System M.
The new generation heat pump.

Glen Dimplex Thermal Solutions

Dimplex

Radically simple. Simply versatile.
Dimplex is the brand from Glen Dimplex Thermal Solutions that provides perfect temperature control in buildings. And now we've reinvented the heat pump! System M is the new heating-cooling system that is radically simple to choose, install and operate. System M is also simply versatile, with the right model for every wish or requirement. What all the models have in common is that they need radically little space, are uniquely well designed, efficient, quiet, and offer all-round comfort. Discover your own System M.

System M.
Radically simple.
Simply versatile.
The perfect
system.

“Dear partners from crafts, installation and planning business, dear end customers,
We are pleased to present a real innovation to you. With System M we have thought the heat pump in a new way: radically simple in ordering, installation, handling and simply versatile in technology, features and design at the same time. Thereby System M offers possibilities to craftsmen as well as to end customers which are – especially by its combination – unique in the market. M like milestone: System M is the perfect heat pump system.”

Ludger Kämpfer
Director Sales

M for Modular.

"Modularisation?
For a product developer like me it's like a mental puzzle: you try and create the largest number of variants with the fewest possible parts, so you can meet every important customer requirement."

Jens Rammensee,
Project Manager, System M,
Glen Dimplex Thermal Solutions

M for Minimalist.

"At the beginning of the product design process for System M we tried to really hold back. Because a heating system isn't a design object that you want to put on display in your living room. Put it this way: System M doesn't force its way into the spotlight. But once you do notice it, it looks great. It's organic, with balanced proportions, and functional down to the last detail. Plus the quality is uncompromising."

Thorsten Bald,
Director Strategic Marketing,
Glen Dimplex Thermal Solutions

M for Made in Germany.

"What is quality? It's the sum of numerous factors. One of the most important factors is experience. And there's no substitute for it. At our Kulmbach site in Bavaria we have been designing, developing and optimising refrigeration circuits for more than 40 years. It's this level of skill and care that make System M so special.

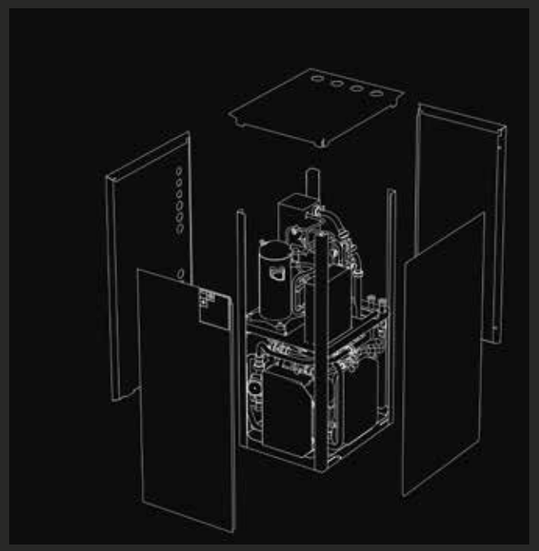
Daniela Reuther,
Head of Quality Management,
Glen Dimplex Thermal Solutions

M for Made-to-measure.

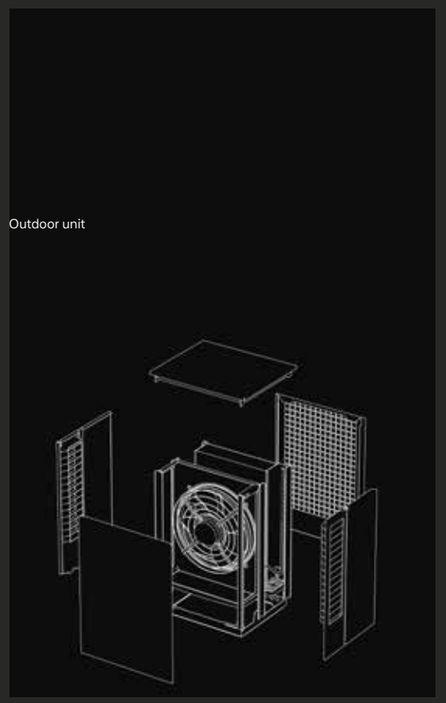
"The made-to-measure part of System M is the way it combines small size, design efficiency, low volume, intuitive controls, perfect comfort and so on. When you get that right, it becomes irrelevant for the owner whether the machine breaks records or not on individual stats. And that goes for us, too."

Dirk Eggers,
Head of Sales, Domestic Heating and Ventilation,
Glen Dimplex Thermal Solutions

Indoor unit



Outdoor unit



5 advantages. One system.

Modular, minimalist, made in Germany, made-to-measure… System M brings all of these principles together. But what concrete benefit do you get from bringing System M into your home? Over the following pages we describe the five major advantages – in design, operations, sound, efficiency and comfort. Each individual advantage is persuasive. But it's when they come together that they create a unique overall solution, so extraordinary you'll grow accustomed to this heating system from the very first day, and you'll never want to do without it again.

For many heat pump manufacturers, it's like a game of trumps: who has the highest efficiency rating? Who has the lowest decibel value for the outdoor unit? But with System M, that's not how we play. Starting with the individual modules, we put together systems that offer real advantages – to homeowners as much as to installation technicians. "To do that you have to make small compromises in individual cases," explains Jens Rammensee, Project Manager for System M at Glen Dimplex Thermal Solutions. "Because you can't outsmart physics."

For instance, if you want the quietest, most efficient air-to-heat pump in the world, you need room for it – in a large, heavy housing. "Who wants that in their garden?" asks Dirk Eggers, Head of Sales in the Domestic Heating and Ventilation division. "Who wants to look at it every day? And that's before you consider what the neighbours might say." For many people, a great big box with ventilation holes in it automatically looks too loud. Even when the heat pump isn't running.

System M, on the other hand, achieves the perfect balance: small size, pared-back, intelligent design, with the greatest possible efficiency and lowest noise levels. At the same time, System M lets you enjoy a few superlatives, or increase the level of comfort as desired. "We have put together precisely as many configuration packages as we needed in order to be able to meet every requirement," says Dirk Eggers. "At the same time we have made choosing the right configuration easier than ever before." Operating the system via the interface or app and its assembly by the installation technician are just as simple.

For each of these ingeniously combined total packages, the whole is more than the sum of its individual parts. It's the combination which makes all the difference.

Well constructed. Minimum space requirements. At 60x60 centimetres, the footprint of the System M indoor unit (4/6 kW) requires less space than any other heat pump – and no more than a standard fridge, washing machine or dishwasher.

The outdoor unit of System M is just 60x50x87 centimetres, making it the smallest external heat pump unit on the market.

Indoor unit
footprint 60x60 cm

Outdoor unit
footprint 50x60 cm

Scale 1:200

Grey lacquered aluminium

Papyrus white lacquer

Anthracite lacquer

What cladding would you like?

Larch

Cedar

Brushed copper

Fibre cement

Slate-look concrete

Red lacquer

... and any one of **1,625 RAL colours** on request

#1

Radically attractive and functional.

You want a heating system that takes up as little space as possible in the cellar or, even more importantly, the utility room. A system that fits in perfectly, adapting itself to its environment. A system with quality you can see and feel.

That's exactly what we offer with System M. It requires a radically small space, indoors as well as out. System M can be placed in all manner of corners because the slim indoor unit can be set up with almost no wall clearance. It can stand next to the fridge, washing machine or dryer, for example. And thanks to its purity of form, clearly accentuated planes and outstanding finish, it needn't be a wallflower either. The System M outdoor unit, meanwhile, is more or less invisible against the façade thanks to the unrivalled range of colours and materials available.

Radically good design.

What is good design? Is it really something you can expressly concisely, clearly and precisely? When you're an international design icon, then yes. Dieter Rams – who came to fame with his designs for Braun, later a major inspiration for Apple – has been working since the 1970s to encapsulate his thoughts on design in ten principles. Anyone aiming to set standards in product design needs to know the principles. And they help us to explain what is so remarkable about the design of System M.

"Good design means as little design as possible." System M isn't an exclamation mark that draws attention to itself in the narrative of your interior. System M isn't loud in an optical sense, it isn't conspicuous, it isn't swathed in an on-trend finish or playful details. Nothing in System M is superfluous, each element has its function and thus its own purpose. Concentrated on the essential. Minimalist. Simple. Radical.

"Good design is unobtrusive." System M fits naturally into its environment, both inside and out. So you barely notice it and never perceive it as disruptive. The radically compact outdoor unit is the only heating system on the market that can be customised with the major materials used in house construction – wood, cement, copper, brass – to forge a seamless link with the architecture. The camouflaged heat pump.

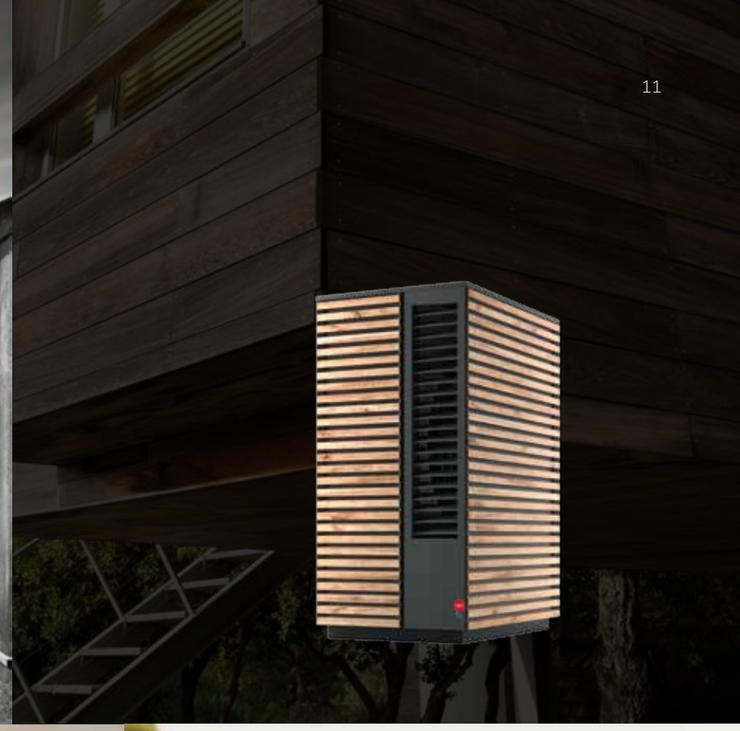
"Good design is consistent, right down to the last detail." System M offers a high-quality finish, without which simplicity and reduction can appear clumsy and banal. Our team of designers, engineers and marketing experts applied this standard consistently and passionately throughout the development of System M – discussing, designing, engineering, discarding, optimising, testing, arguing, building. The result? Perfect curves, a harmonious appearance, precisely balanced dimensions. Only in System M are the sheet-metal edges curved to 45° and bevelled at the edges of the device. This results in a "shadow gap" that tells you at first glance that this is a high-quality precision machine. And that's what System M is – all made possible by precise sheet-metal processing.

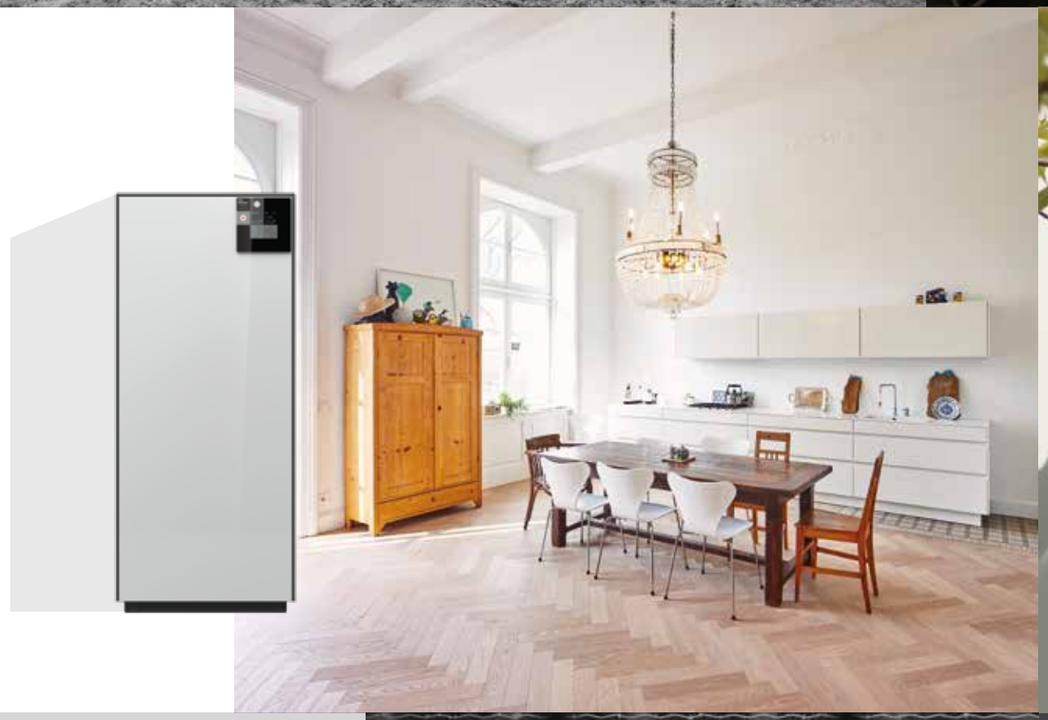
"Good design is aesthetic." System M offers harmonious proportions. Unlike other heating systems and heat pumps, it doesn't seem overwhelming or bulky. During development, the engineers wrested every centimetre they could save. All the components were installed inside the housing in a way that uses as little space as possible. And that meant we could get it all down to the footprint of a kitchen appliance – 60x60 centimetres. Meanwhile the outdoor unit has a split in its side plate and differentiating lacquering to make it look even more slim and slender.

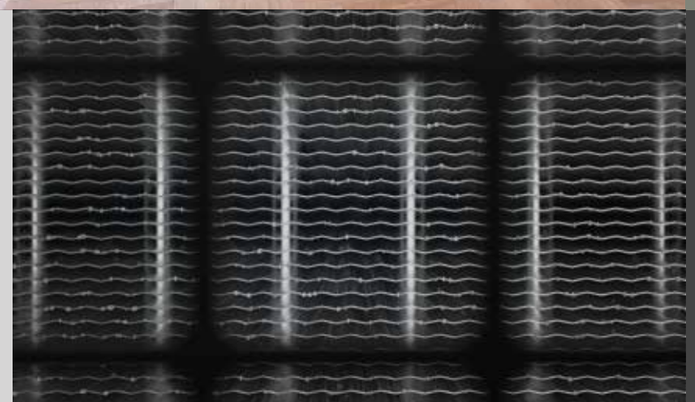
"Good design is honest." System M uses steel plates as its basic material. Despite high-quality lacquering, it is this metallic material quality that should be seen and felt. The surface of the indoor unit should come across as a little more refined, a little smoother, while the outdoor unit should emphasise the matt, raw, robust feeling.

"Good design is innovative." The outdoor System M is not just quiet, it looks quiet – with the air vents now positioned on the side rather than the front and additionally covered by slats. System M is adaptable to more individual design options than any other exterior model on the market. And the indoor System M is a compelling beauty, with a large, high-resolution square display, so you never have to squint in puzzlement at a complex, overloaded mini-screen again.

"Good design makes a product understandable." System M directs the product experience of the otherwise radically reduced interior unit to a central location – the display unit on the System M master unit. This interface enables a new kind of user experience, one that is both surprising and exciting. System M is the first heating system that is self-explanatory and intuitive enough to operate without instructions, without sacrificing functionality. That goes for experts as well as newbies, using the device itself or via the Smart Room Heating app (with its award-winning design). The app means that you also get complete operating convenience with the Pure variant of System M, which has no touch display on the device.







Welcome to System M!
Available in the right design variant for every home.
For example...

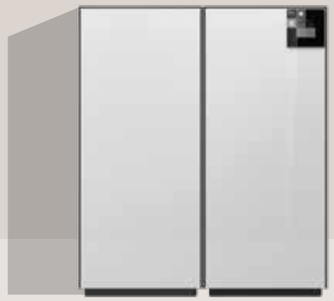
... for all those who live consciously and think to the future. Mobility: electric car, cargo bike. Daughter: 14 years old and full of life, with a thousand ideas for saving the world. Living: streamlined, compact, low-energy, because who needs superfluous luxury? Style: pared-back, thoughtful, casual. The most important shared space? The kitchen.

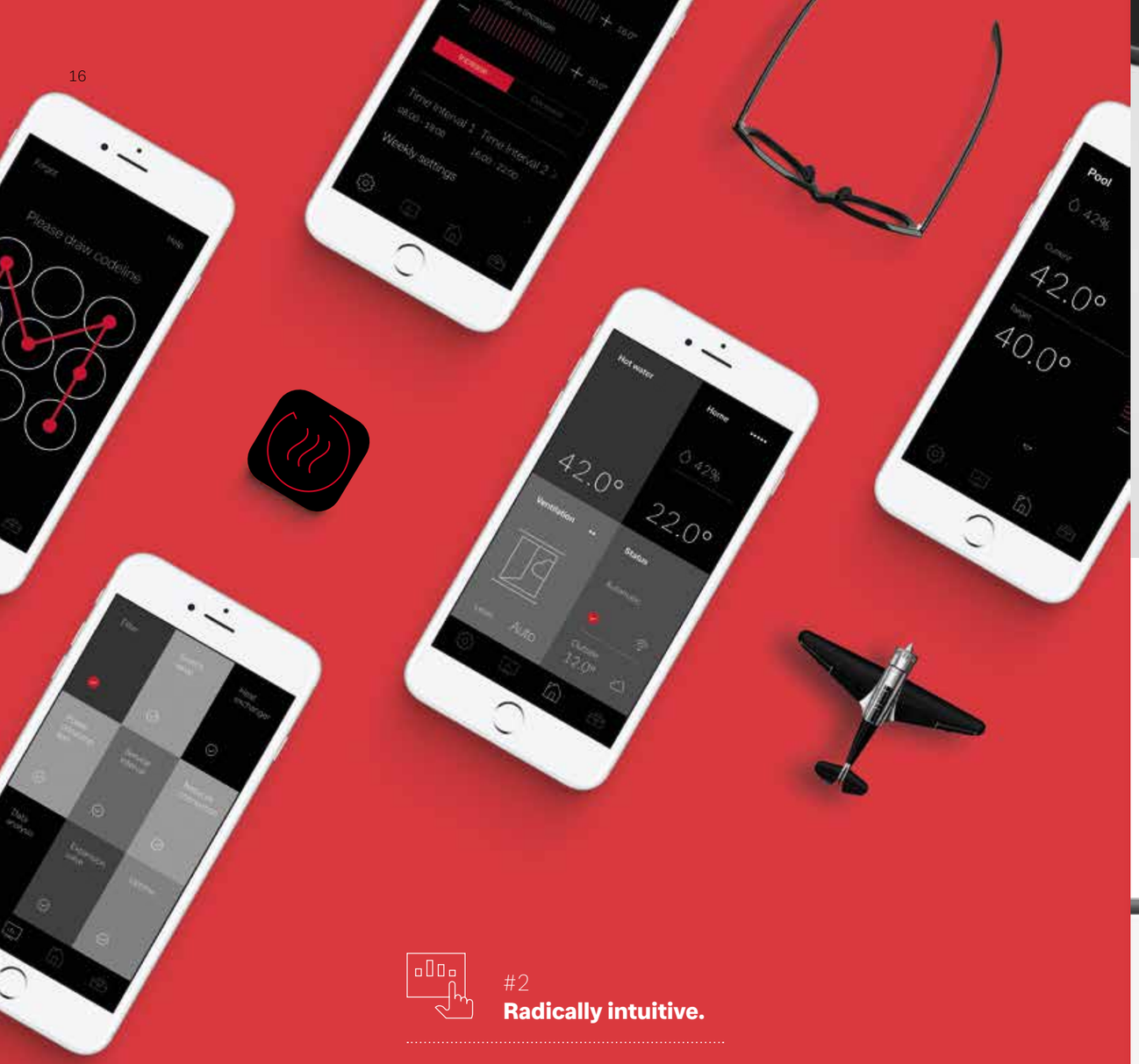
The heating system:
System M Pure.

Even a heat pump can have the wow factor. Pleased to meet you! System M is moving in.
For example...

... with anyone who places their greatest demands on themselves. And on day-to-day comfort. Mobility: sports car, maybe vintage. Profession: decision-making, making things happen. Interests: good art, excellent taste, the finer things. Living: generous in every way, with room for table tennis and floorboards throughout. Statement living.

The heating-cooling system:
System M Comfort.





#2
Radically intuitive.

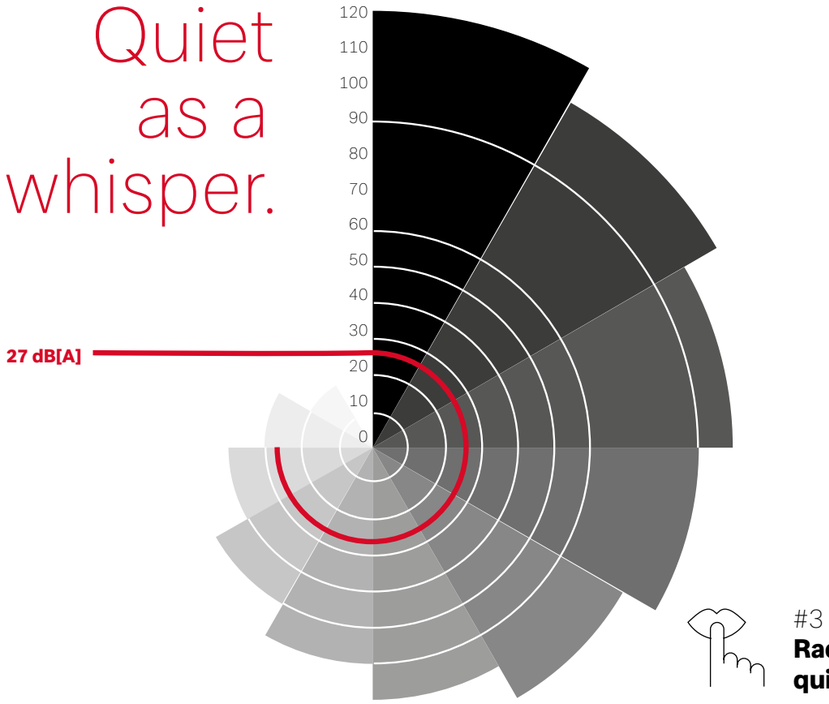
You want a heating system that makes day-to-day living a as simple and pleasant as possible. A system that doesn't bug you with superfluous status alerts. A system that doesn't even need instructions.

That's why we came up with System M. It is radically simple to connect and radically intuitive to operate. From the very beginning – in other words, the installation. System M can create its own hotspot, ideal for building sites where the Internet connection isn't up and running yet. Thanks to clever pre-configuration, the actual start-up is faster, simpler and more straightforward than any other heating system. System M just asks a few simple questions, simple enough for an apprentice to answer, and that's it – it's up and running. And it just keeps going.

Via the touch display on the device or the Smart Room Heating app on your phone, you have everything at your fingertips, including the current and target temperatures for every room. Every setting for the weekend or for holidays, the ventilation strength, the quick heat option. In short, System M means its child's play to access the functions you need, when you need them. With the Pure variant you even get System M without the touch display on the device itself – you just use the app instead.

One more thing: because System M comes with its own Internet connection as standard for every configuration, at no extra charge, it can itself report any irregularities directly to the installation technician or customer service. The Internet connection also means it's constantly ready for updates.

Quiet as a whisper.



Jet aircraft – 120 dB(A)
Propeller aircraft – 110 dB(A)
Circular saw – 100 dB(A)
Construction site with pneumatic drill – 90 dB(A)
Road traffic saw – 80 dB(A)
Lawnmower – 70 dB(A)
Normal conversation – 60 dB(A)
Soft radio music – 50 dB(A)
Refrigerator – 40 dB(A)
Whisper – 30 dB(A)
System M – 27 dB(A)
Soft wind – 20 dB(A)
Snowfall – 10 dB(A)

#3
Radically quiet.

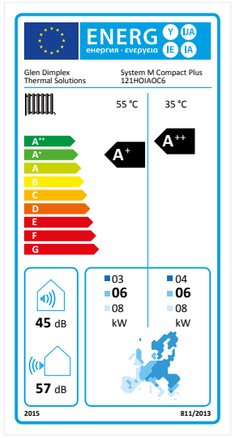
You want a heating system that uses the free, endless supply of thermal energy in the air. A system that therefore has an external unit with a fan, but is nonetheless almost inaudible. A system that even reassures your neighbours – because it doesn't just sound quiet, it looks quiet, too.

This is exactly why we came up with System M. It's great for your nerves, whispering like a soft, soothing breeze. System M isn't just optimised for the sound lab but for use in the real world as well. All the sound escapes at the side and not towards the garden or the neighbours. You don't see any ventilation grilles or twirling propellers, which can be as alarming as noise. System M specifically filters out the low frequencies that disturb the human ear. And it uses the benefits of split technology, keeping the outside sound source (evaporator) and inside sound source (compressor) well away from each other.

#4
Radically efficient.

You don't want a compromise between comfort and efficiency in your heating system. You want a system that operates as economically as possible, all by itself, from day one. A system that qualifies for current state subsidies and pays for itself in the long run. A system that meets the requirements of tomorrow, today.

That's precisely why we developed System M – radically efficient, in three different ways. First, only heat pumps like System M achieve the A++ class energy label for individual heat generators, as opposed to oil or even gas heating. Second, System M has integrated so many functions and optional add-ons that it is the only composite system to achieve top scores on the energy label. And third, we have fitted System M with the smartest control technology available today. System M eliminates the rigid heating curve by constantly determining the lowest-possible flow temperatures for the desired conditions in up to ten different rooms. That means it makes no difference how much you crank up the heating, or how scalding your baths, System M automatically runs as economically as possible.



This is what the efficiency label for a System M model looks like. Even when heating at mid-range temperatures, it easily reaches class A+. Note: the label shows the sound power (not sound pressure, as we do; see p. 19) – which is only relevant in the lab, not in the garden.

Nothing heats as efficiently as the heat pump.

	electricity	**natural gas**	**heating oil**
A++	electric heat pump		
A+		gas pump	
A		condensing boiler	condensing boiler
B		low-temperature boiler	
C			
D			low-temperature boiler

Only the electric heat pump achieves the highest efficiency value... because it draws 75% of the energy it requires from the environment. And with green electricity, it can be run fully CO_2 free.

Integrated cooling function? Your choice.

#5
Radically comfortable.

You want a heating system that really only has one setting: the individual comfort programme for you and your family. A system that offers you no less than that – but please, no more.

That's precisely how we made System M: radically comfortable. And radically made-to measure, in line with your needs. We asked ourselves some fundamental questions so you have an easier time of selecting, configuring, installing and using the device. This is how the System M variants came about (see overview the following pages). Simply choose how much hot water comfort you need on hand at any given time. Decide on the integrated cool function – with no drafts, no noise, no condensation and therefore no danger of mould. Or get the Plus variant with inverter technology – ideal for anyone who needs a bit more heating power now and then but doesn't need a whole overloaded system.

For our customers:

Service M. Radically complete.

You want a heating system that is always technically up-to-date. A system that is continuously optimised and which tells you before it needs any maintenance. A system that runs like clockwork – no stress, no hassle, no unnecessary effort.

That's exactly why we developed our System M service: System M is always fully installed, both the hardware and the software. We make sure that the system is optimally tuned at the time of installation by our customer service team. System M then automatically reports any technical deviations on a daily basis via its own online connection. Ralf Behnke, Head of Services at GDTS: "System M comes with online monitoring as standard – it doesn't depend on any maintenance contract." We keep your System M up-to-date through automatic software updates. And after the first heating period, we'll gladly run a full online check on the system and optimise the energy settings if necessary.

Two service packages. Always fully supported. Your choice.

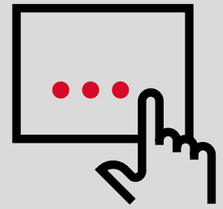
1	2
Basic service package	**Long-life service package**
5 years' guarantee	Extended 10-year guarantee
On-site start-up, incl. activation of screed programme if required	On-site start-up, incl. activation of screed programme if required
One-time online check of the system following the first heating period	Condition monitoring with annual report on data evaluation and tips for optimising energy efficiency
Online monitoring, active info in the event of technical deviations	Software updates to keep System M automatically up-to-date
Software updates to keep System M automatically up-to-date	Software upgrades for new, additional functionalities

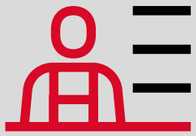
For our installers:

Installation M. Radically easy.

As a specialist in heating systems, you want a system that makes it as easy as possible for you to meet your clients' needs – quickly and accurately. Both installation and maintenance should be simple, too. You want a system that functions as hassle-free as possible throughout its lifetime – after all, the less stress for you, the happier your clients.

That's exactly why we developed System M: a system where we have done as much of the thinking, configuring and planning as possible in advance.





Radically easy to order and assemble thanks to our well designed packages that are simple to select and expand as necessary. Thanks to our "just-in-time" delivery system that ensures delivery within four days. Thanks to preassembled modules: no more putting fiddly parts together, no more improvising on the job, no more ordering extra parts later on. Simply unpack, connect, and you're good to go...

Prefigured equipment available includes:
- Connecting module for additional heating circuit and/or mixed heating circuit
- Connecting module for bivalent operation (with oil/gas boiler)
- Connecting module for renewable operation (with solar thermal system/wood heating)

Naturally, the refrigerant pipe for connecting external and internal units is preassembled – and available in two different lengths.

Radically easy to start up the first time thanks to the creation of an independent hotspot, even where there is no Internet connection. Thanks to our "easy-on" procedure, directly via the display screen or your smart device. Radically few settings have to be entered – it only takes a few minutes to answer all the questions.

Radically easy to maintain thanks to continuous online monitoring – early alerts when maintenance is required plus individual efficiency optimisation (also possible via remote access). Thanks to tailored service packages, including an extended guarantee option (see left).

System M.
At a glance.

04
–06
kW

09
–16
kW

System M **Pure**

The modern heating solution for the small home – up to 150 m². Ideal not just for prefabricated houses.

System M **Pure**

Available from **09/2017**

Heating capacity 4 kW/6 kW

180-litre hot water tank included
(demand for hot water: L)

Controlled via Smart Room Heating app

System M **Compact and Comfort**

A comfortable and sustainable heating solution for modern family homes as well as for luxury living – depending on the selected heating capacity, for homes up to 300 m². Higher-powered machines can also be used for renovation projects.

System M **Compact**

Available from **06/2017**

Heating capacity 4 kW/6 kW

180-litre hot water tank included
(demand for hot water: L)

Controlled via touch display or
Smart Room Heating app

Attractive customisation options

System M **Compact Plus**

Available from **11/2017**

Heating capacity 4–6 kW

Inverter technology for short-term burst
in heating capacity included

Cooling option available

180-litre hot water tank included
(demand for hot water: L)

Controlled via touch display or
Smart Room Heating app

Attractive customisation options

System M **Comfort**

Available from **06/2017**

Heating capacity 9 kW/12 kW

Cooling option available

240-litre hot water tank optionally available
(demand for hot water: XL)

Controlled via touch display or
Smart Room Heating app

Attractive customisation options

System M **Comfort Plus**

Available from **11/2017**

Heating capacity 9–16 kW

Incl. inverter technology
for short-term performance boost

Cooling option available

240-litre hot water tank optionally available
(demand for hot water: XL)

Controlled via touch display or
Smart Room Heating app

Attractive customisation options

System M **Personal**

Your individual heating system: the outdoor units of all System M Compact and Comfort systems can be customised in a multitude of ways. Just select the material and colour combination that best fits your garden or the outside of your home.

System M Compact and Comfort
Technical data:

Heating capacity	**4 kW**
Heating water flow	+60 °C +/– 2 °C
Operating limits air (heating operation)	– 22 °C to + 35 °C
Heating water flow / free compression	~ 1.0 m³ / h / ~ 30000 Pa
Dimensions indoor unit (W x H x D)	600 mm x 2,100 mm x 600 mm
Indoor unit weight	~ 221 kg
Dimensions, outdoor unit (W x H x D)	600 mm x 870 mm x 500 mm
Outdoor unit weight	~ 59 kg
Sound power level outside (normal operation/lowered)	57 dB(A) / 53 dB(A)
Sound power level inside	44 dB(A)
Sound pressure level inside 1 m	33 dB(A)
Connection voltage (supply voltage heat pump)	3 / N / PE ~ 400 V (50 Hz)
Fusing supply voltage heat pump	C 10 A
Supply voltage pipe heater	1 / N / PE ~ 230 V (50 Hz)
Heat output A7/W 35 / COP	4.8 kW / 4.0
Heat output A2/W 35 / COP	3.9 kW / 3.3
Heat output A-7/W 35 / COP	3.0 kW / 2.8

Heating capacity	**6 kW**
Heating water flow	+60 °C +/– 2 °C
Operating limits air (heating operation)	– 22 °C to + 35 °C
Heating water flow / free compression	1.0 m³ / h / ~ 30000 Pa
Dimensions indoor unit (W x H x D)	600 mm x 2,100 mm x 600 mm
Indoor unit weight	221 kg
Dimensions, outdoor unit (W x H x D)	600 mm x 870 mm x 500 mm
Outdoor unit weight	59 kg
Sound power level outside (normal operation/lowered)	57 dB(A) / 53 dB(A)
Sound power level inside	44 dB(A)
Sound pressure level inside 1 m	33 dB(A)
Connection voltage (supply voltage heat pump)	3 / N / PE ~ 400 V (50 Hz)
Fusing supply voltage heat pump	C 10 A
Supply voltage pipe heater	1 / N / PE ~ 230 V (50 Hz)
Heat output A7/W 35 / COP	5.6 kW / 4.2
Heat output A2/W 35 / COP	4.6 kW / 3.5
Heat output A-7/W 35 / COP	3.6 kW / 2.9

Heating capacity	**9 kW**
Heating water flow	+60 °C +/– 2 °C
Operating limits air (heating operation)	– 22 °C to + 35 °C
Heating water flow / free compression	– 1.9 m³ / h / – 18000 Pa
Dimensions indoor unit (W x H x D)	600 mm x 1,400 mm x 750 mm
Indoor unit weight	~ 160 kg
Dimensions, outdoor unit (W x H x D)	850 mm x 1,230 mm x 600 mm
Outdoor unit weight	~ 75 kg
Sound power level outside (normal operation/lowered)	55 dB(A) / 54 dB(A)
Sound power level inside	45 dB(A)
Sound pressure level inside 1 m	34 dB(A)
Connection voltage (supply voltage heat pump)	3 / N / PE ~ 400 V (50 Hz)
Fusing supply voltage heat pump	C 13 A
Supply voltage pipe heater	1 / N / PE ~ 230 V (50 Hz)
Heat output A7/W 35 / COP	8.0 kW / 4.4
Heat output A2/W 35 / COP	6.7 kW / 3.9
Heat output A-7/W 35 / COP	5.2 kW / 3.0

Heating capacity	**12 kW**
Heating water flow	+60 °C +/– 2 °C
Operating limits air (heating operation)	– 22 °C to + 35 °C
Heating water flow / free compression	1.9 m³ / h / ~ 18000 Pa
Dimensions indoor unit (W x H x D)	600 mm x 1,400 mm x 750 mm
Indoor unit weight	~160 kg
Dimensions, outdoor unit (W x H x D)	850 mm x 1,230 mm x 600 mm
Outdoor unit weight	~ 75 kg
Sound power level outside (normal operation/lowered)	55 dB(A) / 54 dB(A)
Sound power level inside	45 dB(A)
Sound pressure level inside 1 m	34 dB(A)
Connection voltage (supply voltage heat pump)	3/N/PE ~ 400 V (50 Hz)
Fusing supply voltage heat pump	C 13 A
Supply voltage pipe heater	1 / N / PE ~ 230 V (50 Hz)
Heat output A7/W 35 / COP	10.9 kW / 4.6
Heat output A2/W 35 / COP	8.7 kW / 3.8
Heat output A-7/W 35 / COP	7.0 kW / 3.0

The values provided are preliminary data, which may still change before the start of series production!
Data for System M Compact Plus and System M Comfort Plus only available with the market launch in Autumn 2017.

Technical changes, availabilities and errors reserved.

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