

For the operator For the competent person

Operating and installation instructions



Remote control unit

VR 91f

AT, BE (de), CH (de), DE

Publisher/manufacture
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1 Safety

1.1 For the operator

1.1.1 Intended use

In the event of inappropriate or improper use, damage to the product and other property may arise.

The product enables a zone to be controlled remotely via an eBUS interface.

The wireless remote control must be installed in a location that has sufficient reception. The radio remote control is not intended to be portable.

The following components are required for operation:

- VRC 700f

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.

1.2 General safety information for the end user

1.2.1 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 Safety

1.3 For the competent person

1.3.1 Intended use

In the event of inappropriate or improper use, damage to the product and other property may arise.

The product enables a zone to be controlled remotely via an eBUS interface.

The wireless remote control must be installed in a location that has sufficient reception. The radio remote control is not intended to be portable.

The following components are required for operation:

- VRC 700f

Intended use includes the following:

- observance of accompanying operating, installation and servicing instructions for the product and any other system components
- installing and fitting the product in accordance with the product and system approval
- compliance with all inspection and maintenance conditions listed in the instructions.

Intended use also covers installation in accordance with the IP class.

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.

1.4 General safety information for the competent person

1.4.1 Risk caused by inadequate qualifications

The following work must only be carried out by competent persons who are sufficiently qualified to do so:

- Set-up
- Disassembly
- Installation
- Start-up
- Maintenance
- Repair
- Decommissioning
- ▶ Observe all instructions that are included with the product.
- ▶ Proceed in accordance with the current state of technology.
- ▶ Observe all applicable directives, standards, laws and other regulations.



1.4.2 Requirements for lines

- ▶ Use standard commercial lines for the wiring.
 - Minimum cross-section:
 $\geq 0.75 \text{ mm}^2$
 - Maximum line length:
 $\leq 125 \text{ m}$



2 For the operator

2 For the operator

2.1 Notes on the documentation

2.1.1 Observing other applicable documents

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

2.1.2 Storing documents

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

2.1.3 Validity of the instructions

These instructions apply only to:

VR 91f – article number

Austria	0020231565
Belgium	0020231566
Germany	0020231565
Switzerland	0020231566

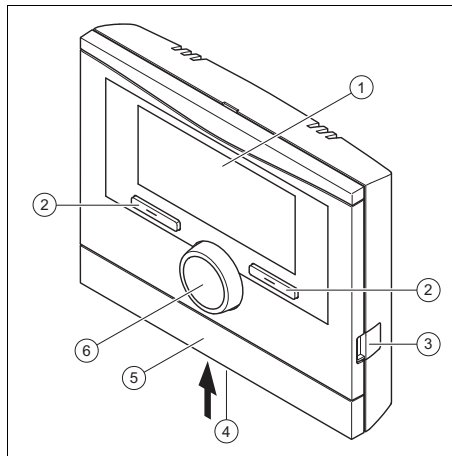
2.1.4 Nomenclature

The following terms are used for simplification:

- Control: This refers to the **VRC 700f/4** radio control.
- Remote control: This refers to the **VR 91f** remote control.
- Outdoor temperature sensor: This refers to the wireless outdoor temperature sensor.

2.2 Product description

2.2.1 Design of the product



- | | | | |
|---|--------------------|---|--------------------------|
| 1 | Display | 4 | Battery compartment |
| 2 | Selection button | 5 | Wall-mounting base cover |
| 3 | Diagnostics socket | 6 | Rotary knob |

2.2.2 Main function

The remote control sends data, such as the current room temperature, to the radio receiver unit. The remote control receives data from the radio receiver unit that you can read on the display. On the remote control you can, for example, set the operating mode, the time periods or the temperature.

2.2.3 Preventing malfunctions

- Ensure that the room air can circulate freely around the remote control, and that the remote control is not covered by furniture, curtains or other objects.
- Ensure that all radiator valves in the room where the remote control is fitted are fully open.

2.2.4 Identification plate

The data plate is located on the rear of the remote control underneath the unit mounting bracket.

The identification plate contains the following information:

Information on the identification plate	Meaning
Serial number	for identification; 7th to 16th digits = product article number
VR 91f	Product designation
V	Operating voltage
mA	Current consumption
	Read the instructions
LR06	Battery type designation
T60	Max. permitted environmental temperature: 0 to 60 °C

2.2.5 Serial number

You can call up the serial number to the display under **Menu → Information → Serial number**. The 10-digit article number is located in the second line.

2.2.6 CE marking



The CE mark shows that the products comply with the basic requirements of the applicable guidelines as stated on the data plate.

The manufacturer hereby declares that the type of radio equipment that is described in these instructions complies with Directive 2014/53/EU. The complete text of the EU declaration of conformity can be viewed at the manufacturer's site.

2.3 Operation

You can only operate the remote control in combination with the **VRC 700f** control. This means that it is necessary to read the operating instructions for the **VRC 700f** control.

The operating instructions for the controller will provide you with

- Information on the operating structure.
- Information on the operating concept with examples.
- A detailed description of the operating and display functions that the remote control unit also has.

2.4 Operating and display functions

Operating modes (→ Page 16)

Operating levels (→ Page 16)

The path details given at the start of each function description indicate how you reach this function in the menu structure.

2.4.1 Reading the reception strength

Menu → Information → System status → Signal strength

- You can use this function to read how strong the radio link between the radio receiver unit and the remote control is.
- 4: The radio link is within the acceptable range. If the reception strength is < 4, the radio link is not stable.
- 10: The radio link is highly stable.

2.4.2 Reading the battery status

Menu → Information → System status → Battery status

- You can use this function to read the battery's state of charge.
- **OK**: The battery has sufficient charge.
- **Critical**: The battery is almost flat.

2 For the operator

2.5 Service message

If maintenance is required, the text **Main-****tenance** and the ⚡ symbol appear in the remote control unit display.

You can read the specific maintenance messages on the controller display and find out which measures you need to take from the controller operating instructions.

2.6 Fault message

If a fault occurs in the heating installation, Ⓢ will appear in the display together with a fault message. The competent person must clear or rectify the fault in the heating installation, otherwise it could cause material damage or make the heating installation malfunction.

- Inform a competent person.

2.7 Troubleshooting

Troubleshooting faults (→ Appendix A.3)

2.8 Care

2.8.1 Caring for the product

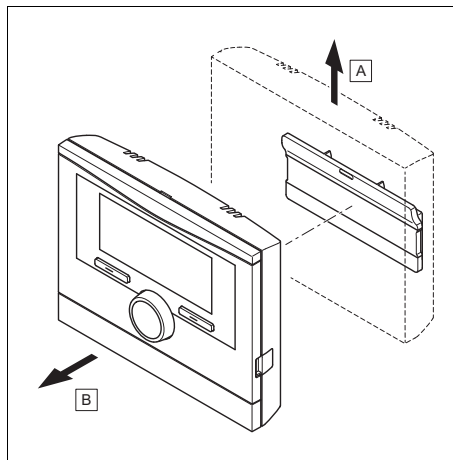


Caution.
Risk of material damage
caused by unsuitable clean-
ing agents.

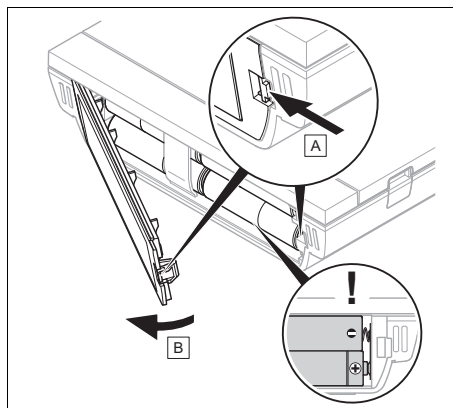
- Do not use sprays, scouring agents, detergents, solvents or cleaning agents that contain chlorine.

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

2.9 Changing the batteries

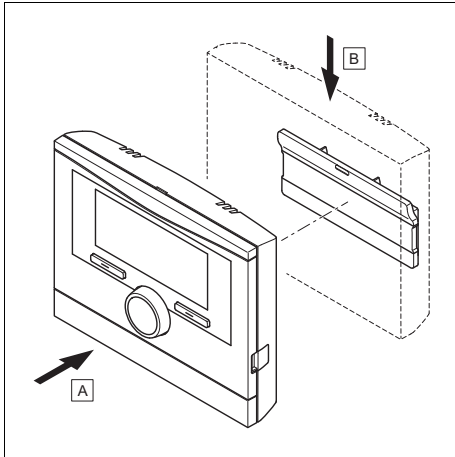


1. Remove the remote control from the unit mounting bracket as shown in the figure.



2. Open the battery compartment as shown in the figure.
3. Always change all the batteries at the same time.
 - Only use LR06 batteries
 - Do not use rechargeable batteries
 - Do not combine the batteries with other battery types
 - Do not combine new and used batteries
4. Insert the batteries, making sure that the poles are the right way round.

5. Do not short-circuit the connection contacts.
6. Close the battery compartment.



7. Clip the remote control into the unit mounting bracket as shown in the figure, making sure that it clicks into place.

2.10 Decommissioning

2.10.1 Decommissioning the product

If you want to replace or remove the product, you must decommission the heating installation.

- This work should be carried out by a competent person.
- Remove the batteries if you intend to store the product and not use it for an extended period.

2.11 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.

2.12 Guarantee and customer service

2.12.1 Guarantee

Applicability: Belgium

Die N.V. VAILLANT gewährleistet eine Garantie von 2 Jahren auf alle Material- und Konstruktionsfehler ihrer Produkte ab dem Rechnungsdatum.

Die Garantie wird nur gewährt, wenn folgende Voraussetzungen erfüllt sind:

1. Das Gerät muss von einem qualifizierten Fachmann installiert worden sein. Dieser ist dafür verantwortlich, dass alle geltenden Normen und Richtlinien bei der Installation beachtet wurden.
2. Während der Garantiezeit ist nur der Vaillant Werkskundendienst autorisiert, Reparaturen oder Veränderungen am Gerät vorzunehmen. Die Werksgarantie erlischt, wenn in das Gerät Teile eingebaut werden, die nicht von Vaillant zugelassen sind.
3. Damit die Garantie wirksam werden kann, muss die Garantiekarte vollständig und ordnungsgemäß ausgefüllt, unterschrieben und ausreichend frankiert spätestens fünfzehn Tage nach der Installation an uns zurückgeschickt werden.

Während der Garantiezeit an dem Gerät festgestellte Material- oder Fabrikationsfehler werden von unserem Werkskundendienst kostenlos behoben.

2 For the operator

Für Fehler, die nicht auf den genannten Ursachen beruhen, z. B. Fehler aufgrund unsachgemäßer Installation oder vorschriftswidriger Behandlung, bei Verstoß gegen die geltenden Normen und Richtlinien zur Installation, zum Aufstellraum oder zur Belüftung, bei Überlastung, Frosteinwirkung oder normalem Verschleiß oder bei Gewalteinwirkung übernehmen wir keine Haftung. Wenn eine Rechnung gemäß den allgemeinen Bedingungen des Werkvertrags ausgestellt wird, wird diese ohne vorherige schriftliche Vereinbarung mit Dritten (z. B. Eigentümer, Vermieter, Verwalter etc.) an den Auftraggeber oder/und den Benutzer der Anlage gerichtet; dieser übernimmt die Zahlungsverpflichtung. Der Rechnungsbetrag ist dem Techniker des Werkskundendienstes, der die Leistung erbracht hat, zu erstatten. Die Reparatur oder der Austausch von Teilen während der Garantie verlängert die Garantiezeit nicht. Nicht umfasst von der Werksgarantie sind Ansprüche, die über die kostenlose Fehlerbeseitigung hinausgehen, wie z. B. Ansprüche auf Schadenersatz. Gerichtsstand ist der Sitz unseres Unternehmens. Um alle Funktionen des Vaillant Geräts auf Dauer sicherzustellen und um den zugelassenen Serienzustand nicht zu verändern, dürfen bei Wartungs- und Instandhaltungsarbeiten nur Original Vaillant Ersatzteile verwendet werden!

Applicability: Switzerland

Werksgarantie gewähren wir nur bei Installation durch einen anerkannten Fachhandwerksbetrieb. Dem Eigentümer des Geräts räumen wir eine Werksgarantie entsprechend den landesspezifischen Vaillant Geschäftsbedingungen und den entsprechend abgeschlossenen Wartungsverträgen ein. Garantiewerke werden grundsätzlich nur von unserem Werkskundendienst ausgeführt.

Applicability: Germany

OR Austria

Herstellergarantie gewähren wir nur bei Installation durch einen anerkannten Fachhandwerksbetrieb.

Dem Eigentümer des Geräts räumen wir diese Herstellergarantie entsprechend den Vaillant Garantiebedingungen ein. Garantiewerke werden grundsätzlich nur von unserem Kundendienst ausgeführt. Wir können Ihnen daher etwaige Kosten, die Ihnen bei der Durchführung von Arbeiten an dem Gerät während der Garantiezeit entstehen, nur dann erstatten, falls wir Ihnen einen entsprechenden Auftrag erteilt haben und es sich um einen Garantiefall handelt.

2.12.2 Customer service

Applicability: Austria

Vaillant Group Austria GmbH
Clemens-Holzmeister-Straße 6
1100 Wien
Österreich

E-Mail Kundendienst: termin@vaillant.at

Internet Kundendienst:
<http://www.vaillant.at/werkskundendienst/>

Telefon: 05 7050-2100 (zum Regionaltarif österreichweit, bei Anrufen aus dem Mobilfunknetz ggf. abweichende Tarife - nähere Information erhalten Sie bei Ihrem Mobilnetzbetreiber)

Der flächendeckende Kundendienst für ganz Österreich ist täglich von 0 bis 24 Uhr erreichbar. Vaillant Kundendiensttechniker sind 365 Tage für Sie unterwegs, sonn- und feiertags, österreichweit.

Applicability: Belgium

N.V. Vaillant S.A.
Golden Hopestraat 15
B-1620 Drogenbos
Belgien, Belgique, België

For the competent person 3

Kundendienst / Service après-vente / Kundendienst: 2 3349352

Applicability: Switzerland

Vaillant GmbH (Schweiz, Suisse, Svizzera)

Riedstrasse 12

CH-8953 Dietikon

Schweiz, Svizzera, Suisse

Kundendienst: 044 74429-29

Techn. Vertriebssupport: 044 74429-19

Applicability: Germany

Vaillant Kundendienst: 018 06 999150 (20 Cent/Anruf aus dem deutschen Festnetz, aus dem Mobilfunknetz max. 60 Cent/Anruf.)

3 For the competent person

3.1 Notes on the documentation

3.1.1 Observing other applicable documents

- ▶ You must observe all the operating and installation instructions included with the system components.

3.1.2 Storing documents

- ▶ Pass these instructions and all other applicable documents on to the system operator.

3.1.3 Validity of the instructions

These instructions apply only to:

VR 91f – article number

Austria	0020231565
Belgium	0020231566
Germany	0020231565
Switzerland	0020231566

3.2 Installation

3.2.1 Checking the scope of delivery

Quantity	Contents
1	Remote control unit
1	Fastening material (2 bolts and 2 wall plugs)
4	Batteries, LR06
1	Documentation

3.2.2 Requirements for determining the reception strength of the remote control

- The set-up and installation of all system components and the radio receiver unit (except for the control and the outdoor temperature sensor) is complete.
- The power supply for the entire system is switched on.
- The system components are switched on.

3.2.3 Installing the remote control

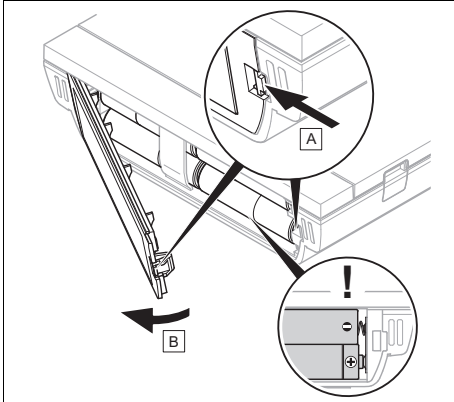
Determining the installation site of the remote control in the building

1. Choose an installation site that meets the following requirements.
 - Interior wall of the main living room
 - Installation height: 1.5 m
 - not in direct sunlight
 - not affected by heat sources

Determining the reception strength of the remote control at the chosen installation site

2. Observe all the points listed in "Requirements for determining the reception strength of the remote control (→ Page 11)".
3. Stand next to the radio receiver unit.

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4. Open the remote control's battery compartment as shown in the figure.
5. Insert the batteries, making sure that the poles are the right way round.
 - ◁ The installation assistant starts.
6. Close the battery compartment.
7. Select the language.
8. In ascending order, enter the addresses in the **Remote control address** function.
9. Start with address 1.
10. Press the **OK** selection button.
 - ◁ The installation assistant starts the pairing process.
11. Press the pair button on the radio receiver unit within 10 seconds.
 - ◁ **Pairing successful. Control is being restarted.** appears on the display.
12. Continue pressing the functions that appear using the **OK** selection button until the **Radio link signal strength** function appears in the display.
13. Go to the chosen installation site.
14. Close all doors behind you on the way to the installation site.
15. If dashes (--) appear in the display instead of the value and the background lighting is off, press one of the

selection buttons or turn the rotary knob.

Conditions: Background lighting is on, The display shows dashes (--)

- Make sure that the power supply is switched on.

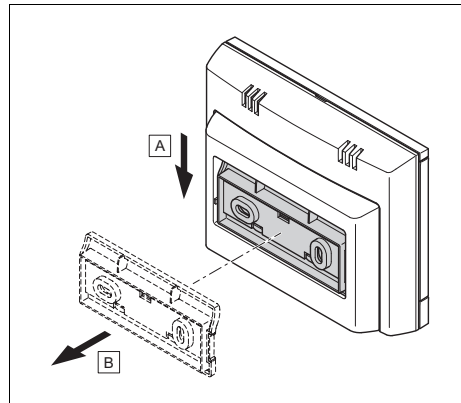
Conditions: Background lighting is on, The display shows dashes (--), The reception strength is < 4

- Find an installation site for the remote control that is within the reception range.

Conditions: Background lighting is on, The reception strength is ≥ 4

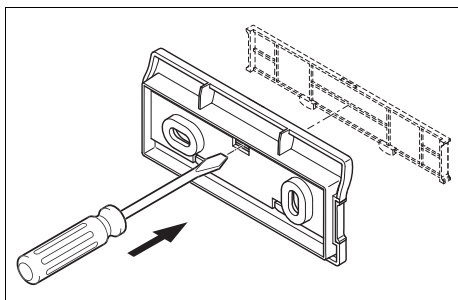
- Mark the position on the wall where the reception strength is sufficiently high.

Attaching the unit mounting bracket to the wall

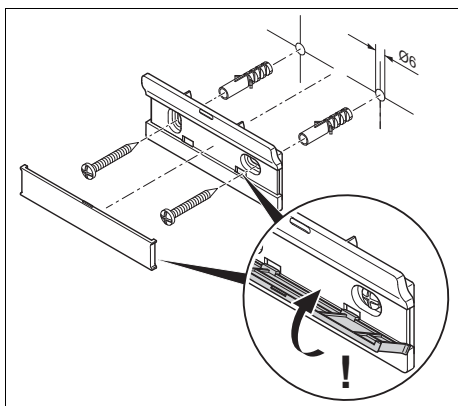


16. Remove the unit mounting bracket from the remote control as shown in the figure.

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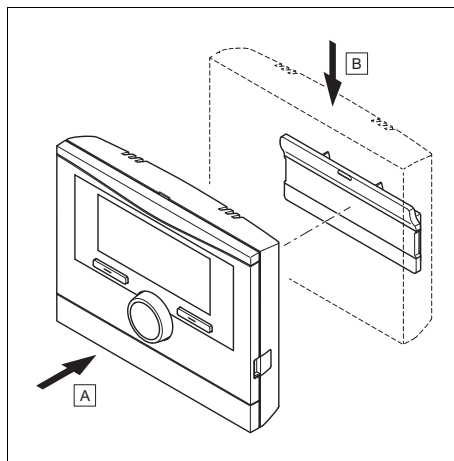


17. Remove the cover on the unit mounting bracket as shown in the figure.



18. Attach the unit mounting bracket including cover as shown in the figure.

Fitting the remote control



19. Fit the remote control to the unit mounting bracket as shown in the figure, making sure that it clicks into place.

3.3 Start-up

3.3.1 Preparatory work for start-up

- The remote control has been installed.
- The installation assistant has been closed by pressing the **OK** selection button and the display is showing the basic display.
- The reception strength is ≥ 4 .

3.3.2 Configuring settings on the control

1. If you would also like to use the room temperature sensor in the remote control unit, select the **Temp. mod.** or **Thermost.** setting in the **Room temp. mod.** function.
2. Specify in which zone the remote control unit has been installed.
3. Scroll through the display to the zone in which the remote control unit has been installed.
4. Reduce the setting in this zone to **Yes** in the **Zone activated** function.

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5. Assign the address for the remote control unit that should be triggered in the **Zone assignment** function in this zone.

3.3.3 Changing the settings later

All settings that you have made via the installation assistant can be changed again at a later date via the operator or installer operating level.

Operating levels (→ Page 16)

Installer level (→ Page 19)

3.4 Handing over to the operator

- ▶ You must inform the operator about how to handle their product and how it works.
- ▶ Provide the operator with all relevant instructions and unit documentation for safe-keeping.
- ▶ Go through the operating instructions with the operator .
- ▶ Answer any questions the operator may have.
- ▶ In particular, draw the operator's attention to the safety information that they must follow.
- ▶ Inform the operator that room air must be able to circulate freely around the product, and that it should not be covered by furniture, curtains or other objects.
- ▶ Inform the operator that all the radiator valves in the room where the product is installed must be fully open.

3.5 Operation

You can only operate the remote control in combination with the **VRC 700f** control. This means that it is necessary to read the operating instructions for the **VRC 700f** control.

The operating instructions for the controller will provide you with

- Information on the operating structure.

- Information on the operating concept with examples.
- A detailed description of the operating and display functions that the remote control unit also has.

3.5.1 Resetting to factory setting

You can use this function to reset all the set values that you configured using the remote control installation assistant.

The communication link between the remote control and the radio receiver unit must not be broken or interrupted.

You can access the **Reset to default setting?** function directly by activating the remote control using the rotary knob or one of the selection buttons and then pressing and holding both selection buttons at the same time for at least 10 seconds.

3.6 Operating and display functions

The remote control has an end user level and an installer level.

The setting and read-out options for the competent person can be found via the selection button **Menu/Installer level** → **Enter code**.

If you do not know the code, you can clear the code using the **Default setting** function. All the set values will be lost if you do this.

Operating modes (→ Page 16)

Operating levels (→ Page 16)

Installer level (→ Page 19)

The path details given at the start of each function description indicate how you reach this function in the menu structure.

3.6.1 Reading the fault status

Menu → **Installer level** → **System configuration [System ----]** → **Fault status**

- This function allows you to read the status of the heating installation. If there

is no fault present, the **No fault** message appears. If there is a fault, then **Fault list** appears as a status. If you press the right-hand selection button, the fault messages (→ Page 15) will be displayed.

3.6.2 Reading the software version

Menu → Installer level → System configuration [System ----] → Control modules

- You can use this function to read the software versions of the remote control unit.

3.6.3 Setting the address for the remote control unit

Menu → Installer level → System configuration [System ----] → Remote control address

- You can use this function to set the address for the remote control unit.

Every remote control unit has a unique address, starting with Address 1. Increase the number in the address consecutively for each additional remote control unit used.

If you change the remote control's address, the pairing process starts automatically. For the radio receiver unit to detect that the remote control has a new address, you will need to press the pair button on the radio receiver unit within 10 seconds.

3.6.4 Reading the reception strength

Menu → Installer level → System configuration [System ----] → Signal strength

- You can use this function to read how strong the radio link between the radio receiver unit and the remote control is.
- 4: The radio link is within the acceptable range. If the reception strength is < 4, the radio link is not stable.
- 10: The radio link is highly stable.

3.7 Fault messages and faults

3.7.1 Fault messages

If a fault occurs in the heating installation,  will appear in the display together with a fault message.

3.7.1.1 Troubleshooting measures

Troubleshooting faults (→ Appendix B.2)

Troubleshooting errors (→ Appendix B.3)

3.8 Decommissioning

3.8.1 Decommissioning the product

1. Decommission all components of the heating installation, as described in the installation instructions for the individual components.
2. Take the remote control out of the unit mounting bracket.
3. Remove the batteries.
4. Remove the cover on the unit mounting bracket.
5. Unscrew the unit mounting bracket from the wall.

3.9 Customer service

Customer service addresses can be found in the installation instructions for the controller.

3.10 Technical data

3.10.1 Remote control unit

Battery type	LR06
Transmission frequency	868 MHz
Transmission power	≤ 10 mW
Range outdoors	≤ 100 m
Range indoors	≤ 25 m
Level of protection	IP 20
Protection class	III
Maximum permitted ambient temperature	0 ... 60 °C
Rel. room humidity	35 ... 90 %
Height	115 mm
Width	147 mm
Depth	50 mm

Appendix

Appendix

A For the operator

A.1 Operating modes

Operating mode	Setting	Default setting
Operating mode		
Heating	off, Auto, Day, Set-back	Auto
Cooling	off, Auto, Day	Auto
Advanced functions		
1 day at home	active	–
1 day away from home	active	–
Ventilation boost	active	–
Party function	active	–

A.2 Operating levels

A detailed description of the functions can be found in the operating instructions for the controller.

Setting level	Values		Unit	Increment, select	Default setting
	Min.	Max.			
Information → System status →					
System ----					
Fault status	Current value			No fault, Fault list	
Curr. room air hum.	Current value		%		
Current dew point	Current value		°C		
Battery status	Current value			Critical, OK	
Signal strength	Current value			1	
ZONE1 ----					
Day temp. heating	Current value		°C	0.5	20
	5	30			
Day temp. cooling	Current value		°C	0.5	24
	15	30			
Set-back temp. heat.	Current value		°C	0.5	15
	5	30			
Room temperature	Current value		°C		
Information → Contact details →					
Installer, Phone number	Current values				
Information → Serial number →					
Unit number	Permanent value				
Desired temperature → ZONE1 →					

Setting level	Values		Unit	Increment, select	Default setting
	Min.	Max.			
Day temp. heating	5	30	°C	0.5	20
Day temp. cooling	15	30	°C	0.5	24
Set-back temp. heat.	5	30	°C	0.5	15
Time programmes → ZONE1: Heating →					
Individual days and blocks				Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday and Monday - Friday, Saturday - Sunday, Monday - Sunday	Mo - Fr: 06:00-22:00 Sa: 07:30-23:30 Su: 07:30-22:00
Period 1: Start – End Period 2: Start – End Period 3: Start – End	00:00	24:00	h:min	00:10	
Time programmes → ZONE1: Cooling →					
Individual days and blocks				Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday and Monday - Friday, Saturday - Sunday, Monday - Sunday	Mo - Fr: 06:00-22:00 Sa: 07:30-23:30 Su: 07:30-22:00
Period 1: Start – End Period 2: Start – End Period 3: Start – End	00:00	24:00	h:min	00:10	
Days away from home scheduling →					
Start	01.01.01	31.12.99	dd.mm.yy	Day.Month.Year	01.01.14
End	01.01.01	31.12.99	dd.mm.yy	Day.Month.Year	01.01.14
Temperature	5	30	°C	1	15
Days at home scheduling →					
Start	01.01.01	31.12.99	dd.mm.yy	Day.Month.Year	01.01.14
End	01.01.01	31.12.99	dd.mm.yy	Day.Month.Year	01.01.14
Basic settings → Language →					
				Selectable language	English
Basic settings → Display →					
Display contrast	1	15		1	9

Appendix

Setting level	Values		Unit	Increment, select	Default setting
	Min.	Max.			
Button lock				off, On	Off
Preferred display				Heating, Cooling	Heating
Basic settings → Offset →					
Room temperature	-3.0	3.0	K	0.5	0.0
Basic settings → Enter zone name →					
ZONE1	1	10		A to Z, 0 to 9, space	ZONE1
Installer level →					
Enter code	000	999		1	000

A.3 Troubleshooting

Symptom	Possible cause	Measure
Display remains dark	The batteries are flat	1. Change all the batteries. (→ Page 8) 2. If the fault persists, inform the competent person.
No changes in the display when the rotary knob is turned	Software error	1. Take all the batteries out. 2. Insert the batteries in the battery compartment, making sure that the poles are the right way round. 3. If the fault persists, inform the competent person.
No changes in the display via the selection buttons are pressed	Software error	1. Take all the batteries out. 2. Insert the batteries in the battery compartment, making sure that the poles are the right way round. 3. If the fault persists, inform the competent person.
Display view: No RF communication	The reception strength is too weak	1. Take the remote control to the radio receiver unit and see if the reception strength increases. 2. If the reception strength is greater than 4, have the competent person install the remote control in a different location. 3. If the reception strength when directly next to the radio receiver unit is less than 4, switch off the mains switch for all the heat generators and then wait approximately 1 minute before switching it back on. 4. If the fault persists, inform the competent person.
Display view: Change batteries	The batteries are almost flat	1. Change all the batteries. (→ Page 8) 2. If the fault persists, inform the competent person.

Symptom	Possible cause	Measure
Display view: Button lock active To unlock, press OK for 3 seconds , it is not possible to change the settings or values	Button lock is active	1. If you would like to change any of the values, follow the instructions on the display. 2. Also read the "Activating Button lock" function (→ Operating instructions for the control) for more details.

B For the competent person

B.1 Installer level

Setting level	Values		Increment, select	Default setting
	Min.	Max.		
Installer level →				
Enter code	000	999	1	000
Installer level → System configuration →				
System ----				
Fault status	Current value*			
Control modules	Display		Software version	
Remote control address	1	8	1	1
Signal strength	0	10	1	
* If no fault is present, the status is No fault . If there is a fault, Fault list appears and you can read the fault message in the "Fault messages" section.				

B.2 Remedy

Message	Possible cause	Measure
Room temp. sensor fault	The room temperature sensor is defective	► Replace the remote control unit.
No zone assignment for the remote control or the controller	No remote control address	► Set the correct address on the remote control unit in the Remote control address function.
	No zone assignment	► Set the correct address for the remote control unit on the controller in the Zone assignment function.
System fault	Faults in the system	► Assess the fault messages in the controller.

B.3 Troubleshooting

Symptom	Possible cause	Measure
Display remains dark	The batteries are flat	► Change all the batteries. (→ Page 8)
	The batteries in the control have not been inserted correctly	► Insert the batteries in the battery compartment, making sure that the poles are the right way round.
	The product is defective	► Replace the product.

Appendix

Symptom	Possible cause	Measure
No changes in the display when the rotary knob is turned	Software error	1. Take all the batteries out. 2. Insert the batteries in the battery compartment, making sure that the poles are the right way round.
	The product is defective	► Replace the product.
No changes in the display via the selection buttons are pressed	Software error	1. Take all the batteries out. 2. Insert the batteries in the battery compartment, making sure that the poles are the right way round.
	The product is defective	► Replace the product.
Display view: No RF communication	No power supply to the radio receiver unit	► Reconnect the power supply to the radio receiver unit.
	The remote control is outside the radio reception range	1. Take the remote control to the radio receiver unit and see if the reception strength increases. 2. If the reception strength is ≤ 4, find a new installation site for the remote control.
	The product is defective	► Replace the product.
It is not possible to switch to the installer level	You do not know the code for the installer level	► Reset the remote control to the factory settings (→ Page 14).



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