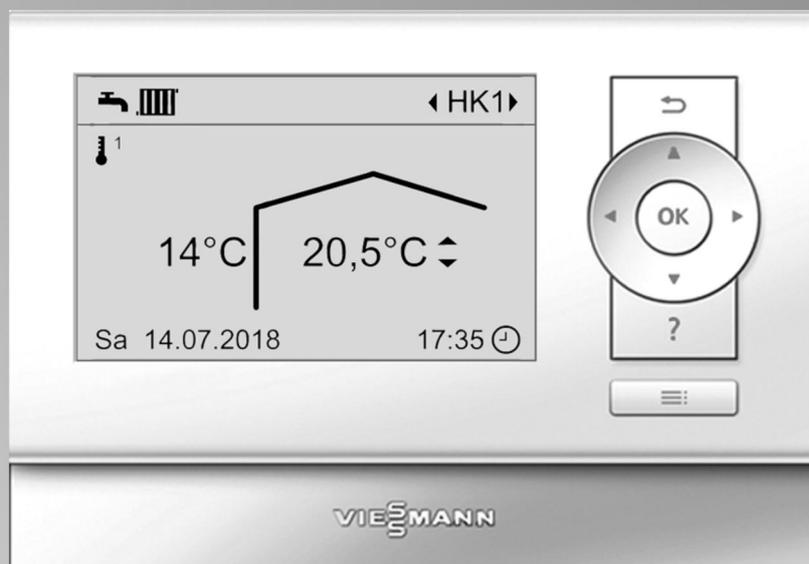


Remote control for up to 4 heating circuits

## VITOTROL 200-E



## 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 designed for heating system users.

This appliance can also be operated by children 8 years and older, as well as by individuals with reduced physical, sensory or mental faculties or those lacking in experience and knowledge, provided such individuals are being supervised or have been instructed in the safe use of this appliance 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 maintenance must not be carried out by unsupervised children.

### Connecting the appliance

- Connection and commissioning of the appliance may only be carried out by authorised contractors.
- Only operate the appliance with suitable fuels.
- Adhere to the electrical connection requirements.
- Modifications to the existing installation may only be carried out by authorised contractors.



#### **Danger**

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

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

### Working on the appliance

- When adjusting settings and carrying out work on the appliance always follow the guidelines in these operating instructions.  
Additional work on the appliance may only be carried out by authorised contractors.
- Never open the appliance.
- Never remove the cladding.
- Never remove or change additional parts or installed accessories.
- Never open or retighten pipe connections.



#### **Danger**

Hot surfaces can cause burns.

- Never open the appliance.
- Never touch the hot surfaces of uninsulated pipes, fittings or flue pipes.

### Damage to the appliance



#### **Danger**

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

**For your safety** (cont.)**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. Do not 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).

**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.

**Emergency contact**

If you smell gas or detect a gas leak call the National Gas Emergency service on 0800 111 999. Notify your gas or electricity supplier and your heating contractor.

- Shut off the electricity supply to the building from a safe place (outside the building).

**In case of 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.

**What to do if water escapes from the appliance****Danger**

If water escapes from the appliance there is a risk of electrocution.

- Switch OFF the heating system at the external isolator (e.g. fuse box, domestic distribution board).
- Notify heating contractor.

**What to do if the heating system develops a fault****Danger**

Fault messages indicate faults in the heating system. If faults are not rectified, they can have life threatening consequences.

Do not acknowledge fault messages several times in quick succession. Inform your heating contractor so the cause can be analysed and the fault rectified.

## Safety instructions

### For your safety (cont.)

#### 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. 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.

- Ensure ambient temperatures are above 0 °C and below 35 °C.
- Prevent air contamination by halogenated hydrocarbons (e.g. as contained in paints, solvents or cleaning fluids) and excessive dust (e.g. through grinding/polishing work).
- Avoid continuously high humidity levels (e.g. through continuous drying of washing).

---

#### 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 reverse flow of the flue gas.

**Danger**

The simultaneous operation of the boiler and appliances that extract air to the outside can result in life threatening poisoning due to reverse flow of the flue gas.

Take suitable steps to ensure an adequate supply of combustion air. If necessary, contact your contractor.

---

#### Auxiliary components, spare and wearing parts

**Please note**

Components not tested with the heating system may damage the system or affect its function. Only allow qualified contractors to carry out installation or replacement work.

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## Operational reliability

The Vitotrol 200-E enables the heat generator to be controlled remotely.

The full range of functions is only available if the following conditions are met:

- The control unit **and** the Vitotrol 200-E must be connected and configured correctly.
- Commissioning has been carried out.

## Liability

No liability is accepted for loss of profit, unattained savings, or other direct or indirect consequential losses resulting from use of the Vitotrol 200-E, as well as losses resulting from inappropriate use. 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.

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.

## Introductory information

### Symbols

| Symbol  | Meaning  |
|---|--|
|    | Reference to other document containing further information   |
|    | Step in a diagram:<br>The numbers correspond to the order in which the steps are carried out.                                    |
|    | Warning of material losses and environmental pollution   |
|    | Live electrical area   |
|    | Pay particular attention.  |
|    | <ul style="list-style-type: none"><li>▪ Component must audibly click into place. or</li><li>▪ Acoustic signal</li></ul>          |
|  | <ul style="list-style-type: none"><li>▪ Fit new component. or</li><li>▪ In conjunction with a tool: Clean the surface.</li></ul> |
|  | Dispose of component correctly.  |
|  | Dispose of component at a suitable collection point. Do <b>not</b> dispose of component in domestic waste.                       |

### Terminology

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

### Intended use

Install and operate the appliance as intended, in conjunction with the electronic control units and controllers for the Viessmann heat and power generators designed for this system. Also take account of the relevant installation, service and operating instructions. In particular, observe the current and voltage specifications for connections and hook-ups.

The device is exclusively designed for operation in buildings of a domestic or commercial nature.

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 function.

#### Note

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

## Product information

### Vitotrol 200-E

Wired remote control for connecting to Viessmann heat generators

For setting up to 4 heating circuits:

- Up to 3 set room temperatures (Comfort, Normal, Reduced) can be set
- Set DHW temperature can be adjusted

- Holiday program and "Holidays at home" function
- Time programs for heating circuits and DHW cylinder
- Comfort function
- Illuminated graphic display

### Permissible ambient temperatures in the installation room

|                                 | Min. | Max.  |
|---------------------------------|------|-------|
| Permissible ambient temperature | 0 °C | 40 °C |

## Commissioning

Your remote control is connected to the control unit of the heat generator. Commissioning and adjusting the control unit to the local conditions and building characteristics must be carried out by your contractor. The contractor must also provide instructions on how to operate the system.

During commissioning, the control unit settings are transferred to the remote control.

## Your system has been pre-set

The control unit is preset at the factory.



Operating instructions for heat generator control unit

Your contractor can make further adjustments for you during commissioning.

You can change the settings at any time to suit your individual requirements.

The functions and displays on your remote control depend on the control unit it is connected to as well as the control unit settings and the equipment level of the system as a whole.

## Winter/summertime changeover

This changeover is automatic.

## Power failure

All settings are saved if there is a power failure. If the system has been shut down for a prolonged period, reset the date and time on the heat generator control unit.



Operating instructions for heat generator control unit

### Energy saving tips

#### Saving energy on central heating

- Do not overheat your home. Every degree of room temperature reduction saves up to 6 % on your heating bills.  
Do not set your individual preferred temperature too high, e.g. not above 20 °C: See pages 12 and 17.
- Heat your home to the reduced temperature at night or during regular absences (not applicable to under-floor heating). To do so, adjust the time program for central heating: See page 17.
- To switch off functions that are not required (e.g. central heating in summer), set the appropriate operating program on the heat generator control unit:  
 Operating instructions for heat generator control unit
- If you are going away, set the **"Holiday program"**: See page 20.  
During the period that you are away, the room temperature will be reduced and DHW heating switched off.
- **Ventilation:**  
Close the thermostatic valves when venting/airing.  
Open the windows fully for a brief time.
- **Roller shutters:**  
Close roller shutters (if installed) at dusk.

#### ■ Thermostatic valves:

Ensure that thermostatic valves are properly adjusted.

#### ■ Radiators:

Never cover radiators or thermostatic valves.

#### Saving energy on DHW heating

- During longer periods of absence, heat the DHW to a lower temperature. To do so, change the time program for DHW heating (see page 21) or select the holiday program (see page 20).
- Switch on DHW circulation only for those times in which you regularly use hot water. To do so, set the time program for the DHW circulation pump on the control unit of the heat generator:  
 Operating instructions for heat generator control unit

For additional energy saving functions, e.g. of the control unit, please contact your contractor.

### Tips for greater comfort

#### More comfort in your home

- Set your individual preferred temperature: See page 12.
- Set the time program for your heating circuits such that your individual preferred temperature is automatically reached when you are present: See page 17.
- If you need a higher room temperature quickly, set **"Comfort mode"**: See page 18.  
**Example:**  
Late in the evening, the reduced room temperature is set by the time program. Your guests stay longer.
- If you are at home for longer than usual, set **"Holidays at home"**: See page 18.

#### Sufficient DHW heating for your needs

- Set the time program for DHW heating such that there is always sufficient hot water for your usual routine: See page 21.  
**Example:**  
You need more DHW in the morning than in the daytime.
- Set the time program for the DHW circulation pump on the heat generator control unit such that at times when hot water is run more frequently, DHW is available immediately from the taps:  
 Operating instructions for heat generator control unit

## Operating the remote control

The remote control allows you to make the following settings from your living space:

- Room temperatures
- DHW temperature
- Holiday program and "Holidays at home"
- Time phases for central heating

- Time phases for DHW heating
- Once-only DHW heating
- Language

All settings are transferred from the remote control to the control unit and vice versa. It is always the **most recent** settings that apply.

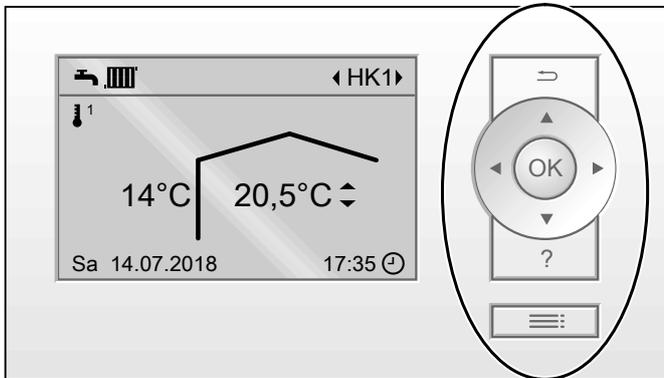


Fig. 1

- ↶ To take one step back in the menu.  
Or  
To terminate an adjustment in progress.
- ⬅ Cursor keys  
Scrolls through the menu or adjusts values.
- OK Confirms your selection or saves the setting made.

- ? Calls up "Operating info" (see following chapter) or additional information on the selected menu.
- ☰ Calls up the menu.

2 **control levels** are available:

- The standard menu: See page 12.
- The extended menu: See page 13.

### Note

*If you have not adjusted any settings on the remote control for a few minutes, the display illumination is reduced or switched off (screensaver). This function can be changed: See page 23.*

## Symbols on the display

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

### Displays:

- ⚙ Frost protection is active.
- 1 Central heating with reduced room temperature
- 2 Central heating to standard room temperature
- 3 Central heating to comfort room temperature
- ∞ Comfort mode is active.
- ▶ Burner is operational.
- ⌚ Current time
- 🔧 One-off cylinder heating is active.

### Heating circuits:

HC ... Heating circuit ...

### Operating program displays:

- ⏻ Standby mode is active on the heat generator control unit.
- 🔧 DHW heating is active on the heat generator control unit.
- 🏠 Indoor environment (central heating) is active on the heat generator control unit.
- 🏠 Holiday program is active.
- 🏠 "Holidays at home" is active.

### Messages:

- ⚠ Fault
- 🔧 Service

## Calling up general "Operating info"

The display shows brief instructions on how to operate the device.

### Operating the remote control (cont.)

#### How to call up "Operating info":

- The display illumination is reduced or switched off, provided you have made the required setting (see page 23):
  - 1.1. Press **OK**.
  - 1.2. Press **?**.
- If you are in the standard menu (default display): Press **?**.
- From anywhere in the menu:
  - 3.1. Press **↔** repeatedly until the standard menu appears.
  - 3.2. Press **?**.

### Standard menu (default display)

In the standard menu you can adjust and check the following settings for the selected heating circuit (E) (see following illustration):

- Set room temperatures
- Heating circuit selection

#### Call up the standard menu as follows:

- The display illumination is reduced or switched off, provided you have made the required setting (see page 23): Press **OK**.
- From anywhere in the menu: Press **↔** repeatedly until the standard menu appears.

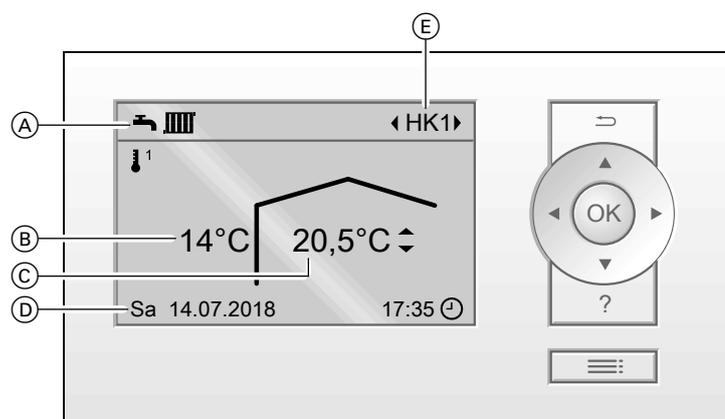


Fig. 2

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>(A) Indicates operating program of control unit</li> <li>(B) Current outside temperature</li> <li>(C) Current ambient temperature at the remote control (actual room temperature)</li> </ul> | <ul style="list-style-type: none"> <li>(D) Information bar</li> <li>(E) Selected heating circuit<br/>There is no display if only <b>one</b> heating circuit is installed.</li> </ul> |
|---|--|

### Heating circuit selection

If several heating circuits are installed, select required heating circuit (E) with **◀▶**.

### Setting the room temperature

For setting the room temperature: See page 17.

## Extended menu

In the extended menu, you can adjust and check **all** the settings from the remote control range of functions, e.g. holiday program and time programs. You can find the menu overview on page 29.

### Call up the extended menu as follows:

- The display illumination is reduced or switched off, provided you have made the required setting (see page 23):  
Press **OK** and then **≡**.
- From anywhere in the menu:  
Press **≡**.

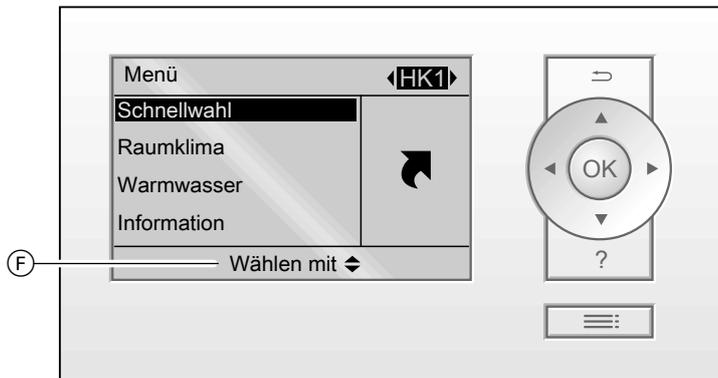


Fig. 3

(F) Dialogue line

## Screensaver

If you have not adjusted any settings on the remote control for a few minutes, the display illumination is reduced or switched off.

This function can be changed: See page 23.

1. Press **OK**.  
This takes you to the standard menu: See page 12.

2. Press **≡**.  
This takes you to the extended menu: See page 13.  
The selected menu point is highlighted against a black background.  
Instructions on what to do are provided in dialogue line (F): See diagram on page 13.

## Control system

You can make central heating settings for **every** heating circuit. It is therefore necessary to select the required heating circuit **prior** to making any adjustments (e.g. room temperature).

The following diagram shows you how to make adjustments using the standard set room temperature for heating circuit 2 as an example. You can perform the settings for the other heating circuits in the same way as shown in the diagram.

## Control system (cont.)

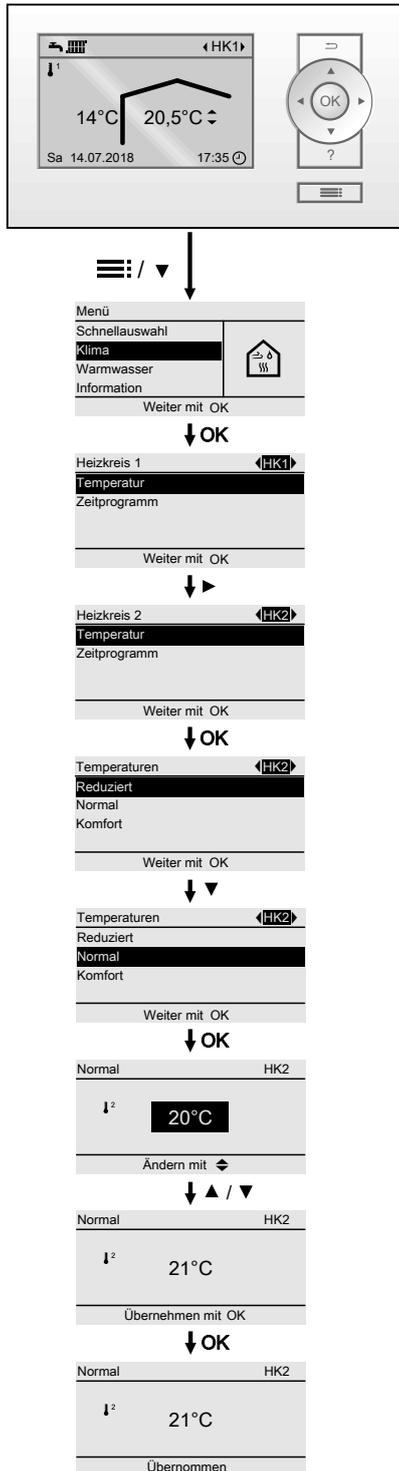


Fig. 4

## Quick select

The most important functions can be operated easily using **"Quick select"**. The **"Quick select"** functions have a higher priority than functions set in the usual way, e.g. the time program.

**"Quick select"** functions:

- Comfort mode
- One-off cylinder heating
- Holiday program
- Holidays at home

**Quick select** (cont.)

**Setting "Quick select" functions**

1. **Extended menu:**  
☰:
2. **"Quick select"**
3. If necessary, ◀▶ for the required heating circuit.
4. Select the required function.  
The following functions are active immediately:
  - Comfort mode: See page 18.
  - One-off cylinder heating: See page 21.
 Further settings are required for the following functions:
  - Holiday program: See page 20.
  - Holidays at home: See page 18.

**Time program**

The following explains how to enter the settings for a time program. The special features of individual time programs are described in the relevant chapters.

You can set up a time program for the following functions:

- **"Indoor environment"** (central heating): See page 17.
- **"DHW"** (DHW heating): See page 21.

The time program allows you to divide the day into sections. These are called **time phases**. It is for you to decide what happens in these time phases, e.g. whether your rooms should be heated to the standard room temperature or the comfort temperature.

- You can set the time program **individually**, to be the same, or different, for every day of the week.
- You can select up to 4 time phases per day.
- For each time phase you set the start and end points.  
The selected time phase is illustrated by a bar on the time chart. The length of the bar on the time chart is adjusted accordingly.
- In the extended menu, you can check the time programs under **"Information"**: See page 24.

**Setting a time program, using central heating as an example**

1. **Extended menu:**  
☰:
2. **"Indoor environment"**
3. If necessary, ◀▶ for the required heating circuit.
4. **"Time program"**
5. Select part of the week or a day.
6. Select a time phase 1 to 4. The selected time phase is illustrated by a bar on the time chart.
7. Set the start and end points for the relevant time phase. The length of the bar on the time chart is adjusted accordingly.
8. Select the required temperature level **"Normal"** (grey bar in the time chart) or **"Comfort"** (black bar in the time chart).
9. Press ↵ to exit the menu.

**Note**

If you want to terminate a time phase setting process prematurely, press ↵ repeatedly until the required display appears.

**Example of temperature level and time phases in the time program for central heating**

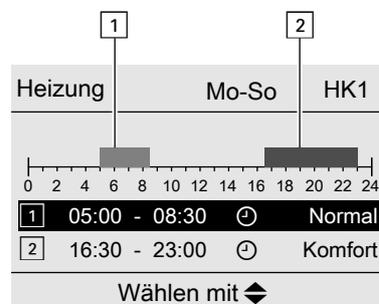


Fig. 5

- Time program for **"Monday–Sunday"** ("Mo-Su")
- Time phase 1:  
05:00 to 08:30 h: **"Standard"**
- Time phase 2:  
16:30 to 23:00 h: **"Comfort"**

### Time program (cont.)

In between these time phases the system heats to a reduced temperature ("**Reduced**").

---

### Setting the time program effectively

If you would like to set a different time program for just one day of the week, proceed as follows.

2. Then select "**Monday**" and adjust the time program for that day.

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

1. Select the period "**Monday–Sunday**" and set the time program.

**Note**

*The tick is always set at the sections of the week with identical time phases.*

---

### Deleting time phases

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 as "- : - : -".

## Setting the room temperature

You can set 3 room temperature levels for each heating circuit:

- **Reduced room temperature** ↓<sup>1</sup>:  
Heat your home to the reduced temperature at night or during regular absences (not applicable to under-floor heating).
- **Standard room temperature** ↓<sup>2</sup>:  
Heats your home to the standard room temperature during the day.
- **Comfort room temperature** ↓<sup>3</sup>:  
Heats your home to the comfort room temperature when you want to be particularly cosy and comfortable.

Delivered condition: During commissioning, the remote control adopts the settings of the heat generator control unit.

### Setting the room temperature via the standard menu

**Standard menu:**

1. ◀▶ for the required heating circuit
2. ▲▼ for **"Adjust room temperature"**.  
All 3 temperature levels are displayed. The currently active temperature level is marked.
3. ◀▶ to select the required temperature level, e.g. ↓<sup>2</sup> for the standard room temperature.
4. ▲▼ to set the required temperature for the selected temperature level.

5. ◀▶ if you wish to set another temperature level, e.g. ↓<sup>1</sup> for reduced room temperature.
6. ▲▼ to set the required temperature for the selected temperature level.
7. **OK** to confirm  
All changed temperature levels are saved.

### Setting the room temperature via the extended menu

1. **Extended menu:**



2. **"Indoor environment"**

3. ◀▶ for the required heating circuit if necessary

4. **"Temperatures"**

5. **"Reduced", "Normal" or "Comfort"**

6. Set the required value.

## Setting a time program for central heating

Delivered condition: During commissioning, the remote control adopts the settings of the heat generator control unit.

1. Select the heating circuit.
2. ≡
3. **"Indoor environment"**

4. **"Time program"**

To see how to set a time program: See page 15.

**Note**

- *Between the time phases, rooms are heated to the reduced room temperature ("**Reduced**").*
- *When adjusting the setting, bear in mind that your heating system requires some time to heat the rooms to the required temperature.*

## Switching off central heating permanently

The central heating can only be switched off permanently at the heat generator control unit.



Operating instructions for heat generator control unit

## Central heating

### Switching off central heating permanently (cont.)

From the remote control, you can only select heating to reduced room temperature ↓<sup>1</sup> and set a time program of 00:00 h to 24:00 h. To do so, delete all time phases: See page 15.

Rooms are heated to the reduced room temperature ("Reduced") ↓<sup>1</sup>.

### Temporarily adjusting the room temperature

#### Comfort mode

If you wish to heat your rooms to normal room temperature/comfort room temperature but the current time program is set to reduced room temperature, select "Comfort mode".

#### Example:

If guests stay until late in the evening.

"Comfort mode" is **independent** of the time program for "Indoor environment".

- Firstly, the DHW is heated to the set DHW temperature, before central heating. This setting can be adjusted by your qualified contractor.
- The rooms will be heated to the temperature of the last active time phase (standard room temperature or comfort room temperature).
- While "Comfort mode" is active, ≡ and "Comfort mode" are shown in the default display.

#### Setting "Comfort mode"

##### 1. Extended menu:



##### 2. "Quick select"

3. ◀▶ for the required heating circuit if necessary

##### 4. "Comfort mode"

#### Ending "Comfort mode"

"Comfort mode" ends automatically:

- After 8 hours.

#### Note

*If you want to make changes to this, please consult your contractor.*

Or

- When the system switches to standard room temperature or comfort room temperature according to the time program.

#### Ending "Comfort mode" manually:

##### 1. Extended menu:



##### 2. "Quick select"

3. ◀▶ for the required heating circuit if necessary

##### 4. "Comfort mode"

Comfort mode is active.

### Adjusting the room temperature for longer periods at home

#### "Holidays at home" 🏠

If you are planning to be continually at home for a few days, but do not want to change the time program, select "Quick select" "Holidays at home" 🏠.

#### Example:

During the school holidays.

- "Holidays at home" has an effect on the periods between set time phases. The set room temperature of these periods is raised to the set value of the corresponding subsequent time phase (standard room temperature or comfort room temperature).
- DHW heating is enabled.
- While the program is active, "Holidays at home" and 🏠 are shown in the default display.
- "Holidays at home" applies to **all heating circuits**.

## Adjusting the room temperature for longer... (cont.)

### Example

- 2 time phases are set for Monday.
- 1 time phase is set for Tuesday.

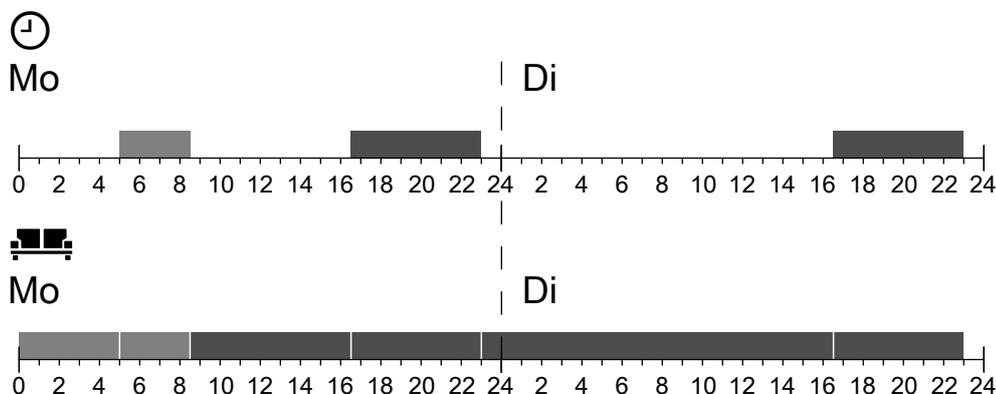


Fig. 6

|                                | Temperature levels corresponding to the set time program ☺ | Temperature levels when "Holidays at home" 🏠 is active.                                  |
|--------------------------------|--|--|
| <b>Monday</b>                  |  |  |
| Before the 1st time phase      | Reduced room temperature                                   | Standard room temperature  |
| 1st time phase                 | Standard room temperature                                  | Standard room temperature  |
| Between 1st and 2nd time phase | Reduced room temperature                                   | Comfort room temperature   |
| 2nd time phase                 | Comfort room temperature                                   | Comfort room temperature   |
| After the 2nd time phase       | Reduced room temperature                                   | Comfort room temperature, because the next time phase is the 1st time phase for Tuesday. |
| <b>Tuesday</b>                 |  |  |
| Before the 1st time phase      | Reduced room temperature                                   | Comfort room temperature   |
| 1st time phase                 | Comfort room temperature                                   | Comfort room temperature   |
| After the 1st time phase       | Reduced room temperature                                   | Temperature level corresponding to the 1st time phase for Wednesday                      |

### Setting "Holidays at home"

1. Extended menu:  
☰
2. "Quick select"
3. "Holidays at home" 🏠
4. Set the start and end date.  
"Holidays at home" is set and is automatically activated on the selected day.

### Changing "Holidays at home"

1. Extended menu:  
☰
2. "Quick select"

### 3. "Holidays at home" 🏠

4. "Change program"
5. Change the start and end date.  
"Holidays at home" is set and is automatically activated on the selected day.

### Cancelling or deleting "Holidays at home"

1. Extended menu:  
☰
2. "Quick select"
3. "Holidays at home" 🏠
4. "Delete program"  
"Holidays at home" is terminated and deleted.

### Saving energy during long periods of absence

#### "Holiday program"

To save energy during long periods of absence, select **"Holiday program"**.

The holiday program has the following effects:

- **Central heating:**
  - For heating circuits in the **"Indoor environment"**  operating program:  
The rooms are heated to the set reduced room temperature (**"Reduced"**): See page 17.
  - For heating circuits in the **"Standby mode"**  operating program:  
No central heating: Frost protection for the heat generator is active.
- **DHW heating:**  
No DHW heating; frost protection for the DHW cylinder is active.
- The holiday program starts at 00:00 h on your day of departure and ends at 23:59 h on the day of your return. This means that the set time program is **disabled** on the days of departure and return.

#### Note

- If the **"Holiday program"** is set but not yet active, **"Holiday program"** is shown in the standard menu.
- While **"Holiday program"** is active,  and **"Holiday program"** are shown in the default display.
- In the extended menu, you can check the set **"Holiday program"** under **"Information"**: See page 24.

#### Setting the "Holiday program"

1. **Extended menu:**  

2. **"Quick select"**

3. **"Holiday program"** 
4. Set the departure and return dates.  
**"Holiday program"** is set and is automatically activated on the selected day.

#### Changing "Holiday program"

1. **Extended menu:**  

2. **"Quick select"**
3. **"Holiday program"** 
4. **"Change program"**
5. Change the departure and return date.  
**"Holiday program"** is set and is automatically activated on the selected day.

#### Cancelling or deleting the "Holiday program"

1. **Extended menu:**  

2. **"Quick select"**
3. **"Holiday program"** 
4. **"Delete program"**  
The **"Holiday program"** is terminated and deleted.

## Setting the DHW temperature

The functions for setting the DHW are only available if the control unit of your heat generator is set to "Detached house".

Delivered condition: During commissioning, the remote control adopts the settings of the heat generator control unit.

1. 

2. "DHW"
3. "DHW temperature"
4. Set the required value.

## Operating program

### Setting the operating program for DHW heating

The operating program can only be set at the control unit of the heat generator.

## Time program

### Setting the time program for DHW heating

Delivered condition: During commissioning, the remote control adopts the settings of the heat generator control unit.

1. 

2. "DHW"

3. "Time program, DHW"

To see how to set a time program: See page 15.

#### Note

- The DHW is not heated between the time phases. Only frost protection for the DHW cylinder is active.
- When setting time programs, bear in mind that your heating system requires some time to heat the DHW cylinder to the required temperature.

### DHW heating once, outside the time program

#### Conditions:

The "DHW"  operating program must be set for at least one heating circuit in your system.

The function has the following effects:

- The DHW cylinder is heated once to the set DHW temperature: See page 21.
- While the function is active,  and "One-off cylinder heating" is shown in the default display.

1. 

2. "Quick select"

3. "One-off cylinder heating"  
DHW cylinder heating starts.

""Ending "One-off cylinder heating" early

1. 

2. "Quick select"

3. "One-off cylinder heating"  
DHW cylinder heating ends.

## Switching off DHW heating

### Switching off DHW heating at the control unit

Switch off DHW heating at the control unit of your heat generator.



Operating instructions for heat generator control unit

### Switching off DHW heating (cont.)

#### Switching off DHW heating at the remote control

Adjust the set DHW temperature to 10 °C. This guarantees that the DHW cylinder is protected against frost.

**Note**

*If the function for increased DHW hygiene for the DHW cylinder (hygiene function) has been activated at the control unit of the heat generator, this function will remain active.*

1. 
2. "DHW"
3. "DHW temperature"
4. Set a value of 10 °C.

## Setting the display contrast

You can make the menu texts easier to read. To do so, adjust the contrast of the display to suit the lighting conditions in the room.

1. **Extended menu:**



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

## Setting the display brightness

### Display illumination during operation

You would like to be able to read the text in the menu better. To do this, change the brightness level.

1. **Extended menu:**



2. **"Settings"**

3. **"Brightness"**
4. **"Operation"**
5. Set the required brightness.

### Display illumination with screensaver active

Select whether the display illumination should be switched on or off while the screensaver is active. Factory setting: The display illumination is off.

1. **Extended menu:**



2. **"Settings"**

3. **"Brightness"**
4. **"Standby"** (screensaver)
5. Select the required function.

## Setting the language

1. **Extended menu:**



2. **"Settings"**

3. **"Language"**
4. Select the required language.

## Checks

### Calling up information

Subject to the connected components and settings made, you can call up current temperatures (actual temperatures) and operating states.

In the extended menu, information is split into groups:

- "Heating circuit 1"
- "Heating circuit 2"
- "Heating circuit 3"
- "Heating circuit 4"
- "DHW"
- "Holiday program"
- "Holidays at home"
- "Open source licences"

For detailed options on calling up information for the individual groups, see from page 30.

#### Note

*If the heating circuits have been given different names on the heat generator control unit, these names will not appear on the remote control.*



Operating instructions for heat generator control unit

1. **Extended menu:**
2. "Information"
3. Select the group.
4. Select the information you wish to check.

### Scanning service messages

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

1. **OK** to exit Service. Follow the instructions in the menu.

#### Note

*More information about the pending service can be found in the heat generator control unit.*

2. Notify your heating contractor about the pending service.

#### Note

*If the service cannot be carried out until a later date, any acknowledged service message will be displayed again the following Monday.*

### Calling up an acknowledged service message

Acknowledged service messages can only be called up again at the heat generator control unit.

### Checking fault messages

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



#### Danger

If faults are not rectified, they can have life threatening consequences.

Do not acknowledge fault messages several times in quick succession. If a fault occurs repeatedly, notify your heating contractor so the cause can be analysed and the fault rectified.

1. **OK** to acknowledge the fault. Follow the instructions in the menu.

#### Note

*More information about the current fault can be found in the heat generator control unit.*

2. Notify your heating contractor about the fault.

#### Note

*If the cause of the fault can only be rectified at a later date, the acknowledged fault message will be redisplayed the following day.*

**Checking fault messages** (cont.)**Calling up an acknowledged fault message**

Acknowledged fault messages can only be called up again at the heat generator control unit.

## What to do if...

### Rooms are too cold

| Cause                                | Remedy   |
|--------------------------------------|--|
| Remote control is set incorrectly.   | Central heating must be enabled.<br><br>Check the settings and correct if required: <ul style="list-style-type: none"> <li>▪ Operating program: See the operating instructions for the heat generator control unit.</li> <li>▪ Room temperature: See page 17.</li> <li>▪ Time program <b>"Indoor environment"</b>: See page 17.</li> </ul> |
| The DHW cylinder is being heated.    | <ul style="list-style-type: none"> <li>▪ Wait until the DHW cylinder has been heated up.</li> <li>▪ If necessary, reduce the amount of DHW being drawn.</li> <li>▪ In the case of operation with an instantaneous water heater, stop DHW draw-off.</li> </ul>  |
| <b>"Holiday program"</b> is active.  | Terminate the <b>"Holiday program"</b> : See page 20.  |
| No fuel.                             | With oil/LPG:<br>Check the fuel reserves and re-order if required.<br>For operation with natural gas:<br>Open the gas shut-off valve. If necessary, check with your gas supply utility.  |
| <b>"Fault"</b> is displayed.         | Check the type of fault at the heat generator control unit. If necessary, notify your contractor.  |
| <b>"Screed drying"</b> is activated. | No measures required.<br>The selected operating program will be activated as soon as the screed drying time (max. 32 days) has elapsed.  |

### Rooms are too hot

| Cause                                | Remedy   |
|--------------------------------------|--|
| Remote control is set incorrectly.   | Check the settings and correct if required: <ul style="list-style-type: none"> <li>▪ Operating program: See the operating instructions for the heat generator control unit.</li> <li>▪ Room temperature: See page 17.</li> <li>▪ Time program <b>"Indoor environment"</b>: See page 17.</li> </ul> |
| <b>"Holidays at home"</b> is active. | Terminate <b>"Holidays at home"</b> : See page 18.   |
| <b>"Fault"</b> is displayed.         | Check the type of fault at the heat generator control unit. If necessary, notify your contractor.  |
| <b>"Screed drying"</b> is activated. | No measures required.<br>The selected operating program will be activated as soon as the screed drying time (max. 32 days) has elapsed.  |

**There is no hot water**

| Cause                              | Remedy   |
|------------------------------------|--|
| Remote control is set incorrectly. | DHW heating must be enabled: See page.<br>Check the settings and correct if required: <ul style="list-style-type: none"> <li>▪ Operating program: See the operating instructions for the heat generator control unit.</li> <li>▪ Set DHW temperature: See page.</li> <li>▪ Time program: See page 21.</li> </ul> |
| No fuel.                           | With oil/LPG:<br>Check the fuel reserves and re-order if required.<br>For operation with natural gas:<br>Open the gas shut-off valve. If necessary, check with your gas supply utility.  |
| "Fault" is displayed.              | Check the type of fault at the heat generator control unit. If necessary, notify your contractor.  |

**The DHW is too hot**

| Cause  | Remedy   |
|--|--|
| Remote control is set incorrectly.   | Check the set DHW temperature and correct if required: See page.   |
| The function for increased DHW hygiene (hygiene function) is activated at the heat generator control unit: See the operating instructions for the heat generator control unit. | Wait until the increased DHW hygiene (hygiene function) has ended. |

**⚠ flashes and "Fault" is displayed**

| Cause                | Remedy                           |
|----------------------|----------------------------------|
| Heating system fault | Proceed as described on page 24. |

**🔧 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 24. |

**Initialisation bar is running**

| Cause  | Remedy   |
|--|--|
| Communication with the control unit is interrupted | Call up the fault message on the heat generator control unit and follow the steps described. |

**Cause of the fault could not be found**

Some settings cannot be performed at the remote control. Find out more about the settings and possible troubleshooting solutions on the heat generator control unit.



Operating instructions for heat generator control unit

#### Cleaning

The appliance surfaces can be cleaned with a commercially available domestic cleaning agent (non-scouring).

## Overview of extended menu

### Note

Subject to the features of your heating system, not all of the menu entries shown may be available under .

### Extended menu

#### Quick select HC1/HC2/HC3/HC4

|                          |
|--------------------------|
| Comfort mode             |
| One-off cylinder heating |
| Holiday program          |
| Holidays at home         |

#### Indoor environment HC1/HC2/HC3/HC4

|  |         |          |         |
|--|---------|----------|---------|
| Temperatures   |         |          |         |
| <table border="1"> <tr> <td>Reduced</td> </tr> <tr> <td>Standard</td> </tr> <tr> <td>Comfort</td> </tr> </table> | Reduced | Standard | Comfort |
| Reduced  |         |          |         |
| Standard   |         |          |         |
| Comfort  |         |          |         |
| Time program   |         |          |         |

#### DHW

|                     |
|---------------------|
| Set DHW temperature |
| Time program        |

**Overview of extended menu** (cont.)

**Note**

Subject to the features of your heating system, not all of the call-up options may be available under **"Information"**.

Further details can be called up for any information marked with ►.

**Information**

|                                     |  |
|-------------------------------------|--|
| Heating circuit 1 to 4 (HC1 to HC4) |  |
|                                     | Operating program ►                                |
|                                     | Operating status ►                                 |
|                                     | Time program                                       |
|                                     | Act.room temp. (actual room temperature)           |
|                                     | Set room temp. (set room temperature)              |
|                                     | Set red. room temp. (set reduced room temperature) |
|                                     | Comfort temperature                                |
| DHW                                 |  |
|                                     | Operating program ►                                |
|                                     | Time program                                       |
| Holiday program                     |  |
|                                     | Departure date                                     |
|                                     | Return date  |
| Holidays at home                    |  |
|                                     | Start  |
|                                     | End  |
| Open source licences                |  |

**Settings**

|            |
|------------|
| Contrast   |
| Brightness |
| Language   |

**Terminology**

**Standby mode**

Heat generation is switched off.

Only frost protection for the boiler and the DHW cylinder is active. No central heating, no DHW heating

**Setback mode (reduced heating mode)**

See "Reduced heating mode".

## Terminology (cont.)

### Operating program

The operating program can only be set at the control unit of the heat generator.

The operating program specifies the following, separately for central heating and DHW heating:

- Central heating and DHW heating
  - Or
- Central heating only, no DHW heating
  - Or

- DHW heating only, no central heating
  - Or
- Only frost protection for the boiler and the DHW cylinder is active.
  - No central heating, no DHW heating

---

### Operating status

In the **"Heating"** operating program, the operating status changes from "Standard heating mode" or "Comfort heating mode" to the "Reduced heating mode" operating status and vice versa. The times at which the operating status is changed over are defined when you set the time program.

---

### Screed drying

Your contractor can activate this function for screed drying, for example in your new build or extension. This means your screed is dried in line with a fixed time program (temperature/time profile) that is appropriate for the building materials used.

Screed drying affects all heating circuits:

- All rooms are heated according to the temperature/time profile.
  - Your settings for central heating have no effect on the duration of screed drying (max. 32 days).
- DHW heating is enabled.

---

### Underfloor heating system

Underfloor heating systems are slow, low temperature heating systems and respond only very slowly to short term temperature changes.

Heating with reduced room temperature at night therefore does not result in any significant energy savings.

---

### Heating mode

#### Standard heating mode or comfort heating mode

For periods when you will be at home during the day, heat your rooms to the standard room temperature or comfort room temperature. You determine the periods (time phases) with the **"Indoor environment"** time program.

#### Reduced heating mode

For periods when you will be absent or during the night, heat your rooms to the reduced room temperature. Set the periods using the time program for central heating. With underfloor heating systems, reduced heating mode only yields limited energy savings (see "Underfloor heating system").

#### Weather-compensated heating mode

In weather-compensated mode, the flow temperature is controlled according to the outside temperature. More heat is made available at a lower outside temperature than at a higher one. The outside temperature is captured and transmitted to the control unit by a sensor. The sensor is fitted to the exterior of the building.

### Terminology (cont.)

#### Heating circuit

A heating circuit is a sealed unvented circuit that connects the heat generator and 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

---

#### Mixer

Hot heating water from the heat generator is mixed with cooled heating water from the heating circuit. The heating water, thus brought to the required temperature, is pumped to the heating circuit by the heating circuit pump. The control unit adjusts the flow temperature via the mixer to suit different conditions, e.g. changing outside temperatures.

---

#### Night setback

See "Reduced heating mode"

---

#### Open flue operation

The combustion air is drawn from the room where the heat generator is installed.

---

#### Room sealed operation

The combustion air is drawn from outside the building.

---

#### Room temperature

- Standard room temperature or comfort room temperature:  
Set the standard room temperature or comfort room temperature for periods when you are at home during the day.
- Reduced room temperature:  
For periods when you will be absent or during the night, set the reduced room temperature; see "Heating mode".

---

#### Set temperature

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

---

#### Weather-compensated heating mode

See "Heating mode".

## Terminology (cont.)

### Time program

In the time programs, you specify what your system should do at what time.

## Information on disposal

### Disposal of packaging

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

**DE:** Packaging waste is channelled for recycling to a certified disposal contractor in line with statutory regulations.

**AT:** Packaging waste is channelled for recycling to a certified disposal contractor in line with statutory regulations. Use the ARA statutory disposal system (Altstoff Recycling Austria AG, licence number 5766).

### Final decommissioning and disposal of the heating system

Viessmann products can be recycled. Components and fluids from your heating systems are not part of ordinary domestic waste.

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

**DE:** Operating fluids (e.g. heat transfer medium) can be disposed of at municipal collection points.

**AT:** Operating fluids (e.g. heat transfer medium) can be disposed of at municipal collection points (ASZ).

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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. You can find local contractors on the internet at [www.viessmann.de](http://www.viessmann.de).



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