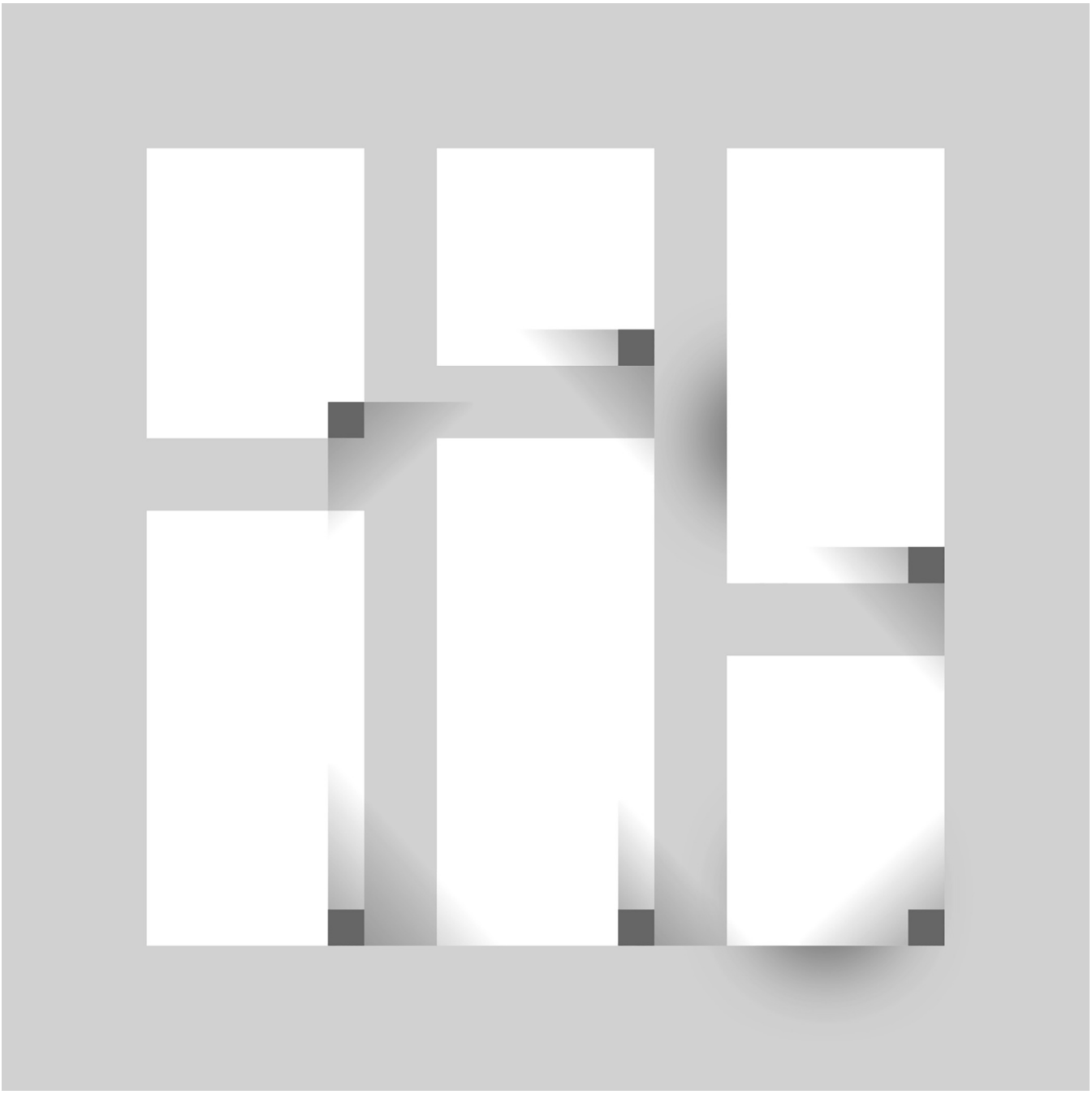
Service instructions

for contractors

Viessmann One Base

System configuration and diagnostics for Vitovent 300-W with Vitoconnect V
Vitovent 300-W

Viessmann One Base
VITOVENT 300-W



6225142 GB 3/2024

Please keep safe.

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 electrical equipment may only be carried out by a qualified electrician.
- Ventilation units and systems may only be installed and commissioned by trained ventilation specialists.

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 (cont.)

Working on the system

- Isolate the system from the power supply (e.g. unplug it or isolate it at a separate MCB/fuse) and check that it is no longer live.

  ⚠ **Danger**
  Contact with live components can result in severe injuries. Some components on PCBs remain live even after the power supply has been switched off.
  Prior to removing covers from the appliances, wait at least 4 minutes until the voltage has completely dropped out.
- Safeguard the system against reconnection.

! **Please note**
Electronic assemblies can be damaged by electrostatic discharge.
Before beginning work, touch earthed objects, such as heating or water pipes, to discharge any static.

Repair work

! **Please note**
Repairing components that fulfil a safety function can compromise the safe operation of the system.
Replace faulty components only with genuine Viessmann spare parts.

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 Viessmann original parts or parts approved by Viessmann.

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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.
	▪ 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.

Scope of functions

These instructions contain the following information for Vitovent 300-W in conjunction with Vitoconnect V:

- Control parameters for matching the ventilation unit to different requirements and operating conditions: See page 8 onwards.
- Control parameters with operating data for diagnostics: See page 13 onwards.
- For troubleshooting measures: See page 20 onwards.

Further information is available in the following Vitovent 300-W and Vitoconnect V instructions:

Information	Operating instructions	Installation and service instructions	Technical guide	Installation instructions for accessories/spare parts
Electronics module and electrical connections		Vitoconnect V		
Position of integral components		Vitovent 300-W		
Commissioning		Vitoconnect V		
Maintenance procedures, e.g. filter change	Vitovent 300-W	Vitovent 300-W		
Key to LEDs	Vitoconnect V			
Specification		X	X	
Accessories, e.g. electric preheating coil			X	X
Spare parts, e.g. fan				X

Displaying and setting parameters

- Depending on the features of the system, not all parameters will be available.
- The factory settings and setting ranges for the parameters may vary for different ventilation units and system configurations.
- All parameters can be displayed and set via ViGuide Web. For further information on ViGuide: See **www.viguide.info**.
- Some parameters are set during system commissioning with the help of the commissioning assistant in the ViGuide app.
- Some parameters are not adjustable. They are used for diagnostics on the ventilation unit.

General parameters

382 Units and formats ("UnitsAndFormats")

"Measuring units"

Value	Meaning
Metric	SI system (metric system)
Imperial	Imperial system

"Date format"

Value	Meaning
Day.month.year	Day.month.year
Month-day-year	Month-day-year
Year/month/day	Year/month/day

"Time format"

Value	Meaning
24 hours	24 hour display
12 hours	12 hour display

"Time zone"

Sets the time zone in which the appliance is located.

505 Date ("Date")

Setting the current date

506 Time ("Time")

Setting the current time

571 Resetting user settings ("SetDefaultValues")

All of the following user settings are restored to the factory settings.
- Time programs
- Operating programs
- Ventilation level
- Bypass setting

Value	Meaning
No	Do not reset user settings.
Yes	Reset user settings.

575 Resetting all settings ("SetDeliveryStatus")

All settings are restored to the factory settings.

Note
The appliance must then be restarted via the ViGuide app.

Value	Meaning
No	Do not reset parameters to their factory settings.
Yes	Reset parameters to their factory settings.

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General parameters (cont.)

616 WiFi connection ("GatewayRemoteEnable")

Switching the communication module built into the appliance on and off

Value	Meaning
Internet on	WiFi on
Internet off	WiFi off

617 WiFi connection via SSID ("GatewayRemoteSsid")

Set up WiFi connection manually using WiFi name (SSID) and password.

912 Summer/wintertime changeover ("DaylightSavingTimeActive")

"Activation of automatic changeover"

Value	Meaning
Activate	Automatic summer/wintertime changeover active
Deactivate	No automatic summer/wintertime changeover

"Earliest day of changeover from summer to wintertime"

"Day"

Changeover from 03:00 to 02:00 occurs on the Sunday after this set day. If this day is a Sunday, the changeover takes place on this day.

"Month"

Changeover occurs in this month.

"Earliest day of changeover from winter to summertime"

"Day"

Changeover from 02:00 to 03:00 occurs on the Sunday after this set day. If this day is a Sunday, the changeover takes place on this day.

"Month"

Changeover occurs in this month.

1166 Resetting messages ("ResetDtcHistory")

"Status messages"

Value	Meaning
Yes	Reset all status messages currently present.
No	Do not reset status messages.

"Information"

Value	Meaning
Yes	Reset all information messages currently present.
No	Do not reset information messages.

"Maintenance"

Value	Meaning
Yes	Reset all maintenance messages currently present.
No	Do not reset maintenance messages.

"Warnings"

Value	Meaning
Yes	Reset all warning messages currently present.
No	Do not reset warning messages.

"Faults"

Value	Meaning
Yes	Reset all fault messages currently present.
No	Do not reset fault messages.

General parameters (cont.)

1239 Actuator test ("ActorSensorTest")

The function of the actuators is tested:
- Both fans

After the actuator test, the previously set operating program and bypass settings are restored.

"Activation"

Value	Meaning
Deactivate	Terminate the actuator test.
Activate	Start the actuator test.

"Status"

Value	Meaning
Standby	Actuator test not active
Coming soon	Actuator test being prepared
Active	Actuator test active
Post-processing	Actuator test is completed.

"TI_Result"

Value	Meaning
TI_NotExecuted	Actuator test not carried out
Success	Component functional
Failure	Component not functional
Inconclusive	Function cannot be evaluated

1411 Resetting maintenance interval ("ResetServiceInterval")

Reset the maintenance time interval. Maintenance message P.1 is acknowledged.

Value	Meaning
No	Do not reset time interval.
Yes	Reset time interval.

1538 Low power radio ("ZigbeeEnable")

Activation of low power radio. Required for connecting external sensors such as the ViCare climate sensor and remote control units such as the Vitotrol 300-E.

Value	Meaning
No	Deactivate low power radio.
Yes	Activate low power radio.

2371 Operating program ("VentilationControlMode")

Setting the operating program

Value	Meaning
Continuous	The ventilation unit runs constantly at the selected ventilation level.
Time schedule	The ventilation unit runs at the ventilation level as per the time program.
Time schedule with sensor override	The ventilation unit runs at the ventilation level as per the time program. Depending on the humidity, the air flow rate is increased or reduced by up to 20 %. Humidity is recorded on the ViCare climate sensor (accessories).

General parameters (cont.)

2605 Runtime of quick select options ("QuickModeRuntime")

Runtime of selected operating programs in minutes if these have been selected using the quick select option buttons in the ViCare App. Once this period has elapsed, the ventilation unit runs at the ventilation level determined by the operating program that was active prior to the quick select option.

"Standard runtime noise reduction"

Runtime of "reduced ventilation"

"Intensive ventilation default runtime"

Runtime of "intensive ventilation"

"TI_TemporaryShutdownDefaultRuntime"

Runtime of "temporary standby mode"

2608 Time interval, filter change ("FilterSettings")

Once the time interval has elapsed, the filter change is displayed on one of the user interfaces.
This time interval can be changed. The setting is also adopted for the current time interval.

"Filter runtime reset value"

Time in days

Parameters for configuring the ventilation system

395 Set extract air temperature ("CentralHeatingTemperatureSetpoint")

Set extract air temperature for ventilation mode in °C
- The bypass is closed at extract air temperatures below the set value minus 1 K. Outdoor air and extract air are routed via the same heat exchangers.
- The bypass can be opened at extract air temperatures above the set value plus 1 K. The outdoor air is routed via one heat exchanger, the extract air via the other.
  If the ventilation unit is integrated into a system with a heat pump, the heat pump must be in standby mode or cooling mode in order for the bypass to open.

Further conditions for opening the bypass

"437 Bypass setting" ("BypassOperationState")	**Automatic**
Current outdoor air temperature	< "395 Set extract air temperature" ("CentralHeating-TemperatureSetpoint")

435 Air flow rate setting ("VentilationStageTargetVolumeFlow")

Selecting the set air flow rates for the individual ventilation levels
The settings depend on the building and on the nominal air flow rates determined at the design stage.

"Stage 1"

Set air flow rate in m^3/h for "ventilation for moisture protection"

"Stage 2"

Set air flow rate in m^3/h for "reduced ventilation"

"Stage 3"

Set air flow rate in m^3/h for "nominal ventilation"

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Parameters for configuring the ventilation… (cont.)

"Stage 4"

Set air flow rate in m^3/h for "intensive ventilation"

437 Bypass setting ("BypassOperationState")

The bypass can be used to switch heat recovery on or off. The bypass can be set to be closed permanently or subject to other conditions and parameters.

Value	Meaning
Closed	The bypass is closed permanently. Heat recovery **active**: The outdoor air is routed via the same heat exchanger as the extract air.
Automatic	The bypass is partially opened, fully opened or closed, depending on the following conditions and parameters: ▪ Current outdoor air temperature ▪ Current extract air temperature ▪ "395 Set extract air temperature" ("CentralHeatingTemperatureSetpoint")

533 Set ventilation level ("VentilationTargetOperationLevel")

Setting the ventilation level, e.g. in the "Continuous" operating program

Value	Meaning
Background ventilation	Ventilation for moisture protection
Stage 1	Ventilation for moisture protection
Stage 2	Reduced ventilation
Stage 3	Nominal ventilation
Stage 4	Intensive ventilation
No requirements	No ventilation level selected
TI_Ventilation-Standby	Standby mode

Parameters for configuring the accessory

2600 Activating the electrical heater ("ElectricalHeaterActivation")

"Activation of preheater"

Value	Meaning
Inactive	Deactivate the electric preheater.
Active	Activate the electric preheater.

"Activation of reheater"

Value	Meaning
Inactive	Deactivate the electric reheater.
Active	Activate the electric reheater.

2604 Configuration of 4-level pushbutton ("LevelSwitchActivation")

Activate if a 4-level pushbutton (accessory) is connected.

Value	Meaning
Inactive	4-level pushbutton not connected
Active	4-level pushbutton connected The 4 ventilation levels can be selected using the 4-level pushbutton. The 4-level pushbutton also indicates when a filter change is required.

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Parameters for configuring the accessory (cont.)

2606 Configuration of pushbutton for intensive ventilation ("ExternalTriggerActivation")

Activate if a pushbutton for intensive ventilation (on site) is connected.

Value	Meaning
Deactivate	Pushbutton for intensive ventilation not connected
Activate	Pushbutton for intensive ventilation connected After the button is pressed, intensive ventilation is switched on for a specified period. The duration can be set in the ViCare App.

Parameters for diagnostics

257 Current status messages ("StatusDtcList")

List of status messages currently present, with date and time

258 Status message history ("StatusDtcHistory")

List of status messages since commissioning, with date and time

259 Current information messages ("InfoDtcList")

List of information messages currently present, with date and time

260 Information message history ("InfoDtcHistory")

List of information messages since commissioning, with date and time

261 Current maintenance messages ("ServiceDtcList")

List of current maintenance messages with date and time

262 Maintenance message history ("ServiceDtcHistory")

List of maintenance messages since commissioning, with date and time

263 Current warning messages ("WarningDtcList")

List of warning messages currently present, with date and time

264 Warning message history ("WarningDtcHistory")

List of warning messages since commissioning, with date and time

Parameters for diagnostics (cont.)

265 Current fault messages ("ErrorDtcList")

List of fault messages currently present, with date and time

266 Fault message history ("ErrorDtcHistory")

List of fault messages since commissioning, with date and time

327 Outside temperature sensor ("OutdoorAirTemperatureSensor")

"Value"

Current outdoor air temperature

"Min."

Min. outdoor air temperature since commissioning

"Average"

Average outdoor air temperature since commissioning

"Max."

Max. outdoor air temperature since commissioning

"Status"

Value	Meaning
No error found	Measurement and recording of outdoor air temperature
Interruption	Measurement and recording of outdoor air temperature interrupted
Short circuit	Fault in outside temperature sensor. For Fault F.898, see chapter "Fault messages".
Electrical fault	Fault in outside temperature sensor. For Fault F.898, see chapter "Fault messages".
Not available	Fault in outside temperature sensor. For Fault F.898, see chapter "Fault messages".
Invalid	Other fault

328 Supply air temperature sensor ("SupplyAirTemperatureSensor")

"Value"

Current supply air temperature

"Min."

Min. supply air temperature since commissioning

"Average"

Average supply air temperature since commissioning

"Max."

Max. supply air temperature since commissioning

"Status"

Value	Meaning
No error found	Measurement and recording of supply air temperature
Interruption	Measurement and recording of supply air temperature interrupted
Short circuit	Fault in supply air temperature sensor. For Fault F.902, see chapter "Fault messages".
Electrical fault	Fault in supply air temperature sensor. For Fault F.902, see chapter "Fault messages".
Not available	Fault in supply air temperature sensor. For Fault F.902, see chapter "Fault messages".
Invalid	Other fault

Parameters for diagnostics (cont.)

329 Extract air temperature sensor ("ExtractAirTemperatureSensor")

"Value"

Current extract air temperature

"Min."

Min. extract air temperature since commissioning

"Average"

Average extract air temperature since commissioning

"Max."

Max. extract air temperature since commissioning

"Status"

Value	Meaning
No error found	Measurement and recording of extract air temperature
Interruption	Measurement and recording of extract air temperatures interrupted
Short circuit	Fault in extract air temperature sensor. For fault F.900, see chapter "Fault messages".
Electrical fault	Fault in extract air temperature sensor. For fault F.900, see chapter "Fault messages".
Not available	Fault in extract air temperature sensor. For fault F.900, see chapter "Fault messages".
Invalid	Other fault

330 Exhaust air temperature sensor ("ExhaustAirTemperatureSensor")

"Value"

Current exhaust air temperature

"Min."

Min. exhaust air temperature since commissioning

"Average"

Average exhaust air temperature since commissioning

"Max."

Max. exhaust air temperature since commissioning

"Status"

Value	Meaning
No error found	Measurement and recording of exhaust air temperature
Interruption	Measurement and recording of exhaust air temperature interrupted
Short circuit	Fault in exhaust air temperature sensor. For Fault F.904, see chapter "Fault messages".
Electrical fault	Fault in exhaust air temperature sensor. For Fault F.904, see chapter "Fault messages".
Not available	Fault in exhaust air temperature sensor. For Fault F.904, see chapter "Fault messages".
Invalid	Other fault

377 Device serial number (ViessmannIdentificationNumber)

Appliance serial number (VIN, Viessmann Identification Number)

420 Supply air humidity sensor ("SupplyAirHumiditySensor")

"Value"

Current supply air humidity

"Min."

Min. supply air humidity since commissioning

Parameters for diagnostics (cont.)

"Average"

Average supply air humidity since commissioning

"Max."

Max. supply air humidity since commissioning

"Status"

Value	Meaning
No error found	Measurement and recording of supply air humidity
Interruption	Measurement and recording of supply air humidity interrupted
Short circuit	Fault in supply air humidity sensor. For Fault F.903, see chapter "Fault messages".
Electrical fault	Fault in supply air humidity sensor. For Fault F.903, see chapter "Fault messages".
Not available	Fault in supply air humidity sensor. For Fault F.903, see chapter "Fault messages".
Invalid	Other fault

422 Exhaust air humidity sensor ("ExhaustAirHumiditySensor")

"Value"

Current exhaust air humidity

"Min."

Min. exhaust air humidity since commissioning

"Average"

Average exhaust air humidity since commissioning

"Max."

Max. exhaust air humidity since commissioning

"Status"

Value	Meaning
No error found	Measurement and recording of exhaust air humidity
Interruption	Measurement and recording of exhaust air humidity interrupted
Short circuit	Fault in exhaust air humidity sensor. For Fault F.905, see chapter "Fault messages".
Electrical fault	Fault in exhaust air humidity sensor. For Fault F.905, see chapter "Fault messages".
Not available	Fault in exhaust air humidity sensor. For Fault F.905, see chapter "Fault messages".
Invalid	Other fault

523 Date of last maintenance ("ServiceDateLast")

Date of last service

580 Software version ("SoftwareVersion")

Vitoconnect V: Current software version of the VCU electronics module

581 Hardware version ("HardwareVersion")

Vitoconnect V: Current hardware version of the VCU electronics module

Parameters for diagnostics (cont.)

590 Hours run, control unit ("ElectronicControlUnitOperationHours")

Vitoconnect V: Operating hours of the VCU electronics module since commissioning

602 WiFi connection status ("GatewayRemoteLocalNetworkStatus")

Value	Meaning
Connected	Connected to on-site WiFi
Connecting	Connecting to on-site WiFi.
NoConnection	Not connected to on-site WiFi

900 WiFi signal strength ("GatewayRemoteSignalStrength")

Current signal strength of the WiFi connection in %

954 Bus components ("BusTopologyMatrix")

All of the following components with their respective software, hardware version and serial number

- Vitoconnect V: VCU electronics module
- Vitoconnect V: TCU communication module
- Vitovent 300-W: Fans

1040 Supply air fan ("SupplyAirFan")

"Actual speed"

Current speed of supply air fan in rpm

"Status"

Value	Meaning
No error found	Measurement and recording of supply air fan speed
Interruption	Measurement and recording of supply air fan speed interrupted
Short circuit	There is a fault. Check fault messages. For troubleshooting, see chapter "Fault messages".
Electrical fault	
Blocked	
Not available	
Invalid	
Blocked	
Warning	
Standby mode	

1041 Exhaust air fan ("ExhaustAirFan")

"Actual speed"

Current speed of exhaust air fan in rpm

Parameters for diagnostics (cont.)

"Status"

Value	Meaning
No error found	Measurement and recording of exhaust air fan speed
Interruption	Measurement and recording of exhaust air fan speed interrupted
Short circuit	There is a fault. Check fault messages. For troubleshooting, see chapter "Fault messages".
Electrical fault	
Blocked	
Not available	
Invalid	
Blocked	
Warning	
Standby mode	

1165 Server connection status ("BackendConnectionStatus")

Status of the connection to the Viessmann server

Value	Meaning
Connected	Connected
Not active	Not connected

2247 Hours run, filter ("FilterRuntime")

"Elapsed hours run"

Hours run since last filter change

"Remaining hours to run"

Hours to run until next filter change

"Excess hours run"

Hours run since filter change became overdue.

2248 Current heat recovery ("CurrentVentilationHeatRecovery")

Current level of heat recovery in %, calculated based on measured values from the internal temperature sensors

2327 Set air flow rates ("VentilationTargetVolumeFlow")

Set air flow rates for supply air fan and exhaust air fan in m^3/h
These set air flow rates are determined by the ventilation unit control.

For selecting the set values for the ventilation levels: See "435 Set air flow rates" ("VentilationStageTargetVolumeFlow")
Actual air flow rates: See "2328 Air flow rate, actual values" ("VentilationCurrentVolumeFlow")

2328 Actual air flow rates ("VentilationCurrentVolumeFlow")

Actual air flow rate values for the supply air and exhaust air fans

As the ventilation unit maintains a balanced mass flow rate, even slight temperature differences may alter the actual flow rate values for supply air and exhaust air.

Parameters for diagnostics (cont.)

If the discrepancy between "2328 Actual air flow rates" ("VentilationCurrentVolumeFlow") and "2327 Set air flow rates " ("VentilationTargetVolumeFlow") is greater than 10 %, this may be due to the following,for example:

- Supply and extract air vents not fully open
- Outdoor air and/or exhaust air outlet blocked
- Filter(s) very dirty

2489 Frost protection status ("FrostProtectionStatus")

Frost protection monitoring for the heat exchanger is active when the outdoor air temperature is 0 °C or lower.

Frost protection with electric preheating coil

- If the outdoor air temperature falls below 0 °C, the electric preheating coil switches on. This ensures continuous operation of the ventilation unit even at very cold outside temperatures.

"Status"

Value	Meaning
On	Frost protection active
Off	Frost protection not active

Notes on messages

- Messages are displayed on the following user interfaces:
  - Vitotrol 300-E remote control
  - ViGuide
  - ViCare app
- Remedy the faults and then acknowledge on one of the user interfaces.

If faults occur, status LED ⏻ on the Vitoconnect V flashes red rapidly.

Fault messages

F.59 (Vitoconnect V)

System characteristics

Functions of the ventilation unit may be impaired.

Cause

Processor low voltage

VCU electronics module faulty

Measures

Replace VCU electronics module: See separate replacement instructions.

F.102 (Vitoconnect V)

System characteristics

- ViCare, Vitotrol and external sensors not working
- Access point not available
- Internet connection not available

Cause

- Communication error, TCU 100 communication module.
- TCU 100 communication module faulty

Measures

Replace TCU 100 communication module: See separate replacement instructions.

F.142 (Vitovent 300-W)

System characteristics

Ventilation unit not working

Cause

- Fan communication error
- Fan faulty

Measures

Replace faulty fan: See separate replacement instructions.

F.143 (Vitovent 300-W)

System characteristics

Ventilation unit not working

Cause

- Fan overheating
- Fan faulty

Measures

Replace faulty fan: See separate replacement instructions.

Fault messages (cont.)

F.425 (Vitoconnect V)

System characteristics

- Function of the time program faulty
- Recording of energy consumption not working

Cause

- Time synchronisation failed
- Battery of the VCU electronics module unit empty or faulty

Measures

Replace the battery (button cell CR2032) in the VCU electronics module. Then reset the date and time in ViGuide Web.

F.457 (Vitovent 300-W)

System characteristics

Ventilation unit not working

Cause

Fan blocked
- Fan very dirty
- Bearing faulty
- Impeller frozen

Measures

- Check fan for dirt. Clean if necessary.
- Check fan for sluggishness.
- Check fan noise. Indication of faulty bearing.
- Replace faulty fan if necessary.

F.520

System characteristics

Ventilation unit not working

Cause

Modbus communication error
- Jumper at connection 301 faulty or missing.
- Fault or defect in the fan, the VCU electronics module or the controller PCB of the Vitovent 300-W

Measures

- Check Modbus cables and plug-in connections. Replace faulty cables or plug-in connections.
- Check the jumper at connection 301.
- Replace faulty fan if necessary: See separate replacement instructions.
- Replace VCU electronics module if necessary: See separate replacement instructions.

F.750 (Vitoconnect V)

System characteristics

Functions of the ventilation unit may be impaired.

Cause

Short circuit, VCU electronics module temperature sensor

Measures

Replace VCU electronics module: See separate replacement instructions.

F.751 (Vitoconnect V)

System characteristics

Functions of the ventilation unit may be impaired.

Cause

Lead break, VCU electronics module temperature sensor

Fault messages (cont.)

Measures

Replace VCU electronics module: See separate replacement instructions.

F.782 (Vitovent 300-W)

System characteristics

Ventilation unit not working

Cause

- Intermediate circuit voltage of fan too low
- Fan faulty

Measures

Replace faulty fan: See separate replacement instructions.

F.783 (Vitovent 300-W)

System characteristics

Ventilation unit not working

Cause

- General fan error
- Fan faulty

Measures

Replace faulty fan: See separate replacement instructions.

F.898 (Vitovent 300-W)

System characteristics

Function of the ventilation unit is impaired.

Cause

Outside temperature sensor not available
- Sensor lead or plug-in connection faulty
- Sensor faulty

Measures

- Check sensor lead and plug-in connection. Replace faulty lead or plug-in connection.
- Replace the faulty sensor if necessary.

F.899 (Vitovent 300-W)

System characteristics

Function of the ventilation unit is impaired.

Cause

Outdoor air humidity sensor not available
- Sensor lead or plug-in connection faulty
- Sensor faulty

Measures

- Check sensor lead and plug-in connection. Replace faulty lead or plug-in connection.
- Replace the faulty sensor if necessary.

F.900 (Vitovent 300-W)

System characteristics

Function of the ventilation unit is impaired.

Cause

Extract air temperature sensor not available

Fault messages (cont.)

- Sensor lead or plug-in connection faulty
- Sensor faulty

Measures

- Check sensor lead and plug-in connection. Replace faulty lead or plug-in connection.
- Replace the faulty sensor if necessary.

F.901 (Vitovent 300-W)

System characteristics

Function of the ventilation unit is impaired.

Cause

Extract air humidity sensor not available
- Sensor lead or plug-in connection faulty
- Sensor faulty

Measures

- Check sensor lead and plug-in connection. Replace faulty lead or plug-in connection.
- Replace the faulty sensor if necessary.

F.902 (Vitovent 300-W)

System characteristics

Function of the ventilation unit is impaired.

Cause

Supply air temperature sensor not available

- Sensor lead or plug-in connection faulty
- Sensor faulty

Measures

If necessary, replace faulty fan (sensor is located in the fan casing).

F.903 (Vitovent 300-W)

System characteristics

Function of the ventilation unit is impaired.

Cause

Supply air humidity sensor not available

- Sensor lead or plug-in connection faulty
- Sensor faulty

Measures

If necessary, replace faulty fan (sensor is located in the fan casing).

F.904 (Vitovent 300-W)

System characteristics

Function of the ventilation unit is impaired.

Cause

Exhaust air temperature sensor not available

- Sensor lead or plug-in connection faulty
- Sensor faulty

Measures

If necessary, replace faulty fan (sensor is located in the fan casing).

F.905 (Vitovent 300-W)

System characteristics

Function of the ventilation unit is impaired.

Cause

Exhaust air humidity sensor not available

- Sensor lead or plug-in connection faulty
- Sensor faulty

Measures

If necessary, replace faulty fan (sensor is located in the fan casing).

Fault messages (cont.)

F.911 (Vitoconnect V)

System characteristics

Ventilation for moisture protection (level 1) is assured. Further faults may occur.

Cause

Inconsistencies in the air flow rate configuration

Measures

Parameterise the air flow rates in ViGuide within the limits of the ventilation unit.

F.972

System characteristics

Function of the ventilation unit is impaired.

Cause

Fan speed too high
- Filter very dirty
- Blockage in the air distribution system

Measures

- Change the filter: See Vitovent 300-W installation and service instructions.
- Clean the air distribution system.
- Replace faulty fan if necessary.

F.974 (Vitovent 300-W)

System characteristics

Bypass function not available

Cause

Bypass motor does not move.

- Cable or plug-in connection faulty
- Bypass motor faulty

Measures

- Check 230 V cable or plug-in connection.
- Replace faulty bypass motor if necessary.

F.1075 (Vitoconnect V)

System characteristics

Function of the ventilation unit is impaired.

Cause

Air inlet temperature below critical value

Measures

Check in ViGuide whether the connection version has been set correctly.

F.1128 (Vitovent 300-W)

System characteristics

Fans are deactivated.

Cause

New fans have been installed but not yet configured.

Measures

Contact Viessmann Technical Service.

Warning messages

A.52 (Vitovent 300-W)

System characteristics

Both fans are stopped.

Cause

One or both fans faulty

Measures

Replace faulty fan.

A.53 (Vitovent 300-W)

System characteristics

Both fans are stopped.

Cause

One or both fans faulty

Measures

Replace faulty fan.

A.54 (Vitovent 300-W)

System characteristics

Both fans are stopped.

Cause

One or both fans faulty

Measures

Replace faulty fan.

A.55 (Vitovent 300-W)

System characteristics

Both fans are stopped.

Cause

One or both fans faulty

Measures

Replace faulty fan.

A.56 (Vitovent 300-W)

System characteristics

Both fans are stopped.

Cause

One or both fans faulty

Measures

One or both fans faulty

A.57 (Vitovent 300-W)

System characteristics

Ventilation unit remains in operation.

Cause

Temperature of one or both fans too high

Warning messages (cont.)

Measures

- Switch off the appliance briefly.
- Check temperature in the installation room and reduce if necessary.

A.154 (Vitovent 300-W)

System characteristics

Ventilation unit in unrestricted operation

Measures

No action required

Cause

New fan has been recognised and automatically configured.

A.978

System characteristics

Ventilation unit in unrestricted operation

Measures

No action required

Cause

Correction values for air flow rate balancing are at lower or upper limit

Maintenance messages for the Vitovent 300-W

Message	Meaning
P.1	Time interval for maintenance has expired.
P.35	Time interval for filter change has expired.

Status messages for the Vitovent 300-W

Message	Meaning
S.168	Bypass is open.
S.172	Filter change mode is active.

Information messages for the Vitovent 300-W

Message	Meaning
I.94	Maintenance due in 30 days
I.95	Filter change due in 14 days

Declarations of Conformity for the Vitoconnect V and Vitovent 300-W

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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