

# Operating Instructions

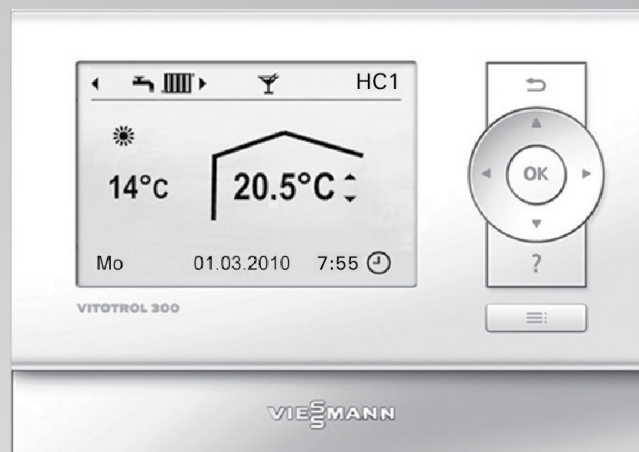
for use by heating contractor

# VIESSMANN®

Vitotrol 300A  
Remote Control



## VITOTROL 300A



Certified as a component  
part for Viessmann boilers

*Product may not be exactly as shown*

### IMPORTANT

**Read and save these instructions  
for future reference.**

# Safety, Installation and Warranty Requirements

Please ensure that these instructions are read and understood before commencing installation. Failure to comply with the instructions listed below and details printed in this manual can cause product/property damage, severe personal injury, and/or loss of life. Ensure all requirements below are understood and fulfilled (including detailed information found in manual subsections).

■ **Product documentation**

Read all applicable documentation before commencing installation. Store documentation near boiler in a readily accessible location for reference in the future by service personnel.

► *For a listing of applicable literature, please see section entitled "Important Regulatory and Installation Requirements".*



■ **Advice to owner**

Once the installation work is complete, the heating contractor must familiarize the system operator/ultimate owner with all equipment, as well as safety precautions/requirements, shutdown procedure, and the need for professional service annually before the heating season begins.

■ **Warranty**

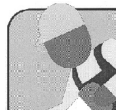
Information contained in this and related product documentation must be read and followed. Failure to do so renders the warranty null and void.




■ **Licensed professional heating contractor**

The installation, adjustment, service and maintenance of this equipment must be performed by a licensed professional heating contractor.

► *Please see section entitled "Important Regulatory and Installation Requirements".*





 <b>WARNING</b> <b>Installers must follow local regulations with respect to installation of carbon monoxide detectors. Follow the Viessmann maintenance schedule of the boiler contained in this manual.</b>
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**Operating and Service Documentation**



It is recommended that all product documentation such as parts lists, operating and service instructions be handed over to the system user for storage. Documentation is to be stored near boiler in a readily accessible location for reference by service personnel.

## Safety Terminology

 Take note of all symbols and notations intended to draw attention to potential hazards or important product information. These include "WARNING" and "CAUTION". See below.

 <b>WARNING</b>
<b>Indicates an imminently hazardous situation which, if not avoided, could result in substantial product / property damage, serious injury or loss of life.</b>

 <b>CAUTION</b>
<b>Indicates an imminently hazardous situation which, if not avoided, may result in minor injury or product / property damage.</b>

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## Commissioning

Your remote control is connected to the Vitotronic control unit of the boiler. The commissioning and matching up of the Vitotronic control unit to local conditions and to the structural characteristics of the building, plus the instruction of the user in operating the system, must be carried out by your heating contractor. The settings made at the Vitotronic control unit are transferred to the remote control during commissioning.

The Vitotronic control unit is factory-set to "Heating and DHW".

### Central heating

- Between 6:00 and 22:00 h, the rooms are heated to 68° F (20° C) "Set room temperature" (standard heating mode).
- Between 22:00 and 6:00 h, the rooms are heated to 37° F (3° C) "Set red. room temp" (reduced heating mode, frost protection).
- Your heating contractor can make further settings for you during commissioning. You can change any settings individually at any time to suit your requirements (see chapter "Central heating").

### DHW heating

- Between 5:30 and 22:00 h, the DHW is heated to 122° F (50° C) "Set DHW temperature". Any installed DHW recirculation pump is ON.
- Between 22:00 and 05:30 h, the DHW tank temperature will not be reheated. Any installed DHW recirculation pump is OFF.
- Your heating contractor can make further settings for you during commissioning. You can change any settings individually at any time to suit your requirements (see chapter "DHW heating").

### Winter/summertime changeover

- This changeover is automatic.

### Power failure

- All data is saved if there is a power failure.

## Tips on Saving Energy

Use the setting options offered by the remote control:

- Never overheat your rooms. Every degree by which the room temperature is reduced saves up to 6% on heating costs. Never set your room temperature higher than 68° F (20° C) (see page 9).
- Never set the DHW temperature too high (see page 13).
- Only activate the DHW recirculation pump if DHW is drawn off. Set the time program for this (see page 15).
- Select the heating program that meets your current requirements:
  - For short absences (e.g. shopping trips), select "Economy mode" (see page 12).  
As long as economy mode is activated, the room temperature is reduced.
  - If you are going away, set the "Holiday program" (see page 12).  
As long as the holiday program is activated, the room temperature is reduced and DHW heating is off.
  - In summer, when you don't want to heat any rooms but do need DHW, select the heating program "Only DHW" (see page 13).
  - If, for an extended period, you do not want to heat the rooms and you do not require DHW, select heating program "Standby mode".

Further recommendations:

- Correct ventilation/airing. Briefly open windows fully and at the same time close the thermostatic valves
- Close roller shutters (if installed) at dusk.
- Set thermostatic valves correctly.
- Never cover radiators or thermostatic valves.
- Controlled DHW consumption: A shower generally uses less energy than a full bath.

## Operating Information

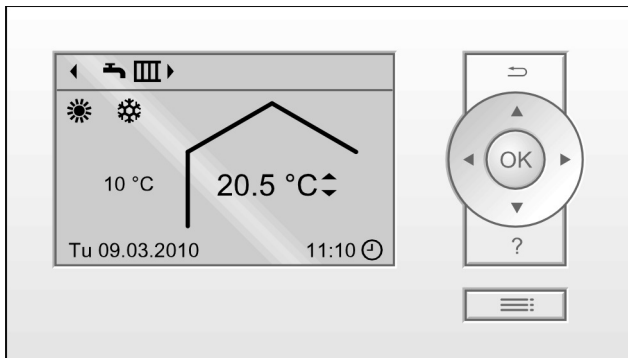
The Vitotrol 300A remote control unit enables the following adjustments to be made from the living space:

- Standard room temperature
- Reduced room temperature
- DHW temperature
- Operating and holiday program
- Time phases for central heating
- Time phases for DHW heating
- Time phases for the DHW recirculation pump
- Date and time

All other settings are transmitted from the Vitotrol 300A to the Vitotronic control unit and vice-versa. Always the latest adjustments apply to the respective heating circuit.

**Note:** This manual covers a complete overview of the functionality of the Vitotrol 300A. Actual operating parameters will depend the integration of system accessories.

## Controls



### Menu "Help" ?

This displays a short guide giving an explanation of the controls and information about heating circuit selection (see page 8).

Call up the short guide as follows:

- The standard display then appears (see following chapter):  
Press ?.
- If you are somewhere in the menu:  
Press ↶ until the standard display is shown (see the following chapter).  
Press ?.

↶ Takes you to the previous step in the menu or cancels a setting that has been started.

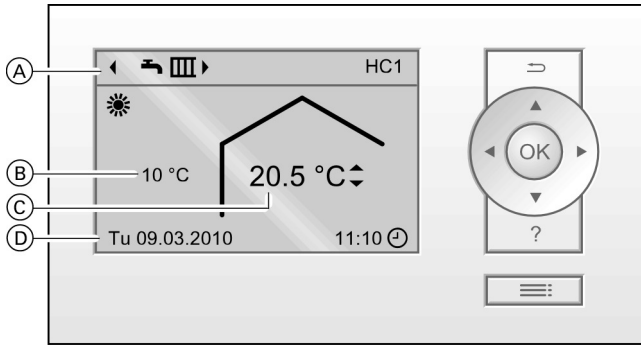
⬆/⬇/⬆/⬇ Cursor keys  
To scroll through the menu or to set values.

OK Confirms your selection or saves the setting.

? Call up help texts for the selected menu option.

≡ Calls up the menu.

# Menu



- Ⓐ Header (displays the heating program and the heating circuit)
- Ⓑ Current outside temperature
- Ⓒ Current room temperature (actual room temperature)
- Ⓓ Information line

**Note:** You can change the following:

- The header display (see page 18).
- The information line display (see page 19).

Two control levels are available, the “Standard menu” (standard display) and the “Extended menu”.

### Standard menu (standard display)

In the standard menu, you can adjust and scan the settings used most frequently:

- Set room temperature for the heating circuit shown in the header

Press the following keys:  
 ▲/▼ for the required value.  
 OK to confirm.

- Heating program for the heating circuit shown in the header

Heating programs:

- ☰ Standby mode with frost protection
- ☰ Only DHW
- ☰ Heating and DHW

Press the following keys:

▶/◀ for the required heating program.  
 OK to confirm.

**Note:** Proceed as described on page 9 for any other heating circuits that may be connected.

Symbols on the display

These symbols are not permanently displayed, but appear subject to the system version and the operating state.

Heating program

- ☰ Standby mode with frost protection
- ☰ Only DHW
- ☰ Heating and DHW

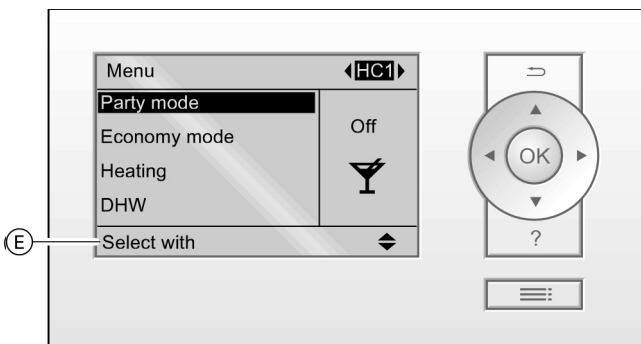
Displays

- ☰ Monitoring frost protection
- ☰ Central heating with standard room temperature
- ☰ Central heating with reduced room temperature
- ☰ Party mode enabled
- ☰ Economy mode enabled
- ☰ In conjunction with a solar thermal system:  
 ☰ Solar circuit pump runs
- ☰ Current time
- ☰ Messages
- ☰ Service message

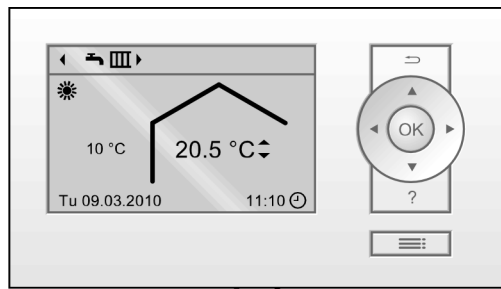
### Extended menu

In the “Extended menu”, you can adjust and scan the settings from the control unit’s range of functions used less frequently, e.g. holiday program and time programs. The menu overview can be found on page 25.

Call up the extended menu with irrespective of where in the menu you are.

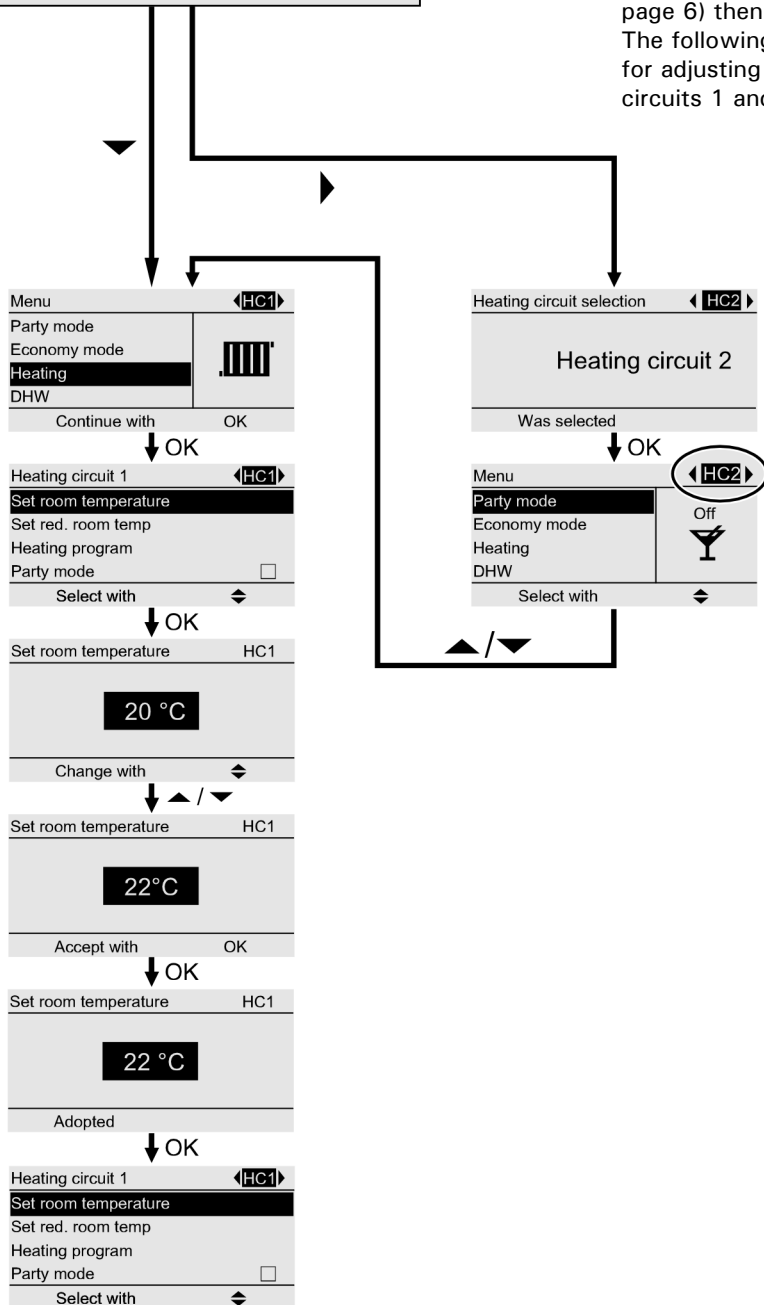


# How to use the Controls



The display backlighting will be active if you have not adjusted any settings at the remote control for a few minutes, subject to having been switched on in the first place (see page 17).

1. Press any key. This take you to the standard menu (standard display) (see page 6).
2. Press . This take you to the extended menu. The selected menu option is highlighted against a black background. The dialog line (see Fig. on page 6) then shows the necessary instructions. The following example demonstrates the method for adjusting the set room temperature for heating circuits 1 and 2.

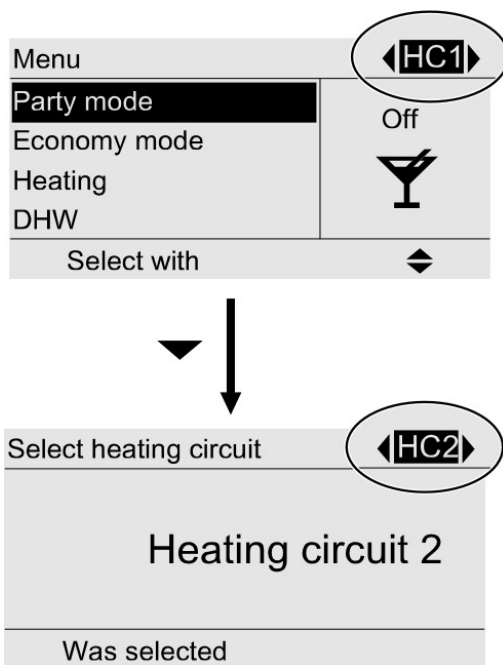


## Required Settings (central heating)

If you want central heating, check the following points:

- Have you selected the heating circuit?  
For settings, see the next chapter.
- Have you set the required room temperature?  
For settings, see page 6 or 9.
- Have you set the correct operating program?  
For settings, see page 6 or 9.
- Have you set the required time program?  
For settings, see page 10.

## Selecting a Heating Circuit



The heating of all rooms can, if necessary, be split over several heating circuits.

- In case you are controlling several heating circuits with your remote control, for all central heating settings, first select the heating circuit for which you want to make a change.
- This selection is not available if you are controlling 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), "Heating circuit 2" (HC2) and "Heating circuit 3" (HC3).

If your heating contractor have renamed the heating circuits at the Vitotronic control unit (e.g. as "Apartment" etc.), that designation is then displayed instead of "Heating circuit ...".

Extended menu

1. ≡ for settings.
2. ▶◀ for the required heating circuit.

**Note:** If you press ↵ to return to the standard menu, the header will again display "HC1".  
For changes to the heating circuit display in the header, see page 18.





## Setting the Room Temperature

Setting the room temperature for standard heating mode

Factory setting: 68° F (20° C)


For the heating circuit displayed in the header

Standard menu

1. / for the required value.
2. OK as confirmation.  
The standard menu (standard display) is shown after a short time.

For the other heating circuits


Extended menu

1. :
2. Select the heating circuit (see page 8).
3. "Heating"
4. "Room set point temp." (Set room temperature)
5. Set the required value.

Setting the room temperature for reduced heating mode (night setback)

Factory setting: 37° F (3° C)

Extended menu

1. :
2. Select the heating circuit (see page 8).
3. "Heating"
4. "Set room temp. stpt" (Set red. room temp)
5. Set the required value.

The rooms are heated to this temperature:


- Between the time phases for standard heating mode (see page 10).
- In the holiday program (see page 12).

## Setting the Heating Program for Central Heating

Factory setting: "Heating and DHW"


For the heating circuit displayed in the header

Standard menu

1. : for the required heating program.
2. OK as confirmation.  
The standard menu (standard display) is shown after a short time.

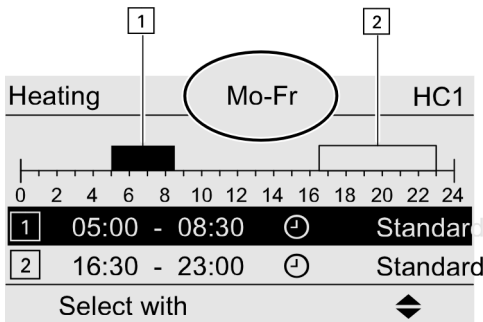
For the other heating circuits

Extended menu

1. :
2. Select the heating circuit (see page 8).
3. "Heating"
4. "Heating program"
5. "Heating and DHW"

- The rooms of the selected heating circuit are heated in accordance with the room temperature and time program settings.
- DHW is reheated in accordance with the set DHW temperature and time program settings.

## Setting the Time Program for Central Heating



Example shown:

- Time program for Monday to Friday (“Mo-Fr”)
- Time phase **1**: From 05:00 to 08:30 h
- Time phase **2**: From 16:30 to 23:00 h

- The time program for central heating is made up of 4 time phases. In the extended menu, you can scan the current time program under “Information” (page 19).
- You can set the time program individually. You can select up to 4 time phases per day for standard heating mode. Set the start and end points for each time phase. Between these time phases, the rooms are heated to the reduced room temperature (see page 9).
- When setting, bear in mind that your heating system requires some time to heat the rooms to the required temperature.

Extended menu:

- 1.
2. “Heating”
3. Select the heating circuit, if necessary (see page 8).
4. “Heating schedule” (Heating time program)
5. Select the part of the week or the individual day.
6. Select the time phase **1**, **2**, **3** or **4**.
7. Set the start and end points for the relevant time phase.

Example:

You want to set the same time program for every day except Monday:

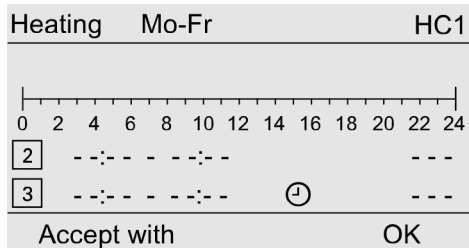
Select the period “Monday–Sunday” and set the time program.

Then select “Monday” and set the time program for this.

**Note:** If you want to cancel the setting early, press repeatedly until the required display appears.

### Deleting a time phase

Set the time for the end point to the same time that was set for the start point. The display shows the selected time phase “- - : - -”.



## Disabling Central Heating

For the heating circuit displayed in the header

Standard menu

- ▶/◀ for the heating program "Party mode" (Only DHW) (summer mode, no central heating) or "Standby mode" (frost protection monitoring).
- OK as confirmation. The standard menu (standard display) is shown after a short time.

For the other heating circuits

Extended menu

- ☰
- Select the heating circuit (see page 8).
- "Heating"
- "Heating program"
- "Party mode" (Only DHW) (summer mode, no central heating) or "Standby mode" (frost protection monitoring).

## Comfort and Energy Saving Functions

### Selecting the comfort function

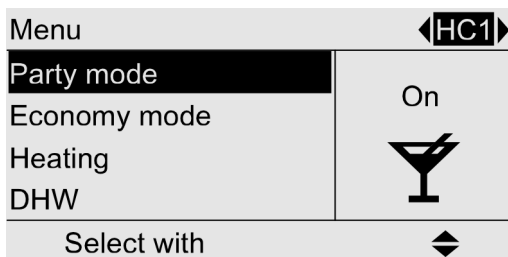
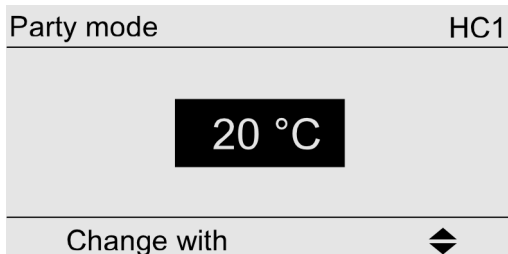
With this function, you can change the room temperature for several hours, e.g. if guests unexpectedly stay longer in the evening.

Extended menu



- ☰
- Select the heating circuit, if necessary (see page 8).
- "Party mode"
- Set the required room temperature during party mode.
  - The rooms are heated to the required temperature.
  - DHW is reheated to the specified set temperature.


Ending the comfort function

- Automatically after 8 hours or
- Automatically when the system switches to standard heating mode in accordance with the time program or
- In the extended menu, set "Party mode" to "OFF".




**Comfort and Energy Saving Functions** *(continued)*

Menu <span style="float:right">◀HC1▶</span>	
Party mode	On 
<b>Economy mode</b>	
Heating	
DHW	
Select with 	

Holiday program <span style="float:right">HC1</span>	
<b>Departure date</b>	
Thursday	04.03.2010
Return date:	
Friday	05.03.2010
Select with 	


Holiday program <span style="float:right">HC1</span>	
Departure date	
Date	<b>Th 04.03.2010</b>
Return date:	
Date	Fr 05.03.2010
Change with 	

Heating circuit 1 <span style="float:right">◀HC1▶</span>	
Party mode	<input type="checkbox"/>
Economy mode	<input type="checkbox"/>
Heating time program	
<b>Holiday program</b>	<input checked="" type="checkbox"/>
Select with 	

**Select energy saving function “Economy mode”**

To save energy, you can reduce the room temperature in standard heating mode. For example, if you want to leave your home for a few hours.

Extended menu

1. 
2. Select the heating circuit, if necessary (see page 8).
3. “Setback mode” (Economy mode)

End economy mode

- Automatically when the system switches to reduced heating mode in accordance with the time program.
- In the extended menu, set “Setback mode” (Economy mode) to “OFF”.

**Select economy function “Vacation schedule”**


(Holiday program)

To save energy, for example over long holidays, you can activate the “Vacation schedule” (Holiday program). The holiday program affects all heating circuits. If you want to make changes, contact your local heating contractor.

Depending on the heating program selected (see page 9), the holiday program may have various effects:

- Heating program “Heating and DHW” is set:  
The rooms are heated to the selected reduced room temperature (see page 9). DHW heating is switched OFF.
- Heating program “Only DHW” is set:  
Frost protection for the boiler and the DHW tank is enabled.


Extended menu:

1. 
2. “Heating”
3. “Vacation schedule” (Holiday program)
4. Set the required departure and return dates.

**Note:** The holiday program will only be enabled when the departure and arrival dates have been confirmed with OK.

Terminating or deleting a “Vacation schedule” (holiday program)

Extended menu

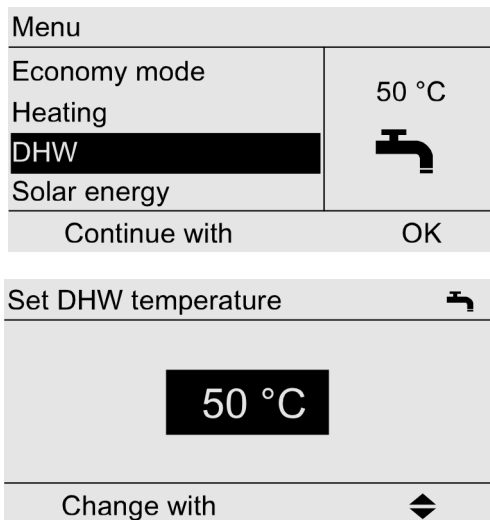
1. 
2. “Heating”
3. “Vacation schedule” (Holiday program)
4. “Delete schedule” (Delete program) dates have been confirmed with OK.

## Required Settings (DHW heating)


If you want DHW heating, check the following points:

- Have you selected the required set DHW temperature?  
For settings, see the next chapter.
- Have you set the correct operating program?  
For settings, see page 6.
- Have you set the required time program?  
For settings, see page 14.

## Setting the DHW Temperature



Extended menu



1. 
2. "DHW"
3. "DHW setpoint temperature" (Set DHW temperature)
4. Set the required value.

## Setting the Heating Program for DHW Heating

**Note:** DHW heating affects all heating circuits. If you want to make changes, contact your local heating contractor.


For the heating circuit displayed in the header

Standard menu

1.   for the heating program "Only DHW"
2. OK as confirmation.  
The standard menu (standard display) is shown after a short time.

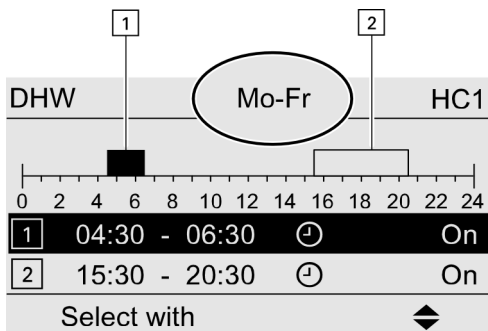
For the other heating circuits

Extended menu

1. 
2. Select the heating circuit (see page 8).
3. "Heating"
4. "Heating program"
5. "Heating and DHW" (with central heating)  
or  
"Only DHW" (summer mode, no central heating)

## Setting the Time Program for DHW Heating

- The time program for DHW heating is made up of 4 time phases. In the extended menu, you can scan the current time program under “Information” (see page 19).
- You can select Automatic mode for DHW heating. This means that, in standard heating mode (see page 9), the DHW is reheated to the set temperature. To ensure that hot water is available at the start of standard heating mode, the time phase for DHW heating begins automatically half an hour earlier than the time phase for standard heating mode.
- If you don’t want the automatic mode, you can select up to four individual time phases per day for DHW heating. Set the start and end points for each time phase.
- When setting, bear in mind that your heating system requires some time to heat the DHW to the required temperature.



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

Extended menu:

- 1.
2. “DHW”
3. “DHW schedule” (DHW time program)
4. “Individual”
5. Select the part of the week or the individual day.
6. Select the time phase 1, 2, 3 or 4.
7. Set the start and end points for the relevant time phase

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.

**Note:** If you want to cancel the setting early, press repeatedly until the required display appears.

### Deleting a time phase

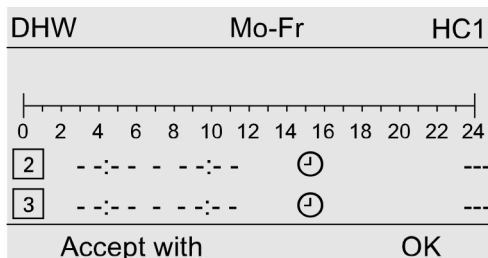
Set the time for the end point to the same time that was set for the start point. The display shows the selected time phase “- : - : -”.

DHW heating once, no longer in the time program

**Note:** At least one heating circuit of your system must not be in “Standby mode”.

Extended menu

- 1.
2. “Heating”
3. Select the heating circuit, if necessary (see page 8).
4. “Party mode”
5. Disable “Party mode” again with “OFF”, to prevent unintentional central heating with standard room temperature.



# Setting the Time Program for DHW Heating *(continued)*

### Heating system with DHW recirculation pump

For further information about the DHW recirculation pump, see chapter "Terminology".

- Automatic mode is set for the DHW recirculation pump time program. In other words, the tank DHW circulation operates parallel to the DHW heating time program (see page 14).
- You can scan the current time program in the extended menu "Information" (see page 19).
- If you don't want automatic mode, you can select up to four individual time phases per day for the DHW recirculation pump. Set the start and end points for each time phase.

**Note:** Enabling the DHW recirculation pump is only advisable for those times when DHW is actually drawn.

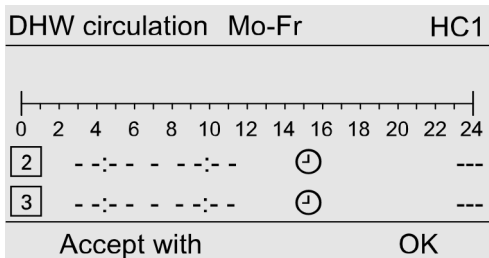
Extended menu:

1. ☰
2. "DHW"
3. "DHW recirc pump schedule" (DHW circ time prog)
4. "Individual"
5. Select the part of the week or the individual day.
6. Select the time phase 1, 2,  or 4.
7. Set the start and end points for the relevant time phase.

**Note:** If you want to cancel the setting early, press ↩ repeatedly until the required display appears.

### Deleting DHW recirculation pump time phase

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





## Stopping DHW Heating

You do not want to have DHW or heat your rooms.


For the heating circuit displayed in the header

Standard menu

1. /  for the heating program "Standby mode" (frost protection monitoring).
2. OK as confirmation. The standard menu (standard display) is shown after a short time.



For the other heating circuits

Extended menu

1. 
2. Select the heating circuit (see page 8).
3. "Heating"
4. "Heating program"
5. "Standby mode" (frost protection monitoring).

You do not want DHW, but do want to heat the rooms.

Extended menu


1. 
2. Select the heating circuit (see page 8).
3. "Heating"
4. "Heating program"
5. "Heating and DHW"
6.  until the menu is displayed.
7. "DHW"
8. "DHW setpoint temperature" (Set DHW temperature)
9. Select 50° F (10° C).



## Setting the Time and Date


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

Extended menu

1. 
2. "Settings"
3. "Time/Date"
4. Set the time and date.


## Language Selection

Extended menu

1. 
2. "Settings"
3. "Language"
4. Select the required language.

## Setting the Display Contrast


Extended menu

1. 
2. "Settings"
3. "Contrast"
4. Set the required contrast.

## Setting the Display Brightness

If you would like the texts in the menu to be more clearly legible, change the brightness level.

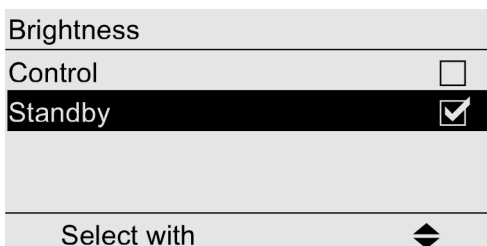
Extended menu

1. 
2. "Settings"
3. "Brightness"
4. "Control"
5. Set the required brightness.

In addition you can choose, whether the display backlighting should be switched off or on in standby mode.

Extended menu


1. 
2. "Settings"
3. "Brightness"
4. "Standby"



## Changing the Standard Display

You want to have details about heating circuit 2 (HC2) or heating circuit 3 (HC3) displayed in the header of the standard menu (standard display) (see page 6).


Extended menu

1. 
2. "Settings"
3. "Standard display"
4. Select the heating circuit.

## Restoring Factory Settings

You can restore the factory settings for each heating circuit separately.

Extended menu

1. 
2. "Settings"
3. "Standard setting"
4. "Heating circuit 1", "Heating circuit 2" or "Heating circuit 3"

The following settings and values are reset:

Set room temperature

- Set DHW temperature
- Time program for central heating
- Time program for DHW heating
- Time program for DHW recirculation pump
- Party mode terminates
- Economy mode terminates
- Holiday program terminates or is deleted

# Scanning Information

Subject to the connected components and settings made, you can scan current temperatures (actual temperatures) and operating conditions.

The extended menu splits the information into groups:

- "General"
- "Heating circuit 1"
- "Heating circuit 2"
- "Heating circuit 3"
- "DHW"
- "Solar"
- "Reset data"

**Note:** The designation of the heating circuit will be displayed if heating circuits have been designated. For details regarding scanning options for the individual groups, see page 26.

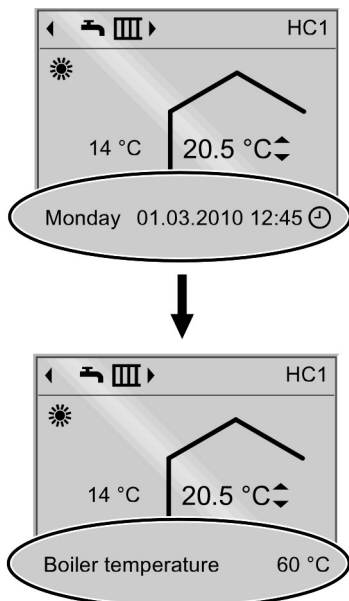
Extended menu

1. ☰
2. "Information"
3. Select the category.
4. Select the required scan.

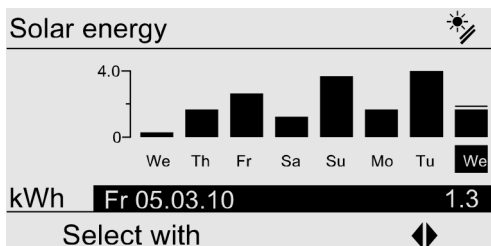
### Adopting information into the standard menu (standard display)

If you are in the "Information" menu, you can adopt the selected information into the information lines (see page 6). This is information where the dialog line shows (see page 6) "Adopt with OK".

<b>i</b> General	
Outside temperature	14 °C
<b>Boiler temperature</b>	<b>60 °C</b>
Common flow temp	39 °C
Burner stage 1	Off
Accept with	OK



## Scanning Information *(continued)*



### Scanning in conjunction with solar thermal systems

Extended menu

- 
- "Solar energy"

The solar energy yield for the past 7 days is displayed on a graph. The flashing line on the graph indicates that the current day is not yet over.

**Note:** Further scanning options, e.g. for the hours run by the solar circuit pump, can be found in the extended menu in the "Solar" group (see page 26).

### Resetting data

You can reset the following data individually:

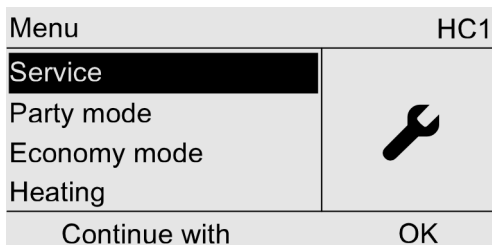
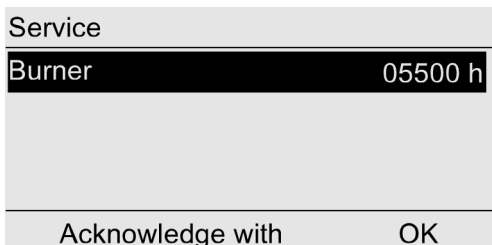
- Burner hours run
- Fuel consumption, if set by your heating contractor
- In conjunction with a solar thermal system: Solar yield and the hours run by the solar circuit pump

You can also select "All details" and reset them together.

Extended menu

- 
- "Information"
- "Reset data"

## Scanning Service Messages



If your heating system is due for a service, the symbol flashes in the display and "Service" is displayed.

- You can call up the reason for the service with OK.
- With key ? call up information on the due service.
- If you want to acknowledge the service message, follow the instructions in the menu. The service message is adopted into the "Service" menu.
- Notify your heating contractor.

**Note:** If the service can only be carried out at a later date, the service message is displayed again the following Monday.


Calling up an acknowledged service message

Extended menu

- 
- "Service"

## Scanning Fault Messages

Fault	
Fault	18
Fault	20
Acknowledge with OK	

Menu	HC1
Fault	
Party mode	
Economy mode	
Heating	
Continue with OK	

If faults have occurred on your heating system, the symbol flashes in the display and "Fault" appears.

1. You can call up the cause of the fault with OK.
2. Make a note of the fault code. In this example: "Fault 18" and "Fault 20". This enables the heating contractor to be better prepared for the service call and may save additional travelling costs.




For further details regarding the cause of the fault, see the operating instructions of the Vitotronic control unit.

3. If you want to acknowledge the fault message, follow the instructions in the menu. The fault message is adopted to the "Fault" menu.

**Note:** If the cause of the fault can only be removed at a later time, the fault message will be redisplayed the following day.

Calling up an acknowledged fault message

Extended menu

1. :
2. "Fault"

## Rooms are too Cold

Cause	Remedy
Remote control incorrectly set.	Check settings and correct if required: <ul style="list-style-type: none"> <li>■ "Heating and DHW" must be selected (see page 9).</li> <li>■ Room temperature (see page 9).</li> <li>■ Time (see page 17).</li> <li>■ Time program (see page 10).</li> </ul>
Only when operating with DHW heating: DHW priority is enabled.	Wait until the DHW tank has been heated up. In the case of operation with an instantaneous water heater, stop DHW draw-off.
No fuel.	With oil/LPG: Check the fuel reserves and re-order if required. With natural gas: Open the gas shut-off valve. If necessary, check with your gas supply utility.
"Fault" is displayed.	Scan and acknowledge the type of fault (see page 21). If necessary, notify your heating contractor.

## Rooms are too Hot

Cause	Remedy
Remote control incorrectly set.	Check settings and correct if required: <ul style="list-style-type: none"> <li>■ Room temperature (see page 9).</li> <li>■ Time (see page 17).</li> <li>■ Time program (see page 10).</li> </ul>
"Fault" is displayed.	Scan and acknowledge the type of fault (see page 21). If necessary, notify your heating contractor.

## There is no Hot Water

Cause	Remedy
Remote control incorrectly set.	Check settings and correct if required: <ul style="list-style-type: none"> <li>■ DHW heating must be enabled (see page 13).</li> <li>■ Set DHW temperature (see page 13)</li> <li>■ Time program (see page 14).</li> <li>■ Time (see page 17).</li> </ul>
No fuel.	With oil/LPG: Check the fuel reserves and re-order if required. With natural gas: Open the gas shut-off valve. If necessary, check with your gas supply utility.
"Fault" is displayed.	Scan and acknowledge the type of fault (see page 21). If necessary, notify your heating contractor.

## The DHW is too Hot

Cause	Remedy
Remote control incorrectly set.	Check and correct the set DHW temperature, if required (see page 13).

## "▲" Flashes and "Fault" is Displayed

Cause	Remedy
Heating system fault.	Proceed as described on page 21.

## "🔧" Flashes and "Service" is Displayed

Cause	Remedy
The time for a service, as specified by your heating contractor, has arrived.	Proceed as described on page 20.

## "Screed Drying" is Displayed (Slab Curing)

Cause	Remedy
The slab curing function is enabled.	Wait until this function has terminated.

## "External Program" is Displayed

Cause	Remedy
The heating program has been changed over by an external control device (e.g. connection extension).	You can change the operating program. Follow the instructions in the menu.

## "Restock" is shown on the Display

Cause	Remedy
The pellet hopper is empty.	Refill the hopper.

**“Close Ash Door” is shown on the Display**

Cause	Remedy
Ash door is open.	Close the ash door.

**“Close Charge Door” is shown on the Display**

Cause	Remedy
The charge door is open.	Close the charge door.

**“Recharge” is shown on the Display**

Cause	Remedy
There is no fuel.	Provide fuel.

**“Do not Recharge” is shown on the Display**

Cause	Remedy
Sufficient fuel is available in the combustion chamber.	--

**Initialization Bar is running**

Cause	Remedy
Communication with the Vitotronic control unit is interrupted.	Read the fault message on the Vitotronic control unit and proceed as described.

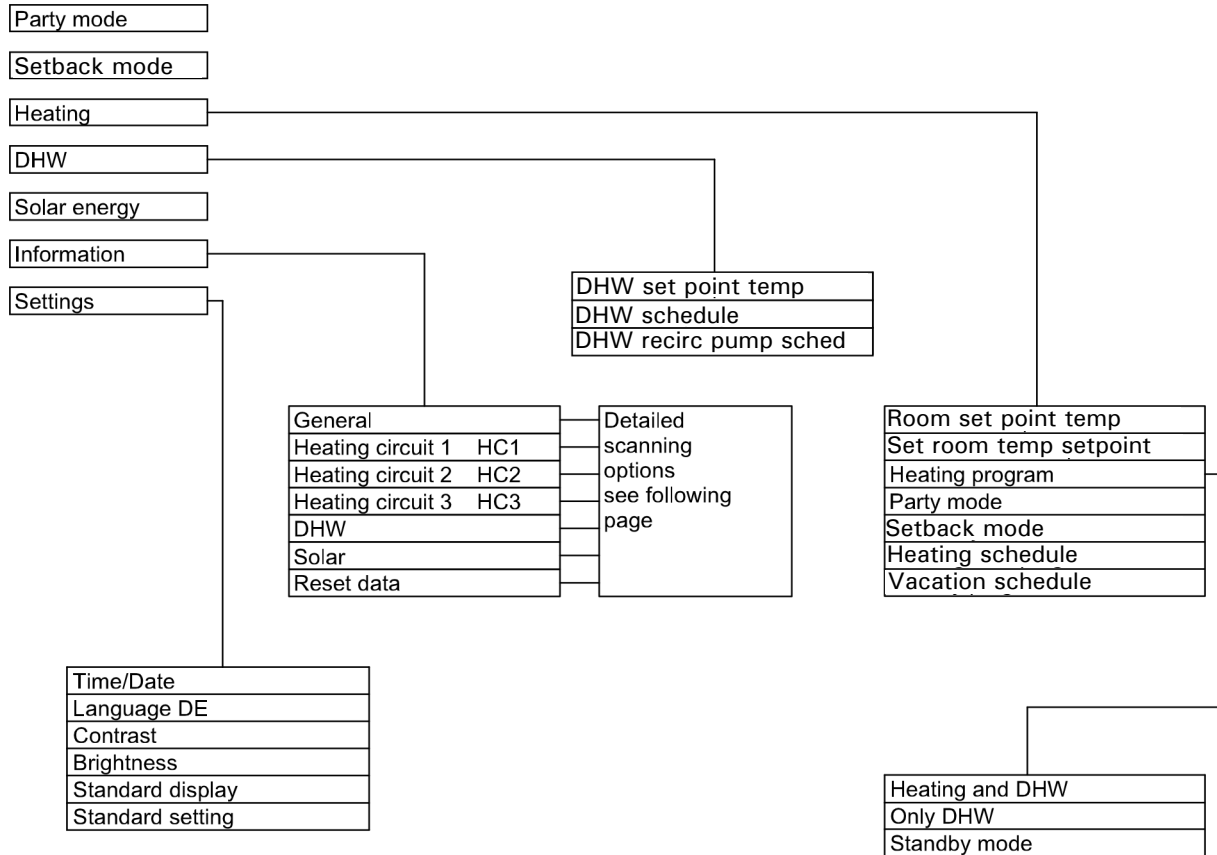


# Maintenance

## Cleaning

All equipment can be cleaned with a commercially available domestic cleaning agent (non-scouring).

# Menu Overview



**Note:** For extended menu see page 11.

**Menu Overview** *(continued)*

**Note:** Subject to the actual equipment level, not all of the scans listed here may be available.

General
"Outdoor temperature" (Outside temperature)
"Boiler temperature"
"Common flow temp" (Common flow temperature)
"Flue gas temperature"
"Burner"
"Hours run"
"Burner stage 1"
"Hours run"
"Burner stage 2"
"Hours run"
"Fuel consumption" (fuel consumption, only for oil boilers)
"Subscriber no." (Participant no.)
"Time"
"Date"
Only in conjunction with solid fuel boilers: "Idle state"
"Control mode"
"Burnout phase"
"Ember retention"
"Cleaning"
"Buffer cylinder top"
"Buffer cyl bottom"

Heating circuit 1 (HC 1)
"Heating program"
"Operating status"
"Time schedule" (Time program)
"Room setpoint temp" (Set room temp)
"Actual room temp"
"Set room temp stpt" (Set red. room temp)
"Ext. set room temp"
"Set party temp"
"Heating circuit pump"
"Flow temperature"
"Return temp"
"Holiday program"

Heating circuit 2 (HC 2), heating circuit 3 (HC 3)
"Heating program"
"Operating status"
"Time program"
"Set room temp"
"Actual room temp"
"Set red. room temp"
"Ext. set room temp"
"Set party temp"
"Heating circuit pump"
"Flow temperature"
"Return temp"
"Holiday program"

DHW
"DHW time program HC 1"
"DHW time program HC 2"
"DHW time program HC 3"
"DHW circ time prog HC 1" (recirculation)
"DHW circ time prog HC 2" (recirculation)
"DHW circ time prog HC 3" (recirculation)
"Actual DHW temp"
"DHW tank primary pump"
"DHW circ pump" (recirculation)

Solar
"Collector temperature"
"Solar DHW"
"Solar circuit pump"
"Solar energy history"
"Solar energy"
"Solar circuit pump ON/OFF"
"Solar circ pump speed"
"Heat suppr. DHW"
"Output 22 ON/OFF"
"Output 22"
"Sensor 7"
"Sensor 10"
"Heat suppr. heating"

## Terminology

### Setback mode (reduced heating mode)

See "Reduced heating mode".

### Heating program

The heating program determines whether you heat your rooms and have DHW, or only have DHW, or whether you shut down your heating system with frost protection monitoring.

You can select the following operating programs:

- "Heating and DHW"

The rooms are heated and DHW is provided (winter mode).

- "Only DHW"

DHW is provided but there is no central heating (summer mode).

- "Standby mode"

Frost protection for the boiler and the DHW tank is enabled, no central heating, no DHW heating.

**Note:** No operating program is available for central heating without DHW heating. When you want central heating, hot water is generally also required (winter mode). If you do want just central heating, select the heating program "Heating and DHW" and set the DHW temperature to 50° F (10° C) (see page 23). This means that you will not heat DHW unnecessarily but the DHW tank is protected against frost.

### Operating status

In the heating program "Heating and DHW", the operating status changes from "Standard heating mode" (see page 38) to the operating status "Reduced heating mode" (see page 39) and vice versa. The times for the operating status change are defined when the time program is set.

### Heating circuit

A heating circuit is a sealed circuit between the boiler and radiators, in which the heating water circulates. A heating 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 the circulation of 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 heated in the boiler with the cooled water returning from the heating circuit. The water, heated to the right temperature in line with demand, is delivered to the heating circuit by the heating circuit pump. The control unit adjusts the heating circuit flow temperature via the mixer to the various conditions, e.g. different outside temperature.

### Night setback

See "Reduced heating mode".

### Standard heating mode

When you are in the house during the day, you can heat the rooms in standard heating mode. Set the periods using the time program for central heating. During these times, the rooms are heated to the standard room temperature.

### Standard room temperature

Set the standard room temperature when you are at home during the day (see page 14).

### Reduced heating mode

When you are out or during the night, you can heat the rooms in reduced heating mode (setback mode). Set the periods using the time program for central heating. During these times, the rooms are heated to a reduced room temperature.

### Reduced room temperature

When you are out or during the night, set the reduced room temperature (see page 14). See also "Reduced heating mode".

### Solar circuit pump

In conjunction with solar thermal systems. The solar circuit pump delivers the cooled heat transfer medium from the DHW tank indirect coil to the collectors.

### Set temperature

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

### Summer mode

Heating program "Only DHW". At warmer times of the year, i.e. when the rooms do not have to be heated, you can disable heating mode. The boiler remains enabled for DHW heating.

### DHW tank primary pump

Circulation pump for heating the DHW in the DHW tank.

### Weather-compensated mode

In weather-compensated mode, the heating flow temperature is controlled according to the outside temperature.

This means that no unnecessary heat is generated in order to heat the rooms 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.

### DHW recirculation pump

The DHW recirculation pump transfers the hot water around a circuit between the DHW tank and the draw-off points (e.g. hot tap). This makes hot water available quickly at the draw-off point.

**Quick Reference**

°C	°F
-40	-40
-35	-31
-25	-13
-20	-4
-18	0
-16	+3
-14	+7
-12	+10
-10	+14
-9	+16
-8	+18
-7	+19
-6	+21
-5	+23
-4	+25
-3	+27
-2	+28
-1	+30
0	+32
+1	+34
+2	+36
+3	+37
+4	+39
+5	+41
+6	+43
+7	+45
+8	+46
+9	+48
+10	+50
+12	+54
+14	+57
+16	+61
+18	+64
+20	+68
+25	+77
+30	+86
+35	+95
+40	+104
+50	+122
+60	+140
+70	+158
+80	+176
+90	+194
+100	+212
+110	+230

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