

Vitodens 100-W

Type B1GA, 3.2 to 32 kW

Wall mounted gas condensing boiler

Natural gas and LPG version

Gas Council No.

B1GA: 41-819-56



VITODENS 100-W



Safety instructions

 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.

Target group

These instructions are exclusively intended for qualified contractors.

- Work on gas installations may only be carried out by a registered gas fitter.
- Work on electrical equipment may only be carried out by a qualified electrician.
- The system must be commissioned by the system installer or a qualified person authorised by the installer.

Regulations to be observed

- National installation regulations
- Statutory regulations for the prevention of accidents
- Statutory regulations for environmental protection

- Codes of practice of the relevant trade associations
- Relevant country-specific safety regulations

Safety instructions for working on the system

Working on the system

- Where gas is used as the fuel, close the main gas shut-off valve and safeguard it against unintentional reopening.
- Isolate the system from the power supply, e.g. by removing the separate fuse or by means of a mains isolator, and check that it is no longer live.

- Safeguard the system against reconnection.
- Wear suitable personal protective equipment when carrying out any work.

Safety instructions (cont.)**⚠ Danger**

Hot surfaces and fluids can lead to burns or scalding.

- Before maintenance and service work, switch OFF the appliance and let it cool down.
- Never touch hot surfaces on the boiler, burner, flue system or pipework.

! Please note

Electronic assemblies can be damaged by electrostatic discharge. Prior to commencing work, touch earthed objects such as heating or water pipes to discharge static loads.

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

Auxiliary components, spare parts and wearing parts that have not been tested together with the system can compromise its function. Installing non-authorised components and making non-approved modifications or conversions can compromise safety and may invalidate our warranty. For installation and replacements, use only original parts from the manufacturer or components approved by the manufacturer.

Repair work**! Please note**

Repairing components that fulfil a safety function can compromise the safe operation of the system. Faulty components must be replaced with original spare parts from the manufacturer.

Safety instructions for operating the system

If you smell gas

Danger

Escaping gas can lead to explosions which may result in serious injury.

- Do not smoke. Prevent naked flames and sparks. Never switch lights or electrical appliances on or off.
- Close the gas shut-off valve.
- Open windows and doors.
- Evacuate any people from the danger zone.
- Notify your gas or electricity supply utility from outside the building.
- Have the power supply to the building shut off from a safe place (outside the building).

If you smell flue gas

Danger

Flue gas can lead to life threatening poisoning.

- Shut down the heating system.
- Ventilate the installation site.
- Close doors to living spaces to prevent flue gases from spreading.

What to do if water escapes from the appliance

Danger

If water escapes from the appliance there is a risk of electrocution.

Switch OFF the heating system at the external isolator (e.g. fuse box, domestic distribution board).

Danger

If water escapes from the appliance there is a risk of scalding.

Never touch hot heating water.

Condensate

Danger

Contact with condensate can be harmful to health.

Never let condensate touch your skin or eyes and do not swallow it.

Flue systems and combustion air

Ensure that flue systems are clear and cannot be sealed, for instance due to accumulation of condensate or other external causes.

Ensure an adequate supply of combustion air.

Inform system users that subsequent modifications to the building characteristics are not permissible (e.g. cable/pipeline routing, cladding or partitions).

Danger

Leaking or blocked flue systems, or an inadequate supply of combustion air can cause life threatening poisoning from carbon monoxide in the flue gas.

Ensure the flue system is in good working order. Vents for supplying combustion air must be non-sealable.

Extractors

Operating appliances that extract air to the outside (extractor hoods, extractors, air conditioning units, central vacuum cleaning systems) can create negative pressure. If the boiler is operated at the same time, this can lead to a reverse flow of flue gas.

Safety instructions (cont.)**⚠ Danger**

The simultaneous operation of the boiler and appliances that exhausts air to the outside can result in life threatening poisoning due to a reverse flow of flue gas.

Fit an interlock circuit or take suitable steps to ensure an adequate supply of combustion air.

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Key to date of manufacture

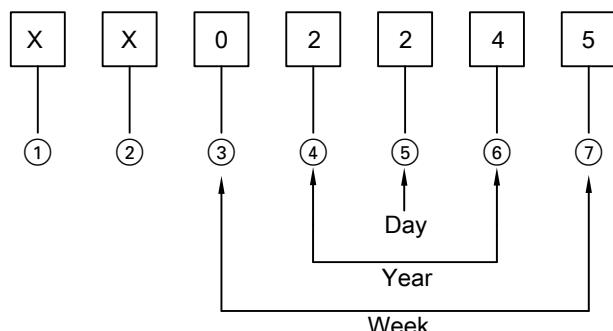


Fig. 1

Digits ① and ② Internal manufacturer information

Digits ③ and ⑦ 0 and 5 = calendar week 05 = 5th calendar week

Digits ④ and ⑥ 2 and 4 = year 2024

Character ⑤ 2 = 2nd day of the working week
(Monday = 1, Tuesday = 2, etc.)

Example 0502245 corresponds to date of manufacture: 30 January 2024

Disposal of packaging

Please dispose of packaging waste in line with statutory regulations.

Gas Council No.

Type	Gas Council No.:
Vitodens 100-W, B1GA, 32 kW	41-819-56

Symbols

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.
	<ul style="list-style-type: none"> ▪ Component must audibly click into place. or ▪ Acoustic signal
	<ul style="list-style-type: none"> ▪ 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.

The steps in connection with commissioning, inspection and maintenance are found in the "Commissioning, inspection and maintenance" section and identified as follows:

Symbol	Meaning
	Steps required during commissioning
	Not required during commissioning
	Steps required during inspection
	Not required during inspection
	Steps required during maintenance
	Not required during maintenance

Intended use

The appliance is intended solely for installation and operation in open vented and sealed unvented heating systems that comply with EN 12828 (as well as CN: CECS215-2017 and CE: CS215-2017), with due attention paid to the associated installation, service and operating instructions. It is only designed for heating up heating water that is of potable water quality.

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 heating the building or DHW shall be deemed inappropriate.

Any usage beyond this must be approved by the manufacturer in each individual case.

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 use (e.g. if the flue gas and ventilation air paths are sealed).

Information

Product information

Vitodens 100-W, type B1GA

Wall mounted gas condensing boiler with Inox-Radial heat exchanger and the following integrated components:

- Modulating MatriX-Plus burner for natural gas and LPG
- Weather-compensated or constant temperature control unit

The selected gas category in the delivered condition and the associated nominal gas pressure are given on the boiler type plate. The type plate also shows the other gas types and pressures with which the boiler can be operated. A conversion within the stated natural gas groups is not required.

Conversion to LPG (without conversion kit): See "Commissioning, inspection and maintenance" on page 32.

Type plate

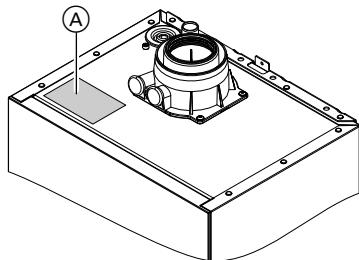


Fig. 2

Ⓐ Type plate with access code for appliance registration

The type plate of the heat generator contains extensive product information and an appliance-specific **access code with the marking "i"** for direct access to product-specific information and product registration on the internet.

The access code contains the credentials for the registration and product information portal, and the 16-digit serial number.

Note

A further label with the access code is enclosed with the heat generator.

Stick the label in the installation and service instructions so it can be easily found again for later use.

The Vitodens boiler may generally only be delivered to countries listed on the type plate. For deliveries to other countries, approved contractors must arrange individual approval on their own initiative and in accordance with the law of the country in question.

System examples

System examples with hydraulic and electrical connection diagrams and function descriptions are available to help setting up the heating system.

Detailed information regarding system examples:
www.viessmann-schemes.com

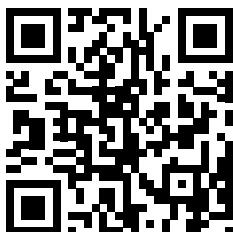
Maintenance parts and spare parts

Maintenance parts and spare parts can be identified and ordered directly online.

Maintenance parts and spare parts (cont.)

Viessmann Partnership

Login:
shop.viessmann-climatesolutions.com



Information

Viessmann spare part app

Web application

<https://viparts.viessmann.com>



Fig. 3

ViParts app



11 to 25 kW

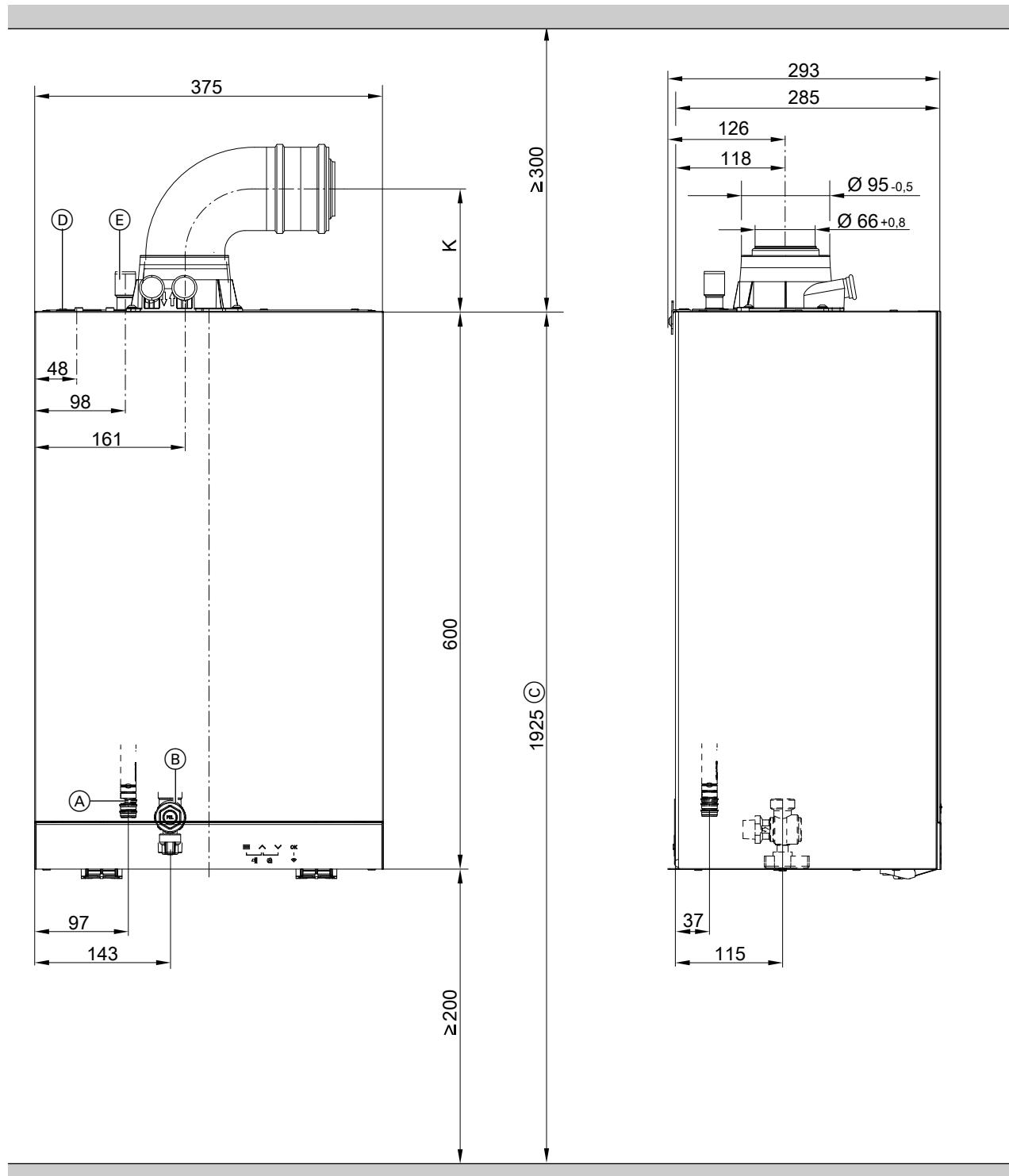


Fig. 4

- (A) Condensate drain
- (B) Gas connection
- (C) Dimension for siting with DHW cylinder below the boiler
- (D) Heating flow

- (E) Heating return
- K
 - Dimension: 161 mm - for external wall connection
Part no.: 7441467, 7411961
 - Dimension: 131 mm - for external wall connection
Part no.: 7946886 (with reduced flue bend)

Dimensions and connections (cont.)

Note

This boiler (IP rating IP X4) is approved for installation in wet rooms inside safety zone 1, to DIN VDE 0100. Exposure to jets of water must be prevented. For open flue operation, the boiler may only be operated with a splash cover. Observe the requirements of DIN VDE 0100.

32 kW

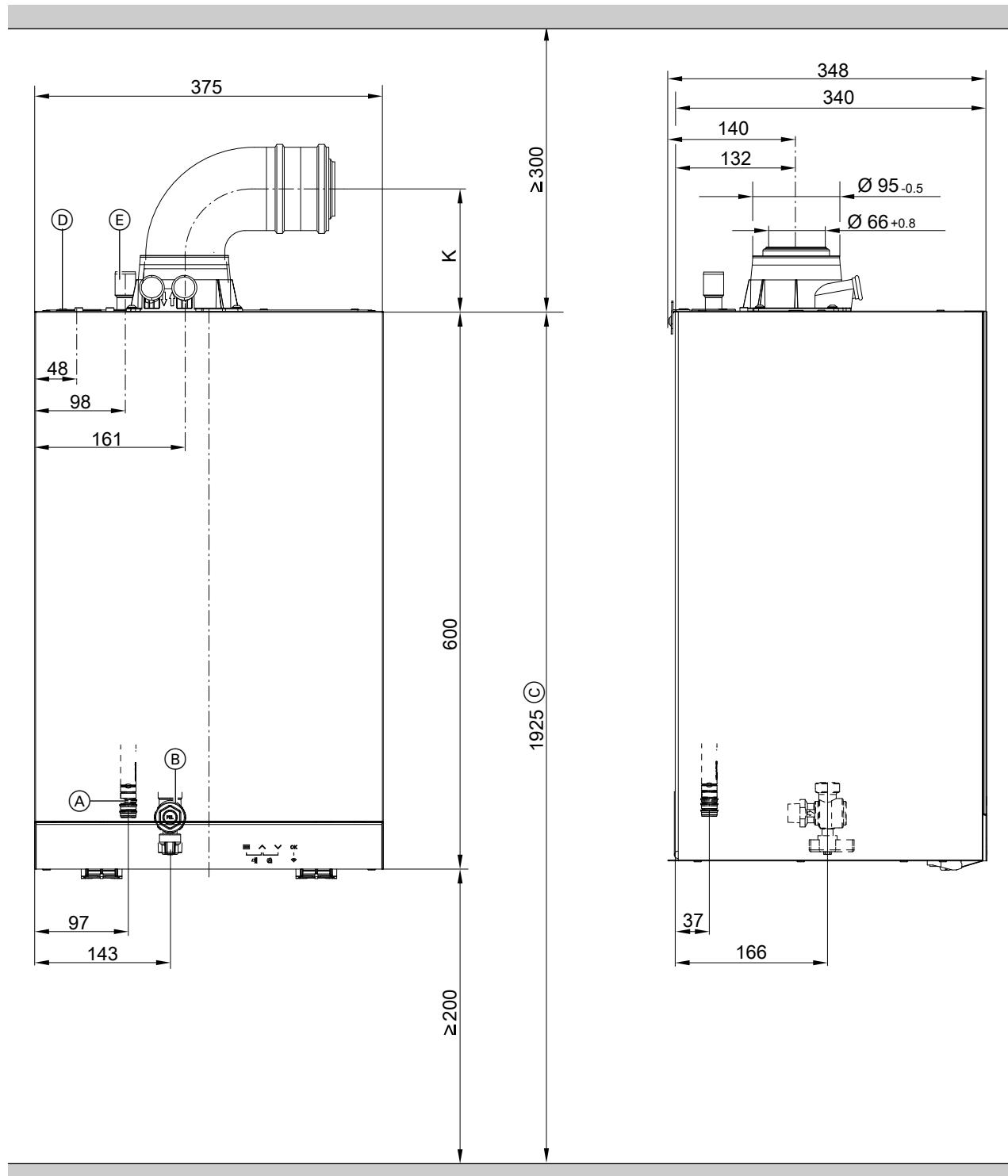


Fig. 5

- (A) Condensate drain
- (B) Gas connection
- (C) Dimension for siting with DHW cylinder below the boiler
- (D) Heating flow

- (E) Heating return
- K
 - Dimension: 161 mm - for external wall connection
Part no.: 7441467, 7411961
 - Dimension: 131 mm - for external wall connection
Part no.: 7946886 (with reduced flue bend)

Dimensions and connections (cont.)

Note

This boiler (IP rating IP X4) is approved for installation in wet rooms inside safety zone 1, to DIN VDE 0100. Exposure to jets of water must be prevented. For open flue operation, the boiler may only be operated with a splash cover. Observe the requirements of DIN VDE 0100.

Preparing for installation

Removing the boiler from the packaging

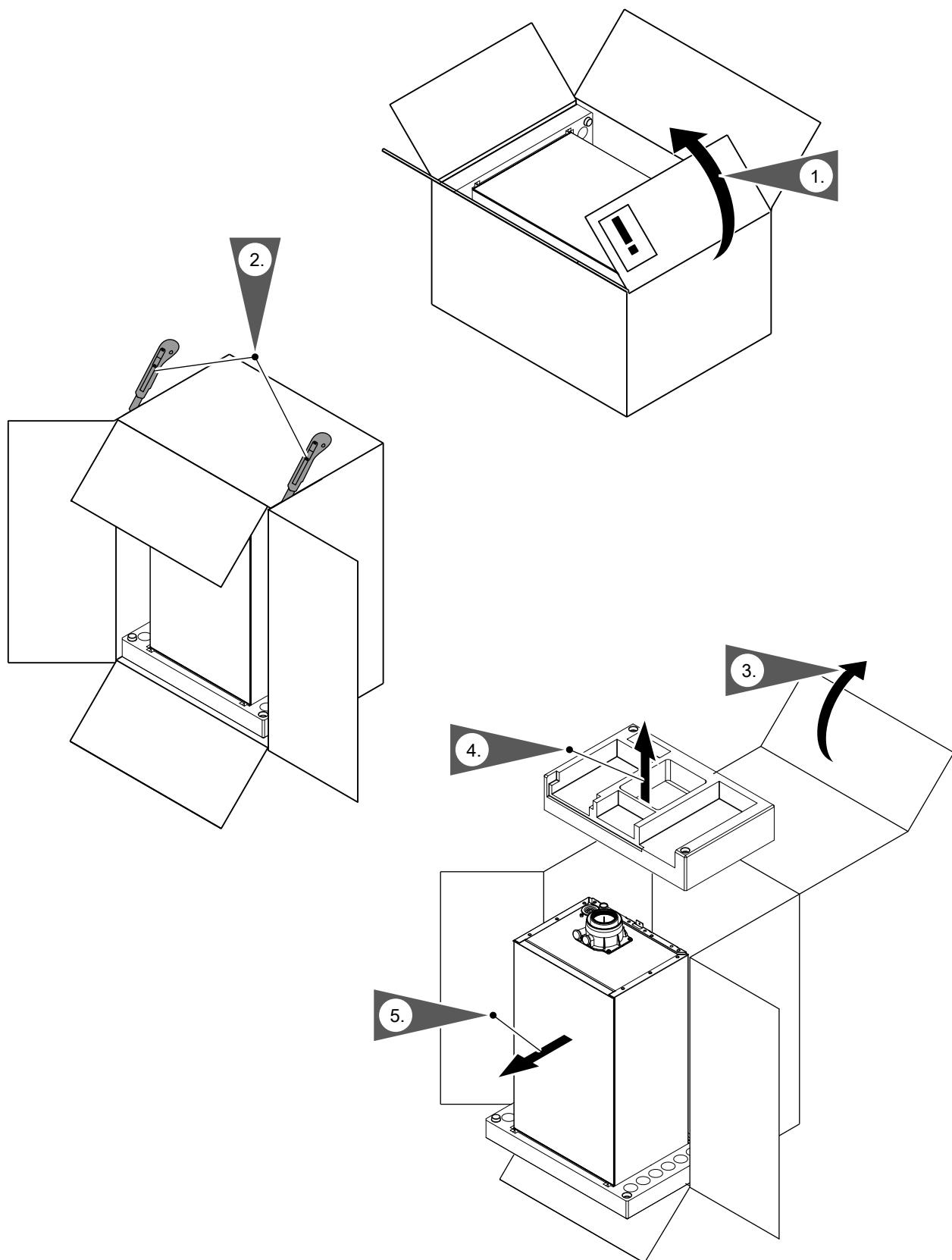


Fig. 6

Fitting the wall mounting bracket



Installation template

1. Position the supplied installation template on the wall.

Fitting the wall mounting bracket (cont.)

2. Mark out the rawl plug holes.
3. Drill Ø 10 mm holes and insert the rawl plugs supplied.

The rawl plugs are suitable for the following materials:

- Concrete
- Vertically perforated bricks
- Hollow concrete breeze blocks
- Hollow brick and concrete ceilings
- Perforated sand lime bricks
- Solid sand lime bricks
- Natural stone with dense structure
- Porous concrete
- Solid gypsum panels
- Solid concrete breeze blocks
- Solid bricks

4. Fit the wall mounting bracket with the screws supplied.

WiFi operational reliability and system requirements

WiFi router system requirement

- WiFi router with activated WiFi:

The WiFi router must be protected by a sufficiently secure WPA2 password.

Note

- *The WPA2 password is a sequence of 8 to 63 characters.*
- *Upper and lower case letters, numbers and special characters in ASCII are permitted.*

The WiFi router must always have the latest firmware update.

Do not use unencrypted connections between the heat generator and the WiFi router.

- Internet connection with high availability:
"Flat rate" (flat rate tariff without restriction on time or data volume)
- Set the WiFi frequency to 2.4 GHz.

- Dynamic IP addressing (DHCP, delivered condition) in the network (WiFi):

Have this checked on site by an IT expert **prior** to commissioning. Arrange for set up if required.

- Set routing and security parameters in the IP network (LAN).

Note

Length of password and permitted special characters depend on the respective router.

Enable the following ports for direct outgoing connections:

- Port 80
- Port 123
- Port 443
- Port 8883

Have this checked on site by an IT expert **prior** to commissioning. Arrange for enabling if required.

Wireless signal range of WiFi connection

The range of wireless signals may be reduced by walls, ceilings and interior fixtures. The following circumstances will reduce the strength of the wireless signal and can disrupt reception:

- On their way between transmitter and receiver, wireless signals are **damped**, e.g. by air or when penetrating walls.
- Wireless signals are **reflected** by metallic objects, e.g. reinforcements embedded in walls, metal foil of thermal insulation and thermal glazing with metallised thermal vapour deposit.

- Wireless signals are **isolated** by service ducts and lift shafts.

- Wireless signals are **disrupted** by devices that also operate with high frequency signals. Distance to such appliances: **Min. 2 m.**

Examples of devices with high frequency signals:

- Computers
- Audio and video systems
- Devices with active WiFi connection
- Electronic transformers
- Pre-ballasts

Install the heat generator as close as possible to the WiFi router to ensure a good WiFi connection. The signal strength can be displayed on the programming unit: See operating instructions.

Preparing for installation

WiFi operational reliability and system... (cont.)

Note

The WiFi signal strength can be increased with commercially available WiFi repeaters.

Angle of penetration

The reception quality remains best if radio signals hit the walls vertically.

Depending on the angle of penetration, the effective wall thickness changes and so does the extent to which the electromagnetic waves are damped.

Flat (unfavourable) angle of penetration

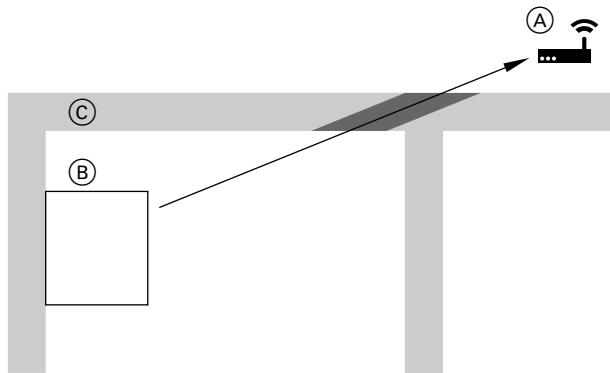


Fig. 7

- (A) WiFi router
- (B) Heat generator
- (C) Wall

Ideal angle of penetration

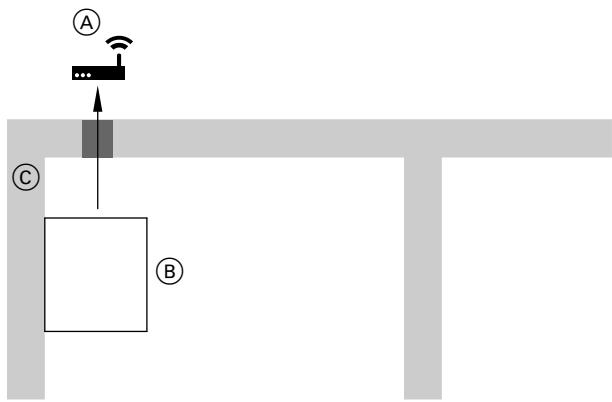


Fig. 8

- (A) WiFi router
- (B) Heat generator
- (C) Wall

Removing the front panel

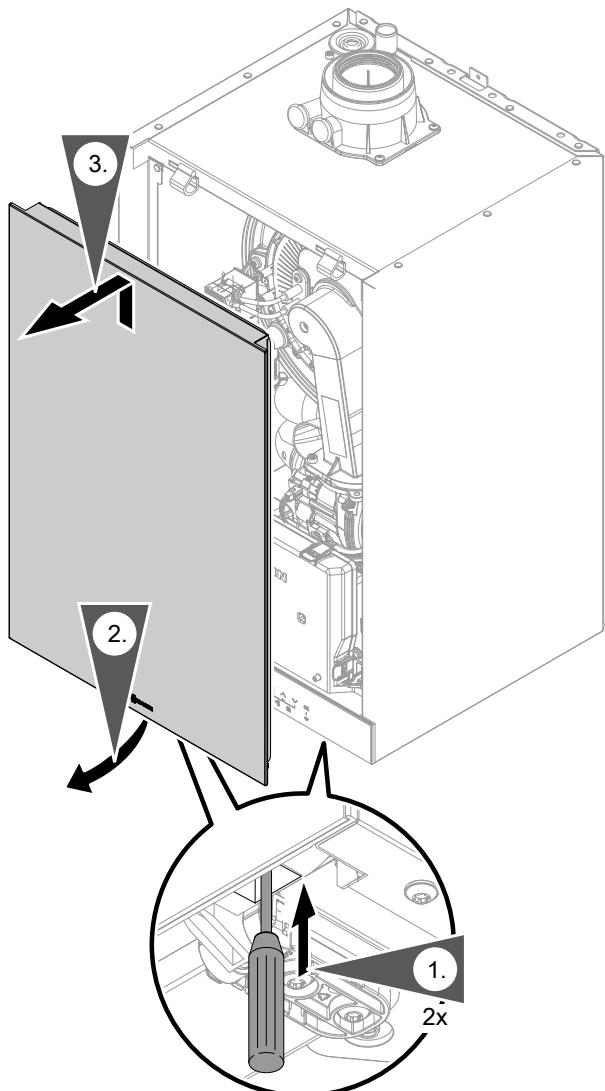


Fig. 9

Preparing the connections

! Please note

To prevent damage to the appliance, connect all pipework so that it is free of load and torque stress.

1. Thoroughly flush the heating system.
2. Prepare the gas connection according to TRGI or TRF [or local regulations].

3. Prepare the electrical connections.

- The appliance is delivered fitted with a power cable (approx. 2 m long).

Note

Connect the power cable to the electricity supply using a fixed connection.

- Power supply: 230 V, 50 Hz, fuse rating max. 16 A
- Accessory cables: 0.75 mm² flexible PVC cable with required number of cores for external connections
- Accessory cables: 1.5 mm² flexible PVC cable with required number of cores for external connections

Installation sequence

Fitting the boiler to the wall mounting bracket

Note

Various installation components can be found in a separate pack. Keep the installation components safe, as they will be required for later installation.

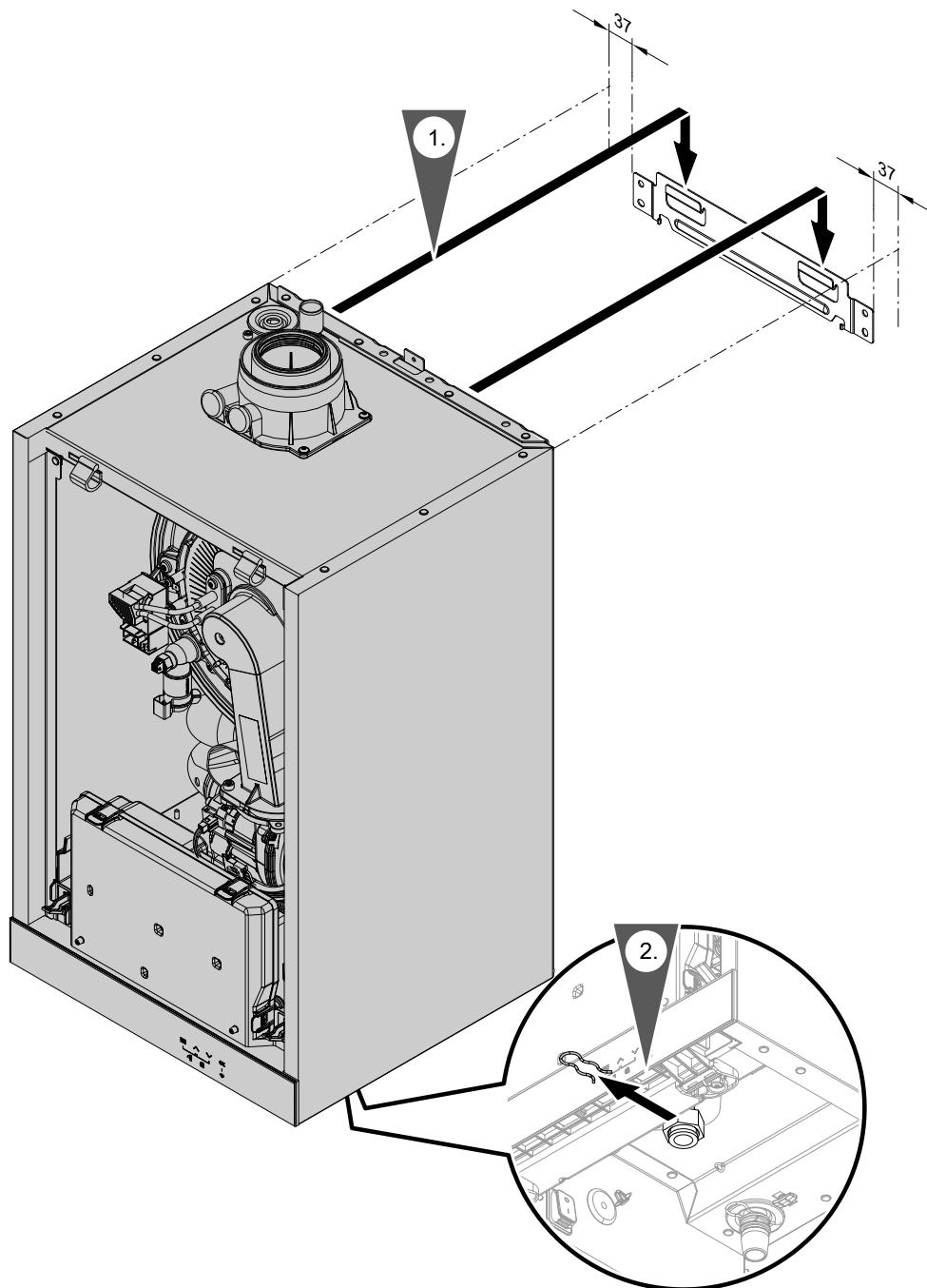


Fig. 10

1. Replace gaskets.
Internal diameter of gaskets:
Gas connection \varnothing 18.5 mm

Note

Gasket for gas connection is attached to the gas shut-off valve.

2. Suspend the Vitodens from the wall mounting bracket.

Note

After mounting, ensure correct seating.

3. **Note**

Only remove the locking clip under the gas pipe union nut once the appliance has been installed.
Clip is no longer required.

Fitting the boiler to the wall mounting bracket (cont.)

4. Tighten union nuts so that they form a tight seal.
Tighten the union nuts as tightly as necessary and ensure that the components are undamaged and are functioning correctly throughout service life.
Observe torque settings if a torque wrench is available.
Check for gas tightness to BSI 6891.
Union nuts G $\frac{3}{4}$: 30 Nm
When carrying out any work on gas connection fittings, hold with a suitable tool. Never transfer any forces to the internal components.
5. Tighten locking ring fittings so that they form a tight seal:
1 turn beyond finger-tight

Connections on the heating water side

If the connections have not been fitted previously, make the connections on the heating water side.

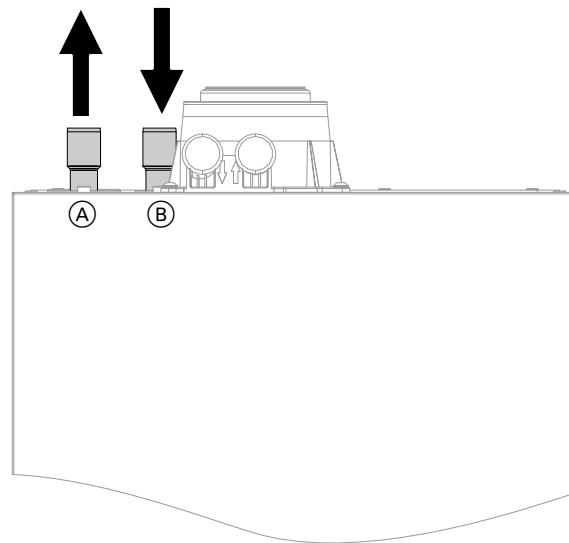


Fig. 11

- (A) Heating flow Ø 22 mm (male thread)
- (B) Heating return Ø 22 mm (male thread)

Installation sequence

Connections on the heating water side (cont.)

Y-plan system

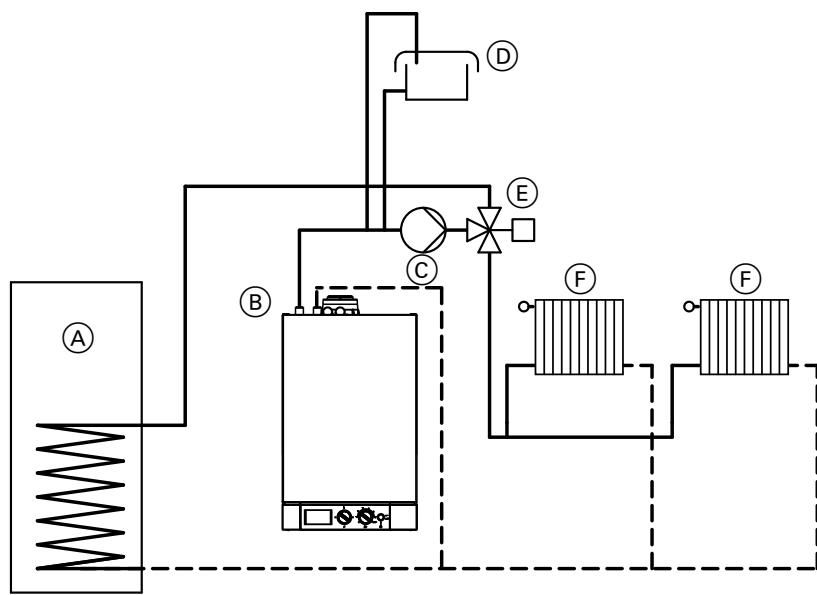


Fig. 12

(A) Cylinder
 (B) Vitodens 100-W
 (C) Circulation pump

(D) Feed and expansion tank
 (E) 3-way diverter valve
 (F) Radiators

Condensate connection

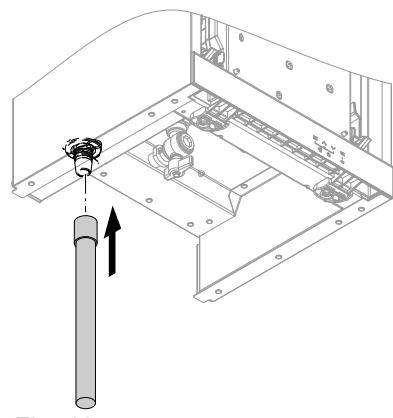


Fig. 13

1. Push the supplied drain hose on to the drain connector.
2. Connect the drain hose with a constant fall and a pipe vent to the drain network or a neutralising system.

Note

Route the onward drain line inside the building as far as possible.

If the onward drain line is routed outside the building:

- Use a min. Ø 30 mm line.
- Protect the line from frost.
- Keep the line as short as possible.

! Please note

The drain hose is used to route away any hot water discharged from the safety valve. Lay and secure the drain hose in a way that prevents any risk of scalding.

Note

Observe local waste water regulations.

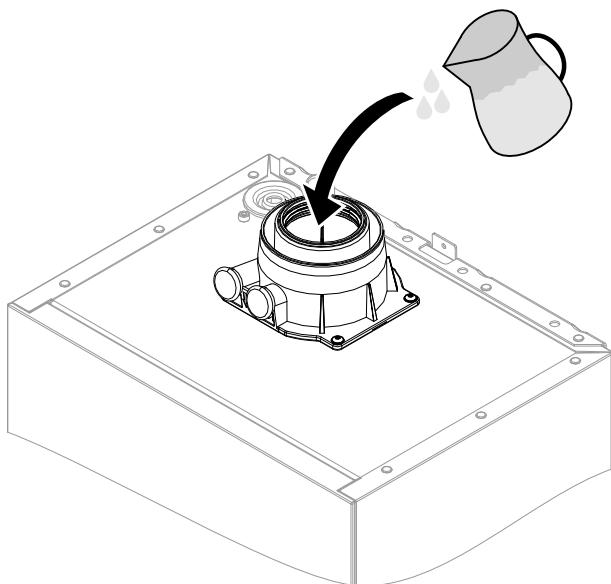
Condensate connection (cont.)**Filling the trap with water**

Fig. 14

Pour at least 0.3 l of water into the flue gas connection.

! Please note

During commissioning, flue gas may escape from the condensate drain.

Always fill the trap with water before commissioning.

Note

If there is a risk of frost, only fill the trap just before commissioning.

Flue gas connection**Note**

The labels "System certificate" and "Skoberne GmbH or Groppalli flue system" enclosed with the technical documentation may only be used in conjunction with the Viessmann flue system made by Skoberne or Groppalli.

 **Connecting the balanced flue pipe**
Flue system installation instructions

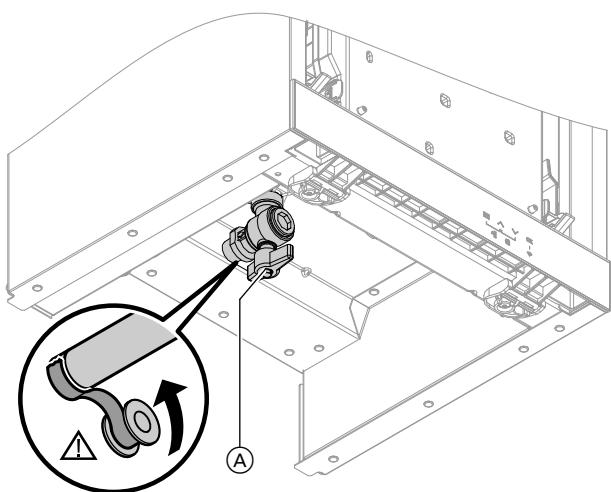
Gas connection

Fig. 15

1. If the gas connection has not been fitted previously, seal gas shut-off valve **(A)** to the gas connection.

When carrying out any work on gas connection fittings, hold with a suitable tool. Never transfer any forces to the internal components.

Installation sequence

Gas connection (cont.)

2. Check for leaks.

Note

Only use suitable and approved leak detection agents (EN 14291) and devices for the leak test. Leak detection agents with unsuitable constituents (e.g. nitrides, sulphides) can cause material damage.

Remove residues of the leak detection agent after testing.

**Danger**

Escaping gas leads to a risk of explosion. Check all connections on the gas side (also inside the appliance) for leaks.

**Please note**

Excessive test pressure will damage the boiler and gas solenoid valve. Max. test pressure 150 mbar (15 kPa). If a higher pressure is required for leak detection, disconnect the boiler and the gas solenoid valve from the main supply pipe (undo the fitting).

3. Purge the gas line.

Note

Operation with LPG:

Install an external safety solenoid valve if the boiler is installed below ground level. An EM-EA1 extension (accessories) is required to connect the safety solenoid valve.

Electrical connections

Opening the wiring chamber

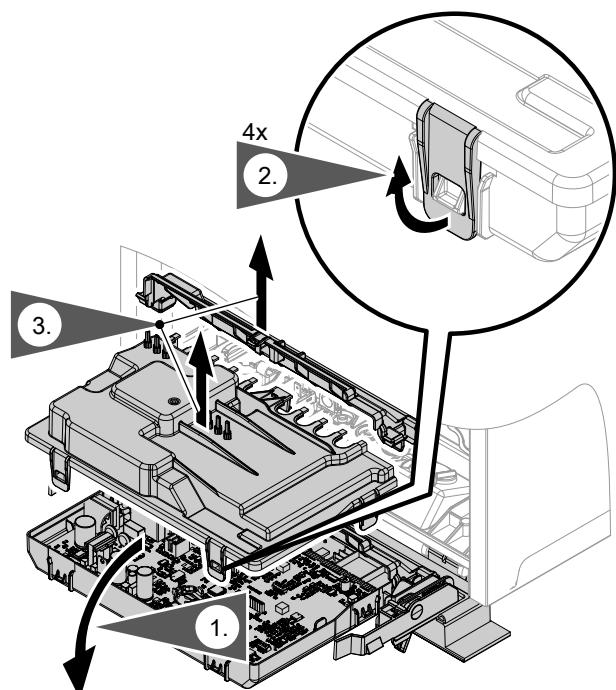


Fig. 16

**Please note**

Electronic assemblies can be damaged by electrostatic discharge.

Before beginning work, touch an earthed object, e.g. a heating or water pipe, to discharge any static.

Electrical connections (cont.)

Layout of the electrical connections

Note

For further information on the connections, see the following chapters.

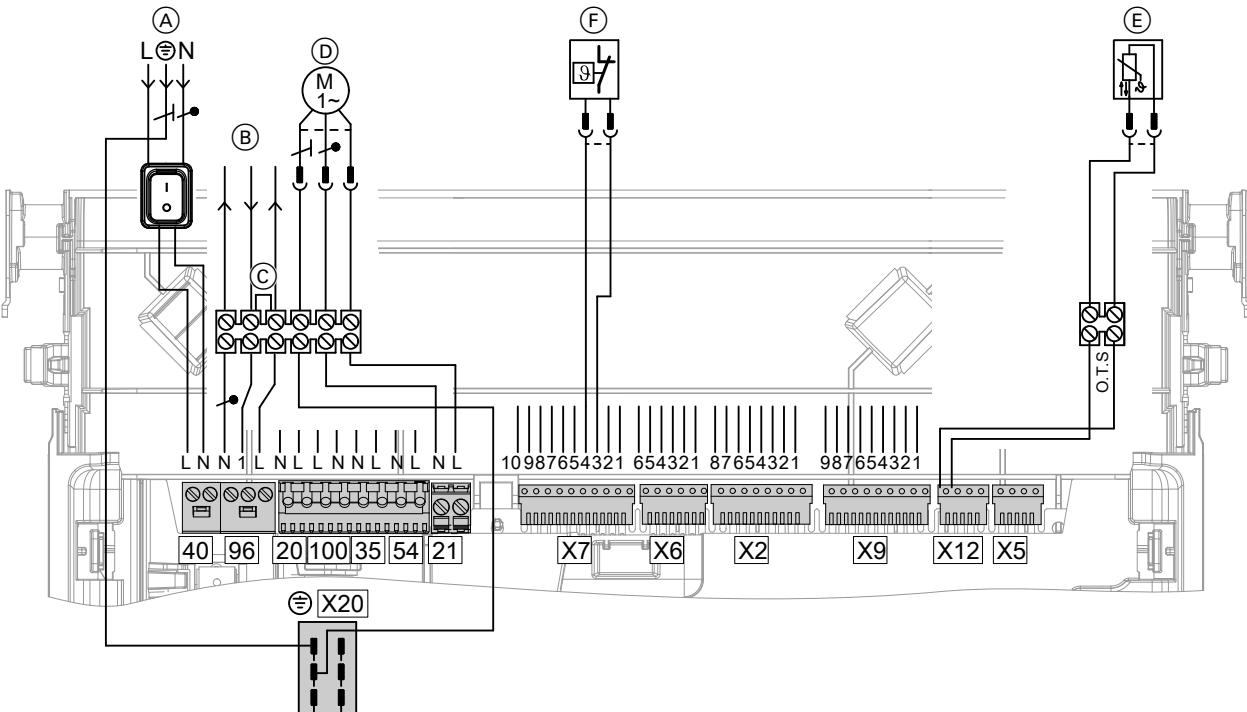


Fig. 17

Connections to 230 V~ plugs

- (A) Power supply **40**
- (B) Configurable input **96**, 230 V, potential-free
230 V output
230 V room thermostat connection
- 100** Fan motor
- 35** Gas solenoid valve
- 54** Ignition unit/ionisation
- 21** Circulation pump
- (C) Remove jumper when connecting an accessory

- (D) Connection for external circulation pump
- (E) Outside temperature sensor
- (F) Cylinder demand junction box
- X20** Equipotential bonding (earth conductor)



Note on connecting accessories

When connecting accessories, observe the separate installation instructions provided with them.

Installation sequence

Electrical connections (cont.)

On-site connections on the HBMU heat management unit

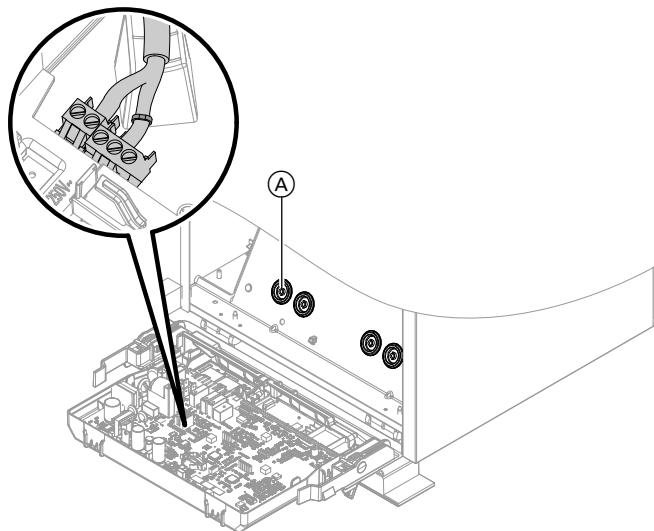


Fig. 18

(A) Diaphragm grommets for cables

Outside temperature sensor

Fitting location for outside temperature sensor

- North or north-westerly wall, 2 to 2.5 m above ground level; in multi storey buildings, in the upper half of the second floor
- Not above windows, doors or vents
- Not immediately below balconies or gutters
- Never render over.

Power supply 40



Danger

Incorrectly executed electrical installations can result in injuries from electrical current and damage to the appliance.

Connect the power supply and implement all safety measures (e.g. RCD circuit) in accordance with the following regulations:

- IEC 60364-4-41
- IEEE Wiring Regulation; BS 7671:2018
- Connection conditions of the local grid operator

- Open diaphragm grommets as required. Thread through only one cable at a time without a plug. Ensure diaphragm grommets are airtight. If required, remove plug from cable. After threading the cable through, refit the plug with wire ferrules.
- For cables without strain relief bushings, provide strain relief in the wiring chamber in the form of cable ties.

Outside temperature sensor connection

See chapter "Connection and wiring diagram".
2-core cable, up to 35 m long with 1.5 mm² cross-section

- Install an isolator in the power cable to provide omnipolar separation from the mains for all active conductors, corresponding to overvoltage category III (3 mm) for complete isolation. The isolator must be fitted in the permanent electrical installation, in line with installation requirements.
We also recommend installing a pulse current-sensitive RCD (RCD class A ).
- Connect the power cable to the electricity supply using a fixed connection.
- If the power supply to the appliance is connected with a flexible power cable, ensure that the live conductors are pulled taut before the earth conductor in the event of strain relief failure. The length of the earth conductor wire will depend on the design.
- Max. fuse rating 16 A.

Electrical connections (cont.)



Danger

The absence of system component earthing can lead to serious injury from electric current if an electrical fault occurs.

The appliance and pipework must be connected to the equipotential bonding of the building.

Routing connecting cables/leads



Please note

If closures or diaphragm grommets are damaged, splashproofing is no longer ensured. Do not open or damage closures or unused diaphragm grommets on the underside of the appliance. Seal cable entries with fitted diaphragm grommets.

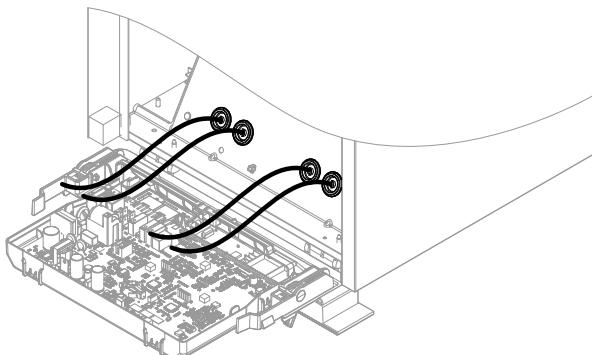


Fig. 19

Bundle cables using the supplied cable clips.

Route extra low voltage (ELV) leads < 42 V separately from cables > 42 V/230 V~.

Secure the cable clips on the underside using the supplied screws.

Do not route cables over sharp edges or against the casing (sound transmission).



Please note

If connecting cables come into contact with hot components, they will be damaged.

When routing and securing cables on site, ensure that the maximum permissible temperatures for these cables are not exceeded.

Closing the wiring chamber

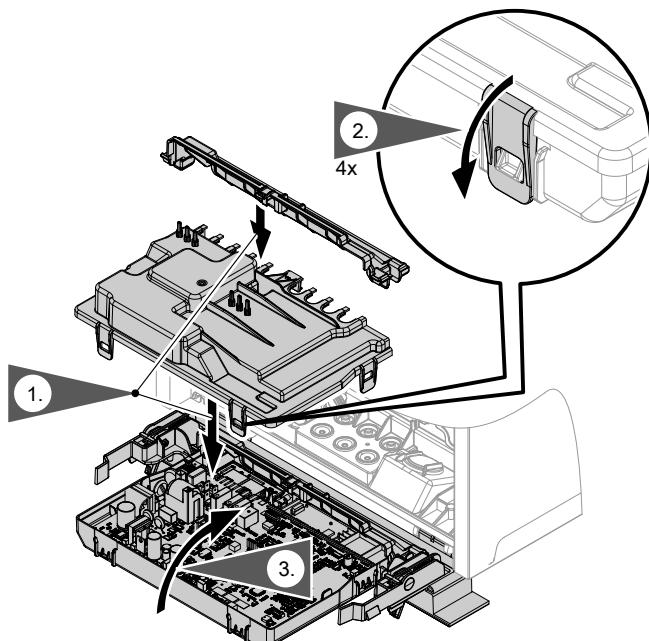


Fig. 20

Fitting the front panel

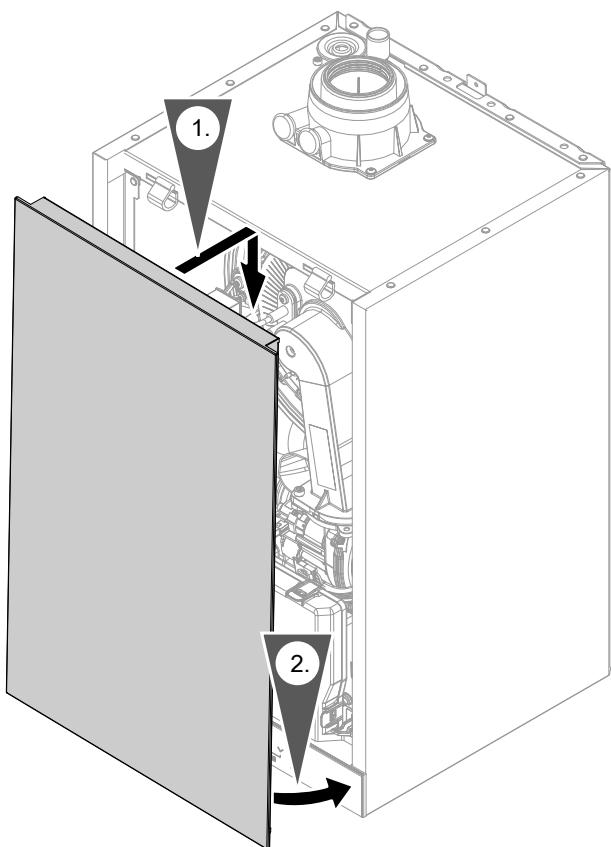


Fig. 21



Commissioning steps

Inspection steps

Maintenance steps

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! Please note

Only start the appliance with a fully filled trap.
Check that the trap has been filled with water.

Commissioning via commissioning assistant

1. Open the gas shut-off valve.
2. If the appliance has not been switched on yet: Turn on the ON/OFF switch.
Call up the commissioning assistant:
1. **≡** and **OK** simultaneously for approx. 4 s.
2. Use **↖/↘** to select "**b.5**" and confirm with "**OK**".
Note
AP and  appear on the display. Confirm with OK to start the connection with the software tool: See chapter "Commissioning via software tool".
3. **≡** for 4 s to start the commissioning assistant via the heat generator display.
3. For further steps, see the commissioning assistant in the following overview.

Commissioning assistant sequence	Explanations and references (value in bold is the factory setting)
Commissioning	
"C.4" Operating mode	4 - Weather-compensated 13 - Constant mode with optional room thermostat
"Adv" commissioning	Note <i>"En" appears after "C.4". If this is confirmed with "OK", the Advanced Setup is skipped and the flue gas temperature sensor test starts. If the up arrow button is pressed (continue) while "En" is shown, "Ad" appears on the display. If this is confirmed with "OK", the Advanced Setup starts with "C.7".</i>
"C.7" Gas type	2 - Natural gas CPG 3 - LPG (not for appliances with multiple flue connection)
"C.8" Flue system	1 - Open flue 60 mm 2 - Room sealed 60/100 mm 3 - Open flue 80/125 mm 4 - Room sealed 80/125 mm 5 - Flexible 60 mm (room sealed or open flue) max. 10 m 6 - Flexible 80 mm (room sealed or open flue) max. 20 m
"C.9" Flue length	Given in full metres (round up if necessary) Note <i>An additional length of 1 m must be factored in for every flue bend.</i>
	After the final setting has been completed, "En" appears on the display. Confirm with "OK". When commissioning starts, the flue gas temperature sensor test begins and "Fs" is shown on the display.
The system carries out a restart.	

Commissioning via software tool

Note

Apps for commissioning and service are available for iOS and Android devices.



1. Open the gas shut-off valve.
2. **AP** and  appear on the display.
Press **OK** to carry out commissioning with the software tool.
3. Select **ON** and confirm with **OK**.
4. Follow the instructions in the software tool.



Commissioning the system (cont.)

Automatic flue gas temperature sensor check

The display shows: "Er"

If the flue gas temperature sensor is not positioned correctly, fault message 416 appears.

For further details regarding the flue gas temperature sensor test, see "Repairs".

If fault message 416 appears, reposition the flue gas temperature sensor in the flue gas connection. Check for leaks on the flue gas side.

Note

The burner can only be started if the test has been passed successfully.

When the fault has been remedied, turn the ON/OFF switch off and back on again.

Switching WiFi on/off

The appliance can be equipped with a WiFi communication module (2.4 GHz) with extended type plate.

This WiFi communication module supports commissioning, maintenance and servicing with "ViGuide" / "ViGuide app" as well as operation via the "ViCare app".

3 labels with the access details required for establishing the connection are supplied with the WiFi communication module. The access code is marked with a "WiFi symbol" .

Affix these 3 labels in the following places:

- For commissioning, affix a label to the place marked on the type plate.
- Affix a label in the space provided in the operating instructions.
- For later use, affix a label here:



Switch on the WiFi connection. Establish a connection to the router:

- Information on WiFi: See chapter "WiFi operational reliability and system requirements".
- **Establishing an internet connection**
Operating instructions

Note

If "E10" is displayed, the connection to the home network could not be established. Check the router and the network password.

If "E12" is displayed, the connection to the server could not be established. Re-establish the connection at a later time.

Note

If the communication module is to be switched on or off, press and simultaneously for 4 s.



Fig. 22



Removing the front panel



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 touch** the wiring chambers (control unit and mains connections).
- When working on the appliance, isolate the system from the power supply, e.g. at a separate fuse or a main switch. Check the system is no longer live and safeguard against reconnection.
- Before working on the appliance, wait at least 4 min until the voltage has dropped out.

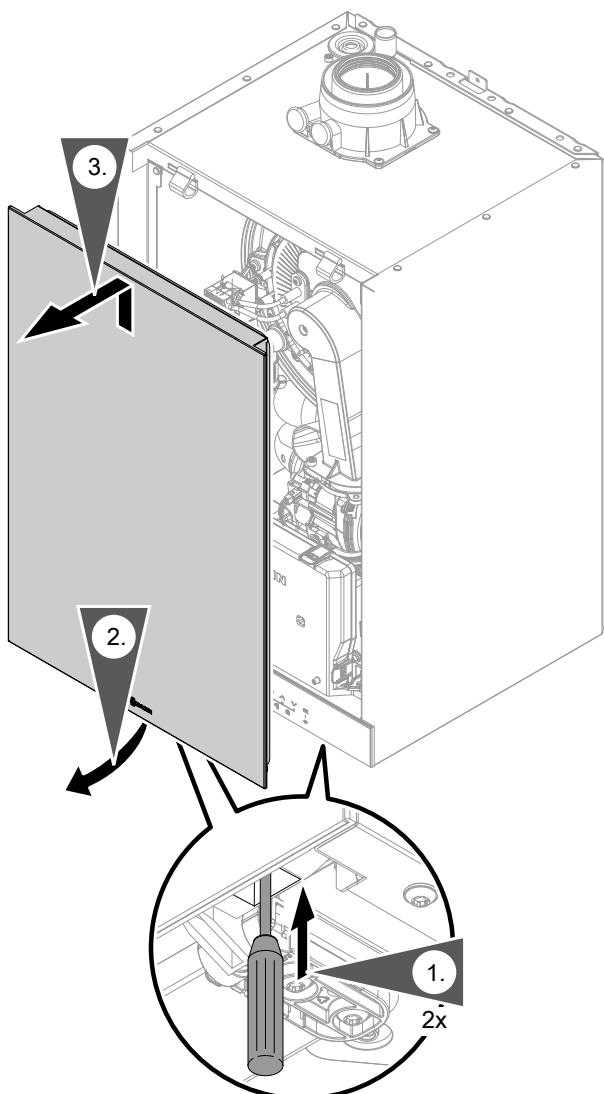


Fig. 23



Filling the heating system

Fill water

As a heat transfer medium for DHW heating, the heating water must meet fluid category ≤ 3 . This requirement is met if water of potable quality is used as heating water. For example, if additives are used, the additive manufacturer must specify which category the treated heating water comes under.



Please note

Unsuitable fill water increases the level of deposits and corrosion and may lead to appliance damage.

- Flush the heating system thoroughly before filling.
- Only use fill water of potable water quality.
- Special antifreeze suitable for heating systems can be added to the fill water. The antifreeze manufacturer must verify its suitability.
- Fill and top-up water with a water hardness above 300 ppm must be softened, e.g. with a small softening system for heating water.



Checking all connections on the heating water and DHW sides for leaks



Danger

There is a risk of electric shock from escaping heating water or DHW.
When commissioning and after carrying out maintenance work, check all water side connections for leaks.



Please note

Leaking hydraulic connections lead to appliance damage.

- Check the internal and on-site hydraulic connections for leaks.
- In the event of leaks, switch off the appliance immediately. Drain the heating water. Check the seating of seal rings. **Always** replace displaced seal rings.



Venting the heating system

Note

If the heating system has not been completely vented, the heating water flow rate may be too low. This can lead to the burner being switched off by internal safety equipment before the specified set boiler water temperature is achieved.

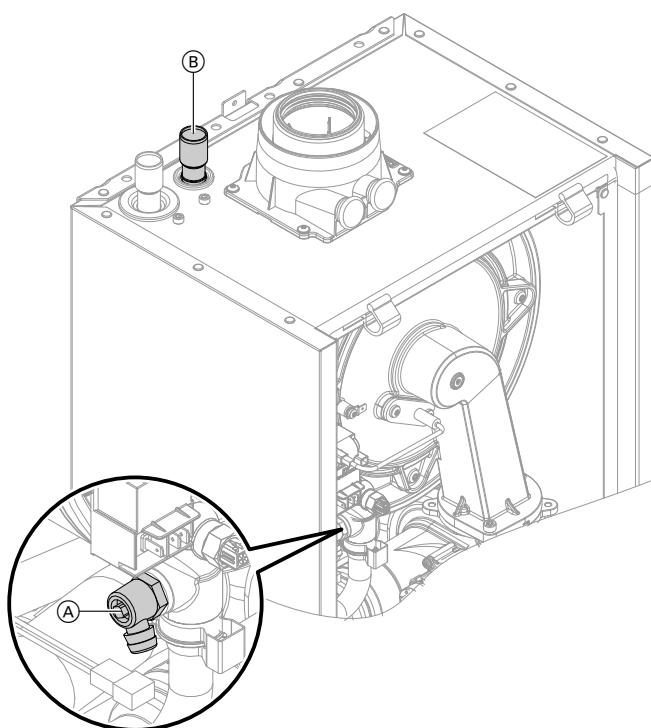


Fig. 24

1. Close the gas shut-off valve and switch the appliance on.
2. Fit the hose to air vent valve **(A)**. Route the hose into a suitable container or drain outlet.
3. Connect the supply hose to boiler drain & fill valve **(B)** (on site) in the heating return.
4. Open air vent valve **(A)** and fill valve **(B)** in the heating return. Vent (flush) under mains pressure until no more air noise is audible.
5. First close air vent valve **(A)**, then boiler drain & fill valve **(B)** (on site) in the heating return.
6. Activate the venting program (see commissioning assistant or the following chapter).
7. Adjust the system pressure.
The display shows the system pressure.
 - Sealed unvented heating system:
Adjust the operating pressure to ≥ 0.8 bar using the fill valve.
 - Open vented heating system:
The static head must be at least 0.2 bar.
8. Remove the supply hose from the boiler drain & fill valve, and the drain hose from air vent valve **(A)**.
9. Open the gas shut-off valve.



Checking the gas type

The boiler is equipped with an electronic combustion controller that adjusts the burner for optimum combustion in accordance with the prevailing gas quality.

- Operation with natural gas therefore requires no adjustment across the entire Wobbe index range. The boiler can be operated within the Wobbe index range 9.5 to 15.2 kWh/m³ (34.2 to 54.7 MJ/m³).
- For operation with LPG, the gas type needs to be changed on the control unit (see following chapter).

1. Determine the gas type and Wobbe index by asking your local gas supply utility or LPG supplier.
2. Record the gas type in the report.



Checking the gas type (cont.)

Changing the gas type for operation with LPG (not for appliances with multiple connection)

1. To change the gas type on the control unit, see "Commissioning the system with the commissioning assistant"
2. Affix label "G31" (supplied with the technical documentation) next to the type plate on the cover panel.

Note

No mechanical adjustments are made to the gas solenoid valve.



Checking the static pressure and supply pressure

**Danger**

CO formation as a result of incorrect burner adjustment can have serious health implications. Always carry out a CO test before and after work on gas appliances.

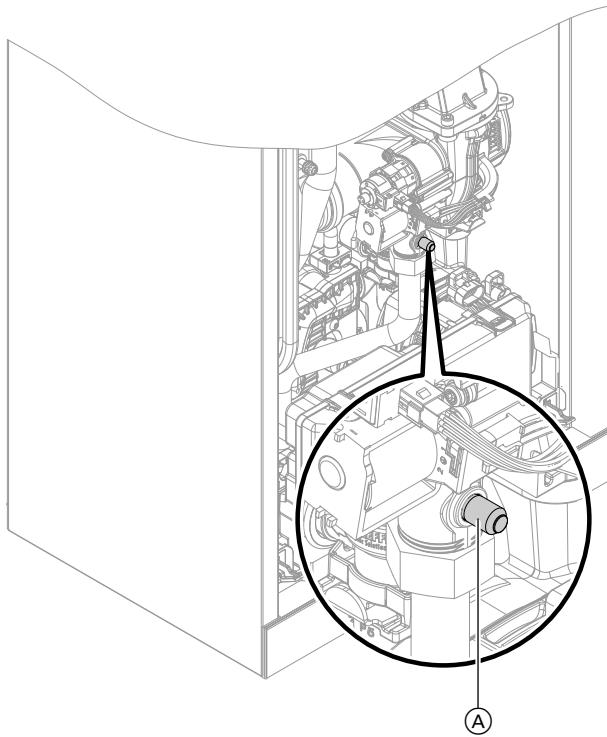


Fig. 25

Note**Operation with LPG:**

Purge the LPG tank twice on commissioning/replacement. Vent the tank and gas connection line thoroughly after purging.

1. Turn off the ON/OFF switch.
2. Close the gas shut-off valve.
3. Undo screw **(A)** in the test connector on the gas solenoid valve, but do not remove it. Connect the pressure gauge.
4. Open the gas shut-off valve.
5. Measure the static pressure and record it in the report.
Set value: Max. 57.5 mbar (5.75 kPa).
6. Turn on the ON/OFF switch and start the boiler.

Note

During commissioning, the appliance can enter a fault state if there are airlocks in the gas line. Reset the appliance after approx. 5 s (see operating instructions).

7. Measure the supply (flow) pressure. For set values, see the following table.

Note

Use a suitable measuring device with a resolution of at least 0.1 mbar (0.01 kPa) to check the supply pressure.

8. Record the measured value in the report. Implement measures as indicated in the table below.
9. Shut down the boiler. Close the gas shut-off valve. Remove the pressure gauge. Use the screw to close test connector **(A)**.



Checking the static pressure and supply pressure (cont.)

10. Open the gas shut-off valve and start the appliance.

**Danger**

Gas escaping from the test connector leads to a risk of explosion.

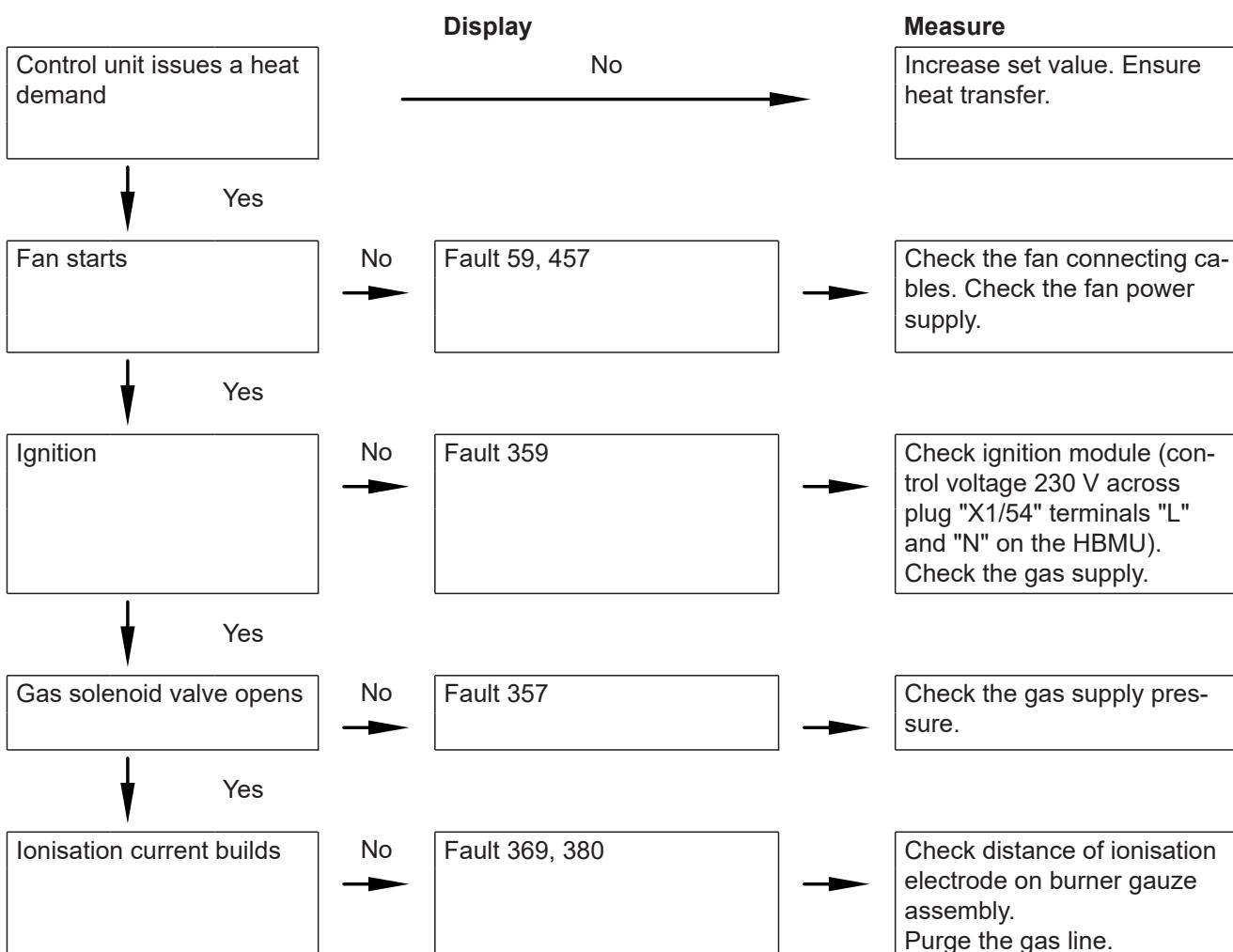
Check gas tightness at test connector (A).

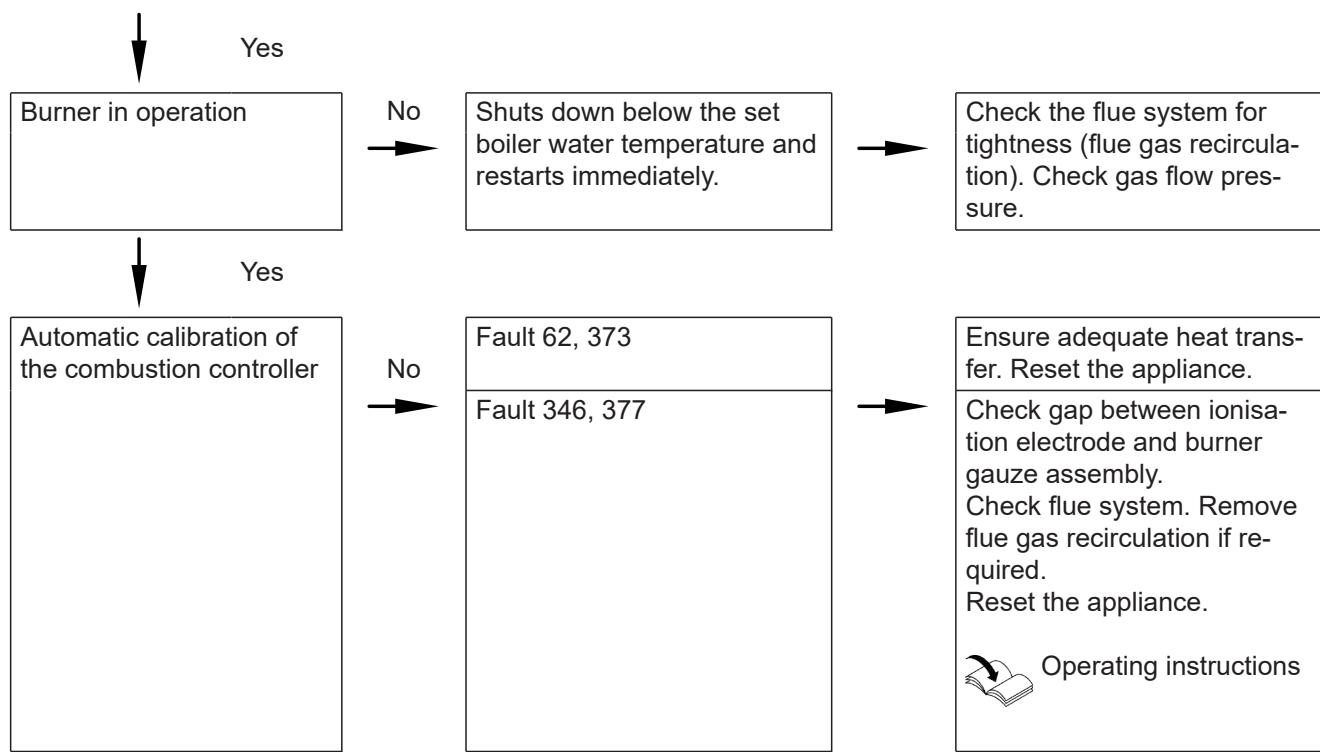
11. Fit front panel (see installation sequence).

Supply pressure (flow pressure)		Measures
With natural gas	For LPG	
< 13 mbar (1.3 kPa)	< 25 mbar (2.5 kPa)	Do not start the appliance. Notify the gas supply utility or LPG supplier.
13 to 25 mbar (1.3 to 2.5 kPa)	25 to 57.5 mbar (2.5 to 5.75 kPa)	Start the boiler.
> 25 mbar (2.5 kPa)	> 57.5 mbar (5.75 kPa)	Connect a separate gas pressure governor upstream of the system. Set the pre-charge pressure to 20 mbar (2.0 kPa) for natural gas and 50 mbar for LPG. Notify the gas supply utility or LPG supplier.



Function sequence and possible faults





For further details regarding faults, see "Troubleshooting".



Setting the maximum heating output

Note

It is not possible to set the max. heating output for type B1GA-11.

A limit can be set on the maximum heating output for **heating mode**. The limit is set via the modulation range.

Note

The flow rate must be checked before the max. heating output can be adjusted. Ensure adequate heat transfer.

Tap the following buttons:

1. **≡** and **OK** simultaneously for approx. 4 s, then release.

2. Use **↖/↘** to select "b.2" for system configuration.

3. **OK**

4. Use **↖/↘** to select "7" for max. heating output.

5. **OK**

6. Use **↖/↘** to set the required value in % of rated heating output. Delivered condition 100 % (100 % = "HI" on the display).

7. **OK**



Performing an actuator test

The actuator test can only be set via the software tool



Leak test on balanced flue system (annular gap test)

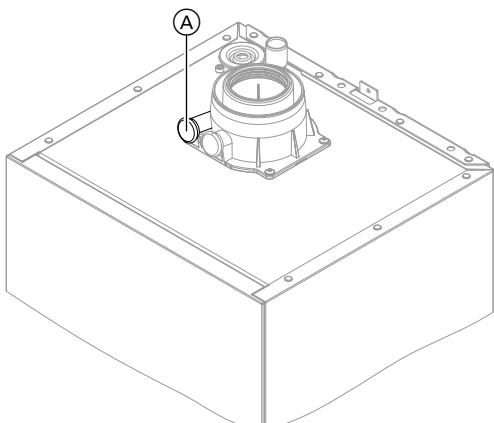


Fig. 26

Ⓐ Combustion air aperture

For balanced flue systems tested together with the heat generator, there is no requirement for a tightness test (overpressure test) during commissioning by the flue gas inspector.

In this case, we recommend that a simple tightness test is carried out during system commissioning. For this, check the CO₂ or O₂ concentration in the combustion air at the annular gap of the balanced flue pipe. If the CO₂ concentration is less than 0.2 % or the O₂ concentration is greater than 20.6 %, the flue pipe is deemed to be sufficiently gas-tight.

If actual CO₂ values are greater or O₂ values are lower, then pressure test the flue pipe with a static pressure of 200 Pa.



Please note

If the test port is not sealed, combustion air is drawn in from the room.

After the tightness test, re-seal the test port with the plug.



Removing the burner



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 touch** the wiring chambers (control unit and mains connections).
- When working on the appliance, isolate the system from the power supply, e.g. at a separate fuse or a main switch. Check the system is no longer live and safeguard against reconnection.
- Before working on the appliance, wait at least 4 min until the voltage has dropped out.

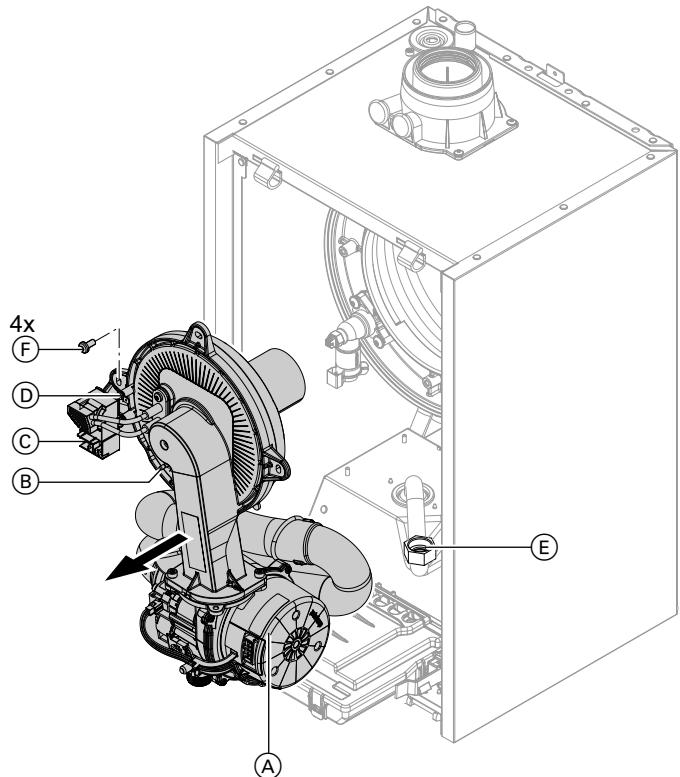


Fig. 27

1. Turn off the ON/OFF switch.
2. Close the gas shut-off valve and safeguard against reopening.
3. Disconnect cables and leads from:
 - Fan motor **A** (2 plugs)
 - Ionisation electrode **B**
 - Ignition unit **C**
 - Earth **D**
4. Undo gas supply pipe fitting **E**.
5. Undo 4 screws **F** and remove the burner.

Note

*Cover gas connection **E** so that no small parts can fall into it.*



Checking the burner gasket and burner gauze assembly

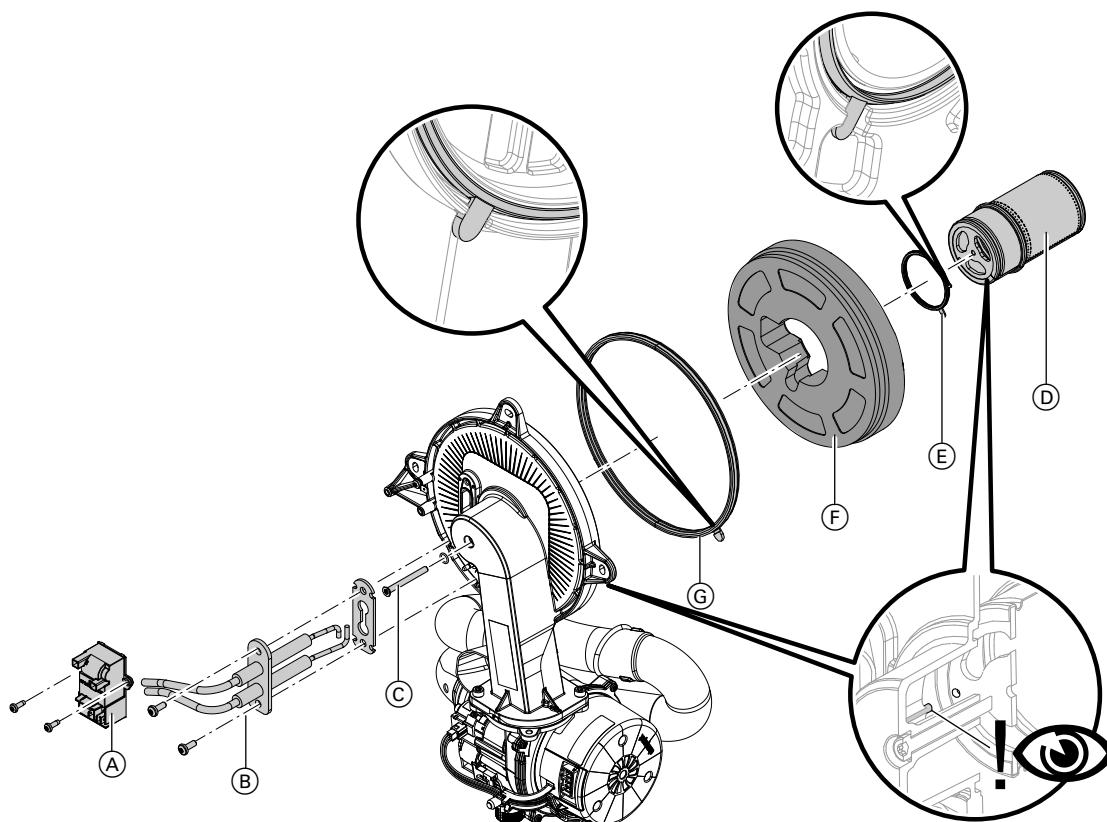


Fig. 28

Check burner gauze assembly (D), electrodes (B), thermal insulation ring (F) and gasket (G) for damage. Only remove and replace components if they are damaged or worn.

Note

If replacing the burner gauze assembly, also replace the gauze assembly gasket and the fixing screw.

1. Disconnect the plug with ignition electrode cables from ignition unit (A).
2. Remove electrodes (B).
3. Undo Torx screw (C). Hold onto burner gauze assembly (D) when undoing the screw.
4. Remove burner gauze assembly (D) with gasket (E) and thermal insulation ring (F). Check components for damage.
5. Install new burner gasket (G). Ensure the correct installation position. Align the tab as per the diagram.
6. Insert thermal insulation ring (F) and burner gauze assembly (D) with gasket (E). Ensure the correct installation position. Align the tab as per the diagram.

7. Align the hole in burner gauze assembly (D) with the burner door pin. Secure burner gauze assembly (D) and gasket (E) with Torx screw (C). Tighten screws as tightly as necessary and ensure that the components are undamaged and are functioning correctly throughout their service life. Observe torque settings if a torque wrench is available.
Torque: 3.0 Nm.
8. Check thermal insulation ring (F) for firm seating.
9. Fit electrodes (B). Check clearances; see following chapter. Tighten screws as tightly as necessary and ensure that the components are undamaged and are functioning correctly throughout their service life. Observe torque settings if a torque wrench is available.
Torque: 4.5 Nm.



Burners 11, 16, 19 and 25 kW

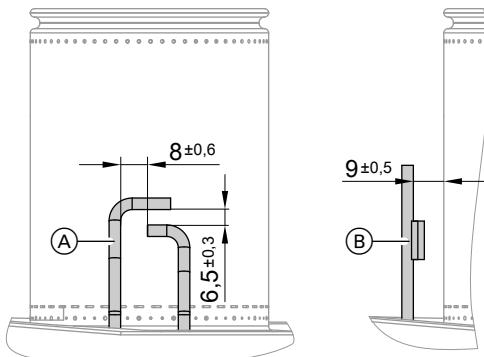


Fig. 29

(A) Ignition electrodes
(B) Ionisation electrode

1. Check the electrodes for wear and contamination.
2. Clean the electrodes with a small brush (not a wire brush) or sandpaper.
3. Check the electrode gaps. If the gaps are not as specified or the electrodes are damaged, replace the electrodes and gaskets and adjust them as required.

Tighten screws as tightly as necessary and ensure that the components are undamaged and are functioning correctly throughout their service life. Observe torque settings if a torque wrench is available.

Tighten the electrode fixing screws to a torque of 4.5 Nm.

Burner 32 kW

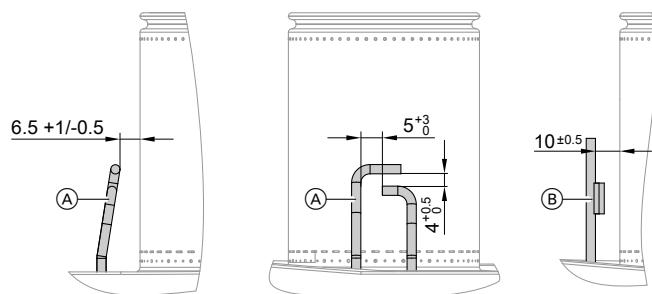


Fig. 30

(A) Ignition electrodes
(B) Ionisation electrode

2. Clean the electrodes with a small brush (not a wire brush) or sandpaper.
3. Check the electrode gaps. If the gaps are not as specified or the electrodes are damaged, replace the electrodes and gaskets and adjust them as required.

Tighten screws as tightly as necessary and ensure that the components are undamaged and are functioning correctly throughout their service life. Observe torque settings if a torque wrench is available.

Tighten the electrode fixing screws to a torque of 4.5 Nm.

1. Check the electrodes for wear and contamination.



Cleaning the heating surfaces

! Please note

Scratches to the surfaces of the heat exchanger that come into contact with hot gas can result in corrosion damage. Brushing can cause deposits to become lodged in the gaps between the coils. **Do not use brushes to clean the heating surfaces.**

! Please note

Prevent damage due to cleaning water. Cover electronic components with suitable watertight material.

Note

Discolouration on the heat exchanger surface is a normal sign of use. It has no bearing on the function or service life of the heat exchanger.

The use of chemical cleaning agents is not required.



Cleaning the heating surfaces (cont.)

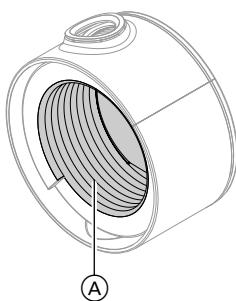


Fig. 31

1. Use a vacuum cleaner to remove combustion residues from heating surface **A** of the heat exchanger.
2. Flush heating surface **A** with water.
3. Check condensate drain. Clean the trap: See the following chapter.
4. Check the thermal insulation panel (if fitted) in the heat exchanger for damage; replace if necessary.



Checking the condensate drain and cleaning the trap



Please note

Prevent damage due to condensate.
Cover electronic components with suitable watertight material.

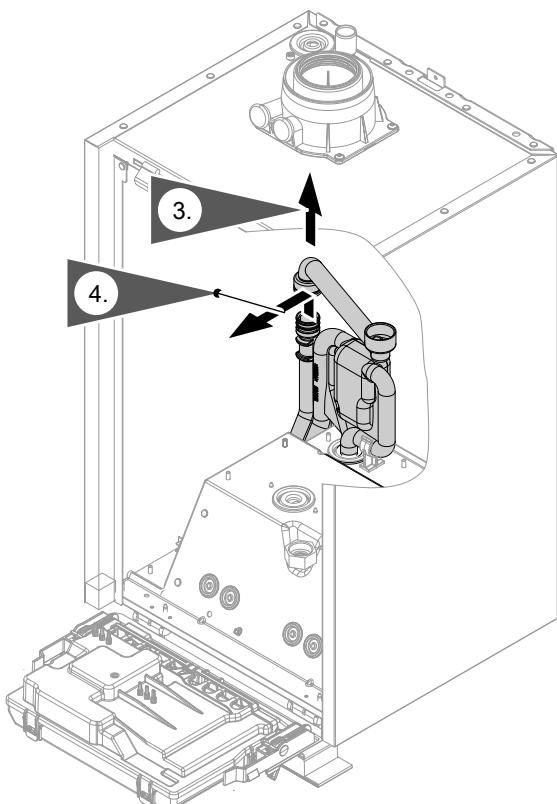


Fig. 32

2. Cover electronic components with suitable watertight material.
3. Remove the black supply hose.
4. Pull trap upwards out of the drain hose.
5. Hold trap as straight as possible and remove. Ensure that no condensate runs out.
6. Clean the trap.
7. Fill the trap with water and refit it on the drain hose.



Please note

If the trap is not filled with water, flue gas can escape.
Only start the appliance when the trap has been filled.
Check that the trap is seated correctly.

8. Refit supply hose.



Danger

Risk of electric shock from escaping condensate
Check the connections for leaks and check that the trap is seated correctly.

Note

Route the drain hose without any bends and with a constant fall.

1. Pivot the HBMU heat management unit forwards.

**Multi boiler system:**

Clean the trap in the flue gas header as well.

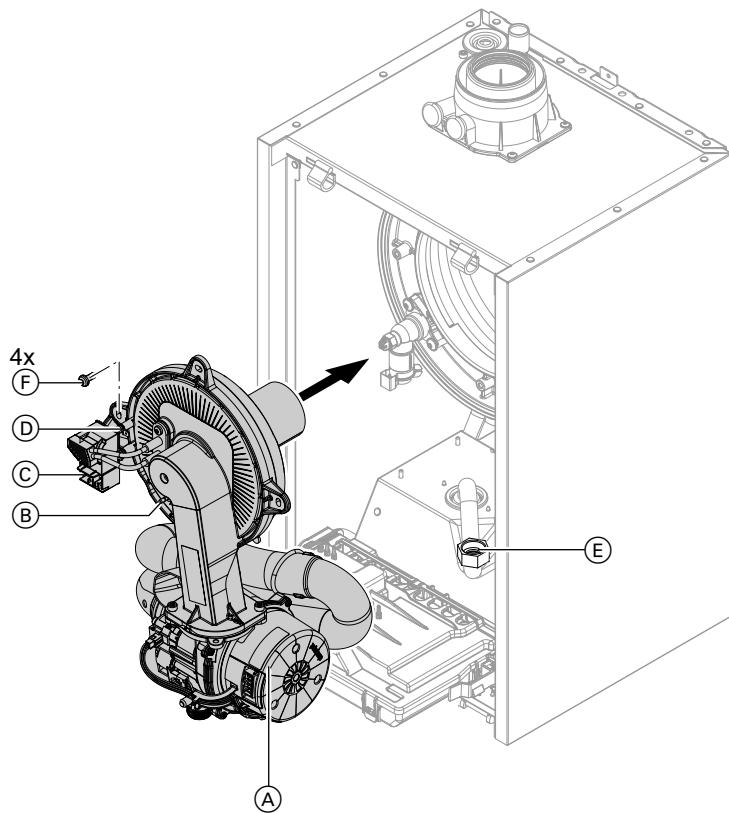
**Installing the burner**

Fig. 33

1. Insert the burner. Tighten screws (F) diagonally. Tighten screws as tightly as necessary and ensure that the components are undamaged and are functioning correctly throughout their service life. Observe torque settings if a torque wrench is available.
Torque: 6.5 Nm
2. Fit gas connection pipe (E) with a new gasket. Tighten screws as tightly as necessary and ensure that the components are undamaged and are functioning correctly throughout their service life. Observe torque settings if a torque wrench is available.
Check for gas tightness to BSI 6891.
Torque: 30 Nm

3. Check the gas connections for leaks.

**Danger**

Escaping gas leads to a risk of explosion. Check all fittings for gas tightness. In the case of wall mounted appliances, also check the gas shut-off valve fitting on the underside.

4. Connect the cables/leads:
 - Fan motor (A) (2 plugs)
 - Ionisation electrode (B)
 - Ignition unit (C)
 - Earthing (D)

**Checking the neutralising system (if installed)**



Checking the electrical connections for firm seating



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 touch** the wiring chambers (control unit and mains connections).
- When working on the appliance, isolate the system from the power supply, e.g. at a separate fuse or a main switch. Check the system is no longer live and safeguard against reconnection.
- Before working on the appliance, wait at least 4 min until the voltage has dropped out.



Checking all gas equipment for leaks at operating pressure



Danger

Escaping gas leads to a risk of explosion.

Check gas equipment (including inside the appliance) for leaks.

Note

Only use suitable and approved leak detection agents (EN 14291) and devices for the tightness test. Leak detection agents with unsuitable constituents (e.g. nitrides, sulphides) can cause material damage. Remove residues of the leak detection agent after testing.



Fitting the front panel

See page 30.



Checking the combustion quality

The electronic combustion controller automatically ensures optimum combustion quality. During commissioning/maintenance, only the combustion values need to be checked. To do this, test the CO content and CO₂ or O₂ content, and record these in the report: See page 84.

Note

To prevent operating faults and damage, operate the appliance with uncontaminated combustion air.

Permissible CO content

The CO content must be < 1000 ppm for all gas types.



Permissible CO₂ or O₂ content

Operation with natural gas

Rated heating output (kW)	CO ₂ content (%)		O ₂ content (%)	
	Upper heating output	Lower heating output	Upper heating output	Lower heating output
11	7.3 to 10.5	7.3 to 10.5	2.1 to 8.4	2.1 to 8.4
16	7.3 to 10.5	7.3 to 10.5	2.1 to 8.4	2.1 to 8.4
19	7.3 to 10.5	7.3 to 10.5	2.1 to 8.4	2.1 to 8.4
25	7.3 to 10.5	7.3 to 10.5	2.1 to 8.4	2.1 to 8.4
32	7.3 to 10.5	7.3 to 10.5	2.1 to 8.4	2.1 to 8.4

Operation with LPG

Rated heating output (kW)	CO ₂ content (%)		O ₂ content (%)	
	Upper heating output	Lower heating output	Upper heating output	Lower heating output
11	8.4 to 11.8	8.4 to 11.8	3.1 to 8.1	3.1 to 8.1
16	8.4 to 11.8	8.4 to 11.8	3.1 to 8.1	3.1 to 8.1
19	8.4 to 11.8	8.4 to 11.8	3.1 to 8.1	3.1 to 8.1
25	8.4 to 11.8	8.4 to 11.8	3.1 to 8.1	3.1 to 8.1
32	8.4 to 11.8	8.4 to 11.8	3.1 to 8.1	3.1 to 8.1

If the actual CO, CO₂ or O₂ values lie outside their respective ranges, proceed as follows:

- Check the balanced flue system for leaks; see page 39.
- Check the ionisation electrode and connecting cable, see page 42.

Note

During commissioning, the combustion controller carries out an automatic calibration. Allow approx. 50 s after the burner has started before testing the emissions.

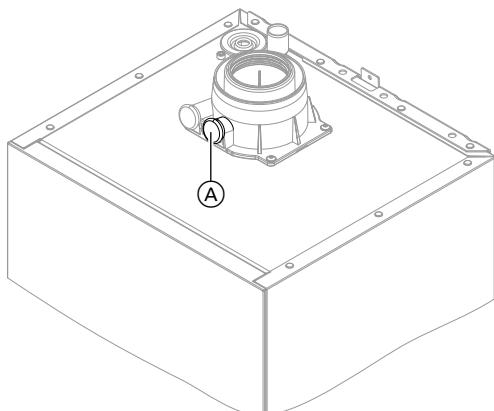


Fig. 34

1. Connect a flue gas analyser at flue gas aperture (A) on the boiler flue connection.
2. Open the gas shut-off valve. Start the boiler. Create a heat demand.
3. Set the lower heating output: See the following chapter.
4. Check the CO₂ content. If the actual value deviates from the permissible ranges, implement steps listed above.
5. Enter the value into the report.
6. Set the upper heating output: See the following chapter.
7. Check the CO₂ content. If the actual value deviates from the permissible ranges by more than 1 %, implement steps listed above.
8. Enter the value into the report.
9. Re-seal test port (A).



Danger

Escaping flue gas can damage your health. Check test port (A) for leaks.



Checking the combustion quality (cont.)

Regulating to the upper/lower heating output

Note

Ensure adequate heat transfer.

Tap the following buttons:

1. **≡** and **OK** simultaneously for approx. 4 s, then release.
2. Use **↖/↙** to select "b.6" for the upper/lower heating output.

3. **OK**

4. Use **↖/↙** to set the value.

"OF" - off

"1" - Min. heating output

"2" - Max. heating output

5. **OK**

Burner is operating with correspondingly adjusted heating output.



Checking the flue system for unrestricted flow and leaks



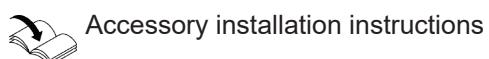
Checking the external LPG safety valve (if installed)



Matching the control unit to the heating system

The control unit must be matched to the system equipment level.

Set the parameters according to the accessories fitted:



Adjusting the heating curves

Tap the following buttons:

1. **≡**
2. Use **↖/↙** to select "P.3" for the heating curve.
3. **OK**

4. Use **↖/↙** to adjust the slope.

5. **OK**

6. Use **↖/↙** to adjust the level.

7. **OK** to confirm



Instructing the system user

The system installer should hand the operating instructions to the system user and instruct the user in operating the system.

This includes all components installed as accessories, e.g. remote control units. In addition, the system installer must make the user aware of the required maintenance work.

Calling up parameters

Note

The display and setting of some parameters is dependent on:

- Heat generator
- Connected accessories and the functions associated with them

Tap the following buttons:

1. **≡** and **OK** simultaneously for approx. 4 s, then release.
2. Use **↖/↘** to select "b.2" for system configuration.

3. OK

4. Use **↖/↘** to select the parameter for adjustment. See tables below.

5. OK

6. **↖/↘** for the required value.

7. OK

Note

Further parameters can be called up via the software tool.

Parameter

Note

Parameter values in **bold** are factory settings.

3 Scald protection

The adjustable DHW temperature is limited to a maximum value.

Value	Meaning
0	Scald protection off  Danger Risk of injury due to higher DHW temperature. Inform the system user of the risk from the higher outlet temperature at the draw-off points.
1	Scald protection on (max. DHW temperature 60 °C) Note Even with the scald protection switched on, higher outlet temperatures may occur at the draw-off points in the following cases: <ul style="list-style-type: none"> ■ While the appliance is being calibrated

6 Minimum heating output

A limit can be set on the minimum heating output for heating mode.

Value	Meaning
...	Delivered condition specified by settings specific to the appliance
0 to 100	Adjustable from 0 to 100 %

Parameter (cont.)**7 Maximum heating output**

A limit can be set on the maximum heating output for heating mode.

Value	Meaning
100	Heating output in the delivered condition 100 %
0 to 100	Adjustable from 0 to 100 %

8 Maximum flow temperature limit, heating circuit 1

Maximum flow temperature limit for the heating circuit

Value	Meaning
No setting!	Maximum limit in the delivered condition 82 °C Setting range limited by heat generator-specific parameters

Energy saving functions (setting only via software tool)**2426.1 Weather-compensated heating circuit pump logic function (only for weather-compensated control units).**

No setting!

Value	Explanations
	If the outside temperature is above the threshold value (the selected set room temperature plus the hysteresis in K), the heating circuit pump is switched off. If the outside temperature is below the threshold value (selected set room temperature plus hysteresis in K), the heating circuit pump is switched on.

2426.3 Room temperature-dependent heating circuit pump logic for heating circuit 1 (only for weather-compensated control units).

No setting.

Value	Meaning
	If the actual room temperature is above the threshold value (selected set room temperature plus offset in K), the heating circuit pump is switched off. If the actual room temperature is below the threshold value (selected set room temperature plus offset in K), the heating circuit pump is switched on.

1667.0 Pump activation, heating circuit pump in standby mode (via software tool)

Operating mode, heating circuit pump.

Value	Meaning
0	- "Standby mode" = permanently switched off
1 to 24	- "Standby mode" switched on 1 to 24 times a day for 10 min in constant mode and for 50 min in weather-compensated mode.

1395.1 Heating limit: Economy function, outside temperature, heating circuit 1

The heating limit influences the start and stop behaviour of the heating circuit pump (economy control)

- If the outside temperature is 1 K greater than the selected value, the heating circuit pump switches off.
- If the outside temperature is 1 K smaller than the selected value, the heating circuit pump switches on.

Value	Meaning
25	Heating limit at outside temperature 25 °C
10 to 35	Heating limit adjustable from 10 to 35 °C

2855.1 Additional (passive) frost protection configuration, heating circuit 1

If the outside temperature falls below the set outside temperature limit, the corresponding heating circuit pump switches on (applies only to weather-compensated operation).

Setting	Meaning
1	= 1 °C Setting range: -9 °C to +3 °C

Service menu**Calling up the service menu****Tap the following buttons:**

1. **≡** and **OK** simultaneously for approx. 4 s, then release.
2. Select the required menu section (e.g. "b.1" Connect with software tool).

Note*Tap "≡" to return to the service menu.***Note***Not all menu areas will be available, depending on the system equipment level.***Service menu overview**

Service	
Er	Active messages
b.1	Connect with software tool
b.2	System configuration
b.3	Diagnostics
	d.1 Outside temperature
	d.2 Heat generator flow temperature
	d.4 Flue gas temperature
	d.5 Burner hours run
	d.6 Burner output
	d.8 Serial number of heat generator
	d.9 Heating circuit 1 flow temperature
b.4	Message history
b.5	Commissioning assistant
b.6	Start upper/lower heating output for test mode

Exiting the service menu**Tap the following buttons:****"≡"** several times.**Note***The system exits the service menu automatically after 30 min.***Diagnosis****Checking operating data**

Operating data can be checked in various areas. See "**Diagnosis**" in the service menu overview.

Operating data on heating circuits with mixer can only be called up if such components are installed in the system.

Note

If a called up sensor is faulty, "---" appears on the display.

Calling up operating data**Tap the following buttons:**

1. **≡** and **OK** simultaneously for approx. 4 s, then release.
2. Use **↖/↘** to select "b.3" for diagnostics.
3. **OK**

Diagnosis (cont.)

4. Use / to select the required entry. 5. **OK**

Note

"d.8" Use / to view the heat generator serial number in sections.

Troubleshooting

Fault display on the programming unit

A fault in the burner control unit causes the display to show "△".

Note

If a central fault message facility is connected, this is switched on.

Calling up fault messages

Tap the following buttons:

1.  and **OK** simultaneously for approx. 4 s, then release.
2.  for "Er" message list
3. **OK**
4.  to select fault entry "E.1, E.2...".
5. **OK**
6. Fault code is displayed.

Note

If the fault code has 3 digits, the first two digits are shown first and then the last digit.

Acknowledging the fault display

Calling up the fault in the "Er" menu automatically acknowledges the fault display.

Calling up acknowledged fault messages

Tap the following buttons:

1. 

Resetting the burner

The display shows  and  flashes.

The burner is locked due to a fault.

Reset the burner:

Note

The burner fault display can be closed by pressing  for 4 s. The fault can be opened later by tapping  simultaneously.

A reset is only possible after the burner has cooled down.

2.  to select "Er".
3. **OK**
4.  to call up fault entry "E.1 to E.5".
5. **OK**
6.  to display the fault code.

Calling up fault messages from the fault memory (message history)

The 5 most recent faults (including those remedied) are saved and can be called up. Faults are sorted by date.

Tap the following buttons:

1.  and **OK** simultaneously for approx. 4 s, then release.
2.  for "b.4" message history
3. **OK**
4. Use  to select fault entry "E.1, E.2... or E.5".
For messages, see chapter "Further messages".
5. **OK**
6.  for the required message
7. **OK**

Tap the following buttons:

1.  to display the fault number.
2.  and  simultaneously for approx. 4 s.
A rotating bar appears on the display. The reset process has started.
If the fault no longer exists, the home screen will appear.

Overview of electronics modules

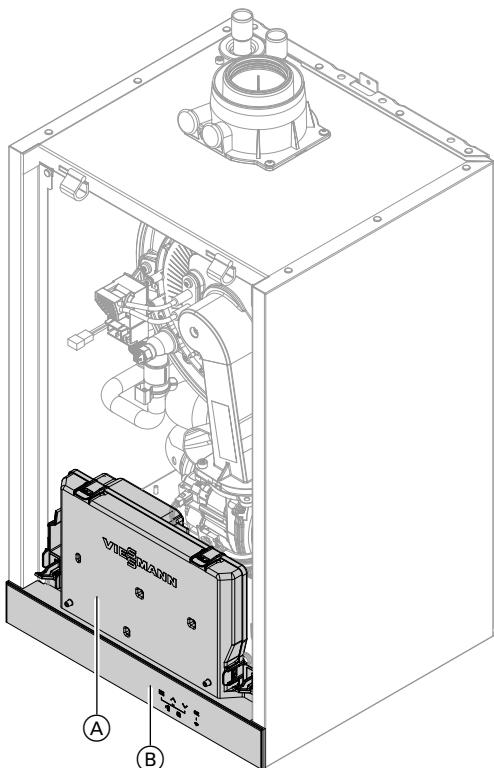


Fig. 35

- (A) HBMU heat management unit
- (B) Programming unit

Fault messages

Note

For diagnostics and troubleshooting, see chapter "Repairs".

Fault messages dependent on appliance equipment level

7

System characteristics

No DHW heating

Cause

Lead break, cylinder temperature sensor

Measures

- Check the DHW setting in the commissioning assistant and correct if necessary.
- Check the cylinder temperature sensor (terminal 2).
- Measure the voltage at the sensor input on the HBMU heat management unit. Set value: 3.3 V– with sensor disconnected
Replace faulty component if necessary.

8

System characteristics

No DHW heating

Cause

Short circuit, cylinder temperature sensor

Troubleshooting

Fault messages (cont.)

Measures

Check the cylinder temperature sensor (terminal 2).

13

System characteristics

Regulates as if the outside temperature were 0 °C.

Cause

Lead break, outside temperature sensor

Measures

- Check the operating mode setting in the commissioning assistant and remedy if necessary.
- Check the outside temperature sensor and connection to sensor (terminal O.T.S.).
- Measure the voltage at the sensor input on the HBMU heat management unit. Set value: 3.3 V– with sensor disconnected

Replace faulty component if necessary.

14

System characteristics

Regulates as if the outside temperature were 0 °C.

Cause

Short circuit, outside temperature sensor

Measures

Check the outside temperature sensor and connection to sensor (terminal O.T.S.). Replace faulty components if necessary.

49

System characteristics

Burner in a fault state

Cause

Lead break, flue gas temperature sensor

Measures

Check flue gas temperature sensor.
Reset the appliance.

50

System characteristics

Burner in a fault state

Cause

Short circuit, flue gas temperature sensor

Measures

Check flue gas temperature sensor.
Reset the appliance.

57

System characteristics

Normal operation without room influence

Cause

Lead break, room temperature sensor

Measures

- Check commissioning setting of remote control.
- Check plug and cable of external room temperature sensor, heating circuit.
- If no external room temperature sensor installed, replace Vitotrol programming unit.

Fault messages (cont.)**58****System characteristics**

Normal operation without room influence

Cause

Short circuit, room temperature sensor

Measures

Check plug and cable of external room temperature sensor, heating circuit.

If no external room temperature sensor installed, replace Vitotrol programming unit.

59**System characteristics**

Burner locked out, boiler circuit pump off. No room heating, no DHW heating

Cause

Undervoltage, power supply

Measures

Check mains voltage.

If voltage is correct and the fault occurs repeatedly, replace the fan unit.

62**System characteristics**

Burner in a fault state

Cause

High limit safety cut-out has responded.

- Check whether flow rate is sufficient (circulation pump).
- Check function of 3-way diverter valve. Vent the system.

Reset the appliance.

Measures

- Check heating system fill level.
- Check pre-charge pressure in diaphragm expansion vessel. Adjust to required system pressure.

63**System characteristics**

Burner in a fault state

Cause

Flue gas temperature limiter has responded.

- Check whether flow rate is sufficient (circulation pump).
- Check function of 3-way diverter valve. Vent the system.

Reset the appliance once the flue system has cooled down.

Measures

- Check heating system fill level.
- Check pre-charge pressure in diaphragm expansion vessel. Adjust to required system pressure.

Troubleshooting

Fault messages (cont.)

67

System characteristics

Burner in a fault state

Cause

Ionisation current is outside the permissible range

Measures

Check gas supply (gas pressure and gas flow switch), check gas solenoid valve and inlet strainer.

Check ionisation electrode for the following:

- Clearance to burner gauze assembly
- Check electrode/burner gauze assembly for dirt.

If specified measures do not help, replace fan unit. Reset the appliance.

68

System characteristics

Burner in a fault state

Cause

Flame signal is already present at burner start.

Measures

Close the gas shut-off valve. Remove connecting cable of the ionisation electrode. Reset the appliance. If the fault persists, replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".

69

System characteristics

Burner in a fault state

Cause

Ionisation current is outside the permissible range

Measures

Check ionisation electrode for the following:

- Check whether insulation block is touching electrode ceramic.
- Check gas solenoid valve: In the service menu under "b.6", set the burner output to the lower heating output for approx. 4 min. If the fault occurs, replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".
- Change the burner output from lower to upper heating output in the service menu under "b.6". If this fault occurs during modulation, check the inlet strainer for contamination. Replace the fan unit if necessary.

70

System characteristics

Burner in a fault state

Cause

HBMU heat management unit internal fault

Measures

Replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".

Fault messages (cont.)**71****System characteristics**

Burner in a fault state

Cause

Fan speed too low

Measures

- Check fan for blockage.
- Check setting for gas type and flue system.

Reset the appliance.

73**System characteristics**

Burner in a fault state

Cause

Internal communication error

Measures

Reset the appliance.

If the fault recurs, replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".

74**System characteristics**

Burner locked out.

Internal circulation pump off. No room heating and no DHW heating

Cause

System pressure too low

Measures

Vent the system.

If the fault occurs repeatedly:

- Check the system pressure sensor with an external pressure gauge.
- Check the pre-charge pressure of the diaphragm expansion vessel.
- Check settings for set system pressure and range.

Measures

Top up with water.

77**System characteristics**

Burner in a fault state

Cause

HBMU heat management unit data memory

Measures

Reset the appliance.

Reset the parameters of the HBMU heat management unit.

If the fault recurs, replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".

89**System characteristics**

No room heating and no DHW heating

Measures

Check circulation pump. Replace if necessary.

Cause

Internal circulation pump blocked

Troubleshooting

Fault messages (cont.)

91

System characteristics

Function of affected extension in emergency mode

Cause

DIO electronics module communication error

Measures

Check connections to DIO electronics module and connection to HBMU heat management unit.

92

System characteristics

Function of the relevant electronics module in emergency mode

Cause

ADIO electronics module communication error

Measures

- Check the setting in the commissioning assistant and correct if necessary.
- Check connections and leads to the ADIO electronics module.
- Check PlusBus voltage level (24 to 28 V).
- Check the subscriber number at rotary switch S1 and correct if necessary.

95

System characteristics

Normal operation

Cause

OpenTherm remote control not connected

Measures

- Check connection to the OpenTherm remote control.
- If OpenTherm is not required, set C.7 in the commissioning assistant to a value not equal to 14.

100

System characteristics

Electronics modules connected to PlusBus not functioning

Cause

Voltage error PlusBus

Measures

- Check whether the PlusBus power supply on the HBMU heat management unit is OK: Remove all connected PlusBus components and reconnect one by one.
- Check that no more than one Vitotrol 200-E is connected to the HBMU.
- Check whether there is a short circuit at the PlusBus cable.

103

System characteristics

Normal operation

Cause

Internal communication error, programming unit

Measures

Check cables and plug-in connections between heat management unit and HMI programming unit.

Fault messages (cont.)**104****System characteristics**

Depending on configuration of EM-EA1 extension (DIO electronics module)

Measures

Check connected external appliance.

Cause

External fault message input active

142**System characteristics**

Burner in a fault state

Measures

Check the fan unit for correct function. For this, check the stepper motor of the fan unit (reference run with mains ON).

Cause

Communication restriction on CAN bus. INR

If the fault still persists, check the plug-in connections and cables of the CAN bus.

Check further CAN bus subscribers. If the fault recurs, replace the fan unit.

160**System characteristics**

Burner in a fault state

Measures

Check CAN bus subscriber connections (INR, HBMU). Check connections to external CAN bus subscribers.

Cause

Communication error, CAN bus

161**System characteristics**

Burner in a fault state

Measures

Reset the appliance.

Cause

HBMU heat management unit data memory access fault

If the fault recurs, replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".

163**System characteristics**

Burner in a fault state

Measures

Reset the appliance.

Cause

Checksum error, data memory access, HBMU heat management unit

If the fault recurs, replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".

Troubleshooting

Fault messages (cont.)

182

System characteristics

No DHW heating

Cause

Short circuit, outlet temperature sensor (if installed)

Measures

Check outlet temperature sensor (plug X7, cores 3 and 4). Measure sensor input on HBMU heat management unit. Set value: 3.3 V– with sensor disconnected

183

System characteristics

No DHW heating

Cause

Lead break, outlet temperature sensor (if installed)

Measures

Check outlet temperature sensor (plug X7, cores 3 and 4).

184

System characteristics

Burner in a fault state

Cause

Short circuit, flow temperature sensor/high limit temperature cut-out device

Measures

Check the flow temperature sensor/high limit temperature cut-out device.
Check sensor cable. Replace faulty component if necessary.
Reset the appliance.

185

System characteristics

Burner in a fault state

Cause

Lead break, flow temperature sensor/high limit safety cut-out

Measures

Check the flow temperature sensor/high limit temperature cut-out device. Replace faulty component if necessary.
Reset the appliance.

345

System characteristics

Burner locked out, automatic enabling after appliance cooldown. Independent restart

Cause

Temperature limiter has responded.

- Check pre-charge pressure in diaphragm expansion vessel. Adjust to required system pressure.
- Check whether flow rate is sufficient (pump).
- Check function of 3-way diverter valve. Vent the system.

If the fault occurs during DHW heating: Check the DHW cylinder or plate heat exchanger for dirt and scaling.

Measures

- Ensure adequate heat transfer.
- Check heating system fill level.

Fault messages (cont.)**346****System characteristics**

Burner in a fault state

Cause

Ionisation current calibration error

Measures

- Check the gas supply pressure.
- Check gas solenoid valve inlet strainer for contamination.

348**System characteristics**

Burner in a fault state

Cause

Gas modulation valve

- Check ionisation electrode for contamination.
- Check the flue system. Remove flue gas recirculation if necessary.
- Check the condensate drain (condensate backup). Reset the appliance.

Measures

If several heat generators are connected to a common flue system: Check whether "**Multiple connection**" is set in the commissioning assistant.
 Check the flue system for unrestricted flow.
 If fault remains, replace gas fan unit.

349**System characteristics**

Burner in a fault state

Cause

Air mass rate flow not detected correctly in fan unit.

Measures

- Check for dust contamination in the ventilation air.
- Check burner gauze assembly for contamination.

Reset the appliance. If the fault occurs repeatedly, replace the gas fan unit.

350, 351**System characteristics**

Burner in a fault state

Cause

Ionisation current is outside the permissible range

Measures

Replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".

352**System characteristics**

Burner in a fault state

Cause

Combustion CO limit exceeded

Measures

Check entire flue gas path for the following:

- Leaks
- Flue gas back pressure caused by water pocket (if flue system fall is insufficient)
- Constrictions
- Blockages

Troubleshooting

Fault messages (cont.)

Repair flue system if necessary.

Reset the appliance.

353

System characteristics

Shutdown with restart if demand exists

Cause

Insufficient gas supply, burner output reduced

Measures

Check the gas supply.

Visually inspect gas solenoid valve inlet strainer for contamination.

Reset the appliance.

354

System characteristics

Burner in a fault state

Cause

Gas modulation valve tolerance outside permissible range

Measures

Replace gas fan unit.

355

System characteristics

Burner in a fault state

Cause

Condensate backed up or analogue signal reference check: Flame signal is already present at burner start. Function of ignition transformer.

Measures

■ If condensate is backed up: Replace insulation blocks, electrodes and burner gauze assembly.

Note

Remove the fan unit before opening the burner. Protect the PCB from water damage.

■ Replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".

■ Check ignition transformer and ignition cable. Replace if necessary.

357

System characteristics

Burner in a fault state

Cause

Insufficient gas supply

Measures

■ Check that the main gas valve and the gas shut-off valve are open.

■ Measure static gas pressure and gas flow pressure.

■ Check that on-site gas line and gas flow switch are correctly sized.

Note

If the building pressure regulator has a leak, you may notice rising pressure when the burner is idle. When the system is restarted, the gas flow switch may respond.

■ If the static pressure does not drop, check the cable to the fan unit. Check that the coil resistance at the fuel valve is approx. 4 kΩ (plug 35).

■ Check the ignition electrode for damaged insulation. Reset the appliance.

Fault messages (cont.)**359****System characteristics**

Burner in a fault state

Cause

No ignition spark

Measures

- Check whether the ignition electrode insulation is damaged.
- Check whether 230 V~ is present at the ignition module during the ignition phase. If not, replace the HBMU heat management unit.

- If 230 V~ is present at the ignition module but there is still a fault, replace the ignition module.
- Check connecting cables from ignition module and ignition electrode.

Reset the appliance.

361**System characteristics**

Burner in a fault state

Cause

Flame signal is not present, or insufficient at burner start.

Note

Deposits on the electrodes indicate foreign bodies in the combustion air. Check the installation room and flue system for causes of the deposits. For example: Laundry detergents, cleaning agents, toiletries, deposits in the ventilation air supply (chimney).

Reset the appliance.

Measures

Check ionisation electrode and connecting cable.
Check plug-in connections for loose contacts.

364**System characteristics**

Burner in a fault state

Cause

Internal fault.

Measures

Replace the HBMU heat management unit.

365**System characteristics**

Burner in a fault state

Cause

Gas valve relay contact feedback implausible (relay contact is "welded up")

Measures

Replace the HBMU heat management unit.

366

System characteristics

Burner in a fault state

Cause

Gas valve power supply does not turn off.

Measures

Replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".

367

System characteristics

Burner in a fault state

Cause

Gas valve power supply does not turn off.

Measures

Replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".

369

System characteristics

Burner in a fault state

Cause

Flame is lost immediately after flame formation (during safety time)

Check balanced flue system for flue gas recirculation.

Check ionisation electrode for the following:

- Distance to burner gauze assembly.
- Contamination on electrode

Reset the appliance.

Measures

Check gas supply (gas pressure and gas flow switch).

370

System characteristics

Burner in a fault state

Cause

Gas valve or modulation valve will not close.

Measures

Reset the appliance.

If the fault recurs, replace the heat management unit.

372

System characteristics

Burner in a fault state

Cause

Repeated flame loss during calibration

Measures

- Check ionisation electrode and connecting cable.
- Check plug-in connections for loose contacts.
- Check the flue system. Remove flue gas recirculation if necessary.
- Check system for condensate backup.
- Visually check gas solenoid valve inlet and inlet strainer for contamination.

Fault messages (cont.)

Note

To prevent water damage, detach fan unit before removing the burner. Deposits on the electrodes indicate foreign bodies in the combustion air.

Check the installation room and flue system for causes of the deposits. For example: Laundry detergents, cleaning agents, toiletries, deposits in the ventilation air supply (chimney). If burner gauze assembly and ionisation electrode have been replaced, also clean fan unit, gas/air channel and Venturi extension.

Reset the appliance.

373

System characteristics

Burner in a fault state

Cause

Heat transfer too low during calibration
Temperature limiter has shut down.

Measures

- Ensure adequate heat transfer.
- Check circulation pump for faults, scale or blockages.
- Check function of 3-way diverter valve. Vent the system.
- Check function of flow sensor.

Reset the appliance.

377

System characteristics

Burner in a fault state

Cause

Post-processing of ionisation current calibration: Stabilisation conditions for post-calibration not met

Measures

Check gas type setting. If the fault occurs repeatedly, replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".
Reset the appliance.

378

System characteristics

Burner in a fault state

Cause

Flame loss during stabilisation or operating phase

Measures

- Check gas supply (gas pressure and gas flow switch).
- Check flue gas recirculation.
- Check for contamination of ionisation electrode and burner gauze assembly.

Reset the appliance.

379

System characteristics

Burner in a fault state

Cause

Flame signal not present or insufficient

Measures

- Check ionisation electrode connecting cable for damage and firm seating.
- Check the ionisation electrode; replace if necessary.

Reset the appliance.

Troubleshooting

Fault messages (cont.)

380

System characteristics

Burner in a fault state

Cause

Flame is lost immediately after flame formation (during safety time)

Measures

Check gas supply (gas pressure and gas flow switch).

381

System characteristics

Burner in a fault state

Cause

Flame loss during operating phase

Measures

Check gas supply (gas pressure and gas flow switch).

382

System characteristics

Burner in a fault state

Cause

Fault counter has exceeded limit.

383, 384

System characteristics

Burner in a fault state

Cause

Possible contamination of gas line

385

System characteristics

Burner in a fault state

Check balanced flue system for flue gas recirculation.

Check ionisation electrode and burner gauze assembly:

- Clearance to burner gauze assembly
- Contamination on electrode

Reset the appliance.

Check balanced flue system for flue gas recirculation.

Check ionisation electrode and burner gauze assembly:

- Distance to burner gauze assembly.
- Contamination on electrode

Reset the appliance.

Measures

Reset the appliance. Work through fault analysis using fault history.

Measures

- Check gas line for contamination.
- Check the gas supply pressure.
- Replace the gas fan if necessary.

Reset the appliance.

Cause

Short circuit, signal 1, ionisation current
HBMU heat management unit faulty

Fault messages (cont.)**Measures**

Reset the appliance.

Check IO electrode for earth fault. If the fault persists, replace the HBMU heat management unit.

386**System characteristics**

Burner in a fault state

Cause

HBMU heat management unit faulty

Measures

Replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".
Reset the appliance.

387**System characteristics**

Burner in a fault state

Cause

Ionisation current earth fault, HBMU heat management unit faulty

Measures

Check ionisation electrode and connecting cable. If the fault persists, replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".
Reset the appliance.

388**System characteristics**

Burner in a fault state

Cause

HBMU heat management unit faulty

Measures

Replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".
Reset the appliance.

395**System characteristics**

Burner in a fault state

Cause

IO electrode earth fault, HBMU heat management unit faulty

Measures

Check ignition electrode for earth fault. If the fault persists, replace the HBMU heat management unit.
Reset the appliance.

396**System characteristics**

Burner in a fault state

Cause

HBMU heat management unit faulty

Measures

Replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".
Reset the appliance.

Troubleshooting

Fault messages (cont.)

399

System characteristics

Burner in a fault state

Cause

IO electrode earth fault, HBMU heat management unit faulty

Measures

Check IO electrode for earth fault. If the fault persists, replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".
Reset the appliance.

400

System characteristics

Burner in a fault state

Cause

HBMU heat management unit faulty

Measures

Replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".
Reset the appliance.

401

System characteristics

Burner in a fault state

Cause

IO electrode earth fault, HBMU heat management unit faulty

Measures

Check IO electrode for earth fault. If the fault persists, replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".
Reset the appliance.

402

System characteristics

Burner in a fault state

Cause

HBMU heat management unit faulty

Measures

Replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".
Reset the appliance.

403

System characteristics

Burner in a fault state

Cause

Ionisation electrode earth fault, HBMU heat management unit faulty

Measures

Check IO electrode for earth fault. If the fault persists, replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".
Reset the appliance.

Fault messages (cont.)**404****System characteristics**

Burner in a fault state

Cause

HBMU heat management unit faulty

Measures

Replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".
Reset the appliance.

405**System characteristics**

Burner in a fault state

Cause

Ionisation electrode earth fault, HBMU heat management unit faulty

Measures

Check IO electrode for earth fault. If the fault persists, replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".
Reset the appliance.

406, 408, 410**System characteristics**

Burner in a fault state

Cause

HBMU heat management unit faulty

Measures

Replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".
Reset the appliance.

416**System characteristics**

Burner locked out

Cause

Flue gas temperature sensor incorrectly positioned

Measures

Fit flue gas temperature sensor correctly. See "Repairs".
Carry out mains reset after fault has been remedied.

417, 418**System characteristics**

Burner in a fault state

Cause

HBMU heat management unit faulty

Measures

Replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".
Reset the appliance.

425**System characteristics**

System in control mode, calculation out of operation
Calculation values can be viewed via software tool

Cause

Time synchronisation failed

Troubleshooting

Fault messages (cont.)

Measures

Set the time.

446

System characteristics

Burner in a fault state

Cause

Deviation, heat generator flow temperature sensor/
high limit safety cut-out

Measures

Check the flow temperature sensor/high limit tempera-
ture cut-out device.
Check plug-in connection and lead to sensor.
Reset the appliance.

447, 448

System characteristics

Burner in a fault state

Cause

Deviation, ionisation voltage/ionisation current signal

Measures

Replace the HBMU heat management unit. See chap-
ter "Replacing the HBMU heat management unit".
Reset the appliance.

449, 450, 451, 452

System characteristics

Burner in a fault state

Cause

Error in scheduled program run monitoring

Measures

Reset the appliance. If the fault occurs repeatedly,
replace the HBMU heat management unit. See chapter
"Replacing the HBMU heat management unit".

453

System characteristics

Burner in a fault state

Cause

Synchronisation error, sequence

Measures

Reset the appliance. If the fault occurs repeatedly,
replace the HBMU heat management unit. See chapter
"Replacing the HBMU heat management unit".

454

System characteristics

Burner in a fault state

Cause

Incorrect HBMU heat management unit parameter set

Measures

Flash correct HBMU heat management unit parameter.

Fault messages (cont.)**455, 456****System characteristics**

Burner in a fault state

Cause

Error in program run monitoring

Measures

Reset the appliance. If the fault occurs repeatedly, replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".

457**System characteristics**

Burner in a fault state

Cause

Fan sluggish or blocked.

Measures

Reset the appliance.

Check fan for sluggishness. In the case of severe contamination or grinding noises, replace fan unit.

463**System characteristics**

Burner in a fault state

Cause

Contaminated combustion air, flue gas recirculation

Measures

Check flue system for contamination and flue gas recirculation. Clean the flue system if necessary.

Reset the burner.

Note

Deposits on the electrodes indicate foreign bodies in the combustion air. Check the installation room and flue system for causes of the deposits. For example: Laundry detergents, cleaning agents, toiletries, deposits in the ventilation air supply (chimney).

If burner gauze assembly and ionisation electrode have been replaced, also clean fan unit, gas/air channel and Venturi extension.

Reset the appliance.

464**System characteristics**

Burner in a fault state

Cause

Ionisation current too low during calibration. Differential compared to previous value not plausible

Measures

- Check ionisation electrode and connecting cable. Check plug-in connections for loose contacts.
- Check whether there is a lot of dust in the ventilation air (e.g. from construction work).
- Check the flue system. Remove flue gas recirculation if necessary.
- Check system for condensate backup.

Reset the appliance.

Note

To prevent water damage, detach fan unit before removing the burner.

If the fault is constant, replace the HBMU heat management unit: See chapter "Replacing the HBMU heat management unit".

Note

Deposits on the electrodes indicate foreign bodies in the combustion air. Check the installation room and flue system for causes of the deposits. For example: Laundry detergents, cleaning agents, toiletries, deposits in the ventilation air supply (chimney).

If burner gauze assembly and ionisation electrode have been replaced, also clean fan unit, gas/air channel and Venturi extension.

Troubleshooting

Fault messages (cont.)

467

System characteristics

Burner in a fault state

Cause

Gas supply insufficient during calibration. Contaminated or insufficiently sized gas line.

Measures

- Test static gas pressure and gas flow pressure.
- Check that on-site gas line and gas flow switch are correctly sized.
- Visually check gas solenoid valve inlet and inlet strainer for contamination.

468

System characteristics

Burner in a fault state

Cause

Ionisation current too high during calibration

Measures

Check gap between ionisation electrode and burner gauze assembly.

Check whether there is a lot of dust in the ventilation air (e.g. from construction work).

Reset the appliance.

Note

Contamination from a brazed gas line, for example, can block up the gas solenoid valve strainer on the inlet side.

471

System characteristics

No heat demand

Cause

System pressure sensor not available, lead break or short circuit

Reset the appliance.

Note

Deposits on the electrodes indicate foreign bodies in the ventilation air. Check the installation room and flue system for causes of the deposits. For example: Laundry detergents, cleaning agents, toiletries, deposits in the ventilation air supply (chimney).

If burner gauze assembly and ionisation electrode have been replaced, also clean fan unit, gas/air channel and Venturi extension.

Measures

- Check system pressure sensor (plug 163).
- Check lead and plug-in connection.
- Check whether the supply voltage to the sensor is 5 V-.

474

System characteristics

Burner in a fault state

Cause

Error in scheduled program run monitoring

Measures

Reset the appliance.

If the fault occurs repeatedly, replace the HBMU heat management unit. See chapter "Replacing the HBMU heat management unit".

Fault messages (cont.)**517****System characteristics**

Normal operation, remote control not functioning

Cause

Lead break, PlusBus cable, incorrect appliance address set, remote control faulty

Measures

- Check the setting in the commissioning assistant. Correct if necessary.
- Check remote control cable.
- Check remote control subscriber number. Replace faulty remote control if applicable.

527, 528**System characteristics**

Burner in a fault state

Cause

Incorrect HBMU heat management unit parameter set

Measures

Overwrite (flash) the HBMU heat management unit with the correct parameter set.

540**System characteristics**

Burner in a fault state

Cause

Condensate backup in the heat cell

Note

To prevent water damage, detach fan unit before removing the burner.

Reset the appliance.

Measures

- Check system for condensate backup.
- Check the condensate drain and trap.
- Replace insulation blocks, electrodes and burner gauze assembly if necessary.

544**System characteristics**

Emergency function operating mode is activated for heating circuit 2:

Mixer closes. Heating circuit pump is operational.

Cause

Lead break, flow temperature sensor, heating circuit 2 with mixer

Incorrect setting during commissioning

Measures

Check flow temperature sensor, mixer 2. Measure voltage at sensor input on electronics module. Set value: 3.3 V – with sensor disconnected. Check the setting in the commissioning assistant. Correct if necessary. Checking setting of ADIO rotary switch.

545**System characteristics**

Emergency function operating mode is activated for heating circuit 2:

Mixer closes. Heating circuit pump is operational.

Cause

Short circuit, flow temperature sensor for heating circuit 2 with mixer

Measures

Check flow temperature sensor, mixer 2. Measure voltage at sensor input on electronics module. Set value: 3.3 V– with sensor disconnected

738**System characteristics**

Normal operation

Measures

Set C.7 in the commissioning assistant to a value of 14.

Cause

OpenTherm remote control connected but not configured

H:E display**Note**

"H:E" is displayed as additional information to the fault history. "H:E" appears before the fault is shown on the display.

The display also shows the chronological order, e.g. "H1:E1", "H2:E2", etc.

Repairs**Please note**

Residual water will escape when the boiler or one of the following components is fitted or removed:

- Water-filled pipework
- Heat exchanger
- Circulation pumps
- Plate heat exchanger
- Components fitted in the heating water circuit.

Water ingress can result in damage to other components.

Protect the following components against ingress of water:

- Control unit components (in particular in the service position)
- Electrical components
- Plug-in connections
- Electrical cables/leads

Shutting down the boiler

1. Turn off the power supply at the ON/OFF switch.
2. Shut off the gas supply.

Repairs (cont.)

3. If the boiler needs to be removed:

- Isolate the system from the power supply, e.g. by removing the separate fuse or by means of a mains isolator, and check that it is no longer live.
- Safeguard the system against reconnection.
- Disconnect the balanced flue system.
- Drain the boiler on the heating water side.
- Disconnect the on-site cables/leads.

Removing the boiler from the pre-plumbing jig

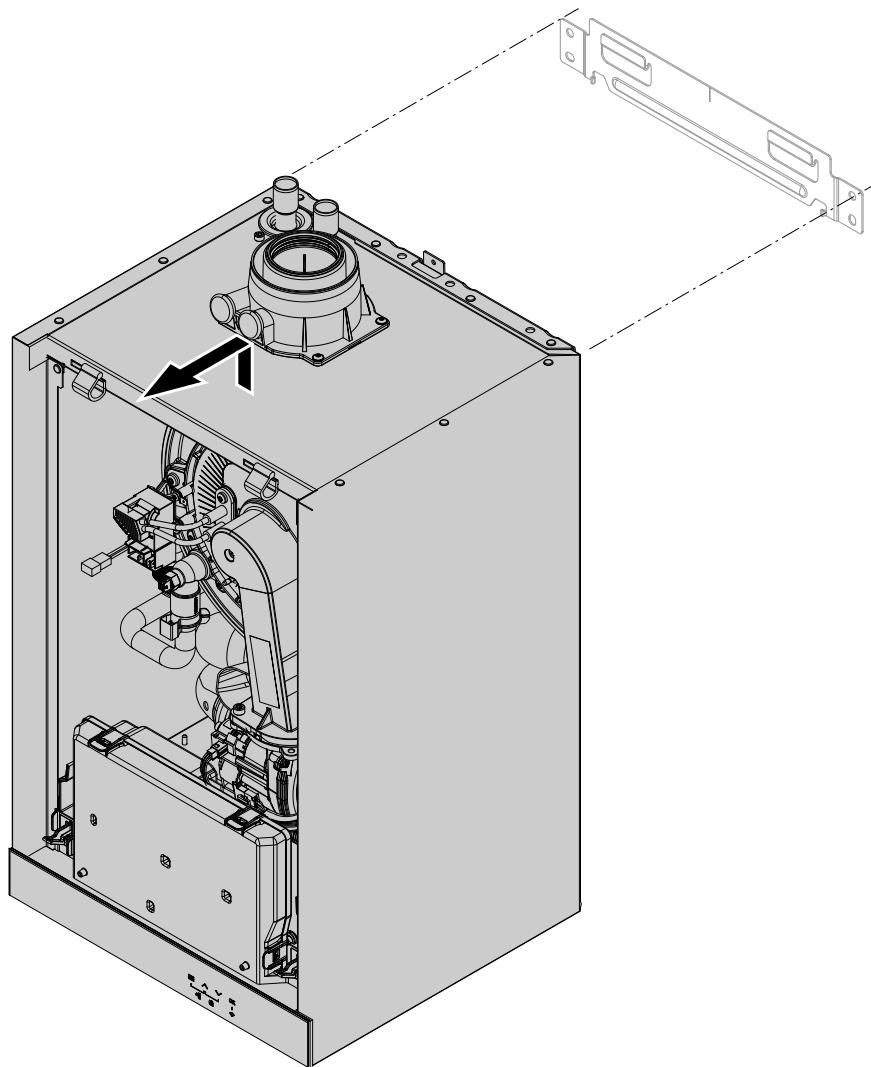


Fig. 36

**Danger**

Escaping gas leads to a risk of explosion. Check all connections on the gas side (also inside the appliance) for leaks.

Note

When carrying out any work on gas connection fittings, hold with a suitable tool. Never transfer any forces to the internal components.

Note

When assembling, use new gaskets and – if necessary – new locking ring fittings:
 Gas connection Ø 18.5 mm
 Gaskets and locking ring connections are available as individual parts (if required).

Checking the temperature sensors

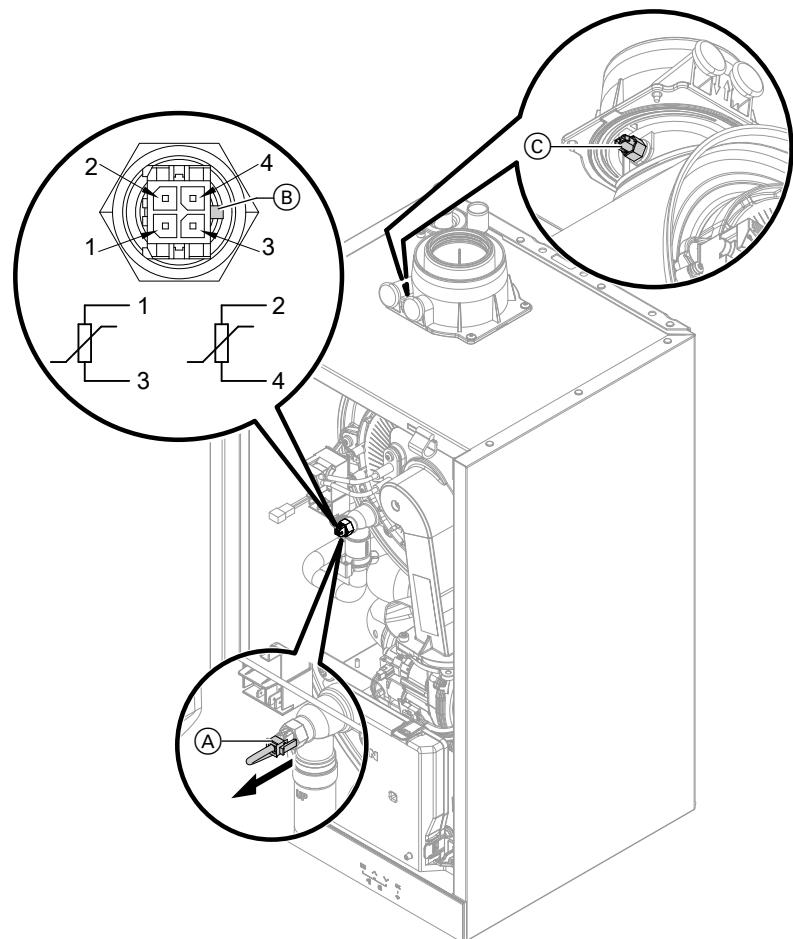


Fig. 37

Heat generator circuit flow temperature sensor (dual sensor)

1. Check the leads and plugs of flow temperature sensors **(A)**.
2. Disconnect the leads from flow temperature sensors **(A)**.

3. Check the sensor resistance. Note position of guide lug **(B)**.
 - Sensor 1: Connections 1 and 3
 - Sensor 2: Connections 2 and 4

Compare the resistances with the value for the current temperature from the following diagram. In the event of severe deviation ($> 10\%$), replace the dual sensor.

**Danger**

The dual sensor is directly immersed in the heating water (risk of scalding).
Drain the boiler on the heating water side before replacing the sensor.

**Danger**

Risk of electric shock from escaping heating water
Check the dual sensor for leaks.

Outside temperature sensor

1. Check the lead and plug of the outside temperature sensor.

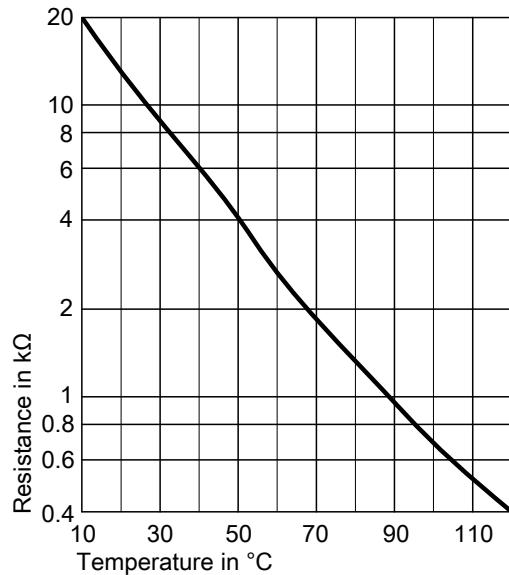
Repairs (cont.)

2. Disconnect wires 3 and 4 from terminal O.T.S.
3. Check the sensor resistance. Compare the resistance with the value for the current temperature from the following diagram.
If the results are very different from the curve ($> 10\%$), disconnect the wires from the sensor. Repeat the test directly on the sensor.
Check the on-site lead. 2-core cable, up to 35 m long with 1.5 mm^2 cross-section
Depending on the test result, replace the lead or the outside temperature sensor.

Flue gas temperature sensor

1. Check the lead and plug of flue gas temperature sensor ④.
2. Pull the leads from flue gas temperature sensor ④.
3. Rotate sensor (anti-clockwise) by $\frac{1}{4}$ turn to remove it (bayonet fitting).

- Flue gas temperature sensor
- Flow temperature sensor
- Outlet temperature sensor



Sensor type: NTC 10 kΩ

4. Check the sensor resistance. Compare the resistance with the value for the currently recorded temperature from the following diagram.
In the event of severe deviation ($> 10\%$), replace the sensor.

5. Rotate sensor (clockwise) by $\frac{1}{4}$ turn to install it.



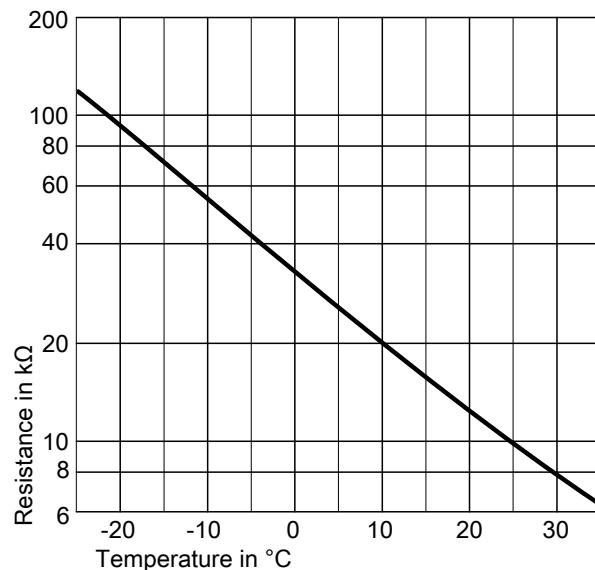
Danger

Escaping flue gas can cause poisoning.
When restarting, check for leaks on the flue gas side.

6. Reconnect leads to flue gas temperature sensor ④.

7. If the permissible flue gas temperature has been exceeded, the flue gas temperature sensor locks out the appliance. Reset the burner on the programming unit once the flue system has cooled down.

- Outside temperature sensor



Sensor type: NTC 10 kΩ

Fault during commissioning (fault message 416)

During commissioning, the control unit checks for correct placement of the flue gas temperature sensor. If fault message 416 is displayed:

1. Check whether the flue gas temperature sensor is correctly installed (bayonet fitting). See previous diagram.
2. If required, correct the position of the flue gas temperature sensor.

3. Check the flue gas temperature sensor resistance. See previous chapter. Replace faulty flue gas temperature sensor if required.
4. Turn off the ON/OFF switch.
5. Turn the ON/OFF switch back on.
Restart the commissioning assistant.
6. Check for leaks on the flue gas side.

Note

If fault message 416 continues to be displayed although the flue gas temperature sensor is correctly positioned: Initial commissioning may result in burner faults e.g. caused by air in the gas line. Eliminate the fault and reset the appliance.

Replacing the HBMU heat management unit**Note**

If replacing the HBMU heat management unit, "ViGuide" must be used.



See spare part installation instructions and internet address: www.viguide.info

Replacing the power cable

When replacing the power cable, only use the power cable available as an individual part from Viessmann.

Replacing the HMI connecting cable**Please note**

Incorrect routing of the cable can lead to heat damage and impairment of the EMC properties. For positioning and securing of the cable (fixing point of the cable tie), see the connecting cable installation instructions.

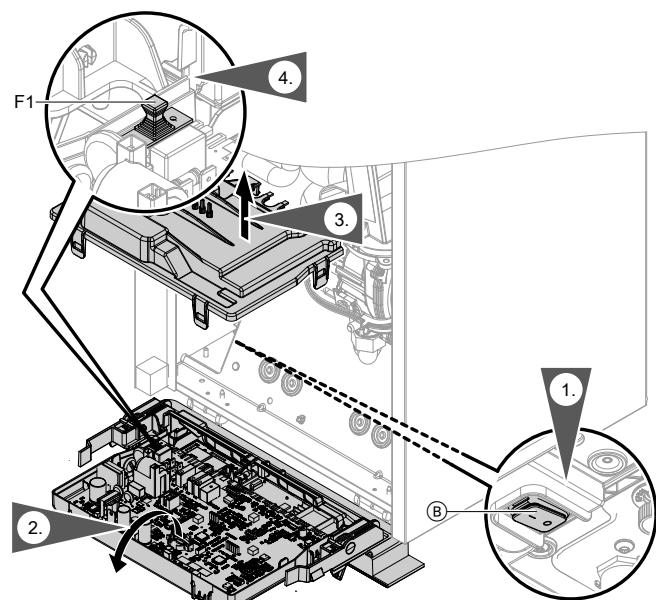
Checking the fuse

Fig. 38

1. Turn off ON/OFF switch (B).
2. Remove the programming unit.
3. Pivot the HBMU heat management unit down.
4. Remove cover (A).
5. Check fuse F1 (see connection and wiring diagram).

**Danger**

Incorrect or improperly fitted fuses can lead to an increased risk of fire.

- Insert fuses without using any force. Position fuses correctly.
- Only use structurally identical types with the specified response characteristics.

Appliance functions

Heating mode

■ Weather-compensated mode:

The rooms are heated in accordance with the room temperature settings.

The control unit determines a set flow temperature for the heat generator, subject to the outside temperature, the room temperature and the slope/level of the heating curve.

■ Room temperature-dependent mode (constant mode with room thermostat):

System with one heating circuit without mixer. The rooms are heated in accordance with the settings of the room temperature controller/room thermostat (accessories).

If the room temperature controller/room thermostat issues a demand, the standard set flow temperature is maintained. If there is no demand, the frost protection function is active.

■ Constant mode without room thermostat:

The rooms are heated according to the set flow temperature settings.

Heating curve

The heating curves represent the relationship between the outside temperature and the flow temperature.

Simplified: The lower the outside temperature, the higher the flow temperature must be in order to reach the set room temperature.

Factory settings:

- Slope = 1.4
- Level = 0

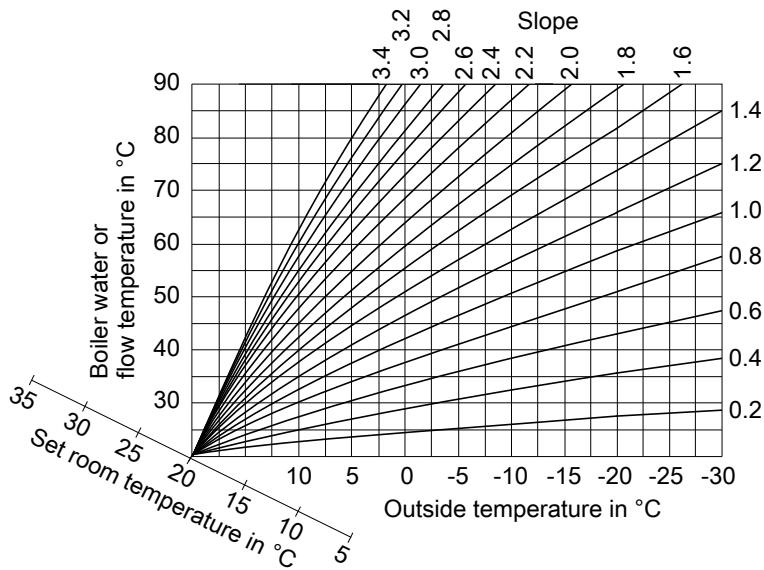


Fig. 39

Slope setting ranges:

- Underfloor heating systems: 0.2 to 0.8
- Low temperature heating systems: 0.8 to 1.6

Set room temperature

Standard room temperature

Individually adjustable for each heating circuit.

Appliance functions (cont.)

The heating curve is offset along the set room temperature axis. The start and stop points of the heating circuit pumps depend on the Heating limit, outside temperature for heating circuit... setting.

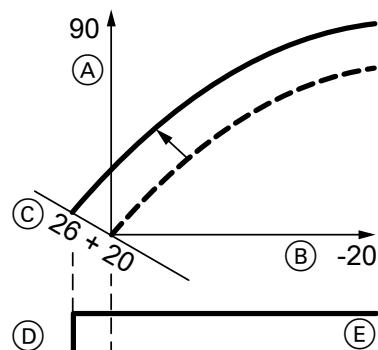


Fig. 40 Example 1: Changing the set room temperature from 20 to 26 °C

- (A) Flow temperature in °C
- (B) Outside temperature in °C
- (C) Set room temperature in °C
- (D) Heating circuit pump "OFF"
- (E) Heating circuit pump "ON"

Changing the set room temperature



Operating instructions

External heating circuit hook-up (if installed)

Note

Only in conjunction with weather-compensated mode

Function:

- If the external demand is active, the heating circuit is supplied with heat.
- If the external demand is inactive (contact open), heat supply to the heating circuit ends (regardless of the current set room temperature or the switching time).

Please note

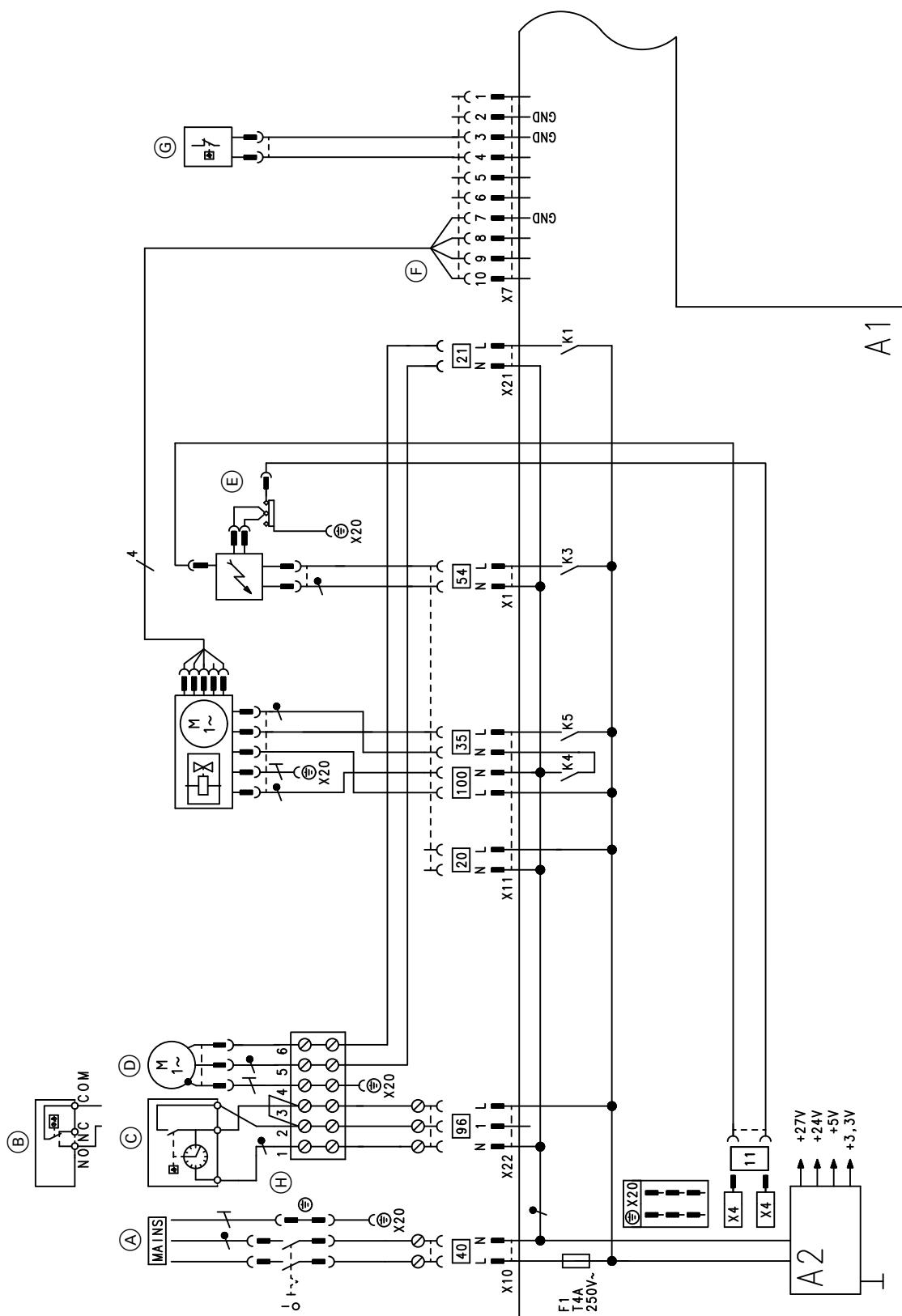


There is no frost protection for the connected heating circuits.

Connection:

- If only one heating circuit is hooked up, use connection at plug 96: See page 81.

HBMU heat management unit



HBMU heat management unit (cont.)

[100] Fan motor 230 V
[35] Gas solenoid valve
[54] Ignition unit

[40] Mains input
[21] Heating circuit pump

(cont.)

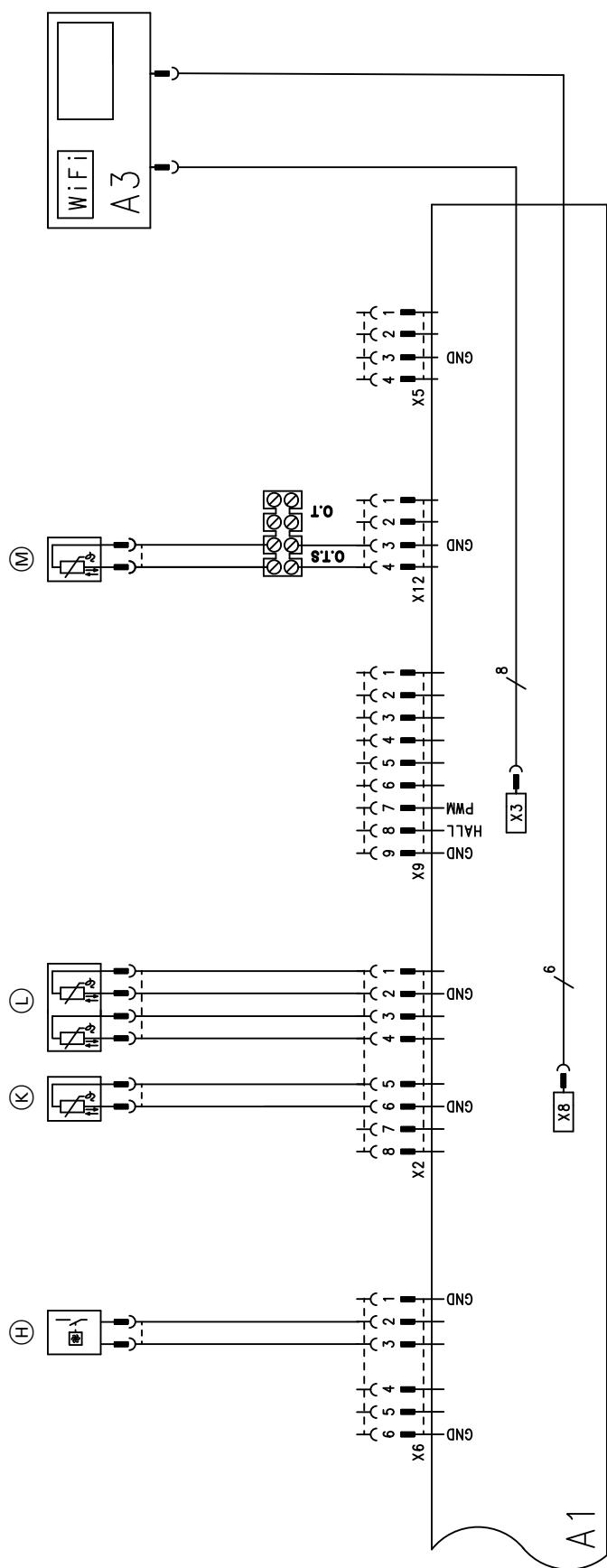


Fig. 43

A1 HBMU heat management unit
 A3 Programming unit
 X... Electrical interfaces
 (H) Flow switch

(K) Flue gas temperature sensor
 (L) Boiler temperature sensor
 (M) Outside temperature sensor

Commissioning/service reports

(cont.)

Settings and test values	Set value	Commissioning	Maintenance/service	Maintenance/service
Date				
Signature				
Static pressure	mbar kPa	≤ 57.5 ≤ 5.75		
Supply pressure (flow pressure)				
<input type="checkbox"/> With natural gas	mbar kPa	See table "Supply pressure" (Commissioning ...)		
<input type="checkbox"/> With LPG	mbar kPa			
<input type="checkbox"/> <i>Enter gas type</i>				
Carbon dioxide content CO₂				
For natural gas				
▪ At lower heating output	% by vol.	See "Check- ing the com- bustion qual- ity" (Com- mission- ing ...)		
▪ At upper heating output	% by vol.			
For LPG				
▪ At lower heating output	% by vol.			
▪ At upper heating output	% by vol.			
Oxygen content O₂				
▪ At lower heating output	% by vol.			
▪ At upper heating output	% by vol.			
Carbon monoxide content CO				
▪ At lower heating output	ppm	< 1000		
▪ At upper heating output	ppm	< 1000		

Gas condensing boiler

Gas boiler, type B and C, category I _{2N} /I _{2H}							
Type		B1GA					
Rated heating output range (to EN 15502)							
T _F /T _R = 50/30 °C							
Natural gas	kW	3.2 to 11	3.2 to 16	3.2 to 19	3.2 to 25	3.2 to 32	3.2 to 32
LPG	kW	3.2 to 11	3.2 to 16	3.2 to 19	3.2 to 25	3.2 to 32	3.2 to 32
T _F /T _R = 80/60 °C							
Natural gas	kW	2.9 to 9.9	2.9 to 14.4	2.9 to 17.0	2.9 to 22.5	2.9 to 28.7	2.9 to 28.7
LPG	kW	2.9 to 9.9	2.9 to 14.4	2.9 to 17.0	2.9 to 22.5	2.9 to 28.7	2.9 to 28.7
Rated heat input (Qn)							
Natural gas	kW	3 to 10.4	3 to 15.1	3 to 18.0	3 to 23.6	3 to 30.2	3 to 30.2
LPG	kW	3 to 10.4	3 to 15.1	3 to 18.0	3 to 23.6	3 to 30.2	3 to 30.2
Product ID		CE-0063DL3422					
IP rating to EN 60529		IPX4 to EN 60529					
NO _x		6	6	6	6	6	6
Gas supply pressure							
Natural gas	mbar	20	20	20	20	20	20
	kPa	2	2	2	2	2	2
LPG	mbar	50	50	50	50	50	50
	kPa	5	5	5	5	5	5
Max. permiss. gas supply pressure ¹							
Natural gas	mbar	25	25	25	25	25	25
	kPa	2.5	2.5	2.5	2.5	2.5	2.5
LPG	mbar	25 to 57.5	25 to 57.5	25 to 57.5	25 to 57.5	25 to 57.5	25 to 57.5
	kPa	2.5 to 5.75	2.5 to 5.75	2.5 to 5.75	2.5 to 5.75	2.5 to 5.75	2.5 to 5.75
Sound power level (to EN ISO 15036-1)							
▪ At partial load	dB(A)	33	33	33	33	33	33
▪ At rated heating output	dB(A)	41	44	46	49	52	52
Power consumption (in the delivered condition)		W	38	42	45	64	110
Rated voltage		V	230				
Rated frequency		Hz	50				
Appliance fuse protection		A	4.0				
Backup fuse (power supply)		A	16				
Electronic temperature limiter setting (TN)		°C	91				
Electronic temperature cut-out setting		°C	110				
Permissible ambient temperature							
▪ During operation	°C	+5 to +40					
▪ During storage and transport	°C	-5 to +60					
Weight							
▪ Excl. heating water and packaging	kg	23	23	23	23	23	26
▪ Incl. heating water	kg	25	25	25	25	25	28

¹ If the gas supply pressure is higher than the maximum permissible value, install a separate gas pressure governor upstream of the system.

Gas condensing boiler (cont.)

Gas boiler, type B and C, category I _{2N} /I _{2H}						
Type	B1GA					
Rated heating output range (to EN 15502)						
T _F /T _R = 50/30 °C						
Natural gas	kW	3.2 to 11	3.2 to 16	3.2 to 19	3.2 to 25	3.2 to 32
LPG	kW	3.2 to 11	3.2 to 16	3.2 to 19	3.2 to 25	3.2 to 32
T _F /T _R = 80/60 °C						
Natural gas	kW	2.9 to 9.9	2.9 to 14.4	2.9 to 17.0	2.9 to 22.5	2.9 to 28.7
LPG	kW	2.9 to 9.9	2.9 to 14.4	2.9 to 17.0	2.9 to 22.5	2.9 to 28.7
Water capacity (excl. diaphragm expansion vessel)	l	3	3	3	3	3
Max. flow temperature	°C	82	82	82	82	82
Nominal circulating water volume	l/h	434	633	752	988	1259
At T _F /T _R = 80/60 °C						
Permiss. operating pressure	bar	3	3	3	3	3
	MPa	0.3	0.3	0.3	0.3	0.3
Connections (with connection accessories)						
Boiler flow and return	R	¾	¾	¾	¾	¾
Dimensions						
▪ Length	mm	285	285	285	285	340
▪ Width	mm	375	375	375	375	375
▪ Height	mm	600	600	600	600	600
Gas connection	R	¾	¾	¾	¾	¾
Supply values						
Relative to the max. load and 1013 mbar/15 °C						
▪ Natural gas E	m ³ /h	1.1	1.6	1.88	2.48	3.16
▪ Natural gas LL	m ³ /h	1.3	1.86	2.19	2.88	3.68
▪ LPG	kg/h	0.81	1.17	1.4	1.83	2.35
Flue gas parameters						
Temperature (at a return temperature of 30 °C)						
▪ At rated heating output	°C	39	40	41	46	59
▪ At partial load	°C	38	38	38	38	38
Temperature (at a return temperature of 60 °C, for DHW heating)	°C	64	64	65	67	72
Available draught	Pa	250	250	250	250	250
	mbar	2.5	2.5	2.5	2.5	2.5
Available draught for B23P	Pa	232	400	527	698	635
	mbar	2.32	4	5.27	6.98	6.35
Max. amount of condensate	l/h	2.5	2.5	2.5	3.3	4.2
To DWA-A 251						
Condensate connection (hose nozzle)	Ø mm	20 to 24	20 to 24	20 to 24	20 to 24	20 to 24
Flue gas connection	Ø mm	60	60	60	60	60

Gas condensing boiler (cont.)

Gas boiler, type B and C, category I_{2N}/I_{2H}						
Type	B1GA					
Rated heating output range (to EN 15502)						
$T_F/T_R = 50/30\text{ }^\circ\text{C}$	kW	3.2 to 11	3.2 to 16	3.2 to 19	3.2 to 25	3.2 to 32
Natural gas	kW	3.2 to 11	3.2 to 16	3.2 to 19	3.2 to 25	3.2 to 32
LPG	kW	3.2 to 11	3.2 to 16	3.2 to 19	3.2 to 25	3.2 to 32
$T_F/T_R = 80/60\text{ }^\circ\text{C}$	kW	2.9 to 9.9	2.9 to 14.4	2.9 to 17.0	2.9 to 22.5	2.9 to 28.7
Natural gas	kW	2.9 to 9.9	2.9 to 14.4	2.9 to 17.0	2.9 to 22.5	2.9 to 28.7
LPG	kW	2.9 to 9.9	2.9 to 14.4	2.9 to 17.0	2.9 to 22.5	2.9 to 28.7
Ventilation air connection	\varnothing mm	100	100	100	100	100
Standard seasonal efficiency [to DIN] at						
$T_F/T_R = 40/30\text{ }^\circ\text{C}$	%	Up to 98 (H_s) [gross cv]				
Energy efficiency class		A	A	A	A	A

Note

The supply values are only for reference (e.g. in the gas contract application) or for a supplementary, rough estimate to check the volumetric settings. Due to factory settings, the gas pressure must not be altered from these values. Reference: $15\text{ }^\circ\text{C}$, 1013 mbar (101.3 kPa).

Flue system types

Available in the following countries	Flue system types
AE, AM, AT, AZ, BA, BG, BY, CH, CY, CZ, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IS, IT, KG, KZ, LT, LV, MD, ME, MT, NL, NO, PL, PT, RO, RS, RU, SE, SK, TR, UA, UZ	B ₂₃ , B _{23P} , B ₃₃ , C ₁₃ , C ₃₃ , C ₅₃ , C ₆₃ , C ₈₃ , C _{83P} , C ₉₃
AU, BE, NZ	B ₂₃ , B _{23P} , B ₃₃ , C ₁₃ , C ₃₃ , C ₅₃ , C ₈₃ , C _{83P} , C ₉₃
DE, LU, SI	B ₂₃ , B _{23P} , B ₃₃ , C _{13X} , C _{33X} , C _{53X} , C _{63X} , C _{83X} , C _{93X}
CN	C13

Gas categories

Available in the following countries	Gas categories
AE, AM, AT, DK, EE, KG, LV, LU, LT, RO, RU, SE, AZ, BA, BG, BY, CH, CZ, ES, FI, GB, GR, HR, IE, IS, KZ, IT, MD, ME, NO, PT, RS, SI, SK, TR, UZ, HU, MT, UA	II _{2N3P} /II _{2H3P}
AU, BE, NZ	I _{2N}
DE, FR	II _{2N3P}
CY	I _{3P}
NL	II _{2EK3P}
PL	II _{2N3P} /II _{2ELw3P}
CN	12T

The gas condensing boiler is suitable for operation with a hydrogen blend of up to 20 % by volume.

Electronic combustion control unit

The electronic combustion controller utilises the physical correlation between the level of the ionisation current and the air ratio λ . The maximum ionisation current is achieved at an air ratio of 1 for all gas qualities. The ionisation signal is evaluated by the combustion controller. The air ratio is regulated to a value that is between $\lambda = 1.2$ and 1.5 . This range provides for an optimum combustion quality. Thereafter, the electronic gas train regulates the required gas volume subject to the prevailing gas quality.

To check the combustion quality, the CO_2 content or the O_2 content of the flue gas is measured. The prevailing air ratio is determined using the actual values.

To achieve optimum combustion control, the system regularly carries out an automatic self-calibration; also after power failures (shutdown). For this, the combustion is briefly regulated to maximum ionisation current (corresponding to air ratio $\lambda=1$). Self-calibration takes place shortly after the burner starts. The process lasts approx. 20 s during which higher than normal CO emissions may occur briefly.

Final decommissioning and disposal

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

For decommissioning, isolate the system from the power supply, secure against reconnection and allow components to cool down where appropriate. All components must be disposed of correctly.

Declaration of conformity

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