

# Versatile ComfoAir Flex

## Quick Guide

Refer to the full manual for the complete range of information and instructions.

For the latest version of the full manual please scan the QR-code on the front of the unit

## Description

The ComfoAir Flex is a ceiling mounted balanced ventilation system with heat recovery for energy-efficient ventilation in houses. The ComfoAir Flex removes dirty air from the wet rooms and supplies the same amount of fresh air to the dry rooms.



ComfoAir Flex 250 and 350

## Use of the ComfoAir Flex

- The ComfoAir Flex can only be used when it has been installed according to the instructions and guidelines in the ComfoAir Flex installer manual.
  - Do not open the casing. The installer makes sure that all parts that can cause personal injury are safely contained within the casing.
  - The ComfoAir Flex can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the unit in a safe way and understand the hazards involved.
  - Children must not play with the ComfoAir Flex.
  - Children must not clean and maintain the ComfoAir Flex unsupervised.
- ☞ **Read the manual carefully before use.**
  - ☞ **Keep the Quick Guide near the ComfoAir Flex to make sure that you always know where the Quick Guide is.**
  - ☞ **Ensure that the gaps under or near doors are never obstructed.**
  - ☞ **Condensation may occur on the outside of the ComfoAir Flex. It is not necessary to remove it.**
  - ☞ **Dispose the ComfoAir Flex in an environmentally friendly manner. Do not dispose the ComfoAir Flex with your household waste.**

## Safety

Read all the safety information carefully before you use the ComfoAir Flex for the first time to make sure that you use the ventilation unit safely and correctly. Refer to the full manual for the necessary information and the applicable safety regulations and installation regulations.



### **WARNING** **Electrical hazard**

#### **Safety instructions – general**

- Always obey the safety regulations, warnings, comments and instructions in this quick guide. Failure to do so may lead to personal injury or damage to the ComfoAir Flex.
- Installation, commissioning and maintenance must be carried out by a certified installer unless instructed differently. A non-certified installer can cause personal injury or damage the performance of the ventilation system.
- After installation, all parts that can cause personal injury are contained safely within the casing. Tools are required to open the casing.
- Do not disconnect the power from the ComfoAir Flex, unless instructed differently in the ComfoAir Flex manual. This can lead to a build-up of moisture and result in problems with mould.
- Do not change technical specifications of the ComfoAir Flex given in this document. Changes can cause personal injury or damage the performance of the ventilation system.

#### **Safety instructions – maintenance**

- Make sure that the ComfoAir Flex is not used with exposed fire (fireplace or stove). The ComfoAir Flex can pull the smoke or gases from the fire into the house.
- Get an installer to inspect and clean the ComfoAir Flex at least every two years to make sure that the performance of the ventilation system does not deteriorate.
- Replace the filters at least every six months to keep the indoor air comfortable and healthy and the ComfoAir Flex clean.
- Clean all valves and grilles at least every six months to make sure that the capacity of the ventilation system does not decrease.
- If the supply cord is damaged, it must

be replaced with the original cord by the manufacturer, its service agent or similarly qualified persons in order to prevent accidents.

#### **Safety instructions – installation**

- Two people are required when lifting the ComfoAir Flex.
- Always obey the general and locally applicable construction, safety and installation regulations.
- Unplug the unit from the wall outlet to disconnect the unit from the power supply. If the unit does not have a plug, use a switch as specified in EN 60335-1 (with switch-off of all poles and 3 mm overvoltage category III).
- Always disconnect the power from the ComfoAir Flex before you work on the ventilation system. If the ComfoAir Flex is open while in operation, it can cause personal injury. Make sure that the ComfoAir Flex cannot be set to ON accidentally.
- Always connect air ducts of at least 900 mm length to the ComfoAir Flex before you connect the unit to the power supply to make sure that the motor cannot be touched while the ComfoAir Flex is in operation.
- Always take ESD protective measures when you work with electronics, such as wearing an antistatic wristband. Static electricity can cause damage to the electronics.
- Install the ComfoAir Flex in a frost-free area (minimum 7 °C) for frost protection of the condensation drain.
- Install the ComfoAir Flex on a 230V-50Hz mains connection. Any other power will damage the ComfoAir Flex.
- The ComfoAir Flex is designed for use in residential areas only. The unit is not applicable for commercial use, e.g. in pool areas or saunas. Installation in an industrial environment can damage the unit.

## Installation (INSTALLER)

Refer to the full Installer manual of the ComfoAir Flex for the necessary information and the applicable safety regulations. The entire installation must comply with the applicable (safety) regulations as stated in:

- local EU Standard on safety provisions for low-voltage installations;
- manufacturer's installation manual (see back page of the Quick Guide for Zehnder's contact details).

 **Use the box handles to lift up the box. Keep the box as this shows the installation template.**

 **Before you start the installation make sure that there is enough space to install the unit.**

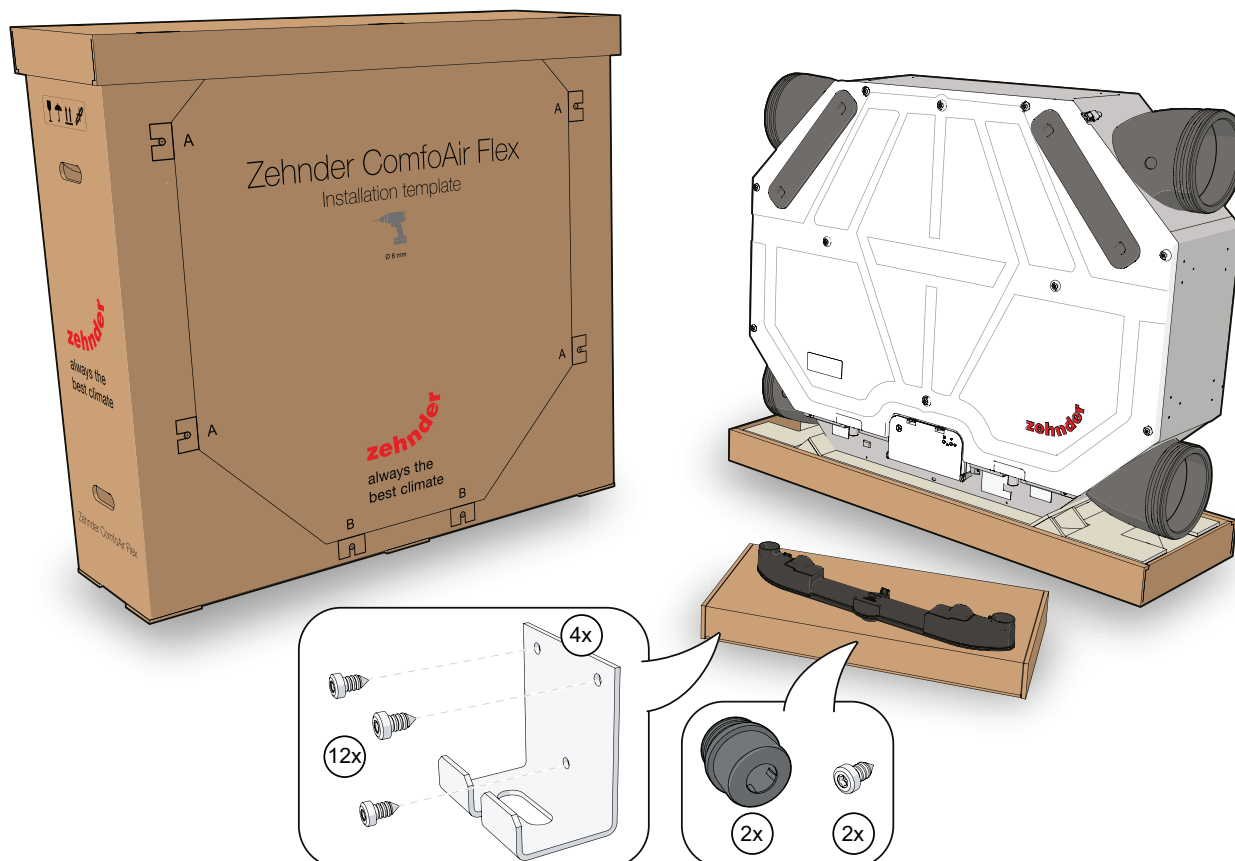
 **Check the identification type plate to make sure that you have received the correct unit type.**

## Box Contents

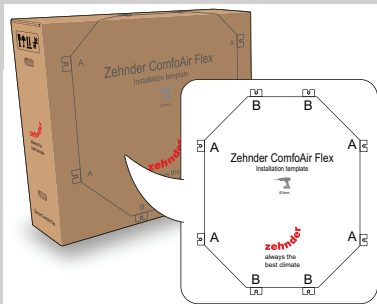
 **Contact your supplier directly in case of damage or missing items.**

The box must contain:

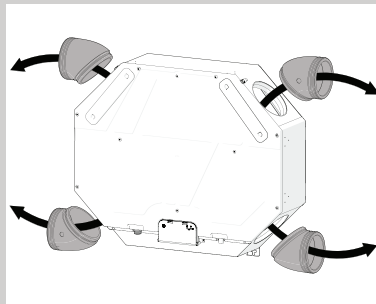
- The ComfoAir Flex unit.
- 4 turnable bends (pre-installed on the unit).
- A flat box with:
  - The double dry siphon.
  - 2 Rubber condensate connection grommets for the double dry siphon.
  - 2 Fasteners for the double dry siphon.
  - 4 Spacer brackets
  - 12 Fasteners for the spacer brackets.
- Documentation.



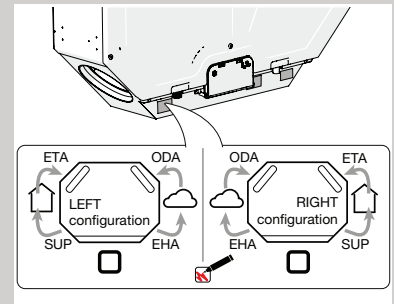
## Installation steps (INSTALLER)



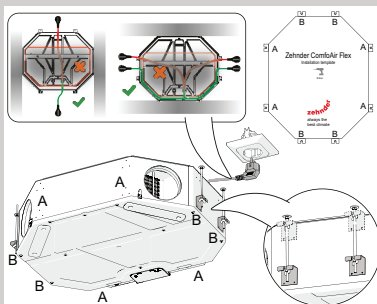
- 1 Use the installation template on the box for the position of the unit and the attachment of the brackets on the unit.



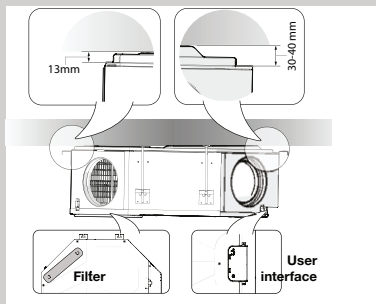
- 2 Remove all the turnable bends before installation to prevent the unit from falling.



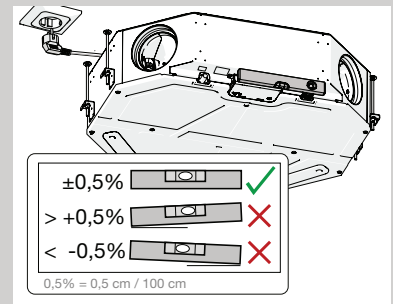
- 3 Determine the direction of the airflow.



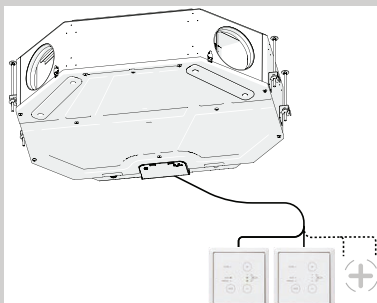
- 4 Possible position on the ceiling.  
**! Be aware of the power cord routing. The inclination will be eliminated when the power cord is pinched.**



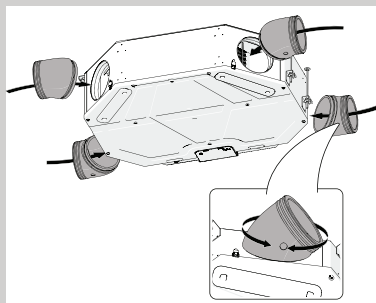
- 5 Do the inclination check in order to prevent water leakage (follow the measurements to the ceiling as pictured above).



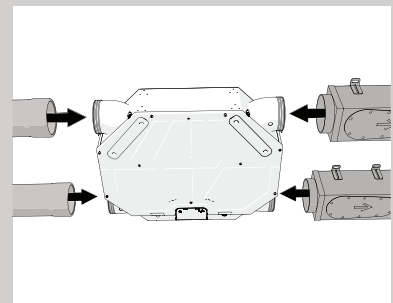
- 6 Do the level check.  
**! Make sure that the unit is level to prevent water leakage.**



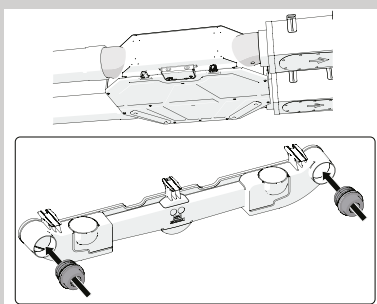
- 7 Install all to be connected ancillaries. Follow the instructions in the related manuals.



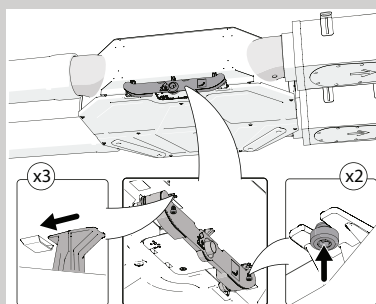
- 8 Reconnect all turnable bends to the unit.



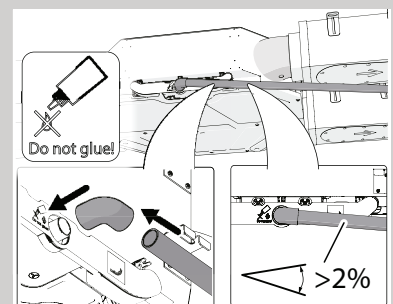
- 9 Connect the air distribution components.



- 10 Double dry siphon installation:  
■ Fit the 2 rubber condensate connection grommets on both sides of the double dry siphon.



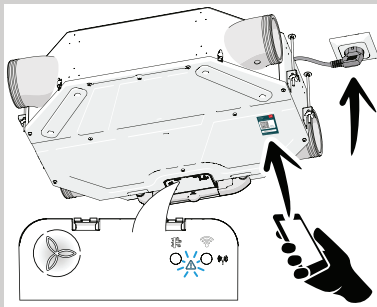
- 11 Fasten the double dry siphon:  
■ Make sure that you move the brackets of the double dry siphon fully in the pockets of the casing.  
■ Fasten the double dry siphon with the 2 screws to the casing.



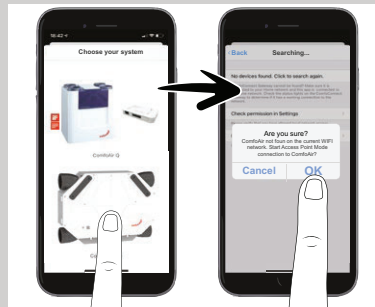
- 12 Always install the condensate discharge pipe at an angle of  $>2\%$  to prevent water leakage.  
**! Always use a 32 mm socket with rubber rings.**  
**! Do not use glue as you may need to be able to remove the double dry siphon.**



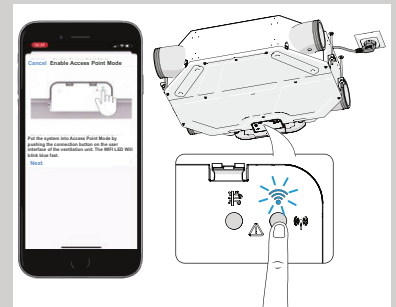
## Commissioning (INSTALLER)



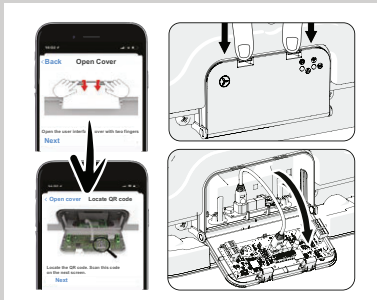
- 1 ■ Scan the QR code to download the Zehnder ComfoControl App.
- Connect the unit to the power. After the start up the Power LED is white and the Error LED is blue and blinking. The unit is ready to be commissioned.



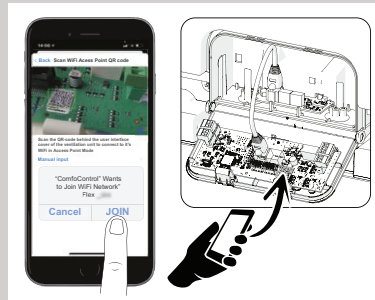
- 2 ■ Start up the Zehnder ComfoControl App and select the ComfoAir Flex.
    - Select "OK" for direct connection to the unit.
    - Follow the commissioning instructions in the App.
- 👉 When a message with an Internet connection problem pops-up, select "Use mobile data" and continue.



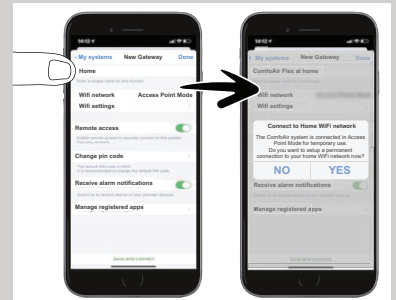
- 3 Follow the instructions in the App and push the connection button (1x) on the user interface of the unit.



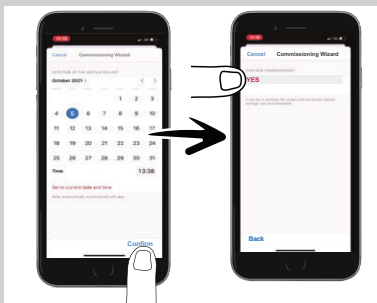
- 4 Open the user interface cover with two fingers and find the QR code.
- ⚠️ Apply ESD guidelines. Do not touch the internal components to prevent damage to the electronics.



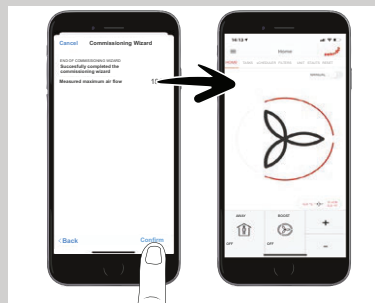
- 5 Scan the QR code on the user interface and select "JOIN". Close the interface cover.



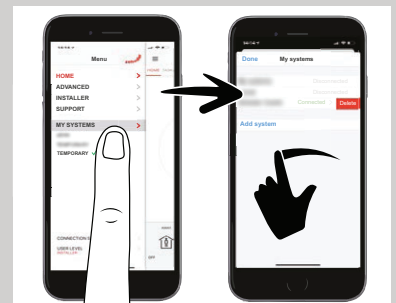
- 6 ■ Rename the unit from "Home" to "Temporary".
- Add gateway. Select "NO" for temporary connection.



- 7 ■ The commissioning wizard starts. For more information consult the Installer manual.
    - Complete the basic configuration of the wizard.
- 👉 The wizard steps are necessary to prevent frost and water damage to the unit.
- 👉 Checkmark the applicable situation on the air direction sticker.




- 8 ■ Make sure that all commissioning steps are done and select "Confirm". The commissioning is finalized.
    - Make sure that all the other (optional) installer settings are done.
- 👉 Complete overview of the installer settings can be found in the Installer manual.

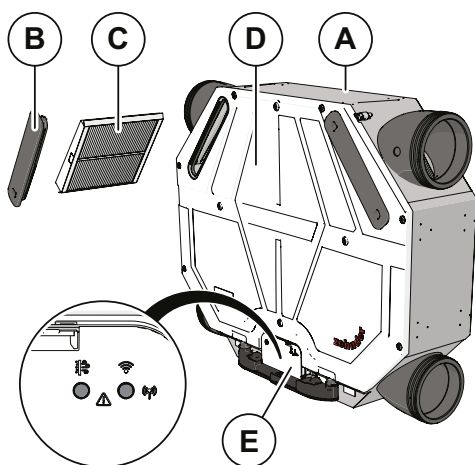


- 9 ■ In the menu select "MY SYSTEMS".
- Swipe to the left to delete the temporary connection to the unit.

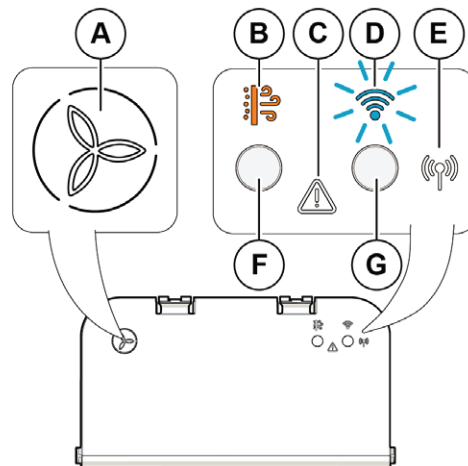
## Operation (USER)

 You can operate the unit with the Zehnder ComfoControl App and with Zehnder controls, such as the Zehnder ComfoSwitch C and Zehnder CO2 Sensor C. The user interface shows important information about the status of the unit and is used for installation and maintenance.

 It is recommended to change the filters via the filter wizard of the Zehnder ComfoControl App. The filter button can also be used.



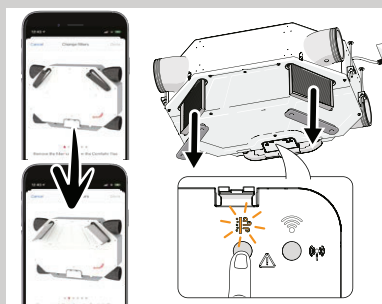
Position	Part
A	Unit
B	Filter cap for easy access to the filters (2x)
C	Filters for air filtering (2x)
D	Front cover
E	User interface




Position	Part
A	Power LED + airflow preset 1-3 LED
B	Filter LED
C	Error LED
D	WiFi LED
E	RF LED
F	Filter button
G	Connection button

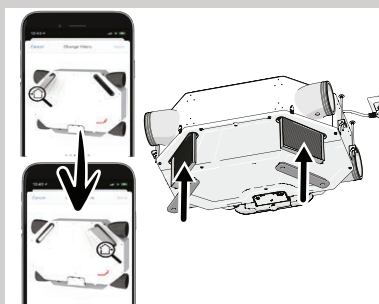
- When the color of the Filter LED is orange, the filters must be replaced soon. Please order the new filters online via the Zehnder Filtershop (available in the Zehnder ComfoControl App).
- When the color of the Filter LED is red, the filters must be replaced immediately.

## Change the filters (USER)

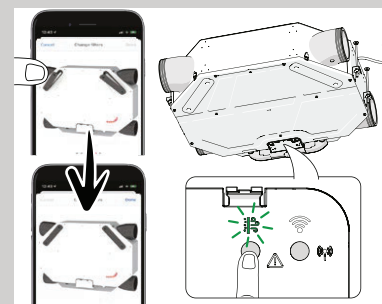


- 1 Open the Filter wizard in the Zehnder ComfoControl App and follow the steps or push the filter button on the user interface on the unit.
- 2 Remove the first filter cap and the filter.
- 3 Remove the second filter cap and the filter.

 **Make sure to write down which filter compartment (left or right) was used for ISO ePM1 filter (if present).**



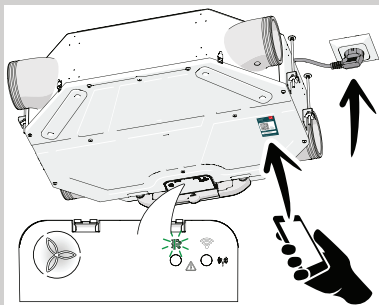
- 4 Place the supply air filters into the unit.
- 5 Place the second filter into the unit on the opposite (extract air) side.



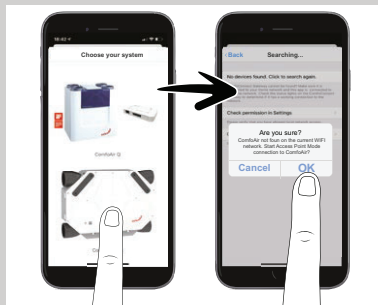
- 6 Put the filter caps back.
- 7 ■ Follow the steps in the Zehnder ComfoControl App, the unit will return to normal operation after the filter change.
  - When using the user interface on the unit push the filter button to finish the filter change. The filter LED blinks green first and the green light comes on permanently when the filter change is done.

## Connecting (USER)

- Make sure that the name (SSID) and password of your local WiFi network is available (this is typically found on your router).
- Download the Zehnder ComfoControl App from the App Store or Play Store.
- Make sure that the ComfoAir Flex is connected to the power supply.
- For the first time use: Zehnder recommends to delete all the previous WiFi settings and connections to the ComfoAir Flex - push the connection button (G) longer than 10 seconds.

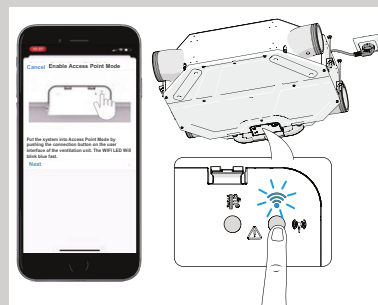


- 1 ■ Scan the QR code to download the Zehnder ComfoControl App.
  - Connect the unit to the power. After the start up the Power LED is white and the Filter LED is green. If the **ERROR LED (C)** is blue and blinking, the unit must be commissioned by the installer.

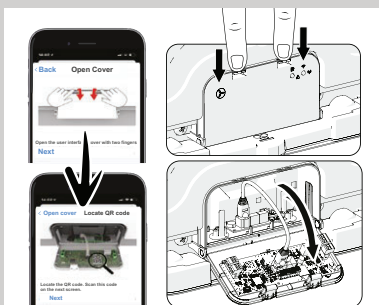


- 2 ■ Start up the App and select the ComfoAir Flex.
  - Select "OK" for direct connection to the unit.
  - Follow the connection instructions in the App.

When a message with an Internet connection problem pops-up, select "Use mobile data" and continue.

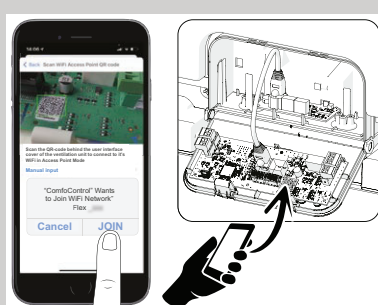


- 3 Follow the App and push the connection button (1x) on the user interface of the unit.

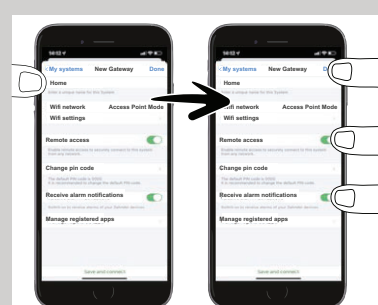


- 4 Open the user interface cover with two fingers and find the QR code.
 

! Do not touch the internal components to prevent damage to the electronics.



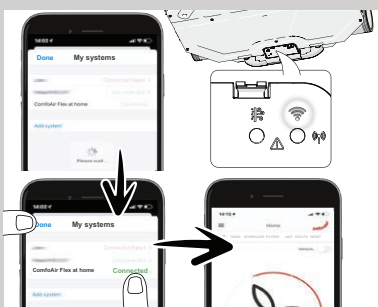
- 5 Scan the QR code on the user interface and select "JOIN". Close the interface cover.



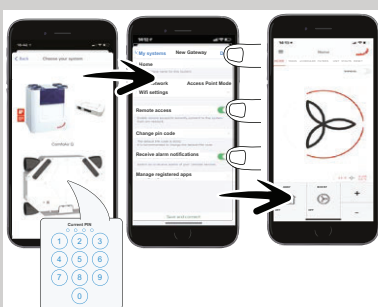
- 6 ■ We recommend to rename the unit when you have multiple units in use.
  - Make sure that Remote access and alarm notification are On for the best use of the unit. Select "Done" or "Save the settings".



- 7 ■ Select "YES" for permanent access to your home WiFi.
  - Select the correct WiFi network.
  - Enter the correct WiFi password and select "OK"(2x).



- 8 ■ Make sure that the WiFi LED (D) pulses slowly white.
  - When the unit is connected select "Done".
  - The App is ready for use.



- 9 Connect a second mobile device to the unit:
  - Select the ComfoAir Flex and enter the PIN code (if requested).
  - We recommend to rename the unit when you have multiple units in use.
  - Do not change remote and alarm settings and select "Done" or "Save the settings".
  - The App is ready for use by the second user.

# versatile

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