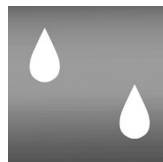


# Operating instructions

for the system user

**VIESSMANN**

Heating system  
with control unit for constant temperature or weather-compensated  
mode



## **VITODENS 100-W**



# Safety instructions

## 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 for the heating system user.

This unit is **not** designed to be used by persons (including children) with limited bodily, sensory or mental capacities, or lacking experience and/or lacking knowledge, unless they are supervised by a person responsible for their safety, or have received instructions from such a person as to how to use the unit.



#### **Please note**

Children should be supervised. Ensure that children do not play with the unit.



#### **Danger**

Incorrectly executed work on the heating system can lead to life-threatening accidents.

- Work on gas appliances must only be carried out by a registered gas fitter.
- Work on electrical equipment must only be carried out by a qualified electrician.

### **If you smell gas**



#### **Danger**

Escaping gas can lead to explosions which may result in serious injury.

- Do not smoke. Prevent naked flames and sparks. Never switch lights or electrical appliances ON or OFF.
- Close the gas shut-off valve.
- Open windows and doors.
- Remove all people from the danger zone.
- Notify your gas or electricity supplier and your heating contractor from outside the building.
- Shut off the electricity supply to the building 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 boiler room.
- Close all doors in the living space.

### In case of fire



#### **Danger**

Fire creates the risk of burning and explosions.

- Shut down the heating system.
- Close the shut-off valves of the fuel lines.
- Use a tested fire extinguisher, class ABC.

### Ancillary components, spare and wearing parts



#### **Please note**

Components that are not tested with the heating system may lead to damage to the heating system, or may affect their various functions.

Installation or replacement work must only be carried out by qualified personnel.

### Boiler room requirements



#### **Please note**

Incorrect ambient conditions can lead to damage to the heating system and put the safe operation at risk.

- Ensure ambient temperatures 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 frequent drying of washing).
- Never close existing ventilation apertures.

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## Commissioning

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

### Gas council no.

| Rated output range<br>kW | Gas council no. |
|--------------------------|-----------------|
| 7.9 - 13                 | 41-819-21       |
| 7.9 - 16                 | 41-819-22       |
| 7.9 - 19                 | 41-819-23       |
| 7.9 - 26                 | 41-819-24       |

## Your system is preset at the factory

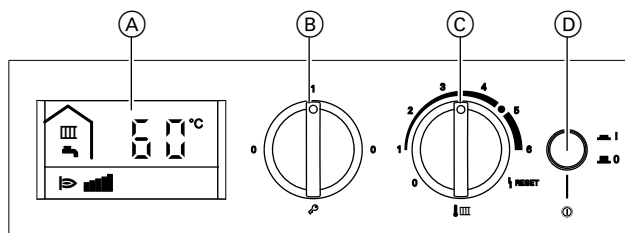
The control unit is preset at the factory for standard operation.

Your heating system is therefore ready for use. You may change the factory settings in accordance with individual requirements.

## Where to find the controls

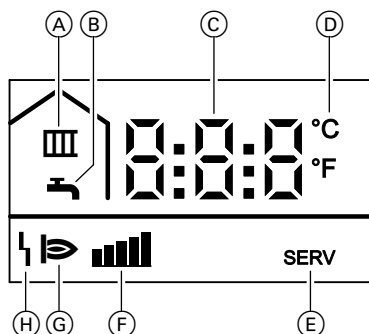
### Summary of controls and indicators

#### Control and display elements



- (A) Display
- (B) 🔑 "Service settings" rotary selector (only for contractors)
- (C) 🌡️ "Heating water temperature" rotary selector
- (D) ON/OFF switch

#### Indicators on display



- (A) Heating mode
- (B) DHW heating
- (C) Display value or fault code
- (D) Temperature in conjunction with the display value
- (E) Service setting active (only for contractors)
- (F) Current burner output
- (G) Burner in operation
- (H) Fault

## Operating mode of the heating system

### Operation without room temperature control unit

The required room temperature can be set with rotary selector "❏III" (see page 10).

### Operation with room temperature control unit

Please make any adjustments to the connected room temperature control unit with reference to the relevant operating instructions.

#### **Note**

*The heating water temperature at rotary selector "❏III" must be set sufficiently high for the required room temperature to be reached.*

### Weather-compensated mode

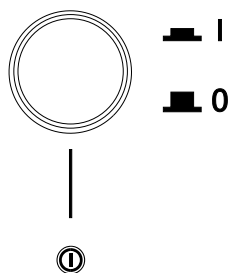
In weather-compensated mode, the heating water temperature is regulated subject to the outside temperature.

With rotary selector "❏III" you can raise or lower the room temperature. If the system is connected to a traditional Y or S-plan system then it is recommended to time the hot water mode differently to central heating mode to make the best use of the weather compensated mode.

## Start-up/shutdown

### Starting the heating system

*We recommend you contact your local heating contractor if you are planning to start up a heating system that has not been used for a long period.*

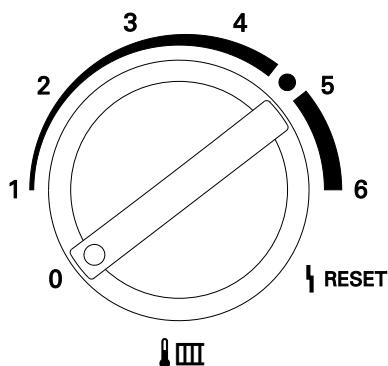


1. Check that the heating system is full.
2. Open the gas shut-off valve.
3. Turn ON/OFF switch ON.  
*Your heating system and room temperature control unit (if connected) are now ready for operation.*

### Shutting down the heating system

#### Switching the Vitodens OFF with frost protection

*If you do not wish to use your boiler for several days you can switch the unit off.*



1. Turn rotary selector "❧ IIII" to "0".
2. Turn cylinder temperature controller (if installed) to "0" or lowest setting.

#### Note

*Frost protection is active for the boiler.  
For frost protection for the entire heating system, see operating instructions for the room temperature control unit.*



**Shutting down the heating system** (cont.)**Shutting down the heating system**

*Shut down your heating system completely if it will not be needed for longer periods (several months).*

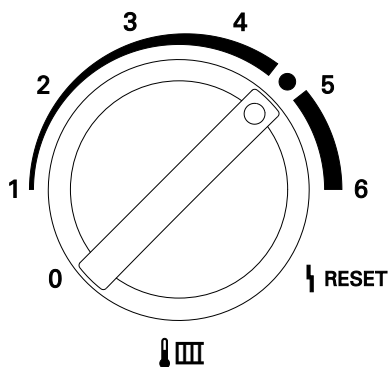
*We recommend you contact your local heating contractor if you plan to take your heating system out of use for longer periods. Your heating contractor can then take any necessary action, subject to requirements, e.g. frost protection or preserving the heating surfaces.*

1. Close the gas shut-off valve and safeguard against unauthorised reopening.
2. Switch ON/OFF switch OFF.  
The power to the system is now switched off.

**Note that the system is no longer protected against frost.**

## Settings

### Heating



#### Switching ON:

Move rotary selector "🌡️" to the required heating water temperature. The temperature range can be adjusted between 30-80 °C.

#### Note

*If a room temperature control unit is connected, set the required room temperature at this control unit (see page 7).*

If central heating is active, indicator "🌡️" appears on the display.

#### Switching OFF:

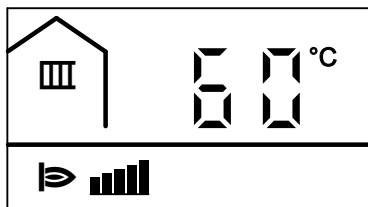
Turn rotary selector "🌡️" to "0".

### Domestic hot water

If a DHW cylinder is installed in your heating system, set the DHW temperature at the control unit of the DHW cylinder.

Select the DHW temperature in accordance with your personal requirements (e.g. for showering).

## Heating water temperature



The boiler water temperature is shown on the display at all times during operation.

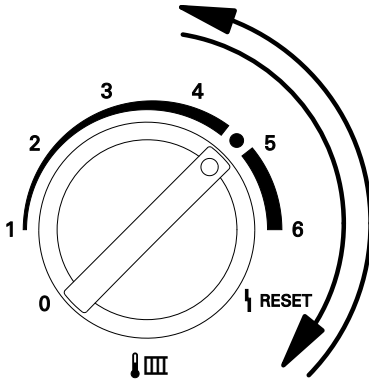
## What to do if...

### System characteristics

| What to do if...                                                               | Cause                                                                               | Remedy                                                                                                                                                    |
|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| ... the heating system will not operate                                        | No mains voltage                                                                    | Switch ON/OFF switch ON                                                                                                                                   |
|                                                                                | Rotary selector "🔥 III" is on "0"                                                   | Set required heating water temperature (see page 10)                                                                                                      |
|                                                                                | Fuse in power distribution panel (domestic mains fuse) or in control unit has blown | Notify your local heating contractor                                                                                                                      |
| ... burner does not start or starts irregularly                                | No gas available                                                                    | Open gas shut-off valve and if necessary check with your gas supplier                                                                                     |
|                                                                                | Control unit fault                                                                  | Check fault code on display (see page 13). Contact your local heating contractor with fault code                                                          |
| ... burner does not start; fault indicator "I" appears on display              | False start                                                                         | Reset burner fault (see page 13). If this attempt to start also fails, notify your heating contractor                                                     |
|                                                                                | Low water                                                                           | Notify your local heating contractor                                                                                                                      |
| ... burner stops even though rooms are not yet at the required temperature     | Fault in ventilation air supply or flue gas system                                  | Notify your local heating contractor                                                                                                                      |
|                                                                                | Heating water temperature or required room temperature set too low                  | Raise heating water temperature with rotary selector "🔥 III" (see page 10) or raise required room temperature (see remote control operating instructions) |
|                                                                                | Air in the heating system                                                           | Bleed radiators                                                                                                                                           |
| ... rooms are not at the required temperature, even though burner is operating | Circulation pump faulty                                                             | Notify your local heating contractor                                                                                                                      |

## System characteristics (cont.)

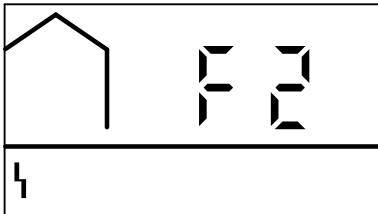
### Reset burner fault (press reset)



Turn rotary selector "III 🔥" to "I  
RESET" in under 2 s, then back to the control range.

### Fault indicator on display

Any fault in the heating system will be shown on the display. You can check the fault code on the display and then notify your heating contractor accordingly. This allows the heating contractor to better prepare for the service call and may save additional travelling costs.



## Maintenance

### Cleaning

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

### Inspection and maintenance

The inspection and maintenance of a heating system is prescribed by the Building Regulation Part L and the appropriate best practice guide and standards. Regular maintenance ensures trouble-free, energy saving and environmentally responsible heating. For this, we 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. All boilers should therefore be cleaned annually.

#### Logbook

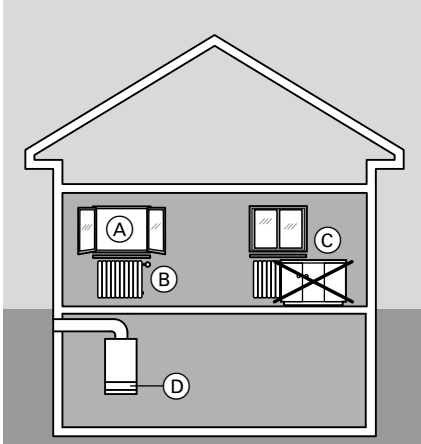
Please ensure that you have a Logbook supplied with your appliance. This Logbook should be completed by your installer to verify that the correct installation and commissioning procedure was followed.

Failure to complete the Logbook may result in difficulties should a problem arise with your appliance during the guarantee period. This Logbook forms part of the industry's Benchmark code of practice for the installation, commissioning and servicing of central heating systems.

All CORGI Registered Installers carry a CORGI ID card and have a registration number. Both should be recorded in your Logbook. You can check your installer is CORGI registered by calling CORGI on 0870 401 2230.

## Energy saving tips

With the following steps, you can save additional energy:



- **Correct ventilation/airing.**  
Briefly open windows (A) fully and at the same time close thermostatic valves (B).
- **Never overheat rooms;**  
endeavour to achieve a room temperature of 20 °C; every degree of room temperature reduction saves up to 6% on your heating bills.
- **Close roller shutters (where installed)**  
at dusk.
- **Set thermostatic valves (B) correctly.**
- **Never block radiators (C) or thermostatic valves (B).**
- **Utilise the setting options offered by control unit (D).**
- **Only activate the DHW circulation pump if DHW is being drawn.**
- **Controlled DHW consumption:** A shower generally uses less energy than a full bath.

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### Keyword index

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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](http://www.viessmann.com).

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