

Requirements for using the ISG Connect, ISG Web and ISG Plus

Compatibility overview

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1. Introduction

Compatibility of the system types listed with the software extensions for ISG Web/Plus or ISG Connect – hereinafter referred to as ISG – applies to the current ISG firmware version. If the ISG is operating on an older software release, an update may be required to ensure compatibility.

The following restrictions also apply:

1.1. Date of manufacture of system

As a minimum, the date of manufacture of the heat pump must comply with the listed requirements, otherwise the system is not suitable for operation with the ISG.

1.2. Software version of controller

The minimum software versions listed are required for the controllers. You can find instructions on how to check the software version [here](#).

If you are unsure about the software version of your controller, please contact the STIEBEL ELTRON customer service.

1.3. FEK remote control

Any FEK remote control installed must have at least software version 9506 or higher.

1.4. DCo-aktiv

The ISG Connect must not be operated on the CAN bus together with a DCo-aktiv module. This can cause faults.

1.5. KNX compatibility

To ensure KNX compatibility, the KNX/IP software extension for ISG web/plus is additionally required.

The KNX/IP software extension is available for the ISG Connect from version 1.4 and can be activated via customer service.

1.6. EMI

When using EMI, please note the following:

- EMI does not support heat pump cascades.
- EMI cannot be combined with KNX, SG Ready, Easytron or any other Stiebel Eltron energy management solution.
- The Modbus interface may only be used for reading.

1.7. EM Trend

When using EM Trend, please note the following:

- EM Trend does not support heat pump cascades.
- A solar thermal system negatively affects the functionality of EM Trend. Reliable demand forecasting is not possible.
- Systems with a second heat generator (hybrid module) are not supported.
- EM Trend cannot be combined with KNX, SG Ready, Easytron or any other Stiebel Eltron energy management solution.
- EM Trend cannot be managed via the MyStiebel app.
- The Modbus interface may only be used for reading.

2. Compatible systems

2.1. Integral ventilation units

System	From yr of mftr / SW Version	Modbus TCP	KNX IP	EMI	EM Trend	EM SmartPrice
LWZ 05.1 Premium HKWL 230*		✓	✓	-	✓ ¹	✓ ¹
LWZ 05.1 Plus H(K)WL 230*		✓	✓	-	✓ ¹	✓ ¹
LWZ 07.1 Premium HKL 230*		✓	✓	-	✓ ¹	✓ ¹
LWZ 07.1 Premium HKWL 230*		✓	✓	-	✓ ¹	✓ ¹
LWZ 5 CS Premium	2019	✓	✓	✓	✓ ¹	✓ ¹
LWZ 5 S Plus	2019	✓	✓	✓	✓ ¹	✓ ¹
LWZ 5 S Smart	2019	✓	✓	✓	✓ ¹	✓ ¹
LWZ 5 S Trend	2019	✓	✓	✓	✓ ¹	✓ ¹
LWZ 504		✓	✓	✓ ²	✓ ¹	✓ ¹
LWZ 604 air	2019	✓	✓	-	-	-
LWZ 604 enthalpie	2019	✓	✓	-	-	-
LWZ 8 CS Trend	2023	✓	✓	✓	✓ ¹	✓ ¹
LWZ 8 CS Premium	2019	✓	✓	✓	✓ ¹	✓ ¹
LWZ 8 S Trend	2019	✓	✓	✓	✓ ¹	✓ ¹
LWZ 303/403 Integral/SOL	08/2008	✓	✓	✓	-	-
LWZ 304/404 SOL		✓	✓	✓	-	-
LWA 403		✓	-	-	-	-
LWZ 304/404 Trend		✓	✓	✓	-	-

* ISG Connect only

¹ req. SW 4.15 (Software ID 11420)

² req. SW 4.02 (Software ID 7962)

2.2. Air source heat pumps

System	From yr of mftr / SW Version	Controller	Modbus TCP	KNX IP	EMI	EM Trend	EM SmartPrice
WPL-A 05/07 HK 230 Premium		WPMsystem	✓	✓	✓ ³	✓ ³	✓ ³
WPL-A 05/07 H 230 Premium		WPMsystem	✓	✓	✓ ³	✓ ³	✓ ³
WPL-A 10/13 HK 400 Premium		WPMsystem	✓	✓	✓ ³	✓ ³	✓ ³
WPL 07/09/17 ACS classic		WPMsystem	✓	✓	✓ ³	✓ ³	✓ ³
WPL 09/17 ICS, IKCS classic		WPMsystem	✓	✓	✓ ³	✓ ³	✓ ³
WPL 13-23 E / cool		WPMsystem	✓	✓	✓ ³	-	-
		WPM 3	✓	✓	✓	-	-
WPL 15/25 A(C)(S)	CW 26/2015	WPMsystem	✓	✓	✓ ⁴	✓ ³	✓ ³
		WPM 3	✓	✓	✓ ⁵	-	-
WPL 20 A(C)		WPMsystem	✓	✓	✓ ⁴	✓ ³	✓ ³
		WPM 3	✓	✓	✓	-	-
WPL 19/24 I, IK		WPMsystem	✓	✓	✓ ⁴	✓ ³	✓ ³
		WPM 3	✓	✓	✓	-	-
WPL 33 HT		WPMsystem	✓	✓	-	-	-
		WPM 3	✓	✓	-	-	-
WPL 34/47/57		WPMsystem	✓	✓	✓ ⁴	-	-
		WPM 3	✓	✓	✓	-	-
WPL 10 I, IK, AC		WPMsystem	✓	✓	✓ ⁴	-	-
		WPM 3	✓	✓	✓	-	-
WPL 13/20 A basic		WPMsystem	✓	✓	✓ ⁴	-	-
		WPM 3	✓	✓	✓	-	-
WPL-A 07.2 Plus HK 230 *		WPMsystem	✓	✓	-	✓ ⁶	✓ ⁶
WPL-A 10.2 W Plus HK 400 *		WPMsystem	✓	✓	-	✓ ⁶	✓ ⁶
WPL-A 13.2 W Plus HK 400 *		WPMsystem	✓	✓	-	✓ ⁶	✓ ⁶
WPL-A 10.2 Trend HK 230 *		WPMsystem	✓	✓	-	✓ ⁶	✓ ⁶
WPL-A 13.2 Trend HK 400 *		WPMsystem	✓	✓	-	✓ ⁶	✓ ⁶
WPL I(S)-2 / IK(S)-2		WPMme	-	✓	-	-	-

* ISG Connect only

³ req. WPM 449.08, FES 502.04

⁴ req. WPM 449.04, FES 502.02

⁵ req. WPM 390.03, FES 417.02

⁶ req. WPM 449.15

2.3. Ground source heat pumps

System	From yr of mfrtr / SW Version	Controller	Modbus TCP	KNX IP	EMI	EM Trend	EM SmartPrice
WPE-I 04/06/08/12/15 H 230 Premium		WPMsystem	✓	✓	✓ ³	✓ ³	✓ ³
WPE-I 04/06/08/12/15 HKW 230 Premium		WPMsystem	✓	✓	✓ ³	✓ ³	✓ ³
WPE-I 04/06/08/12/15 HW 230 Premium		WPMsystem	✓	✓	✓ ³	✓ ³	✓ ³
WPE-I 04/06/08/12/15 HK 230 Premium		WPMsystem	✓	✓	✓ ³	✓ ³	✓ ³
WPE-I 05/07/10/13/17 H 400 Plus		WPM-G	✓	-	-	-	-
WPE-I 05/07/10 HW 400 Plus		WPM-G	✓	-	-	-	-
WPE-I 33/44/59/87 H 400 Premium		WPM-G	✓	-	-	-	-
WPE-I 31/42/57/85 Premium H		WPM-G	✓	-	-	-	-
WPF 10-16 M		WPMsystem WPM 3	✓ ✓	✓ ✓	✓ ⁴ ✓	- -	- -
WPF 20-66 / HT		WPMsystem	✓	✓	✓	-	-
WPF 5-16 basic	32508	WPM iw	-	-	-	-	-
WPC 04-13 / cool		WPM 3i	✓	✓	✓	-	-
WPF 04-16 / cool		WPM 3i	✓	✓	✓	-	-

³ req. WPM 449.08, FES 502.04

⁴ req. WPM 449.04, FES 502.02

2.4. Water source heat pumps

System	From yr of mfr / SW Version	Controller	Modbus TCP	KNX IP	EMI	EM Trend	EM SmartPrice
WPW 06/07/10/13/18/22 Set		WPM 3i	✓	✓	✓	-	-
WPW-I 07/10/12/17/22 H 400 Premium		WPM 3i	✓	✓	✓	-	-
WPW 10/12/17/22 Trend		WPM 3i	✓	✓	✓	-	-

3. Incompatible systems

In these systems, functions are already integrated in the programming unit. In these cases, an ISG is not necessary or not compatible.

System	Controller
WPE-I 07.1 /12.1 /17.1 Plus H(W) 230/400	WPM G nicht kompatibel