Operating instructions

for the system user

Wall mounted gas boiler

VITODENS 025-W

6227768 GB 3/2025

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

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

Safety instructions for working on the system

Connecting the appliance

- The appliance may be connected and commissioned only 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 specialists.

⚠ **Danger**
Incorrectly executed work on the heating system can lead to life threatening accidents.
- Work on gas installations may only be carried out by a registered gas fitter.
- Work on electrical equipment may only be carried out by a qualified electrician.

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For your safety (cont.)

Working on the appliance

- All settings and work on the appliance must be performed as specified in these operating instructions.
  Further work on the appliance may be carried out only by authorised contractors.
- Do not open the appliance.
- Do not remove casings.
- Do not modify or remove attachments or fitted accessories.
- Do not open or tighten pipe connections.

⚠ **Danger**
Hot surfaces can cause burns.
- Do not open the appliance.
- Never touch the hot surfaces of uninsulated pipes, fittings or flue pipes.

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 your contractor.

Safety instructions for operating the system

Damage to the appliance

⚠ **Danger**
Damaged equipment poses a safety hazard.
Check the appliance for external damage. Never start up a damaged appliance.

If you smell gas

⚠ **Danger**
Escaping gas can lead to explosions which may result in serious injury.
- No smoking! Prevent naked flames and sparks. Never switch lights or electrical appliances on or off.
- Close the gas shut-off valve.
- Open windows and doors.
- Evacuate any people from the danger zone.
- Notify your gas and power supply utility and your local heating contractor from outside the building.
- Have the power supply to the building shut off from a safe place (outside the building).

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.

If there is a fire

Danger
Fire presents a risk of burns and explosion.
- Shut down the heating system.
- Close the shut-off valves in the fuel supply lines.
- Use a tested fire extinguisher, class ABC.

If water escapes from the appliance

Danger
If water escapes from the appliance there is a risk of electric shock.
- Shut down the heating system at the external isolator (e.g. fuse box, domestic distribution board).
- Please notify your contractor.

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. Notify contractor so the cause can be analysed and the fault rectified.

Installation room requirements

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/petrol, solvents, cleaning agents, paints or paper) can cause deflagration and fire. Never store or use such materials in the boiler 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.
- Maintain the permissible ambient temperatures as detailed in these operating instructions.
- 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).

For your safety (cont.)

Extractors

The operation of appliances that extract air to the outside (cooker hoods, extractors, air conditioning units, etc.) can create negative pressure. If the boiler is operated at the same time, this can lead to a reverse flow of 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 a reverse flow of flue gas.
Take suitable steps to ensure an adequate supply of combustion air. If necessary, contact your contractor.

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Index (cont.)

Liability

No liability is accepted for loss of profit, unattained savings, or other direct or indirect consequential losses. No liability is accepted for losses resulting from incorrect use.
Liability is limited to typical damage arising if a fundamental contractual obligation is violated through slight negligence, the fulfilment of which is essential for proper execution of the contract.

The limitation of liability shall not apply if the damage was caused deliberately or through gross negligence, or if mandatory liability applies due to product liability legislation.
The Viessmann General Terms and Conditions apply, which are included in each current Viessmann pricelist.

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.

Terminology

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

Intended use

The appliance is intended solely for installation and operation in sealed unvented heating systems that comply with EN 12828, with due attention paid to CECS 215-2017 and the associated installation, service and operating instructions. It is only designed for heating up heating water that is of potable water quality.

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

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

Commercial or industrial usage for a purpose other than heating the building or DHW shall be deemed inappropriate.

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

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

Product information

The control unit is a boiler and heating circuit control unit for the following operating modes:
- Weather-compensated mode
- Constant mode
- Room temperature-dependent mode:
  - Constant mode as option with room temperature controller
  - OpenTherm controller

Your heating contractor will configure the operating mode during commissioning in accordance with your heating system.
These instructions describe all 3 operating modes.

Weather-compensated mode

In weather-compensated mode, the flow temperature level is controlled according to the outside temperature. The lower the outside temperature, the higher the flow temperature. This means that more heat is provided for room heating on cold days than on warmer days.

In weather-compensated operation, 1 heating circuit without mixer can be operated with the control unit.

Constant mode

In constant mode, the heat generator provides heating water with a constant flow temperature regardless of the outside temperature.

In constant mode, 1 heating circuit without mixer can be operated with the control unit.

Room temperature-dependent mode

In room temperature-dependent mode, the room heating is switched on or off subject to the room temperature. The flow temperature remains constant.
In room temperature-dependent mode, 1 heating circuit without mixer can be operated with the control unit.

Constant mode as option with room temperature controller

In constant mode with a room temperature controller, the controller measures the room temperature and compares it with the selected required room temperature. If the temperatures are different, the room temperature is regulated to the required value.

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Product information (cont.)

Note
The heating water temperature must be set high enough in order to achieve the required room temperature.


Operating instructions for the room temperature controller

OpenTherm controller

In room temperature-dependent mode, the room heating is switched on or off subject to the room temperature. The flow temperature remains constant.

The setting options for room temperature-dependent operation with an OpenTherm controller via the system are limited:


OpenTherm controller operating instructions

Operation

The control unit is integrated into the heat generator and controls all functions of your system.

The control unit can be controlled by a thermal control system via OpenTherm controller.

Permissible ambient temperatures in the installation room

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

To prevent malfunctions, ensure that the room is free from the risk of frost, dry and heated.

Software licences

This product contains third party software, including open source software. You are authorised to use this third party software subject to compliance with the relevant licensing terms.

For licences, see page 20.

Commissioning

The commissioning and matching of the appliance to local conditions and building characteristics, as well as instructing the user in the operation of the system, must be carried out by your contractor.

As the operator of new combustion equipment, you may be obliged to notify the local flue gas inspector of the installation without delay [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).

Your system is preset

Your heating system is preset at the factory and is therefore ready for operation following commissioning by your contractor.

Power failure
All settings are retained if there is a power failure.

Your system is preset (cont.)

Operating program		Factory setting
Room heating		
	Weather-compensated mode	The rooms are heated to 20 °C: Heating curve 5.
	Constant mode	The set flow temperature is 60 °C.
	Room temperature-dependent mode	The rooms are heated in accordance with the settings on your room temperature controller or OpenTherm controller.
DHW heating		The DHW is heated to 50 °C.
Frost protection		To protect the heating system from frost damage, the burner and internal circulation pump switch on at low temperatures. ▪ If the flow temperature falls below 5 °C, the burner switches on. The burner switches off again once the flow temperature rises to 15 °C. ▪ If the flow temperature falls below 8 °C, the circulation pump switches on. The circulation pump switches off again once the flow temperature rises to 12 °C.

Energy saving tips

Saving energy when using room heating

- Do not overheat your home. Every degree of room temperature reduction saves up to 6 % on your heating bills.
  Weather-compensated mode and room temperature-dependent mode:
  Do not set your normal room temperature higher than 20 °C. In weather-compensated mode, the normal room temperature corresponds to heating curve 5.
- Only for room temperature-dependent mode in conjunction with a room temperature controller or OpenTherm controller:
  Set a reduced room temperature in the time program for periods when you will be absent or during the night.
  Time programs can only be set at the room temperature controller or OpenTherm controller:
   Operating instructions for the room temperature controller or OpenTherm controller

Saving energy on DHW heating

During regular periods of absence, heat the DHW to a lower temperature.
For additional energy saving functions, please contact your contractor.

Tips for greater comfort

More comfort in your home

- Set your individual preferred temperature: See page 17.
- Only for weather-compensated mode:
  Adjust the heating curves so that your home is heated with your individual preferred temperature all year round: See page 18.
- Only for room temperature-dependent mode in conjunction with a room temperature controller or OpenTherm controller:
  Set your individual preferred temperature in the time program for periods when you are at home during the day.
  Time programs can only be set at the room temperature controller or OpenTherm controller:
  
  Operating instructions for the room temperature controller or OpenTherm controller

Operating principles

You can change any setting on your system centrally at the programming unit of the boiler control unit.
The programming unit is equipped with buttons. To input settings and check information, press the relevant buttons.
If a room temperature controller or OpenTherm controller is installed in one of your rooms, you can adjust some settings at your room temperature controller or OpenTherm controller.

Operating instructions for the room temperature controller or OpenTherm controller

Display and controls

Programming unit

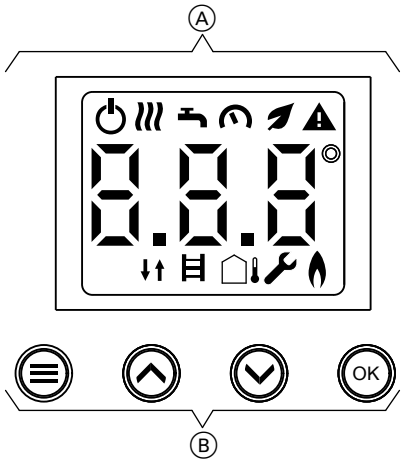

Fig. 1

Ⓐ Display
Ⓑ Buttons

Buttons

☰	Call up the main menu. Or Go back to the home screen.
∧ / ∨	Scroll through the menu or adjust values.
"OK"	Confirm the action.

Symbols on the display

Note
- *Which symbols are available depends on the operating mode: Weather-compensated mode, constant mode, room temperature-dependent mode*
- *These symbols are shown subject to the system version and operating status.*

Symbols
- Heating circuit
- DHW temperature
- Pump function
- DHW Eco function
- Service menu active
- Fault display active
- Burner status active
- Standby
- No connection
- Emissions test mode
- Outside temperature sensor active

Home screen

After switching the appliance on or activating the programming unit, the home screen is shown.
heating circuit 1 is displayed as the home screen.

Call up the home screen:
- Standby is active:
  Press any button.
- From anywhere in the menu:
  Press ☰ until the home screen is shown.

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Display and controls (cont.)

Default displays

On the home screen, you can call up the various default displays to see the status of the most important functions.

Default screen displays:

- In weather-compensated mode: Heating curve (see also page 18.)
  In constant mode: Flow temperature
- DHW temperature
- Pump function
- **"ON"/"OFF"**
- Current fault message (if a fault is present)

To call up the default displays:

1. Press ☰ repeatedly until the home screen is shown.
2. Press ☰ to switch between the default displays.

Calling up the main menu

Press the following buttons:

1. ☰ to call up the main menu.

2. ∧ / ∨ for the required menu

3. "OK" to confirm

Operating programs for room heating and DHW heating

Note
The operating programs for room heating and DHW heating can be set separately or all together for the entire system.

Operating program		Function
Room heating		
	Heating circuit is active.	▪ **For weather-compensated mode:** The rooms are heated according to the set heating curve: See chapter "Setting the heating curve" on page 18. ▪ **For constant mode:** The rooms are heated according to the set flow temperature: See chapter "Setting the temperature for room heating" on page 17. ▪ **For room temperature-dependent mode:** The rooms are heated according to the set room temperature. If time programs are set, the rooms are heated according to the time programs. See: Operating instructions for the room temperature controller or OpenTherm controller ***Note*** *Time programs can only be set at the room temperature controller or OpenTherm controller.*
	Heating circuit is not active.	▪ No room heating ▪ Frost protection for the heat generator is active.
DHW heating		
	DHW is active.	DHW is heated in accordance with the specified DHW temperature: See chapter "DHW heating".
	DHW is not active.	No DHW heating

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Operating programs for room heating and DHW… (cont.)

Operating program		Function
System		
	The entire system is switched on.	Room heating: ▪ **For weather-compensated mode:** The rooms are heated according to the set heating curve: See chapter "Setting the heating curve" on page 18. ▪ **For constant mode:** The rooms are heated according to the set flow temperature: See chapter "Setting the temperature for room heating" on page 17. ▪ **For room temperature-dependent mode:** The rooms are heated according to the set room temperature. If time programs are set, the rooms are heated according to the time programs. See: Operating instructions for the room temperature controller or OpenTherm controller ***Note*** *Time programs can only be set at the room temperature controller or OpenTherm controller.* DHW heating: ▪ DHW is heated in accordance with the specified DHW temperature: See chapter "DHW heating".
	The entire system is switched off.	▪ No room heating ▪ No DHW heating ▪ Frost protection for the heat generator is active.

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Factory settings for the temperature levels

Weather-compensated mode
- Normal room temperature 20 °C: Heating curve 5

Constant mode and room temperature-dependent mode
- Normal flow temperature: 60 °C

If you want to change the temperatures
- In constant mode and room temperature-dependent mode with room temperature controller:
  Only change the set values for the flow temperature if the heat supply for room heating is insufficient.
- In room temperature-dependent mode with OpenTherm controller:
  In this operating mode, you cannot set the temperatures at the programming unit of the boiler, only at the OpenTherm controller. See:
  Operating instructions for the OpenTherm controller

Switching on room heating

Press the following buttons:

1. ☰ repeatedly to switch between the default displays until ≋ is shown.

2. ∧ for 4 s until temperature values are shown.

3. "OK" to confirm.

4. ☰ for 3 s to exit the menu.

Switching off room heating

You do not want to heat your rooms but you want to have DHW available (summer mode).

Press the following buttons:

1. ☰ repeatedly to switch between the default displays until ≋ is shown.

2. ∨ for 4 s until **"OFF"** is shown.

3. "OK" to confirm.

4. ☰ for 3 s to exit the menu.

Note
- *The circulation pump briefly starts every 24 hours to prevent it from seizing up.*
- *Boiler frost protection is active.*

Adjusting the temperature for room heating

Adjust the temperature for room heating to suit your needs.

For room temperature-dependent mode:
- Set the room temperature at your room temperature controller or OpenTherm controller. See:
  Operating instructions for the room temperature controller or OpenTherm controller

For weather-compensated mode:
- Select a heating curve: See chapter "Setting the heating curve" on page 18.

For constant mode:
- Set the flow temperature. To do this, carry out the following steps:

Press the following buttons:

1. ☰ until ≋ is displayed.

2. ∧ / ∨ Select the set flow temperature.

3. "OK" to confirm

4. ☰ for 3 s to exit the menu.

Adjusting the heating curve

The heating curve can only be adjusted in weather-compensated mode.
In order to guarantee sufficient heat with minimum energy consumption at any outside temperature, the conditions of your building and system must be taken into consideration. The heating curve is set by your contractor for this purpose during commissioning.

You can adjust the heating curve.
By setting the heating curve, you influence the flow temperature provided by the heat generator. Heating curves (1 to 7) illustrate the relationship between the outside temperature, the set room temperature and the flow temperature; see Fig. 3. The lower the outside temperature, the higher the flow temperature.

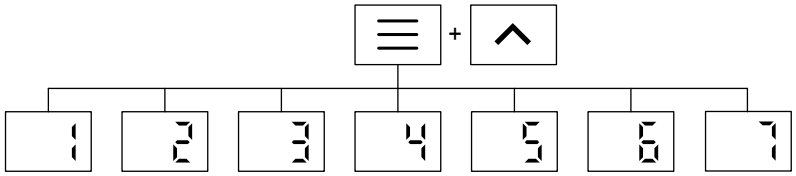

Fig. 2

Press the following buttons:

1. ☰ until ≋ is displayed.

2. ∧ / ∨ Set the heating curve, e.g. select **"4"**.

3. "OK" to confirm

4. ☰ for 3 s to exit the menu.

Heating curves

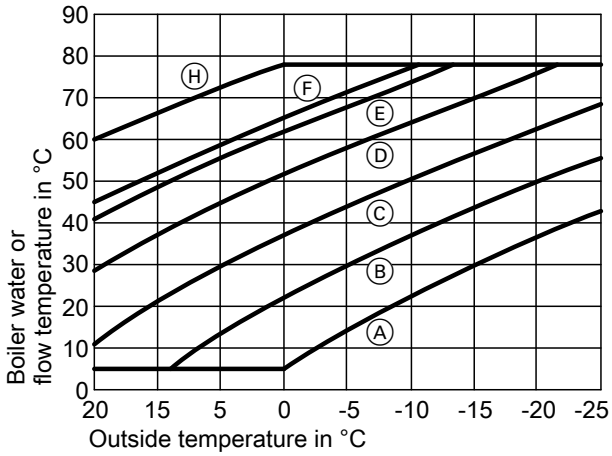

Fig. 3

Ⓐ 1
Ⓑ 2
Ⓒ 3
Ⓓ 4
Ⓔ 5 (factory setting)
Ⓕ 6
Ⓗ 7

Switching on DHW heating

You want to have DHW available.

Press the following buttons:

1. repeatedly to switch between the default displays until is shown.

2. for 4 s until temperature values are shown.

3. "OK" to confirm.

4. for 3 s to exit the menu.

Adjusting the temperature for DHW heating

Factory setting: 50 °C
Adjust the DHW temperature to suit your needs.

Note
For reasons of good hygiene, you should not set the DHW temperature lower than 50 °C.

Press the following buttons:

1. repeatedly until is displayed.

2. / Select the set temperature.

3. "OK" to confirm

4. for 3 s to exit the menu.

Setting the Eco function for DHW heating

You can save costs with the Eco function. When the Eco function is on, DHW in the plate heat exchanger is not preheated. This means that the boiler needs a little longer to provide DHW, but consumes less gas.

Note
You can set the Eco function via the default display .

Press the following buttons:

1. repeatedly to switch between the default displays until is shown.

2. / **"OFF"**

3. "OK" to confirm
When is illuminated on the far right, you have successfully switched on the Eco function.

Switching off DHW heating

You do not want to have DHW available.

Press the following buttons:

1. repeatedly to switch between the default displays until is shown.

2. for 4 s until **"OFF"** is shown.

3. "OK" to confirm.

4. for 3 s to exit the menu.

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Checking operating data "d"

Depending on the system equipment level and the settings made, you can check current system data, e.g. temperatures.

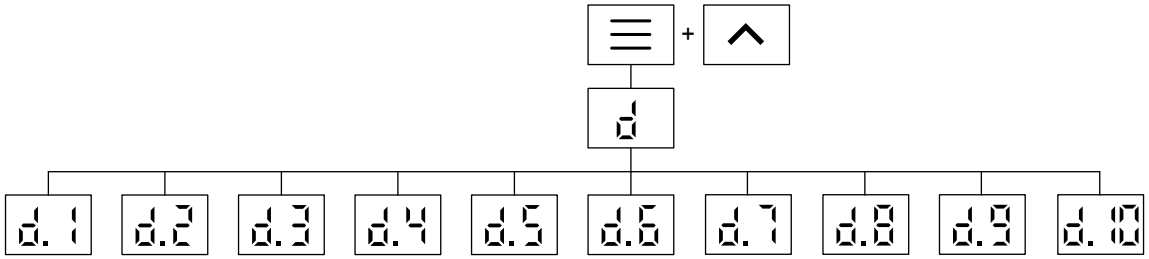

Fig. 4

Press the following buttons:

1. ☰ and ^ for 4 s to enter the main menu.

2. ^ / v Select **"d"**.

3. "OK" to confirm

4. ^ / v Select **"d.1"**... **"d.10"**.
- **"d.1"** Boiler water temperature (°C)
- **"d.2"** DHW temperature (°C)
- **"d.3"** Pump rate (%)
- **"d.4"** 3-way valve position ("1 = heating"/"2 = ---"/"3 = DHW")
- **"d.5"** Fan speed (rpm x 100)
- **"d.6"** Outside temperature (°C)
- **"d.7"** DHW flow rate (l/min)
- **"d.8"** Heating water temperature (°C)
- **"d.9"** Flue gas temperature (°C)
- **"d.10"** Ionisation (ηA)

5. "OK" to confirm

6. ☰ for 3 s to exit the menu.

Checking licence information

"Licences for components from third party suppliers"

Third Party Software

1 Overview

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

2 Acknowledgements

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

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Checking licence information (cont.)

3 Disclaimer

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The software included in this product may contain copyrighted software that is licensed under a license requiring us to provide the source code of that software, such as the GPL or LGPL. To obtain the complete corresponding source code for such copyrighted software please contact us via the contact information provided in section 5 below indicating the built number you will find in the licensing information section, which can be accessed as outlined in this document. This offer is not limited in time and valid to anyone in receipt of this information.

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www.viessmann.de

Checking fault messages "F"

If your heating system has a fault, ⚠ and the fault code will be displayed.

⚠ **Danger**
If faults are not rectified, they can have life threatening consequences.
If a fault code is displayed and ⚠ flashes, the appliance cannot be reset.
The fault must be remedied first.

Burner fault

"F02" and ⚠ are displayed.
A fault has caused the burner to lock out. You can reset it.

Reset the burner:

Press ∧ and ∨ simultaneously for approx. 4 s.
A flashing hazard symbol ⚠ is displayed. The reset has been completed successfully.
If the fault is no longer present, the appliance display will switch to the start screen.
If the fault recurs, notify your contractor.

Switching on the system

Ask your contractor about the following:
- Required system pressure
- Position of ventilation apertures in the installation room, if applicable

1. Open the gas shut-off valve.

2. Check whether the power supply to your system is switched on, e.g. at a separate fuse or main switch.

   Note
   The power supply to the system was switched on by your heating contractor during commissioning. If possible, do not interrupt the power supply, even when the system is in standby mode.

3. Turn on the ON/OFF switch.
   After a short while, the home screen is shown on the display.
   Your system and, if installed, remote control units are ready for operation.

4. Check the system pressure on the pressure gauge.
   If the pressure shown is below 1.0 bar:
   Top up with water or notify your heating contractor.

Rooms are too cold

Cause	Remedy
The heating system is off.	▪ Turn on the ON/OFF switch. ▪ Turn on the main switch if installed (outside the boiler room). ▪ Reset the fuse in the power distribution board (domestic fuse).
Control unit or room temperature controller is not set correctly.	▪ For constant mode Set a higher flow temperature: See chapter "Setting the temperature for room heating" on page 17. ▪ Operation with room temperature controller or OpenTherm controller: Set a higher room temperature at your room temperature controller or OpenTherm controller. Operating instructions for the room temperature controller or OpenTherm controller ▪ Weather-compensated mode: Set a higher heating curve: See chapter "Setting the heating curve" on page 18.
Only when operating with DHW heating: Priority for DHW heating is active ("🚿" is displayed).	Wait until the DHW has heated up ("🚿" disappears). In the case of operation with an instantaneous water heater, stop DHW draw-off.
"⚠" is displayed.	Notify your contractor of the fault code shown.
"⚠" and "F02" flash. The burner does not start.	Reset the burner: See page 21. If the fault recurs, notify your contractor. ⚠ **Danger** If faults are not rectified, they can have life threatening consequences. Do not reset the burner several times in quick succession. Notify your contractor if a fault recurs. Your contractor will be able to analyse the cause and rectify the fault.
Air in the heating system	Bleed the radiators.
The burner is switched off. Blockage in the ventilation air supply or flue system	Notify your contractor.

Rooms are too hot

Cause	Remedy
Control unit or room temperature controller is not set correctly.	Check and correct the room temperature or flow temperature. ▪ For constant mode Set a lower flow temperature: See chapter "Setting the temperature for room heating" on page 17. ▪ Operation with room temperature controller or OpenTherm controller: Set a lower room temperature at your room temperature controller or OpenTherm controller. Operating instructions for the room temperature controller or OpenTherm controller ▪ Weather-compensated mode: Set a lower heating curve: See chapter "Setting the heating curve" on page 18.
"⚠" is shown on the display.	Inform your contractor of the fault code.

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There is no hot water

Cause	Remedy
The heating system is switched off.	▪ Turn on the ON/OFF switch. ▪ Turn on the main switch if installed (outside the boiler room). ▪ Reset the fuse in the power distribution board (domestic fuse).
Control unit is not set correctly.	Check and correct the DHW temperature: See page 19.
"⚠" is shown on the display.	Notify your contractor of the fault code shown.
"⚠" and "F02" flash on the display. The burner does not start.	Reset the burner fault: See page 21. If the fault recurs, notify your contractor. ⚠ **Danger** If faults are not rectified, they can have life threatening consequences. Do not clear the burner fault several times in quick succession. Notify your contractor if a fault recurs. Your contractor will be able to analyse the cause and rectify the fault.
"Filter strainer" dirty	Have the filter strainer checked/replaced by your contractor.

The DHW is too hot

Cause	Remedy
The control unit is not set correctly.	Check and correct the DHW temperature: See page 19.

"⚠" and the fault code are flashing

Cause	Remedy
The burner does not start.	Reset the burner fault: See page 21. If the fault recurs, notify your contractor. ⚠ **Danger** If faults are not rectified, they can have life threatening consequences. Do not clear the burner fault several times in quick succession. Notify your contractor if a fault recurs. Your contractor will be able to analyse the cause and rectify the fault.

"⚠" is shown

Cause	Remedy
Heating system fault	Inform your contractor of the fault code.

Cleaning

The appliances can be cleaned with a commercially available domestic cleaning agent (non-scouring). Clean the surface of the programming unit with a microfibre cloth.

Inspection and maintenance

The inspection and maintenance of a heating system is prescribed by the DIN 4755, DVGW-TRGI 2018 and DIN EN 806-5 standards. Observe additional country-specific regulations and guidelines as applicable.

Regular maintenance ensures trouble-free, energy efficient, environmentally responsible and safe heating operation. Your heating system must be serviced annually by an authorised contractor. For this, it is best to arrange an inspection and maintenance contract with your contractor.

Appliance

Increased contamination raises the flue gas temperature and thereby increases energy losses. We recommend the appliance is cleaned annually.

Potable water filter (if installed)

To maintain high hygienic standards, proceed as follows:

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

Damaged cables / lines

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

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Terminology

Operating program

The operating program enables you to define the following, for example:
- How you heat your rooms.
- Whether you heat DHW.

Heating circuit

A heating circuit is a sealed unvented circuit connecting the heat generator and the radiators, in which the heating water circulates.

A system may comprise several heating circuits. For example, 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

Set temperature

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

Drinking water filter

Device that filters solids out of drinking water. The drinking water filter is installed in the cold water line to the heating appliance.

Flow temperature

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

Information on disposal

Disposal of packaging

Your contractor will dispose of the packaging from your Viessmann product.

Final decommissioning and disposal of the heating system

Viessmann products can be recycled. Components and fluids from your heating system do not belong in ordinary domestic waste.

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

Required information about energy efficiency

The required information about energy efficiency according to the EU Directive on the environmentally sound design of energy related products can be found as an appendix to these operating instructions and using the appliance serial no. under **www.vibooks.de**.

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Keyword index

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Your contact

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

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