Operating instructions

for the system user

Air purifier

VITOPURE

6155890 GB 2/2024

Please keep safe.

For your safety

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

Safety instructions explained

⚠ **Danger**
This symbol warns against the risk of injury.

! **Please note**
This symbol warns against the risk of material losses and environmental pollution.

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

Target group

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

! **Please note**
Supervise children in the proximity of the appliance.
- Never permit children to play with the appliance.
- Cleaning and user maintenance must never be carried out by unsupervised children.

Safety instructions for working on the appliance

Connecting the appliance

- Observe the specified electrical connection requirements.
- Only connect the appliance to a mains socket using the power cable provided.
- Route the power cable without stress. Do not cover the power cable. Avoid trip hazards.

⚠ **Danger**
Incorrectly executed electrical connections can lead to life threatening accidents.
If the power cable, the power plug and/or the mains socket are damaged, the appliance must not be connected and switched on.

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For your safety (cont.)

Working on the appliance

- All settings and work on the appliance must be performed as specified in these operating instructions.
  No other work on the appliance is permissible.
- Do not open the appliance.
- Do not use any tools on the appliance.
- Do not unscrew the casing.
- Do not modify or remove attachments or fitted accessories.
- Do not open or tighten connections.

Auxiliary components, spare and wearing parts

Please note
Components that were not tested with the appliance may cause appliance damage, or may affect its functions. Repairing components that fulfil a safety function can compromise the safe operation of the appliance.
Replace filters only with original Viessmann spare parts.

Safety instructions for operating the appliance

Danger
Contaminated air drawn in can pose a health hazard to people in the room and may damage the appliance.
- Do not allow contaminated air, for example air contaminated by combustion engines or other machinery that emits exhaust gases or other harmful substances, to enter the room.
- If unusual odours are detected, immediately switch off the appliance.
- Do not use the air purifier as a substitute for an extractor hood.

Danger
High mechanical stress may cause injury and damage the appliance.
- Do not place any objects on the appliance.
- Do not sit on the appliance.

Please note
Operating the appliance when the air flow is blocked may damage the appliance.
- Do not close off or block the air inlet and air outlet openings. Do not insert any objects into the openings.
- Observer the minimum clearances from other objects, furniture and walls.
- Keep pets away.

Please note
If small parts or liquids get into the appliance, they may damage it.
- Do not place small parts or containers holding liquids on the appliance.
- Do not use the appliance as a table or shelf.

If there is a fire

Danger
Fires create a risk of burns.
- Pull the power plug from its socket.
- Use a tested fire extinguisher, class ABC.

For your safety (cont.)

Conditions for siting

⚠ **Danger**
Risk of explosion: High dust concentrations or flammable gases may form an explosive atmosphere in the ambient air. Take the following measures to prevent fire and explosion:

- Do not install air purifiers in areas where there is a risk of explosion or near to flammable liquids or gases.
- Do not use flammable materials, e.g. sprays or other flammable gases, in the installation room.
- Do not install the appliance in rooms with a high concentration of dust.

! **Please note**
Incorrect operating conditions and ambient conditions may damage the appliance and compromise safe operation.

- Do not install the air purifier outdoors.
- Maintain the permissible ambient temperatures as detailed in these operating instructions.
- Do not install the appliance near heat sources, e.g. ovens, heaters, etc. Protect from direct sunlight.
- Avoid air contamination through halogenated hydrocarbons, e.g. as in paints, solvents and cleaning agents.
- Avoid moisture:
  - Avoid consistently high humidity levels, e.g. in bathrooms, or areas where washing is regularly being dried.
  - Do not install the appliance near containers holding liquids, e.g. aquariums.
  - Do not immerse the appliance in liquids.
  - Do not touch the appliance with wet hands.
  - Clean only with a dry or slightly damp cloth.

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Liability

No liability is accepted for loss of profit, unattained savings, or other direct or indirect consequential losses resulting from use of the WiFi interface integrated into the system or the corresponding internet services. No liability is accepted for losses resulting from inappropriate use.
Liability is limited to typical damage arising if a fundamental contractual obligation is violated through slight negligence, the fulfilment of which is essential for proper execution of the contract.
The limitation of liability shall not apply if the damage was caused deliberately or through gross negligence, or if mandatory liability applies due to product liability legislation.

The Viessmann General Terms and Conditions apply, which are included in each current Viessmann pricelist. The relevant data protection regulations and terms of use apply to the use of Viessmann apps. Viessmann accepts no liability for push notifications and email services, which are provided by network operators. The terms and conditions of the respective network operators therefore apply.

Symbols

Symbols in these instructions

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

Intended use

The air purifier is only intended to be installed and operated with due attention paid to the associated operating instructions. The air purifier is designed exclusively for purifying the air in enclosed rooms, e.g. In residential or office buildings.

Intended use presupposes that the air purifier is installed and operated only with approved components.

Using the appliance in a commercial environment and for a purpose other than air purification shall be deemed inappropriate use.

Incorrect usage or inappropriate operation of the appliance is prohibited and results in an exclusion of liability. Incorrect usage also occurs if the components in the air purifier are modified from their intended function.

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

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Product information

To purify the indoor air, the air purifier continually draws in contaminated indoor air and passes this air through the combined fine dust and activated carbon filter. This filter removes both fine particles (e.g. dust, pollen, mould, animal hair) and gaseous organic substances (e.g. odours) before the cleaned air flows back into the room via the air outlet opening. The air flows out uniformly in all directions, without causing draughts.
Seals installed all around the filter ensure that no air flows past the filter. As a result, 100 % of the air drawn in is cleaned by the filter.
The air purifier has an indicator for changing the filter. This indicator informs you at the appropriate time that the filter needs to be changed. The filter is easily accessible and can be changed without the need for tools.
During operation, the integral air quality sensor continually monitors the quality of the air being drawn in. In automatic mode, the air flow rate is regulated automatically depending on the measured air quality, so that consistent air quality is achieved. The system switches automatically to a higher operating level if the air is heavily contaminated and to a lower level when there is less air contamination. You can read off the current air quality at any time from the circular colour indicator on the appliance programming unit.

The programming unit located on top of the appliance allows you to manually adjust the "clean air delivery rate" (CADR) at any time to 4 different levels.
With the ViCare app, you can operate the air purifier via WiFi from your mobile device, e.g. a smartphone. Here you have access to an extended range of functions, e.g. a time program or detailed information and statistics about the measured air quality.

Note
Air purifiers improve the quality of the air indoors. Please bear in mind that to achieve consistently high air quality, the cause of the air contamination also needs to be taken into account.
- *Implement suitable measures where necessary.*
- *Ensure your rooms are sufficiently ventilated.*

Despite having an activated carbon filter, the air purifier is ***not a substitute for an extractor hood****.*

Standard delivery:
- Air purifier with integral filter
- Power cable
- Operating instructions

Air contamination

Your air purifier reduces the pollution in your indoor air caused by the presence of fine particles and gaseous organic substances in the air.

If you continually breathe in air that is contaminated with these particles, serious health problems may result, e.g. respiratory illnesses.

Particles (fine dust)

These particles are fine floating particles in your indoor air.
These particles either enter your rooms in the outdoor air (e.g. exhaust gases, pollen) or are emitted directly in the room itself (e.g. tobacco smoke, animal hair, mould).

Gaseous organic substances

The gaseous substances contained in the air are predominantly volatile organic compounds ("VOC"). These compounds include both harmless substances (e.g. body perspiration, food odours) and potentially harmful emissions from furniture and plastics.

Product information (cont.)

Vitopure 250

Air purifier with a max. clean air delivery rate (CADR) of 250 m^3/h:

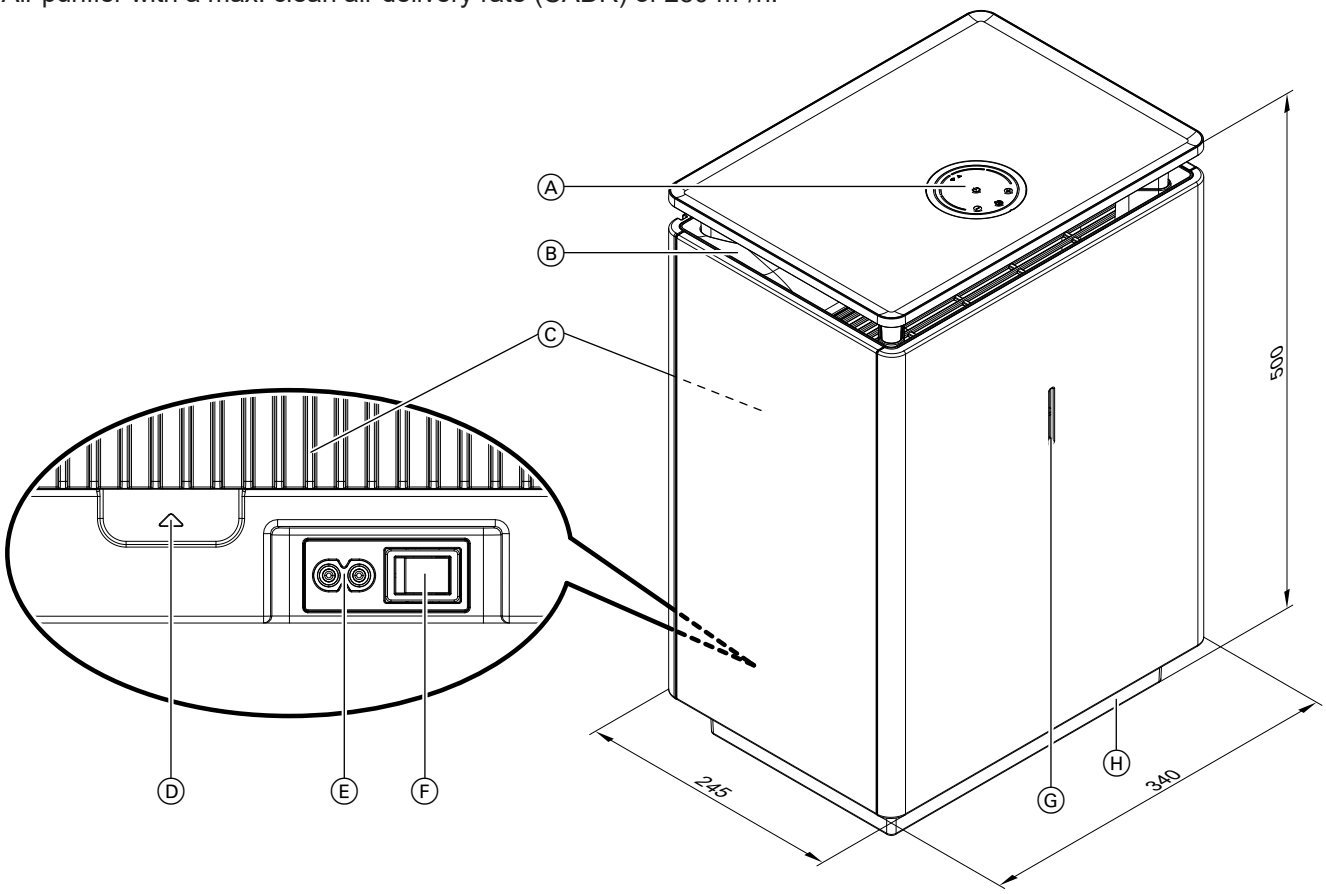

Fig. 1

Ⓐ Programming unit
Ⓑ Air outlet opening
Ⓒ Air intake grille
Ⓓ Recessed handle for removing the rear casing panel
Ⓔ Connection socket (type C7) for power cable
Ⓕ ON/OFF switch
Ⓖ Air quality sensor
Ⓗ Base with adjustable feet

Note
The QR code for registering the appliance in the ViCare app is located on the inside of the casing panel and on the protective film on the top of the appliance.

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Product information (cont.)

Vitopure 350

Air purifier with a max. clean air delivery rate (CADR) of 350 m^3/h:

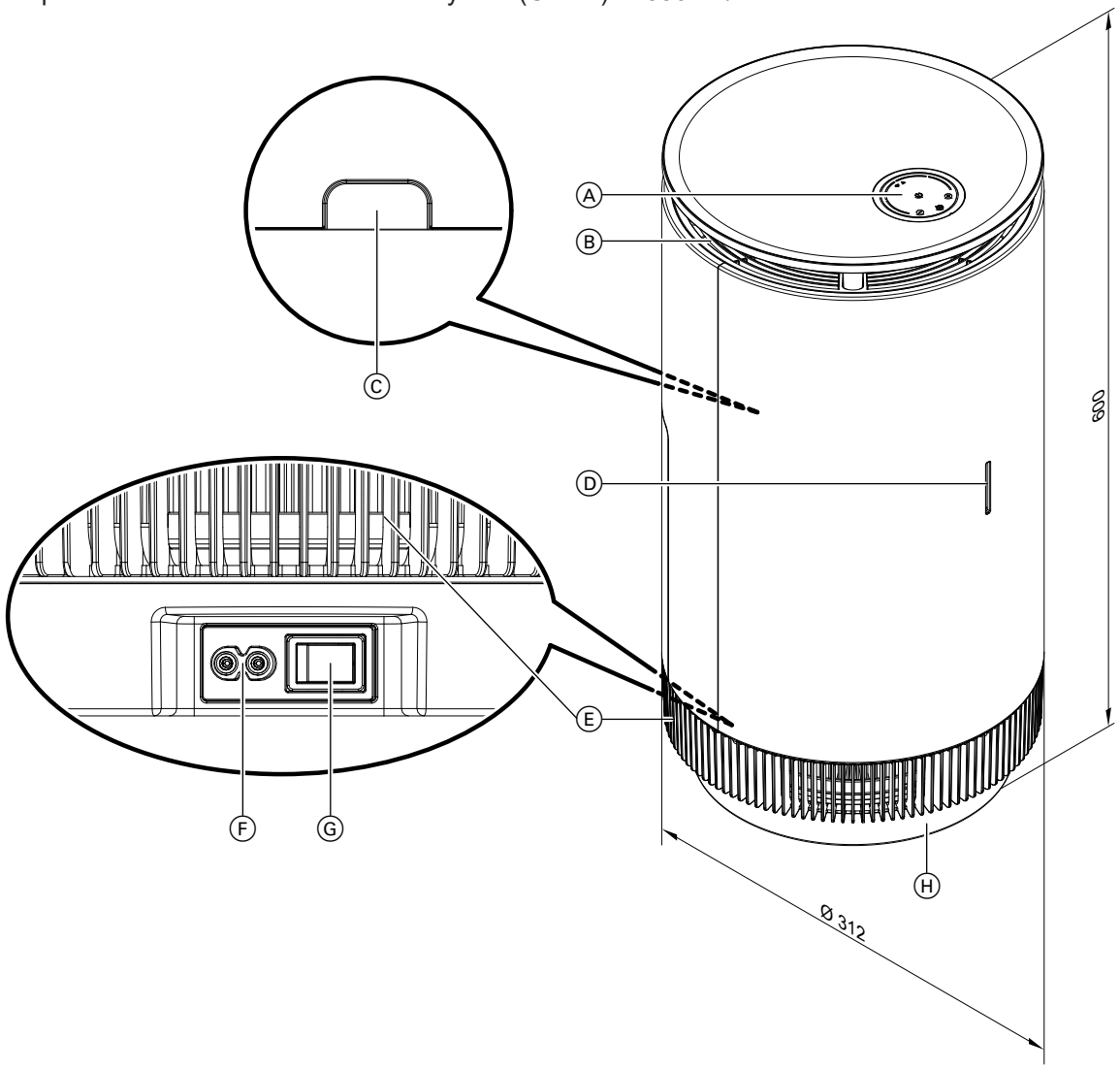

Fig. 2

Ⓐ Programming unit
Ⓑ Air outlet opening
Ⓒ Recessed handle for removing the rear casing panel
Ⓓ Air quality sensor
Ⓔ Air intake grille
Ⓕ Connection socket (type C7) for power cable
Ⓖ ON/OFF switch
Ⓗ Base with adjustable feet

Note
The QR code for registering the appliance in the ViCare app is located on the inside of the casing panel and on the protective film on the top of the appliance.

Product information (cont.)

Vitopure 450

Air purifier with a max. clean air delivery rate (CADR) of 450 m^3/h

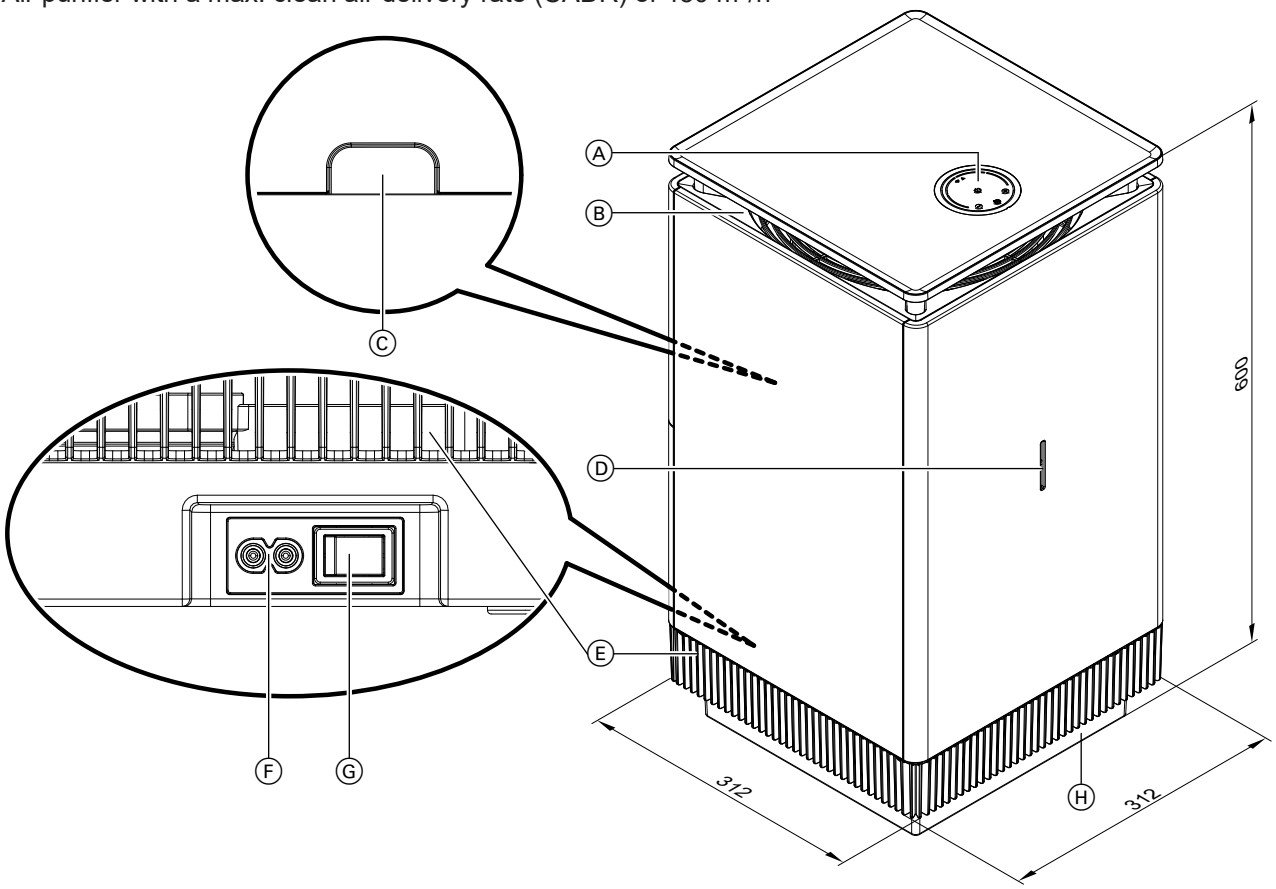

Fig. 3

Ⓐ Programming unit
Ⓑ Air outlet opening
Ⓒ Recessed handle for removing the rear casing panel
Ⓓ Air quality sensor
Ⓔ Air intake grille
Ⓕ Connection socket (type C7) for power cable
Ⓖ ON/OFF switch
Ⓗ Base with adjustable feet

Note
The QR code for registering the appliance in the ViCare app is located on the inside of the casing panel and on the protective film on the top of the appliance.

Installing the appliance

Recommended room sizes

The recommended size of the installation room depends on the air change rate you require.
The air change rate indicates how often the entire volume of air in the room can be cleaned in one hour when the appliance is operating at its **maximum operating level**.

Example:
Air change rate 2:
The entire volume of air in the room can be cleaned twice per hour by the air purifier.

High air change rates are consequently only possible in small rooms. In large rooms, the air change rates are lower.
The following table summarises the maximum room areas for specific operating conditions (e.g. air change rates).

Installing the appliance (cont.)

Operating condition	Room area in m² with a room height of 2.4 m		
	Vitopure 250	Vitopure 350	Vitopure 450
Air change rate 2	50	75	100
Air change rate 4	25	35	45
Removal of 95 % of particles in the air in 1 hour at max. clean air delivery rate	35	50	60

Room height
For different room heights, the room area must be adapted accordingly. If necessary, provide an appliance with a different output.

Note
For lower levels of air contamination, lower air change rates are sufficient.
This means that the appliance can be operated in larger rooms or lower operating levels can be selected. Selecting lower operating levels also reduces the operating noise of the air purifier.

Permissible ambient conditions in the installation room

Please note
The appliance may develop faults if it is operated outside the specified temperature and moisture ranges.
Ensure that the specified temperature and moisture ranges are maintained in the installation room.

To prevent malfunctions, ensure the following ambient conditions in the installation room:
- Permissible room temperature:
  15 °C to 38 °C
- Permissible relative humidity in the installation room:
  Maximum 85 %

Electrical connection requirements

Install the air purifier close to a mains socket. Do not use any additional extension cables to connect to the mains socket.

Danger
Incorrectly executed electrical connections can lead to life threatening accidents.
To connect to the mains, use only the power cable provided.

Required mains connection:
- Mains voltage:
  220 to 240 volts
- Mains frequency:
  50 or 60 Hertz

Note
The air purifier complies with protection class II.
This means you are reliably protected from electrical voltages when touching the casing.

Air purifier	Max. power consumption
Vitopure 250	22 watt
Vitopure 350	50 watt
Vitopure 450	52 watt

Mobile data transfer

Mobile data transfer takes place via WiFi:
- Frequency band:
  2412 to 2472 MHz
- Max. transmission power:
  < 20 dBm

Installing the appliance (cont.)

Siting requirements

- Use the air purifier only in enclosed office or living spaces, not in wet rooms or garages.
- Do not install the appliance close to heat sources, e.g. ovens, chimneys, cookers, kettles, etc.
- Do not use humidifiers in the installation room.
- To ensure stability, only install the appliance on firm, flat surfaces.

! **Please note**
Installing the appliance in the immediate vicinity of walls and items of furniture will affect the air flow. The function of the air purifier may be impaired as a result. Dirt may accumulate on your furnishings.
When operating the air purifier, ensure a minimum clearance of 15 cm from walls and furniture in all directions.

Operating noise

When selecting the installation location, take into consideration the operating noise of your air purifier.

- To avoid sound reflection, wherever possible install the air purifier freestanding in the room.
- Do not install the appliance on reverberant floors, e.g. on concrete surfaces or tiles.
- To improve the acoustics in your rooms, use sound-absorbing materials, e.g. carpets, cushions, curtains.

Energy saving tips

- If air contamination is very low, reduce the operating level.
See page 27.
- To ensure that only as much electricity as required is used, adjust the operation of the air purifier to the actual level of air contamination. To do this, activate automatic mode.
See page 26.
- To enable you to operate the air purifier on a low setting, it is worth taking into account the causes of the air contamination. Implement appropriate measures where necessary.

Tips for greater comfort

- For consistent room air quality, adjust the operation of the air purifier to the actual level of air contamination. To do this, activate automatic mode. This also means that operating noise occurs only when absolutely necessary.
See page 26.
- To improve the air quality as quickly as possible, briefly operate the air purifier on the maximum setting.
See page 27.

Removing the protective film on the top of the appliance

To operate the air purifier from the control panel, remove the protective film on the top of the appliance.

Note
The protective film contains a QR code. You can use this QR code to register the appliance in the ViCare app.

Vitopure 250

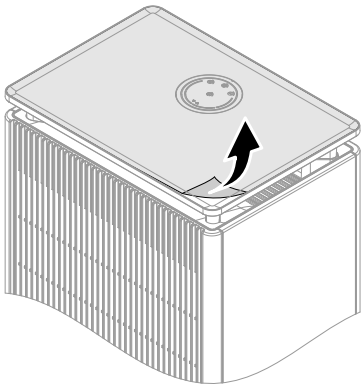

Fig. 4

Vitopure 350

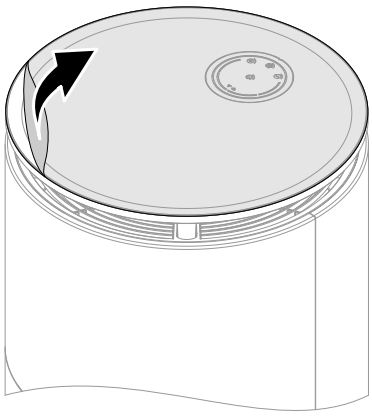

Fig. 5

Vitopure 450

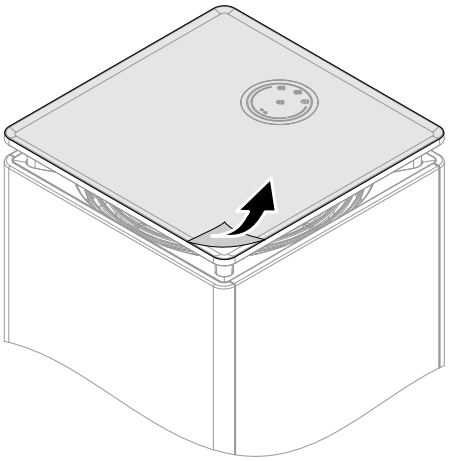

Fig. 6

Removing the protective film on the filter

To ensure that the filters maintain their effectiveness during storage and transport, the filters installed in the air purifier at the factory are packed in a protective film.

! **Please note**
Operating the air purifier with the filters still packed may damage the appliance.
Remove the filter's protective film before commissioning.

Removing the protective film on the filter (cont.)

Vitopure 250

1. **Remove casing panel**

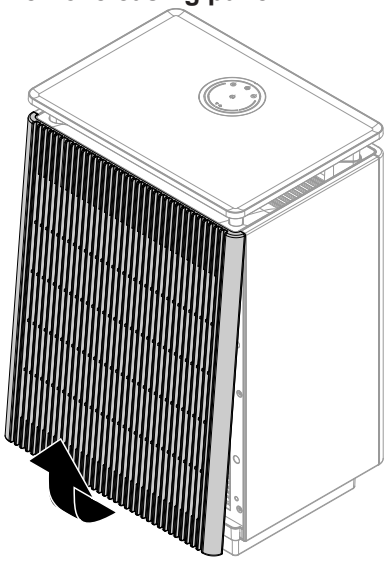

Fig. 7

2. **Remove filter together with protective film**

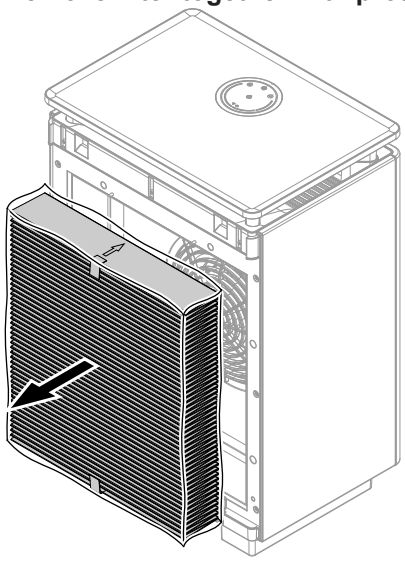

Fig. 8

3. **Remove protective film**

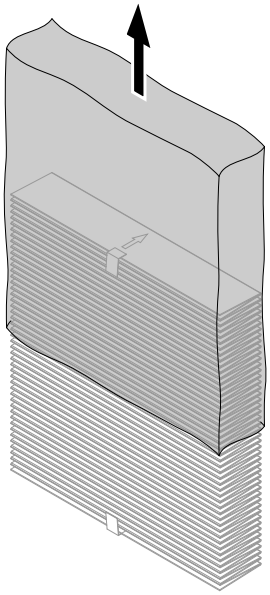

Fig. 9

4. **Insert filter without protective film**

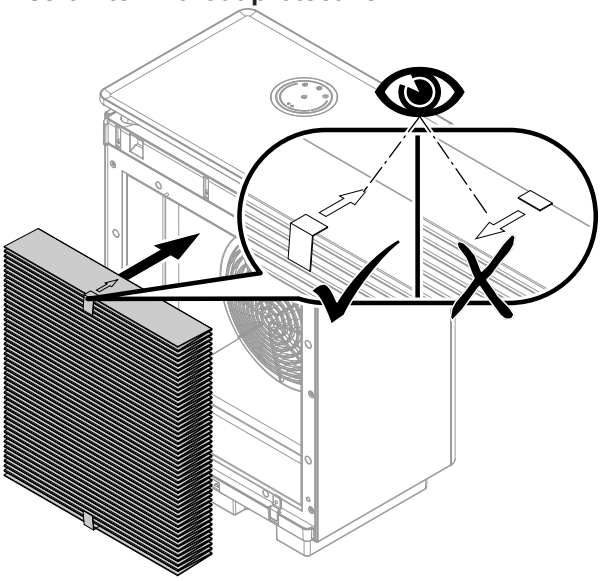

Fig. 10

Removing the protective film on the filter (cont.)

5. Fit casing panel

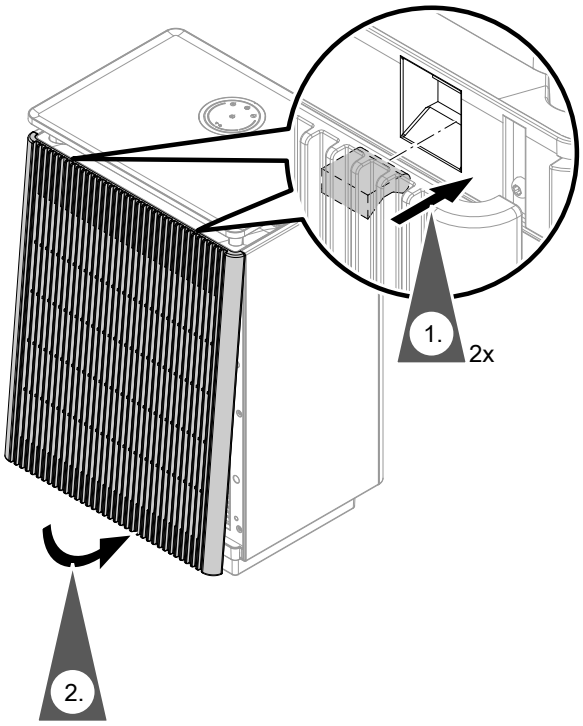

Fig. 11

Vitopure 350

1. Remove casing panel

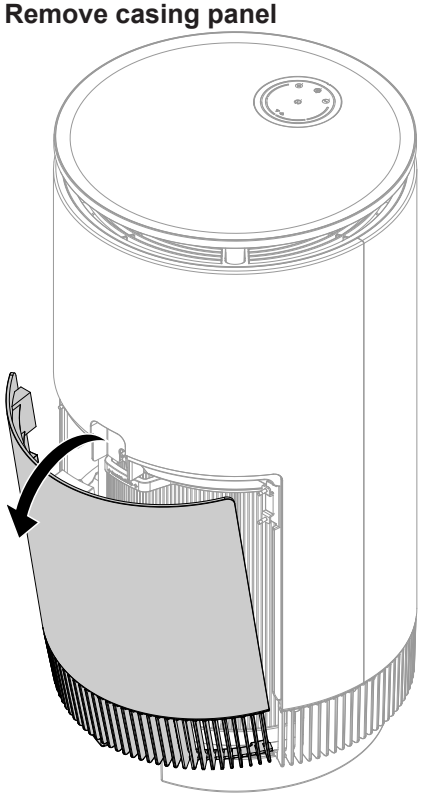

Fig. 12

2. Using both handles, pull out filter together with protective film

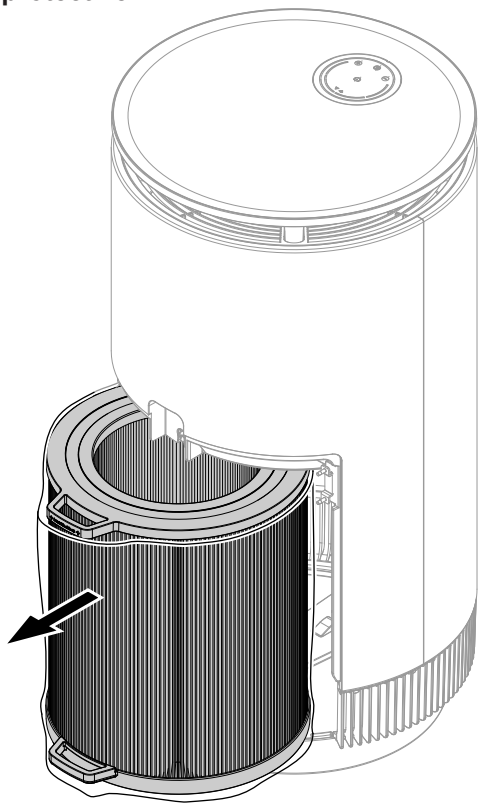

Fig. 13

Removing the protective film on the filter (cont.)

3. Remove protective film

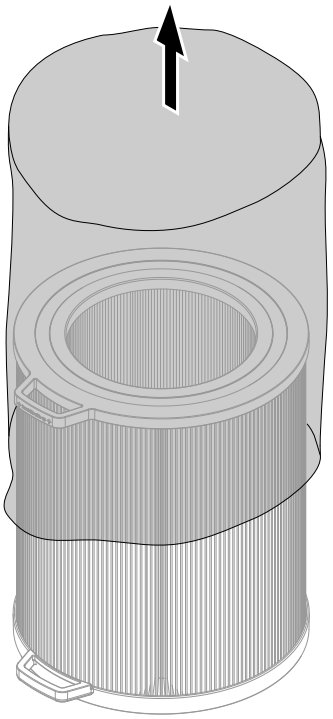

Fig. 14

4. Insert filter without protective film

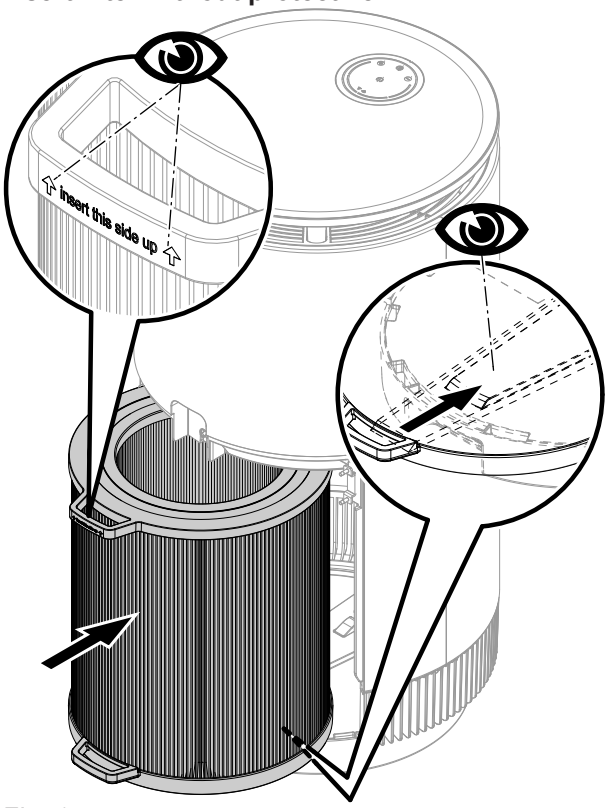

Fig. 15

5. Fit casing panel

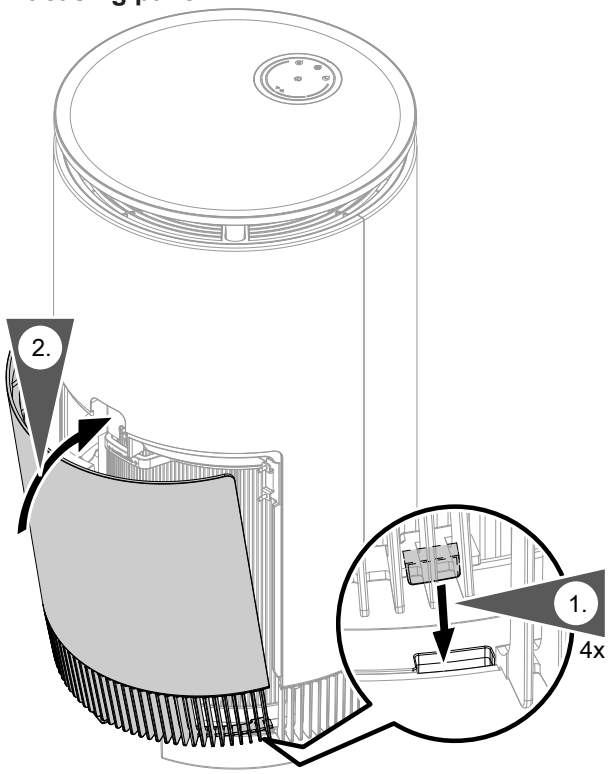

Fig. 16

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Removing the protective film on the filter (cont.)

Vitopure 450

1. **Remove casing panel**

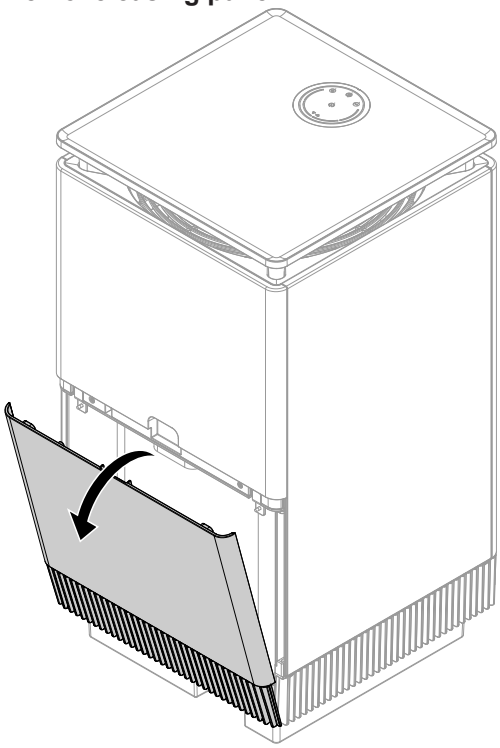

Fig. 17

2. **Using both handles, pull out filter together with protective film**

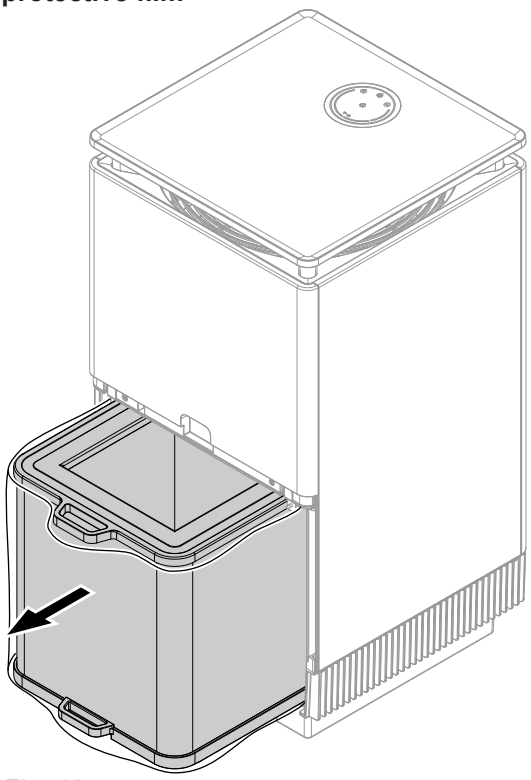

Fig. 18

3. **Remove protective film**

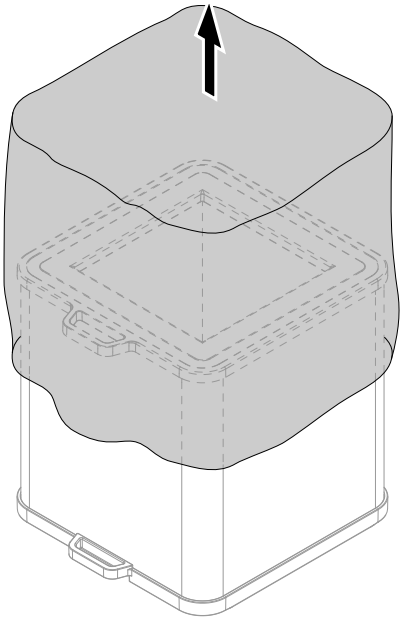

Fig. 19

4. **Insert filter without protective film**

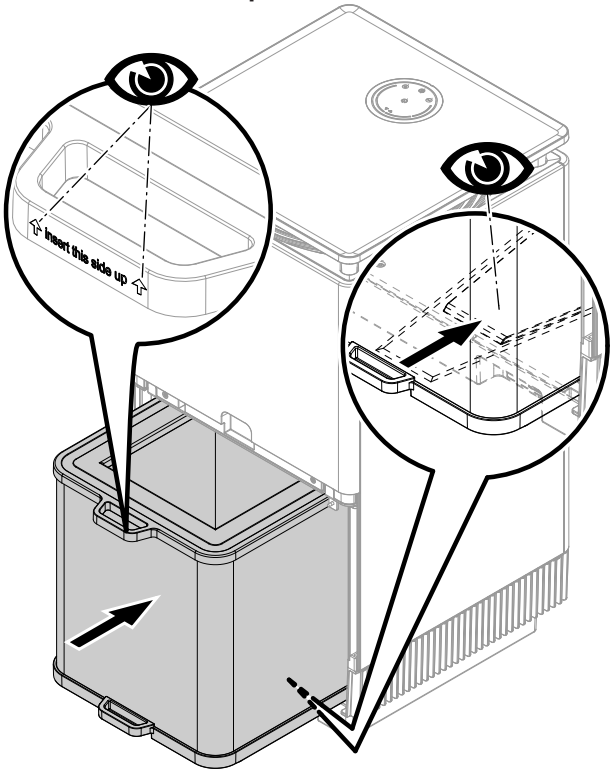

Fig. 20

Removing the protective film on the filter (cont.)

5. Fit casing panel

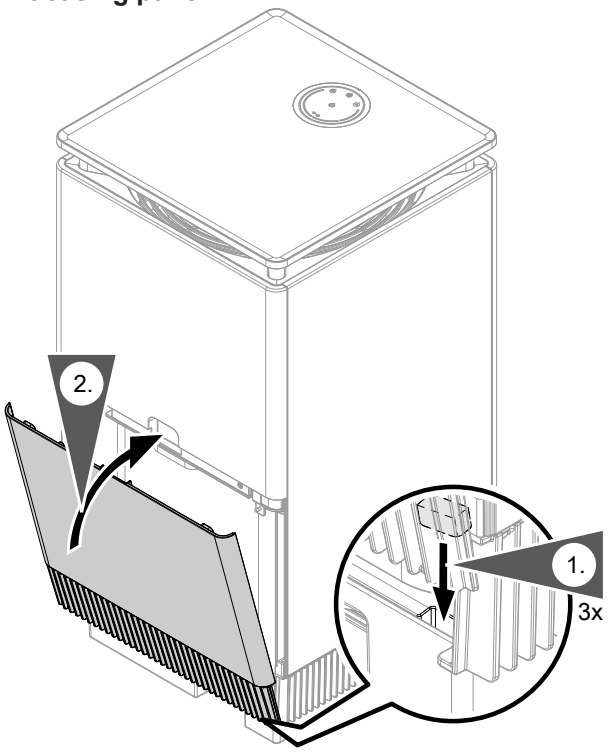

Fig. 21

Connecting to mains power and switching on the appliance

1. Check that the ON/OFF switch on the air purifier is switched off (position "**0**").
If necessary, turn off the ON/OFF switch.

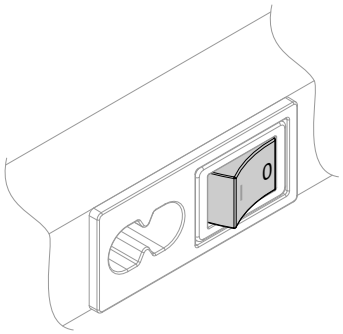

Fig. 22

2. Insert the supplied power cable into the connection socket (type C7) on the back of the air purifier.

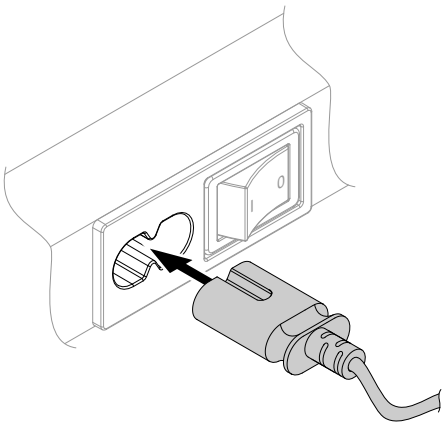

Fig. 23

3. Insert the power plug into the mains socket.

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Connecting to mains power and switching on the… (cont.)

4. Turn on the ON/OFF switch on the air purifier (position "**I**").

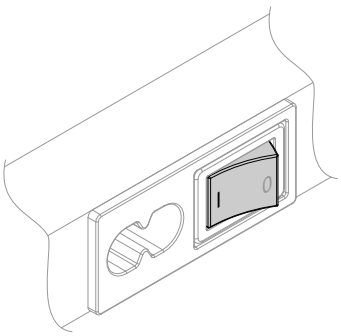

Fig. 24

Automatic mode is activated: See page 26.

Your appliance is preset at the factory

Your air purifier is preset at the factory and is therefore ready for operation:

After the power supply is switched on, automatic mode is activated: See page 26.

Operating principles

You can perform the main settings for your air purifier using the control panel.
Additional operating and display functions are available in the ViCare app.

Operation using the control panel

The control panel has a round user interface with touch keys and LEDs. Tap the relevant keys to perform settings.

Operation via ViCare app

The ViCare app allows you to operate your air purifier via your mobile device, e.g. smartphone.
- The ViCare app offers additional operating functions to those available via the control panel.
- Check the system requirements for operation with the ViCare app.
- Further information on operation via the ViCare app can be found on page 28.

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

Display and controls

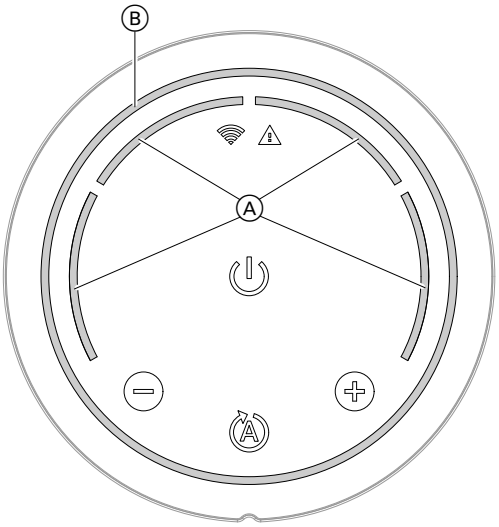

Fig. 25

Ⓐ Circle segment display showing active operating level: See following chapter.
Ⓑ Colour indicator for showing room air quality

- Display off: No WiFi connection
- Display illuminated: WiFi connection is active.
- Display flashes: WiFi connection is being established.
  Note
  - *After the appliance is switched on, it may take a while to establish the WiFi connection.*
  - *When standby mode is activated, the WiFi connection remains active.*

⚠
- Display off: No messages available
- Display illuminated: Replace the filter within the next 14 days.
- Display flashes slowly: Replace the filter **immediately**.
- Display flashes quickly: A fault message is present. The air purifier is switched off.
  See page 29.

⏻ To activate standby mode or switch on room air purification: See page 24.
- Display off: Standby mode is activated, no room air purification.
- Display illuminated: Room air purification is activated.

⊖ To reduce the operating level. Manual mode is activated.
See page 27.

⊕ To increase the operating level. Manual mode is activated.
See page 27.

Ⓐ To activate and deactivate automatic mode: See page 26.

The 4 operating buttons ⏻, ⊖, ⊕ and Ⓐ are designed as touch buttons and respond to touch.
The buttons ⊖ and ⊕ illuminate briefly when touched.

Circle segment display for operating level Ⓐ

The currently active operating level is indicated by the number of illuminated circle segments, irrespective of whether automatic mode or manual mode is active.

Operating level 1

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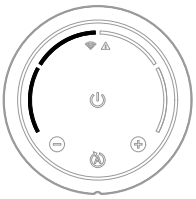
Display and controls (cont.)

- Low levels of indoor air contamination
- Small room area
- Very quiet operation

Operating level 2



- Normal levels of indoor air contamination
- Medium sized room area
- Quiet operation

Operating level 3

- Elevated levels of indoor air contamination
- Large room area
- Normal operating noise

Operating level 4

- Severe indoor air contamination
- Large room area
- Maximum operating noise

Colour indicator for air quality Ⓑ

The air purifier uses the integral air quality sensor to continually monitor the room air quality. Both the fine dust content and the concentration of gaseous organic substances (VOC) are taken into account. From this, the appliance calculates the air quality index (AQI). The lower the air quality index, the better the room air quality.

For further information on air contamination, see page 9.
The circular colour indicator (see Fig. 25) uses different colours to show the room air quality based on the air quality index:

Colour	Room air quality	Air quality index AQI
Turquoise	Good	0 to 50
Green	Acceptable	51 to 100
Ochre	Moderate	101 to 150
Red	Poor	151 to 200
Pink	Very poor	201 to 300
Violet	Extremely poor	301 to 500

Note
Room air quality is measured by the external sensor, even in standby mode.
As the indoor air is not being circulated in this mode, the colour value displayed in standby mode refers only to the immediate surroundings of the appliance.
For a reliable measurement of room air quality, switch on the air purifier for a few minutes.

Activating room air purification

Switching on the appliance at the ON/OFF switch

Turn on the ON/OFF switch on the air purifier (position "**I**").

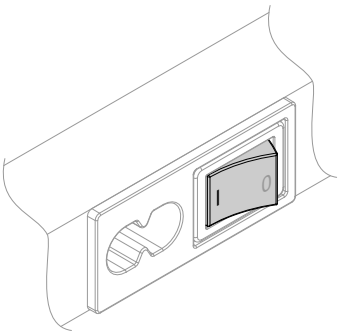


Fig. 26

Your air purifier switches on. Automatic mode is activated: See page 26.

Note
If the WiFi connection is set up, your air purifier connects automatically to the internet via your WiFi router. It may take a few minutes to establish the connection. During this time, the indicator flashes. Once the connection is established, the indicator illuminates continuously. You can operate your air purifier with your mobile device using the ViCare app: See page 28.

Standby mode active: Activating room air purification

On the programming unit, tap the ⏻ button.
- The ⏻ button illuminates continuously.
- Room air purification switches on.
- The most recently active operating mode is continued, e.g. automatic mode.

Note
If manual mode was active before standby mode, room air purification continues at the last selected operating level.

Deactivating room air purification

Activating standby mode

If you wish to briefly interrupt room air purification, activate standby mode.

On the programming unit, tap the ⏻ button.
- The light in the ⏻ button goes out.
- Room air purification switches off.
- Air quality measurement by the external sensor remains active. The circular colour indicator for showing air quality illuminates with reduced intensity.
  Note
  As the indoor air is not being continually circulated in this mode, the displayed colour value refers only to the immediate surroundings of the appliance. For a reliable measurement of room air quality, switch on the air purifier for a few minutes.
- Any existing WiFi connection remains active. Therefore you can also terminate standby mode via the ViCare app.

Switching off the appliance at the ON/OFF switch

If you wish to deactivate room air purification permanently, turn off the appliance at the ON/OFF switch.

Deactivating room air purification (cont.)

Turn off the ON/OFF switch on the air purifier (position "**0**").

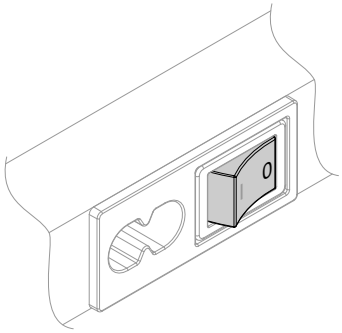


Fig. 27

Automatic mode

In automatic mode, the air purifier automatically adjusts its operating level to the measured air quality.

If air contamination levels are high, a higher operating level is automatically selected so that a larger volume of air can be cleaned via the filter over a shorter period of time. As room air quality improves, the operating level is automatically reduced. In this way, automatic mode ensures consistent air quality whilst also minimising operating noise.

Activating automatic mode

Manual mode is activated:
On the programming unit, tap the Ⓐ button.
- The Ⓐ button illuminates continuously.
- The measured room air quality is shown by the circular colour indicator: See page 23.
- The operating level is selected automatically.
  The active operating level is shown by means of the 4 circle segments: See page 22.

Deactivating automatic mode

On the programming unit, tap the Ⓐ button.
Manual mode is activated at the operating level that was **last selected in manual mode**: See chapter "Activating manual mode".

Or

Tap the ⊖ or ⊕ button.
Manual mode is activated. The operating level that was **most recently active in automatic mode** is reduced or increased by 1. See chapter "Activating manual mode".

Manual mode

In manual mode, you can adjust the operating level of the air purifier to your individual requirements for room air quality and operating noise.

Starting manual mode

Automatic mode is activated:
On the programming unit, tap the Ⓐ button.
- Manual mode is activated at the operating level that was **last selected in manual mode**.
  The active operating level is shown by means of the 4 circle segments: See page 22.
- The light in the Ⓐ button goes out.
- The measured room air quality is shown by the circular colour indicator: See page 23.

Or

Tap the ⊖ or ⊕ button.
- Manual mode is activated. The operating level that was **most recently active in automatic mode** is reduced or increased by 1.
  The active operating level is shown by means of the 4 circle segments: See page 22.
- The light in the Ⓐ button goes out.
- The measured room air quality is shown by the circular colour indicator: See page 23.

Manual mode (cont.)

Adapting the operating level

Manual mode is activated:
To increase or reduce the operating level, tap the ⊖ or ⊕ button.

- The required operating level is selected.
  The active operating level is shown by means of the 4 circle segments: See page 22.
- The measured room air quality is shown by the circular colour indicator: See page 23.

Deactivating manual mode

On the programming unit, tap the Ⓐ button.
Automatic mode is activated: See page 26.

Reinstating factory settings

Press the ⏻ button for at least 20 seconds.
As confirmation, the colour indicator for room air quality flashes white briefly 3 times.

- Automatic mode is activated: See page 26.
- All functions selected via the ViCare app, e.g. time programs, are terminated.

ViCare app

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

Compared with operation via the programming unit, the ViCare app offers the following additional functions:
- Time programs and timer for certain functions, e.g. for low-noise mode or intensive air purification
- Air quality figures and statistical evaluations
- Guided filter change
- Detailed information on operating information and messages

Check the following system requirements for operation with the ViCare app:
- WiFi connection from router to air purifier and internet connection
- Smartphone or tablet with operating system:
  - iOS
  - Android

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

Setting up operation via the ViCare app

1. Download the ViCare app from the Google Play Store or the Apple App Store.

2. Install the ViCare app on your mobile device.

3. Add a new appliance in the ViCare app.

4. Follow the instructions in the ViCare app.
   If you are prompted to do so, scan one of the following QR codes to register the appliance.
   - QR code on the inside of the casing panel: See Fig. 7, 12 or 17 on page 16 onwards.
   - QR code on the protective film on the top of the appliance: See page 15.

5. Follow any further instructions in the ViCare app.
   In the subsequent process, your air purifier connects to the internet via your WiFi router.
   If you are prompted to do so, enter the access data for your WiFi.

6. Complete the setup for the air purifier in the ViCare app.
   After successful setup, the indicator on the programming unit of your air purifier illuminates.
   Your appliance is connected to the internet. You can operate the air purifier via the ViCare app and check additional information: See previous chapter.

   Note
   - *It may take a while to establish the WiFi connection. During this time, the indicator flashes.*
   - *The WiFi connection also remains active in standby mode.*

⚠ is illuminated continuously.

Cause	Remedy
The filter is dirty.	Replace the filter **within the next 2 weeks**: See page 32.
The filter change indicator was not reset after changing the filter.	Reset the filter change indicator: See page 32. ***Note*** *If you have reset the filter change indicator via the ViCare app, it may take a while for the ⚠ indicator to go out.*

⚠ flashes slowly (every 2 seconds).

Cause	Remedy
The filter is heavily contaminated.	Replace the filter **immediately**: See page 32.
The filter change indicator was not reset after changing the filter.	Reset the filter change indicator: See page 32. ***Note*** *If you have reset the filter change indicator via the ViCare app, it may take a while for the ⚠ indicator to stop flashing.*

⚠ flashes quickly (twice per second).

Cause	Remedy
The casing panel is open. The filter is not inserted correctly.	▪ Check the installation position of the filter: See page 16, 18 or 19. ▪ Close the casing panel: See page 17, 18 or 20.
There is a fault, e.g. with the fan or air quality sensor.	1. Turn off the air purifier at the ON/OFF switch: See page 24. 2. Wait for approx. 20 seconds. 3. Turn the air purifier back on at the ON/OFF switch: See page 24. 4. If applicable check for any messages via the ViCare app. Carry out any actions described in the messages. 5. If the fault persists, please consult your contractor.

No noticeable room air purification

Cause	Remedy
A very low operating level is active. No operating noise can be heard.	Check the air flow at the air outlet opening with your hand: See page 10, 11 or 12.
The power supply is interrupted.	Connect the power cable to the air purifier and the mains socket: See page 20.
The power cable is damaged.	Have the power cable replaced by the manufacturer or its customer service department or a similarly qualified person.
The air purifier is switched off.	Turn on the air purifier at the ON/OFF switch: See page 24.

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No noticeable room air purification (cont.)

Cause	Remedy
Standby mode is activated.	Terminate standby mode: See page 24.
The casing panel is open. The filter is not inserted correctly.	▪ Check the installation position of the filter: See page 16, 18 or 19. ▪ Close the casing panel: See page 17, 18 or 20.
The filter is dirty.	Replace the filter: See page 32.

Mediocre air quality during operation

Cause	Remedy
The filter is dirty.	Replace the filter: See page 32.
The air purifier is not a sufficient size for the room in question.	▪ Check that the air purifier suits the room size: See page 12. ▪ If necessary install an air purifier with a higher air change rate.
There is a source of severe air contamination within the room.	▪ Eliminate the cause of the air contamination. ▪ If necessary install an air purifier with a higher air change rate.
Room air purification is being adversely affected by incoming outdoor air, e.g. a draught.	Eliminate the draught. If necessary close windows and doors.
The room air quality is being adversely affected by dirty outdoor air, e.g. exhaust gases.	If necessary close windows and doors.

Appliance too loud

Cause	Remedy
The air purifier is installed on an unstable surface.	▪ Check the installation requirements: See page 14. ▪ Install the appliance only on stable, flat surfaces. Observe the recommended minimum clearances: See page 14.
The filter is dirty.	Replace the filter: See page 32.

Odours from the appliance

Cause	Remedy
The inside of the air purifier or its filter is damp and/or dirty.	▪ Check the inside of the air purifier and its filter for moisture and/or dirt. ▪ Clean the inside: See page 31. ▪ If necessary, replace the filter: See page 32.
The activated carbon in the filter is saturated.	Replace the filter: See page 32.

Clean the casing and the inside

Carry out the following work at least every 3 months:

1. Turn off the appliance at the ON/OFF switch: See page 24.
2. Unplug the power plug.
3. Check the surface of the appliance and the interior for visible contamination.
   Open the interior: See chapter "Cleaning the interior".
4. Clean the surface of the appliance and/or the interior, as necessary. Observe the following cleaning instructions.

! **Please note**
Commercially available cleaning agents can damage the surface and the inside of the air purifier.
- Clean the surfaces of the appliance and the inside with a dry or slightly damp cloth, e. g. a microfibre cloth.
- Do **not** use substances containing acids or solvents, such as vinegar-based cleaners, nitro or synthetic resin solutions, nail varnish remover, ethyl alcohol, etc.
- Ensure that no liquids get inside the air purifier.

! **Please note**
Mechanical actions will scratch the surfaces.
- Use only a soft cloth to wipe the surfaces of the appliance and the inside.
- Do **not** use substances that contain abrasive particles such as polishes, scouring agents, dirt erasers or scouring pads.
- To clean the inside, use a vacuum cleaner with a soft brush attachment.

Cleaning the inside

1. Remove the casing panel: See page 16, 17 or 19.
2. Pull out the filter: See page 16, 17 or 19.
3. Clean the inside. Follow the cleaning instructions at the start of this chapter.
4. Re-insert the filter: See page 16, 18 or 19.
5. Fit the casing panel: See page 20, 18 or 17.

Cleaning the air quality sensor

1. Check the opening of the air quality sensor regularly for dirt.
2. If the opening of the air quality sensor is dirty, clean it with a cotton bud.
   Position of air quality sensor: See page 10 onwards.

! **Please note**
Objects inserted through the opening of the air quality sensor may damage the air quality sensor.
Do not insert the cotton bud into the opening.

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Replacing the filter

Please note
Even if the outside of the filter looks clean, the activated carbon may be saturated. Cleaning activated carbon filters will not restore full filter performance.
Do **not** clean the filter. Replace used and/or dirty filters.

1. Check the filter for dirt at least every 3 months.

2. Replace the filter **immediately** in the following conditions:
   - The filter is visibly dirty.
   - Message indicator ⚠ flashes slowly.

   Replace the filter **within the next 2 weeks** under the following conditions:
   - Message indicator ⚠ illuminates continuously.

   Note
   The filtration performance of the activated carbon lessens over time, even if used infrequently. Replace the filter after one year at the latest, even if the air purifier has been used infrequently or not at all.

   Procedure for replacing the filter: See page 16, 17 or 19 onwards.

   Please note
   Operating the air purifier with the filters still packed may damage the appliance.
   Remove the protective film on the filter before inserting the filter into the appliance.

3. Dispose of contaminated filters through the domestic waste. To prevent dirt particles from getting into the air, pack the contaminated filter into a separate airtight refuse bag.

4. Reset the filter change indicator:
   - Press the ⏻ button for at least 10 seconds but for **less** than 20 seconds.
     As confirmation, the colour indicator for room air quality flashes white briefly twice.
     Or
   - Follow the instructions in the ViCare app.
     Note
     If you have reset the filter change indicator via the ViCare app, it may take a while for the ⚠ indicator to stop flashing or go out.

Instructions for disposal

Final decommissioning and disposal

Before disposal, remove the filter from the old appliance. Dispose of the filter in the domestic waste. To prevent dirt particles from getting into the air, pack the contaminated filter into a separate airtight refuse bag.

The old appliance contains electronic components and must **not** be disposed of in the domestic waste. Dispose of your old appliance at a collection point for electrical and electronic equipment.

Declaration of Conformity

We, Viessmann Climate Solutions SE,
D-35108 Allendorf, declare as sole responsible body that the named product complies with the European directives and supplementary national requirements in terms of its design and operational characteristics.

Using the serial number, the Declaration of Conformity can be found on the following website:
www.viessmann.co.uk/eu-conformity

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Your contact

Contact your local contractor if you have any questions about your system or wish to arrange maintenance or repair work. You can find local contractors on the internet at www.viessmann.de.

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