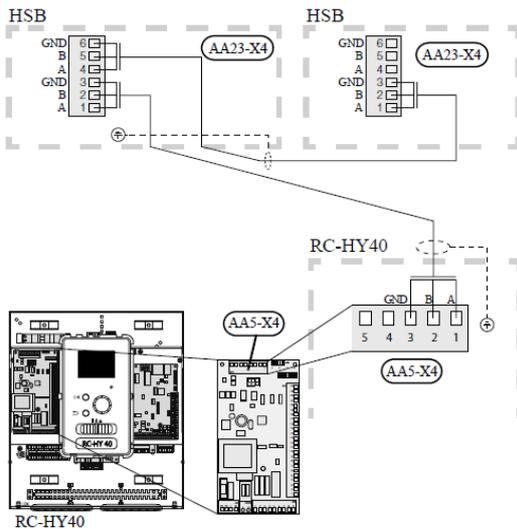
Yes, it is possible to do it.

When commissioning controller will recognize the units. Each unit must have its own address and they need to have communication cables between them.

Address is set on HSB units as it follows:

Address	S3-1	S3-2	S3-3
1	OFF	OFF	OFF
2	On	OFF	OFF
3	OFF	On	OFF
4	On	On	OFF
5	OFF	OFF	On
6	On	OFF	On
7	OFF	On	On
8	On	On	On

Communication is also made between HSB units and RC-HY40:



[Back](#)

### 7.3. Do cascade systems backup in case of failure?

Yes.

[Back](#)

### 7.4. Is there rotation operation on cascade systems?

Yes, there is a rotation operation on cascade systems.

[Back](#)



## 7.6. Do cascade systems keep equal operation hours of outdoor units?

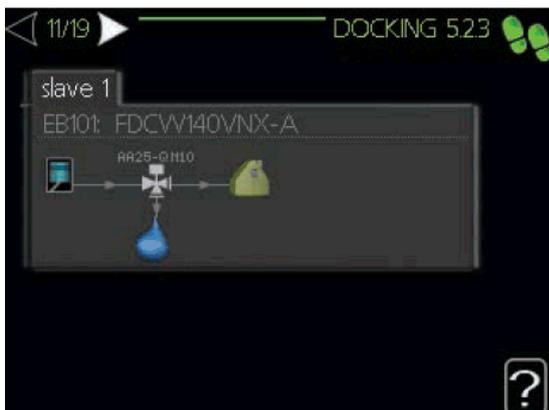
RC-HY40 controller tries to keep similar running hours of the outdoor units, thus a balanced operation time.

The criteria used to guarantee a balanced operation time is the following one:

- First unit to start is the unit with lowest amount of starts and the second will be the second unit with lowest amount of starts and so on.
- First unit to stop will be the one with the longest operation hours and the second unit will be the second unit with the longest operation hours and so on.

Above is valid if all the units have the same docking.

Docking principle of the units is set on service menu 5.2.3 Docking:



[Back](#)

## 7.7. How is the operating principle for cascade with DHW?

On service menu 5.1.1 Hot water settings there is one parameter available name as: "Step diff compressor".

This step difference is a hysteresis that can be selected between 0 and 4. By default is 1.

This step follows the following rule:

If step diff compressor = 1 then second compressor starts when  $BT6 < \text{Start temp DHW}-1$

**Example:**

**Hydrolution - FAQ**

There is a cascade system with 2 heat pumps for heating and dhw.

DHW comfort mode is: Economy

Start temperature for Economy: 42°C

Start of the second unit when BT6 < 41°C

When BT6 (sensor on the bottom of the tank) temperature reaches 42°C first unit will turn on.

If temperature continues to decrease it means that there is still consumption and that one unit is not enough.

So, we reach 40°C and second unit will start.

[Back](#)

## **8. Accessory cards**

### **8.1. What is the application of ECS40/41M and AXC30M?**

ECS40/41M it is an extra climate system kit that includes the same accessory card as AXC30M, circulation pump, mixing valve, flow and return sensors and indoor sensor.

It is used when there is more than one climate system with different flow temperatures.

ECS40M can be used on a surface up to 80 m<sup>2</sup>.

ECS41M can be used on a surface up to 250m<sup>2</sup>.

If a surface has more than 250m<sup>2</sup> or it is a retrofit installation and circulation pump and mixing valve is already installed, there is only needed AXC30M card.

AXC30M it is an accessory card with several combinations available.

It can be used for:

- a) Extra climate system – If a surface has more than 250m<sup>2</sup>, it is a retrofit installation and circulation pump and mixing valve is already installed, or you want to use your own circulation pump and mixing valve, there is only needed AXC30M card.

- b) Shunt or step control additional heat – we use this combination to enable an external additional heater.
- c) Hot water comfort – when there are high requirements of DHW we use this combination to control DHW flow temperature. So, we allow temporary luxury, we control a mixing valve to get the desired hot water flow temperature and we also control hot water circulation.
- d) 4 pipe active cooling – when a 4 pipe cooling system is installed AXC30M card is used to control the 3 way valve (QN12), circulation pump (GP13) and to regulate cooling via BT64.
- e) Cascade systems – when there are more than 2 slaves connected this accessory card is needed. Reason: RC-HY40 is capable to control the first 2 circulation pumps of the first 2 slaves. The following circulation pumps of the following slaves need an additional controller. For each AXC30M 2 slaves can be controlled.
- f) Pool heating – it is possible to enable pool heating together with the climate system. Up to two pools can be connected and controlled individually. One AXC30M is needed per pool.
- g) Solar heating - When enabling this function you have the possibility, together with a tank with two coils, separate tanks with 1 coil or via heat exchanger of:
  - o Domestic hot water charging
- h) Ventilation – It is possible to control ventilation systems (DC fans) with this accessory card. It is always necessary to connect 4 sensors to the card. AXC30M included 2 sensors so 2 more need to be added. Up to four ventilation systems can be controlled. One AXC30M is needed per ventilation system.

For your information: RC-HY40 includes one AA5 card which is the same as AXC30M.

[Back](#)

## 9. myUpway

### 9.1. What is myUpway?

MyUpway is a remote tool where you can view the status of your heat pump and of your house, and if you wish you can remotely manage your heating and dhw system (optional).

So, there are two subscriptions for myUpway:

#### 1. Basic - free.

Access the system as a viewer you can see the status of your heating/dhw system, receive updates about it, you are informed if there is an alarm, you know which one it is and you can reset the alarm. Download history information about the system. In this "Viewer" type, you can't remotely manage your system.

#### 2. Premium - annual fee

Here you can choose different type of premium, where you can enable/disable services. Normally people activate premium and then they can interact with the heating system, domestic hot water and also heat pump settings. To get this function, after you register your installation you will have one link on the left: "Premium".

Price conditions for myUpway are:

## Premium Subscription



Get the best out of myUpway by applying for the premium functions. Select the functions that interest you and start your premium subscription.



### Manage

Change and view your heating system settings in real-time.

- No subscription
- Buy subscription for 12 months [+24.90 EUR]  
Subscription valid until 11/01/2020



### History

Get access to logged operational data for your system

- No subscription
- Buy subscription for 12 months [+24.90 EUR]  
Subscription valid until 11/01/2020

[Back](#)

**9.2. In the case that in a house we have two hydrolution (one for each zone) with two RC-HY40 or two RC-HY20 (one for each hydrolution) we would like to know whether the two RC-HY40 or two RC-HY20 should be connect a communication cable between them so that we avoid creating two myUpway accounts or for each RC-HY40 or RC-HY20 require a separate account?**

For each RC-HY you must install one ethernet cable, it is not possible to communicate between them. Each controller as it serial number and its system information.

[Back](#)