Operation and Installation Manual

PAGE

1. WARNING SIGNS

Please read the following notes before installing and using the pump.

Before starting the pump, ensure that the system is filled with water each time, and do not allow the pump to run dry.

Do not tighten or loosen pump bolts and pump head mounting bolts while under pressure.

The pump should be installed by qualified personnel in accordance with these operating and installation instructions, and in line with the principles of good installation practice.

The manufacturer is not responsible for damage caused by improper installation of the pump.

When operating the pump with high-temperature heating mediums, there is a risk of burns upon contact with the pump body.

In the event of leaks in the system that may endanger the pump's electronics, immediately de-energize the pump.

Exercise caution when servicing the electronic pump.

HOW TO MANAGE WASTE EQUIPMENT

This pump is labeled in accordance with the European Directive 2012/19/EU and the Polish Act of 11 September 2015 on waste electrical and electronic equipment (Journal of Laws of 23.10.2015, item 11688), with the symbol of a crossed-out waste container. This labeling indicates that this equipment must not be disposed of with other household waste after its useful life. The user is required to deliver it to authorized waste electrical and electronic equipment collection centers. Collection operators, including local collection points, stores, and municipal units, have established an appropriate system for accepting this equipment. Proper handling of waste electrical and electronic equipment helps avoid harmful consequences for human health and the environment, which can result from the presence of hazardous components and improper storage and processing of such equipment.

(a) The electronic circulation pump is designed to facilitate circulation in domestic hot water systems. The maximum temperature of the heating medium is 95°C. Unauthorized interference with the pump's mechanical system can result in severe injury.

(b) The temperature of the supplied liquid should not exceed the maximum temperature value indicated on the nameplate.

(c) This product must not be used in high humidity environments or submerged in water!

(d) The pump should be protected with appropriate overvoltage and overload fuses in accordance with local regulations of the electricity supplier.

(e) The pump should be installed in a position where the axis of rotation of the impeller is horizontal. Otherwise, the motor will be damaged!

2. PRINCIPLES OF SAFETY

Safety Instructions:

- The product may only be installed and serviced by qualified personnel in accordance with the requirements of the local utility.
- The manufacturer is not responsible for damage to the product caused by not following these instructions.
- If the pump is defective, do not attempt to repair it yourself. Please contact our 48-hour service or your local distributor immediately.
  We are not responsible for any damage resulting from self-repair attempts.
- Ensure the pump is clean and dry before sending it back to the manufacturer for a claim.

Before installing the pump, familiarize yourself with the parameters and values on the pump's nameplate, such as liquid temperature, pressure, voltage, and other specifications. Using the incorrect voltage can cause damage to the pump.

3. GENERAL INFORMATION

- **Introduction**

This manual contains important information regarding the transportation, installation, and use of the electronic pump. Adhering to this operation and installation manual is crucial to avoid the dangers associated with unauthorized interference with the pump's operation. This will void the warranty and rights to compensation. Please read the instructions carefully before installing and using the pump.

- **Intended use**

The pump is widely used in domestic hot water systems.

4. TRANSPORTATION AND STORAGE

Ensure proper storage and transportation conditions for the pumps. The manufacturer is not responsible for any damage or failure of the pump resulting from improper transportation and storage.

5. PUMP PERFORMANCE AND DESCRIPTION OF FUNCTIONING

The pump manual applies to electronic pumps of the CI-PLATINO 15 type.

This electronic circulating pump is designed for drinking water only.

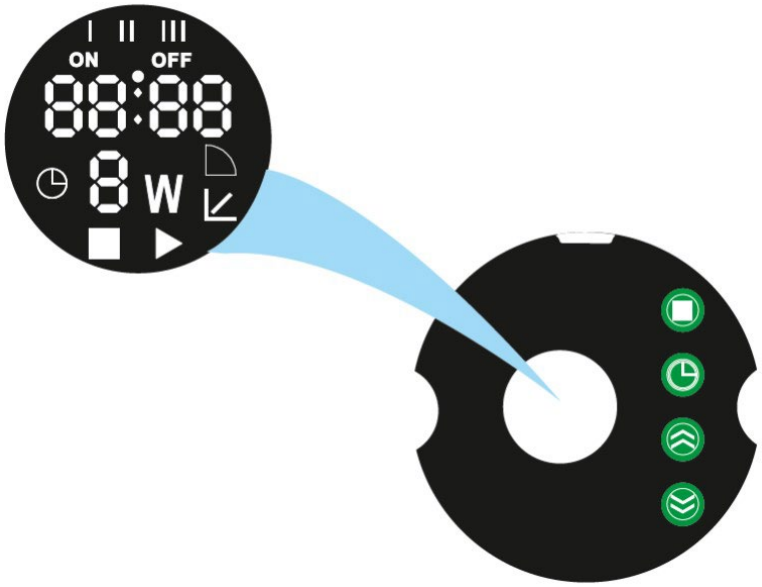
This product is approved by the National Institute of Public Health - National Institute of Hygiene (NIZP-PZH).

Technical parameters:

- Maximum elevation head: H max=1,2 m
- Maximum flow: Q max=0.6 m^3/h
- Supply voltage: 230 V, 50 Hz
- Rated power: 6 W
- Power consumption P1 min=2 W
- Maximum current input P1 max = 9 W
- Insulation class: F
- Protection rating: IP44
- Maximum temperature of domestic hot water: TF=95°C
- Maximum operating pressure: PN=10 bar
- Current: 0.11A
- Body connector diameter: 1/2”
- Liquid pumped: meeting the requirements of the Regulation of the Minister of Health of 7 December 2017, on the quality of water intended for human consumption.

The Platino pump is equipped with a power cord with a plug.

Control panel:



1. ON/OFF: Time setting function: ON means setting the initial temperature and time. OFF means setting the final temperature or time.
2. This view is displayed when setting the time and temperature. During pump operation, this view is not displayed continuously; however, the time and temperature will be shown sequentially every 3 seconds.
3. If all three hold times are set to 0, the pump operates only on the basis of temperature.

Description of pump functioning:

Initial temperature < final temperature: When the pump detects that the water temperature is lower than the set start temperature, it will operate until the temperature rises to the set end temperature. This process will repeat each time the temperature drops below the start temperature.

For example, if the starting temperature is 38°C and the ending temperature is 42°C, and the water temperature is 15°C, the pump will start running when the water temperature is below 38°C and continue until it reaches 42°C. The pump will restart when the water temperature drops below 38°C.

Mode change button: hold the button for 3 seconds to set the function:

1. To set the temperature: press and set the initial temperature using the arrows:

Press again to set the final temperature.

2. To set the time: setting the start and end time sequentially for mode I, II and II.

Wait 10 seconds, the pump will save the functions entered and log off.

Time mode change button:

When the time mode is pressed, the pump enters the time setting mode of mode I, II and III previously specified by the user.

Hold the button for 3 seconds to set the time. Then press the button again to save your changes.

Increase value button: press the button to increase the set value by 1.

Hold the button for 3 seconds to cancel the operating temperature or all temperature settings.

When the button is pressed again for 3 seconds, the pump returns to the original setting mode.

Decrease value button: press the button to decrease the set value by 1.

Hold the button for 3 seconds: this will cancel the current temperature range set between the start and end settings and make the pump run continuously.
Example: if the initial temperature is set to 38°C and the current water temperature is 39°C, the pump normally would not operate below 38°C. However, pressing the button for 3 seconds will override the temperature settings, causing the pump to disregard the temperature and operate continuously for 24 hours.

NOTE! To return to the initial mode, hold down the button for 3 seconds.


Displayed in operating mode with time and temperature control

Indicates operating power


Manual operation mode

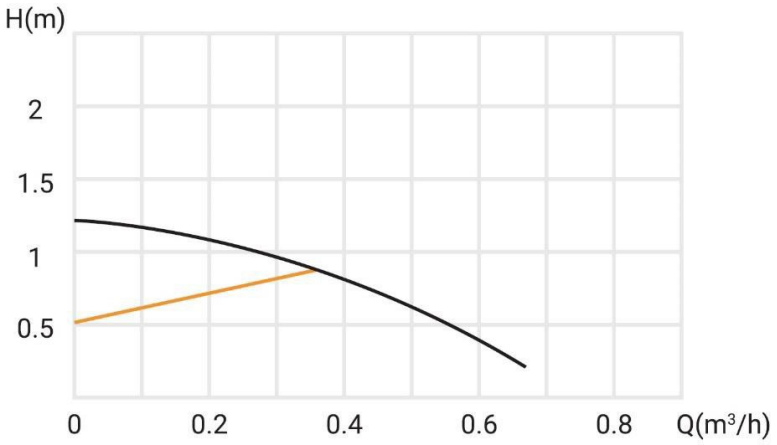

Auto mode


Stopping the pump

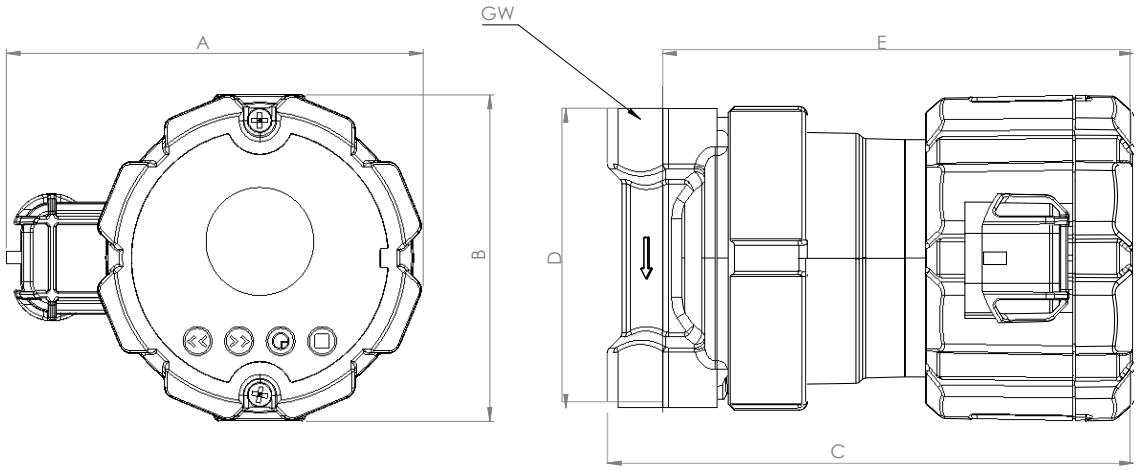

Starting the pump

NOTE! Check the display once every 6 months and correct it if necessary.

Pump performance



Dimensions of the pump:



A	B	C	D	E	GW
100	78	126	72	113	1/2"

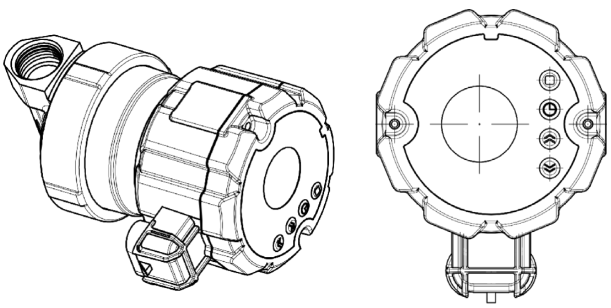
6. INSTALLATION

Preparation for the installation

- The pump should be protected with appropriate overload protection.

Installation instructions

- The pump must be installed with the impeller axis positioned horizontally. Otherwise, the motor will be damaged!
- The location of the pump's electrical connection can be adjusted as needed.



- It is recommended to install the pump on the return pipeline, i.e. before the domestic hot water tank.

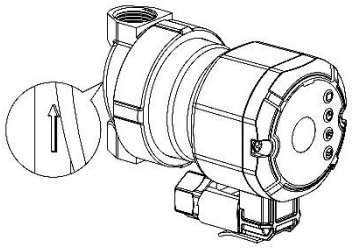
- A check valve should be installed on the discharge side after the pump to prevent the backflow of water through the pump.

Installation of the pump

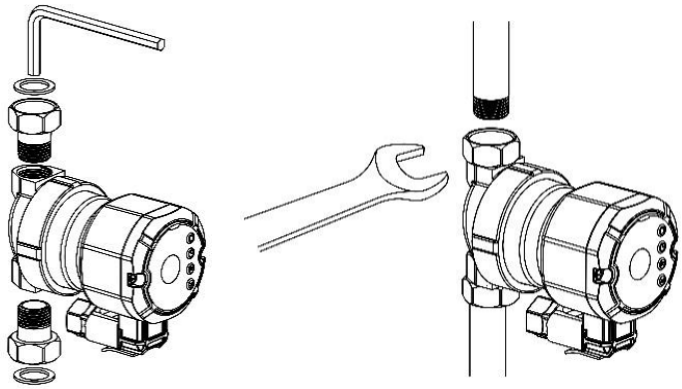
- Before installation, ensure that the product is complete and undamaged.

- Verify that the connection diameters of the pipeline match the connection diameters of the pump.

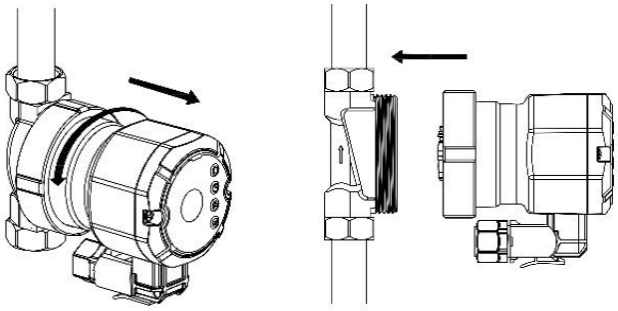
- During installation, pay attention to the direction of fluid flow in the pump (flow in line with the arrow stamped on the pump body).



- The sequence for installing the pump.



- The pump allows for independent adjustment of the motor and electronics relative to its body. The diagram illustrates the capability to remove the pump from the casing for cleaning and maintenance.



NOTE: Do not turn on the pump without water in the installation.

7. MAINTENANCE AND REPAIR

- In seasonal facilities where the temperature of the system may drop below 0°C, ensure appropriate measures are taken to prevent the pump from freezing.
- Protect the pump from contamination with a suitable filter.

Before disassembling the pump, disconnect it from the electricity supply

8. TROUBLESHOOTING

Problem	Cause	Solution
Difficulties with turning the pump on	1. Supply voltage too low 2. Damaged cables, no contact 3. Blocked rotor 4. Damaged motor	1. Ensure adequate voltage 2. Check the quality of wires and connections 3. Clean the rotor 4. 48 h service
Insufficient flow	1. Inadequate installation 2. The valve is not completely open 3. Obstruction or contamination in the installation 4. Incorrect pump specification	1. Contact the contractor 2. Open the valves completely 3. Clean the filters and installation 4. Contact the contractor
The pump stops suddenly	1. Blown external fuse 2. Blocked rotor 3. Damaged motor 4. No voltage	1. Replace the fuse 2. Clean the rotor 3. 48 h service 4. Check the power source

Error codes:

Error No	Error description	Possible cause description	Repairability of the damage causing the error
E1	Blocked rotor	Foreign body or contamination causes rotor blockage	Clean the rotor or replace with a new one
E2	No phase	Phase loss during pump operation	Check that the electrical connections are connect
E3	Thermal protection	Excessive temperature	Check that the permissible temperature values are not exceeded during pump operation
E4	Pump electronic module error	Malfunction of the pump electronic module	Contact the repair center
E5	Incorrect current value on pump supply	Current value on pump supply is too high	Check for correctness of the electrical connections and the value of the supply current
E6	Pump controller failure	Pump registered 5 errors in 5 minutes	The same error occurred 5 times in 5 minutes

9. WARRANTY CARD

Pump model	Dealer stamp	Date of sale / signature of the seller

ARKA provides a 24-month quality warranty on the product starting from the date of sale, contingent upon the Purchaser adhering to the installation, use, and maintenance instructions.
The quality warranty specifically covers manufacturing defects in materials and workmanship that arise during the production process.
The quality warranty does not cover:

- Mechanical damage
- Damage resulting from incorrect installation not in accordance with the installation instructions or unauthorized interference
- Damage resulting from improper use or operation of the pump
- Damage resulting from solid contaminants entering the pump
- Damage resulting from freezing, lightning, or electrical system defects, particularly damp electrical connections
- Damage resulting from dry running of the pump

ARKA requires proof of purchase and this warranty card as the basis for processing any warranty claims.
Claims can be submitted through the following channels:

- At the point of sale where the product was purchased: Provide the above documents along with the defective goods.
- Electronically: Fill out the form on the website, send a fax to /94/ 346-27-68, or contact the hotline 889-808-808 (weekdays from 8:00 am to 4:00 pm)

This warranty does not exclude, limit, or restrict the buyer's rights arising from the non-conformity of the goods with the contract.
Please note that the warranty is valid only within the territory of the Republic of Poland.

10. POST-WARRANTY SERVICE

If you experience operational issues with the pump after the warranty period, please contact our 48-hour service*.

* Within 48 hours, a service technician will reach out to arrange the repair schedule and terms for your pump.

EU declaration of conformity

No. l/circula/2019

1. Product Model:

   CIRCULA PLATINO - ELECTRONIC HOT DOMESTIC WATER PUMP DN 15
   Product code (index): CI-P-PLATINO 15, CI-PLATINO 15

2. Name and address of the manufacturer or their authorized representative:

   ARKA Sp. z o.o.
   ul. Ogrodowa 5
   76-004 Sianów

3. This declaration of conformity is issued under the sole responsibility of the manufacturer.

4. Object of the declaration (identification of the product allowing traceability);

   Certificate no: IT1337WG16111802
   Technical Construction File (TCF): TCF-EMC-8609103, TCF-LVD-8609104

5. The object of this EU declaration of conformity described above is in conformity with the relevant Union harmonisation legislation:

   Directive 2014/35/UE (LVD)
   Directive 2014/30/UE (EMC)

6. References to the relevant harmonised standards used or references to the other technical specifications in relation to which conformity is declared:

   EN 60335-l:2012/AU:2014
   EN 60335-2-51:2003/A2:2012
   EN 55014-1:2006/A2:2011
   EN S5014-2:1997/A2:2008
   EN 61000-3-2:2014, EN 61000-3-3:2013

7. Additional information:

   Drinking water circulation pump in accordance with Commission Regulation (EC) No. 641/2009 of 22 July 2009.

Sianów, 11 September 2023

(place and date of issue)

ARKA
Arka Sp. z o.o.
Tomasz Bamburak
Dyrektor ds. Wdrożeń Rozwoju B+R

(signature of the authorized person)