AURANORD CUSTOMER GUIDE

YOUR SAMSUNG AIR SOURCE HEAT PUMP

How your Samsung EHS Mono 16 kW heat pump heats your home and hot water, what the parts indoors do, how to use the Samsung controller on your wall, and what's normal. Written from Samsung's UK manuals.

Samsung EHS Mono 16 kW
MWR-WW10N controller
Issue 1 · November 2026

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OUTSIDE

Samsung EHS Mono, 16 kW

The unit outside takes heat from the air and warms water for your radiators and hot water cylinder. Everything with refrigerant in it stays outside.

Newer units use R290, a natural refrigerant. Older ones use R32.

INSIDE

Control box and wall controller

A Samsung control box links the heat pump to the controller on your wall, the hot water cylinder and the parts that move the water round.

Your model numbers are on the labels and in your handover pack.

The golden rules

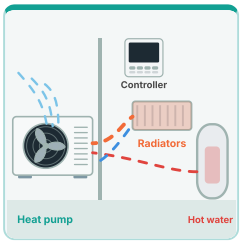
- Leave it on, all year round
- Low and steady beats on and off
- Keep radiator valves open
- Keep the outdoor unit clear
- Check the pressure gauge now and then
- Book a service every year

Safety

- Never open the outdoor unit or the control box. Only F-Gas and electrically qualified engineers should.
- If the outdoor unit is damaged, switch it off at the isolator and contact your installer. R290 refrigerant may not have a smell.
- Keep the area round the outdoor unit clear. Don't build anything over or next to it without asking your installer.
- Leave the installer settings alone. They protect the system and your warranty.

01 HOW IT WORKS

Heat from the air, carried by water.



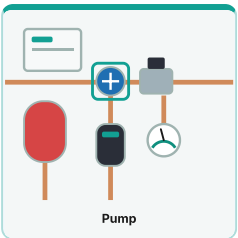
STEP 1

HEAT FROM THE OUTSIDE AIR

The unit outside takes heat from the air, even below freezing, and warms water. The water goes indoors to your **radiators** or to the **hot water cylinder**, then comes back to be warmed again.

It does one at a time: when the cylinder needs heating, the radiators wait for a little while.

> **Warm, not hot.** Radiators run cooler than with a boiler, for longer. That's how a heat pump saves money.



STEP 2

THE PARTS INDOORS

- **Control box:** Samsung's electronics, linking everything together.
- **Pump:** pushes the water round the radiators.
- **Diverter valve:** sends the warm water to the radiators or the cylinder.
- **Magnetic filter:** catches dirt in the water. Cleaned at your service.
- **Expansion vessel:** makes room for the water as it warms up.
- **Pressure gauge:** shows the water pressure (step 12).

02 THE CONTROLLER

The Samsung controller on your wall.



STEP 3

THE BUTTONS

- **On/Off:** switches the heat pump on or off. Its light is on while it runs and blinks if there's a fault.
- **Up and Down:** move up and down, or change a temperature.
- **Left and Right:** move across, or change a setting.
- **OK:** saves what you've changed.
- **Option:** opens the menu for schedules, the clock and more.

There's also a button that saves and goes back a step.



STEP 4

THE HOME SCREEN

At the top: the outside temperature and the time. Below: **Zone 1**, your heating, and **DHW**, your hot water, each with its set temperature and mode.

Small symbols show what's happening, such as the heat pump running, the backup heater, the hot water tank heating or a **defrost**.

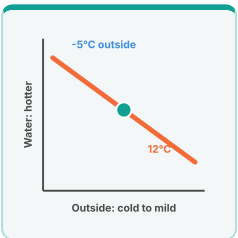


STEP 5

CHANGE THE TEMPERATURE

Choose **Zone 1** or **DHW**, press **Up** or **Down**, then **OK**. It moves half a degree at a time.

Change it a little and give it a day to settle. A heat pump warms the house slowly and steadily.



STEP 6

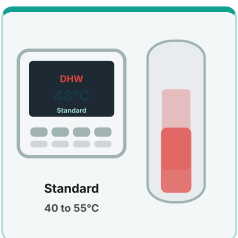
WEATHER COMPENSATION

Your installer will usually set the heating to follow the weather: the colder it is outside, the warmer the water sent to the radiators. Samsung calls it **Water Law**.

Depending on how it's set up, the screen shows a **room temperature**, a **water temperature**, or an **offset** to nudge it warmer or cooler by up to 5°C. If the house is always too warm or too cool, ask your installer to adjust the curve.

03 HOT WATER

Shown as DHW on the controller.

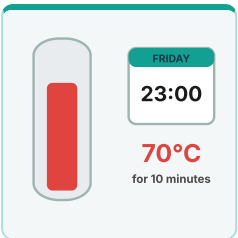


STEP 7

TANK TEMPERATURE AND MODES

Set the tank from **40 to 55°C**. Around 48 to 50°C suits most homes.

- **Economic:** heat pump only. Cheapest, slowest to heat.
- **Standard:** the everyday setting.
- **Power:** the electric booster heater helps straight away. Quicker, costs more.
- **Forced:** all the heat pump's effort goes into hot water until it's done.



STEP 8

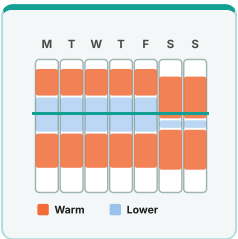
THE WEEKLY HOT WATER CLEAN

Once a week, normally **Friday at 11pm**, the tank is heated to **70°C** for 10 minutes to keep it free of bacteria. Samsung calls it Disinfection.

Leave it on. Take care with very hot water from the taps just after it has run.

04 SCHEDULES AND SAVING

Set it once and let it run.



STEP 9

SCHEDULES

Press **Option**, then **Schedule**, then add one:

- **Weekly:** temperatures and times for each day.
- **Daily:** hot water or Quiet mode at set times.
- **Holiday:** pauses your schedule while you're away.

Keep the overnight drop small, 1 or 2 degrees. Heating a cold house back up costs more than keeping it warm.

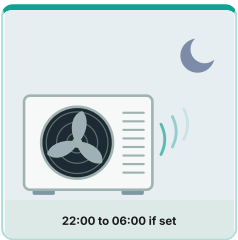


STEP 10

AWAY MODE

Going out for the day or away for longer? **Away** (called Outing) keeps the house ticking over, normally at 16°C with the hot water at 30°C. Press any button to come out of it.

Don't switch the heat pump off at the mains while you're away: it protects itself from frost.



STEP 11

QUIET MODE

Runs the outdoor unit more softly, handy at night. Your installer may have set it to come on by itself, often from 10pm to 6am. If so, it can't be changed from the controller.

Keep bills down

- Leave it on and let it run low and steady.
- Keep radiator valves open, rather than turning rooms off.
- Heat hot water at cheap-rate times if your tariff has them.
- Don't block radiators with sofas or long curtains.

Clock and locks

- **Clock:** Option, User Mode, Wired remote controller, Current Time. Schedules need the right time.
- **Locks:** Option, Button Lock, to stop little fingers changing things.
- **Phone app:** SmartThings needs Samsung's Wi-Fi kit fitted. Ask your installer.

05 PARTS AND CARE

A few minutes now and then.



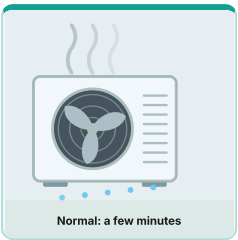
Green zone: about 1 to 2 bar

STEP 12

THE PRESSURE GAUGE

With the system cold, the needle normally sits around **1 to 2 bar**. It rises a little as the water warms.

If it drops well below 1 bar, or keeps dropping, contact your installer. Only top it up yourself if your installer has shown you how. If it goes above 3 bar, a safety valve lets water out: contact your installer.


Normal: a few minutes

STEP 13

THE OUTDOOR UNIT

Keep it clear of leaves, snow and plants, and never cover it. In cold, damp weather it **defrosts** itself now and then: the fan stops, you may see steam and water drips underneath. That's normal.

Never chip or pour hot water on ice. Let the defrost do it.

06 IF SOMETHING'S NOT RIGHT

Most things have a simple answer.



STEP 14

A FAULT CODE

If the On/Off light blinks, the screen shows a code starting with **E**. Current faults are under **Option**, **Error List**.

- **E911, E912:** a water flow problem. Check the pressure gauge.
- **E919:** the weekly hot water clean didn't finish.
- **E601, E101:** the controller or control box has lost contact with the heat pump.

Write down the code and contact your installer.

Normal, nothing to worry about

- Radiators warm rather than hot, for long periods.
- Steam and dripping water from the outdoor unit in winter.
- Heating pausing while the hot water tank heats.
- A soft hum or whoosh from the outdoor unit.

Contact your installer if

- The pressure keeps dropping, or water is leaking.
- A fault code keeps coming back.
- The house won't warm up even with the heating on all day.
- The outdoor unit is damaged or iced up for hours.

Quick reminders

Tick them off as you go. Nothing here is saved or sent.

- [ ] Know the controller's home screen
- [ ] Heating and hot water temperatures set
- [ ] Schedule set, with a small overnight drop
- [ ] Pressure gauge checked: about 1 to 2 bar
- [ ] Outdoor unit clear
- [ ] Yearly service booked

Help and warranty

Your warranty details are in your handover pack. Samsung's longer warranty depends on the system being registered and serviced every year, so keep your service up to date.

Samsung manuals: samsung.com/uk/support, then search for your model number.

Your installer can adjust the weather curve if your home is too warm or too cool.

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