

How to connect Acond heat pump with Reduxi controller

Save 30% on costs with Reduxi: connect your Acond heat pump to the Reduxi Controller via Modbus TCP/IP.

🔧 Acond heat pump · Reduxi Controller

🌐 Modbus TCP/IP (Ethernet)

🔌 Port 502 · Modbus address 1 (default)



Acond heat pump

Text description of this image

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1 Prepare the heat pump

1.1 Activate the Modbus TCP function on the heat pump

An Acond service technician activates the function and performs the necessary firmware update. To schedule an appointment, contact Acond customer service: <https://www.acond.com/en#contact-us>



Important

After the settings have been activated, the installer must give you the IP address of the heat pump. We recommend a static address. You need it later in the Reduxi Configurator.

1.2 Required components

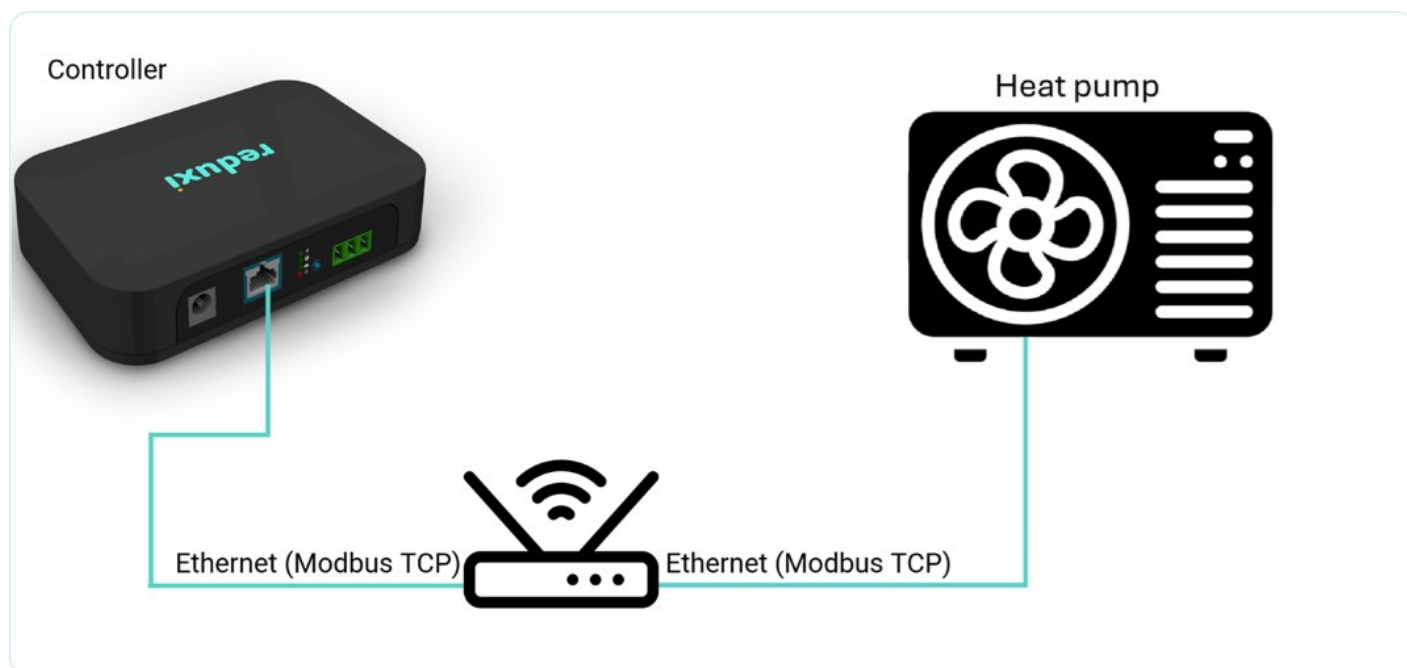
Two components connect the Reduxi Controller to the Acond heat pump:

- ☐ Reduxi Controller
- ☐ Ethernet cable
- ☐ Laptop or tablet with internet access to configure the device in Reduxi

2 Connect the Reduxi Controller to the heat pump

2.1 Overview of the connection

The picture shows the entire connection from the Reduxi Controller to the heat pump.



Connection from the Reduxi Controller to the heat pump

Text description of this image

2.2 Connect the Ethernet cable to the heat pump and the controller

The location of the Ethernet connection varies by model. Refer to your heat pump manual for details.

Connect the Ethernet cable to the heat pump, then connect the other end to your router or a local switch. Do the same with the Reduxi Controller.

3 Log in to the Reduxi web interface

You can open the Reduxi web interface in two ways:

 Reduxi app Via tunnel connection · works from anywhere	REMOTE	 Web browser In the local network · via IP address or <code>reduxi.local</code>
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3.1 Via the Reduxi app

1 Open the app and log in

Launch the Reduxi app on your smartphone or tablet and log in with your credentials.

2 Open Reduxi devices

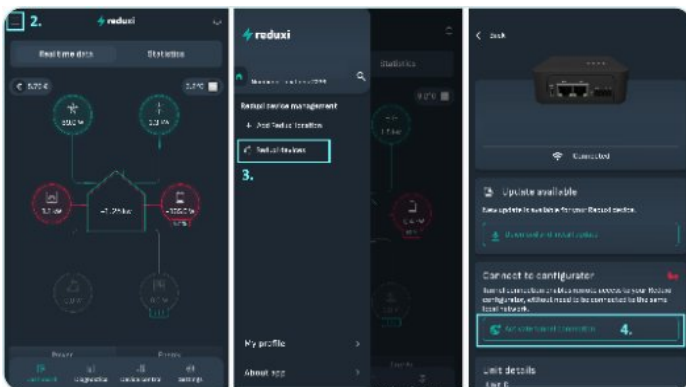
Tap the menu icon (three lines, top left) and select **Reduxi devices**.

3 Activate the tunnel connection

Switch on the tunnel connection and wait a moment until it is active.

4 Open the configurator

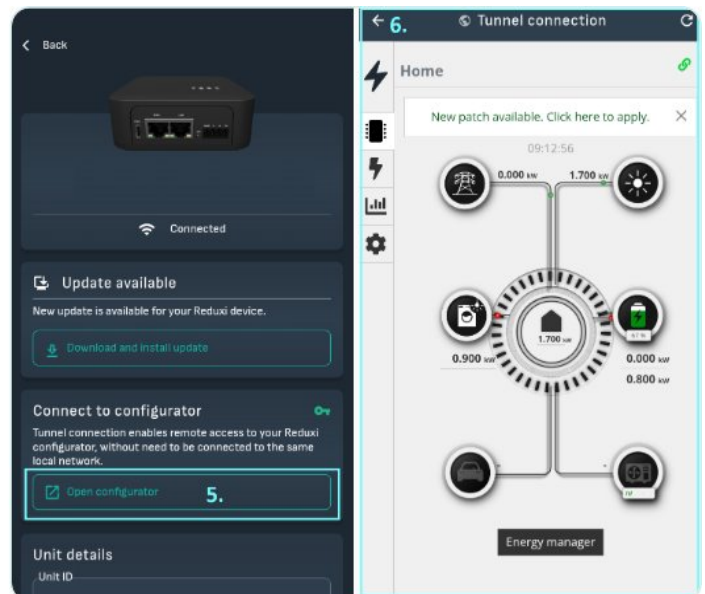
Tap **Open configurator**. The Reduxi web interface opens.



Activate the tunnel connection (step 3)

Text description of this image

Screenshot of three Reduxi mobile app screens side by side, with cyan boxes and number badges 2 to 4. Left screen (dashboard, dark theme): menu icon at top left marked with a box and badge 2; 'reduxi' logo; tabs 'Real time data' (active) and 'Statistics'; price 5.79



Open configurator (step 4)

2. Text description of this image

3.2 Via a web browser

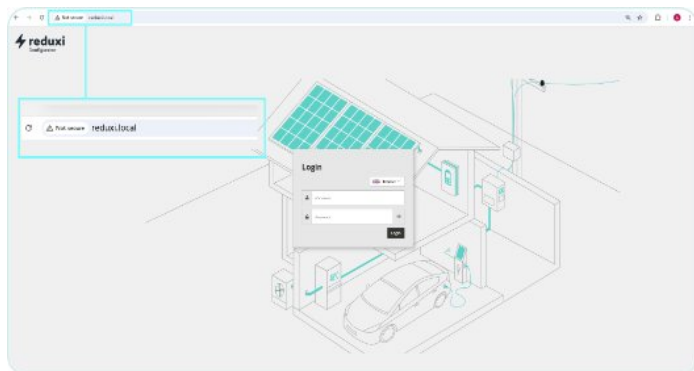
1 Open the login page

On a device in the same network, open a web browser and enter the controller's IP address or <http://reduxi.local>. You can find the controller's IP address in your router's device list or in the Reduxi app under **Reduxi devices**.

2

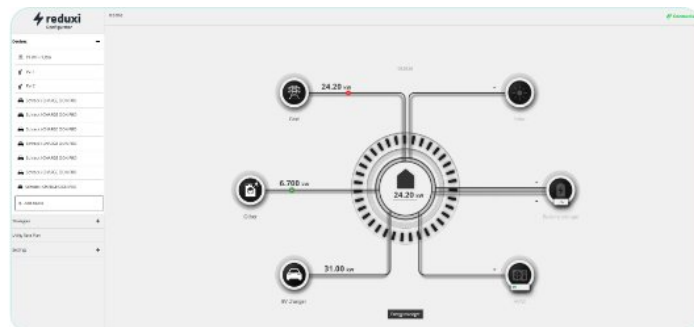
Log in

Username: **admin** · Password: **admin** (factory default)



Reduxi Controller login screen

Text description of this image



Controller web interface after login

2. Text description of this image

Screenshot of the Reduxi Configurator web interface

4 Add the heat pump to Reduxi

Use these steps to add a new heat pump or to edit an existing one.

4.1 Basic settings

Log in locally to the [Reduxi Configurator](#) on the controller (see [Point 3](#)) and press the **Add device** button.

reduxi Configurator

Devices —



Elwe 2



Fronius SYMO



Schrack NA96



Sunways Hybrid Inverter



Thor



Add device

The Add device button

Text description of this image

In the first step (basic settings), select the basic parameters of the device:

- Device type: **HVAC**
- Type: **Acond**
- Name: a name of your choice, for example **Acond Grandis**



1 Basic settings

2 Communication channel

Basic settings

Device type *

HVAC

Type *

Ancond

Name *

Acond Grandis

Back Next

Basic settings: device type, type and name

Text description of this image

After you have entered everything, press **Next**.

4.2 Communication settings

Enter the connection details of the heat pump:

PARAMETER	VALUE
Connection	TCP/IP
IP	The IP address you received from the Acond technician
Port	502
Modbus address	Default 1. The technician also provides this value.

1

Basic settings

2

Communication channel

Communication channel and device configuration

Connection *

TCP/IP

IP *

Port *

502

Modbus address *

1

Back

Test communication

Done

Communication settings

Text description of this image

4.3 Test communication

Click **Test communication** at the lower right, below the communication parameters. It reads the heat pump once and saves nothing. If the test succeeds, click **Done**: only **Done** creates the device.

Back

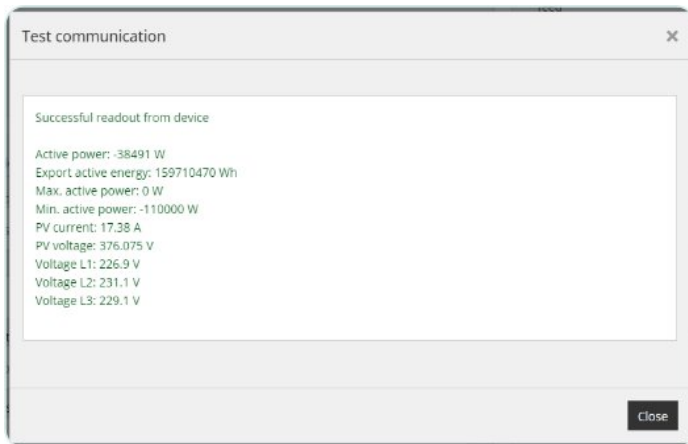
Test communication

Next

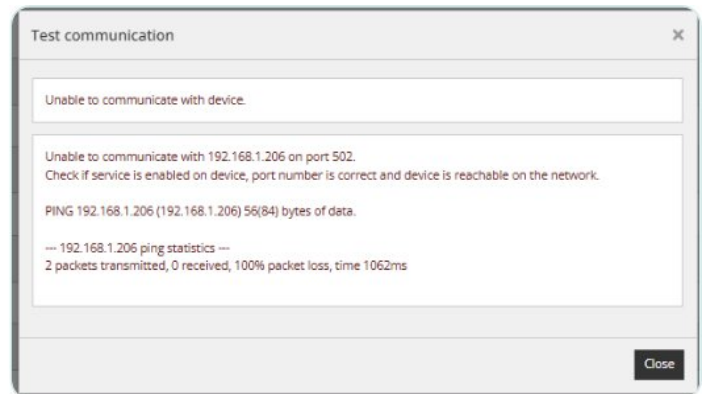
The **Test communication** button

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The test returns one of two results:



1. Communication works properly



2. Communication does not work properly

Text description of this image

2. Text description of this image

Screenshot of a dialog titled Test communication

5 Check the readings

5.1 Last measurements

After communication is established, check the values under **Devices – Acond Heat Pump** in the [Reduxi Configurator](#) as an additional test.

Last measurements

Analyze

Archive

Each second

Control type

Auto

Manual

03. 06. 2025 14:57:23

Current

Current L1	0.03 A	03. 06. 2025 14:57:27
Current L2	0.06 A	03. 06. 2025 14:57:27
Current L3	0.03 A	03. 06. 2025 14:57:27

Voltage

Voltage L1	234.96 V	03. 06. 2025 14:57:27
Voltage L2	237.69 V	03. 06. 2025 14:57:27
Voltage L3	238.45 V	03. 06. 2025 14:57:27

Power

Active power	0.0 kW	03. 06. 2025 14:57:27
Export active power	0.0 kW	03. 06. 2025 14:57:27
Import active power	0.0 kW	03. 06. 2025 14:57:27

Energy

Export active energy	0.0 kWh	03. 06. 2025 14:57:27
Import active energy	1.6 kWh	03. 06. 2025 14:57:27

Other

Communication error	OFF	03. 06. 2025 14:57:25
Control type	AUTO	03. 06. 2025 14:57:27
Relay state	ON	03. 06. 2025 14:57:27
State name setpoint		03. 06. 2025 14:57:27

Last measurements of the heat pump

Text description of this image

5.2 Enable control by Reduxi

For advanced heat pump control, integrate the device into the Reduxi strategy. Under **Devices – Acond Heat Pump** in the Reduxi Configurator, set the **control type** to **AUTO**. Only then do strategy commands affect the heat pump.

To achieve maximum flexibility and energy cost reduction with dynamic prices and dynamic tariffs, define a strategy as described in [Strategies for Reduxi controller](#).

After you add the device and check the values, you can also inspect and control it in [the Reduxi application](#).

Summary

Preparation (Points 1–2): An Acond technician activates Modbus TCP and gives you the IP address. Connect the heat pump and the controller to the router or switch with Ethernet cables.

Log in (Point 3): Open the Reduxi Configurator via the app or a web browser.

Add to Reduxi (Point 4): Add the device as **HVAC / Acond** with **TCP/IP**, the technician's IP address, port **502** and Modbus address **1** (default). Confirm with **Test communication**, then **Done**.

Go live (Point 5): Check the last measurements and set the control type to **AUTO**.

→ Common issues

ISSUE	SOLUTION
Test communication fails	Check the IP address from the Acond technician, port 502 and the Modbus address (default 1 , confirm with the technician). Check that the technician has activated the Modbus TCP function and that both Ethernet cables are connected to the router or switch.
Open configurator does not open or stays empty	The tunnel is not active yet. Wait about 30 seconds and check that the controller is online.
Login with admin is rejected	The password was changed during installation. Ask the installer. The Reduxi account password does not work here.
reduxi.local does not load	Your device is not in the same network as the controller. Use the IP address or the tunnel connection.
Communication test fails, device shows offline	Check reachability, IP address / port / unit ID, and that the protocol is enabled on the device.

→ Related articles

Matching guides from the Reduxi knowledge base:



Acond customer service

Schedule the Modbus TCP activation with an Acond service technician



Device setup guides

All step-by-step guides for connecting devices to the Reduxi Controller



Strategies for the Reduxi Controller

Energy manager and other strategies explained