

Operating instructions

for the system user



Heat pump/system control unit with 7-inch colour touchscreen for the following heat pumps:

Vitocal 200-A ie, Vitocal 200-A ie Universal, Vitocal 200-A ie Modular, Vitocal 200-A ie Comfort, Vitocal 200-A ie Compact, Vitocal 200-A ie Hybrid



VITOCAL 200-A ie



For your safety



Please follow these safety instructions closely to prevent accidents and material losses.

Safety instructions explained



Danger

This symbol warns against the risk of injury.



Please note

This symbol warns against the risk of material losses and environmental pollution.

Note

Details identified by the word "Note" contain additional information.

The outdoor unit contains easily flammable refrigerant from safety group A3 according to ISO 817 and ANSI/ASHRAE Standard 34.

Target group

These operating instructions are intended for system users.

This appliance can also be operated by children aged 8 and older, as well as by individuals with reduced physical, sensory or mental faculties or those lacking in experience and knowledge, provided such individuals are supervised or have been instructed in the safe use of this appliance as well as in any risks arising from it.



Please note

Supervise children in the proximity of the appliance.

- Never permit children to play with the appliance.
- Unsupervised children are not permitted to carry out cleaning or user maintenance.

Safety instructions for working on the system

The outdoor unit contains the flammable refrigerant R290 (propane). If there is a leak, the escaping refrigerant may form a flammable or explosive atmosphere in the ambient air. A safety zone is defined in the immediate vicinity of the outdoor unit, in which special rules apply. Illustration of the safety zone: See chapter "Safety zone".

Standing and working in the safety zone



Danger

Risk of explosion: Escaping refrigerant may form a flammable or explosive atmosphere in the ambient air.

Prevent fire and explosion in the safety zone by taking the following measures:

For your safety (cont.)

- Keep ignition sources away, e.g. naked flames, hot surfaces, electrical devices not free of ignition sources, mobile devices with integrated batteries (e.g. mobile phones, fitness watches, etc.).
- Do not use flammable materials, e.g. sprays or other flammable gases.
- Do not remove, block or bypass any safety equipment.
- Do not make any changes to the outdoor unit:
 - Do not modify, strain or damage the inlet/outlet pipes and electrical connections/cables.
 - Do not change the surroundings.
 - Do not remove any components or seals.

Connection of the system

- The appliances may be connected and commissioned only by authorised contractors.
- Observe the specified electrical connection requirements.
- Modifications to the existing installation may only be carried out by authorised specialists.

**Danger**

Incorrectly executed work on the system can lead to life threatening accidents.

Work on electrical equipment may only be carried out by a qualified electrician.

Working on the system

- Perform all adjustments and work on the system only as specified in these operating instructions.
Other work on the system may only be carried out by authorised contractors, e.g. maintenance, service and repairs.
- Do not open the appliances.
- Do not remove any casings.
- Do not modify or remove any attached parts or installed accessories.
- Do not open or tighten any pipe connections.
- Work on the refrigerant circuit of the outdoor unit may only be carried out by authorised contractors. These contractors must be trained in accordance with EN 378 Part 4 or IEC 60335-2-40, Section HH. The certificate of competence from an industry-accredited body is required.

**Danger**

Hot surfaces can cause burns.

- Do not open the appliance.
- Do not touch the hot surfaces of uninsulated pipes and fittings.

Auxiliary components, spare and wearing parts**Please note**

Components that were not tested with the system may cause system damage, or may affect its functions. Have all installation or replacement work carried out exclusively by qualified contractors.

Safety instructions for operating the system

Protect the system against third party influence, damage and environmental influences.

For your safety (cont.)



Danger

The sharp edges of the heat exchanger (evaporator) fins can cause cut injuries.
Do not touch the fins on the back of the outdoor unit.



Danger

The hot or cold fins of the heat exchanger (evaporator) can cause burns or frostbite.
Do not touch the fins on the back of the outdoor unit.

What to do if refrigerant escapes from the outdoor unit

A low pressure fault may indicate escaping refrigerant.



Danger

Escaping refrigerant can lead to fire and explosions that result in very serious injuries or death. There is a risk of asphyxiation if it is breathed in.

If there is a suspicion of escaping refrigerant, note the following:

- Ensure very good ventilation especially in the floor area of the outdoor unit.
- Do not smoke! Prevent naked flames and sparks. Do not switch lights or electrical appliances on or off.
- Evacuate anyone who is in the danger zone.
- Initiate first-aid measures.
- Notify an authorised contractor.
- From a safe position, switch off the power supply to all system components.



Danger

Direct contact with liquid and gaseous refrigerant can cause serious damage to health, e.g. frostbite and/or burns. There is a risk of asphyxiation if it is breathed in.

- Prevent direct contact with liquid and gaseous refrigerant.
- Initiate first-aid measures.



Danger

Breathing in refrigerant may cause suffocation.
Do not inhale refrigerant.

If there is a fire



Danger

Fire presents a risk of burns and explosion.

- From a safe position, switch off the power supply to all system components.
- Inform the fire brigade.
- Initiate first-aid measures.
- Only attempt to extinguish the fire if there is no risk of injury. Use a tested fire extinguisher rated for class ABC fires.

For your safety (cont.)**What to do if the outdoor unit ices up****Please note**

- A build-up of ice in the condensate pan and in the fan area of the outdoor unit can cause damage to the equipment.
- If ice forms, notify a contractor.
 - Do not use mechanical items/aids for the removal of ice.
 - If ice regularly builds up on the outdoor unit (e.g. in areas where frost and heavy fog occur frequently), have a contractor install a fan ring heater (accessories) that is suitable for refrigerant R290 and/or an electric ribbon heater in the condensate pan (accessories or factory-fitted).

Conditions for positioning the indoor unit**Danger**

Easily flammable liquids and materials (e.g. naphtha/petrol, solvents, cleaning agents, paints or paper) can cause deflagration and fire. Do not store or use such materials in the installation room or in the immediate vicinity of the indoor unit.

**Please note**

Incorrect ambient conditions can result in system damage and can put safe operation at risk. Maintain the permissible ambient temperatures as detailed in these operating instructions.

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Safety zone

Your outdoor unit contains easily flammable refrigerant from safety group A3 according to ISO 817 and ANSI/ASHRAE Standard 34.

Therefore a safety zone is defined in the immediate vicinity of the outdoor unit, in which special requirements apply.

Note

The requirements for the safety zone must be complied with completely.

The following conditions must not be present or occur within the safety zone:

- Openings:
 - Building openings, e.g. windows, doors, light wells, flat roof windows
 - Outdoor air and exhaust air apertures from ventilation and air conditioning systems
 - Pump shafts, inlets to waste water systems, downpipes and waste water shafts, etc.
 - Other slopes, troughs, depressions, shafts
- Property boundaries, neighbouring properties, footpaths and driveways
- Electrical house supply connections
- Electrical systems, sockets, lamps, light switches
- Snowfall from roofs

Requirements if other heat pumps are installed in the vicinity:

- Only outdoor units of the same type and with the same refrigerant from safety group A3, as set out in ISO 817 and ANSI/ASHRAE Standard 34, may be installed within the safety zone. The total safety zone results from the overlap of all safety zones.
- The following heat pumps must be sited outside the safety zone:
 - Heat pumps of a different type
 - Heat pumps with different refrigerant
 - Heat pumps from another manufacturer

It is essential to prevent the presence of any ignition sources in the safety zone, for example:

- Naked flames or burner gauze assemblies
- Tools that generate sparks
- Electrical devices not free of ignition sources, mobile devices with integrated batteries
- Objects with temperatures above 360 °C

Note

The particular safety zone is dependent on the surroundings of the outdoor unit.

- The safety zones shown in the following are for the floorstanding installation of an outdoor unit with 2 fans.
 - These safety zones also apply to outdoor units with 1 fan.
 - These safety zones also apply to wall and roof installation.
 - In the case of wall installation, the requirements listed above also apply to the area **below** the outdoor unit, down to the ground.
 - If openings in the safety zone cannot be avoided, the following measures are required:
 - It must only be possible to open the openings with a tool. Leave the closed openings closed.
- Or
- A permanent, gas-tight barrier, e.g. a wall or partition, must be in place between the outdoor unit and any openings. Leave this barrier in place.
- See the note on the floor area of the safety zone.

Floor area of safety zone

If necessary, it is possible to deviate from the dimensions of 1000 mm to the side and 1800 mm to the front. For this, observe the following:

- There **must** be a safety zone to the front and side.
- The floor area of the safety zone **must** be observed.

Safety zones and minimum clearances for individual outdoor units

Freestanding installation

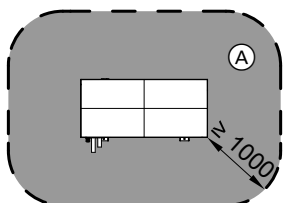


Fig. 1

Ⓐ Safety zone

Safety zone (cont.)

Floorstanding installation against external walls

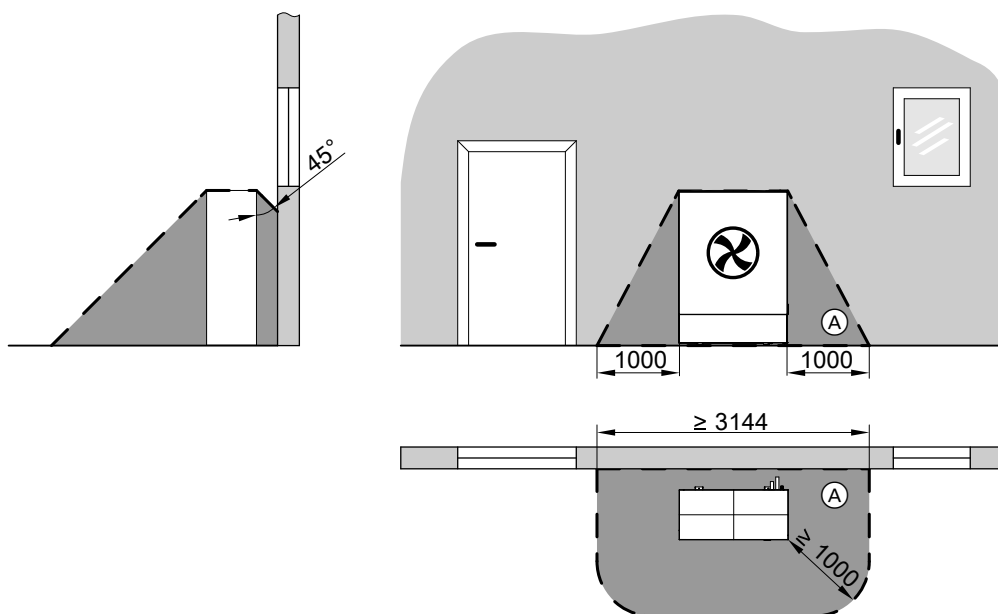


Fig. 2

Ⓐ Safety zone

Wall mounted outdoor unit

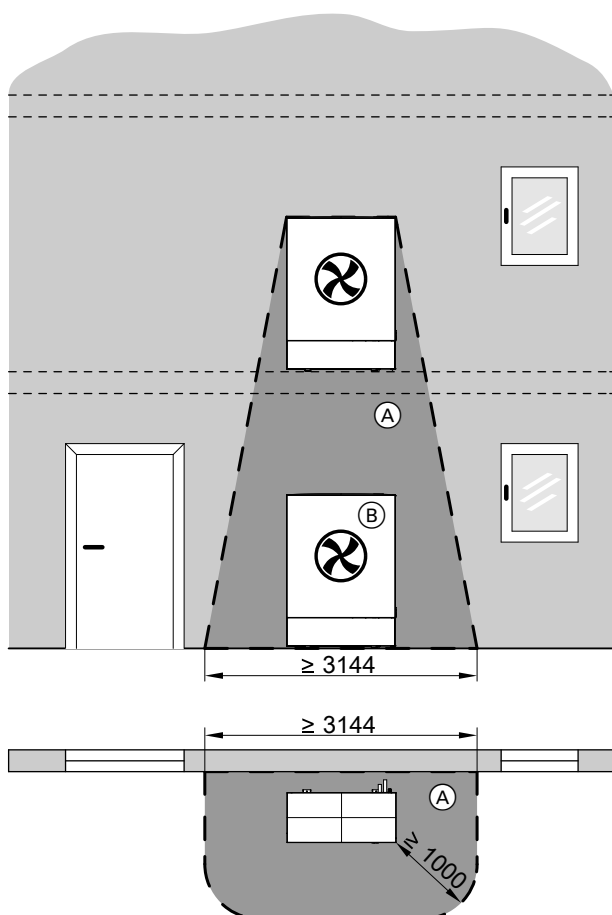


Fig. 3

Ⓐ Safety zone

Ⓑ Other heat pump in the immediate vicinity

Floorstanding corner arrangement of the outdoor unit, right

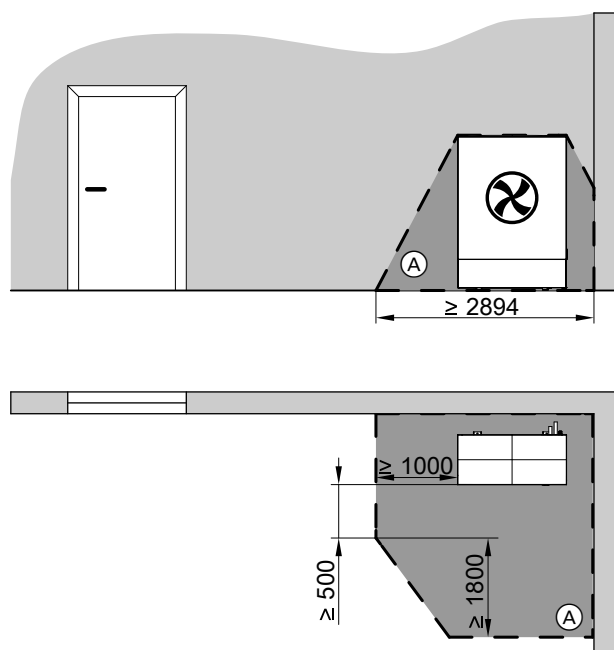


Fig. 4

(A) Safety zone

Floorstanding corner arrangement of the outdoor unit, left

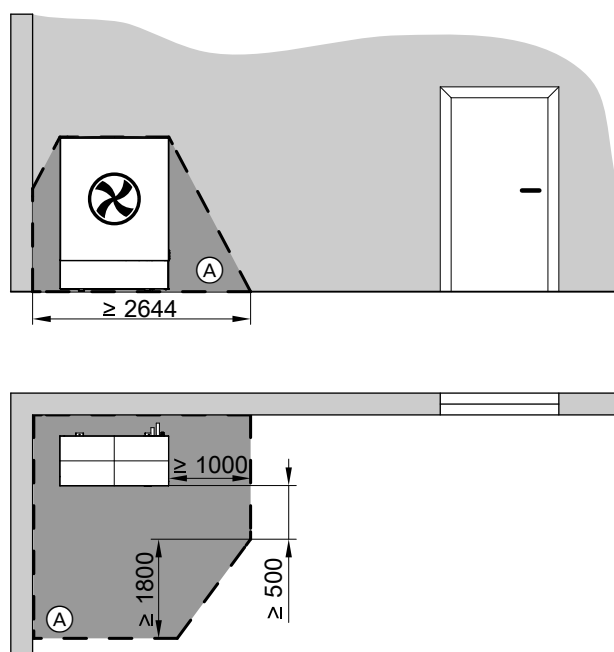


Fig. 5

(A) Safety zone

Safety zones and minimum clearances for heat pump cascades (max. 4 outdoor units)

The requirements for the safety zone apply equally to heat pump cascades.

The safety zone for the installation of 2 outdoor units is shown below. If 3 to 4 outdoor units are installed, the safety zone is larger.

Safety zone (cont.)

Freestanding installation

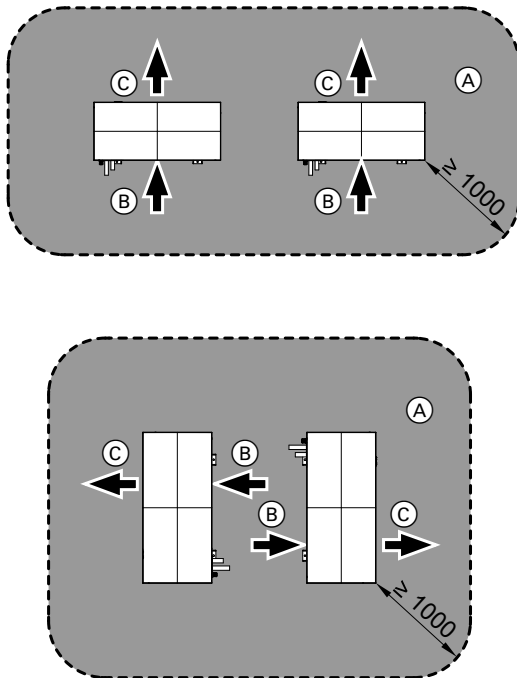


Fig. 6

- (A) Safety zone
- (B) Air inlet
- (C) Air outlet

Installation on external walls: Parallel arrangement of the outdoor units

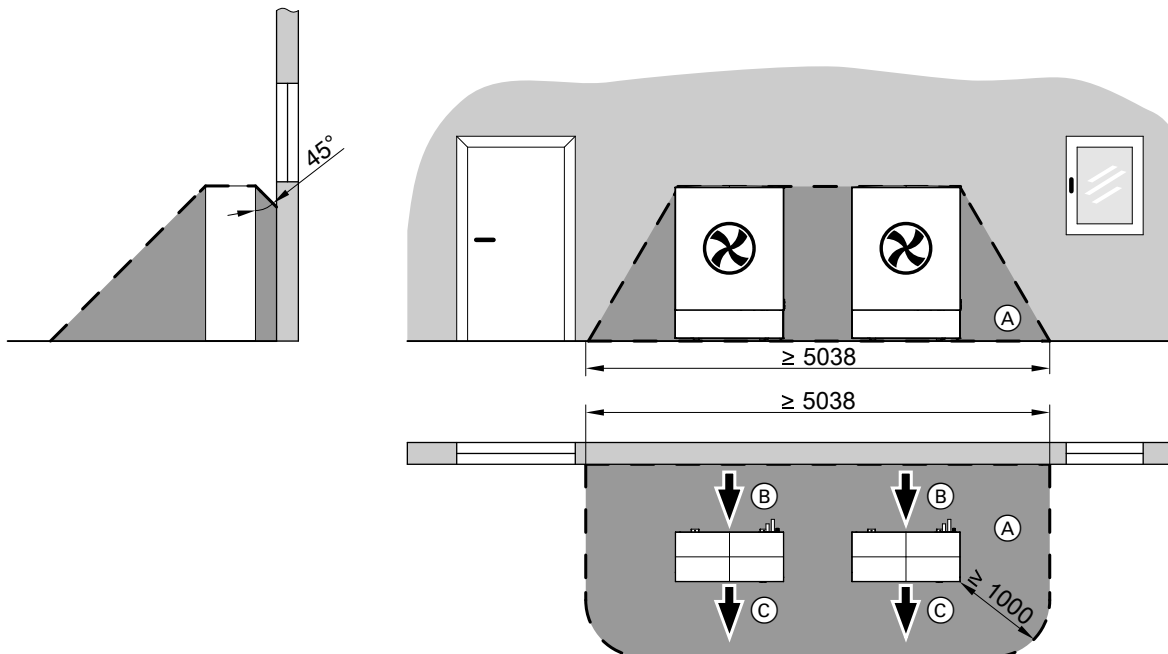


Fig. 7

- (A) Safety zone
- (B) Air inlet
- (C) Air outlet



- (A) Safety zone
 (B) Air inlet
 (C) Air outlet

Fig. 9

- (A) Safety zone
 (B) Air inlet
 (C) Air outlet
 (D) Partition wall

Safety zone (cont.)

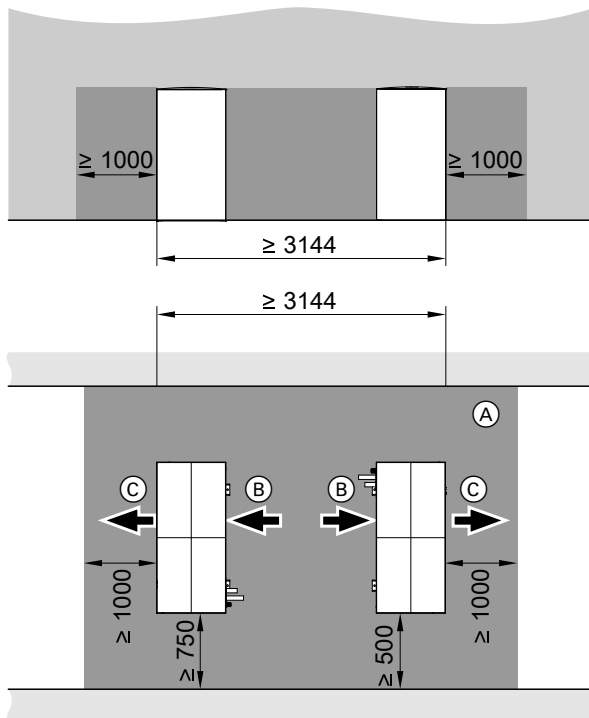


Fig. 10

- Ⓐ Safety zone
- Ⓑ Air inlet
- Ⓒ Air outlet

Installation on external walls: Corner arrangement of the outdoor units

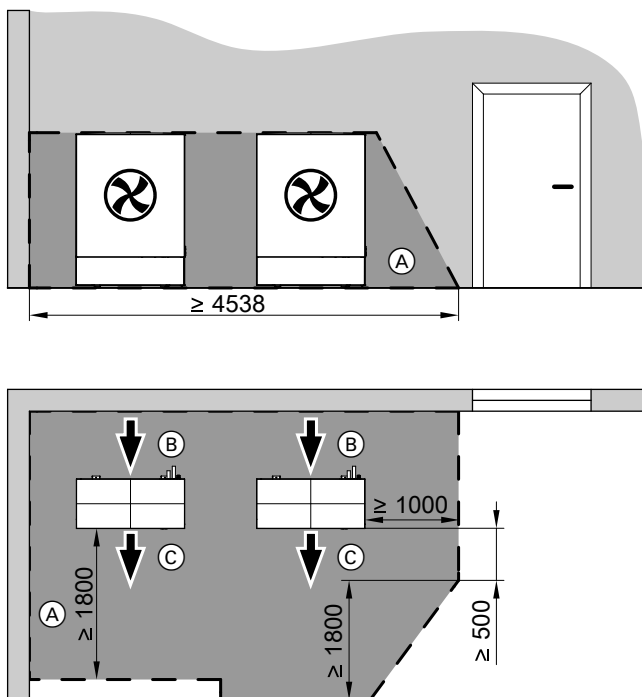


Fig. 11

- Ⓐ Safety zone
- Ⓑ Air inlet
- Ⓒ Air outlet

Safety zone (cont.)

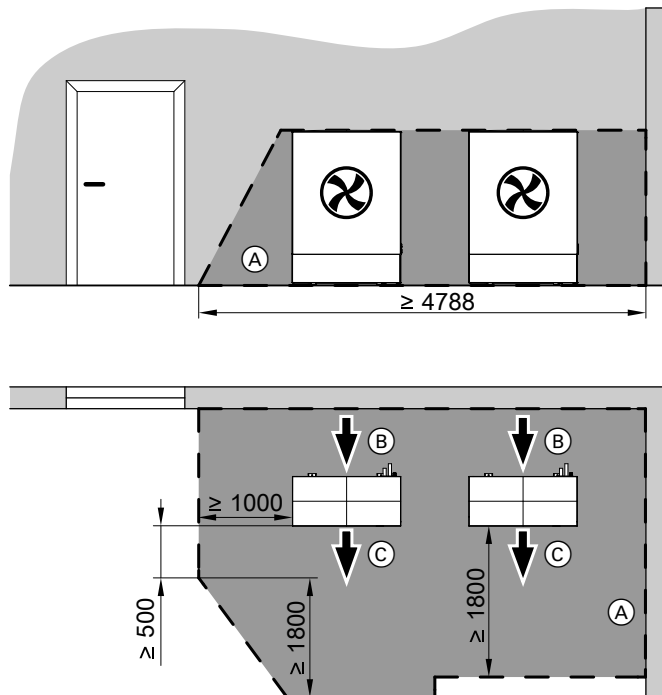


Fig. 12

- (A) Safety zone
- (B) Air inlet
- (C) Air outlet

Liability

No liability is accepted for loss of profit, unattained savings, or other direct or indirect consequential losses resulting from use of the LAN/WiFi interface integrated into the system or the corresponding internet services. No liability is accepted for losses resulting from inappropriate use.

Liability is limited to typical damage arising if a fundamental contractual obligation is violated through slight negligence, the fulfilment of which is essential for proper execution of the contract.

The limitation of liability shall not apply if the damage was caused deliberately or through gross negligence, or if mandatory liability applies due to product liability legislation.

The General Terms and Conditions of the manufacturer apply.

The relevant data protection regulations and terms of use apply to the use of apps from the manufacturer. The manufacturer accepts no liability for push notifications and email services, which are provided by network operators. The terms and conditions of the respective network operators therefore apply.

Symbols

Symbols in these instructions

Symbol	Meaning
	Reference to other document containing further information
	Step in a diagram: The numbers correspond to the order in which the steps are carried out.
	Warning of personal injury
	Warning of material losses and environmental pollution
	Live electrical area
	Pay particular attention.
	- Component must audibly click into place. - or - Acoustic signal
	- Fit new component. - or - In conjunction with a tool: Clean the surface.
	Dispose of component correctly.
	Dispose of component at a suitable collection point. Do not dispose of component in domestic waste.

Symbols on the heat pump

Symbol	Meaning
	Warning of flammable materials (ISO 7010 - W021)
	Observe the operating manual (ISO 7000 - 0790)
	Observe the instructions for use/operating instructions (ISO 7000 - 1641)
	Service indicator: Refer to the operating manual (ISO 7000 - 1659)
	Warning of hot surface (ISO 7010 - W017)

Terminology

To provide you with a better understanding of the functions of your control unit, some terminology is explained. This information can be found in chapter "Terminology" in the Appendix.

Intended use

The appliance is only intended to be installed and operated in sealed unvented heating systems that comply with EN 12828, with due attention paid to the associated installation, service and operating instructions.

Depending on the version, the appliance can only be used for the following purposes:

- Central heating
- Central cooling
- DHW heating

The range of functions can be extended with additional components and accessories.

Intended use presupposes that a fixed installation in conjunction with permissible, system-specific components has been carried out.

Commercial or industrial usage for a purpose other than central heating/cooling or DHW heating shall be deemed inappropriate.

Incorrect usage or operation of the appliance (e.g. the appliance being opened by the system user) is prohibited and will result in an exclusion of liability. Incorrect usage also occurs if the components in the heating system are modified from their intended function.

Note

The appliance is intended exclusively for domestic or semi-domestic use, i.e. even users who have not had any instruction are able to operate the appliance safely.

Product information

Appliance versions

The key component of your efficient air/water heat pump for generating energy is the outdoor unit, which is installed outside the building.

Depending on the appliance version, either a controller or an indoor unit IDU (**InDoor Unit**) is installed to control your entire system and/or distribute energy.

The main features of your system depend on the controller or appliance version of your indoor unit IDU (V057 to V060): See the following table "Appliance overview".

Note

*The appliance version of your indoor unit IDU can be found on the type plate of the indoor unit.
Position of the type plate: See chapter "Type plates".*

Controller

The controller is the central control unit of your system. The integrated programming unit One Base Unit ie gives you access to the full range of functions. The outdoor unit and all other system components are electrically connected to the controller.

Note

*Unlike the indoor units IDU, the controller does **not** have any integrated hydraulic system components. In other words, all energy is distributed throughout the house via separately installed system components.*

IDU controller

The IDU controller is a component of the Vitocal 200-A ie and includes the electrical connections and functions required for a system with an outdoor unit.

Universal controller

The universal controller is a component of the Vitocal 200-A ie Universal and includes the electrical connections and functions required for a system with an outdoor unit. In addition, Viessmann Energy Management is integrated.

Indoor unit IDU

The indoor unit combines both the controller and hydraulic components – which are tailored to your system for energy distribution – in a single casing. The indoor unit IDU also includes the One Base Unit ie programming unit.

DHW cylinder

With the Vitocal 200-A ie Compact, the DHW cylinder is integrated directly into the indoor unit IDU. This means that your system only requires a small footprint.

Separate buffer cylinder

Some heat pumps can heat or cool a heating/cooling circuit **directly**, without a separate buffer cylinder.

Product information (cont.)

If multiple heating/cooling circuits in your building need to be supplied at the same time, your contractor will have connected these heating/cooling circuits to a separate buffer cylinder.

The use of a separate buffer cylinder has the additional advantage that large amounts of energy can be stored temporarily. This enables economical operation of your heat pump with few but long operating phases.

Other heat sources

All heat pumps can be operated together with additional heat sources. These additional heat sources are activated as needed to support the heat pump or simply to protect the system from frost.

- The heat pumps have an instantaneous heating water heater built into the outdoor unit.
- With the exception of the Vitocal 200-A ie Compact heat pump, all heat pumps can be operated in conjunction with an existing fossil-fuel boiler (external heat generator) (hybrid operation). With the Vitocal 200-A ie Hybrid, the heating water flow from the external heat generator is fed directly into the indoor unit IDU. This enables optimum interaction and efficient operation of both heat sources in every operating situation.
- Outdoor units controlled by a controller can be operated in conjunction with other outdoor units (heat pump cascade).

Appliance overview

Vitocal	200-A ie	200-A ie Universal	200-A ie Modular	200-A ie Comfort	200-A ie Compact	200-A ie Hybrid
Appliance version IDU	—	—	V057	V058	V059	V060
Number of possible heating/cooling circuits						
■ Direct supply via the heat pump, without a separate buffer cylinder	1	1	1	1	1	1
■ Supply via separate buffer cylinder	1 to 4	1 to 4	1 to 4	1 to 4	1 to 4	1 to 4
DHW cylinder	Separate	Separate	Separate	Separate	Factory-fitted	Separate
Additional heat sources						
■ Instantaneous heating water heater, factory-installed in the outdoor unit	X	X	X	X	X	X
■ External heat generator, e.g. gas boiler	Feed downstream of buffer cylinder	Feed downstream of buffer cylinder	Feed downstream of buffer cylinder	Feed downstream of buffer cylinder	—	Feed into indoor unit
■ Additional heat pumps (heat pump cascade)	1 to 4	1 to 4	—	—	—	—

Layout and function**Design**

The indoor unit or controller is located inside the building.

The indoor unit houses the hydraulic components that transfer energy to the heating system. If a controller is used, your contractor will have installed these hydraulic components separately.

The outdoor unit is installed outside the building or mounted on an outside building wall. In the outdoor unit, heat is obtained from the ambient air.

The outdoor unit and the components for heat distribution within the building are connected to each other via hydraulic lines.

The controller/indoor unit and the outdoor unit are also connected to each other via a data cable.

Heat generation

The fan in the outdoor unit draws ambient air in through a heat exchanger (evaporator). In the evaporator, the thermal energy from this ambient air is transferred to the refrigerant circuit.

In the refrigerant circuit, the temperatures required for room heating and DHW heating are generated.

The heat generated is transported to your heating system via the hydraulic components in the building.

Room cooling

To provide room cooling, the refrigerant circuit of the heat pump operates in reverse mode. Heat is extracted from your rooms and transferred to the ambient air via the evaporator.

Note

If your system has a buffer cylinder with integrated DHW heating, room cooling is not possible.

Energy supply

The refrigerant circuit in the outdoor unit is driven electrically via a compressor. Compared with the thermal energy extracted from the air, the compressor requires only a small amount of electrical power. This power is often provided at a favourable tariff by your power supply utility.

Depending on the tariff conditions and the mains connection, your power supply utility may make brief interruptions to the heat pump power supply (power-OFF) or reduce the heat pump output, e.g. if there is high network load. During the power-OFF time, another heat source provides the building with heat.

Additional heat sources

Depending on the appliance version, your heat pump can control one or more additional heat sources and switch them on as required.

The conditions under which the individual heat sources are switched on will depend on the operating conditions of your system. Efficient operation of the heat pump always takes priority here. If the heat pump is not ready for operation, the heat source that is currently the most energy efficient will always be switched on.

Frost protection

Depending on the operating situation, several heat sources may be switched on at the same time to protect your heat pump and heating system against frost.

Hybrid mode

In addition to the heat pump, an external heat generator is integrated into your system. The two heat generators use different primary energies to generate heat. The air/water heat pump uses the ambient air and the external heat generator uses solid fuels or fossil fuels, e.g. wood or gas.

You can combine the external heat generator optimally with the heat pump to suit either ecological or economic priorities. The two heat sources operate individually or together, depending on the operating situation.

Emergency mode

If there is a fault in the refrigerant circuit, you can switch on emergency mode.

In emergency mode, room heating and DHW heating are provided by another heat source.

Room cooling is switched off.

Heat pump cascade

A heat pump cascade consists of a maximum of 4 linked heat pumps that are switched on individually or together, depending on the demand for heat or cooling.

The entire heat pump cascade is controlled by a shared controller.

Heat pump/system control unit

The heat pump/system control unit is integrated either into the indoor unit IDU or into the controller and controls all functions of your system.

The One Base Unit ie programming unit features a 7-inch colour touchscreen. Alternatively, you can operate your system via the ViCare app.

Product information (cont.)

Communication modules for the following functions are integrated into the heat pump/system control unit:

- LAN or WiFi connection to an internet router, e.g. for remote control via the internet with the ViCare app
- Direct WiFi connection to a mobile device ("access point") for your contractor
- Connection of wireless accessories, e.g. remote control

One Base Intelligence

Your heat pump/system control unit uses One Base Intelligence. Products with One Base Intelligence can be linked to each other to form a **system network** and operated in an energy-optimised manner. This increases the efficiency of your system.

In addition, Viessmann Energy Management is partially integrated into One Base Intelligence. Viessmann Energy Management allows balancing operation of components in the home which generate, consume or store electricity. In conjunction with a photovoltaic system, you can optimise your self-consumption with Viessmann Energy Management.

Components with One Base Intelligence can be operated together via the ViCare app.

Examples of a system network:

- In conjunction with a photovoltaic system:
Heat pump and inverter with battery storage unit, e.g. Vitocharge VX3
- In conjunction with one or more external heat generators in hybrid mode:
Heat pump and wall mounted gas condensing boiler, e.g. one or more Vitodens 200-W, type B2HH
- Heat pump cascade as a special system network:
Heat pump and one or more additional heat pumps

Type plates

Controller and indoor unit IDU

The type plate is located on the top of the appliance.

Outdoor unit

The type plate is located at the back of the appliance.

Heating system

Depending on the design of your system, the heat pump can heat or cool your rooms and heat your DHW.

Your contractor will have installed the system components required for your building according to which of these functions you will be using.

If your system has a separate buffer cylinder, your heating/cooling circuits will be connected to this cylinder and will be heated and cooled through it. In such a system configuration, up to 4 heating/cooling circuits may be connected.

The heat pump supplies direct heating/cooling energy only to the buffer cylinder. Due to the large volume of the buffer cylinder, your heat pump will run less frequently, but the runtimes will be longer. This offers greater efficiency and protects your heat pump.

Note

*In systems with a separate buffer cylinder, it is **not** possible to heat one heating/cooling circuit for room heating while simultaneously cooling another heating/cooling circuit for room cooling.*

The hot water taps in your house may be supplied via a DHW cylinder. With the Vitocal 200-A ie Compact, a DHW cylinder is integrated into the indoor unit.

With the other heat pumps, your contractor may have installed a separate DHW cylinder or a heating water buffer cylinder with integral DHW heating. A heating water buffer cylinder with integral DHW heating allows room heating and DHW heating, but not room cooling.

Permissible ambient temperatures in the installation room



Please note

The appliance may develop faults if it is operated outside the specified ambient conditions. Ensure that the specified ambient conditions are observed in the installation room.

To prevent malfunctions, ensure an ambient temperature of between 0 °C and +35 °C and a maximum relative humidity of 70 %.

Product information (cont.)

Outside temperature limits

Air/water heat pumps utilise outdoor air as the heat source. Operation is only efficient within specified outdoor temperature limits:

- **Room heating**

–25 to +40 °C

- **Room cooling**

+15 to +45 °C

If the temperature rises above the upper limit or falls below the lower limit, the outdoor unit is shut down.

You will see a message about this on the heat pump/system control unit and the apps.

To cover the heat demand for room heating and DHW heating even outside the specified temperature range, the heat pump/system control unit switches on a further heat source automatically as required.

Once the outside temperature is back within the temperature limits, the heat pump is automatically ready for operation again.

Note

If the temperature falls below the lower limit for room heating, the heat pump will not restart until the outside temperature reaches –20 °C.

Safety zone

Your outdoor unit contains easily flammable refrigerant in safety group A3 according to ISO 817 and ANSI/ASHRAE Standard 34.

A safety zone is defined in the immediate vicinity of the outdoor unit. Special requirements apply within this safety zone:
See page 10.

Low power radio

Low power radio is a wireless connection for data transfer, e.g. via a remote control unit.

Your contractor can connect your heat generator to accessories via low power radio.

Licence information

This product contains third party software including software of "third party components". You are authorised to use this third party software subject to compliance with the relevant licensing terms.

To check licensing information, see page 62.

Commissioning

Your heating contractor must carry out the commissioning and matching of the control unit to local and structural conditions and must also provide training in how to operate the system.

Note

These operating instructions also describe functions that are only available on some heating system configurations or only with accessories. These functions are not specifically identified.

For questions relating to the scope of and accessories for your heat pump and your heating system, contact your contractor.

Your system is preset at the factory

Your heat pump is preset at the factory and is therefore ready for operation:

Your system is preset at the factory (cont.)

Room heating/cooling

- Your rooms will be heated to 20 °C from **06:00 to 22:00** (normal room temperature).
- If a separate buffer cylinder is installed, it is heated.

DHW heating

- DHW is heated to 50 °C every day from **05:30 to 22:00**.
- A DHW circulation pump, if fitted, is similarly switched on every day from **05:30 to 22:00**.
- With some heat pumps, the integral instantaneous heating water heater can be switched on for DHW heating when needed.

Frost protection

- Frost protection for your heat pump, DHW cylinder and any separate buffer cylinder is ensured.

Note

At outside temperatures below –25 °C and in the event of a fault in the heat pump, the integral instantaneous heating water heater and other heat sources (if installed) are activated to protect the system against frost.

Winter/summertime changeover

- This changeover is automatic.

Date and time

- The date and time were set by your contractor. You can change the settings at any time to suit your individual requirements.

Note

If there is an internet connection, the programming unit automatically retrieves the date and time via the active data connection: See page 53.

Power failure

All settings are retained if there is a power failure.

Tips for saving energy

Saving energy on room heating

- Do not overheat your home. Every degree of room temperature reduction saves up to 6 % on your heating bills.
Do not set your normal room temperature (set room temperature) higher than 20 °C: See page 35.
- Heat your home to the reduced room temperature at night or during regular absences (not applicable to underfloor heating). To do so, set the time program for room heating: See page 40.
- Adjust the heating curves so that your home is heated with your individual preferred temperature all year round: See page 42.
- To switch off unnecessary functions (e.g. room heating in the summer), set the operating mode to **"Standby"** for the relevant heating/cooling circuits: See page 40.
- If you are going away, set the **"Holiday program"**: See page 44.
During the period that you are away, the room temperature will be reduced and DHW heating switched off.

Saving energy on DHW heating

- At night or during regular absences, heat the DHW to a lower temperature. To do so, adjust the time program for DHW heating: See page 46.
- Switch on DHW circulation only for those times in which you regularly use hot water. To do so, set the time program for the DHW circulation pump: See page 47.

Utilising excess power (Smart Grid)

Utilise surplus power from the power supply utility for your system.
To use this function, please contact your heating contractor.

Tips for greater comfort

More comfort in your home

- Set your individual preferred temperature: See page 35.
- Set the time program for your heating/cooling circuits so that your ideal temperature is automatically reached when you are at home: See page 40.
- Adjust the heating curves so that your home is heated to your individual preferred temperature all year round: See page 42.
- If you are spending more time than usual at home, set the **"Holiday at home"** function: See page 42.
Example:
You are at home all day on a public holiday or your children are on school holidays.

Sufficient DHW heating for your needs

- Adjust the time program for DHW heating so that there is always sufficient hot water in accordance with your habitual routines: See page 46.
Example:
You need more DHW in the morning than in the day-time.
- Adjust the time program for the DHW circulation pump so that DHW is available immediately from the taps during periods when hot water is drawn more frequently: See page 47.
- If you need your DHW temperature to be higher for a short while, select **"One-off DHW heating"** outside the time program: See page 47.

Quieter operation

Reduce the noise level of your air source heat pump, at night for instance.

To do so, adjust the time program for quieter operation: See page 51.

Operating principles

All your system settings can be made via the programming unit One Base Unit ie, remote control units or other room temperature control devices and the ViCare app.

Operation via touchscreen

The One Base Unit ie programming unit is equipped with a 7-inch colour touchscreen.

- Tap the relevant buttons to execute functions directly or open additional displays or menus.
- The function area of the home screen displays tiles that you can move by swiping right or left. To access an expanded view, tap the relevant tile.

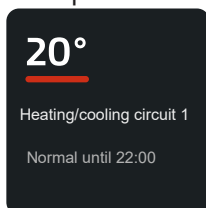


Fig. 13 Tile for heating/cooling circuit 1

- You can change settings by swiping vertically (rotating) in a wheel menu.

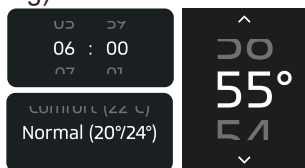


Fig. 14 Wheel menus

Operating symbols

Depending on which display is currently active, the following operating symbols are available:

- ↶ Go back to the home screen.
- ↵ Takes you one step back in the menu.
- Or
- Terminates an adjustment in progress.

- Opens an additional display for further editing.
- ⤴ Increases the displayed setting value.
- ⤵ Decreases the displayed setting value.
- ✕ Closes the current display.
- ❓ Calls up the help text.
- 📋 Displays the message list.

Special features in a system network with an external heat generator

- In a system network, you make the settings for room heating/cooling, DHW heating and further functions only at the programming unit of the heat pump.
- Not all menus are available at the programming unit of the external heat generator.
- Checks and other settings such as language or display brightness can be made on all programming units.

Operation via remote control units or room temperature control devices



Separate operating instructions

Operation via ViCare app

The ViCare app allows you to operate your system via a mobile device, e.g. smartphone.

Available functions depend on the system equipment level, e.g. with/without ViCare components for individual room control.

Check the following system requirements for operation with the ViCare app:

- LAN or WiFi connection between the heat pump/system control unit and a router with internet access
- Smartphone or tablet with operating system:
 - iOS
 - Android

For further information on using the ViCare app: See www.vicare.info.

Standby display

If the controls have not been operated for some time, the display initially switches to the **standby display**.

After a few minutes, the illumination is switched off.

Home screen

After switching on the control unit, the home screen is shown.

The home screen displays information about the system's status, the menu, and tiles. To provide an initial overview, the tiles display the most important operational information about specific system components, for example a heating/cooling circuit.

Depending on whether you use your indoor unit IDU or your controller to regulate the heat pump and the room climate in your building ("**Climate Control**") and/or as an energy management system, there are 2 different function areas available, each with different tiles.

Home screen (cont.)

Example:

Your contractor has set up the systems in your building so that both the heat pump and your electric vehicle can be supplied with surplus electricity from the photovoltaic system. Integrated Viessmann Energy Management ensures optimal control of the energy flows.

Both function areas are displayed on the home screen; you can switch between them using **Climate Control** and **Energy Management**.

Climate Control

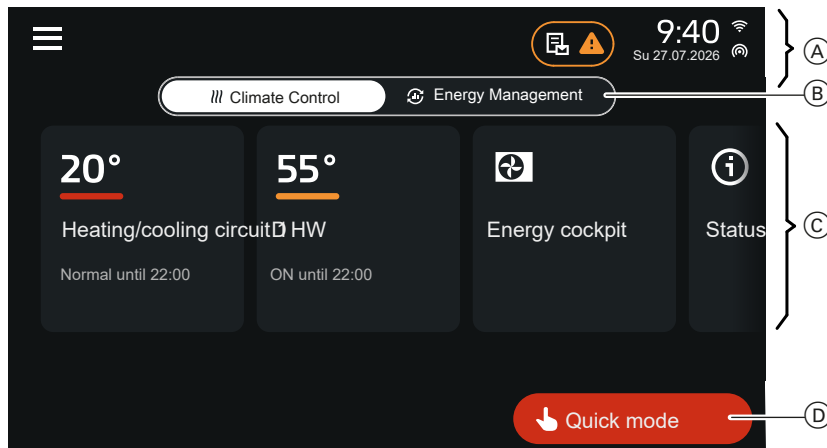


Fig. 15

- (A) Menu and status bar
- (B) Toggle buttons between **Climate Control** and **Energy Management**
- (C) **Climate Control** function area with tiles
- (D) **Quick mode**

Energy Management

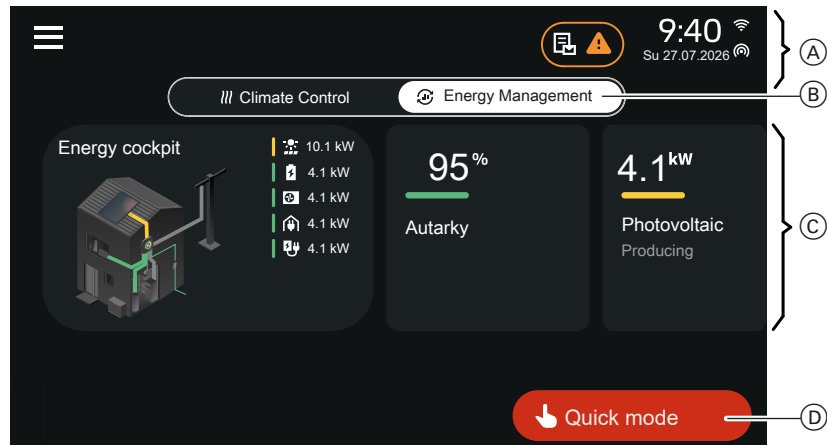


Fig. 16

- (A) Menu and status bar
- (B) Toggle buttons between **Climate Control** and **Energy Management**
- (C) **Energy Management** function area with tiles
- (D) **Quick mode**

Call up the home screen as follows:

1. The standby display is active:
Tap anywhere on the screen.
2. You are currently in any display:
Tap .
Or
Tap repeatedly until the home screen is shown.

Home screen (cont.)

Menu and status bar

 To open the menu: See page 28.

Note

If you press and hold, the service menu login will open. The service menu includes advanced functions for your contractor. The functions in the service menu are password-protected.

Messages:

Fault:

At least one fault is present. In addition, warning and service messages may also be active. The outdoor unit or instantaneous heating water heater may be locked for operation.



Danger

Faults that are not corrected can have life threatening consequences or cause damage to the appliance.

- Check the fault messages. Contact your contractor immediately. Your contractor will be able to analyse the cause and rectify the fault.
- Check whether the outdoor unit or instantaneous heating water heater has been locked.

Warning:

At least one warning is present, but no fault. In addition, service messages may also be active.

Note

If a warning is present, the system may continue to operate with limited functionality.

Retrieve the information related to the warning.

If you are asked to do so, please notify your contractor.

Service:

Maintenance work is due. No faults or warnings are present.

To retrieve messages:

Tap the symbols displayed in the menu and status bar. Proceed as described on page 63.

To unlock the outdoor unit or instantaneous heating water heater:

Tap  in the menu and status bar. Proceed as described on page 64.

System data:

- Time
- Day and date

Data connections:

-  The WiFi connection is active.
-  Your contractor has enabled the access point for a direct data connection to a mobile device, e.g. for maintenance work.

Tiles in function area

The tiles contain important information about system components and functions, such as a heating/cooling circuit or your photovoltaic system.

When you tap a tile, the **expanded view** for the respective system component/function opens. Examples of expanded views: See page 35.

Example:

The "**Heating/cooling circuit**" tile contains the following information:

- Current set room temperature
- Heating/cooling circuit name
- Current function (e.g. "**Holiday mode**" or "**Holiday at home**") or the active temperature level in the time program (e.g. "**Normal**"), in each case with an indication of the remaining runtime

To see the expanded view for the heating/cooling circuit, tap the tile: See page 35.

Home screen (cont.)

Note

You can choose which tiles are displayed in the function area: See page 55.

Only tiles that are compatible with your system are available for display in the function area.

In the function area, only 3 tiles are visible at a time. Any additional tiles selected for display will be hidden. To view hidden tiles in the function area, swipe right.

Quick mode

In **"Quick mode"**, you can access the following important functions directly, without having to navigate through the  menu:

Tap  **"Quick mode"** to display the following functions:

 **"One-off DHW heating"**: See page 47.

 **"Holiday mode"**: See page 44.

 **"Holiday at home"**: See page 42.

Note

If you have enabled one or more functions via **"Quick mode"** (see page 28), the number of currently active functions is displayed as a numerical value on the button.

Once all functions have finished,  is displayed again.

Overview of the "Menu"

Using the **"Menu"**, you can access **all** functions, settings and checks for your heat pump and the system. After you select an item from the menu, either a sub-menu or an expanded view will open.

Note

You can also access some expanded views directly by tapping a tile in the function area.

You are currently in any display:

Tap  and then .

Or

Tap  repeatedly until the home screen is shown.

Next, tap .

To call up the "Menu":

From the home screen:

Tap .

Items in the "Menu"

Note

You can find a detailed menu overview on page 74.

"ON/OFF"

Switch the heat pump on or off:
See page 65.

"Heating/cooling"

You can make additional settings for room heating or room cooling:
See page 40.

"DHW"

Adjust the settings for DHW heating, e.g. the set DHW temperature:
See page 46.

"Heating water buffer cylinder"

Switch the buffer cylinder to **"Heating mode"** or **"Cooling mode"**:
See page 41.

"Internet"

To launch the setup assistant: See page 56.

Or

Adjust the settings for the LAN or WiFi connection:
See page 56 onwards.

The current connection status is displayed:

 The internet connection is active.

 Internet connection not set up

 Existing internet connection interrupted: The WiFi or LAN connection may have been switched off.

Overview of the "Menu" (cont.)

"Additional settings"

Change additional settings, e.g. for **"Emergency mode"** or **"Low-noise mode"**:
See page 51.

See page 37.

"Information"

Display additional information about your system:
See page 62.

"Message lists"

Retrieve messages:
See page 63.

- If there are no messages, **"No active faults"** is displayed.
- If there are messages, **"Active messages"** or **"Active locks"** and the number of events are displayed.

"General settings"

You can customise the screen displays to suit your needs.
See page 53.

"Maintenance"

Only for your contractor: This menu is password-protected.

"Electricity consumption"

Display the energy consumption figures:

Operating modes

Operating modes for room heating, room cooling and DHW heating

The operating modes for room heating/cooling, buffer cylinder and DHW heating can be set separately.

Operating mode	Function
Room heating/room cooling	
"Heating"	The rooms of the selected heating/cooling circuit are heated in accordance with the specified room temperature or flow temperature and the time program: See chapter "Room heating/room cooling". Note <i>For systems with a separate buffer cylinder, the buffer cylinder must be set to "Heating".</i>
"Cooling"	The rooms of the selected heating/cooling circuit are cooled in accordance with the specified room temperature or flow temperature and the time program: See chapter "Room heating/room cooling". Note <i>For systems with a separate buffer cylinder, the buffer cylinder must be set to "Cooling".</i>
"Heating/cooling"	The rooms of the heating/cooling circuit are heated/cooled as specified for the room temperature and time program: See chapter "Room heating/room cooling". Note on systems with separate buffer cylinder ▪ For room heating, you must set the buffer cylinder to "Heating". ▪ For room cooling, you must set the buffer cylinder to "Cooling".
"Standby"	▪ No room heating/room cooling ▪ Frost protection for the heat pump is active.

Operating modes (cont.)

Operating mode	Function
Buffer cylinder	
"Heating"	The rooms of all connected heating/cooling circuits are heated. Note <i>This setting affects all heating/cooling circuits.</i>
"Cooling"	The rooms of all connected heating/cooling circuits are cooled. Note ▪ <i>This setting affects all heating/cooling circuits.</i> ▪ <i>Room cooling is not possible for systems with a heating water buffer cylinder with integral DHW heating.</i>
DHW heating	
"ON"	DHW is heated in accordance with the specified DHW temperature and time program: See chapter "DHW heating".
"Standby"	▪ No DHW heating ▪ Frost protection for the DHW cylinder is active.

Setting operating modes via the menu

You can set the operating modes for each heating/cooling circuit and for DHW heating separately.

In the  menu, tap the following buttons:

1.  "ON/OFF"
2.
 - You want to set the operating mode for a heating/cooling circuit:
Select a heating/cooling circuit. Next, tap "Heating", "Cooling", "Heating/cooling" or "Standby".
 - You want to set the operating mode for DHW heating:
Tap "DHW", then tap "ON" or "Standby".
 - You want to set the operating mode for the buffer cylinder:
Tap "Heating water buffer cylinder" and then "Heating" or "Cooling".
 - You want to switch the entire system on or off:
Tap "Entire system", then tap "Active" or "Standby".
Please also refer to chapter "Switching on and off".

Setting operating modes via the expanded view

You are currently in the expanded view for a heating/cooling circuit or for DHW heating.

Tap the following buttons:

1. "Operating mode"
2.
 - You want to set the operating mode for a heating/cooling circuit:
Tap "Heating", "Cooling", "Heating/cooling" or "Standby".
 - You want to set the operating mode for DHW heating:
Tap "ON" or "Standby".

Operating modes (cont.)

Special operating modes and functions

■ "Screed drying"

This function is enabled by your contractor. Your screed is dried in line with a set time program (temperature/time profile) suitable for the relevant building materials. Your settings for room heating have no effect on the duration of screed drying (max. 32 days). DHW heating is switched off. The **"Screed drying"** function can be changed or switched off by your contractor.

■ "Holiday at home": See page 42.

■ "Holiday mode": See page 44.

■ "Low-noise mode": See page 51.

■ "Emergency mode": See page 52.

■ External room temperature demand

Only available if your contractor has connected and enabled a room thermostat for your heating/cooling circuit:

You use this room thermostat to switch the room heating or room cooling on and off.

When the room heating/room cooling is switched off, the heating circuit pump is switched off. In this case, your heating/cooling circuit has **no** frost protection.

■ External operating mode changeover, heating/cooling: See page 41.

Only for systems with separate buffer cylinder:

Your contractor has installed an external switch that you can use to switch between heating and cooling mode.

■ "External hook-up"

The operating mode set at the control unit was changed over by an external switching device, e.g. EM-EA1 extension (DIO electronics module). The operating mode cannot be changed via the programming unit while the external hook-up is active.

Note

Some of the special operating modes and functions are displayed in the respective tiles on the home screen, e.g. "Holiday mode" on the tile for a heating/cooling circuit.

In the main menu, you can check the set operating mode under "Information": See page 62.

Procedure for setting a time program

The following explains how to input the settings for a time program. The specifics of the individual time programs can be found in the relevant chapters.

You can set up a time program for the following functions:

■ Room heating/room cooling: See page 40.

■ DHW heating: See page 46.

■ DHW circulation pump: See page 47.

■ Quieter operation: See page 51.

Time programs and time phases

In a time program, you determine what your heat pump does at what time. For this, divide the day into sections. These are called **time phases**. Inside and outside these time phases, the system behaves in various different ways – see the following table.

You can set up a time program for the following functions:

Function	Within the time phase	Outside the time phase
Room heating	Your rooms are heated to the normal room temperature or comfort room temperature.	Your rooms are heated to the reduced room temperature.
Room cooling	Your rooms are cooled to the normal room temperature or comfort room temperature.	Your rooms are cooled to the reduced room temperature.
DHW heating	DHW heating is switched on. The water in the DHW cylinder is heated to the set DHW temperature.	DHW heating is switched off.
DHW circulation pump	The DHW circulation pump is enabled for operation.	The DHW circulation pump is switched off.
Low-noise mode	The speed of the fan and the compressor is reduced.	The maximum speed of the fan and the compressor is enabled.

Procedure for setting a time program (cont.)

- The time programs can be set **individually** to be the same, or different, for every day of the week.
- In the menu, you can check the time programs under ⓘ **"Information"**: See page 62 onwards.

Setting a time program

You can set up to 4 time phases in each **"Time program"**.

For each time phase, enter the start time **"Start of time phase"**, the end time **"End of time phase"** and the temperature level (**"Level"**).

Editing time programs begins in the **Weekly view**. The procedure is explained below using the example of room heating for heating/cooling circuit 1.

Calling up the weekly view

Example:

Weekly view of the time program for room heating for heating/cooling circuit 1

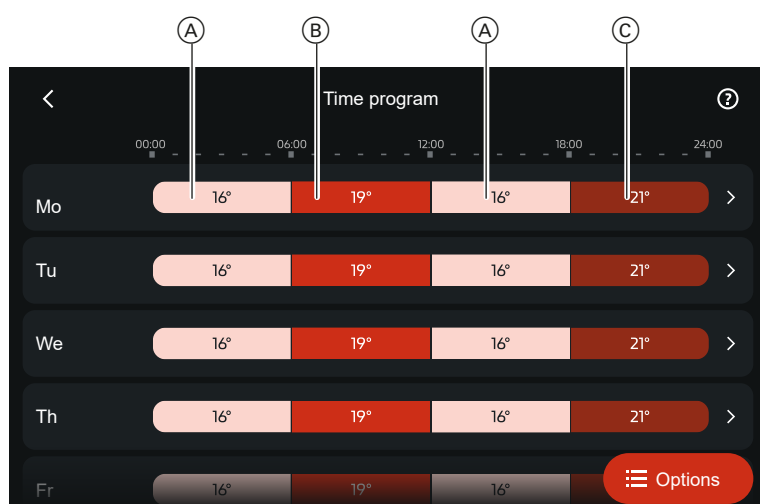


Fig. 17

- Ⓐ No time phase set: Room heating with reduced room temperature (room temperature level **"Reduced"**)
- Ⓑ Time phase with normal room temperature (room temperature level **"Normal"**)
- Ⓒ Time phase with increased room temperature (room temperature level **"Comfort"**)

Note

The factory setting for room heating is a time phase from 06:00 to 22:00 with normal room temperature every day.

To open the weekly view from the ≡ menu, tap the following buttons:

1. ≡
2. **"Heating/cooling"**

3. Required heating/cooling circuit

4. **"Time program"**

To open the weekly view from the expanded view, tap the following buttons:

1. Tile for the required heating/cooling circuit
2. **"Time program"**

Procedure for setting a time program (cont.)

Setting time phases

Example:

Time program for room heating for Monday ("**Mo**")

- Time phase 1:
06:45 to 12:00 to standard room temperature
- Time phase 2:
15:00 to 20:00 to comfort room temperature

In between these time phases, room heating takes place **automatically** with a reduced temperature.

1. Tap the timeline for Monday ("**Mo**").
The **daily view** for Monday is displayed.

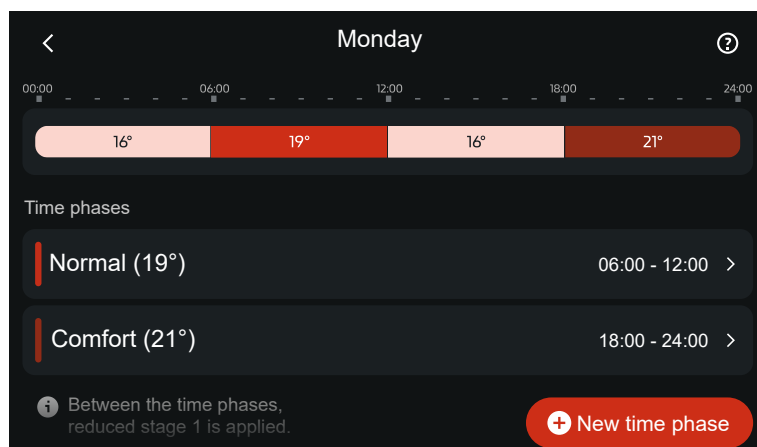


Fig. 18

2. To add a time phase, tap "**New time phase**".
"**Edit time phase**" is displayed.

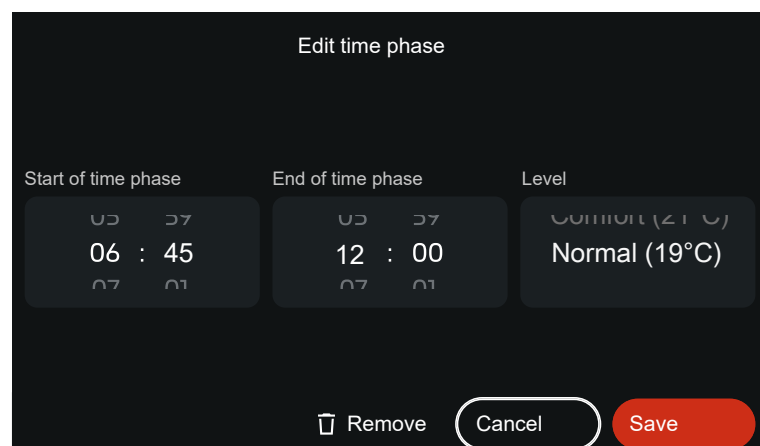


Fig. 19 Time phase setting 1 from 6:45 to 12:00 with normal room temperature

3. Set the following values using the wheel menus:
 - "**Start of time phase**": 06:45
 - "**End of time phase**": 12:00
 - Temperature level ("**Level**"): "**Normal**"
4. Close the edit view with "**Apply**".
The new time phase is visible in the day and weekly views.
5. Add the 2nd time phase with the following values:
 - "**Start of time phase**": 15:00
 - "**End of time phase**": 20:00
 - Temperature level ("**Level**"): "**Comfort**"

Between 12:00 and 15:00, the rooms are heated with a reduced temperature.

Copying the time program to other days of the week

Example:

You want to transfer the "**Time program**" for Wednesday ("**We**") to Saturday ("**Sa**") and Sunday ("**Su**").

Procedure for setting a time program (cont.)

Open the weekly view and tap the following buttons:

1. **"Options"**
2. **"Copy day"**
3. **"Wednesday"**
4. **"Next"**
5. **"Saturday"** and **"Sunday"**
6. **"Next"**
The confirmation page is displayed.
7. **"Apply"** to confirm
The updated weekly view is displayed.

Changing time phases

Example:

For **"Monday"** you want to change the start point **"Start"** for time phase 2 to 19:00.

Open the weekly view.

1. Tap the timeline for Monday (**"Mo"**).
The daily view for Monday is displayed.
2. Tap time phase 2.
"Edit time phase" is displayed.
3. Set **"Start of time phase"** to 19:00 using the wheel menu.
4. Close the edit view with **"Apply"**.
The change in the time phase is visible in the daily and weekly views.

Deleting time phases

Example:

For **Monday** you want to delete time phase 2.

Open the weekly view.

1. Tap the timeline for Monday (**"Mo"**).
The daily view for Monday is displayed.
2. Tap time phase 2.
The edit view is displayed.
3. Tap  **"Remove"**.
A confirmation message is displayed.
4. Close the message **"Delete"**.
The daily view is displayed.
The time phase is removed.

Expanded views

An expanded view shows the **most important** control options for a system component or function, e.g. for a heating/cooling circuit or DHW heating.

To open an expanded view:

On the home screen, tap the relevant tile.

Climate Control: Expanded view "Heating/cooling circuit"

You can call up an expanded view for each heating/cooling circuit.

In the expanded view for **"Heating/cooling circuit"**, you can configure and view the settings for room heating and room cooling.

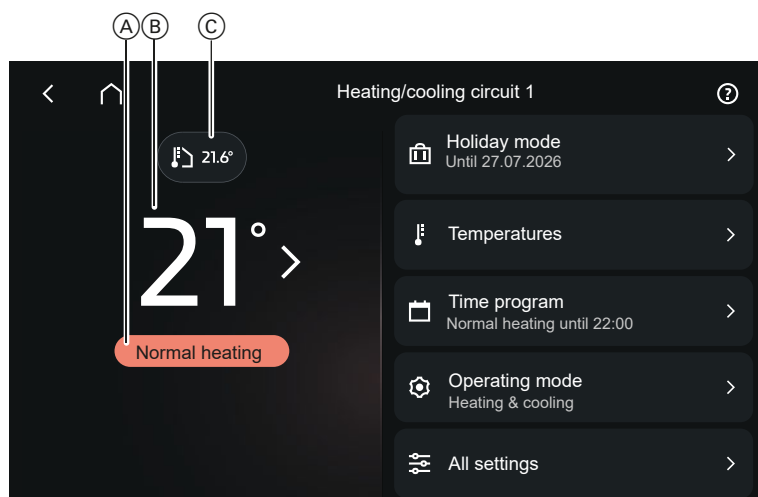


Fig. 20

- Ⓐ Currently active temperature level in the time program for room heating or room cooling
- Ⓑ Currently valid set room temperature for the active temperature level or "- -", ⏻, "A" to "F"
- Ⓒ Room temperature, e.g. measured with a room temperature sensor

Meaning of information Ⓑ:

"- -" A fault is present in the heating/cooling circuit. Room heating/cooling is switched off.

Note

A message appears on the right side of the expanded view.

⏻ "Standby" is switched on. Room heating/cooling is switched off for this heating/cooling circuit.

"A" to "G" Your contractor has activated screed drying. The selected temperature-time profile A to G is displayed.

Adjusting the set room temperature (temperature level)

1. Tap the displayed set room temperature Ⓑ.
The settings menu appears.
2. Select the required temperature.

3. Tap "Apply".

The set room temperature is changed for this room temperature level (e.g. "Normal") in all time programs.

You can configure additional settings.

To do this, tap the following entries on the right side of the expanded view:

🏠 **"Holiday mode"**: This entry is only visible if you have previously enabled this feature in **"Quick mode"**.

The settings are displayed. You can adjust these settings: See page 44.

🏠 **"Holiday at home"**: This entry is only visible if you have previously enabled this feature in **"Quick mode"**.

The settings are displayed. You can adjust these settings: See page 42.

🌡️ **"Temperatures"**

Set the different temperature levels for the time program: See page 40.

Expanded views (cont.)

"Time program"

Set the time program for room heating/cooling: See page 40.

"Operating mode"

Set whether room heating and/or room cooling are on or off: See page 29.

"Additional settings"

Takes you to the settings menu, where **all** settings for the heating/cooling circuit are available: See page 40.

Climate Control: Expanded view "DHW"

In the expanded view for "DHW", you can configure and view the settings for DHW heating.

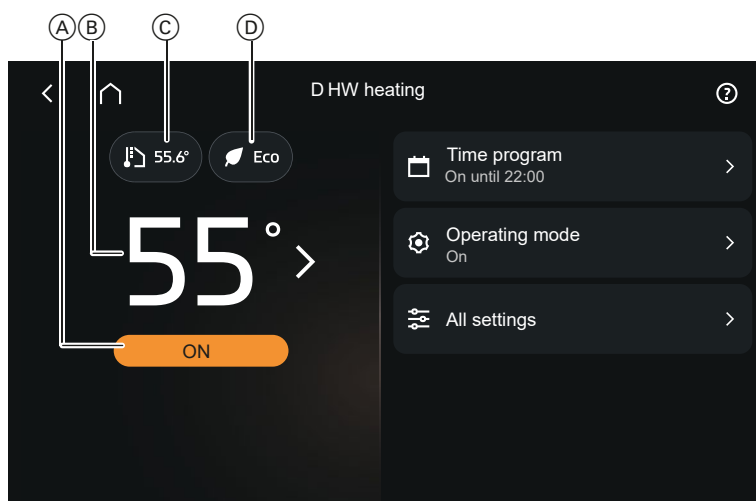


Fig. 21

- (A) Current status of DHW heating according to the time program
- (B) Selected set DHW temperature or "-.-", 

- (C) DHW temperature
- (D) "Eco" mode is active.

Meaning of information (B):

"-.-" A fault is present for DHW heating. DHW heating is switched off.

Note

A message appears on the right side of the expanded view.

-  "Standby" is switched on. DHW heating is switched off.

Adjusting the set DHW temperature

1. Tap the displayed set DHW temperature (B). The settings menu appears.
2. Select the required temperature.
3. Tap "Apply". The set DHW temperature is changed in **all time programs**.

You can configure additional settings.

To do this, tap the following entries on the right side of the expanded view:

"Time program"

Set the time program for DHW heating: See page 46.

"Operating mode"

Set whether DHW heating is on or off: See page 29.

"Additional settings"

Takes you to the settings menu, where **all** settings for DHW heating are available: See page 46.

Expanded views (cont.)

Climate Control: Expanded view "Energy cockpit"

In the expanded view for the **"Energy cockpit"**, the energy demand for room heating and cooling, DHW heating and the parameters for the heat pump are displayed.

Energy consumption

Tap **"Consumption"**.

The energy consumption summary is displayed.

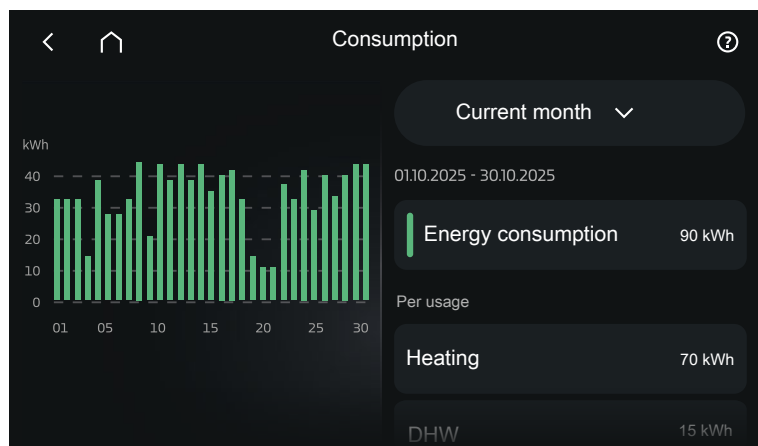


Fig. 22

You can display the energy consumption values as a bar chart or as numerical values in kilowatt-hours (kWh).

1. Select the required time period: **"Current month"**, **"Previous month"**, **"Current year"**, **"Previous year"**

The total electrical energy consumption of the system for the selected time period is displayed as a bar chart.

On the right side of the expanded view, the energy consumption values for the other system components are displayed as numerical values.

2. Scroll through the list on the right side of the expanded view.
Depending on the configuration of your system, the following energy consumption values may be displayed.

- **"Total energy consumption"**:
Total electrical energy consumption of the heat pump
- **"Heating"**:
Energy consumption for room heating
- **"DHW"**:
Energy consumption for DHW heating
- **"Cooling"**:
Energy consumption for room heating

- **"Compressor"**:

Energy consumption for operating the refrigerant circuit

- **"Electric booster heater"**:

Energy consumption of the instantaneous heating water heater integrated in the heat pump

Note

The consumption figures displayed are not measured using instruments, but are calculated. The calculation takes into account the installed system components as well as user behaviour, e.g. runtime and utilisation. Due to system-specific parameters (e.g. installation altitude), there may be discrepancies between the displayed calculated values and the actual consumption values.

Additional variations are possible due to seasonal environmental conditions and other factors. The display is used to visualise higher or lower consumption during specific comparison periods.

The use of the displayed consumption figures as the basis for billing is not permitted.

Expanded views (cont.)

Efficiency parameters

1. Tap "Efficiency parameters".

The efficiency parameters for the heat pump and the following different functions are displayed in a list:

- **"SPF of the system"**:
SPF = "Seasonal Performance Factor" of the heat pump
- **"SPF for heating"**:
Seasonal performance factor for room heating
- **"SPF for DHW"**:
Seasonal performance factor for DHW heating
- **"SEER for cooling"**:
SEER = Seasonal Energy Efficiency Ratio for room cooling

2. To view the following operating data, tap a list entry.

- **"Power consumption"**
- **"Thermal energy generated"**

Energy Management: Expanded view "Energy cockpit"

In the expanded view "Energy cockpit", the electrical energy flows in the building are displayed in a graph and shown as numerical values.

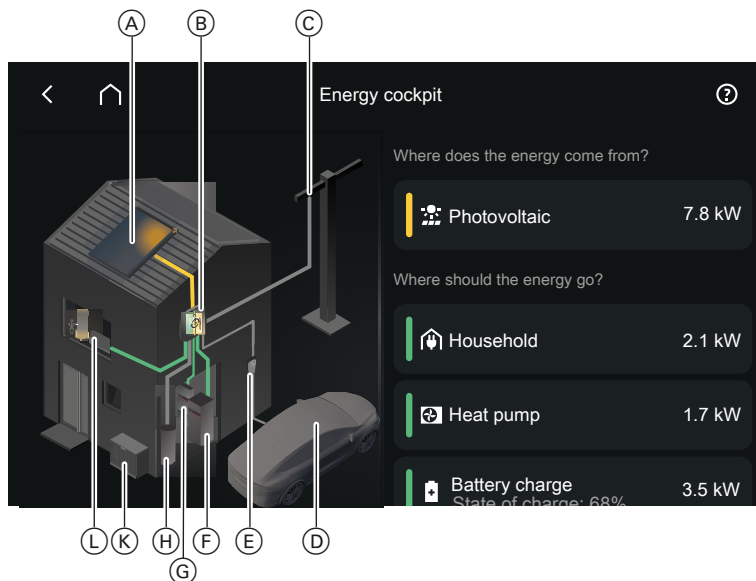


Fig. 23

- Ⓐ Photovoltaic system
- Ⓑ Viessmann Energy Management
- Ⓒ Public grid
- Ⓓ Electric vehicle
- Ⓔ Charging station for electric vehicles (wallbox)
- Ⓕ Indoor unit IDU of the heat pump

- Ⓖ Hybrid inverter with power storage unit, e.g. Vitocharge VX3
- Ⓗ DHW cylinder or buffer cylinder with electric booster heater, e.g. electric immersion heater
- Ⓚ Outdoor unit of the heat pump
- Ⓛ Electrical consumers in the household

You can display the current energy flows as numerical values in kilowatts (kW).

To do this, scroll through the list on the right side of the expanded view.

Depending on the configuration of your system, the following energy flows can be displayed:

Energy generation: **"Where does the energy come from?"**

⚡ "Grid consumption"

The amount of energy required from the public grid for the building.

☀️ "Photovoltaic"

Expanded views (cont.)

Electrical energy generated by the photovoltaic system

■ **"Battery discharge"**

The amount of energy consumed from the power storage unit in the building.

■ **"State of charge"** ("charge level")

Details in %

Energy consumption: **"Where should the energy go?"**

🏠 **"Household"**

Amount of energy required by the other consumers in the house, e.g. the dishwasher.

🔥 **"Heat pump"**

Electrical energy generated required by the heat pump

⚡ **"Battery charge"**

Amount of energy currently being charged to the power storage unit.

■ **"State of charge"** ("charge level")

Details in %

🔌 **"Charging station"**

Electrical energy required by the charging station (wallbox) for the electric vehicle

🔥 **"PV immersion heater"**

Electrical energy required for DHW heating or for heating a buffer cylinder

🔧 Another consumer, e.g. a heat pump from another manufacturer: Variable name

⚡ **"Grid feed-in"**

Surplus energy from the photovoltaic system that is exported to the grid

Setting the room temperature for a heating/cooling circuit

The standard room temperature is the temperature at which you feel comfortable. Your home is always heated or cooled to this temperature if a time phase with the temperature level **"Standard"** is active in the time program.

Set the time program for room heating/room cooling: See page 40.

Factory settings:

Room heating

- Standard room temperature: 20 °C
- Reduced room temperature: 18 °C
- Comfort room temperature: 22 °C

Room cooling

- Standard room temperature: 25 °C
- Reduced room temperature: 27 °C
- Comfort room temperature: 23 °C

Note

- *Temperatures for room cooling cannot be set lower than temperatures for room heating.*
- *Temperatures for room heating cannot be set higher than temperatures for room cooling.*

Setting temperature levels for room heating/room cooling

1. Open the expanded view for the required heating/cooling circuit:
To do this, tap the relevant tile on the home screen.
or

In the  menu, tap **"Heating/Cooling"**.
Next, select the required heating/cooling circuit.

Then tap the following buttons:

2. **"Temperatures"**
3. Temperature level **"Reduced"**, **"Normal"** or **"Comfort"** for room heating and/or room cooling

4. Set the required temperatures using the wheel menu.

5. **"Apply"**

The set temperature applies to the selected room temperature level, e.g. **"Normal"**. This means that the temperature in the time program is adjusted for **all** time phases for which this room temperature level is selected.

Switching room heating/cooling on or off (operating mode)

For further information on the operating modes: See page 29.

1. Open the expanded view for the required heating/cooling circuit:
To do this, tap the relevant tile on the home screen.
or

In the  menu, tap **"Heating/Cooling"**.
Next, select the required heating/cooling circuit.

Then tap the following buttons:

2. **"Operating mode"**

3.
 - **"Heating"** to switch room heating **on**.
Or
 - **"Cooling"** to switch room cooling **on**.
Or
 - **"Heating/cooling"** to switch room heating/room cooling **on**.
Or
 - **"Standby"** to switch room heating and room cooling **off**.

4. **"Apply"**

Time program for room heating/room cooling

In the time programs for room heating and room cooling, you set the time phases during which your home should be heated or cooled to which room temperature level.

Time program for room heating/room cooling (cont.)

Setting a time program

Factory setting: **One** time phase from 06:00 to 22:00 for every day of the week with the **"Normal"** room temperature level.

Set a time program for room heating or room cooling.

1. Open the expanded view for the required heating/cooling circuit:
To do this, tap the relevant tile on the home screen.
or

In the  menu, tap **"Heating/Cooling"**.
Next, select the required heating/cooling circuit.

2. Tap **"Time program"** to open the weekly view.
3. Tap the timeline for the required day of the week (**"Mo"** to **"Su"**).
The daily view for the current day of the week is displayed.

4.
 - **You want to add a new time phase:**
Tap **"New time phase"**.
 - **You want to change a time phase:**
Tap the required time phase in the list.
The edit view is displayed.
5. Set the values for **"Start of time phase"**, **"End of time phase"** and **"Level"**.
6. Tap **"Apply"**.

For more information on how to proceed, e.g. when copying or deleting time phases: See page 31.

Note

When making these settings, bear in mind that your system requires some time to heat the rooms to the required room temperature level.

Setting room heating/room cooling with a buffer cylinder

Only for systems with a separate buffer cylinder

Your heating/cooling circuits can be either heated **or** cooled via the separate buffer cylinder.

To heat your rooms, you must set the buffer cylinder to room heating; to cool your rooms, you must set it to room cooling.

Note

- As the buffer cylinder supplies all heating/cooling circuits, this setting affects all heating/cooling circuits. It is therefore not possible to heat via one heating/cooling circuit and cool via another heating/cooling circuit at the same time.
- DHW heating takes place as required, regardless of this setting.
- Cooling is not possible for systems with a heating water buffer cylinder with integral DHW heating.

External switch for operating mode changeover, heating/cooling

If your contractor has connected an external switch, you can use this switch to toggle between heating and cooling mode.

Setting room heating for a separate buffer cylinder

In the  menu, tap the following buttons

2. **"Heating"**

1.  **"Heating water buffer cylinder"**

Setting room cooling for a separate buffer cylinder

In the  menu, tap the following buttons

2. **"Cooling"**

1.  **"Heating water buffer cylinder"**

Setting a heating curve

So that your rooms are heated optimally at all outside temperatures, you can adjust the **"Slope"** and **"Level"** of the heating curve. This enables you to influence the flow temperature of the heat pump.

Factory setting:

- Slope: 1.1
- Level: 0

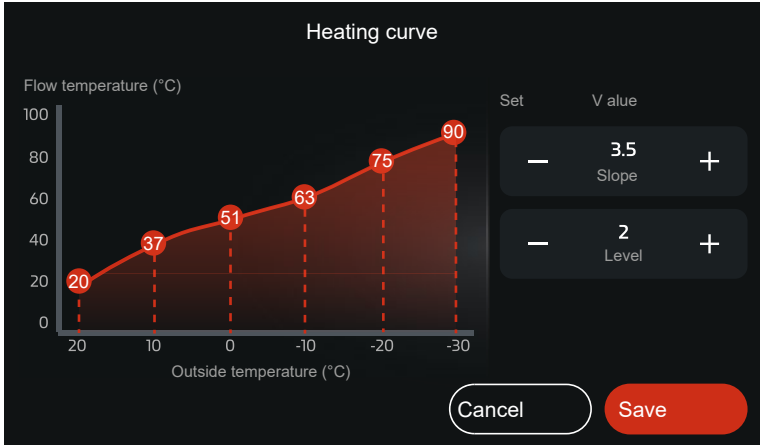


Fig. 24 Example: Heating curve with a "Slope" of "3.5" and a "Level" of "2"

1. Open the expanded view for the required heating/cooling circuit:
To do this, tap the relevant tile on the home screen and then tap **"Additional settings"**
or

In the menu, tap **"Heating/Cooling"**.
Next, select the required heating/cooling circuit.

3. **+** or **-** for the required value for **"Slope"** and **"Level"** respectively
The graph that appears clearly shows how the heating curve changes.

4. **"Apply"**

Then tap the following buttons:

2. **"Heating curve"**

Tips for setting the heating curve

State of room temperature	Remedy
The home is too cold during the winter.	Set the "Slope" to the next level up.
The home is too warm during the winter.	Set the "Slope" to the next level down.
The home is too cold during the spring/autumn and winter.	Set the "Level" to a higher value.
The home is too warm during the spring/autumn and winter.	Set the "Level" to a lower value.
The home is too cold during the spring/autumn but warm enough during the winter.	Set the "Slope" to the next level down and the "Level" to a higher value.
The home is too warm during the spring/autumn but warm enough during the winter.	Set the "Slope" to the next level up and the "Level" to a lower value.

Adjusting the room temperature for longer periods at home

If you are continuously at home for one or more days but do not want to change the time program, select the function **"Holiday at home"**, e.g. on public holidays or when the children are on school holidays.

Adjusting the room temperature for longer... (cont.)

The **"Holiday at home"** function has the following effects:

- The room temperature during the periods between the set time phases is raised to the temperature level of the first time phase of the day, e.g. from **"Reduced"** to **"Normal"**.
- If no time phase is active before 00:00, your rooms are heated/cooled to the reduced room temperature until the next time phase becomes active.
- DHW heating is active.
- The **"Holiday at home"** function begins and ends according to the set start and end times.

Note

- While the **"Holiday at home"** function is active, **"Quick mode"** (see page 28) shows an additional item **"Holiday at home"** with the information **"Scheduled program"**. Tap this item to view the set start and end times.
- **"Holiday at home"** can be set for one or more heating/cooling circuits. If **"Single family house"** was selected by your contractor during commissioning, the function is adopted for all heating/cooling circuits.

Example:

For Monday and Tuesday, 2 time phases are set respectively.

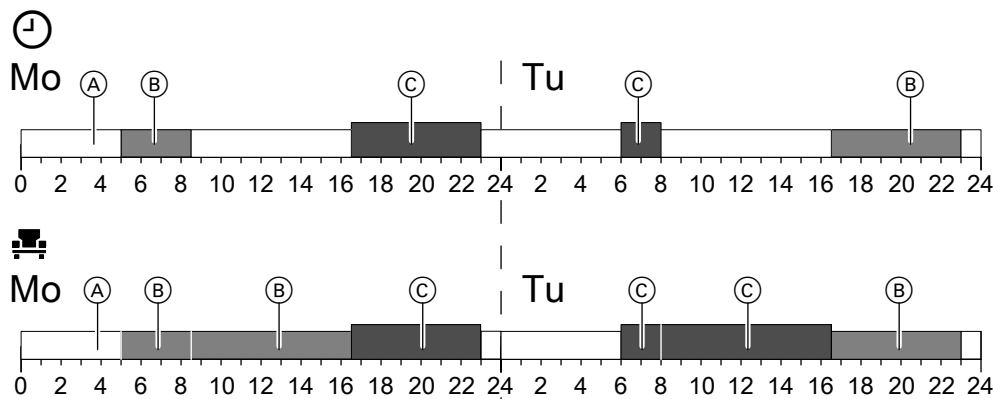


Fig. 25

- ⌚ Temperature levels according to the set time program
- 🏠 Temperature level if **"Holiday at home"** is switched on.

- Ⓐ Reduced room temperature
- Ⓑ Normal room temperature
- Ⓒ Comfort room temperature

🏠 Switching on "Holiday at home"

On the home screen, tap the following buttons:

1. 📱 "Quick mode"
2. 🏠 "Holiday at home"
3. "Create program"
4. If **"Single family house"** is not selected:
Select the required heating/cooling circuits.
5. Set the start and end times using the wheel menus.

6. "Apply"

Note

The following displays will change:

- The tiles for the heating/cooling circuits on the home screen show **"Holiday at home"**.
- The **"Quick mode"** button (see page 28) displays the number of functions activated via it as a numerical value. If no other function is active, the number **"1"** is displayed. Otherwise, the displayed number increases by the value **"1"**.

🏠 Switching off "Holiday at home"

On the home screen, tap the following buttons:

1. 📱 "Quick mode"

2. 🏠 "Holiday at home"/"Scheduled program"

Adjusting the room temperature for longer... (cont.)

3.
 - If **"Single family house"** is selected:
"All heating/cooling circuits and DHW"
 - If **"Single family house"** is **not** selected:
Select the required heating/cooling circuits.
4. **"Remove"**

Note

The following displays will change:

- **"Holiday at home" no longer** appears on the tiles for the heating/cooling circuits on the home screen.
- The **"Quick mode"** button (see page 28) displays the number of functions activated via it as a numerical value. The numerical value is reduced by **"1"**. If no other function is active, **↓** is displayed.

Saving energy during long absences

To save energy during long periods of absence, set **"Holiday mode"**.

The holiday program has the following effects:

- **Room heating:**
 - For heating/cooling circuits in **"Heating"** mode:
The rooms are heated to the set reduced room temperature.
 - For heating/cooling circuits in **"Standby"** mode:
No room heating: Frost protection for the heat pump and DHW cylinder is active.
- **Room cooling:**
 - For heating/cooling circuits in **"Cooling"** mode:
The rooms are cooled to the set reduced room temperature.
 - For heating/cooling circuits in **"Standby"** mode:
No room cooling
- **DHW heating:**
No DHW heating: Frost protection for the DHW cylinder is active.

The holiday program starts at 00:00 on the first day of your holiday and ends at 23:59 on the final day.

Note

- While **"Holiday mode"** is active, **"Quick mode"** (see page 28) shows an additional item **"Holiday mode"** with the information **"Scheduled program"**. Tap this item to view the set start date and end date.
- If **"Single family house"** was selected by your contractor during commissioning, the holiday program is switched on for all heating/cooling circuits.
- If **"Single family house"** was **not** selected by your contractor during commissioning, DHW heating will only be switched off if all heating/cooling circuits are set to **"Holiday mode"**.

Switching on "Holiday mode"

On the home screen, tap the following buttons:

1. **↓** **"Quick mode"**
2.  **"Holiday program"**
3. **"Create program"**
4. If **"Single family house"** is **not** selected:
Select the required heating/cooling circuits.
5. Set the start and end times using the wheel menus.

6. **"Apply"**

Note

The following displays will change:

- The tiles for the heating/cooling circuits on the home screen show **"Holiday mode"**.
- The **"Quick mode"** button (see page 28) displays the number of functions activated via it as a numerical value. If no other function is active, the number **"1"** is displayed. Otherwise, the displayed number increases by the value **"1"**.

Switching off "Holiday mode"

On the home screen, tap the following buttons:

1. **↓** **"Quick mode"**
2.  **"Holiday mode"/"Scheduled program"**

3.
 - If **"Single family house"** is selected:
"All heating/cooling circuits and DHW"
 - If **"Single family house"** is **not** selected:
Select the required heating/cooling circuits.

4. **"Remove"**

Saving energy during long absences (cont.)**Note**

The following displays will change:

- **"Holiday mode" no longer** appears on the tiles for the heating/cooling circuits on the home screen.
- The **"Quick mode"** button (see page 28) displays the number of functions activated via it as a numerical value. The numerical value is reduced by **"1"**. If no other function is active, **↓** is displayed.

DHW heating

DHW temperature

Your DHW is heated to the set temperature according to the time program: See page 46.

Setting the DHW temperature

Factory setting: 50 °C

Note

For reasons of good hygiene, we recommend that you do not set the DHW temperature lower than 50 °C.

1. Open the expanded view for DHW heating:
To do this, tap the relevant tile on the home screen and then tap the temperature value that appears.
or

In the  menu, tap **"DHW"**, then tap **"Desired temperature"**.

2. Set the required temperature using the wheel menu.
3. Tap **"Apply"**.

Switching DHW heating on/off (operating mode)

If you switch off DHW heating, water cannot be heated, not even outside the time program using the **"One-off DHW heating"** function.

1. Open the expanded view for DHW heating:
To do this, tap the relevant tile on the home screen.
or

In the  menu, tap **"DHW"**.

3.
 - **"ON"** to switch DHW heating on.
 - **"Standby"** to switch DHW heating off.

4. **"Apply"**

For further information on the operating modes: See page 29.

Then tap the following buttons:

2. **"Operating mode"**

Time program for DHW heating

In the time program for DHW heating, you set the time phases in which your DHW is heated to the selected temperature.

Setting a time program

Factory setting: **One** time phase from 05:30 to 22:00 for every day of the week.

You can change the time program **individually** in accordance with your requirements.

1. Open the expanded view for DHW heating:
To do this, tap the relevant tile on the home screen.
or

In the  menu, tap **"DHW"**.

2. Tap **"Time program"** to open the weekly view.

3. Tap the timeline for the required day of the week (**"Mo"** to **"Su"**).
The daily view for the current day of the week is displayed.

4.
 - **You want to add a new time phase:**
Tap **"New time phase"**.
 - **You want to change a time phase:**
Tap the required time phase in the list.
The edit view is displayed.

5. Set the values for **"Start of time phase"** and **"End of time phase"**.

6. Tap **"Apply"**.

Time program for DHW heating (cont.)

For more information on how to proceed, e.g. when copying or deleting time phases: See page 31.

Note

- *Hot water will not be heated between the time phases. Frost protection for the DHW cylinder is enabled.*
- *When setting time programs, bear in mind that your system requires some time to heat the DHW cylinder to the required temperature.*

Time program for DHW circulation pump

In the time program for the DHW circulation pump, you set the time phases in which the DHW circulation pump is switched on or off.

Setting a time program

Factory setting: **One** time phase from 05:30 to 22:00 for every day of the week.

You can change the time program **individually** in accordance with your requirements.

1. Open the expanded view for DHW heating:
To do this, tap the relevant tile on the home screen and then tap **"Additional settings"**
or

In the  menu, tap **"DHW"**.

2. Tap **"Time program circulation"** to open the weekly view.
3. Tap the timeline for the required day of the week ("**Mo**" to "**Su**").
The daily view for the current day of the week is displayed.

4. ■ **You want to add a new time phase:**
Tap **"New time phase"**.

- **You want to change a time phase:**
Tap the required time phase in the list.
The edit view is displayed.

5. Set the values for **"Start of time phase"** and **"End of time phase"**.

6. Tap **"Apply"**.

For more information on how to proceed, e.g. when copying or deleting time phases: See page 31.

Note

Between the time phases, the DHW circulation pump is switched off.

One-off DHW heating outside the time program

If you require hot water outside the set time phases, switch on **One-off DHW heating**.
The DHW cylinder is heated once to the set DHW temperature.

This function has a higher priority than other functions for DHW heating, such as the time program.

Switching on one-off DHW heating

On the home screen, tap the following buttons:

1.  **"Quick mode"**
2.  **"One-off DHW heating"**
3. **"Activate"**

Note

The following displays will change:

- *The tile for DHW heating on the home screen shows **"One-off DHW heating"**.*
- *The **"Quick mode"** button (see page 28) displays the number of functions activated via it as a numerical value. If no other function is active, the number **"1"** is displayed. Otherwise, the displayed number increases by the value **"1"**.*

One-off DHW heating outside the time program (cont.)

Switching off one-off DHW heating

On the home screen, tap the following buttons:

1.  "Quick mode"
2.  "One-off DHW heating"
3. "Remove"

Note

The following displays will change:

- The tile for DHW heating on the home screen **no longer** shows **"One-off DHW heating"**.
- The **"Quick mode"** button (see page 28) displays the number of functions activated via it as a numerical value. The numerical value is reduced by **"1"**. If no other function is active,  is displayed.

Increased DHW hygiene

Once a week or daily, you can heat the water in the DHW cylinder to a higher DHW temperature for one hour. This hygiene function is carried out regularly at the specified time.

Your heating contractor will set the duration and DHW temperature for the hygiene function.



Danger

High DHW temperatures can cause scalding, e.g. if the DHW temperature is above 60 °C. Mix with cold water at the draw-off points.

Switching on increased DHW hygiene

1. Open the expanded view for DHW heating:
To do this, tap the relevant tile on the home screen and then tap **"Additional settings"**.

or

In the  menu, tap **"DHW"**.

Then tap the following buttons:

2. "Hygiene function"
3. "Hygiene function"

4. **"ON"**

5. **"Daily"** or on one or more days of the week

6. Set the chosen time using the wheel menu.

7. **"Apply"**

The hygiene function starts at the set time on each of the selected days of the week.

Switching off increased DHW hygiene

1. Open the expanded view for DHW heating:
To do this, tap the relevant tile on the home screen and then tap **"Additional settings"**.

or

In the  menu, tap **"DHW"**.

Then tap the following buttons:

2. "Hygiene function"

3. **"Hygiene function"**

4. **"OFF"**

5. **"Apply"**

DHW scald protection

With scald protection, you limit the DHW temperature in the DHW cylinder to a maximum of 60 °C.

DHW scald protection (cont.)

Switching on DHW scald protection

1. Open the expanded view for DHW heating:
To do this, tap the relevant tile on the home screen and then tap **"Additional settings"**.
or

In the ≡ menu, tap **"DHW"**.

Then tap the following buttons:

2. **"Scald protection"**
3. **"ON"**
4. **"Apply"**

Switching off DHW scald protection



Danger

With scald protection switched off, a set DHW temperature higher than 60 °C can be selected. Consequently there is an increased risk of scalding!

If possible, do not switch scald protection off.

1. Open the expanded view for DHW heating:
To do this, tap the relevant tile on the home screen and then tap **"Additional settings"**.
or

In the ≡ menu, tap **"DHW"**.

Then tap the following buttons:

2. **"Scald protection"**

3. **"OFF"**

4. **"Apply"**

The message **"Turn scald protection off?"** appears.

5. **"Turn off"**



Danger

Scald protection does not affect the hygiene function. Even with scald protection switched on, the DHW cylinder will regularly be heated to the higher temperature of the hygiene function. Since this temperature may be above 60 °C, there is an increased risk of scalding! Mix with cold water at the draw-off points.

Mode of DHW heating

You can set whether DHW is heated to the set DHW temperature as quickly as possible or with as little energy consumption as possible.

Note

This setting is not possible with all heat pumps.

1. Open the expanded view for DHW heating:
To do this, tap the relevant tile on the home screen and then tap **"Additional settings"**.
or

In the ≡ menu, tap **"DHW"**.

Then tap the following buttons:

2. **"Mode of DHW heating"**

3.
 - **"Eco"** for energy saving DHW heating:
Your DHW is heated more slowly but in an energy efficient way.
 - **"Comfort"** for fast DHW heating:
Your DHW is heated more quickly. Compared to **"Eco"**, the energy consumption is higher.

4. **"Apply"**

Setting a control strategy

Your contractor has connected an external heat generator as an additional heat source to your heat pump and has configured hybrid operation.

Depending on the settings made by your contractor and on the outside temperature, either the heat pump and the external heat generator are switched on simultaneously, or just one of the two is switched on.

You can either set the optimal outside temperature limit for hybrid operation directly or allow the heat pump control unit to calculate the value automatically on the basis of the control strategy you have selected.

Note

- *You can adjust the control strategy for your system **only via the ViCare app**.*
- *Detailed information on the control strategies can be found in chapter "Terminology" in the appendix.*

Control strategy with constant temperature limits (factory setting)

Constant temperature limits for the outside temperature are set in the heat pump control unit.

Ecological control strategy

The heat pump control unit sets an outside temperature limit that will minimise CO₂ emissions.

Factors known as primary energy factors for electricity and fossil fuels form the basis for the calculation.

Note

*You can enter the primary energy factors **only via the ViCare app**.*

Economical control strategy

The heat pump control unit sets an outside temperature limit that will minimise your system's running costs.

For this purpose, you must enter your energy prices for electricity and fossil fuels, which will be used as the basis of calculation.

Note

*You can enter the energy prices **only via the ViCare app**.*

Low-noise mode

In low-noise mode, the speeds of the fan and, if appropriate, the compressor are reduced. This reduces the sound level from operating the outdoor unit.

Switching on low-noise mode

In the  menu, tap the following buttons:

1.  "Additional settings"
2. "Low-noise mode"
3. "Low-noise mode"
4. "ON"
5. "Apply"

Switching off low-noise mode

In the  menu, tap the following buttons:

1.  "Additional settings"
2. "Low-noise mode"
3. "Low-noise mode"
4. "OFF"
5. "Apply"

Setting the time program for low-noise mode

In the time program for low-noise mode, set the time phases in which the speed of the fan and, if required, of the compressor are limited.

For this, select the required noise level for each time phase: See chapter "Noise levels for low-noise mode". Factory setting:

One time phase from 22:00 to 06:00 for every day of the week. The fan speed is not limited.

Note

- *Between the set time phases, the speed of the fan and compressor is not limited. To indicate this, the  symbol is displayed on the timeline.*
- *Your contractor can restrict the setting options for the time program. To remove the restrictions, contact your contractor.*

1. In the  menu, tap  "Additional settings"
2. Tap "Low-noise mode"

3. Tap "Time program" to open the weekly view.
4. Tap the timeline for the required day of the week ("Mo" to "Su").
The daily view for the current day of the week is displayed.
5.
 - **You want to add a new time phase:**
Tap "New time phase".
 - **You want to change a time phase:**
Tap the required time phase in the list.
The edit view is displayed.
6. Set the values for "Start of time phase", "End of time phase" and the noise level ("Level").
7. Tap "Apply".

For more information on how to proceed, e.g. when copying or deleting time phases: See page 31.

Noise levels for low-noise mode

You can choose between 2 noise levels:

-  "Slight"
The max. fan speed and, if necessary, that of the compressor are reduced by a small amount.
-  "Maximum"
The max. fan speed and, if required, that of the compressor are reduced by a large amount.

Note

Between the time phases, noise reduction is switched off. The  symbol appears at these points on the timeline.

Emergency mode

If there is a fault in the refrigerant circuit of the heat pump, you can switch on emergency mode. Room heating and DHW heating are performed by the integral instantaneous heating water heater (if installed). If an external heat generator is connected, it will provide room heating.



Please note

In the case of heat pumps for hybrid operation, the heat supply in emergency mode is not guaranteed without an external heat generator.

- Operate your heat pump for hybrid operation only in conjunction with an external heat generator.
- Ensure that the external heat generator is ready for operation at all times.

Switching on emergency mode

In the  menu, tap the following buttons:

1.  "Additional settings"
2. "Emergency mode"
3. "Turn on"

Note

*In a system network with an external heat generator, you can **only** switch on emergency mode at the heat pump.*

Switching off emergency mode

In the  menu, tap the following buttons:

1.  "Additional settings"
2. "Emergency mode"
3. "Turn off"

Setting the display brightness

You can adjust the display brightness for operation.

In the  menu, tap the following buttons:

1.  "General settings"
2. "Display brightness"
3.  or  for the preferred brightness value
4. "Apply"

Setting names for heating/cooling circuits

You can name all heating/cooling circuits individually, e.g. "Ground floor".

These names are used in various places on the user interface, e.g. on the tiles on the home screen or in the expanded view.

In the  menu, tap the following buttons:

1.  "General settings"
2. "Rename heating/cooling circuits"
3. Tap the required heating/cooling circuit.
4. Enter the chosen name using the on-screen keyboard, e.g. "Ground floor".
5. "Apply"

Setting the date and time

You can either set the date and time manually or enable automatic time setting.

Regardless of this, you can also set the display format.

Enabling automatic time setting

If you have enabled this setting, the programming unit retrieves the time setting from the active data connections.

You **cannot** set the time manually.

In the  menu, tap the following buttons:

1.  "General settings"
2. "Date and time"
3. "Automatic"
4. "ON"
5. "Apply"

Disabling automatic time setting

If you have disabled this setting, you can set the time at the programming unit manually.

In the  menu, tap the following buttons:

1.  "General settings"
2. "Date and time"
3. "Automatic"
4. "OFF"
5. "Apply"

Setting the date

If "Automatic time" is disabled, you can set the date manually.

In the  menu, tap the following buttons:

1.  "General settings"
2. "Date and time"
3. "Date"
4. Set the day, month and year using the wheel menus.
5. "Apply"

Setting the date and time (cont.)

Setting the time

If **"Automatic time"** is disabled, you can set the time manually.

In the  menu, tap the following buttons:

1.  **"General settings"**
2. **"Date and time"**

3. **"Time"**
4. Set the hours and minutes using the wheel menus.
5. **"Apply"**

Setting the date format

You can set the date display format regardless of whether you set the date manually or whether **"Automatic time"** is enabled.

In the  menu, tap the following buttons:

1.  **"General settings"**

2. **"Date and time"**
3. **"Date format"**
4. Preferred date format, e.g. **"DD.MM.YYYY"**.
5. **"Apply"**

Setting the time format

You can set the time display format regardless of whether you set the time manually or whether **"Automatic time"** is enabled.

In the  menu, tap the following buttons:

1.  **"General settings"**
2. **"Date and time"**

3. **"Time format"**
4.
 - **"12 hours"** for 12-hour display
 - **"24 hours"** for 24-hour display
5. **"Apply"**

Switching between summer/wintertime

The automatic changeover from Summer/wintertime is factory-set.

You can switch the automatic changeover between Summer/wintertime on and off.

Switching between summer/wintertime automatically

In the  menu, tap the following buttons:

1.  **"General settings"**
2. **"Date and time"**

3. **"Time changeover"**
4. **"ON"**
5. **"Apply"**

Switching between summer/wintertime manually

Turn off automatic time changeover.

In the  menu, tap the following buttons:

1.  **"General settings"**
2. **"Date and time"**

3. **"Time changeover"**
4. **"OFF"**
5. **"Apply"**

Setting the language

Your contractor will have set the display language during commissioning. You can change the language.

In the  menu, tap the following buttons:

1.  "General settings"
2. "Language"
3. Preferred language from the list
4. "Apply"

Setting the units

You can adjust all available units, e.g. for temperature, length, pressure, etc.

In the  menu, tap the following buttons:

1.  "General settings"
2. "Units"
3. "Temperature", "Length", "Pressure", etc.
4. Preferred unit
5. "Apply"

Setting the home screen

You can choose which tiles appear in the function area on the home screen.

In the  menu, tap the following buttons:

1.  "General settings"
2. "Adjust home screen"
3. Preferred tiles:

Note

- You can select multiple tiles.
- Only tiles that are compatible with your system are available for display in the function area.

4. "Apply"

Setting up operation via the ViCare app

If you wish, you can operate your system via your mobile device using the ViCare app. To do so, you will need to carry out a **one-off** process to connect your controller or indoor unit IDU to the internet and set up a connection to the server.

Note

By registering your system with the ViCare app, you will automatically receive software updates for your heat pump via the internet. These updates may also include new or enhanced features.

You can connect to the internet via LAN or WiFi.

Requirements for an internet connection via LAN

To set up a LAN connection, your controller or indoor unit IDU must be connected to your internet router via a LAN cable. The connection for the LAN cable is located inside the controller or the indoor unit IDU. Check to see if your router is connected to the internet.



Danger

Contact with live components can lead to serious injury from electric current. Some components on PCBs remain live even after the power supply has been switched off.

- Do not open the controller or the indoor unit IDU.
- Have your contractor install the LAN cable.

Requirements for an internet connection via WiFi

Check the following prerequisites:

- Your router is connected to the internet.
- WiFi is switched on on your internet router.
- The WiFi network is within range. If necessary, check the connection using your mobile device, e.g. mobile phone.
- You know the name of the WiFi network and the access data, e.g. your network key.

Setting up operation via the ViCare app (cont.)

Setting up an internet connection using the setup assistant

To set up your internet connection, you can use the setup assistant.

1. In the  menu, tap  **"Internet"**, then tap **"Setup assistant"**.
2. Tap **"Start setup assistant"**.
3. You want to connect via **LAN**:
Tap **"LAN"**.
LAN is switched on. The connection is established. Once the connection is established, the QR code for downloading and connecting to the ViCare app is displayed: See the following chapter.
or

You want to connect via WiFi:
Tap **"WiFi"**.
WiFi is switched on.

If you selected **"WiFi"**:

4. Tap **"Next"**.
The list of available WiFi networks is displayed.

5. Tap the required WiFi network, then tap **"Connect"**.

Note

If the WiFi network you are looking for is not in the list, you can also add it manually: See chapter "Adding a WiFi network manually".

6. Enter the access data, e.g. password or network key (maximum 64 characters).

Note

The connection data is saved automatically. This allows the WiFi connection to be automatically restored after an interruption.

7. Tap **"Connect"**.
Once the connection is established, the QR code for downloading and connecting to the ViCare app is displayed: See the following chapter.

Registration with the ViCare app

1. If you have not yet installed the ViCare app:
Scan the QR code shown using your mobile device and download the ViCare app.
2. Install the ViCare app on your mobile device.
3. Open the ViCare app and follow the instructions.
4. When you are prompted to do so in the ViCare app, scan the QR code shown on the screen.
5. Follow the instructions in the ViCare app and complete the registration.

6. Tap **"Finish"**.
Registration is complete. You can now control your system using the ViCare app.

Note

*If you are unable to scan the QR code: Tap **"Show link"** to display the link contained in the QR code on the screen.*

Switching the LAN connection on/off

Your contractor has connected the controller or indoor unit IDU to the internet router via a LAN cable. You can switch the internet connection on and off via LAN.

Note

An internet connection only exists if the selected LAN is connected to the internet.

If you have registered your system with the ViCare app, you will automatically receive software updates via the internet. To receive these updates, do not switch off the LAN.

Switching the LAN connection on/off (cont.)

Switching the LAN connection on

In the ☰ menu, tap the following buttons:

1. 🌐 "Internet"
2. "LAN"
3. "ON"
4. "Apply"

Note

- If your internet router is set to **dynamic IP** addressing, the LAN connection will be established automatically. Once the connection is established, the "**LAN**" entry will display "**Connected**".
- If your internet router is configured to use **static IP** addressing, you will need to enter the network details manually: See chapter "Static IP addressing for LAN and WiFi".
- If both a LAN and a WiFi connection are active at the same time, data is transmitted only via the LAN connection.

Switching the LAN connection off

In the ☰ menu, tap the following buttons:

1. 🌐 "Internet"
2. "LAN"
3. "OFF"

4. "Apply"

Note

If you do not have an internet connection, you will not be able to control your system using the app. You will not receive any software updates.

Switching WiFi on/off

You want to connect your system to the internet via WiFi. To do this, switch on WiFi.

Note

An internet connection only exists if the selected WiFi is connected to the internet.

If you have registered your system with the ViCare app, you will automatically receive software updates via the internet. To receive these updates, do not switch off WiFi.

Switching WiFi on

In the ☰ menu, tap the following buttons:

1. 🌐 "Internet"
2. "WiFi"
3. "ON"
4. "Apply"

Note

- If a WiFi connection was previously established, the most recently active WiFi connection will be **automatically** re-established. The 📶 symbol appears in the upper right corner of the home screen.
- If there was **no** WiFi connection previously, you will need to set up a WiFi connection: See chapter "Establishing a WiFi connection".
- If both a LAN and a WiFi connection are active at the same time, data is transmitted only via the LAN connection.

Switching WiFi off

In the ☰ menu, tap the following buttons:

1. 🌐 "Internet"
2. "WiFi"

3. "OFF"

4. "Apply"

Switching WiFi on/off (cont.)

Note

If you do not have an internet connection, you will not be able to control your system using the ViCare app. You will not receive any software updates.

Establishing a WiFi connection

You want to connect your system to the internet via WiFi. To do this, connect to a WiFi network within range. You will need to set up this connection **once**.

Note

Only **one** WiFi connection is possible at a time.

Check the following prerequisites:

- WiFi is switched on on your internet router.
- The WiFi network is within range. If necessary, check the connection using your mobile device, e.g. mobile phone.
- You know the name of the WiFi network and the access data, e.g. your network key.

Connecting to a known WiFi network

You want to connect to a WiFi network that you have used before.
You have switched on WiFi: See chapter "Switching on WiFi".

In the  menu, tap the following buttons:

1.  "Internet"
2. "WiFi"
The appliance searches for available WiFi networks. The list of WiFi networks is displayed.

Note

If the WiFi network you are looking for is not in the list, you can also add it manually: See chapter "Adding a WiFi network manually".

3. Preferred WiFi

Note

- If your internet router is set to **dynamic IP** addressing, the WiFi connection will be established automatically.
Once the connection is established, the entry for the WiFi network will display **"Connected"**.
The  symbol appears in the upper right corner of the home screen.
- If your internet router is configured to use **static IP** addressing, you will need to enter the network details manually: See chapter "Static IP addressing for LAN and WiFi".

Connecting to an unknown WiFi network

You want to connect to a WiFi network that you haven't used before.
You have switched on WiFi: See chapter "Switching on WiFi".

1. In the  menu, tap  "Internet".
2. Tap "WiFi".
The appliance searches for available WiFi networks. The list of WiFi networks is displayed.

Note

If the WiFi network you are looking for is not in the list, you can also add it manually: See chapter "Adding a WiFi network manually".

3. Tap the required WiFi network, then tap **"Connect"**.

4. Enter the access data, e.g. password or network key (maximum 64 characters).

Note

The connection data is saved. This allows the WiFi connection to be automatically restored after an interruption.

5. Tap **"Connect"**.

Establishing a WiFi connection (cont.)

Note

- If your internet router is set to **dynamic IP** addressing, the WiFi connection will be established automatically.
Once the connection is established, the entry for the WiFi network will display **"Connected"**.
The  symbol appears in the upper right corner of the home screen.
- If your internet router is configured to use **static IP** addressing, you will need to enter the network details manually: See chapter "Static IP addressing for LAN and WiFi".

Adding WiFi Manually

If a WiFi network is not visible due to security settings, it will not appear in the WiFi network list.

If you know the name of the network, you can manually add it to the WiFi network list and connect to it.

1. In the  menu, tap  **"Internet"**.
2. Tap **"WiFi"**.
The preferred WiFi network does not appear in the WiFi network list.
3. Tap **"Add network"**.
4. Enter the name of the network.
5. Tap **"Next"**.
6. Enter the access data, e.g. password or network key (maximum 64 characters).

Note

The connection data is saved. This allows the WiFi connection to be automatically restored after an interruption.

7. Tap **"Connect"**.

Note

- If your internet router is set to **dynamic IP** addressing, the WiFi connection will be established automatically.
Once the connection is established, the entry for the WiFi network will display **"Connected"**.
The  symbol appears in the upper right corner of the home screen.
- If your internet router is configured to use **static IP** addressing, you will need to enter the network details manually: See chapter "Static IP addressing for LAN and WiFi".

Static IP addressing for LAN and WiFi

If your internet router is configured for **static IP** addressing, you will need to enter the network settings manually. Otherwise, no connection to the network will be established.

Please have the following network information ready:

- Network name
- IP address
- Subnet mask
- Standard gateway
- Primary DNS server
- Secondary DNS server
- Encryption

In the  menu, tap the following buttons:

1.  **"Internet"**
2. **"LAN"** to enter the network information for a LAN.
or
"WiFi" to enter the network information for a WiFi network.
3. Preferred LAN or WiFi from the network list
4. **"Network mode"**
5. **"Manual"**

Static IP addressing for LAN and WiFi (cont.)

6. "Apply"

7. Enter the required network information one item at a time.

Note

The network information is stored. This allows the connection to be automatically re-established after an interruption.

8. "Connect"

Removing LAN or WiFi

You can remove networks from the LAN or WiFi network lists.

This will delete the stored network settings. As a result, the connection to this network cannot be automatically restored.

In the  menu, tap the following buttons:

1.  "Internet"
2. "LAN" to view the network list for LAN.
or

"WiFi" to view the network list for WiFi.

3. Preferred LAN or WiFi
4. "Remove"
5. "Reset" to confirm the prompt
6. "Apply"

Switching off the display screen for cleaning

If you want to clean the display screen, you can deactivate it for 30 seconds. This prevents unintentional operation.

Clean the display with a microfibre cloth.

2. "Clean screen"
3. "Apply"

In the  menu, tap the following buttons:

1.  "General settings"

Restoring factory settings

You can reset all entries and values to their factory settings.

Note

If the heating or cooling circuits have been named, the assigned name is maintained: See chapter "Setting names for heating/cooling circuits".

Restoring factory settings (cont.)

Setting	Settings and values that are reset
"Low-noise mode"	Time program for low-noise mode
"DHW"	▪ DHW temperature ▪ Time program for DHW heating ▪ Time program for DHW circulation pump
"Heating/cooling circuit 1" "Heating/cooling circuit 2" "Heating/cooling circuit 3" "Heating/cooling circuit 4"	▪ Reduced room temperature ▪ Normal room temperature ▪ Comfort room temperature ▪ Time program for room heating ▪ Heating curve slope and level ▪ Comfort and energy saving functions ("Holiday at home", "Holiday mode") are switched off.

In the  menu, tap the following buttons:

1.  "Additional settings"
2. "Reset"
3. "Reset"
4. "Reset" to confirm the prompt.

Checks

Calling up help messages

You can call up help messages relating to the displays and functions.

In the  menu, tap the following buttons:

1.  to call up the help messages.

2.  to return to the original screen.

Checking information

Depending on the system equipment level and the settings made, you can check available information about e.g. temperatures.

The information is divided into the following groups:

- "General"
- "Heat pump"
- "Heating/cooling circuit 1"
- "Heating/cooling circuit 2"
- etc.
- "DHW"
- "Network"

Note

If the heating/cooling circuits have been given individual names, the assigned name is displayed: See chapter "Setting names for heating/cooling circuits".

In the  menu, tap the following buttons:

1.  "Information"
2. Required group, e.g. "General"

Retrieving licence information for the programming unit

You can view the licence information for the programming unit.

In the  menu, tap the following buttons:

1.  "General settings"

2. "Open source licences"

3. Relevant entry to view the corresponding open source licence.

Third Party Software

1 Overview

This product contains third party software, including open source software. You are entitled to use this third party software in compliance with the respective license conditions as provided in this document. A list of used third party software components and of license texts can be accessed by connecting your boiler, like it is mentioned in the manual.

2 Acknowledgements

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries. This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>). This product includes cryptographic software written by Eric Young (ey@cryptsoft.com) and software written by Tim Hudson (tjh@cryptsoft.com).

3 Disclaimer

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Retrieving licence information for the... (cont.)

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Checking messages

If any events have occurred in your system, the following message symbols will appear on the home screen in the menu and status bar:

-  At least one fault is present. In addition, warning and service messages may also be active. The outdoor unit or instantaneous heating water heater may be locked for operation.
-  At least one warning is present, but no fault. In addition, service messages may also be active.
-  Maintenance work is due. No faults or warnings are present.

Calling up messages and checking information



Danger

Faults that are not corrected can have life threatening consequences or cause damage to the appliance.
 If a fault occurs, notify your contractor immediately. Your contractor will be able to analyse the cause and rectify the fault.

1. In the  menu, tap **"Message lists"**. The menu item **"Message lists"** also displays **"Active messages"** or **"Active locks"** and the number of events.
or

On the home screen, tap the message symbols that appear, e.g.  .

2. In the list, tap **"Fault"**, **"Warning"** or **"Service"**.



Please note

If the outdoor unit and/or the instantaneous heating water heater are locked, you or your contractor must reset these components. In this case, tap **"Lock"**. Proceed as described in chapter "Resetting the refrigerant circuit or instantaneous heating water heater".

Note

For **"Fault"**, **"Warning"** and **"Service"**, **"Active messages"** and the number of messages are also displayed.

The message list is displayed.

The message list contains the following information for each message:

- Message code, e.g. **"F.160"**
- Cause of the message, e.g. **"CAN bus communication error"**
- The date on which the message occurred.
- The time at which the message occurred.
- Message status: **"Resolved"** or **"Active"**

3. Tap a message to view more information, e.g. information about how the system is behaving. Tips on measures you can take yourself **before** notifying your contractor are displayed.

Checking messages (cont.)

4. Make a note of the message code and the cause of the message.
This enables the contractor to be better prepared and may save unnecessary travel costs.
5. Notify your contractor.

If the message list contains many messages, you can apply a filter to make it easier to navigate:

1. Tap the **"Filter"** button.
2. Tap e.g. the **"Active"** filter to display only the currently active messages.

Resetting the refrigerant circuit or instantaneous heating water heater

The following components of your heat pump may be locked for further operation due to the operating conditions:

- Outdoor unit:
A fault is present in the refrigerant circuit.
- Instantaneous heating water heater:
The temperature at the instantaneous heating water heater is too high.

To continue using these components, you must reset them.

Note

If faults are present that could cause serious damage or result in personal injury if the outdoor unit continues to operate, a reset is not possible. In this case, please notify your contractor.

1. In the  menu, tap **"Message lists"**.
The menu item **"Message lists"** also displays **"Active locks"** and how many of them are present.
or

On the home screen, tap the message symbols that appear, e.g.  .

2. Tap **"Lock"** in the list.

Note

*For **"Lock"**, **"Active locks"** and the number are also displayed.*

The list shows the locked components: **"Refrigerant circuit"** and/or **"Electric booster heater"** (instantaneous heating water heater)

3. Tap the component you want to reset.
A message will appear allowing you to reset the component.
4. Please follow the instructions in the message carefully and take note of the following information:

- **"Electric booster heater"** (instantaneous heating water heater):
You can reset the instantaneous heating water heater once the temperature has dropped.
- **"Refrigerant circuit"**:



Danger

Risk of explosion: Escaping refrigerant may form a flammable or explosive atmosphere in the ambient air.

Do not reset the refrigerant circuit multiple times in quick succession.

Notify your contractor.

5. ■ Tap **"Unlock"**.
Or
■ If continuing to operate the outdoor unit could result in serious damage or personal injury, a reset is not possible. In this case, the **"Unlock"** button will not be displayed.
Tap **"Close"**.

6. **If you were unable to reset the refrigerant circuit:**

Turn on **"Emergency mode"**: See page 52.

In the case of a fault in the refrigerant circuit, the other heat sources will take over heat generation completely. Room cooling is switched off.

Room heating and DHW heating are provided by the integral instantaneous heating water heater.

Switching heating/cooling on/off

Switching off heating/cooling (frost protection active)

You can either switch off the room heating for individual heating/cooling circuits and/or DHW heating, or shut down the entire system.

In the  menu, tap the following buttons:

1.  "ON/OFF"
2.
 - "Entire system" to switch off room heating/cooling and DHW heating.
 - One heating/cooling circuit, to switch off room heating via this heating/cooling circuit.
 - "DHW" to switch DHW heating off.

3. "Standby"

Note

- All circulation pumps connected to the control unit are briefly started automatically for 10 seconds every 90 hours to prevent them from seizing up.
- The mixers are automatically moved every 90 hours.
- The diverter valves are switched over at regular intervals.

Switching on room heating/room cooling or DHW heating

In the  menu, tap the following buttons:

1.  "ON/OFF"
2.
 - "Entire system" and then "ON" to switch on room heating/cooling and DHW heating.
 - A heating/cooling circuit and then "Heating", "Cooling" or "Heating/cooling" to switch on room heating/room cooling via this heating/cooling circuit.
 - "DHW" and then "ON" to switch DHW heating on.

Switching the heat pump off (shutdown)

You wish to shut down the system without frost protection monitoring.

Turn off the ON/OFF switch: See chapter "Position of the ON/OFF switch".

- No room heating
- No room cooling
- No DHW heating
- Frost protection for the heat pump and the DHW cylinder is **not** active.

Note

- As they are not being supplied with power, the circulation pumps and diverter valves may seize up.
- If your system has been shut down for a prolonged period, you will need to reset the date and time: See page 53.



Please note

- If outside temperatures are expected to fall below 3 °C, frost can cause permanent damage to the heat pump and the system.
 - We recommend switching off the system only via the menu with frost protection monitoring ("Standby").
 - If you want to switch off the heat pump using the ON/OFF switch, you must take appropriate measures to protect it from frost. Contact your contractor about this.

Switching on and off

Switching the heat pump on

Turn on the ON/OFF switch on the indoor unit or on the controller: See chapter "Position of the ON/OFF switch".

- After a short while, the home screen is shown on the display.

Your heat pump and remote control units (if available) are ready for operation.

Note

For technical reasons, there is a delay of several minutes when starting up the heat pump at low outside temperatures after long downtimes.

Position of the ON/OFF switch

Wall mounted indoor unit

The ON/OFF switch (A) is located on the underside of the appliance.

Example:

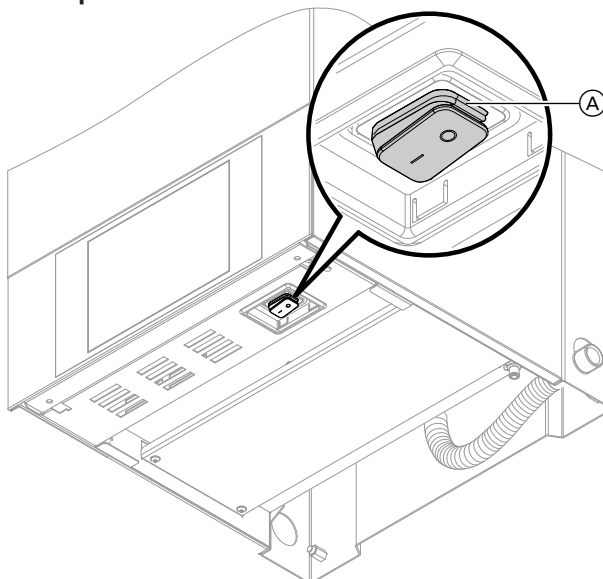


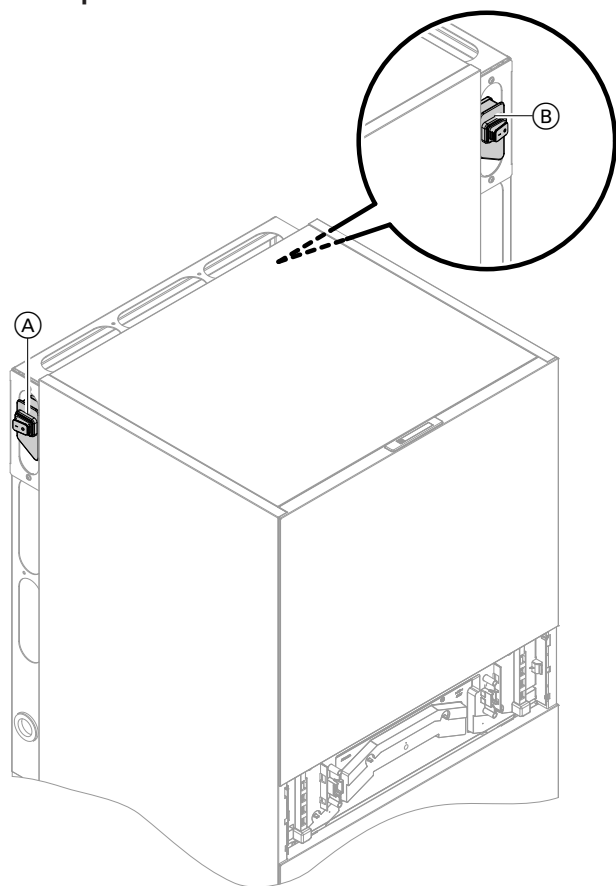
Fig. 26

Floorstanding indoor unit with integral DHW cylinder

Depending on how the indoor unit is installed, your contractor will have mounted the ON/OFF switch on the side of the indoor unit, e.g. in position (A) or (B).

Position of the ON/OFF switch (cont.)

Example:



Note

In some cases, the ON/OFF switch may be mounted at a different height.

Fig. 27

Controller

The ON/OFF switch (A) is located on the underside of the appliance.

Example:

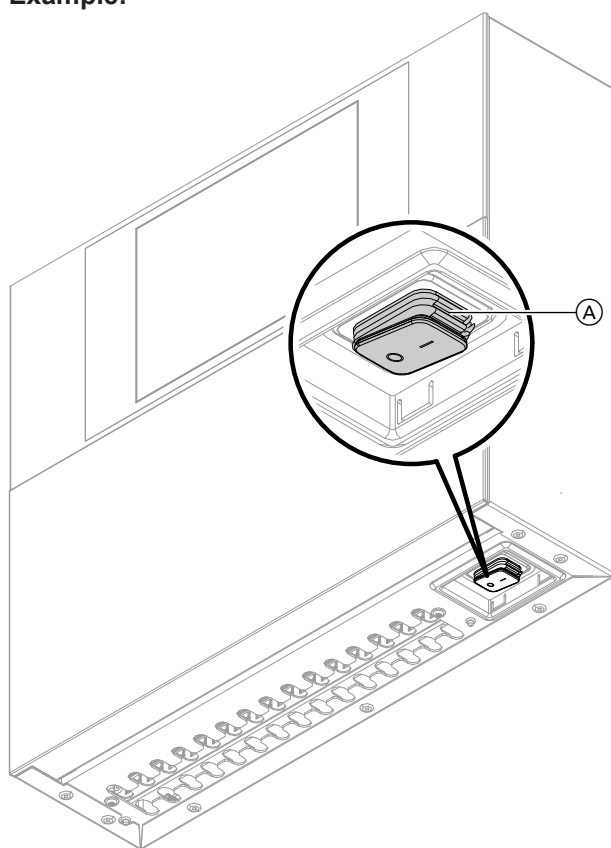


Fig. 28

Rooms are too cold

Cause	Remedy
The heat pump is switched off.	- Reset the MCB in the power distribution board (main domestic MCB). - Switch ON the mains isolator (if installed, outside the boiler room). - Turn on the ON/OFF switch: See page 66.
Settings have been changed or are incorrect.	Switch on room heating. Check the settings and correct if required: - Operating modes: See page 29. - Room temperature: See page 40. - Time: See page 53. - Time program for room heating: See page 40. - Heating curve: See page 42. - The holiday program is switched on: See page 44.
The DHW cylinder is being heated.	- Wait until the DHW cylinder has been heated up. - Reduce the DHW draw-off rate or temporarily reduce the set DHW temperature if necessary.
The heating water buffer cylinder is heated up.	Wait until the heating water buffer cylinder has been heated up.
Lack of fuel for the external heat generator.	- When using LPG and other fuels such as oil or solid fuels: Check the fuel reserves and re-order if required. - With natural gas: Open the gas shut-off valve. If necessary, check with your gas supply utility.
The display shows  ,  or  .	- Check what type of message it is. - Acknowledge the message: See page 63. - Notify your contractor if necessary.
Screed drying is switched on.	No action required After expiry of the screed drying time, the selected operating program resumes.
The separate buffer cylinder is set to "Cooling" .	- Set the operating mode for the buffer cylinder to "Heating": See page 41. - In conjunction with an external switch for heating/cooling: Set the switch to the "heating mode" position.

Rooms are too hot

Cause	Remedy
Settings have been changed or are incorrect.	Check the settings and correct if necessary: - Operating modes: See page 29. - Room temperature: See page 40. - Time: See page 53. - Time program for room heating: See page 40. - Heating curve: See page 42. - The "Holidays at home" function is switched on: See page 42.
The display shows  ,  or  .	- Check what type of message it is. - Acknowledge the message: See page 63. - Notify your contractor if necessary.

Rooms are too hot (cont.)

Cause	Remedy
Screed drying is switched on.	No action required After expiry of the screed drying time, the selected operating program resumes.
"Heating" is set for the separate buffer cylinder.	- Set the operating mode for the buffer cylinder to "Cooling": See page 41. - In conjunction with an external switch for heating/cooling: Set the switch to the "cooling mode" position.

There is no hot water

Cause	Remedy
The heat pump is switched off.	- Reset the fuse in the power distribution board (domestic fuse). - Switch on the mains isolator (outside the boiler room, if installed). - Turn on the ON/OFF switch: See page 66.
Settings have been changed or are incorrect.	Switch on DHW heating. Check the settings and correct if required: - Operating mode for DHW heating: See page 29. - DHW temperature: See page 46. - Time: See page 53. - Time program for DHW heating: See page 46. - The holiday program is switched on for all heating/cooling circuits: See page 44.
Lack of fuel for the external heat generator.	- When using LPG and other fuels such as oil or solid fuels: Check the fuel reserves and re-order if necessary. - With natural gas: Open the gas shut-off valve. If necessary, check with the gas supply utility.
The display shows  ,  ,  or  .	- Check what type of message it is. - Acknowledge the message: See page 63. - Notify your contractor if necessary.
Screed drying is switched on.	No action required After expiry of the screed drying time, the selected operating program resumes.

The DHW is too hot

Cause	Remedy
Incorrect settings	Check and correct the set DHW temperature if required: See page 46.
The hygiene function is switched on.	Wait until the hygiene function has been completed.

The DHW is too hot (cont.)

Cause	Remedy
The DHW temperature for DHW heating is set too high at your solar system.	Have your contractor change the settings of your solar system.
In the following cases, for example, the DHW cylinder is heated to a higher temperature than the set DHW temperature: ▪ Surplus power is available from the photovoltaic system and is being used for DHW heating: See "Self-consumption" in the terminology section on page 76. ▪ In connection with Smart Grid, surplus power is available and is being used by your heat pump for DHW heating: See "Smart Grid" in the terminology section on page 83.	Have your contractor change the setting if necessary.

** is shown**

Cause	Remedy
▪ A fault is present in the heat pump or heating system. ▪ The outdoor unit and/or the instantaneous heating water heater may be locked for operation. In this case, these components must be reset.	Proceed as described on page 63.

** is shown**

Cause	Remedy
A warning is present for the heat pump or heating system.	Proceed as described on page 63.

** is shown**

Cause	Remedy
A service is due.	Proceed as described on page 63.

Cleaning

Clean the surface of the programming unit with a microfibre cloth.



Danger

The sharp edges of the heat exchanger (evaporator) fins can cause cut injuries. Do not touch the fins on the back of the outdoor unit.



Danger

The hot or cold fins of the heat exchanger (evaporator) can cause burn or frostbite injuries. Do not touch the fins on the back of the outdoor unit.



Please note

Commercially available domestic cleaning agents and special cleaning agents for the heat exchanger (evaporator) can damage the indoor and outdoor units.

- Clean the appliance surfaces only with a damp cloth.
- If necessary, clean the heat exchanger (evaporator) fins on the back of the outdoor unit only with a hand brush with long bristles.



Please note

Commercially available cleaning agents can damage the surface of the external casing.

- Use only mild water-based domestic cleaning agents.
- Do **not** use substances containing acids or solvents, such as vinegar-based cleaners, nitro or synthetic resin solutions, nail varnish remover, ethyl alcohol, etc.



Please note

Mechanical impact will scratch the surface of the external casing.

- Wipe the surface with a soft damp cloth only.
- Do **not** use substances that contain abrasive particles such as polishes, scouring agents, dirt erasers or scouring pads.
- Do **not** clean the external casing with a pressure washer.

Inspection and maintenance

The inspection and maintenance of a heating system is prescribed by the German Buildings Energy Act and the DIN 4755, DVGW-TRGI 2018, DIN 1988-8 and EN 806 standards.

Regular maintenance ensures trouble-free, energy efficient, environmentally responsible and secure heating and cooling operation. For this, it is best to arrange an inspection and maintenance contract with your local contractor.

Note

Your outdoor unit contains highly flammable refrigerant of safety group A3. To ensure operational reliability over the entire service life of the heat pump, there are special requirements for inspection and maintenance. A special test of safety equipment is required after 12 years. Please contact your contractor.

DHW cylinder

Standard EN 806-5 specifies that maintenance and cleaning should be carried out no later than 2 years after commissioning and as required thereafter. Only a qualified contractor should clean the inside of the DHW cylinder and the DHW connections.

If any water treatment equipment (e.g. a sluice or injection system) is installed in the cold water supply of the DHW cylinder, ensure this is refilled in good time. For this, observe the manufacturer's instructions.

Safety valve (DHW cylinder)

The function of the safety valve must be checked every six months by the user or a contractor through venting (see valve manufacturer's instructions). The valve seat may become contaminated. Water may drip from the safety valve during a heat-up process. The outlet is open to the atmosphere.



Please note

Overpressure can cause damage. Do not close the safety valve.

Inspection and maintenance (cont.)**Potable water filter (if installed)**

To maintain high hygienic standards, proceed as follows:

- Replace filter element on non-back flushing filters every six months (visual inspection every two months).
- On back flushing filters, back flush every two months.

Damaged cables / lines

If there is damage to the connecting cables or lines of the appliance or installed accessories, these must be replaced with original cables or lines from the manufacturer. Notify your contractor about this.

Menu overview

Note

Not all of the displays and checks listed may be available under , depending on the features of your system.



ON/OFF

Entire system
Heating/cooling circuit 1
Heating/cooling circuit 2
Heating/cooling circuit 3
Heating/cooling circuit 4
DHW
Buffer

Heating/cooling

Heating/cooling circuit 1	
	Operating mode
	Temperatures
	Time program
	Heating curve
Further heating/cooling circuits, ...	
	As for Heating/cooling circuit 1

DHW

Operating mode
Temperatures
Time program
Time program circulation
Hygiene function
Scald protection
Mode of DHW heating

Heating water buffer cylinder

Heating
Cooling

Internet

WiFi
LAN
Setup assistant
Connection status

Menu overview (cont.)

Additional settings

Emergency mode
Low-noise mode

Message lists

Fault
Warning
Maintenance

Power consumption

Consumption
Efficiency parameters

Information

General
Heat pump
Heating/cooling circuit 1
Further heating/cooling circuits, ...
DHW
Network

General settings

Language
Date and time
Display brightness
Rename heating/cooling circuits
Reset
Clean screen
Units
Adjust home screen
Open source licences

Maintenance

Terminology

Defrosting

Ice can form on the evaporator during the operation of air source heat pumps.
To remove this ice, the evaporator is automatically defrosted.

During defrosting, the heat pump is not available for room heating/room cooling or DHW heating.
Water vapour can rise from the heat pump during defrosting.

System version

The system version describes the components of your system, such as heat pump, heating circuit pump, mixer, valves, control unit, radiators, etc.

Your contractor will adjust the system to the local conditions and customise it to suit your requirements.

Self-consumption

With self-consumption, the power generated by the photovoltaic system is used to operate the heat pump and other components in the heating system. Your contractor has connected an electricity meter (energy meter) to the heat pump/system control unit for self-consumption. It supplies the heat pump/system control unit with information about whether and how much power is available from the photovoltaic system.

Functions for self-consumption

Enable one or more functions for self-consumption. The functions that can be used depend on the appliance type.

If you enable several functions for self-consumption, the functions for DHW heating will have priority over the functions for room heating.

To utilise self-generated power, you can raise the set temperature for some functions or lower it for cooling.

Example: Self-consumption for DHW heating

If sufficient surplus power from the photovoltaic system is available, the heat pump will be operated for DHW heating using this power.

In the time program you have set the time phases during which DHW heating is enabled. In order to use as much of the power generated by the photovoltaic system as possible, DHW heating may also be switched on outside the set time phases.

In order to make more effective use of self-generated power, set an increase for the DHW temperature.

- Standard DHW temperature:
50 °C
- Increase in DHW temperature with self-consumption:
10 K (10 Kelvin)

The DHW is heated to 60 °C. If DHW consumption remains the same, the next DHW heating period using power from the grid is postponed until later.

Electric booster heater

If the required room temperature or DHW temperature cannot be achieved with the heat pump alone, an electric booster heater, e.g. an instantaneous heating water heater, can be activated.

Depending on the settings made by your contractor, the electric booster heater may only be switched on below a set outside temperature limit. You can call up this outside temperature limit in the main menu under **"Information"**, **"Heat pump"**.

Note

Constant operation of an electric booster heater results in increased power consumption.

Power-OFF

Your power supply utility can block the power supply to the heat pump or limit the electrical power consumption at times of high electricity demand. During this blocking time, the message **"Grid-Lock"** is shown on the display.

The full output of your heat pump is available again as soon as the power supply utility re-enables the power supply.

Terminology (cont.)

- Depending on the existing system components and settings, the system is supplied with heat via the separate buffer cylinder, the instantaneous heating water heater or the external heat generator during the **power-OFF** time.

Note

Your contractor must enable operation of the instantaneous heating water heater during power-OFF times.

Cooling mode is switched off during the power-OFF time.

- If there is an **output restriction**, during the blocking time the system is supplied via the heat pump and/or the instantaneous heating water heater, with reduced heating output if necessary.
If required, the external heat generator is switched on (if installed).

Underfloor heating

Underfloor heating systems are slow, low temperature heating systems that respond only very slowly to short term temperature changes.

Heating with reduced room temperature at night or during short absences, therefore, does not result in any significant energy savings.

Low-noise mode

When air/water heat pumps are in operation, the fans and compressors in the outdoor unit create operating noise.

In low-noise mode, the speed of fans and, where relevant, compressors is reduced so that operating noise is lower. You set the start and end times of low-noise mode, such as night-times, through the time program.

Note

- *The reduced fan and compressor speeds may mean that less heating output is available.*
- *Your contractor can restrict the setting options for low-noise mode. To remove the restrictions, contact your contractor.*

Heating mode

In heating mode, the flow temperature of the heat pump in relation to the outside temperature is regulated so that the room temperature that you have set is achieved: See "Heating curve".

The outside temperature is captured and transmitted to the heat pump/system control unit by a sensor fitted outside the building.

Normal heating mode or comfort heating mode

For periods when you will be at home, heat your rooms to the normal room temperature or comfort room temperature. Set the periods (time phases) using the time program for heating/cooling.

Reduced heating mode

For periods when you will be absent or during the night, heat your home with the reduced room temperature. Set the periods using the time program for heating/cooling. With underfloor heating systems, reduced heating mode only yields limited energy savings: See "Underfloor heating system".

Heating curve

Heating curves illustrate the relationship between the outside temperature, the set room temperature and the flow temperature. The lower the outside temperature, the higher the flow temperature.

In order to guarantee sufficient heat with minimum energy consumption at any outside temperature, the conditions of your building and system must be taken into consideration. The heating curve is adjusted by your contractor for this purpose.

Terminology (cont.)

You can adjust this heating curve.

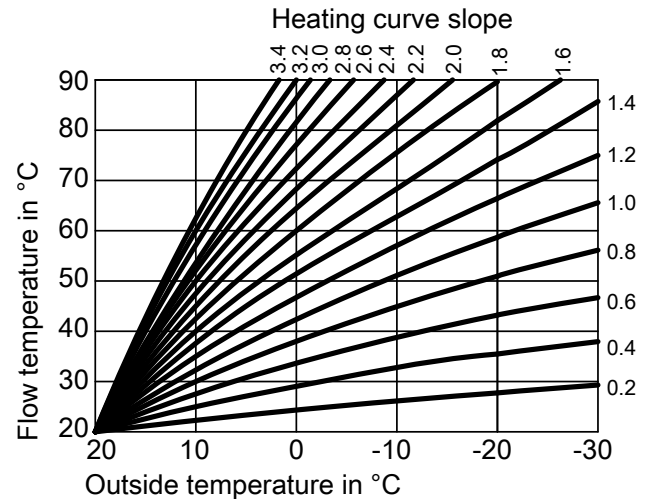


Fig. 29

Setting the slope and level, taking the heating curve as an example

Factory settings:

- Slope = 1.1
- Level = 0

The heating curves shown apply with the following settings:

- Heating curve level = 0
- Normal room temperature (set room temperature) = 20 °C

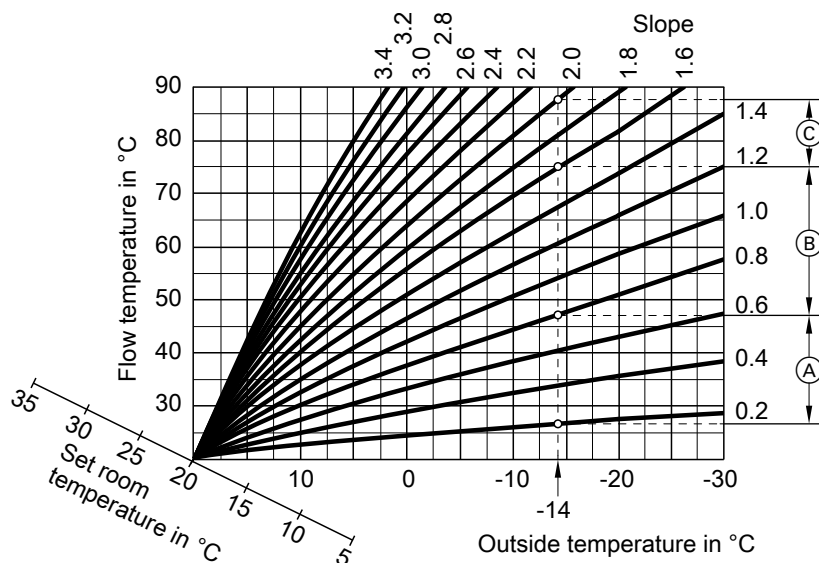


Fig. 30

For an outside temperature of **-14 °C**:

- (A) Underfloor heating system: Slope 0.2 to 0.8
- (B) Low temperature heating system: Slope 0.8 to 1.6
- (C) System with a flow temperature in excess of 75 °C, slope 1.6 to 2.0

Terminology (cont.)

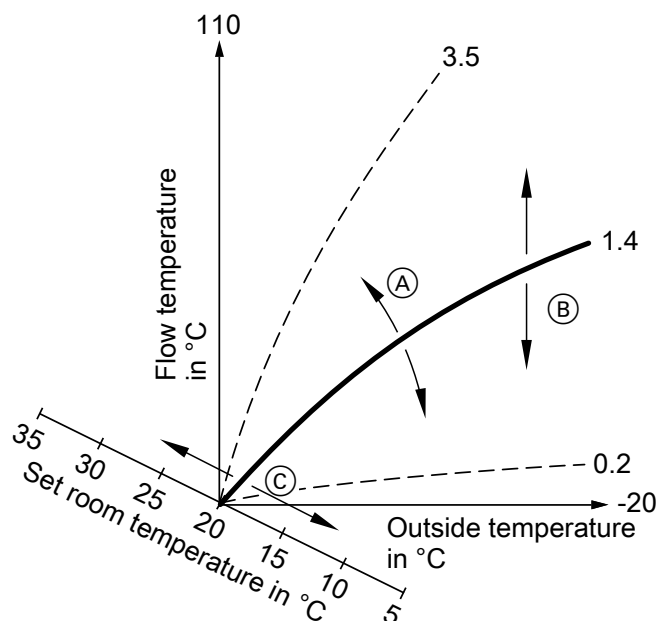


Fig. 31

- (A) If you change the slope:
The steepness of the heating curves changes.
- (B) If you change the level:
The heating curves are shifted in parallel in a vertical direction.
- (C) If you change the normal room temperature (set room temperature):
The heating curves are shifted along the "Set room temperature" axis.

Heating/cooling circuits

A heating or cooling circuit is a closed loop connected to the consumers (e.g. underfloor heating) through which heating water or cooling water flows. With multiple heating circuits and cooling circuits, the residential units in a building can be supplied separately, e.g. one heating circuit for your apartment and one for a separate apartment.

If different consumer types (e.g. underfloor heating and radiators) are installed in a residential unit or building, these consumers are normally connected to different heating or cooling circuits.

Note

It is not possible to provide room cooling via radiators.

Different flow temperatures can be set simultaneously for the various heating/cooling circuits.

Heating/cooling circuits

■ Heating circuit

A heating circuit heats your rooms, e.g. via the radiators.

■ Heating/cooling circuit

A heating/cooling circuit heats your rooms in the winter and cools them in the summer, e.g. via underfloor heating.

Naming the heating/cooling circuits

The heating/cooling circuits are factory-designated "Heating/cooling circuit 1", "Heating/cooling circuit 2", etc.

If you or your contractor have renamed the heating/cooling circuits, e.g. as "Apartment", that name will be displayed instead of "Heating circuit ...".

Heating circuit pump

Circulation pump for the circulation of the heating water in the heating/cooling circuit.

Terminology (cont.)

Instantaneous heating water heater

The instantaneous heating water heater is an electric booster heater.

If the required room temperature or DHW temperature cannot be achieved with the heat pump alone, the instantaneous heating water heater can be automatically switched on in addition.

Note

Constant operation of an electric booster heater results in increased power consumption.

Heating water buffer cylinder with integral DHW heating

Buffer cylinder for storing heating water with integral indirect coil for heating DHW:

See also "Buffer cylinder".

Hybrid mode

In hybrid mode, different heat generators are integrated into your system. These heat generators use different primary energies to generate heat. An air/water heat pump uses the air and the external heat generator uses solid fuels or fossil fuels, e.g. wood or gas. Depending on the settings made by your contractor and on the outside temperature, either the heat pump and the external heat generator are switched on simultaneously, or just one of the two is switched on.

You can combine the external heat generator optimally with the heat pump to suit either ecological or economic priorities. The two heat sources operate individually or together, depending on the operating situation: See "Control strategy".

Hygiene function (increased DHW hygiene)

This function improves the microbiological quality of the DHW by heating it to a higher temperature for a short period.

Cascade

See "Heat pump cascade".

Cooling mode

In cooling mode, the flow temperature of the heat pump is adjusted in relation to the type of heating/cooling circuit, regardless of the outside temperature. Where cooling is provided via underfloor heating circuits, the flow temperatures required are different from those for cooling via a fan convector.

Cooling is switched on and off such that the room temperature that you set is achieved.

Cooling circuit

See "Heating/cooling circuits".

Terminology (cont.)

Mixer

Hot heating water from the heat generator is mixed with cooled heating water from the heating circuit. The heating water, thus brought to the required temperature, is pumped to the heating circuit by the heating circuit pump. To ensure the required set room temperature is achieved, the control unit adjusts the flow temperature via the mixer to suit different conditions.

Primary energy factor

The energy source used for generating heat (e.g. electricity or gas) has to be captured, converted and transported.

The energy used in doing so and the resulting CO₂ emissions are expressed by the primary energy factor.

The currently applicable primary energy factors for the energy sources are stored in the heat pump control unit. If the primary energy factors change, the relevant values are automatically updated via the update function.

Buffer cylinder

A buffer cylinder stores a large quantity of heating water or coolant. This allows the heating/cooling circuits to be supplied over a longer period without the heat pump needing to start up, e.g. during power-OFF.

Due to the large buffer volume, the heat pump continues to operate to heat or cool the buffer cylinder for longer than it would if there were no buffer cylinder. Infrequent starting of the heat pump and long runtimes ensure long and efficient operation.

Room temperature

- Standard room temperature or comfort room temperature:
Set the standard room temperature or comfort room temperature for periods when you are at home during the day.
- Reduced room temperature:
For periods when you will be absent or during the night, set the reduced room temperature: See "Room heating/room cooling".

Control strategy

The control strategy specifies in which operating ranges the heat pump and/or external heat generator operates.

These operating ranges also depend on the operating mode set by your heating contractor.

Parallel operation

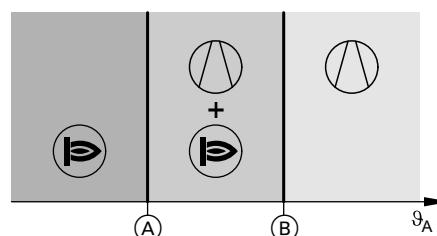


Fig. 32

θ_A Outside temperature

(A) Lower temperature limit, value dependent on the control strategy

(B) Upper temperature limit

Terminology (cont.)

- Ⓐ The heat pump is switched on for room heating/room cooling and DHW heating as required.
 - Ⓑ The external heat generator is switched on for room heating and DHW heating as required.
 - When outside temperature is **above the upper** temperature limit Ⓑ:
 - Room heating/room cooling and DHW heating are supplied only by the heat pump.
 - The external heat generator does not start.
 - When outside temperature is **between** the two temperature limits:
 - For normal heat demand, only the heat pump is switched on.
 - For increased heat demand, the external heat generator is switched on **in addition** to the heat pump.
 - The heat pump can be switched on for room cooling.
 - When outside temperature is **below the lower** temperature limit Ⓐ:
 - The heat pump does not operate.
 - Room heating and DHW heating are supplied only by the external heat generator.
 - Room cooling is switched off.
 - When the outside temperature is **above** temperature limit Ⓐ:
 - Room heating/room cooling and DHW heating are supplied only by the heat pump.
 - The external heat generator does not start.
 - When the outside temperature is **below** temperature limit Ⓐ:
 - The heat pump does not operate.
 - Room heating and DHW heating are supplied only by the external heat generator.
 - Room cooling is switched off.
- The temperature limits of these operating ranges are determined in the control strategy.

Ecological control strategy

The control unit specifies the temperature limit Ⓐ based on what will achieve the lowest CO₂ emissions. The heat pump control unit calculates the resulting CO₂ emissions on the basis of the primary energy factors for electricity and fossil fuels. You can enter the energy prices via the ViCare app.

Economical control strategy

The control unit specifies the temperature limit Ⓐ based on what will achieve the lowest running costs. The heat pump control unit calculates the running costs on the basis of the energy prices you have entered for electricity and fossil fuels. You can enter the energy prices via the ViCare app.

Control strategy with constant temperature limits

Your contractor has permanently set the two outside temperature limits Ⓐ and Ⓑ: See Fig. 32 and Fig. 33.

Alternative operation

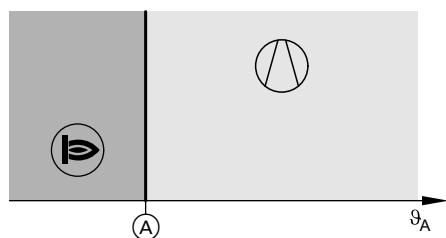


Fig. 33

- θ_A Outside temperature
- Ⓐ Temperature limit, value dependent on the control strategy
- Ⓐ The heat pump is switched on for room heating/room cooling and DHW heating as required.
- Ⓑ The external heat generator is switched on for room heating and DHW heating as required.

Return temperature

The return temperature is the temperature at which the heating water or coolant leaves a system component such as a heating circuit.

Safety valve

Safety equipment that must be installed in the cold water pipe by your contractor. The safety valve opens automatically to prevent excess pressure in the DHW cylinder.

The heating circuits are also equipped with safety valves.

Terminology (cont.)

Smart Grid (SG)

To enable you to use Smart Grid, your contractor has connected the heat pump/system control unit to the mains power via 2 switching contacts. The power supply utility can use these switching contacts to adjust operation of the heat pump to suit the current grid utilisation level.

The following 3 options for grid utilisation are taken into account:

1. Not a lot of electricity in the grid (grid overload):
If there is not a lot of electricity available, the power supply utility can block the heat pump or limit the electrical power consumption, depending on how your heat pump is connected and configured. Consult your contractor for more information.
 - Power-OFF active:
Room heating is provided by the buffer cylinder. If there is no buffer cylinder installed or its temperature is too low, the rooms will be heated only by the instantaneous heating water heater.
Note on the instantaneous heating water heater
Your contractor must enable operation of the instantaneous heating water heater during power-OFF times.
 - Output restriction active:
If the electrical power consumption is restricted, a reduced heating output may be available from the heat pump.
The heat pump restarts with the previously active operating mode as soon as the power supply utility restores the power supply.
2. No surplus power, normal grid utilisation:
The heat pump is operated with your settings.
3. Surplus power:
If a time phase is active in the time program, the heat pump is started. Additional energy is stored in your system. For this purpose, your contractor may have increased (or reduced, for cooling) the set temperature values for the following functions:
 - DHW heating
 - Buffer cylinder heating
 - Room heating
 - Room cooling

Information on operation with surplus power

*The electric power consumption of the heat pump is **not** taken into account when calculating the seasonal performance factor.*

Example: Utilisation of surplus power for DHW heating

The heat pump is operated with surplus power from the power supply utility to heat DHW to the increased set DHW temperature.

In the time program you have set the time phases during which DHW heating is enabled. The power supply utility may start DHW heating, even outside the set time phases.

To utilise even more surplus power for DHW heating, the standard DHW temperature can be increased. Your contractor can set the value for this temperature increase.

- Standard DHW temperature:
50 °C
- Increase in DHW temperature (set by your contractor):
10 K (10 Kelvin)

The DHW is heated to 60 °C. If DHW consumption remains the same, the next DHW heating period is postponed.

Note

If you have enabled several functions for Smart Grid, the functions for DHW heating will have priority over the functions for room heating.

System network

Compatible appliances with the same control platform can form a system network. The appliances are linked in this system network and can be operated in an energy-optimised manner.

Integrated Energy Management enables balanced operation of all components in the house that consume and generate electricity. This optimises self-consumption of the power generated on site.

The appliances in a system network can be operated together via the ViCare app.

Examples of a system network:

- In conjunction with a photovoltaic system:
Heat pump and inverter with battery storage unit, e.g. Vitocharge VX3
- In conjunction with one or more external heat generators in hybrid mode:
Heat pump and wall mounted gas condensing boiler, e.g. one or more Vitodens 200-W, type B2HH
- Heat pump cascade as a special system network:
Heat pump and one or more additional heat pumps

Terminology (cont.)

Set temperature

Specific temperature that should be reached, e.g. set DHW temperature for example.

Drinking water filter

A device that removes solids from the drinking water. The drinking water filter is built into the cold water pipework to the DHW cylinder.

Evaporator

The evaporator is a heat exchanger that transfers thermal energy from the outdoor air to the heat pump. In this process, cooling of the supplied air can cause water to condense. This condensate can freeze on the evaporator, which has a negative effect on heat transfer.

To remove this ice, the evaporator is automatically defrosted. In the process, steam may be visibly released from the outdoor unit.

Compressor

The compressor is the central component of the heat pump. The compressor raises the refrigerant to the temperature level required for the heating mode.

Depending on the energy required in the building, the speed of the compressor will be adjusted to the output required.

Condenser

The condenser is a heat exchanger that transfers thermal energy from the heat pump to the system.

Flow temperature

The flow temperature is the temperature at which the heating water or coolant enters a system component such as a heating/cooling circuit.

Heat pump cascade

A heat pump cascade consists of a maximum of 4 linked heat pumps that are switched on individually or together, depending on the demand for heat or cooling.

Time program

In the time programs, you determine what your system should do at what time.

DHW circulation pump

The DHW circulation pump transports the DHW around a loop line between the DHW cylinder and the draw-off points (e.g. hot tap). This ensures that hot water is rapidly available at the draw-off points.

Required information about energy efficiency

The required information about energy efficiency according to the EU directive on the environmentally sound design of energy related products can be found as an appendix to these operating instructions and on www.vibooks.de using the appliance serial number

Instructions for disposal

Disposal of the packaging

Your contractor will dispose of the packaging from your product.

Final decommissioning and disposal of the heating system

This product can be recycled. Components and operating fluids from your heating system do not belong in ordinary domestic waste.

Please speak to your contractor about the correct disposal of your old system.

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Your contact

Contact your local contractor if you have any questions about your system or wish to arrange maintenance or repair work.



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