

For the operator

Operating instructions



ecoCRAFT exclusive

VKK GB ..6/3-E R1

GB, IE

Publisher/Manufacturer

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1 Safety

1.1 Action-related warnings

Classification of action-related warnings

The action-related warnings are classified in accordance with the severity of the possible danger using the following warning signs and signal words:

Warning symbols and signal words



Danger!

Imminent danger to life or risk of severe personal injury



Danger!

Risk of death from electric shock



Warning.

Risk of minor personal injury



Caution.

Risk of material or environmental damage

1.2 Intended use

There is a risk of injury or death to the user or others, or of damage to the product and other property in the event of improper use or use for which it is not intended.

The product is intended as a heat generator for closed heat-

ing installations and for hot water generation.

Intended use includes the following:

- observance of the operating instructions included for the product and any other system components
- compliance with all inspection and maintenance conditions listed in the instructions.

This product can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the product in a safe way and understand the hazards involved. Children must not play with the product. Cleaning and user maintenance work must not be carried out by children unless they are supervised.

Any other use that is not specified in these instructions, or use beyond that specified in this document shall be considered improper use. Any direct commercial or industrial use is also deemed to be improper.

Caution.

Improper use of any kind is prohibited.

1 Safety

1.3 General safety information

1.3.1 Danger caused by improper operation

Improper operation may present a danger to you and others, and cause material damage.

- ▶ Carefully read the enclosed instructions and all other applicable documents, particularly the "Safety" section and the warnings.
- ▶ Only carry out the activities for which instructions are provided in these operating instructions.

1.3.2 Risk of death from escaping gas

What to do if you smell gas in the building:

- ▶ Avoid rooms that smell of gas.
- ▶ If possible, open doors and windows fully and ensure adequate ventilation.
- ▶ Do not use naked flames (e.g. lighters, matches).
- ▶ Do not smoke.
- ▶ Do not use any electrical switches, mains plugs, door-bells, telephones or other communication systems in the building.

- ▶ If it is safe to do so, close the emergency control valve or the main isolator.
- ▶ If possible, close the gas isolator cock on the product.
- ▶ Warn other occupants in the building by yelling or banging on doors or walls.
- ▶ Leave the building immediately and ensure that others do not enter the building.
- ▶ Notify the gas supply company or the National Grid +44 (0) 800 111999 by telephone once you are outside of the building.

1.3.3 Risk of death due to a blocked or leaking flue gas pipe

What to do if you smell flue gas in the property:

- ▶ Open all accessible doors and windows fully to provide ventilation.
- ▶ Switch off the product.
- ▶ Inform a competent person.

1.3.4 Risk of death due to explosive and flammable materials

- ▶ Do not use or store explosive or flammable materials (e.g. petrol, paper, paint) in the installation room of the product.



1.3.5 Risk of death due to changes to the product or the product environment

- ▶ Never remove, bridge or block the safety devices.
- ▶ Do not tamper with any of the safety devices.
- ▶ Do not damage or remove any seals on components.
- ▶ Do not make any changes:
 - The product itself
 - to the gas, air, water and electricity supplies
 - to the entire flue gas installation
 - to the entire condensate drain system
 - to the expansion relief valve
 - to the drain pipework
 - to constructional conditions that may affect the operational reliability of the product

1.3.6 Risk of poisoning caused by insufficient supply of combustion air

Conditions: Open-flued operation

- ▶ Ensure that there is a sufficient supply of combustion air.

1.3.7 Risk of corrosion damage due to unsuitable combustion and room air

Sprays, solvents, chlorinated cleaning agents, paint, adhesives, ammonia compounds, dust or similar substances may lead to corrosion on the product and in the air/flue pipe.

- ▶ Ensure that the supply of combustion air is always free of fluorine, chlorine, sulphur, dust, etc.
- ▶ Ensure that no chemical substances are stored at the installation site.

1.3.8 Risk of being scalded by hot drinking water

There is a risk of scalding at the hot water draw-off points if the hot water temperatures are greater than 60 °C. Young children and elderly persons are particularly at risk, even at lower temperatures.

- ▶ Select the temperature so that nobody is at risk.

1.3.9 Risk of material damage caused by frost

- ▶ Ensure that the heating installation always remains in operation during freezing conditions and that all rooms are sufficiently heated.





1 Safety

- ▶ If you cannot ensure the operation, have a competent person drain the heating installation.

1.3.10 Risk of injury and material damage due to maintenance and repairs carried out incorrectly or not carried out at all

- ▶ Never attempt to carry out maintenance work or repairs on your product yourself.
- ▶ Faults and damage should be immediately rectified by a competent person.
- ▶ Adhere to the maintenance intervals specified.



Notes on the documentation 2

2 Notes on the documentation

2.1 Observing other applicable documents

- ▶ You must observe all operating instructions enclosed with the system components.

2.2 Storing documents

- ▶ Keep this manual and all other applicable documents safe for future use.

2.3 Validity of the instructions

These instructions apply only to:

Product – Article numbers

VKK GB 806/3-E R1	0010014388
VKK GB 1206/3-E R1	0010014389
VKK GB 1606/3-E R1	0010014390
VKK GB 2006/3-E R1	0010014391
VKK GB 2406/3-E R1	0010014392
VKK GB 2806/3-E R1	0010014393

3 Product description

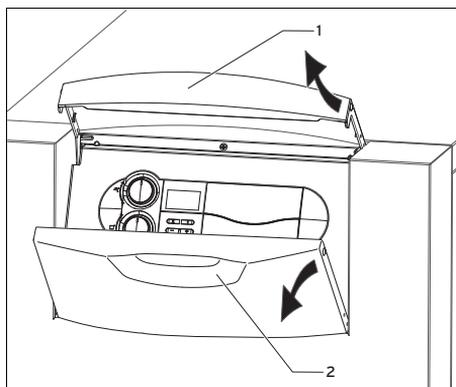
3.1 Identification plate

The identification plate is mounted on the rear of the product. The identification plate contains the following information:

- Serial number
- Type designation
- Designation of the type approval
- Technical data
- CE label

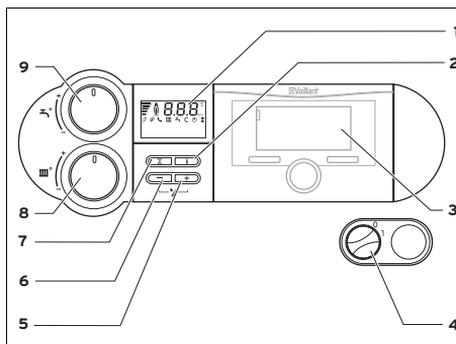
The seventh to sixteenth digits of the serial number on the identification plate form the article number.

3.2 Opening the front flap



- ▶ Open the front flap by lifting the silver handle bar (1).
 - ◁ The front flap (2) automatically swivels downwards and the control panel becomes accessible.

3.3 Overview of the operator control elements



- | | |
|------------------------------|---|
| 1 Display | 8 Heating flow temperature rotary knob |
| 2 i button | 9 Rotary knob for the cylinder temperature in the domestic hot water cylinder |
| 3 Control (accessory) | |
| 4 Main switch | |
| 5 + button | |
| 6 - button | |
| 7 Fault clearance key | |

The display shows the current heating flow temperature, the system pressure of the

3 Product description

heating installation, the operating mode or certain additional information.

The **i** button is used to call up status information.

The controller, which is available as an accessory, automatically controls the flow temperature depending on the outside temperature.

The main switch is used to switch the product on and off.

The **+** button is used to display the cylinder temperature (if the product is equipped with a cylinder temperature sensor for the domestic hot water cylinder).

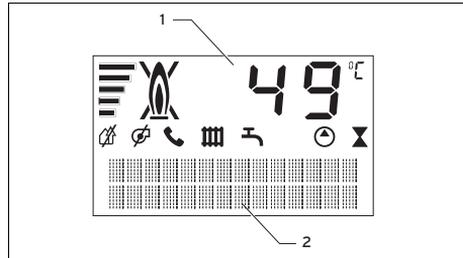
The **-** button is used to display the filling pressure of the heating installation.

The **Reset** button is used to reset the product in the case of certain faults.

The heating flow temperature rotary knob is used to set the heating flow temperature if no controller is connected. If a controller is connected, the heating flow temperature rotary knob should be turned clockwise as far as it will go.

The cylinder temperature rotary knob is used to set the cylinder temperature if a domestic hot water cylinder is connected. If a control is connected, the rotary knob should be turned clockwise as far as it will go. The controller then determines the cylinder temperature.

3.3.1 Digital Information and Analysis System (DIA)



- 1 Display showing the current heating flow temperature, the filling pressure in the heating installation, or a status or fault code
- 2 Plain text display

Sym- bol	Meaning	Explanation
⊘	Fault in the air/flue gas route	
⊘	Fault in the air/flue gas route	

Product description 3

Symbol	Meaning	Explanation
	comDIALOG	<p>The heating flow and domestic hot water temperature are specified via the comDIALOG communications system. The product works at temperatures other than those set at the rotary knob.</p> <p>This operating mode can only be terminated by:</p> <ul style="list-style-type: none"> – comDIALOG – Changing the temperature at the rotary knobs by more than ± 5 K <p>This operating mode cannot be terminated by:</p> <ul style="list-style-type: none"> – Pressing the Reset button. – Switching the product off and on again
	Heating mode	<ul style="list-style-type: none"> – Symbol permanently on: Product is in heating mode operating mode – Symbol flashing: Burner anti-cycling time is active

Symbol	Meaning	Explanation
	Hot water generation	<ul style="list-style-type: none"> – Symbol permanently visible: Charging mode for the domestic hot water cylinder is enabled by the control and floor-standing boiler control system – Symbol flashes: Domestic hot water cylinder is being heated
	Heating pump operating	
	Solenoid valve is actuated	Gas supply to the burner is open
	Current energy demand	Display of the current burner modulation rate (bar graph display)
	Fault during burner operation	Burner is switched off
	Burner operating correctly	Burner is switched on

3.4 Benchmark



Vaillant is a licensed member of the Benchmark Scheme which aims to improve the standards of installation and commissioning of domestic heating and hot water systems in the UK and to encourage regular servicing to optimise safety, efficiency and performance.

4 Operation

Benchmark is managed and promoted by the Heating and Hotwater Industry Council. For more information visit www.benchmark.org.uk.

- ▶ Please ensure that the installer has fully completed the Benchmark Checklist on the inside back pages of the installation instructions supplied with the product and that you have signed it to say that you have received a full and clear explanation of its operation. The installer is legally required to complete a commissioning checklist as a means of complying with the appropriate Building Regulations (England and Wales).

All installations must be notified to Local Area Building Control either directly or through a Competent Persons Scheme. A Building Regulations Compliance Certificate will then be issued to the customer who should, on receipt, write the Notification Number on the Benchmark Checklist. This product should be serviced regularly to optimise its safety, efficiency and performance. The service engineer should complete the relevant Service Record on the Benchmark Checklist after each service.

The Benchmark Checklist will be required in the event of any warranty.

3.5 CE label



The CE label shows that the products comply with the basic requirements of the applicable directives as stated on the identification plate.

The declaration of conformity can be viewed at the manufacturer's site.

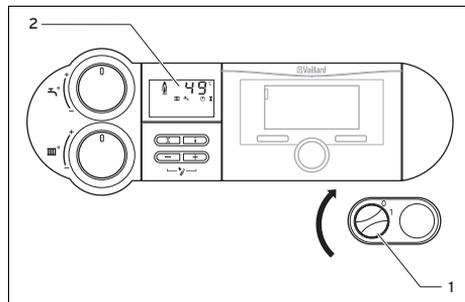
4 Operation

4.1 Starting up the product

4.1.1 Opening the isolator devices

1. Ask the competent person who installed the product to explain to you where these isolator devices are located and how to handle them.
2. Open the gas isolator cock fully.
3. Check that the heating installation flow and return service valves are open, if such service valves are installed.
4. If a domestic hot water cylinder is connected, open the cold-water isolation valve. To check, you can turn on a hot water valve and see whether water is escaping there.

4.1.2 Switching on the product

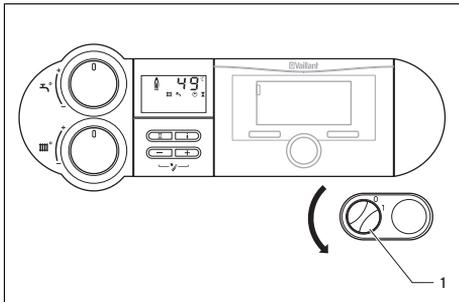


1. Use the main switch **(1)** to switch on the product.
 - ◁ **1**: "ON"
 - ◁ When the main switch is in position **1**, the product is switched on and the standard display for the Digital Information and Analysis System is shown in the display **(2)**. The function menu is immediately shown in the display once the unit has been switched on. The function menu enables competent persons to control how the individual actuators work. The product returns to normal operating mode after a waiting period of

approximately five seconds or if the **i** button is pressed.

2. Set up your product according to your needs.

4.1.3 Switching off the product



- Use the main switch **(1)** to switch off the product.

◁ **0**: "OFF"



Note

In order for the protection functions, such as frost protection, to remain activated, only activate and deactivate the product using the control (you can find information about this in the relevant operating instructions). If no control is present, block the heating and cylinder charging mode by turning the dial to the anti-clockwise end stop.

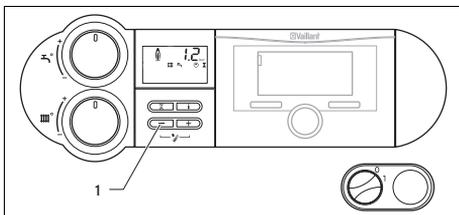
- ◁ The display will show the filling pressure for approximately 5 seconds.
- ◁ The filling pressure must lie between 1.0 and 2.0 bar when the heating installation is cold in order for the heating installation to operate properly. If the pressure is lower, you must add heating water before starting up.



Note

You can permanently switch between the temperature or pressure display in the display by pressing and holding the **-** button for approximately five seconds.

4.1.4 Checking the system pressure



- Check the heating installation's filling pressure at regular intervals. Briefly press the **- (1)** button.

4 Operation



Note

To avoid operating the heating installation with an insufficient water volume and to prevent potential subsequent damage, the product is fitted with a pressure sensor. The pressure sensor signals the low pressure level if the level falls below 0.06 MPa (0.6 bar). This is signalled by the system pressure value in the display flashing. If the level falls below 0.03 MPa (0.3 bar), the system displays the fault message and **F.22** alternately, and the burner is blocked. If the system pressure is lower than 0.06 MPa (0.6 bar), fill the heating installation up again as quickly as possible. As soon as the system pressure exceeds 0.06 MPa (0.6 bar), the product starts up without any further measures being required. If the pressure sensor is defective, the product enters comfort safety mode. The maximum possible flow temperature and the power are limited. The status **S.40** and **F.22** (water deficiency) are displayed alternately.



Note

If the heating installation extends over several floors, a higher system pressure for the heating installation may be necessary. Ask your competent person for details.

4.1.5 Filling the heating installation



Caution.

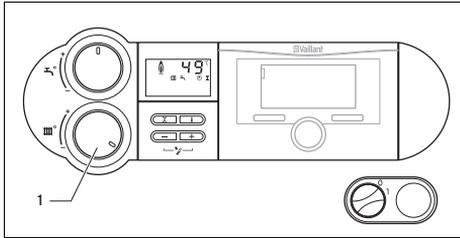
Risk of material damage due to heating water that is extremely calciferous or corrosive or contaminated by chemicals.

Unsuitable tap water damages the seals and diaphragms, blocks components in the product and heating installation through which the water flows and causes noise.

- ▶ Only fill the heating installation with suitable heating water.
- ▶ In case of doubt, ask a competent person for details.

1. Ask a competent person where the filling cock is located.
2. Connect the filling tap to a heating water supply in the way you were told by the competent person.
3. Open all radiator valves (thermostatic radiator valves) of the heating installation.
4. Open the heating water supply.
5. Slowly open the filling cock.
6. Fill it with water until the required filling pressure is reached.
7. Close the filling cock.
8. Purge all radiators.
9. Then check the filling pressure on the display.
10. Top up with more water if necessary.
11. Close the filling tap and the heating water supply.

4.1.6 Setting the heating flow temperature (with control)



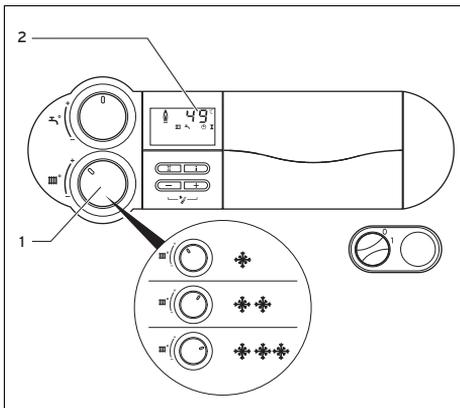
- ▶ Set the rotary knob for the heating flow temperature (1) to the clockwise end stop.
 - ◁ The heating flow temperature is automatically set by the control.



Note

To ensure that the control can set temperatures up to the maximum heating flow temperature, the rotary knob for the heating flow temperature should always be set to the clockwise end stop.

4.1.7 Setting the heating flow temperature (without control)



- ▶ Set the target flow temperature on the rotary knob for the heating flow temperature (1) in accordance with the outdoor temperature.

Position	Meaning	Outside temperature
Fully left	Frost protection	
Anti-clockwise (but not at the end stop)	Transition Time	Approx. 10 ... 20 °C
Centre	Moderate cold	Approx. 0 ... 10 °C
Clockwise	Extreme cold	Below 0 °C

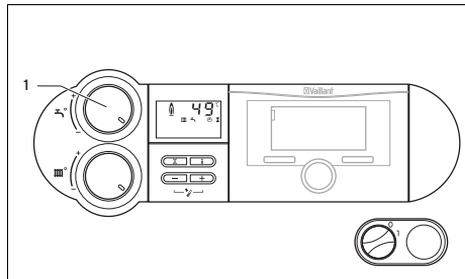
- ◁ After turning the rotary knob for the heating flow temperature, the display shows the set target flow temperature (2). After three seconds, this display goes out and the default display reappears (current heating flow temperature).



Note

The maximum heating flow temperature is set in the factory at 75 °C. This can be defined by the competent person to be between 40 °C and 85 °C.

4.1.8 Setting the cylinder temperature (with control)



1. Set the rotary knob for the cylinder temperature (1) as far as it will go in a clockwise direction so that the control can work without any faults occurring.
2. Do not set the required cylinder temperature at the rotary knob for the cylinder temperature; instead, set the

4 Operation

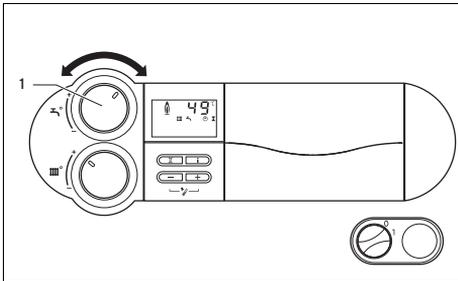
temperature for the domestic hot water cylinder at the control.



Note

If you require a lower cylinder temperature than 60 °C, we recommend that you regularly use the anti-legionella function via the control.

4.1.9 Setting the cylinder temperature (without control)



- ▶ Set the rotary knob for the cylinder temperature (1) to the required cylinder temperature.

Position	Meaning	Temperature
Fully left	Minimum cylinder temperature = frost protection	15 °C
Centre	Medium cylinder temperature	≈ 50 °C
Fully right	Maximum cylinder temperature	65 °C

- ◁ The required temperature is shown in the display. After three seconds, this display goes out and the default display reappears (current heating flow temperature).



Note

The maximum cylinder temperature is set in the factory at 65 °C. This can be defined by the competent person to be between 50 °C and 70 °C.

4.2 Switching off the product's functions

4.2.1 Switching off cylinder charging mode (using the VRC 630/VRS 620/VRC 700 control)

1. Leave the rotary knob for the cylinder temperature at the clockwise end stop.
2. Switch the cylinder circuit to "OFF" on the control.



Note

If the VRC 450 or 470 control is available, switch cylinder charging mode off in accordance with the section "Switching off cylinder charging mode (without a control)" (→ Page 14)".

4.2.2 Switching off cylinder charging mode (without control)

- ▶ Turn the rotary knob for the cylinder temperature to the anti-clockwise end stop.
 - ◁ Cylinder charging mode is switched off.
 - ◁ The frost protection function is activated for the domestic hot water cylinder.
 - ◁ The display shows the target cylinder temperature of 15 °C for three seconds.

Troubleshooting 5



Note

The effect of the frost protection function is that, at cylinder temperatures below 10 °C, the domestic hot water generation is switched on until the water in the cylinder has reached 15 °C again.

4.2.3 Switching off heating mode (with control)

1. Leave the rotary knob for setting the heating flow temperature at the clockwise end stop.
2. Switch heating mode to "OFF" on the control.

4.2.4 Switching off heating mode (without control)

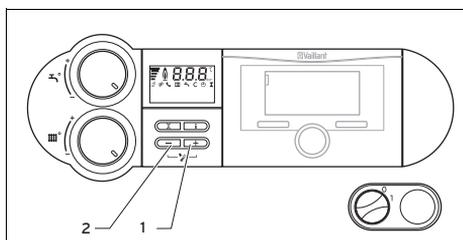
- ▶ Turn the rotary knob for setting the heating flow temperature to the anti-clockwise end stop.
 - ◁ Heating mode is switched off.
 - ◁ The product's internal frost protection function is activated.

4.3 Carrying out the flue gas analysis



Note

Measurement and inspection work must only be carried out by the chimney sweep or competent person.



1. Switch on the chimney sweep function by pressing the – (2) and + (1) buttons for the DIA system at the same time.

- ◁ Shown in the display: **S.Fh** = Heating chimney sweep operation; **S.Fb** = Domestic hot water chimney sweep operation
 - ◁ The product now works at maximum load for 15 minutes. If you do not press any buttons for 15 minutes or if a flow temperature of 85 °C is reached, the chimney sweep function is automatically switched off.
2. Take the measurements at the earliest after three minutes of the product operating.
 3. Unscrew the sealing caps from the measuring stub pipe.
 4. Take the measurement at the measuring stub pipe in the flue gas route.
 5. Take the measurement at the measuring stub pipe in the air route.
 6. Switch off the chimney sweep function by pressing the – and + buttons for the DIA system at the same time.
 7. Screw the sealing caps onto the measuring stub pipe.

5 Troubleshooting

5.1 Detecting and rectifying faults

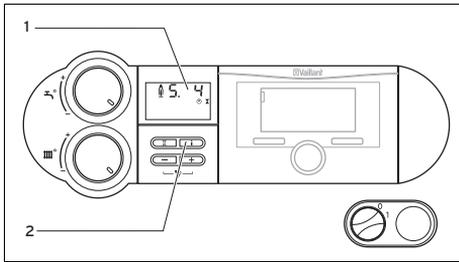
- ▶ If problems occur whilst operating your product, you can carry out certain self-checks with the aid of the table in the appendix.

Troubleshooting (→ Page 20)

- ▶ If the product still does not function without problems after the checks have been carried out using the table, contact your competent person to rectify the problem.

5 Troubleshooting

5.2 Checking the product status



1. Call up the product status by pressing the **i** (2) button.
2. Switch the display (1) back to normal operating mode by pressing the **i** button.

5.3 Status code meanings

The status codes that are shown in the DIA system's display provide information about the product's current operating status.

If several operating statuses occur at the same time, the applicable status codes are displayed alternately, one after the other. The status code is explained a plain text display in the display.

Status code	Meaning
	Heating mode
S.0	No heat demand
S.1	Fan start-up
S.2	Pump pre-run
S.3	Ignition
S.4	Burner on
S.6	Fan overrun
S.7	Pump overrun
S.8	Remaining anti-cycling time xx min
S.31	No heat demand (summer mode)
S.34	Frost protection
	Cylinder charging mode
S.20	DHW demand
S.22	Pump pre-run
S.24	Burner on

Status code	Meaning
S.27	Pump overrun

5.4 F.22 Risk of dry fire

As soon as the system pressure falls below 0.06 MPa (0.6 bar), the pressure display flashes in the display along with the current water pressure. As soon as you have added sufficient water, the current flow temperature is displayed again.

If the pressure falls below 0.03 MPa (0.3 bar), the product switches off. Fault message **F.22** appears in the display.

- ▶ Fill the heating installation with suitable heating water and purge the heating installation.
- ▶ If the pressure drops too frequently, contact an approved heating specialist company. The cause of the loss in heating water must be established and eliminated.

5.5 F.28 No ignition on start-up

If the burner fails to ignite after three attempts, the product does not start up and it switches to **Fault**.

The X symbol is shown in the display.

- ▶ Check whether the gas isolator cock is open.
- ▶ If the gas stopcock is closed, open the gas stopcock with the agreement of an installation company.
- ▶ Press and hold the reset button for one second in order to cancel the ignition switch-off after three attempts.
- ▶ If the product does not start up after three reset attempts, contact an approved heating specialist company.

Care and maintenance 6

5.6 F.29 Flame goes out during operation

The burner indicates flame loss during operation even though the flame has already been detected for at least six seconds.

The product switches to **Fault**.

The \times symbol is shown in the display.

- ▶ Check whether the gas isolator cock is open.
- ▶ If the gas stopcock is closed, open the gas stopcock with the agreement of an installation company.
- ▶ Press and hold the reset button for one second in order to cancel the ignition switch-off after three attempts.
- ▶ If the product does not start up after three reset attempts, contact an approved heating specialist company.

5.7 F.32 Risk of flue gas exit

If faults occur in the air/flue gas route or condensate discharge, the product switches off if three attempts at restarting have been made (each with a waiting period of 20 minutes) but failed.

The \emptyset and \emptyset symbols are shown in the display.

- ▶ Contact an approved heating specialist company.

6 Care and maintenance

6.1 Maintenance

An annual inspection of the product carried out by a competent person is a prerequisite for ensuring that the product is permanently ready and safe for operation, reliable, and has a long working life.

6.1.1 Checking the condensate drain pipework and tundish

The condensate drain pipework and tundish must always be penetrable.

- ▶ Regularly check the condensate drain pipework and tundish for faults and, particularly, for blockages.

You must not be able to see or feel any obstructions in the condensate drain pipework and tundish.

- ▶ If you notice a fault, have it rectified by a competent person.

6.2 Caring for the product



Caution.

Risk of material damage caused by unsuitable cleaning agents.

- ▶ Do not use sprays, scouring agents, detergents, solvents or cleaning agents that contain chlorine.

- ▶ Clean the casing with a damp cloth and a little solvent-free soap.

7 Decommissioning

7.1 Temporarily decommissioning the product



Caution.

Risk of material damage due to frost

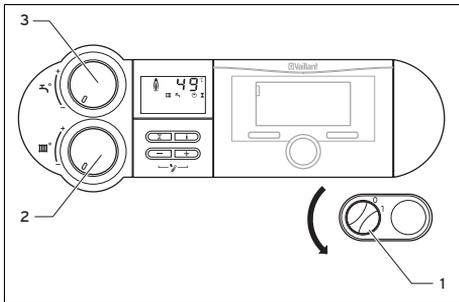
The frost protection and monitoring devices are only active while the unit is connected to the power mains, the product is switched on via the main switch and the gas stopcock is open.

- ▶ You must use the control if you want to activate and deactivate the product in normal mode.
- ▶ If no control is present when a main switch has been switched on, set the rotary

7 Decommissioning

knobs for the target heating flow and cylinder values to the anti-clockwise end stop.

- ▶ Do not disconnect the product from the power mains when it is in normal mode.
- ▶ Leave the main switch in position 1 in normal mode.



1. Turn the rotary knob for the cylinder temperature (3) to the anti-clockwise end stop.
2. Turn the rotary knob for the heating flow temperature (2) to the anti-clockwise end stop.
3. If the fan continues to run, wait until it stops.
 - ◁ "Fan overrun" is shown in the display.
4. Turn the main switch (1) to position 0.
5. Close the gas stopcock and the cold-water isolation valve.



Note

The isolators are not included in the scope of delivery for your product. They are installed on-site by the competent person. Ask the competent person to explain where the isolators are located and how they are operated.

7.1.1 Preventing frost damage

The product is equipped with a frost protection function.

If the heating flow temperature falls below 5 °C when the main switch is switched on, the product starts up and heats the circulating water on both the heating side and the hot-water side (if available) to approx. 30 °C.



Caution.

Risk of material damage due to frost.

The frost protection function cannot guarantee flow through the entire heating installation, which means that parts of the heating installation may freeze and therefore become damaged.

- ▶ During a period of frost, ensure that the heating installation remains in operation and that all rooms are sufficiently heated, even when you are away.

- ▶ Consult a competent person about this.

7.1.2 Draining the heating installation

Another way to protect the heating installation and the product from frost for very long switch-off times is to drain them completely.

- ▶ Consult a competent person about this.

Recycling and disposal 8

7.2 Permanently decommissioning the product

- ▶ Have a competent person permanently decommission the product.

8 Recycling and disposal

- ▶ The competent person who installed your product is responsible for the disposal of the packaging.



If the product is identified with this symbol:

- ▶ In this case, do not dispose of the product with the household waste.
- ▶ Instead, hand in the product to a collection centre for old electrical or electronic appliances.



If the product contains batteries that are marked with this symbol, these batteries may contain substances that are hazardous to human health and the environment.

- ▶ In this case, dispose of the batteries at a collection point for batteries.

9 Guarantee and customer service

9.1 Guarantee

- Five year guarantee for ecoCRAFT floor-standing appliances

Vaillant undertakes to rectify any manufacturing defect that occurs within a five year period of the installation date/manufacturing date (if the installation date cannot be determined) provided that: An annual service has been carried out by a competent person approved at the time by the Health and Safety Executive. The cost of these services is not included in the guarantee. The water flowing through the boiler is maintained with adequate and

appropriate inhibitors. Any additional guarantee applies only if the boiler and system has been maintained as above. If there is no evidence that the boiler and system has been maintained in an appropriate manner the standard 1yr guarantee applies. Your statutory rights are unaffected.

- Registering with us

Registration is simple and should be carried out by the installer and can be completed via any of the methods below. You will need to have the full boiler serial number and installer Gas Safe registration number to hand.

Visit our web site at:

www.vaillantcommercial.co.uk/guarantee-registration

By telephone - Call 0345 693 3133

Alternatively - Just complete the Guarantee Registration Card and return to Vaillant within 30 days of installation. Your details will then be automatically registered within the Vaillant scheme.

9.2 Customer service

To ensure efficient and reliable operation of your boiler it is recommended that regular servicing is carried out by your service provider.

Appendix

Appendix

A Troubleshooting

Problem	Possible cause	Solution
No hot water, heating stays cold; product does not start	Building gas isolator cock closed	Open building gas isolator cock
	Building power supply switched off	Switch on building power supply
	Main switch on the product is switched off	Switch on the main switch on the product
	The heating flow temperature on the control is set too low or in the "Heating off" position and/or the domestic hot water temperature is set too low	Set the heating flow temperature to the desired temperature and/or set the hot water temperature to the desired temperature
	Filling pressure of the heating installation insufficient	Add more water to the heating installation
	Air in the heating installation	Purging the radiators If the problem occurs again: Inform the competent person
	Ignition malfunction	Press the reset button If the problem occurs again: Inform the competent person
Hot water handling mode without any problems; heating does not start	No heat requirement via the controller	Check the timer programme on the controller and correct if necessary Check the room temperature and, if required, correct the target room temperature ("Controller operating instructions")
	The heating flow temperature on the control is set too low or is in the "Heating off" position	Set the heating flow temperature to the required temperature
	Air in the heating installation	Purging the radiators If the problem occurs again: Inform the competent person
No hot water, heating mode functioning correctly	The hot water temperature on the control is set too low or in the "Hot water off" position	Set the hot water temperature to the required temperature
Traces of water under or next to the product	Condensate drain pipework blocked	Check and, if required, clean the condensate drain pipework
	Leak in the system or the product	Close the cold water supply to the product, inform a competent person

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Supplier

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