

# Aquarea Smart Cloud User Manual

Version: 1

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## 2 Compatible models

This manual can be applied to the following network adapters:

CZ-TAW1

CZ-TAW1B

## 3 AQUAREA Smart Cloud Access

It is possible to configure and control AQUAREA Units by Comfort Cloud App

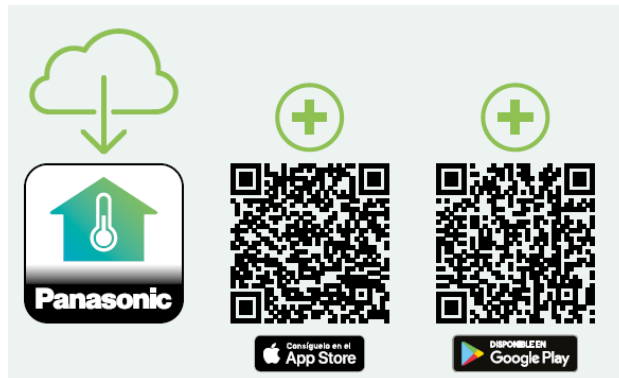


Figure 1 - Comfort Cloud App

### Compatible devices as of January 2023

1. Android™ 7.1 or above
2. iOS 12.0 or above

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Or by accessing to [aquarea-smart.panasonic.com](http://aquarea-smart.panasonic.com).



Figure 2 - Aquarea Smart Cloud

## 4 Panasonic ID Registration

First step for the user to access AQUAREA Smart Cloud or Comfort Cloud App is accessing [aquarea-smart.panasonic.com](http://aquarea-smart.panasonic.com) or by accessing Comfort Cloud App and proceed with the Panasonic ID creation.

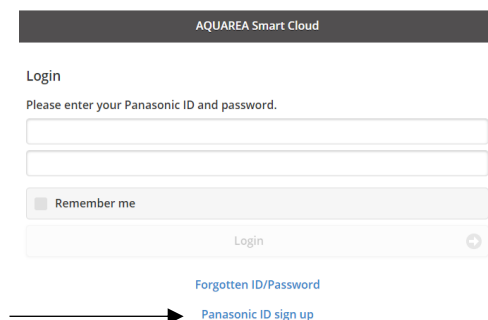


Figure 3 - Aquarea Smart Cloud Home Page

Login

Please enter your Panasonic ID and password.

Panasonic ID

E-mail address

Password

Password

Remember me

[Forgot ID/Password](#)

[Create new Panasonic ID](#)

[delete Panasonic ID](#)

[View an example](#)

Login

Figure 4 - Comfort Cloud Home Page

## Panasonic ID Registration

Panasonic ID can be set up using your valid email address.

\* Indicates required field.

Panasonic ID (E-mail Address)\* ⓘ

aquarea@panasonic.com

aquarea@panasonic.com

Password\* ⓘ

.....

.....

Name

Aquarea

Smart Cloud

Date of birth (YYYY/MM/DD)\*

Date of birth helps us confirm your identification when you forget own password.

2023 01 01

Gender\*

Not Spe ..

Areas / Country\* ⓘ

Germany

Figure 5 - Panasonic ID Registration Form



Note that date of birth will be required for future password recovery.

If user already had a Panasonic ID and you do not remember your password, it is possible to recover by accessing <https://csapl.pcpf.panasonic.com/Account/Restore001> or by pressing Forgotten ID/Password in [Figure 3 - Aquarea Smart Cloud Home Page](#).

**Password Inquiry**

Please enter all required items and click the bottom button.  
We're sending an E-mail [TITLE:Password Reset] soon.

\* Indicates required field.

**Panasonic ID (E-mail Address)\***

**Date of birth (YYYY/MM/DD)\***

2023	01	01
------	----	----

Figure 6 - Password Recovery

## 4.1 FAQ

For details into Panasonic ID FAQ please visit <https://csapl.pcpf.panasonic.com/Faq/Faq001>

### 4.1.1 How to recover password without knowing date of birth?

You need to fill in this inquiry <https://csapl.pcpf.panasonic.com/Inquiry/Inquiry001> explaining the problem that you are facing.

### 4.1.2 How many units can be controlled in the same account?

While using Aquarea Smart Cloud, there is no limitation on the number of units that can be controlled. While using Comfort Cloud App there is a limitation of 200 units, that can be divided up to a maximum of 10 groups of 20 units each.

## 5 New Device Registration

If the new device registration is done by Comfort Cloud App user needs to add a new device at the home menu, then select Air to Water Heat Pump and accepted the terms. For more details on this procedure please refer to CZ-TAW1 Operating Instructions Manual

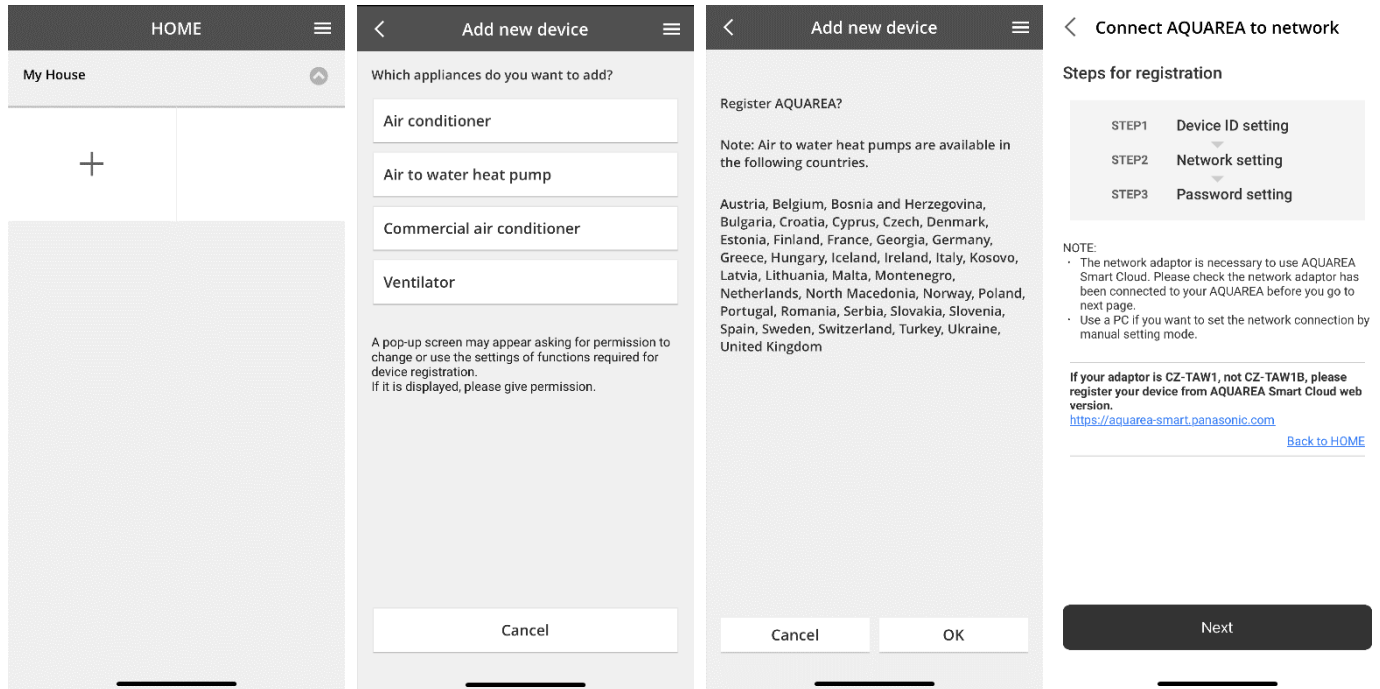


Figure 7 - Comfort Cloud Device Registration

If the new device registration is done by Smart Cloud Browser, user needs to access side menu, and select new device.

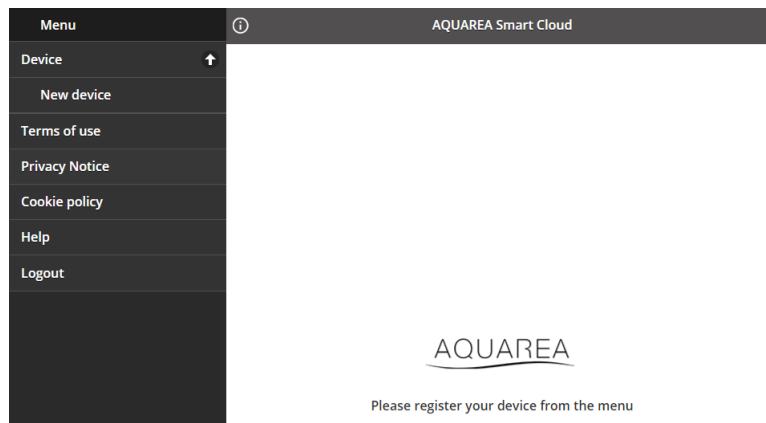


Figure 8 - Smart Cloud Device Registration

After this step, both Comfort Cloud App and Smart Cloud Browser follow the same procedure.

Before proceeding ensure that the network adaptor has internet connection (Link LED ON), and it is connected to your AQUAREA Unit.

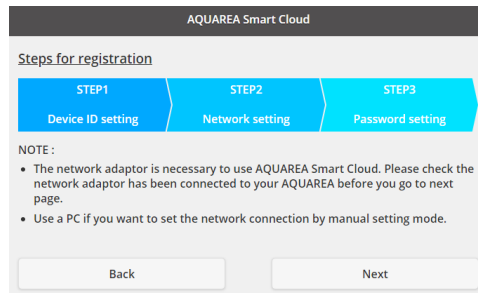


Figure 9 – Cloud Adapter Registration Steps

Insert the Device ID for the cloud adapter to be configured

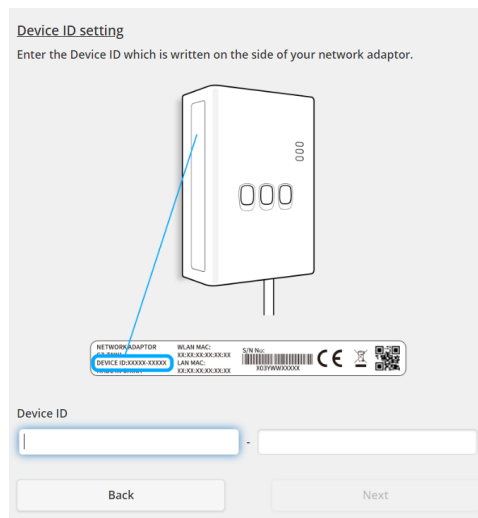


Figure 10 - Cloud Adapter Registration Step 1

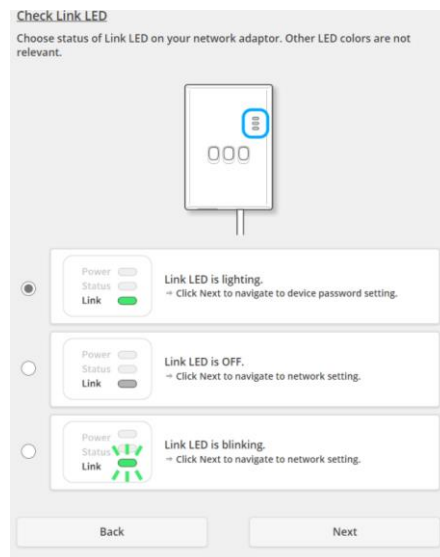


Figure 11 - Cloud Adapter Online Step 2

Set cloud adapter to registration mode

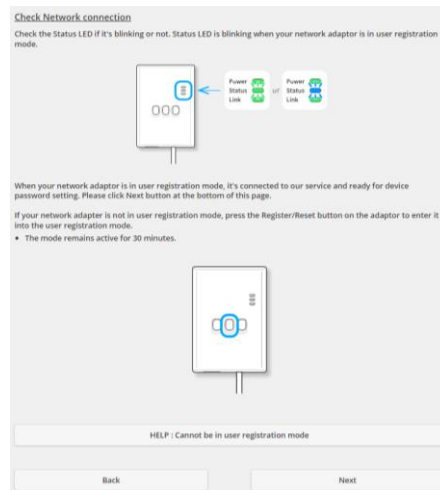


Figure 12 - Cloud Adapter in Registration Mode - Step 2

Set a password for this device

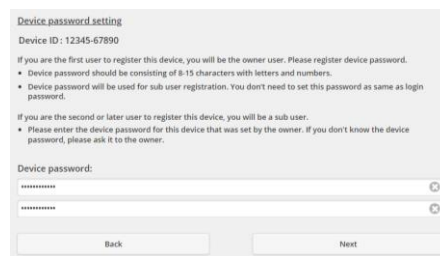


Figure 13 - Set a password for this Device - Step 3



This password refers to the device not to Panasonic ID. This password is used, for example, to share this device with multiple Panasonic users

After this, user can control the AQUAREA Unit



## 6 Operation Screen

Operation Screen is the main screen to control the AQUAREA Unit

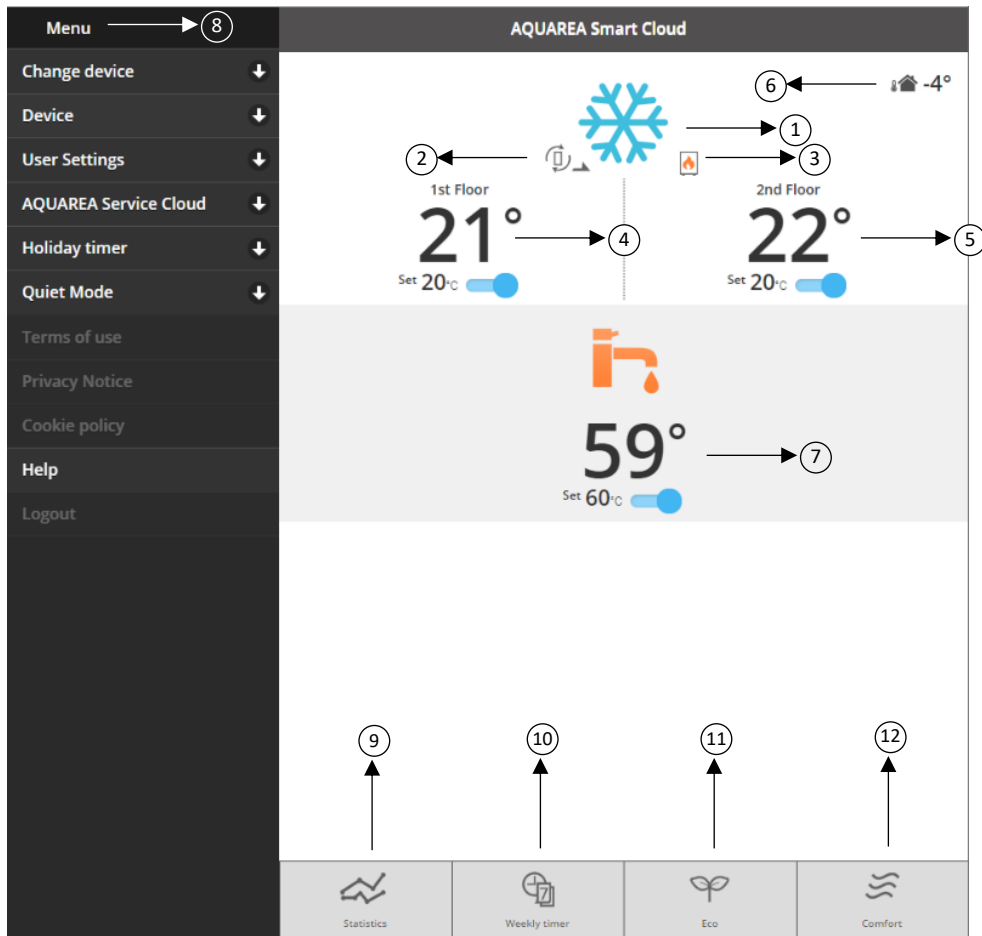





Figure 14 - Operation Screen

Number	Description
1	Indicates the system operation mode applied to AQUAREA Unit
2&3	 Indicates for which mode is the Outdoor Unit producing for  Working in Bivalent Mode. Boiler ON  Deice Mode ON
4&5	Current Return temperature for AQUAREA Zone 1 and Zone 2, respectively. By pressing this area, it accesses <a href="#">Zone 1 and 2 Action Menu</a>
6	Outdoor Temperature
7	Current Tank (Domestic Hot Water) Temperature. By pressing this area, it accesses <a href="#">Tank Action Menu</a>
8	Settings Menu
9	Statistics Menu. See chapter <a href="#">Statistics Screen</a>
10	Weekly Timer Menu. See chapter <a href="#">Weekly Timer</a>
11	Eco mode activation. By activating this mode, you shift setpoints to save energy. See chapter <a href="#">System Settings</a> to see configurations
12	Comfort mode activation. By activating this mode, you shift setpoints to maximize comfort. See chapter <a href="#">System Settings</a> to see configurations

## 6.1 Zone 1 and 2 Action Menu

In this menu, is possible to define setpoint temperature for each zone and System Mode. System mode changes apply to both zones.

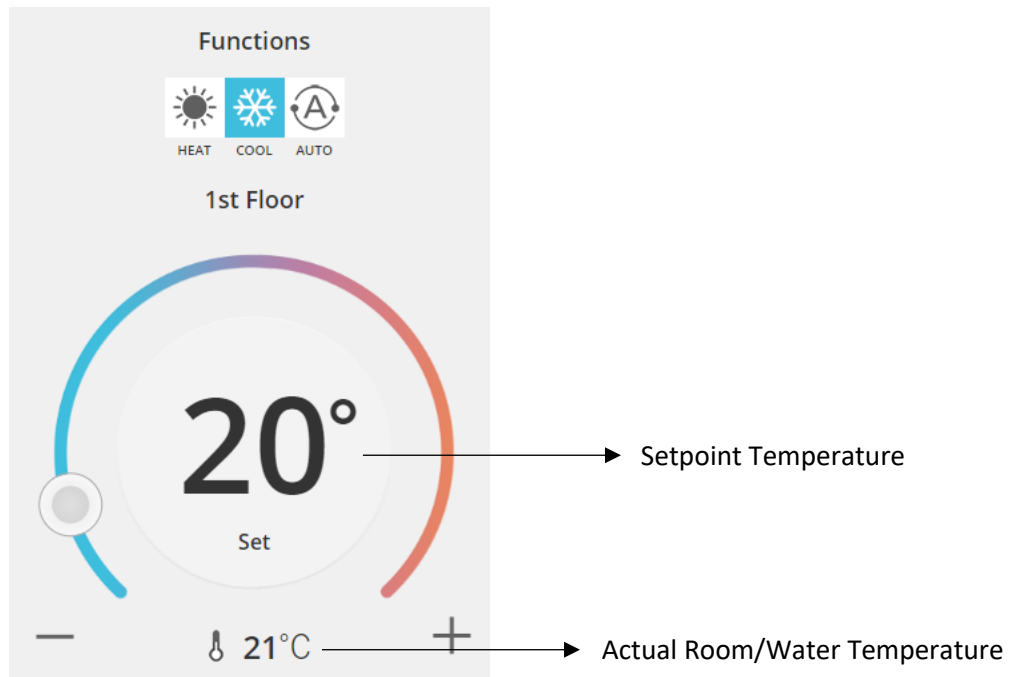


Figure 15 - Zone A and B Action Menu

## 6.2 Tank Action Menu

Tank Menu allows to define the desired setpoint for the Water Tank.

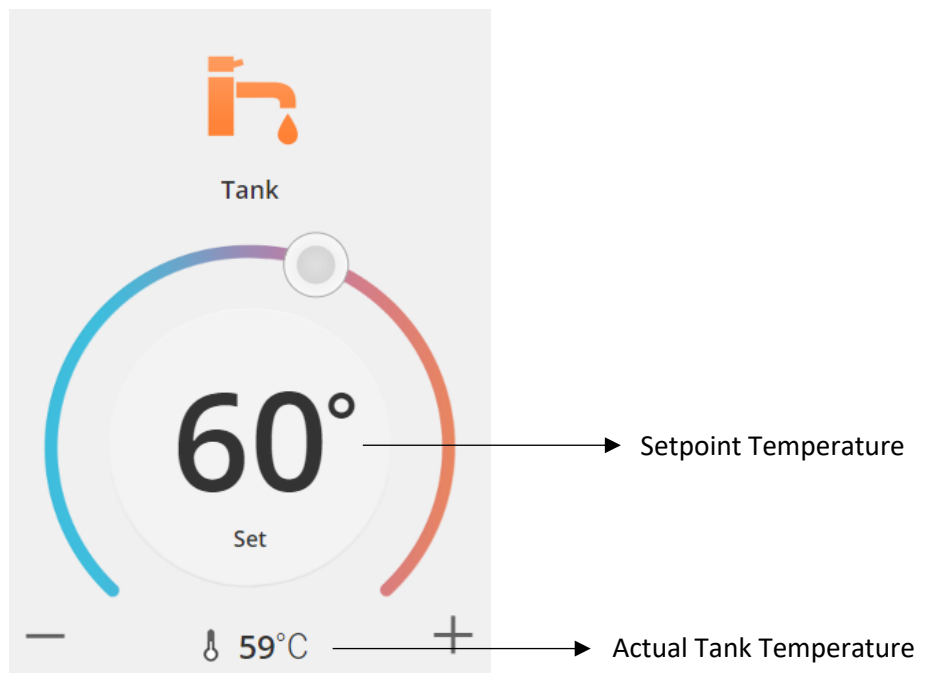


Figure 16 - DHW Action Menu

7 Statistics Screen



Figure 17 - Statistics Menu

Number	Description
1	Graph time range options – Days, Weeks, Month or Years
2	Energy Consumption used to Heat – Graph Enable/Disable
3	Energy Consumption used to Cool - Graph Enable/Disable
4	Energy Consumption used to Domestic Hot Water - Graph Enable/Disable
5	Indoor Temperature - Graph Enable/Disable
6	Outdoor Temperature - Graph Enable/Disable
7	Option to compare different Days/Weeks/Month or Years Consumptions
8&9	Graph Display Options – Cost or Energy (kWh). See cost configurations in <a href="#">9.3.1 - System Settings</a>
10	Total Energy Consumption/Cost for the selected time range

### 7.1 Compare Menu

In this menu, it is possible to compare consumptions and temperature between two day, two weeks, two months, or two years. To compare two time ranges you need to do:

1. Select the first day<sup>1</sup> that you want to compare
2. Press “Compare” button
3. Select second day<sup>1</sup> that you want to compare

If user want to change the second compare day<sup>1</sup> just navigate through the arrow or select a specific day<sup>1</sup> at the calendar symbol.

To change the first compare day<sup>1</sup>, user needs to close the compare menu (by pressing Compare button) and make the above procedure again.

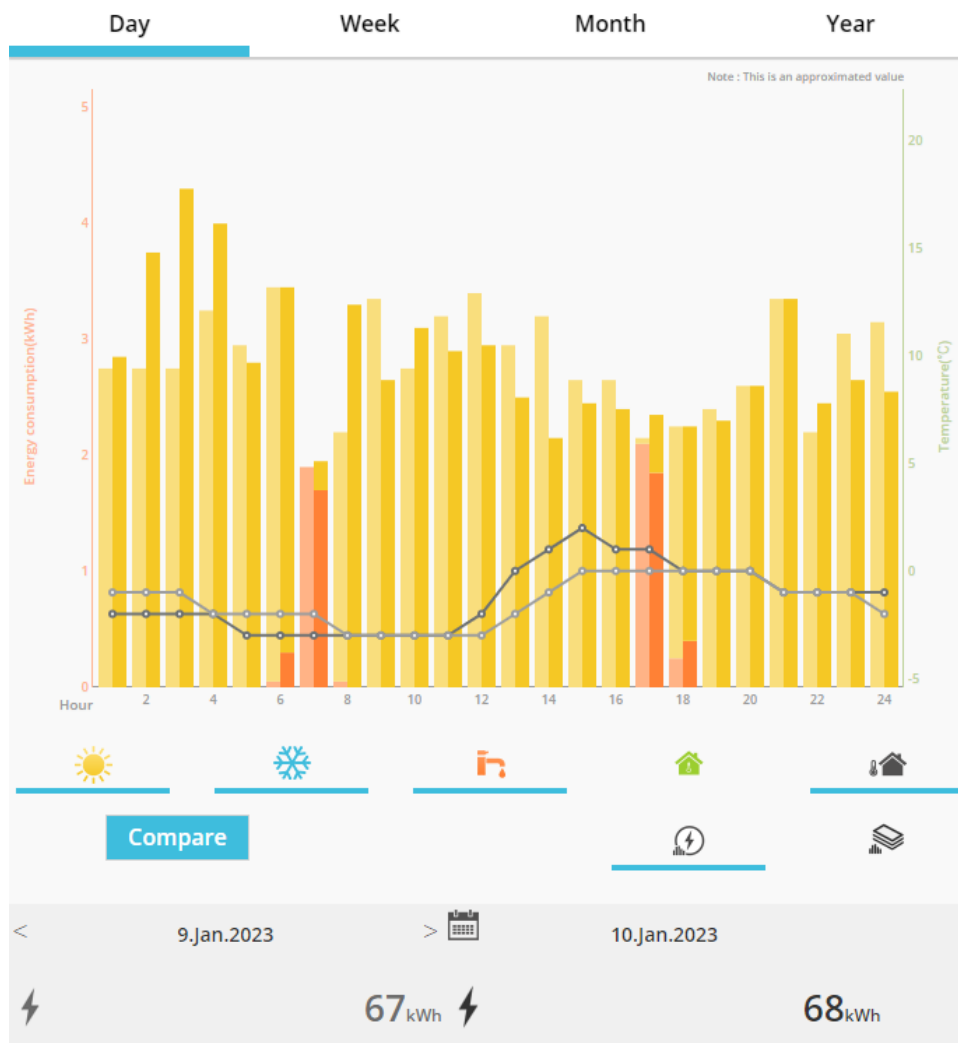


Figure 18 - Comparison Graph

<sup>1</sup> This applies to weeks, months and years

## 8 Weekly Timer

### 8.1 Weekly Timer On/Off

In this menu user can define Timer Functions for each device. It works in a weekly base, and can be activated or not without losing the stored configurations

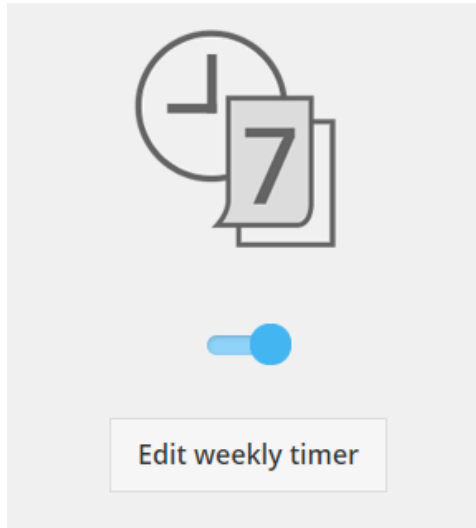


Figure 19 - Weekly Timer On/Off

### 8.2 Weekly Timer Edit

Weekly Timer it is defined per each day of the week, until a maximum of six operations per day.

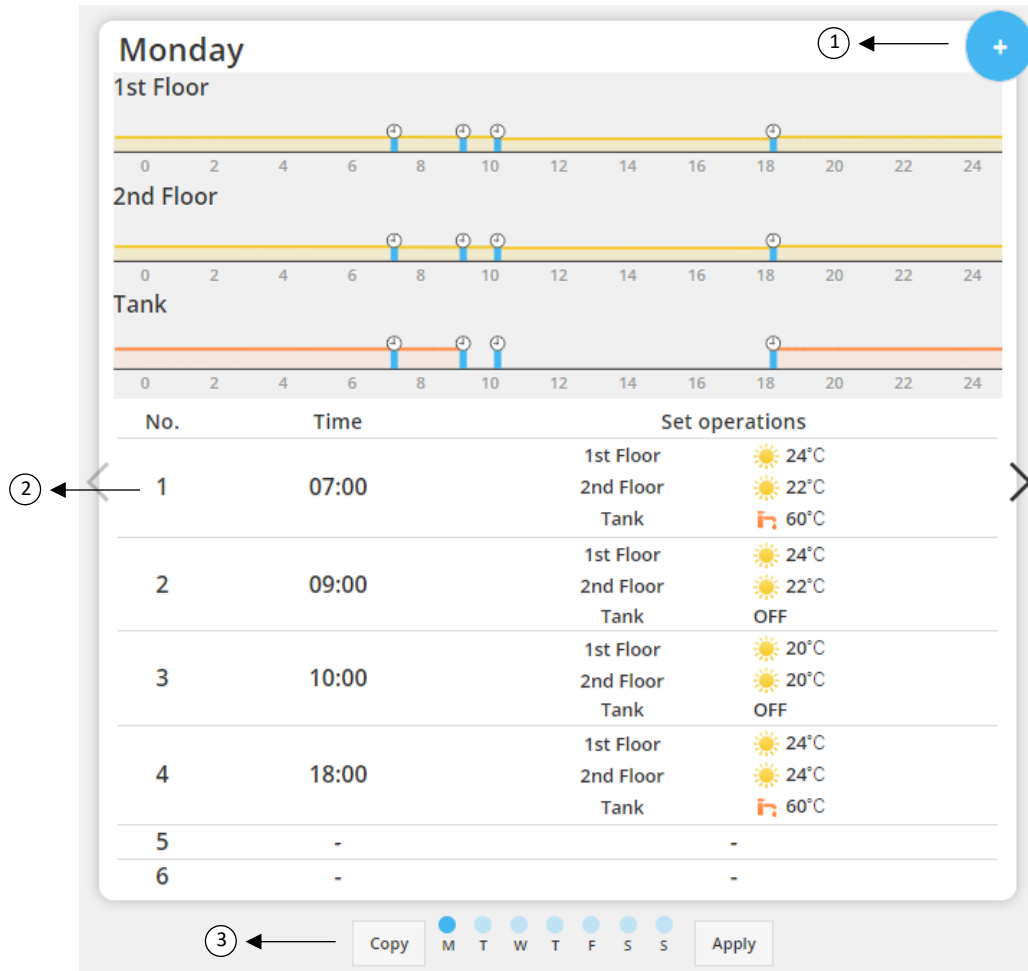


Figure 20 – Weekly Timer Setup

Number	Description
1	Add Operation Menu. See <a href="#">8.2.1 - Weekly Timer – Add Operation</a>
2	Operation Number and set operations. Can be defined a maximum of six operation per day
3	Day of the Week Navigation. (Monday to Sunday) and copy this config to different days

The defined timer configurations can be copied from one day to other days of the week, by pressing Copy button. When the user defines his configuration, just press the Apply Button to store it.

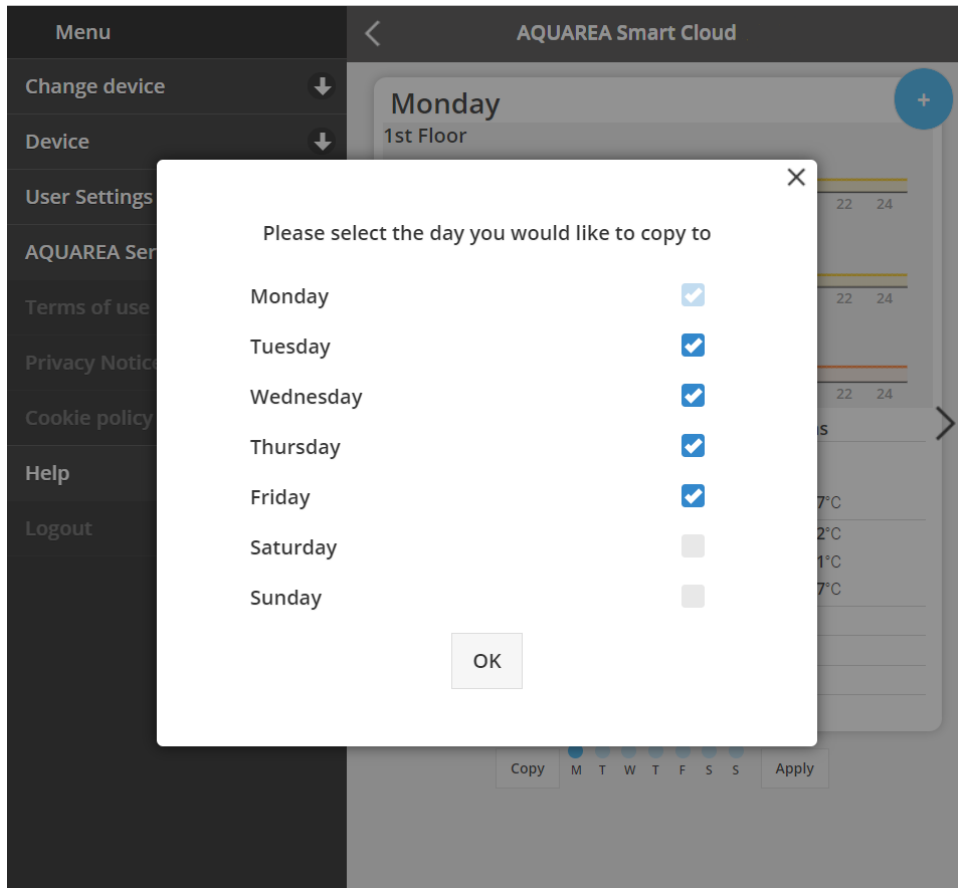


Figure 21 - Copy Menu

### 8.2.1 Weekly Timer – Add Operation

In this menu, user must define timer hour, and functions for each operation

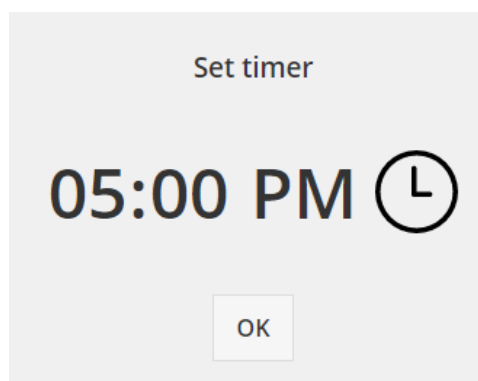


Figure 22 - Add Operation - Time Definition

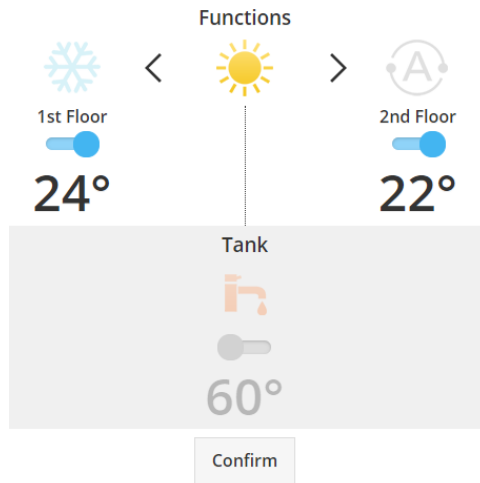


Figure 23 - Add Operation - Setting Definition



In each operation user **always** needs to specify the state for the entire system. (Tank, Zone 1, and Zone 2)

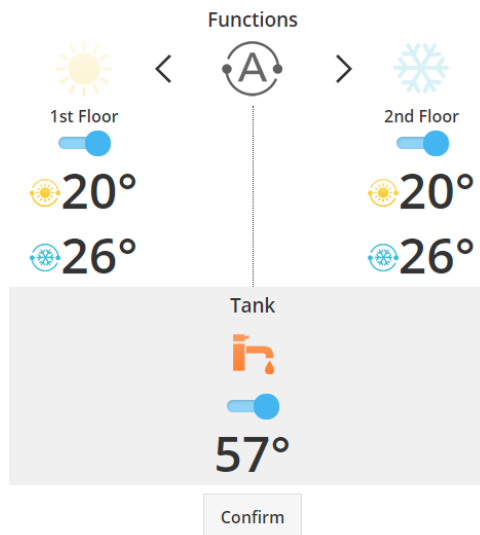


Figure 24 - Add Operation - Setting Definition for Auto Mode



When choosing Auto Mode user needs to define one setpoint for cooling and other for heating



## 9 Menu

In this menu, user can find all the advanced settings for his unit. This menu is equal in AQUAREA Smart Cloud App, and in Smart Cloud Browser, however his access is different both situations. For Comfort Cloud it is located at the top right corner as seen in [Figure 25 - Comfort Cloud Menu](#), for Smart Cloud is located at the top left corner as seen in [Figure 26 – Smart Cloud Menu](#)

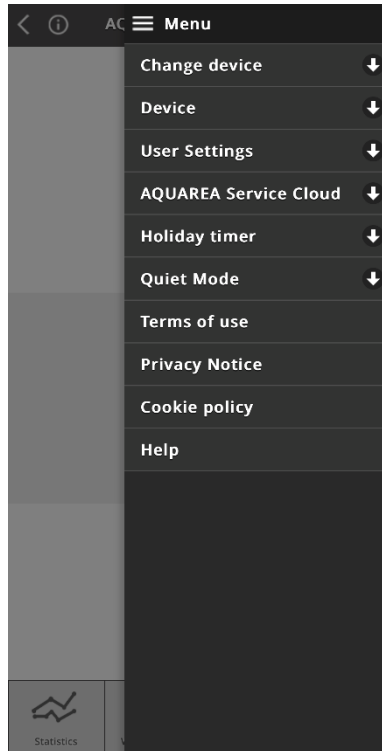


Figure 25 - Comfort Cloud Menu

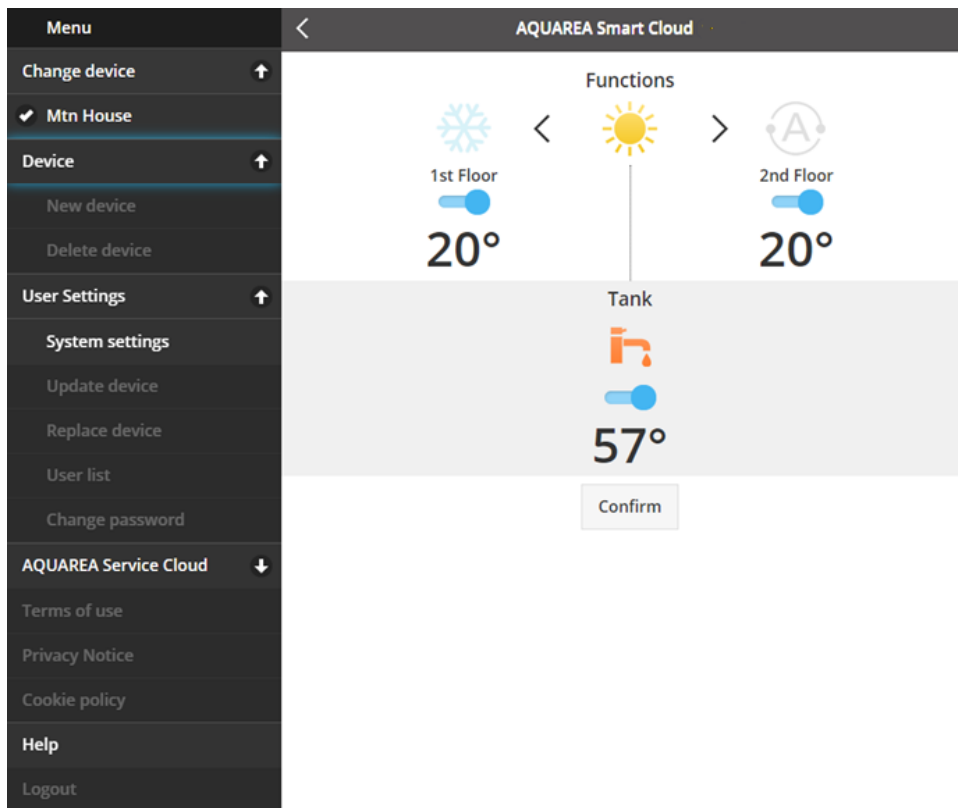


Figure 26 – Smart Cloud Menu

### 9.1 Change Device

When the same user account has more than one AQUAREA Unit, user can easily change from one system to another by accessing Change Device menu.

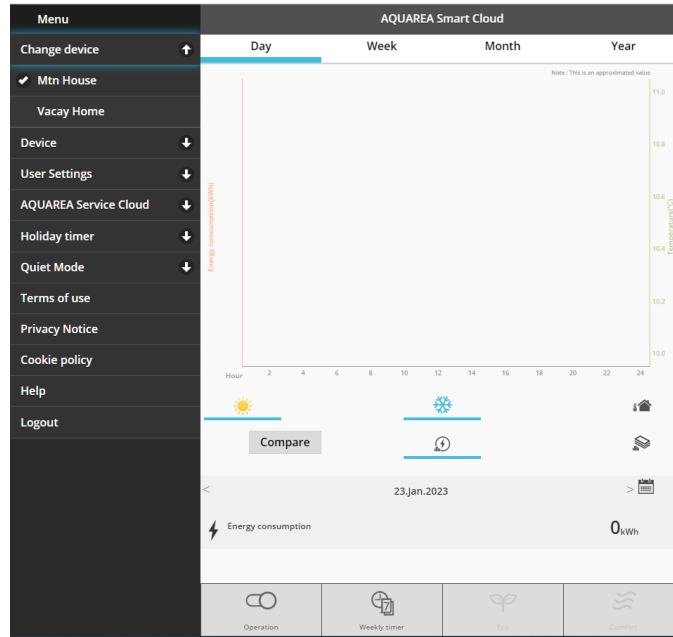


Figure 27 - Change Device

### 9.2 Device

#### 9.2.1 New Device

By pressing this menu, you will be guided to 5 - New Device Registration

#### 9.2.2 Delete Device

By pressing this menu, you delete the selected AQUAREA unit.

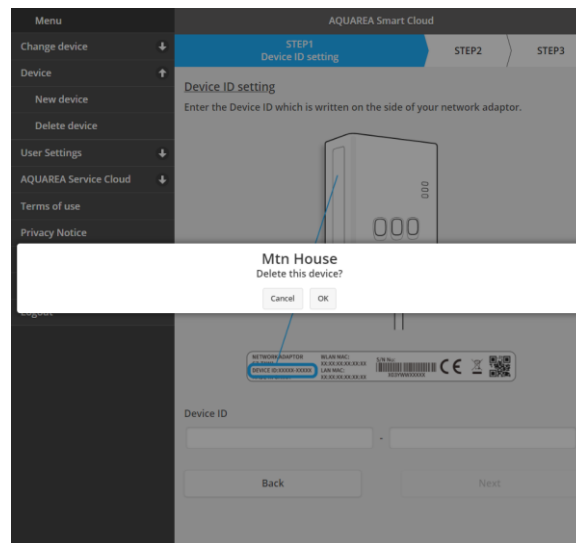


Figure 28 - Delete Device



To configure a Cloud Adapter in another admin account you need to first delete the device from the current account, otherwise you will be added to this Indoor Unit as a Guest User (See 9.3.4.1 - Add a user to the system)

## 9.3 User Setting

### 9.3.1 System Settings

In System Setting Menu you can specify your system characteristics. This menu is divided for each of the available configurations.

Edit settings

AQUAREA name  
AQUAREA

Zone name  
Zone 1: 1st Floor  
Zone 2: 2nd Floor

Figure 29 - System Setting - Name Settings

Eco and Comfort settings

Eco mode settings

Zone 1 Heating: -2  
Zone 2 Heating: -2  
Zone 1 Cooling: 2  
Zone 2 Cooling: 2

Comfort mode settings

Zone 1 Heating: 2  
Zone 2 Heating: 2  
Zone 1 Cooling: -2  
Zone 2 Cooling: -2

Set default values

Figure 30 - System Settings – Eco & Comfort Settings

Select currency  
€ EUR

Electricity price/kWh  
Single rate: 0.2  
 Night: 0:00 ~ 8:00, 0.1

Time zone  
Central European Time (UTC+01)

Confirm

Figure 31 - System Settings – Cost Settings

Name	Description
AQUAREA Name	Name to be presented as System Name
Zone 1 Name	Name to be presented as Zone 1
Zone 2 Name	Name to be presented as Zone 2
Eco Mode Settings	Specifies the setpoint shift that is applied to actual setpoint when Eco Mode is activated
Comfort Mode Setting	Specifies the setpoint shift that is applied to actual setpoint when Comfort Mode is activated
Currency	Specifies the currency that is used for all price related values
Electricity Price/kWh	Specifies the price per kWh charged by the Electricity Provider. It is possible to add one extra schedule where different rates are charged, by selecting Night
Time Zone	Time Zone to be used as reference for all time related operations

### 9.3.2 Update Device

In this menu, user can synchronize User Interface with the current AQUAREA Unit state. When user send commands to the AQUAREA Unit by the remote control, this information is not immediately updated in the Comfort Cloud or AQUAREA Smart Cloud Browser, so if the user wants to have updated information it can access Update Device Menu and this information is synchronized and that moment.

### 9.3.3 Replace Device

In this menu, user can replace the selected AQUAREA Unit to a new device. This procedure will guide the user through the same as [5 - New Device Registration](#) and automatically deletes the existing one.

### 9.3.4 User List

In this menu, user can manage access to the AQUAREA Unit. It is possible to edit each username, define if this user can access and control this unit, or only see current state. It is also possible to delete users.

For more details on how to add a user please see [9.3.4.1 - Add a user to the system](#)

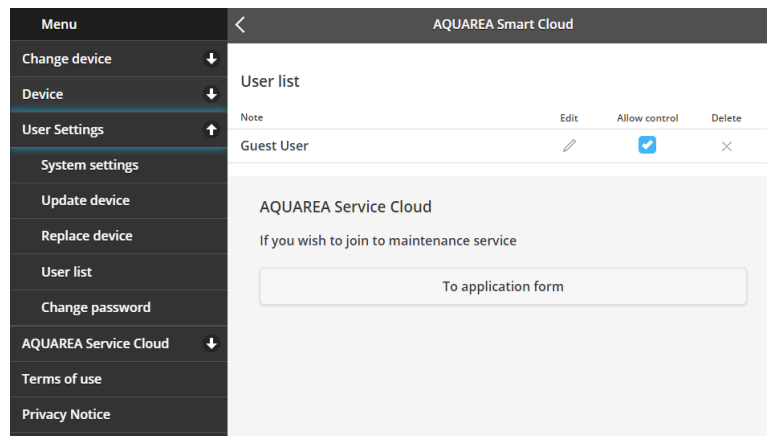


Figure 32 - User List

In this same menu, it is possible to send an invitation to your Installer to have access through Service Cloud that you can see in more detail in [9.4.1 - Application Form](#)

### 9.3.4.1 Add a user to the system

To add a new user to this system, new user needs:

- 1 - Panasonic ID as seen in [4 - Panasonic ID Registration](#)
- 2 - Panasonic Device ID, as seen in [Figure 10](#)
- 3 - Device Password, as seen in [Figure 13](#)

After this access Comfort Cloud App and add a new device.

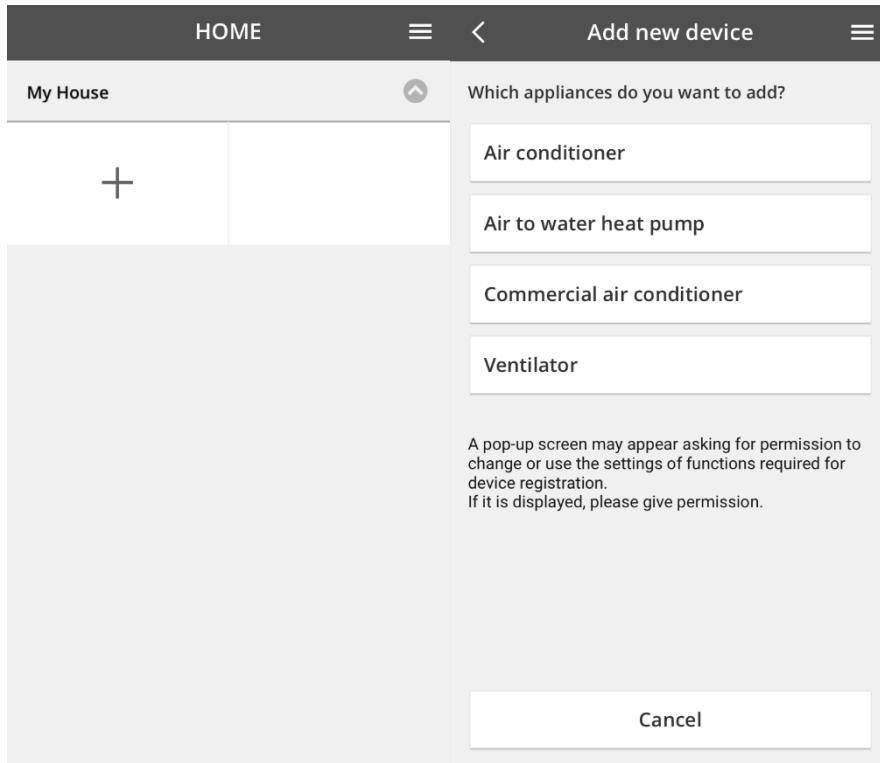


Figure 33 - Comfort Cloud Add New Device

### 9.3.5 Change Password

In this Menu, user can change the device password for the selected AQUAREA Unit. Note that in the situation where you have more than one system in the same account, you need do specify each unit you are changing the password.

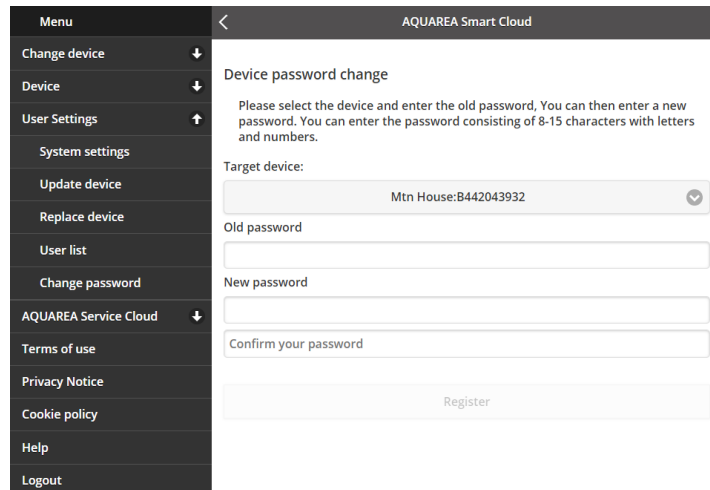


Figure 34 - Password Change

## 9.4 Aquarea Service Cloud

### 9.4.1 Application Form

In this menu, user can invite a company to oversee his device via Service Cloud. After this request and the acceptance from the installer, he can access user unit based on the permissions that user defines in **Access Rights** in the drop-down menu.

AQUAREA Smart Cloud

Application form for AQUAREA Service Cloud

\*Indicates a required field.

Enter the email address of the company that you would like to ask for this service.

E-mail address\*



Enter your information.

Name\*

Address where the device is installed\*

Installation Location Address

Phone number

Figure 35 - Service Cloud Request 1

E-mail address\*



E-mail language\*

AQUAREA Device ID\*

Access rights\*

Cancel Register

Figure 36 - Service Cloud Request 2

### 9.5 Holiday Timer

In this menu, user can activate the holiday timer function. This function ensures that only auto protection functions are working.

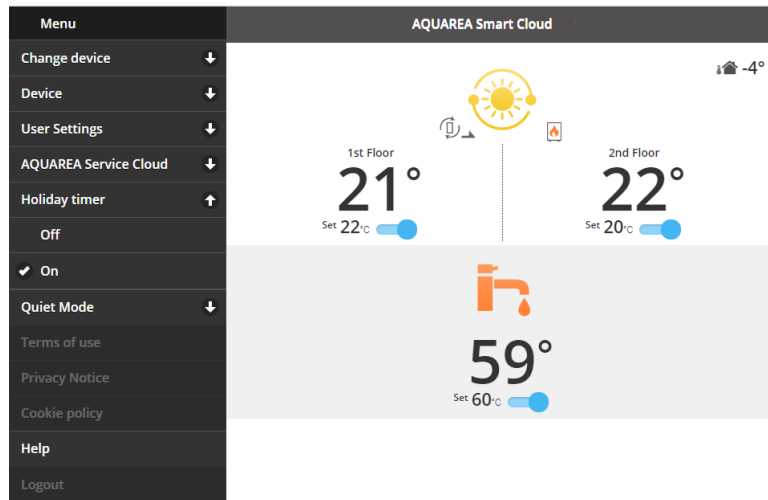


Figure 37 - Holiday Timer Function

### 9.6 Quiet Mode

In this menu, user can define 4 different noise levels for the Heat Pump. Off level means no noise **limitation**, and Level 3 means maximum noise **limitation**.

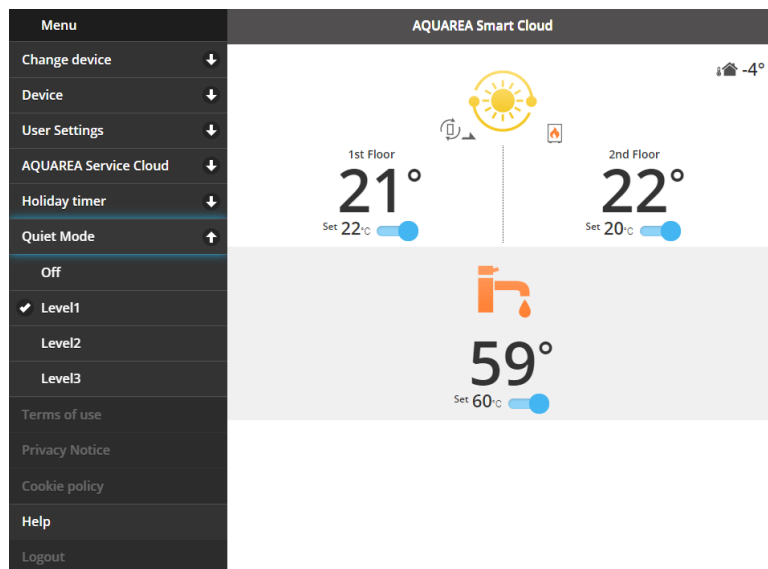


Figure 38 - Quiet Mode Levels

## 9.7 Legal Information

In this menu, user can review legal terms for the use of this app

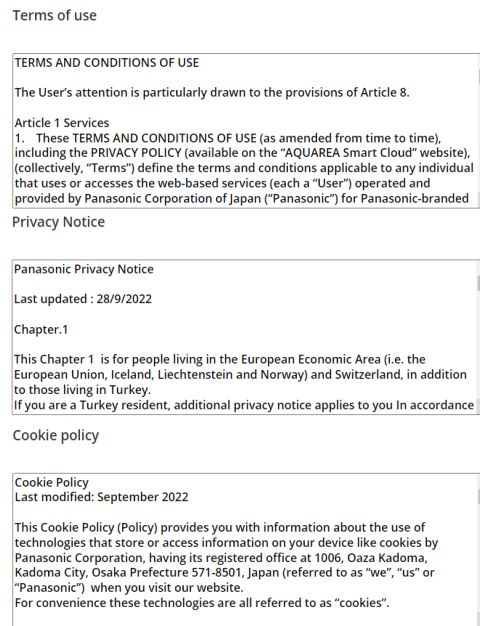


Figure 39 - Legal Terms

## 9.8 Help

In this menu you can find the link to FAQ: [https://www.aircon.panasonic.eu/GB\\_en/faqs/AquareaSmartCloud/](https://www.aircon.panasonic.eu/GB_en/faqs/AquareaSmartCloud/)