Operating instructions

for the system user

VIESMANN

Heating system with Ecotronic weather-compensated, digital boiler and heating circuit control unit

VITOLIGNO 300-H

5549 811 GB 9/2014

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 designed for heating system users.
This appliance can also be operated by children of 8 years 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 being 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 maintenance must not be carried out by unsupervised children.

Appliance connection

- The appliance may only be connected and commissioned by authorised contractors.
- Only operate the appliance with suitable fuels.
- Observe the specified electrical connection requirements.
- Modifications to the existing installation may only be carried out by authorised contractors.

Danger
Incorrectly executed work on the heating system can lead to life threatening accidents.
Work on electrical equipment must only be carried out by a qualified electrician.

Work on the appliance

- All settings and work on the appliance must be carried out as specified in these operating instructions.
  Further work on the appliance may only be carried out by authorised contractors.
- Never change or remove attachments or fitted accessories.
- Never open or retighten pipe connections.

Danger
Hot surfaces can cause burns.
Never touch the hot surfaces inside the appliance or those of uninsulated pipes, fittings or flue pipes.

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For your safety (cont.)

If you smell flue gas

Danger
Flue gas can lead to life threatening poisoning.
- Shut down the heating system.
- Ventilate the installation site.
- Close all doors in the living space.

In case of fire

Danger
Fire presents a risk of burns and explosion.
- Shut down the heating system.
- Use a tested fire extinguisher, class ABC.

What to do if the heating system develops a fault

Danger
Fault messages indicate faults in the heating system. If faults are not rectified, they can have life threatening consequences.
Do not acknowledge fault messages several times in quick succession. Inform your heating contractor so the cause can be analysed and the fault rectified.

Conditions for siting

Danger
Sealed vents result in a lack of combustion air. This leads to incomplete combustion and the formation of life threatening carbon monoxide.
Never cover or close existing vents.
Do not make any subsequent modifications to the building characteristics that could affect safe operation (e.g. cable/pipework routing, cladding or partitions).

Danger
Easily flammable liquids and materials (e.g. naphtha, solvents, cleaning agents, paints or paper) can cause deflagration and fire.
Never store or use such materials in the installation room or in direct proximity to the heating system.

Please note
Incorrect ambient conditions can lead to heating system damage and can put safe operation at risk.
- Ensure ambient temperatures are above 0 °C and below 35 °C.
- Prevent air contamination by halogenated hydrocarbons (e.g. as contained in paints, solvents or cleaning fluids) and excessive dust (e.g. through grinding/polishing work).
- Avoid continuously high humidity levels (e.g. through continuous drying of washing).

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For your safety (cont.)

Extractors

The operation of appliances that extract air to the outside (cooker hoods, extractors, air conditioning units, etc.) can create vacuum pressure. If the boiler is operated at the same time, this can lead to reverse flow of the flue gas.

Danger
The simultaneous operation of the boiler and appliances that extract air to the outside can result in life threatening poisoning due to reverse flow of the flue gas.
Take suitable steps to ensure an adequate supply of combustion air. If necessary, contact your heating contractor.

Auxiliary components, spare and wearing parts

Please note
Components not tested with the heating system may damage the system or affect its function.
Have all installation or replacement work carried out exclusively by qualified contractors.

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Intended use

The appliance is only intended to be installed and operated in sealed unvented heating systems that comply with EN 12828, with due attention paid to the associated installation, service and operating instructions. It is only designed for the heating of 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 operated for longer periods when open) 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) or if other fuels than those intended for this appliance are used.

Commissioning

The commissioning and matching up of the control unit to local conditions and the structural characteristics of the building must be carried out by your heating contractor.

 Service instructions

As the user of new combustion equipment, you may be obliged to notify your local flue gas inspector of the installation [check local regulations]. Your local flue gas inspector (where applicable) will also provide you with information on additional activities concerning your combustion equipment (such as regular testing, cleaning, etc.).

Prepare and carry out the emissions tests according to 1st BImSchV:

 Service instructions

Your system is preset at the factory

Your boiler's control unit is set at the factory.
- The heating circuits are set to the **"Heating"** operating program.
- The domestic hot water heating is set to the **"DHW"** operating program.

Your heating system is therefore ready for operation:

Central heating
- From **06:00 to 22:00 h** your rooms are heated to 22 °C **"Set room temp"** (standard heating mode).
- From **22:00 to 06:00 h** your rooms are heated with **"Set red room temp"** (room temperature for reduced heating mode, night setback).
- Your heating contractor can make further settings for you during commissioning.
  You can change any settings at any time to suit your individual requirements (see from page 22).

DHW heating
- DHW is heated to 60 °C **"Set DHW temperature"** every day from **00:00 to 24:00 h**.
- Your heating contractor can make further settings for you during commissioning.
  You can change any settings at any time to suit your individual requirements (see from page 35).

Frost protection
- Your boiler, DHW cylinder and heating water buffer cylinder are protected against frost.

Wintertime/summertime changeover
- This changeover is automatic.

Time and date
- The day and time were set by your heating contractor during commissioning.

Power failure
- All data is retained if there is a power failure.

Terminology

The appendix contains a chapter entitled "Terminology" to provide you with a better understanding of the functions of your boiler.

Energy saving tips

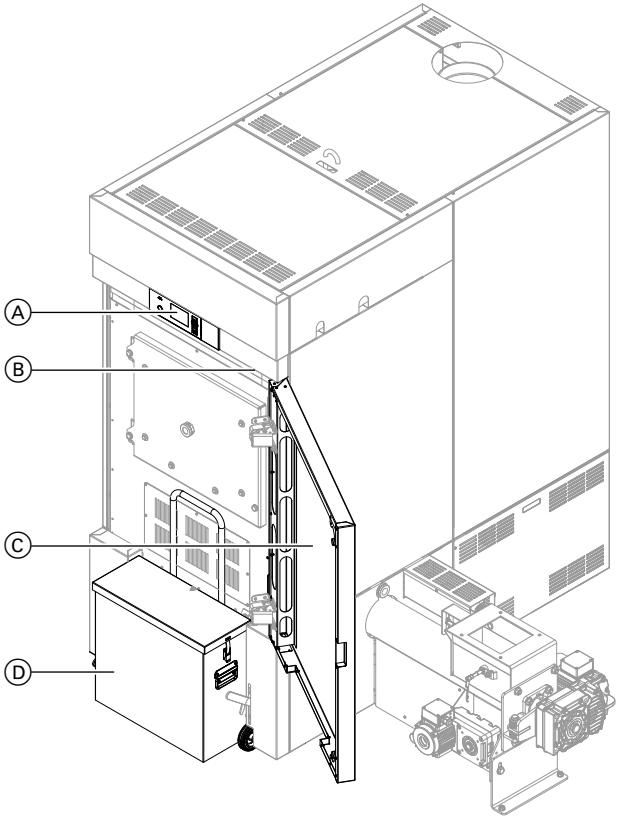
Use the adjustment options offered by your boiler control unit:

- For central heating, select the operating program that meets your current requirements:
  - For short periods of absence (a few hours e.g. shopping trips), select **"Economy mode"** (see page 32). As long as economy mode is activated, the room temperature is reduced.
  - If you are going away, select the **"Holiday program"** (see page 33). The operating program for central heating is automatically set to **"Standby mode"** while the holiday program is active.
  - If, for an extended period, you do not want to heat the rooms and you do not require DHW, select the **"Standby mode"** operating program for the relevant heating circuits and for DHW.
    - See page 24 for the relevant heating circuits
    - See page 35 for DHW heating
- Never set the DHW cylinder temperature excessively high (see page 35).

Contact your heating contractor for additional energy saving functions offered by the control unit for your boiler.

For recommendations for energy saving, see page 67.

Boiler controls and components



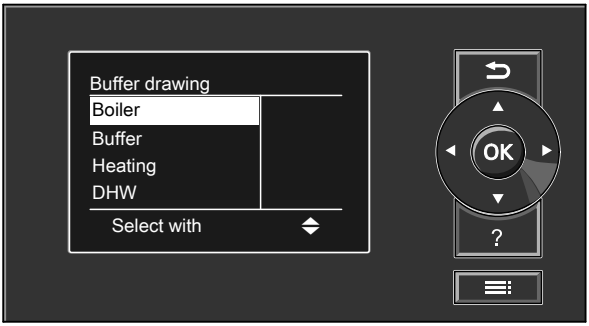
Ⓐ Programming unit of the control unit
Ⓑ Reset button for high limit safety cut-out behind the casing
Ⓒ Front door
Ⓓ Ash box

Note
You will find an overview of the cleaning and maintenance tasks from page 60.

Controls and display elements of control unit

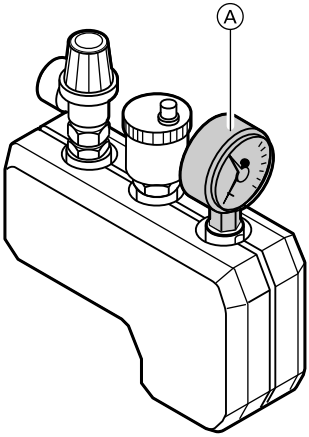
The programming unit
The programming unit is mounted on the front at the top, above the front door.

Danger
There is a risk of falling due to slipping and tripping on the ash box.
Do not stand on the ash box.



You can adjust all control unit settings centrally at the programming unit. Control unit operation is described from page 16.

Heat-up preparations



1. Check the heating system pressure at pressure gauge Ⓐ:
   The system pressure is too low if the indicator points to the area below the red field. Top up with water or notify your local heating contractor.
   Minimum system pressure: 1.0 bar (0.1 MPa)

2. Check that the vents of the installation room are unrestricted.

   Note
   With open flue operation, the combustion air is drawn from the installation room.

3. Verify that the heating system or the heating water buffer cylinder is drawing off heat. Open the thermostatic valves on the radiators if necessary.

4. Ensure that all heating flow and heating return shut-off gate valves are open.

5. Check that all covers on the boiler are closed.

6. Ensure that power is supplied to the boiler.

Action in case of overheating

The high limit safety cut-out protects your boiler from overheating.

Note
Modifications to these components, of any kind whatsoever, are prohibited and will render all warranties void.
Replace faulty components only with genuine spare parts from Viessmann.

Action in case of overheating (cont.)

Note
If the boiler overheats again after a short time or overheats regularly, notify your heating contractor.

Boiler water temperature has reached 95 °C

High limit safety cut-out

The reset button of high limit safety cut-out Ⓐ is located behind the boiler casing.

Triggering the function

When the boiler water temperature exceeds **95 °C** the high limit safety cut-out responds.

Note
The high limit safety cut-out can only be reset manually.

Cancelling the function

Note
The high limit safety cut-out can only be reset (unlocked) once the boiler water temperature is approx. 70 °C.
Check or let your heating contractor check that the thermally activated safety valve has reset after every triggering of the high limit safety cut-out.

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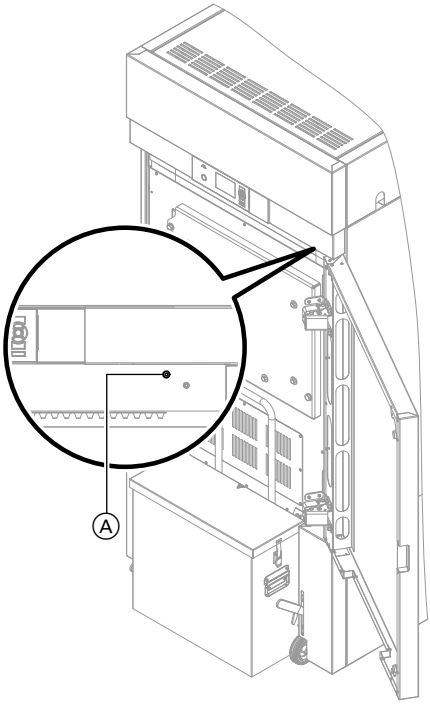
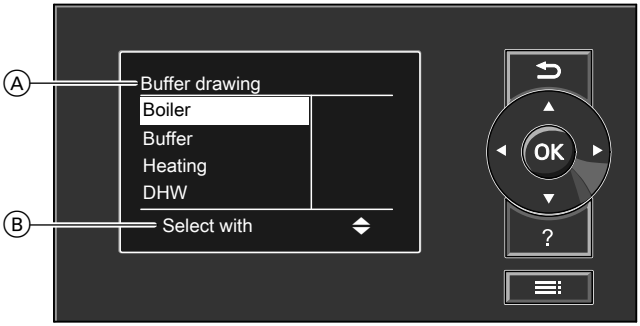
Action in case of overheating (cont.)



1. Open the front door.
2. Press green button Ⓐ of the high limit safety cut-out. You will hear a faint "click". The high limit safety cut-out has been reset.
3. Close the front door.
4. Acknowledge the excess temperature on the programming unit of the control unit with ⓄⓀ.

Navigation in the control unit menu



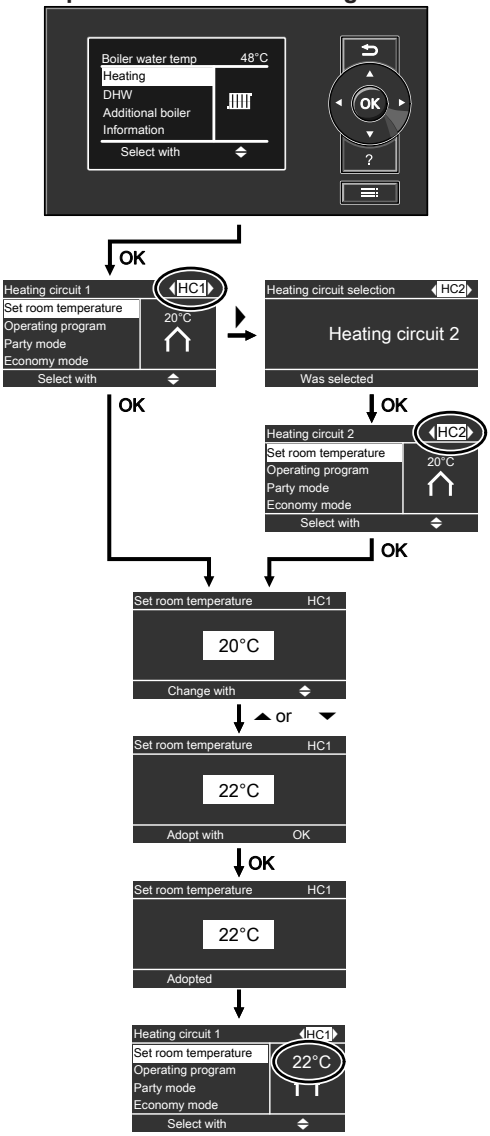
Ⓐ Display of operating phase
Ⓑ Dialogue line
⮌ Takes you to the previous step in the menu or cancels a setting that has been started.
Cursor keys
Scrolls through the menu or adjusts values.
Ⓞⓚ Confirms your selection or saves the setting.
? Calls up the help text relevant to the selected menu point.
Calls up the extended menu.

The selected menu point is highlighted in white.

Dialogue line Ⓑ then shows the necessary instructions.

Navigation in the control unit menu (cont.)

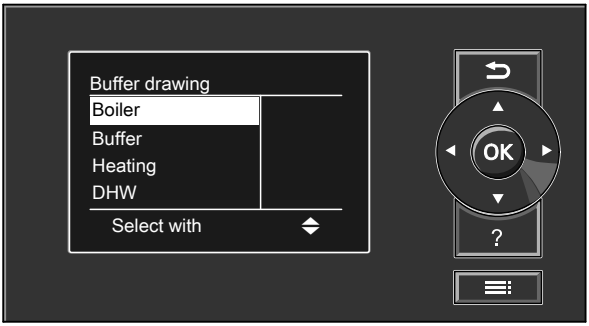
Example: Procedure for settings with different dialogue lines



Menu structure of the control unit

There are 2 control levels available, the "Standard menu" and the "Extended menu".

Standard menu



You can call up the settings **you require most frequently** from the standard menu:

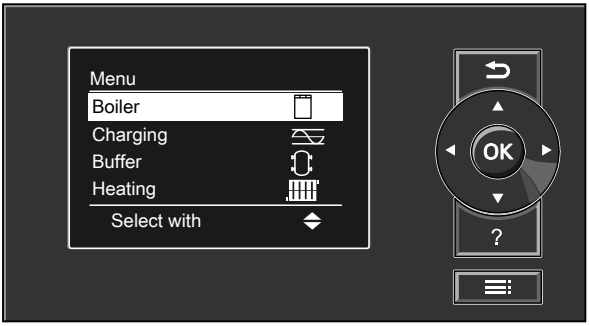
- Selecting the set room temperature
- Selecting the operating program
- Selecting the comfort function "Party mode"
- Selecting the energy saving function "Economy mode"
- Scanning the operating status
- Calling up temperatures, e.g. outside temperatures
- Calling up information
- Scanning information, warning and fault messages

Call up the standard menu as follows:

- If the screensaver is active: Press **any** key.
- From anywhere in the menu: Keep pressing ⮌ until the standard menu appears.

Menu structure of the control unit (cont.)

Extended menu



In the extended settings menu, you can call up and adjust the settings of the control unit's range of **less frequently used** functions, e.g. holiday program and time programs.

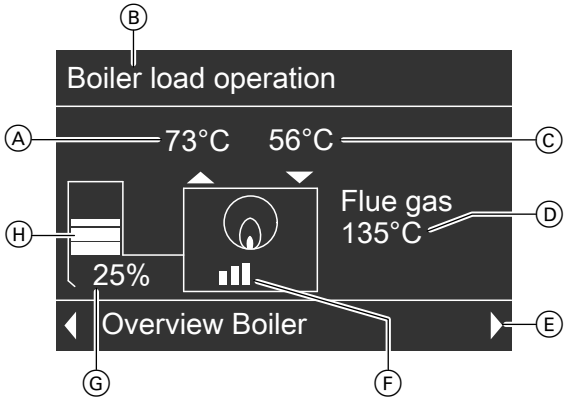
Call up the extended menu as follows:
- If the screensaver is active:
  Press **any** key followed by ☰.
- From anywhere in the menu:
  Press ☰.

Screensaver

- The screensaver will become active if you have not adjusted any settings on the programming unit for a few minutes.
- Depending on the operating phase, the screensaver will inform you about the current values of the boiler or heating water buffer cylinder.

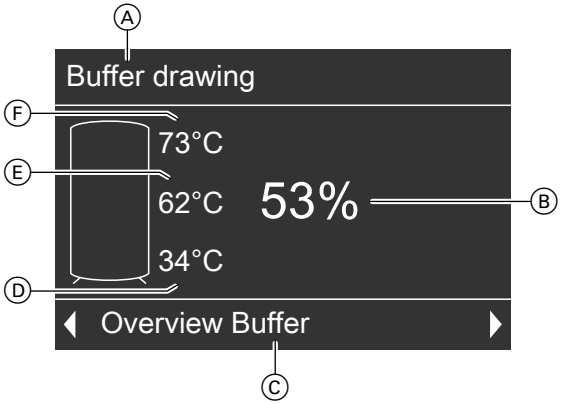
Menu structure of the control unit (cont.)

Screensaver during operating phase "Boiler load operation"



Ⓐ Boiler flow temperature
Ⓑ Operating phase
Ⓒ Boiler return temperature
Ⓓ Flue gas temperature
Ⓔ Dialogue line
Ⓕ Heating output of the boiler
Ⓖ Feed pump rate
Ⓗ Pellet hopper fill level

Screensaver during operating phase "Buffer drawing"



Ⓐ Operating phase
Ⓑ Heating water buffer cylinder heat-up condition in %
Ⓒ Dialogue line
Ⓓ Buffer temperature, bottom
Ⓔ Buffer temperature, middle
Ⓕ Buffer temperature, top

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Menu structure of the control unit (cont.)

Press any key. This takes you to the standard menu (see page 16).

"Help" menu

You can view an abridged guide giving an explanation of the controls and information about heating circuit selection.

Call up the short guide as follows:
- From anywhere in the menu:
  Call up the **"Help"** menu point by pressing **"?"**.

Required settings

If you require central heating, check the following points:

- Have you selected the heating circuit?
  For setting, see chapter "Selecting a heating circuit" on page 22.
- Have you set the required room temperature?
  For settings, see page 23.
- Have you selected the correct operating program?
  For settings, see page 24.
- Have you selected the required time program?
  For settings, see page 24.

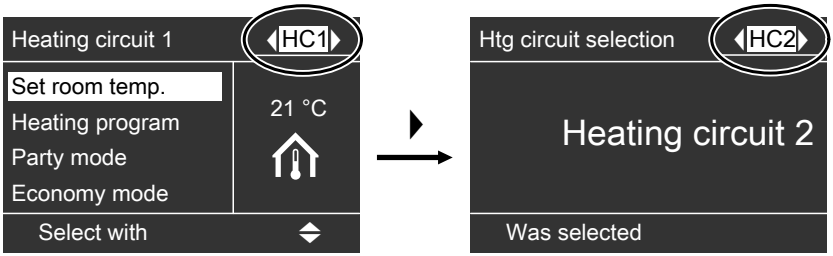
Selecting a heating circuit

Heating can, if necessary, be split over several heating circuits.

- In the case of heating systems with several heating circuits, for all central heating settings, first select the heating circuit where you want to make a change.
- This selection is not possible in heating systems with only one heating circuit.

Example:

- **"Heating circuit 1"** is the heating circuit for the rooms occupied by you.
- **"Heating circuit 2"** is the heating circuit for the rooms of a separate apartment.



The heating circuits are marked at the factory as **"Heating circuit 1"** (**HC1**) and **"Heating circuit 2"** (**HC2**).

If you or your heating contractor have renamed the heating circuits (e.g. as "Apartment" etc.), that title is then displayed instead of **"Heating circuit 1"** (see page 45).

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Setting the room temperature

You can set the standard room temperature (for day) and the reduced room temperature (for night) for the relevant heating circuit.

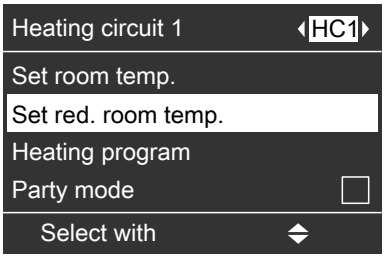
- Standard room temperature: See page 23
- Reduced room temperature: See page 23

Setting the room temperature for standard heating mode

Press the following keys:

1. ⮌ repeatedly until the standard menu is displayed.
2. ▲/▼ to select **"Heating"**.
3. OK to confirm.
4. ◀/▶ to select **"Heating circuit 1"** (HC1), **"Heating circuit 2"** (HC2), **"Heating circuit 3"** (HC3) or **"Heating circuit 4"** (HC4, if installed).
5. ▲/▼ for **"Set room temp"**.
6. OK to confirm.
7. ▲/▼ for the required temperature.
8. OK to confirm.
   "Adopted" appears briefly in the dialogue line of the display.

Set room temperature for reduced heating mode (night setback)



Press the following keys:

1. ☰ for the "Extended menu".
2. ▲/▼ to select **"Heating"**.
3. OK to confirm.
4. ◀/▶ to select **"Heating circuit 1"** (HC1), **"Heating circuit 2"** (HC2), **"Heating circuit 3"** (HC3) or **"Heating circuit 4"** (HC4, if installed).
5. ▲/▼ for **"Set red room temp"**.
6. OK to confirm.
7. ▲/▼ for the required temperature.
8. OK to confirm.
   "Adopted" appears briefly in the dialogue line of the display.

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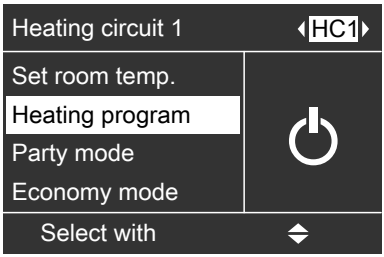
Setting the operating program

Check if **"Heating"** is set for the relevant heating circuit.



Press the following keys:

1. ⮌ repeatedly until the standard menu is displayed.

2. ▲/▼ for **"Heating"**.

3. OK to confirm.

4. ◀/▶ to select **"Heating circuit 1"** (HC1), **"Heating circuit 2"** (HC2), **"Heating circuit 3"** (HC3) or **"Heating circuit 4"** (HC4, if installed).

5. ▲/▼ for **"Operating program"**.

6. OK to confirm.
The check mark must be next to **"Heating"**.
If not, proceed as follows:

7. ▲/▼ for **"Heating"**.

8. OK to confirm.

The rooms of the selected heating circuit are heated in accordance with the room temperature and time program settings.

Setting a time program

The time when the heating circuit delivers central heating with standard or reduced room temperature is dependent on the settings of the switching times for the relevant day (4 possible time phases).

- If one or more time phases are selected, central heating with standard room temperature will be active for those times.
- If no time phases are selected, central heating will be enabled for the whole day with reduced room temperature.
- For central heating, up to 4 changes per day between standard and reduced room temperature can be programmed (4 time phases).
- At the factory, **time phase** 1 is set for every day from 06:00 to 22:00 h. During that time, all rooms are heated to the standard room temperature.

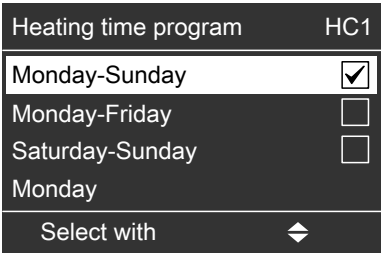
Setting a time program (cont.)

- You can set switching times individually for the following days or parts of the week:
  - The same for every day: Monday to Sunday
  - For individual parts of the week: Monday to Friday and Saturday to Sunday
  - For every day individually: Monday, Tuesday etc.
- In the "Extended menu", you can scan the current time program under **"Information"** (see page 52).

Please note when setting the switching times: Your heating system requires some time to heat the rooms to the required temperature.

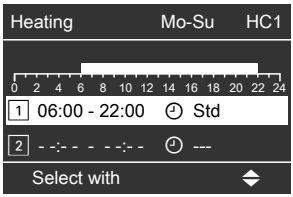
Note
The relevant heating circuit is controlled with reference to the standard room temperature set during the specified switching times.

Setting switching times



Press the following keys:

1. ☰ for the "Extended menu".
2. ▲/▼ for **"Heating"**.
3. OK to confirm.
4. ◀/▶ to select **"Heating circuit 1"** (HC1), **"Heating circuit 2"** (HC2), **"Heating circuit 3"** (HC3) or **"Heating circuit 4"** (HC4, if installed).
5. ▲/▼ for **"Heating time program"**.
6. OK to confirm.
7. ▲/▼ until the required part of the week or day appears.
8. OK to confirm.
9. ▲/▼ to select the time phase. The relevant time phase is represented by a number (1, 2, 3 or 4).



10. OK to confirm.
11. ▲/▼ to set the start time.

Setting a time program (cont.)

12. ⓞⓚ to confirm.

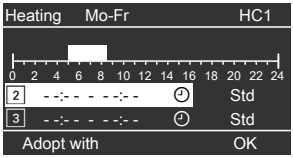
13. ▲/▼ to set the end time.

14. ⓞⓚ to confirm.

15. To adjust the beginning and end of further time phases, proceed as described in steps 9 to 14.

Deleting a time phase

1. Set the time for the end point to the same time that was set for the start point.
The display shows "**- - : - -**".



2. Press ⓞⓚ to confirm.

Resetting time phases to the factory settings

Note
*The time phases are only reset to factory settings when you reset **all** settings for the selected heating circuits.*

The steps for resetting to factory settings can be found on page 49.

Changing the heating curve

- You can alter the heating characteristics if the room temperature does not meet your requirements for any prolonged period of time.
- You alter the characteristics by changing the slope and level of the heating curve. For more information regarding the heating curve, see page 28.
- Please observe the modified heating characteristics over several days (if possible, wait for a major change in the weather) before making further adjustments.

Changing slope and level

For assistance, use the following table.

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Changing the heating curve (cont.)

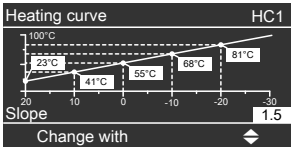
Heating characteristics	Measures	Example
The living space is **too cold during the heating season**.	Adjust the heating curve **slope** to the **next highest** value (e.g. 1.5).	Slope 1.5 Level 0 K
The living space is **too hot during the heating season**.	Adjust the heating curve **slope** to the **next lowest** value (e.g. 1.3).	Slope 1.3 Level 0 K
The living space is **too cold during spring/autumn** and during the **heating season**.	Adjust the heating curve **level** to the **next highest** value (e.g. +3).	Slope 1.4 Level 3 K
The living space is **too hot during spring/autumn** and during the **heating season**.	Adjust the heating curve **level** to the **next lowest** value (e.g. −3).	Slope 1.4 Level -3 K
The living space is **too cold during spring/autumn**, but warm enough during the heating season.	Adjust the heating curve **slope** to the **next lowest** value and the **level** to a **higher** value.	Slope 1.3 Level 3 K
The living space is **too hot** during **spring and autumn**, but warm enough during the heating season.	Adjust the heating curve **slope** to the **next highest** value and the **level** to a **lower** value.	Slope 1.5 Level -3 K

Press the following keys:

1. ☰ for the "Extended menu".
2. ▲/▼ to select **"Heating"**.
3. OK to confirm.
4. ◀/▶ to select **"Heating circuit 1"** (HC1), **"Heating circuit 2"** (HC2), **"Heating circuit 3"** (HC3) or **"Heating circuit 4"** (HC4, if installed).
5. ▲/▼ for **"Heating curve"**.
6. OK to confirm.
7. ▲/▼ for **"Slope"** or **"Level"**.
8. OK to confirm.

Changing the heating curve (cont.)

9. ▲/▼ for the required value.



10. (OK) to confirm.

Note
Setting the heating curve slope or level too high or too low will not result in damage to your heating system.

For technically-minded system users

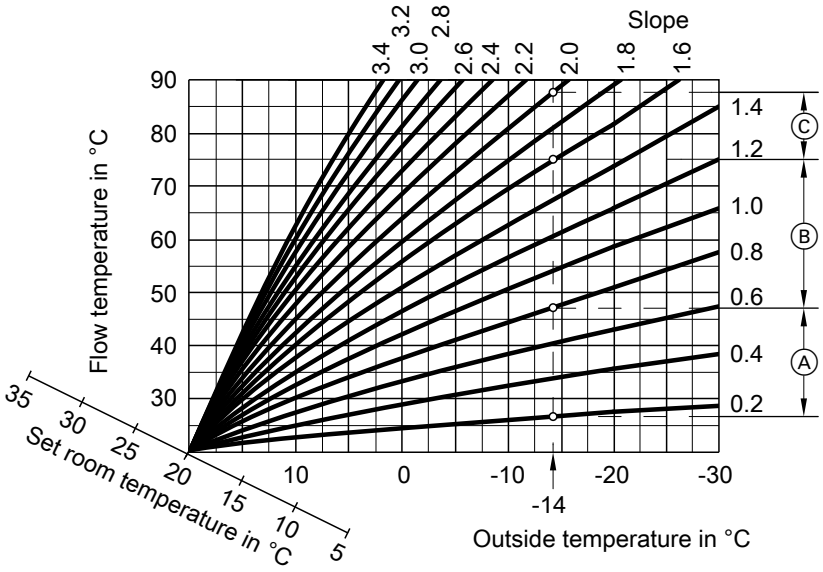
- Heating curves illustrate the relationship between the outside temperature and the flow temperature. Simplified: The lower the outside temperature, the higher the flow temperature.

The illustrated heating curves apply with the following settings:

- Heating curve level = 0
  Different level settings shift the curve in parallel in a vertical direction.
- Standard room temperature = approx. 20 °C

In the delivered condition, the slope is set to 1.4; the level to 0.

Changing the heating curve (cont.)



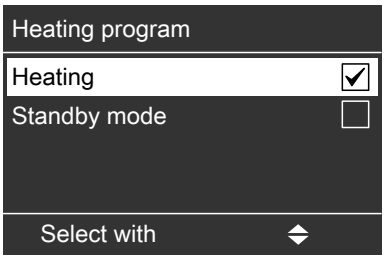
Example for outside temperature **−14 °C**:

Ⓐ Underfloor heating system, slope 0.2 to 0.8

Ⓑ Low temperature heating system, slope 0.8 to 1.6

Ⓒ Heating system with a boiler water temperature in excess of 75 °C, slope 1.6 to 2.0

Stopping central heating



Press the following keys:

1. ⮌ repeatedly until the standard menu is displayed.

2. ▲/▼ for **"Heating"**.

3. OK to confirm.

4. ◀/▶ to select **"Heating circuit 1"** (HC1), **"Heating circuit 2"** (HC2), **"Heating circuit 3"** (HC3) or **"Heating circuit 4"** (HC4, if installed).

5. ▲/▼ for **"Operating program"**.

6. OK to confirm.

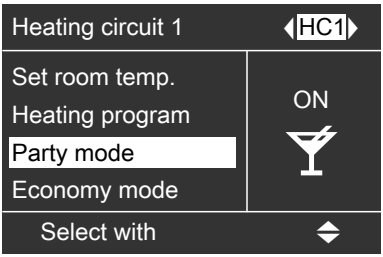
7. ▲/▼ for **"Standby mode"**.

8. OK to confirm. The display briefly shows **"Standby mode"**.

Selecting party mode

With this comfort function, you can change the room temperature of a heating circuit for a few hours, e.g. if guests stay longer in the evening. You do not have to change any existing control settings.

- The rooms are heated to the required temperature.



Press the following keys:

1. ⮌ repeatedly until the standard menu is displayed.
2. ▲/▼ for **"Heating"**.
3. OK to confirm.
4. ◀/▶ to select **"Heating circuit 1"** (HC1), **"Heating circuit 2"** (HC2), **"Heating circuit 3"** (HC3) or **"Heating circuit 4"** (HC4, if installed).
5. ▲/▼ for **"Party mode"**.
6. OK to confirm.
   The room temperature during party mode is shown in the display.
7. ▲/▼ for the required temperature, if you want to change the value.
8. OK to confirm.
   "Adopted" appears briefly in the dialogue line of the display. **"On"** appears on the right-hand side of the display in the following menu.

Terminating party mode

Party mode ends automatically with the next changeover to central heating with standard room temperature, but no later than after 8 hours.

If you want to terminate party mode prematurely, press the following keys:

1. ⮌ repeatedly until the standard menu is displayed.
2. ▲/▼ for **"Heating"**.
3. OK to confirm.
4. ◀/▶ to select **"Heating circuit 1"** (HC1), **"Heating circuit 2"** (HC2), **"Heating circuit 3"** (HC3) or **"Heating circuit 4"** (HC4, if installed).
5. ▲/▼ for **"Party mode"**.

Selecting party mode (cont.)

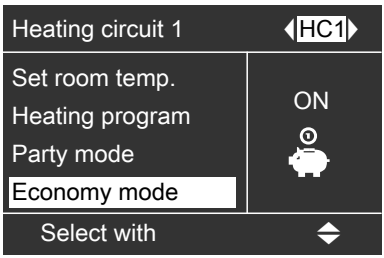
6. ⓞ to confirm.
"Off" appears briefly in the dialogue line of the display.
"Off" appears on the right-hand side of the display in the following menu.

Selecting economy mode

To save energy, you can reduce the room temperature in standard heating mode, for example, if you leave the house for a few hours.

Setting economy mode

In economy mode, the standard room temperature will be reduced automatically.



Press the following keys:

1. ⮌ repeatedly until the standard menu is displayed.

2. ▲/▼ for **"Heating"**.

3. ⓞ to confirm.

4. ◀/▶ to select **"Heating circuit 1"** (HC1), **"Heating circuit 2"** (HC2), **"Heating circuit 3"** (HC3) or **"Heating circuit 4"** (HC4, if installed).

5. ▲/▼ for **"Economy mode"**.

6. ⓞ to confirm.
"Economy mode On" appears briefly in the display.
"On" appears on the right-hand side of the display in the following menu.

Terminating economy mode

Economy mode ends automatically the next time the system changes over to central heating with standard room temperature.

If you want to terminate economy mode prematurely, press the following keys:

1. ⮌ repeatedly until the standard menu is displayed.

2. ▲/▼ for **"Heating"**.

3. ⓞ to confirm.

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Selecting economy mode (cont.)

4. ◀/▶ to select **"Heating circuit 1"** (HC1), **"Heating circuit 2"** (HC2), **"Heating circuit 3"** (HC3) or **"Heating circuit 4"** (HC4, if installed).

5. ▲/▼ for **"Economy mode"**.

6. OK to confirm. In the display **"Economy mode Off"** appears briefly. **"Off"** appears on the right-hand side of the display in the following menu.

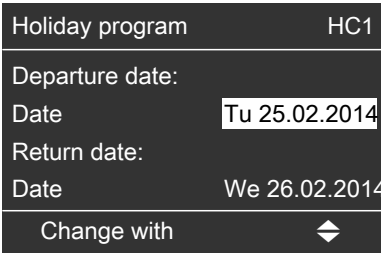
Selecting the holiday program

To save energy, for example during long holiday absences, you can enable the holiday program.

Setting a holiday program

The holiday program starts at 00:00 h the day following your departure and ends at 00:00 h on the day of your return. The set switching times are active on the day of departure and day of return.

Note
*The control unit is set so that the holiday program applies to **all** heating circuits and there is **no** DHW heating. If you want to change this, contact your local heating contractor.*



Press the following keys:

1. ☰ for the "Extended menu".

2. ▲/▼ to select **"Heating"**.

3. OK to confirm.

4. ◀/▶ to select **"Heating circuit 1"** (HC1), **"Heating circuit 2"** (HC2), **"Heating circuit 3"** (HC3) or **"Heating circuit 4"** (HC4, if installed).

5. ▲/▼ for **"Holiday program"**.

6. OK to confirm. The current date **"Departure date:"** and the following date **"Return date:"** are displayed.

7. ▲/▼ for departure date.

8. OK to confirm.

9. ▲/▼ to set the required date.

Selecting the holiday program (cont.)

10. ⓞⓚ to confirm.
"Adopted" appears briefly in the display.

11. ▲/▼ for return date.

12. ⓞⓚ to confirm.

13. ▲/▼ to set the required date.

14. ⓞⓚ to confirm.
"Adopted" appears briefly in the dialogue line of the display.

Terminating the holiday program

The holiday program terminates automatically on the day of return.

If you want to terminate the holiday program prematurely, press the following keys:

1. ☰ for the "Extended menu".

2. ▲/▼ to select **"Heating"**.

3. ⓞⓚ to confirm.

4. ◀/▶ to select **"Heating circuit 1"** (HC1), **"Heating circuit 2"** (HC2), **"Heating circuit 3"** (HC3) or **"Heating circuit 4"** (HC4, if installed).

5. ▲/▼ for **"Holiday program"**.

6. ⓞⓚ to confirm.

7. ▲/▼ for **"Delete program"**.

8. ⓞⓚ to confirm.

9. ▲/▼ for **"Yes"**.

10. ⓞⓚ to confirm.
"Adopted" appears briefly in the dialogue line of the display.

Changing the set holiday program

If you wish to change a set holiday program, press the following keys:

1. ☰ for the "Extended menu".

2. ▲/▼ to select **"Heating"**.

3. ⓞⓚ to confirm.

4. ◀/▶ to select **"Heating circuit 1"** (HC1), **"Heating circuit 2"** (HC2), **"Heating circuit 3"** (HC3) or **"Heating circuit 4"** (HC4, if installed).

5. ▲/▼ for **"Holiday program"**.

6. ⓞⓚ to confirm.

7. ▲/▼ for **"Change?"**.

8. ⓞⓚ to confirm.

9. To enter the new data, follow steps 7 to 14 in the chapter entitled "Setting a holiday program" from page 33.

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Required settings

If you want DHW heating, check the following points:

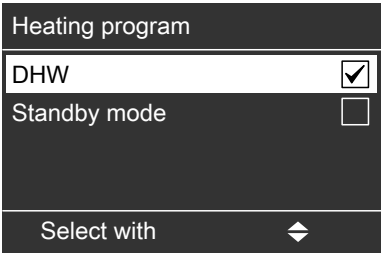
- Have you selected the required set DHW temperature?
  For settings, see page 35.
- Have you selected the correct operating program?
  For settings, see page 35.
- Have you selected the required time program?
  For settings, see page 36.

Setting the DHW temperature

Press the following keys:

1. ⮌ repeatedly until the standard menu is displayed.
2. ▲/▼ for **"DHW"**.
3. OK to confirm.
4. ▲/▼ for **"Set temperature"**.
5. OK to confirm.
6. ▲/▼ for the required temperature.
7. OK to confirm.
   "Adopted" appears briefly in the dialogue line of the display.

Setting the operating program



Press the following keys:

1. ⮌ repeatedly until the standard menu is displayed.
2. ▲/▼ for **"DHW"**.
3. OK to confirm.
4. ▲/▼ for **"Operating program"**.
5. OK to confirm.

Setting the operating program (cont.)

6. ▲/▼ for **"DHW"** or **"Standby mode"**.
7. OK to confirm.

Setting the time program

When DHW heating is enabled for the heating circuit depends on the settings of the switching times for the respective day (4 possible time phases).

- The time program for DHW heating is made up of time phases. A time phase from 06:00 to 22:00 h every day is set at the factory.
- **Automatic mode** is set at the factory for DHW heating.
- If you don't require automatic mode, you can select up to 4 individual time phases per day for DHW heating. For each time phase you select the start and end points.
- In the "Extended menu", you can scan the current time program under **"Information"** (see page 52).

Setting time phases

Press the following keys:

1. ☰ for the "Extended menu".
2. ▲/▼ for **"DHW"**.
3. OK to confirm.
4. ▲/▼ for **"DHW time program"**.
5. OK to confirm.
6. ▲/▼ for **"Individual"**.
7. OK to confirm.
8. ▲/▼ until the required part of the week or day appears.
9. OK to confirm.
10. ▲/▼ to select the time phase. The relevant time phase is represented by a number (1, 2, 3 or 4).
11. OK to confirm.
12. ▲/▼ to set the start time.
13. OK to confirm.
14. ▲/▼ to set the end time.
15. OK to confirm.
16. To adjust the beginning and end of further time phases, proceed as described in steps 10 to 15.

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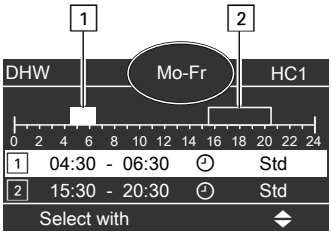
Setting the time program (cont.)

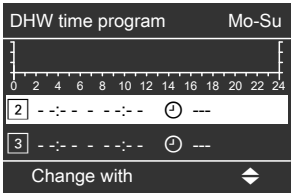
Example shown:
- Time program for Monday to Friday (**"Mo-Fr"**)
- Time phase 1: From 04:30 to 06:30 h
- Time phase 2: From 15:30 to 20:30 h



Example:
You want to set the same time program for every day except Monday:
Select the period **"Monday–Sunday"** and set the time program.
Then select **"Monday"** and set the time program for this.

Deleting a time phase

1. Set the time for the end point to the same time that was set for the start point.
   The display shows "**- - : - -**".
2. Press OK to confirm.



Resetting time phases to factory settings

Note
*The time phases for DHW heating are only reset to factory settings when you reset **all** settings for **"DHW"**.*

The steps for resetting to factory settings can be found on page 49.

Stopping DHW heating

Press the following keys:

1. ⮌ repeatedly until the standard menu is displayed.
2. ▲/▼ for **"DHW"**.
3. OK to confirm.
4. ▲/▼ for **"Operating program"**.
5. OK to confirm.
6. ▲/▼ for **"Standby mode"**.
7. OK to confirm.

Selecting the operating program

There are 3 operating programs available for controlling the heating water temperatures in the heating water buffer cylinder:

- "**Automatic**"
  In automatic mode, the average set temperature of the heating water buffer cylinder is determined automatically via the selected heating curve of the heating water buffer cylinder. A set value is determined subject to the outside temperature and the selected values for level and slope.
- "**Manual**"
  In manual mode, you can specify a fixed value for the average set temperature of the heating water buffer cylinder. You can enter this set value in the **"Buffer"** menu when manual mode is selected.
- "**Off**"
  In this operating program, the heating water buffer cylinder is heated by the boiler. However, the heating water temperature has no influence on the boiler operation.

Press the following keys to set the operating program:

1. ☰ for the "Extended menu".

2. ▲/▼ for **"Buffer"**.

3. OK to confirm.

4. ▲/▼ for **"Operating program"**.

5. OK to confirm.

6. ▲/▼ for **"Automatic"**, **"Manual"** or **"Off"**.

7. OK to confirm.

Entering the average set temperature of the heating water buffer cylinder in manual mode:

1. ☰ for the "Extended menu".

2. ▲/▼ for **"Buffer"**.

3. OK to confirm.

4. ▲/▼ for **"Set temp man mode"**. This menu point is only available when manual mode is selected.

5. OK to confirm.

6. ▲/▼ for the required temperature.

7. OK to confirm.

Setting the time program

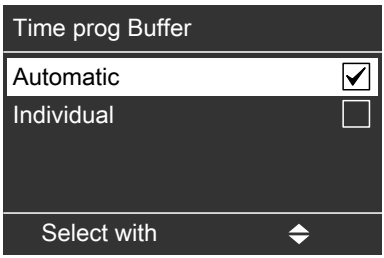
You can set these heating times by adjusting the time program for the heating water buffer cylinder. During the time phases set, the heat-up condition of the heating water buffer cylinder has an effect on the operation of the boiler.

- The time program for the heating water buffer cylinder is made up of time phases. A time phase from 06:00 to 22:00 h every day is set at the factory.
- The time program for the heating water buffer cylinder is preset to **Automatic mode** at the factory. In automatic mode, the time program for the heating water buffer cylinder is disregarded.
- If you don't require automatic mode, you can select up to 4 individual time phases per day. For each time phase you select the start and end points.

Note

If your are using a solar thermal system for central heating backup, the heating times of the heating water buffer cylinder should be adjusted with the control unit of the solar thermal system.

Setting time phases



Press the following keys:

1. ☰ for the "Extended menu".
2. ▲/▼ for **"Buffer"**.
3. OK to confirm.
4. ▲/▼ for **"Time prog"**.
5. OK to confirm.
6. ▲/▼ for **"Individual"**.
7. OK to confirm.
8. ▲/▼ until the required part of the week or day appears.
   to select the required part of the week or day.
9. OK to confirm.
10. ▲/▼ to select the time phase.
    The relevant time phase is represented by a number (1, 2, 3 or 4).
11. OK to confirm.

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Setting the time program (cont.)

12. ▲/▼ to set the start time.

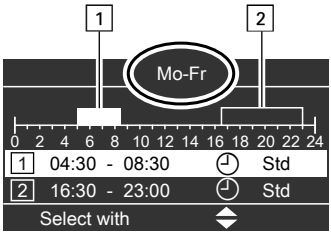
13. OK to confirm.

14. ▲/▼ to set the end time.

15. OK to confirm.

16. To adjust the beginning and end of further time phases, proceed as described in steps 10 to 15.

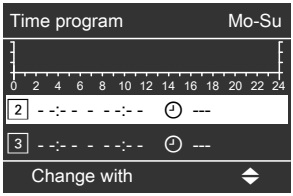
Example shown:
- Time program for Monday to Friday (**"Mo-Fr"**)
- Time phase 1: From 04:30 to 08:30 h
- Time phase 2: From 16:30 to 23:00 h



Deleting a time phase

1. Set the time for the end point to the same time that was set for the start point.
The display shows "**- - : - -**".

2. Press OK to confirm.



Setting the heating curve

In the **"Automatic"** operating program, the control unit automatically determines the average set temperature of the heating water buffer cylinder. It takes into account the selected heating curve and the outside temperature.

Press the following keys:

1. ☰ for the "Extended menu".

2. ▲/▼ to select **"Buffer"**.

3. OK to confirm.

4. ▲/▼ for **"Heating curve"**.

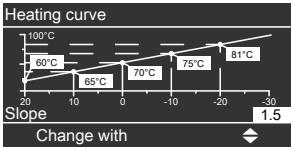
5. OK to confirm.

6. ▲/▼ for **"Slope"** or **"Level"**.

Setting the heating curve (cont.)

7. ⓞⓚ to confirm.

8. ▲/▼ for the required value.



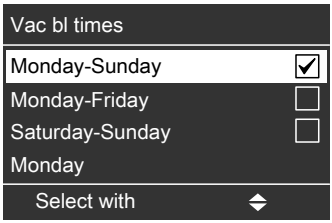
9. ⓞⓚ to confirm.

Blocking times for automatic fuel supply

If you only want the pellet hopper to be charged at certain times, you can select the blocking times individually.
Select the times to ensure that there is sufficient fuel available during the blocking times.

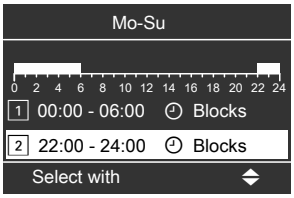
Note
Only adjust the blocking times for the fuel supply if pellet supply takes place via a vacuum module.

Setting blocking times



Press the following keys:

1. ☰ for the "Extended menu".
2. ▲/▼ for **"Charging"**.
3. OK to confirm.
4. ▲/▼ for **"Vac bl times"**.
5. OK to confirm.
6. ▲/▼ until the required part of the week or day appears.
7. OK to confirm.



8. ▲/▼ to select the time phase. The relevant time phase is represented by a number (1, 2, 3 or 4).
9. OK to confirm.
10. ▲/▼ to set the start time.
11. OK to confirm.
12. ▲/▼ to set the end time.

    Note
    Do not set the blocking time to be longer than 10 hours. Blocking times in excess of 10 hours will cause a fault display due to fuel shortage.

13. OK to confirm.
14. To adjust the beginning and end of further time phases, proceed as described in steps 8 to 13.

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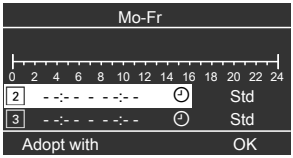
Blocking times for automatic fuel supply (cont.)

Deleting blocking times

1. Set the time for the end point to the same time that was set for the start point.
   The display shows "**- - : - -**".

2. Press OK to confirm.



Setting the display contrast

Press the following keys:

1. ☰ for the "Extended menu".
2. ▲/▼ for **"Settings"**.
3. OK to confirm.
4. ▲/▼ for **"Contrast"**.
5. OK to confirm.
6. ▲/▼ for the required contrast.
7. OK to confirm.

Setting the brightness of the display

You would like to see the text in the menu better. Change the brightness for the controls and the screensaver separately.

Press the following keys:

1. ☰ for the "Extended menu".
2. ▲/▼ for **"Settings"**.
3. OK to confirm.
4. ▲/▼ for **"Brightness"**.
5. OK to confirm.
6. ▲/▼ for **"Controls"** or **"Screensaver"**.
7. OK to confirm.
8. ▲/▼ for the required brightness.
9. OK to confirm.

Naming heating circuits

You can give heating circuits 1, 2, 3 and 4 (**"HC1"**, **"HC2"**, **"HC3"** and **"HC4"**) individual names. The abbreviations **"HC1"**, **"HC2"**, **"HC3"** and **"HC4"** are retained.

Press the following keys:

1. ☰ for the "Extended menu".
2. ▲/▼ for **"Settings"**.
3. OK to confirm.
4. ▲/▼ for **"Heating circ desig"**.
5. OK to confirm.

▶▶

Naming heating circuits (cont.)

6. ▲/▼ to select **"Heating circuit 1"** (HC1), **"Heating circuit 2"** (HC2), **"Heating circuit 3"** (HC3) or **"Heating circuit 4"** (HC4, if installed).

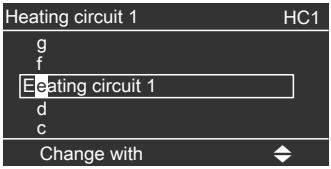
7. (OK) to confirm.

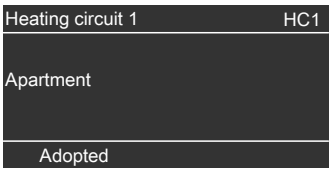
8. ▲/▼ to change the letters.

9. ◀/▶ to select the next character.

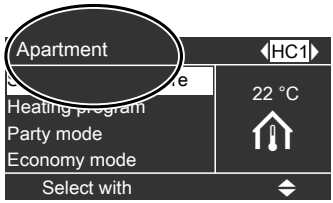
10. (OK) to confirm.

Example:
Name for Heating circuit 1: Apartment





The menu shows "Apartment" for Heating circuit 1.



Setting the time and date

The time and date are factory-set. If your heating system has been shut down for a long time, it may be necessary to set the time and date.

Press the following keys:

1. ☰ for the "Extended menu".

2. ▲/▼ for **"Settings"**.

3. (OK) to confirm.

4. ▲/▼ for **"Time/date"**.

5. (OK) to confirm.

6. ▲/▼ for **"Time"** or **"Date"**.

7. (OK) to confirm.

Setting the time and date (cont.)

8. ▲/▼ for the required time or the required date.

9. ⓞⓚ to confirm.

Language selection

Press the following keys:

1. ☰ for the "Extended menu".

2. ▲/▼ for **"Settings"**.

3. ⓞⓚ to confirm.

4. ▲/▼ for **"Language"**.

5. ⓞⓚ to confirm.

6. ▲/▼ for the required language.

7. ⓞⓚ to confirm.

Setting the temperature unit (°C/°F)

Factory setting: °C

Press the following keys:

1. ☰ for the "Extended menu".

2. ▲/▼ for **"Settings"**.

3. ⓞⓚ to confirm.

4. ▲/▼ for **"Temperature unit"**.

5. ⓞⓚ to confirm.

6. ▲/▼ for the required unit.

7. ⓞⓚ to confirm.

Changing boiler water temperature

In the delivered condition, the boiler water temperature is set to 85 °C. The temperature of the boiler water is regulated with reference to the set value.

Press the following keys:

1. ☰ for the "Extended menu".

2. ▲/▼ for **"Boiler"**.

3. ⓞⓚ to confirm.

Changing boiler water temperature (cont.)

4. ▲/▼ for **"Boiler temperature"**.

5. ⓞ to confirm.

6. ▲/▼ for the required temperature.

7. ⓞ to confirm.

Changing the set value of residual oxygen

Only change this setting after consulting a heating contractor. Otherwise, have a heating contractor reset the set value. In the delivered condition, the minimum set value is 8 %.

Press the following keys:

1. ☰ for the "Extended menu".

2. ▲/▼ for **"Boiler"**.

3. ⓞ to confirm.

4. ▲/▼ for **"Flue gas residual O2"**.

5. ⓞ to confirm.

6. ▲/▼ for the required value.

7. ⓞ to confirm.

Setting the minimum system temperature

Select a value according to the minimum required temperature for the heating system. When the temperature falls below this value, the boiler or the additional heat generator starts.

Press the following keys:

1. ☰ for the "Extended menu".

2. ▲/▼ for **"Boiler"**.

3. ⓞ to confirm.

4. ▲/▼ for **"Min set system temp"**.

5. ⓞ to confirm.

6. ▲/▼ for the required temperature.

7. ⓞ to confirm.

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Restoring factory settings

You can individually restore all modified values for each heating circuit to their factory setting.

Press the following keys:

1. ☰ for the "Extended menu".
2. ▲/▼ for **"Settings"**.
3. OK to confirm.
4. ▲/▼ for **"Standard setting"**.
5. OK to confirm.
6. ▲/▼ for selecting the required parameter group.
   The parameter groups **"General"**, **"Heating"** or **"DHW"** are available.
   Select the required heating circuit under **"Heating"** with ◀/▶ and continue.
7. OK to confirm.
8. ▲/▼ for **"Yes"**.
9. OK to confirm.

The following settings and values of the selected parameter group are reset:

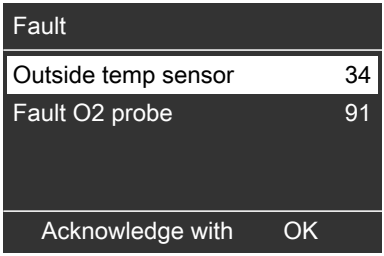
- Set room temperature
- Set DHW temperature
- Time program for central heating
- Time program for DHW heating
- Time program for DHW circulation pump
- Party mode is deleted
- Economy mode is deleted
- Holiday program is deleted
- Heating curve slope and level

Scanning fault messages

If any faults have occurred in your heating system, the symbol **"⚠"** flashes on the display and **"Fault"** is shown.
The heating contractor uses fault messages to quickly pinpoint the cause of your boiler's fault. This can reduce the time required to resolve the fault and therefore also your costs.
Make a note of the fault message displayed so you can tell your heating contractor what it is. This makes preparations easier and may save extra travel expenses.

Danger
Danger due to unresolved faults in the heating system
- If a fault occurs, shut the system down and make it safe.
- Contact your heating contractor immediately.
- Rectify the fault immediately or have a heating contractor rectify it if necessary.
- When rectifying the fault, no-one else should be present in the danger zone around the heating system.

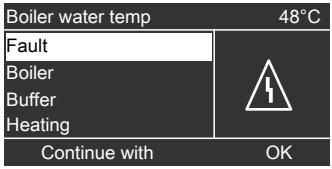
1. You can call up the cause of the fault with ⓞⓚ.



2. Pressing **?** calls up information on the heating system characteristics.
   Tips on which measures you can take yourself **before** notifying your heating contractor are also displayed.

Scanning fault messages (cont.)

3. Make a note of the cause of the fault and the fault code next to it on the right. In this example: **"Outside sensor 34"** and **"Fault O2 probe 91"**. This enables the heating contractor to be better prepared for the service call and may save additional travelling costs.
4. If you want to acknowledge the fault message, follow the instructions in the menu.
   The fault message is adopted into the menu.



Note

- *If you have connected signalling equipment to indicate fault messages (e.g. a buzzer), this signalling equipment is deactivated when the fault message is acknowledged.*
- *If the fault can only be rectified at a later date, the fault message is displayed again the next day and the signalling equipment is switched on again.*

Calling up an acknowledged fault message

Press the following keys:

1. ⮌ repeatedly until the standard menu is displayed.

2. ▲/▼ for **"Fault"**.

3. (OK) to confirm.

Scanning information

You can scan information in the standard menu and in the extended menu. They differ in the extent of the information displayed.

If you select the **"Heating"** sub-menu, you can request information on the required heating circuit via "◀/▶".

Scanning information (cont.)

Scanning information in the standard menu

Press the following keys:

1. ⮌ repeatedly until the standard menu is displayed.
2. ▲/▼ for **"Information"**.
3. OK to confirm.

The following scanning options are now available.

Scanning in the **"Standard menu"**:
- Outside temperature
- **"Heating"** sub-menu:
  - Set flow temperature
  - Actual flow temp
  - Heating circuit pump
  - Valve
  - Operating program
  - Operating status
- **"DHW"** sub-menu:
  - Set DHW temperature
  - Actual DHW temp
  - Set return temp
  - Actual return temp
  - Pump
  - Valve
  - Operating program
  - Operating status
- **"Solar"** sub-menu:
  - Solar DHW
  - Collector temperature
  - Solar energy
  - Solar circuit pump (speed, hours run)
  - Reheating suppression

Scanning information in the extended menu

Press the following keys:

1. ☰ for the "Extended menu".
2. ▲/▼ for **"Information"**.
3. OK to confirm.

The following scanning options are now available.

Requesting information in **"Extended menu"**:
- **"General"** sub-menu:
  - Outside temperature
  - Set system temperature
  - Enable additional boiler
  - Time
  - Date
- **"Boiler"** sub-menu:
  - Boiler water temp
  - Boiler return
  - Flue gas temperature
  - Flue gas residual O2
  - Prim air damper
  - Sec air damper
  - Boiler pump
  - Boiler valve
  - Flue gas fan
  - Feed screw conveyor
  - Fuel consumption
  - Ash box
  - Boiler start
  - Hours run

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Scanning information (cont.)

- **"Heating"** sub-menu:
  - Operating program
  - Operating status
  - Time program
  - Set room temp
  - Set reduced room temperature
  - Set flow temperature
  - Actual flow temp
  - Slope
  - Level
  - Heating circuit pump
  - Valve
- **"DHW"** sub-menu:
  - Operating program
  - Operating status
  - Time program DHW
  - Set DHW temperature
  - Actual DHW temperature
  - Set return temperature
  - Actual return temperature
  - Pump
  - Valve

Scanning temperatures

You can scan information on temperatures via the standard menu and the extended menu. The extent of displayed values is larger in the extended menu. We therefore recommend scanning temperatures via the extended menu.

Scanning temperatures in the standard menu

Press the following keys:

1. ⮌ repeatedly until the standard menu is displayed.
2. ▲/▼ for **"Information"**.
3. OK to confirm.
4. ▲/▼ for **"Outside temperature"**, **"Heating"** or **"DHW"**. The overview below shows the temperatures displayed in the **"Heating"** and **"DHW"** sub-menus.

"**Heating**" sub-menu:
- Set flow temperature
- Actual flow temp

"**DHW**" sub-menu:
- Set DHW temperature
- Actual DHW temperature
- Set return temperature
- Actual return temperature

Scanning the heating water temperature in the standard menu

Press the following keys:

1. ⮌ repeatedly until the standard menu is displayed.
2. ▲/▼ for **"Buffer"**.
3. OK to confirm.
4. ▲/▼ to display the required temperature.

Scanning information (cont.)

The following temperatures can be scanned in the "**Buffer**" menu:
- Set buffer
- Buffer average
- Buffer sensors

Scanning temperatures in the extended menu

Press the following keys:

1. ☰ for the "Extended menu".

2. ▲/▼ for **"Information"**.

3. OK to confirm.

4. ▲/▼ for **"General"**, **"Boiler"**, **"Heating"** or **"DHW"**. The following overviews show the temperatures displayed in the sub-menus.

5. OK to confirm.

Temperatures in "**General**" sub-menu:
- Outside temperature
- Set system temperature

Temperatures in "**Boiler**" sub-menu:
- Boiler water temp
- Boiler return
- Flue gas temperature

Temperatures in "**Heating**" sub-menu:
- Set room temp
- Set reduced room temperature
- Set flow temperature
- Actual flow temp

Temperature in "**DHW**" sub-menu:
- Set DHW temperature
- Actual DHW temperature
- Set return temperature
- Actual return temperature

Shutting down the heating system for an extended period

You can switch your heating system OFF if you do not intend using it. We recommend you contact your local heating contractor before and after shutting down for longer periods.
Your heating contractor can then take suitable steps such as frost protection for the system or heating surface preservation as required.

Note
No special measures are necessary when shutting down the system on a temporary basis.

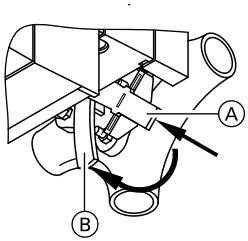
Shutdown

1. ***Note***
   Only disconnect the mains plug of the boiler for maintenance and repair purposes.
   - *Otherwise the lambda probe will not be heated. This can cause damage to the lambda probe during longer shutdown periods.*
   - *The boiler circuit pump is switched on briefly at regular intervals.*

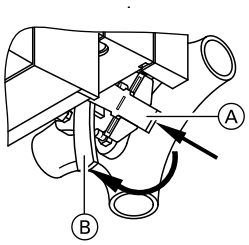
2. Perform all work described in the overview of the chapter entitled "Maintenance and repairs" on page 61.

3. If there is a risk of frost, drain the boiler. Observe the instructions from your heating system installer. Alternatively, you could ask them to add antifreeze.

Rooms are too cold

Cause	Remedy
Central heating is switched off.	Check the room thermostats. If necessary, change the operating program.
Control unit incorrectly set.	Check the settings and correct if required: ■ The heating circuit must be on (see page 24) ■ Room temperature (see page 24) ■ Time (see page 46) ■ Switching times (see page 25)
Control unit fault: **"Fault"** is shown in the display. The red fault indicator flashes.	Check the type of fault (see page 50) and notify your local heating contractor.
The heating circuit pump is not working.	Contact your local heating contractor.
Heating circuit with mixer: Mixer motor faulty	Unhook motorised lever Ⓐ. Adjust mixer lever Ⓑ manually (e.g. to "5"). Inform your local heating contractor. 

Rooms are too hot

Cause	Remedy
Control unit incorrectly set.	Check the settings and correct if required: ■ The heating circuit must be on (see page 24) ■ Room temperature (see page 24) ■ Time (see page 46) ■ Switching times (see page 25)
Control unit fault or outside temperature sensor/boiler water temperature sensor faulty: **"Fault"** is shown in the display. The red fault indicator flashes.	Check the type of fault (see page 50) and notify your local heating contractor.
Heating circuit with mixer: Mixer motor faulty	Unhook motorised lever Ⓐ. Adjust mixer lever Ⓑ manually (e.g. to "5"). Inform your local heating contractor. 

There is no hot water

Cause	Remedy
Control unit incorrectly set.	Check the settings and correct if required: ■ DHW heating must be on (see page 35) ■ DHW temperature (see page 35) ■ Time (see page 46) ■ Switching times (see page 36)
DHW cylinder is cold.	Check the settings and correct if required: ■ Set DHW temperature (see page 35) ■ Heating times for DHW heating (see page 36) If the heating times are OK: Check the temperature of the DHW cylinder. If this temperature is too low: Inform your local heating contractor.
The DHW cylinder pump is not running.	Check the heating times. If the pump is running according to the times set in the control unit: Inform your local heating contractor.
Mixing valve faulty	Notify your local heating contractor.

The DHW is too hot

Cause	Remedy
Control unit incorrectly set.	Check and correct the DHW temperature if required (see page 35).
Sensor fault	Inform your local heating contractor.

"Fault" is shown in the display

Cause	Remedy
Heating system fault	Check the type of fault (see page 50) and notify your local heating contractor.

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Ordering fuel

Ordering wood pellets

The pellets used must meet the requirements of EN plus, class A1 and EN 14961-2, class A1 (Ⓐ: ÖNORM 7135). Only use pellets with the following properties:

- Diameter: 6 mm
- Length: 5 to 30 mm (max. 20 % of the pellets can be up to 45 mm)
- Residual moisture: max. 7 to 12 %

Note
Do not burn waste in this boiler.

Delivery methods

Pellets are sold in 15 to 30 kg sacks, in bulk cartons up to 1000 kg and in bulk. Bulk pellets are transported by silo tanker and blown into the storage room via a hose system.

Ordering woodchips

Approved woodchips

Woodchips to EN 14961

Water content
- M20
- M30

Grain size
- P16A/P16B
- P45A

Woodchips to ÖNORM

Water content
- W20
- W30

Grain size
- G30
- G50

Care, inspection and maintenance

Regular maintenance ensures trouble-free, energy-efficient and environmentally responsible heating. For this, we strongly advise you to arrange an inspection and maintenance contract with your local heating contractor.

Boiler

Increasing boiler contamination raises the flue gas temperature and thereby increases energy losses. The boiler must therefore be thoroughly cleaned by a heating contractor twice a year.

DHW cylinder (if installed)

Standards DIN 1988-8 and EN 806 specify that maintenance and cleaning should be carried out no later than 2 years after commissioning and as required thereafter.
Only a qualified heating contractor should clean the inside of a DHW cylinder and the DHW connections.
If any water treatment equipment (e.g. a sluice or injection system) is installed in the cold water supply of the DHW cylinder, ensure this is refilled in good time. For this, observe the manufacturer's instructions.

Additionally, for DHW cylinder with sacrificial anode:
We recommend that the correct function of the sacrificial anode is checked annually by your heating contractor. The function of the sacrificial anode can be checked without interrupting the system operation. The heating contractor will check the earth current with an anode tester.

Safety valve (DHW cylinder)

Check the safety valve function every six months by venting, or have it checked by your heating contractor. The valve seat may become contaminated (see the valve manufacturer's instructions).

Drinking water filter (where installed)

For reasons of good hygiene:
- Replace the filter element on non-backwashing filters every 6 months (visual inspection every 2 months).
- On backwashing filters, backwash every 2 months.

Replacing fuses

Danger
Contact with 'live' components of the control unit can lead to fatal injury due to electric shock.

Only a heating contractor may replace fuses.

Cleaning information

Have a heating contractor clean the interior of the boiler once a year.

Danger
Fire from openings and hot surfaces can cause dangerous injuries.
- Never open doors or covers on the boiler during heating operation.
- Only open the boiler after it has cooled down.

Danger
During maintenance and cleaning work, and when manipulating the ash box, there is a risk of fire and burns due to hot parts and ash.
- Wear suitable safety gloves.
- Only dispose of the ash in fireproof containers with covers.

Danger
There is a risk of falling due to slipping and tripping on the ash box.
Do not stand on the ash box.

Note
Before restarting the system, all opened covers and flaps on the boiler must be closed again.

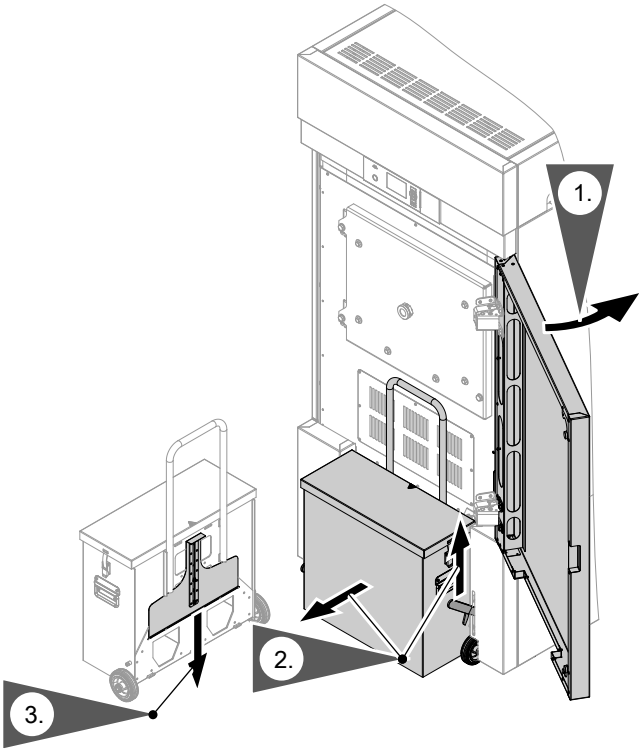
Maintenance intervals

Note
The cleaning intervals can vary significantly, subject to the fuel used.

Maintenance intervals (cont.)

Vitoligno 300-H	System user	Heating contractor
Every 7 days		
Check the fill level of the ash box and empty it if required.	X	
Visually inspect the light barriers and clean them if required.	X	

Emptying the ash box



Emptying the ash box (cont.)

1. **Danger**
   Severe burns due to hot surfaces
   Only perform cleaning work when the boiler is cold.

   Switch off the boiler.
   Open the front door of the boiler.

2. Pull the unlocking lever on the boiler upwards. Slide the ash box forwards.

3. Push the ash partition of the ash box down as far as it will go.

4. Empty the ash box.

5. Proceed in reverse order to insert the ash box and close the boiler.

   Note
   Before closing the boiler, the ash partition has to be opened again.

6. Switch the boiler on.

Cleaning the light barriers

1. **Danger**
   Severe burns due to hot surfaces
   Only perform cleaning work when the boiler is cold.

   Switch off the boiler.

2. Undo the union nut on the light barrier.

3. Remove the underlying glass.

4. Clean the glass of the light barrier.

5. Proceed in reverse order to reassemble the light barrier.

6. Switch the boiler on.

Terminology

Setback mode (reduced heating mode)

See "Reduced heating mode".

Extension kit for heating circuit with mixer

Assembly (accessories) for controlling a heating circuit with mixer
See "Mixer".

Heating circuit

A heating circuit is a sealed unvented circuit that connects the boiler and radiators and in which the heating water circulates.
A heating system may have several heating circuits, e.g. one heating circuit for the rooms occupied by you and one heating circuit for the rooms of a separate apartment.

Heating circuit pump

Circulation pump for circulating the heating water in the heating circuit

Actual temperature

Current temperature at the time of the scan; e.g. actual DHW temperature.

Mixer

A mixer mixes the water in the heating circuit as follows:
- Water heated in the boiler
- With the cooled water returning from the heating circuit

The water brought to the right temperature is pumped to the heating circuit by the heating circuit pump. The control unit adjusts the heating circuit flow temperature via the mixer to suit different conditions.

Night setback

See "Reduced heating mode".

Standard heating mode

For periods when you will be at home during the day, use standard heating mode to heat your interior. Set the periods using the time program for central heating. During these periods, the interior is heated to the standard room temperature.

Standard room temperature

For periods when you will be at home during the day, select the standard room temperature.

Open flue operation

The combustion air is drawn from the room where the boiler is installed.

Reduced heating mode

For periods when you will be absent or during the night, heat your rooms in reduced heating mode (setback mode). Set the periods using the time program for central heating. During these periods, the interior is heated to a reduced room temperature.

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Terminology (cont.)

Reduced room temperature

For periods when you will be absent or during the night, select the reduced room temperature. Set the periods using the time program for central heating. During these periods, the interior is heated to a reduced room temperature.

Safety valve

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

Set temperature

Default temperature that should be reached, e.g. set DHW temperature

Drinking water filter

A device that removes solids from potable water. The drinking water filter is installed in the cold water pipe upstream of the DHW cylinder or the instantaneous water heater.

Weather-compensated mode

In weather-compensated mode, the heating flow temperature is regulated according to the outside temperature. This means that no more heat is generated than is actually required to heat the interior to the set room temperature you selected.
The outside temperature is captured and transmitted to the control unit by a sensor fitted outside the building.

Efficient and clean operation

To ensure efficient and clean operation of your heating system, please note the following:

- Only qualified and trained personnel may install and adjust the system.
- Only use the fuels specified in our operating instructions (see chapter "Ordering fuel"). This is essential for ensuring clean, efficient and reliable operation of your heating system.
- Regularly carry out the recommended maintenance and cleaning work on your system. For details, see chapter "Maintenance and cleaning" in the operating instructions. This guarantees not only the operational reliability of the heating system and its safety equipment, but also its efficient and clean operation. For the best support of your heating system, we recommend taking out a maintenance contract.

Efficient and clean operation (cont.)

- Your boiler can be controlled within a range of 30 to 100 % of its rated heating output. To avoid unnecessary emissions in low load operation, the appliances should be operated in the middle and upper output range (adjusted to the relevant heat demand) if possible. To avoid unnecessary cycling and to ensure the longest possible runtimes, combination with a modulating room or heating controller is ideal.
- In terms of energy, a buffer cylinder and combination with a solar thermal system are recommended. This guarantees efficient and clean operation of your heating system.

Dismantling and disposal

Dismantling

Have a heating contractor dismantle the boiler and the associated system components. These tasks are performed in reverse order to those in the associated installation instructions.

Disposal

Dispose of the boiler and the associated system components in an environmentally responsible manner according to the relevant waste disposal act. Recyclable materials such as boiler body, pellet hopper, discharge, casing panels, electric/electronic parts and plastics must be separated, cleaned and recycled.

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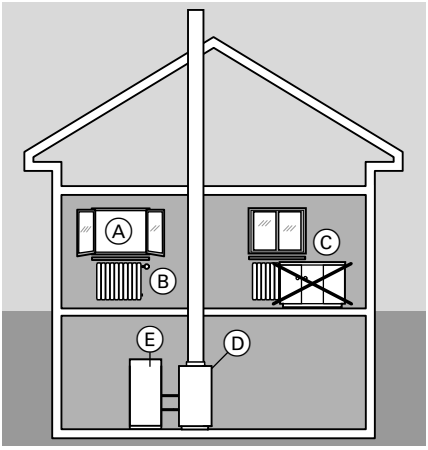
Energy saving tips

You can also save energy by taking the following steps:



- Correct ventilation/airing:
  Open windows Ⓐ wide for a short time. During this time, close thermostatic valves Ⓑ.
- Do not overheat the rooms; aim for a room temperature of 20 °C. Every degree of room temperature reduction saves up to 6 % on your heating bills.
- Close shutters (where installed) on the windows at dusk.
- Ensure that thermostatic valves Ⓑ are properly adjusted.
- Never cover or obstruct radiators Ⓒ or thermostatic valves Ⓑ.
- Make use of the setting options of control unit Ⓓ, e.g. "standard room temperature" alternating with "reduced room temperature".
- Set the DHW temperature of DHW cylinder Ⓔ at control unit Ⓓ.
- Only enable the DHW circulation pump (via switching times at the control unit) when DHW is being drawn off.
- Check your hot water consumption: A shower requires less energy than a full bath.

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Keyword index

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Keyword index (cont.)

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Keyword index (cont.)

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Your contact

Contact your local contractor if you have any questions regarding the maintenance and repair of your system. You may, for example, find local contractors on the internet under www.viessmann.com.

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