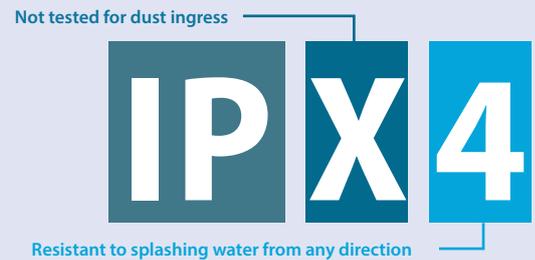


Is the Gree WHIO ok to be mounted outside?

Yes — it is designed for outdoor use. Installing it under the eaves is perfectly fine.

There is a minor translation error in the manual.

The unit’s IP rating is **IPX4**. An IPX4 rating means a product is protected against splashing water from any angle. While the “4” signifies resistance to water splashes. It is water-resistant, not waterproof, so it’s not designed for submersion in water.



Is the Gree WHIO compatible with solar?

While the unit does not have a direct solar connection, it operates on a standard power supply and can be programmed in Eco Mode to optimise operation and then turn this off during daylight hours.

Can I use my “free hour of power”?

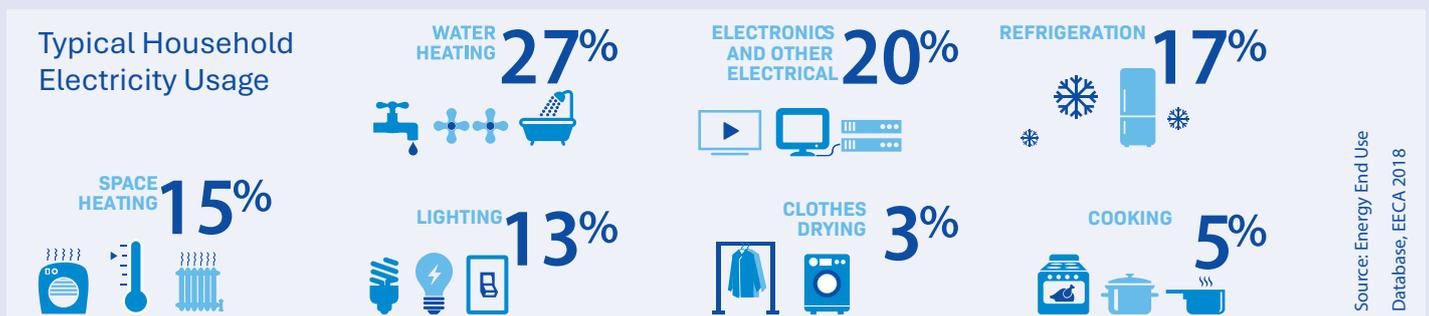
The unit does not have a specific feature for this, and because it consumes only around **426W** when running in heat pump mode, the potential savings are modest. However, you can still take advantage of this period by programming the sanitisation cycle to run during your free hour.

How long does the cylinder take to heat?

This varies depending on the outdoor ambient temperature, but typically the tank reaches a usable temperature within 3 - 4 hours.

How much can I save?

According to EECA, water heating accounts for around **27%** of a typical household power bill. By switching from an electric hot water cylinder to this system, you could cut your hot water costs by approximately **70–80%** or **20%** off your total monthly power bill.



How will the Gree WHIO operate in the cold?

The unit is designed to operate in temperatures down to **-7 °C** when running on the heat pump. While performance is slightly reduced at lower temperatures, it still maintains a **COP of around 3**. The system will automatically run a defrost cycle when required for maintaining the best performance.

Is the refrigerant safe?

This system uses a small charge (330 g) of **R290 refrigerant** like the propane in LPG. It's installed outside and built with sealed control components for safety. To put it in perspective, a standard BBQ bottle contains 9 kg of LPG, which is 27 times more gas than in this unit.

Can the HWHP be laid down?

The unit is designed to be transported upright. However, if it is laid down briefly during handling, this should not cause any issues.

Does the Gree WHIO have a sacrificial anode?

Yes, the Gree WHIO comes with two sacrificial anodes. These are designed to protect the steel tank from corrosion.

How often do these need to be replaced?

These need to be replaced periodically depending on the water quality. We recommend that you inspect after every 6 months; this will give you an indication of how much it has corroded. Based on that, replacement is as required.

How do I dispose of the corroded anode?

The left-over anode can be disposed of at either a recycling centre or through a scrap metal dealer. Do not dispose via general waste.