

# 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.

### 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.

### 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.

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## Commissioning

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

As the user of new combustion equipment, you may be obliged to notify your local flue gas inspector of the installation [check local regulations]. Your local flue gas inspector will also inform you [where appropriate] about work he may be required to perform on your combustion equipment (e.g. regular checks, cleaning).

### **GB** Gas council no.

Rated output range kW	Gas fired condensing boiler	Gas fired condensing combi boiler
10 - 26	41-819-12	47-819-18
11 - 30	41-819-13	47-819-19
11 - 35	41-819-14	47-819-20

## Your system is preset at the factory

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

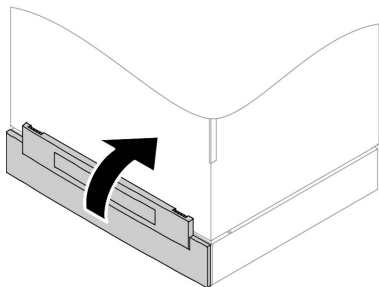
*Your heating system is therefore ready for use. You may change the factory settings in accordance with individual requirements.*

Where to find the controls

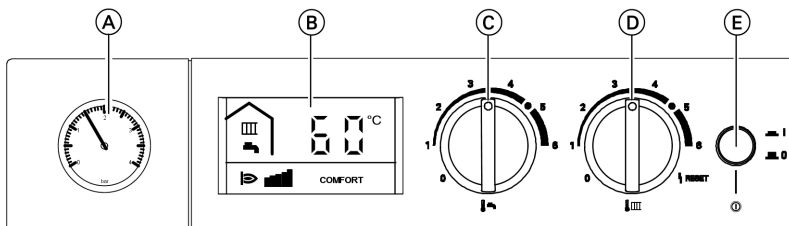
## Summary of controls and indicators

### Opening the control unit

The controls and display elements are behind the hinged flap at the front.





### Control and display elements



Ⓐ Pressure gauge

Ⓑ Display

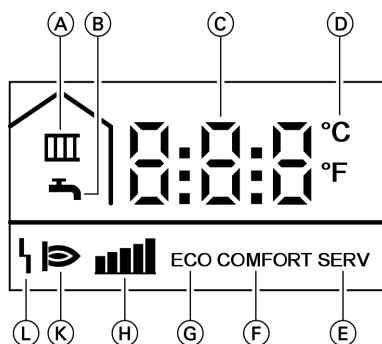
Ⓒ  "Water temperature" rotary selector

Ⓓ  "Heating water temperature" rotary selector

Ⓔ ON/OFF switch

## Summary of controls and indicators (cont.)

### Indicators in the display



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

## Operating mode of the heating system

### Operation without room thermostat

The required room temperature can be set with the rotary selector "🔥📊" (see page 11).

### Operation with room thermostat

Make any adjustments at the connected room thermostat following the relevant operating instructions.

#### **Note**

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

Where to find the controls

## Operating mode of the heating system (cont.)

### Weather-compensated operation

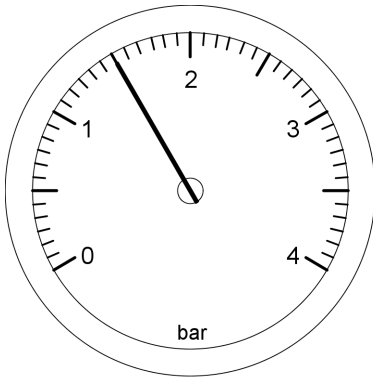
In weather-compensated mode, the boiler water temperature is regulated subject to the outside temperature.

With the rotary selector "↓ III" you can raise or lower the room temperature.



## Starting the heating system

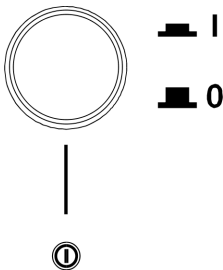
*We recommend you contact your heating contractor if you are planning to start up a heating system that has not been used for a long period.*



1. Check the pressure of your heating system on the pressure gauge.

**Minimum system pressure 0.8 bar.**

Notify your heating contractor if the pressure of the system is too low.



2. Open the gas shut-off valve.

3. Switch ON/OFF switch ON.  
*Your heating system and room thermostat (if connected) are now ready for operation.*

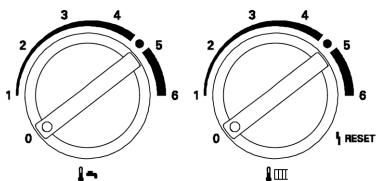
## Shutting down the heating system

### Switching the Vitodens OFF with frost protection

*If you do not wish to use your boiler for several days you can switch it off. Not at the fused spur.*

## Start-up/shutdown

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



Turn both rotary selectors to "0".  
Frost protection is now active for the boiler.

#### **Note**

*Frost protection for the entire heating system – see operating instructions for the room temperature control unit.*

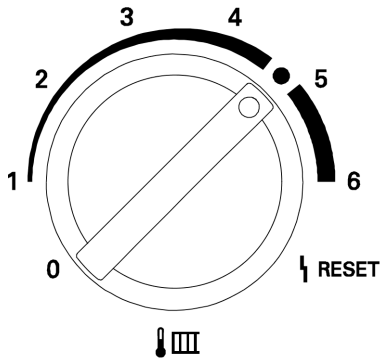
## Shutting down the heating system

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

*We recommend you contact your 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 main 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 frost protected.**

## Heating



### Switching ON:

Move rotary selector "🌡️▮▮▮" to the required heating water temperature.

### Note

If a room thermostat is connected, use it to set the required room temperature (see page 7).

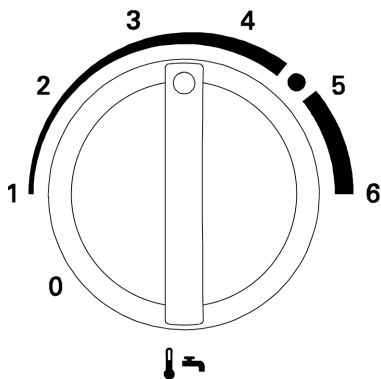
Indicator "▮▮▮" appears on the display if central heating is active.

### Switching OFF:

Turn rotary selector "▮▮▮🌡️" to "0".

## Domestic hot water

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



### Switching ON:

Move rotary selector "🌡️🚰" to the required DHW temperature.

If DHW heating is active, the indicator "🚰" appears on the display.

### Switching OFF:

Turn rotary selector "🌡️🚰" to "0".

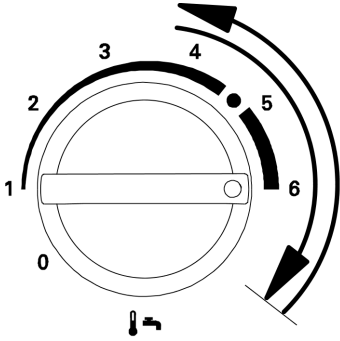
### Note

If the boiler does not have a DHW cylinder connected or an integral instantaneous water heater, turn the rotary selector "🌡️🚰" to "0".

## Settings

### Starting the comfort function

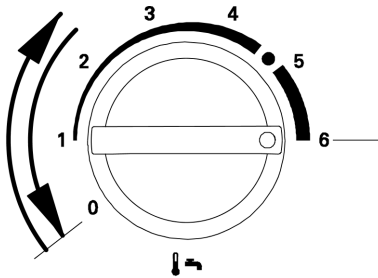
If the comfort function is switched ON, the instantaneous water heater is kept up to temperature (standby). Hot water is therefore quickly available.



#### Starting the comfort function

Briefly turn rotary selector "🔥" clockwise as far as possible (for less than 3 s) then turn it anticlockwise again.

"COMFORT" appears on the display.

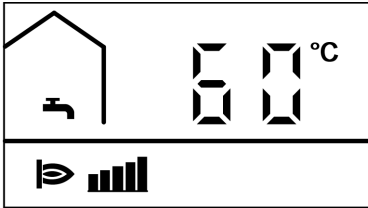


#### Stopping the comfort function

Briefly turn rotary selector "🔥" anticlockwise as far as possible (for less than 3 s) then turn it clockwise again.

"ECO" appears on the display.

## Heating water temperature



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

What to do if...

## System characteristics

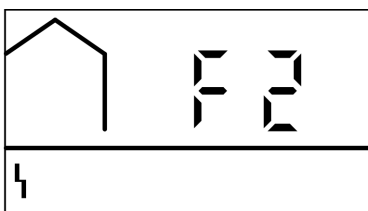
What to do if...?	Cause	Remedy
... the heating system will not start	No mains voltage	Switch the ON/OFF switch ON
	Rotary selector "↓III" is set to "0".	Setting the required heating water temperature (see page 11)
	Fuse in the power distribution panel (domestic mains fuse) or if the control unit has blown	Notify your heating contractor
... burner does not start or starts irregularly	No gas available	Open the gas shut-off valve and if necessary check with your gas supplier
	Control unit fault	Check the fault code on the display. Notify your heating contractor of the fault code.
... burner is not started; fault indicator "I" appears on display	False start	Reset burner fault (see page 6); if this attempt to start also fails, notify your heating contractor.
	Low water	Notify your heating contractor.
... burner is switched off even though rooms are not yet at the required temperature	Fault in the combustion air supply or flue gas system	Notify your heating contractor
	Heating water temperature or required room temperature are set too low	Raise the heating water temperature with rotary selector "↓III" (see page 11) or raise required room temperature (see remote control operating instructions)
	Air in the heating system	Bleed radiators

**System characteristics (cont.)**

What to do if...?	Cause	Remedy
... rooms are not at the required temperature, even though burner is operating	DHW priority	Stop drawing off hot water or wait until DHW cylinder has heated up
	Circulation pump faulty	Notify your heating contractor
... DHW temperature is too low	DHW temperature is set too low or rotary selector "🔥🔧" is set to "0"	Set the required DHW temperature
... for boilers <b>without</b> a DHW cylinder connected, fault code "58" appears on the display	Rotary selector "🔥🔧" is not set to "0"	Set rotary selector "🔥🔧" to "0"

**Fault 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 prepare better for the service call and may save additional travelling costs.



## Maintenance

### Cleaning

All devices 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 Energy Saving Order [EnEV - Germany] and the DIN 4755, DIN 1988-8 and EN 806 standards.

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



## Inspection and maintenance (cont.)

### Potable water filter (if installed)

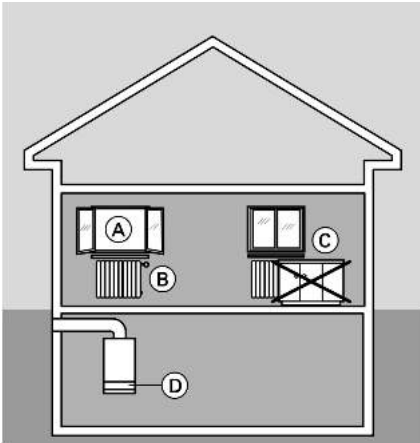
For reasons of hygiene

- renew filter insert on non-backwashing filters every 6 months (visual inspection every 2 months),
- on backwashing filters, backwash every 2 months.

## Energy saving tips

### 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 the 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% of your heating bills.
- Close roller shutters (where installed) at dusk.
- Set thermostatic valves (B) correctly.
- Never cover radiators (C) or thermostatic valves (B).
- Utilise the setting options offered by control unit (D).
- 
- Controlled DHW consumption: A shower generally uses less energy than a full bath.

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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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