


ViCare thermostatic radiator valve

Radiator actuator for individual room control


ViCare thermostatic radiator valve




Safety instructions

-  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 instructions are intended for system users.

This appliance can also be operated by children aged 8 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 supervised or have been instructed in the safe use of this appliance and any risks arising from it.

-  **Danger**
Wireless signals can interfere with electronic medical devices, particularly pacemakers, hearing aids and defibrillators.
If any such equipment is fitted, users should avoid being in the immediate vicinity of operational wireless components.

Installation and adjustment

- All settings and work on the device must be carried out as specified in these instructions.
- Observe minimum clearances to ensure reliable signal transmission.

Operation of the system

- Only operate the devices inside closed buildings.
- Never operate devices in rooms where there is a risk of explosion.
- Protect devices from:
 - Moisture
 - Dust
 - Liquids
 - Vapours
 - Direct sunlight
 - Other direct thermal radiation
- After a restart, check the status of the wireless components.

Safety instructions (cont.)**Danger**








Damaged equipment poses a safety hazard.

Check the appliance for external damage. Never start up a damaged appliance.

Auxiliary components and individual parts

For replacement, use only spare parts supplied or approved by Viessmann.

Index

1. Liability	5
2. Introductory information	Symbols	6
	Intended use	6
	Product information	7
	■ Data connections with gateway	7
	Operation via app	7
3. Preparing for installation	Installation location	8
	■ Range of the wireless signal	8
	■ Angle of penetration	8
4. Installation sequence	Overview of the installation and commissioning process	9
	Fitting the connection adaptor	9
	Opening the thermostat	11
	Inserting or replacing the batteries	12
	Fitting the thermostat	12
5. Commissioning	Display and controls	14
	■ Shown on display	14
	■ Standby display	15
	Pairing the ViCare thermostatic radiator valve	15
6. Settings	Restoring factory settings	16
	Child lock	16
	■ Activating the child lock	16
7. What to do if...?	The display flashes.	17
	 flashes.	17
	 is illuminated continuously.	17
	 is displayed.	17
	 and  are displayed.	17
	 is displayed.	18
	 is displayed.	18
	 is displayed.	18
	All displays are off.	18
	Further information on fault messages	18
8. Maintenance	Software update	19
	Cleaning	19
	Maintenance/battery replacement	19
9. Specification	20
10. Appendix	Dismounting the thermostat	21
	Final decommissioning and disposal of the heating system	21
11. Keyword index	22

Liability

No liability is accepted for loss of profit, unattained savings, or other direct or indirect consequential losses resulting from use of the ViCare thermostatic radiator valve, the Viessmann server or the software, or for damage resulting from inappropriate use.










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 price list.

Viessmann accepts no liability for push notifications and email services, which are provided by network operators. The terms and conditions of the relevant network operators apply in this context.

Symbols

Symbol	Meaning
	Reference to other document containing further information
	Step in a diagram: 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"> ▪ Component must audibly click into place. or ▪ Acoustic signal
	<ul style="list-style-type: none"> ▪ Fit new component. or ▪ In conjunction with a tool: Clean the surface.
	Dispose of component correctly.
	Dispose of component at a suitable collection point. Do not dispose of component in domestic waste.

Intended use

Install and operate the ViCare thermostatic radiator valve as intended, exclusively in conjunction with the electronic control units and controllers of the supported Viessmann heat and power generators. 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 ViCare thermostatic radiator valve is designed exclusively for operation as a standalone device or for operation in conjunction with a Viessmann gateway, e.g. Vitoconnect, type OPTO2.

In conjunction with a Viessmann gateway, the measured values are transmitted wirelessly to the gateway. Incorrect usage of the device is prohibited and results in an exclusion of liability. Installation, service and operating instructions included with the product and available online must be observed.

Note

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

Product information

The ViCare thermostatic radiator valve is a radiator actuator for individual room control. The ViCare thermostatic radiator valve records the current room temperature via an integral temperature sensor.

The ViCare thermostatic radiator valve has an internal frost protection function that prevents the pipes from freezing. If the room temperature falls below approx. 8 °C, the ViCare thermostatic radiator valve opens until the temperature reaches at least 8 °C again.

With the "open window detection" function, the thermostatic valve is automatically closed to save energy costs.

Note

To prevent the valve from sticking, the motor of the ViCare thermostatic radiator valve is switched on every 7 days.

Current information about the ViCare thermostatic radiator valve

For a current overview of supported Viessmann gateways or updates for the product, e.g. information on commissioning:

See www.vicare.info

Further support for the ViCare thermostatic radiator valve:

See <https://viessmann.zendesk.com/hc/>

Data connections with gateway

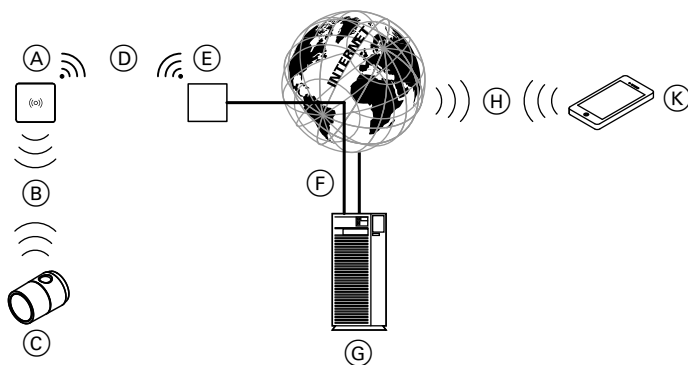


Fig. 1

- (A) Gateway (e.g. Vitoconnect, type OPTO2)
- (B) Low power radio
- (C) ViCare thermostatic radiator valve
- (D) WiFi
- (E) WiFi router (on site)
- (F) Secure internet connection to the Viessmann server
- (G) Viessmann server
- (H) Mobile network
- or
WiFi connection
- (K) Smartphone

Operation via app

ViCare app

You can control your heating system or ViCare individual room control remotely via the internet using the app.

For further information, visit www.vicare.info or go to the App Store or Google Play Store:



Preparing for installation

Installation location

- Installation only in enclosed buildings
- The installation location must be dry and free of frost.
- Ensure ambient temperatures between 0 and +40 °C.
- Installation on connection adaptor on thermostatic valve
- Do not cover the ViCare thermostatic radiator valve with furniture or curtains.

Note

- Check the reception quality of the thermostatic valve at the planned installation site. To do so, pair the ViCare thermostatic radiator valve near the gateway before installing; see page 15.
- If the reception quality is not sufficient, the wireless signal can be amplified by a wireless repeater:
 - ViCare wireless repeater for surface mounting, accessories
 - Wireless repeater for flush mounting, accessories

Range of the wireless signal

The range of wireless signals may be reduced by walls, ceilings and interior fixtures. These weaken the wireless signal, causing poor reception due to the following circumstances.

- On their way between transmitter and receiver, wireless signals are **damped**, e.g. by air or when penetrating walls.
- Wireless signals are **reflected** by metallic objects, e.g. reinforcements embedded in walls, metal foil of thermal insulation and thermal glazing with metalised thermal vapour deposit.

- Wireless signals are **isolated** by service ducts and lift shafts.
- Wireless signals are **disrupted** by devices that also operate with high frequency signals. Maintain a distance of **at least 2 m** from these devices:
 - Computers
 - Audio and video systems
 - Devices with active WiFi connection
 - Electronic transformers
 - Pre-ballasts

Angle of penetration

The reception quality remains best if wireless signals hit the walls vertically. Depending on the angle of penetration, the effective wall thickness changes and so does the extent to which the electromagnetic waves are damped.

Flat (unfavourable) angle of penetration

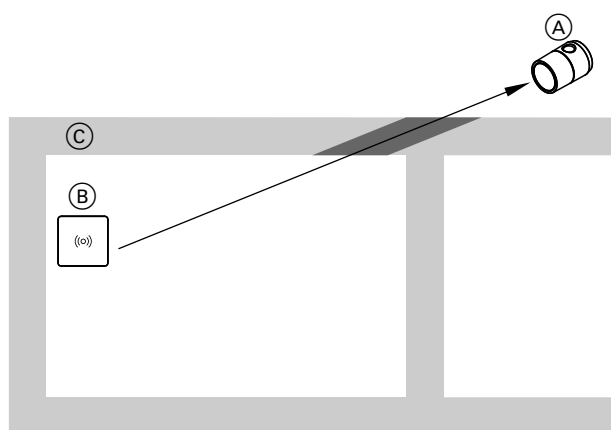


Fig. 2

- (A) ViCare thermostatic radiator valve
- (B) Gateway
- (C) Wall

Ideal angle of penetration

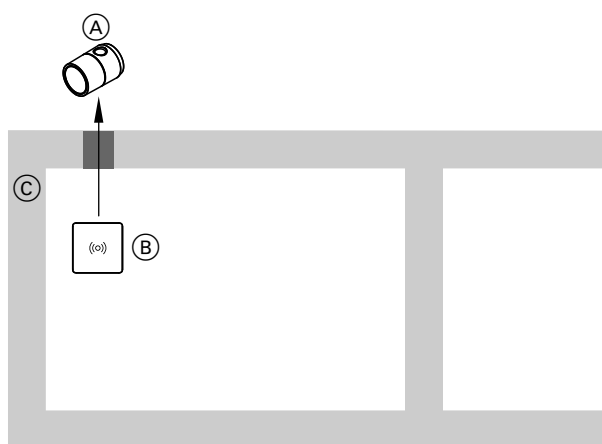


Fig. 3

- (A) ViCare thermostatic radiator valve
- (B) Gateway
- (C) Wall

Overview of the installation and commissioning process

Steps		Page	
		With gateway	Without gateway
1	Fit the connection adaptor on the thermostatic valve.	9	9
2	Open the ViCare thermostatic radiator valve.	11	11
3	Insert the batteries.	12	12
4	Pair the ViCare thermostatic radiator valve.	15	—
5	Fit and set up the ViCare thermostatic radiator valve on the connection adaptor.	12	12

Fitting the connection adaptor

Note

The valve must be wide open **before** the previous radiator actuator is removed. To do this, turn the actuator to the highest level.

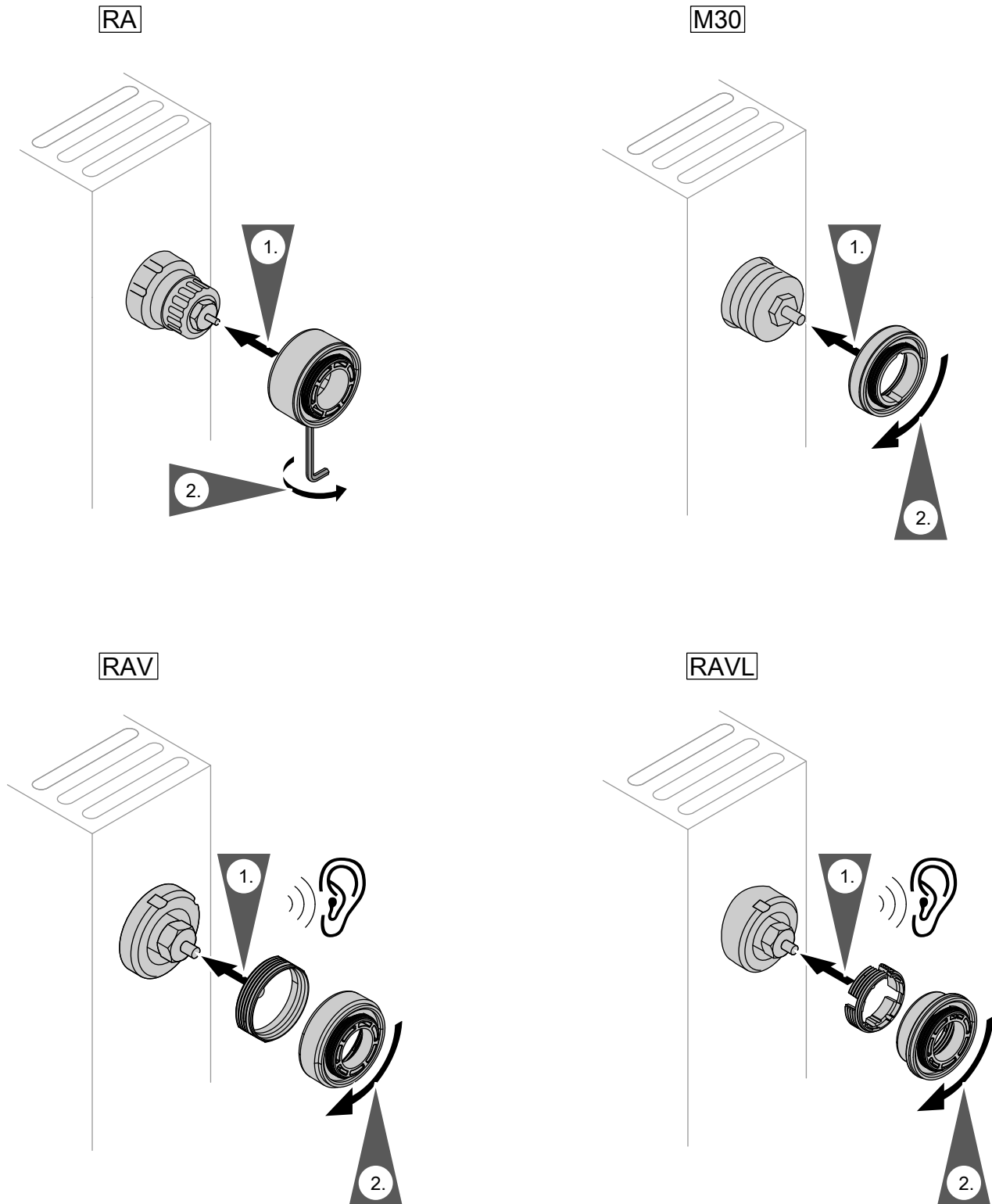


Fig. 4

Fitting the connection adaptor (cont.)

Available as optional accessories:

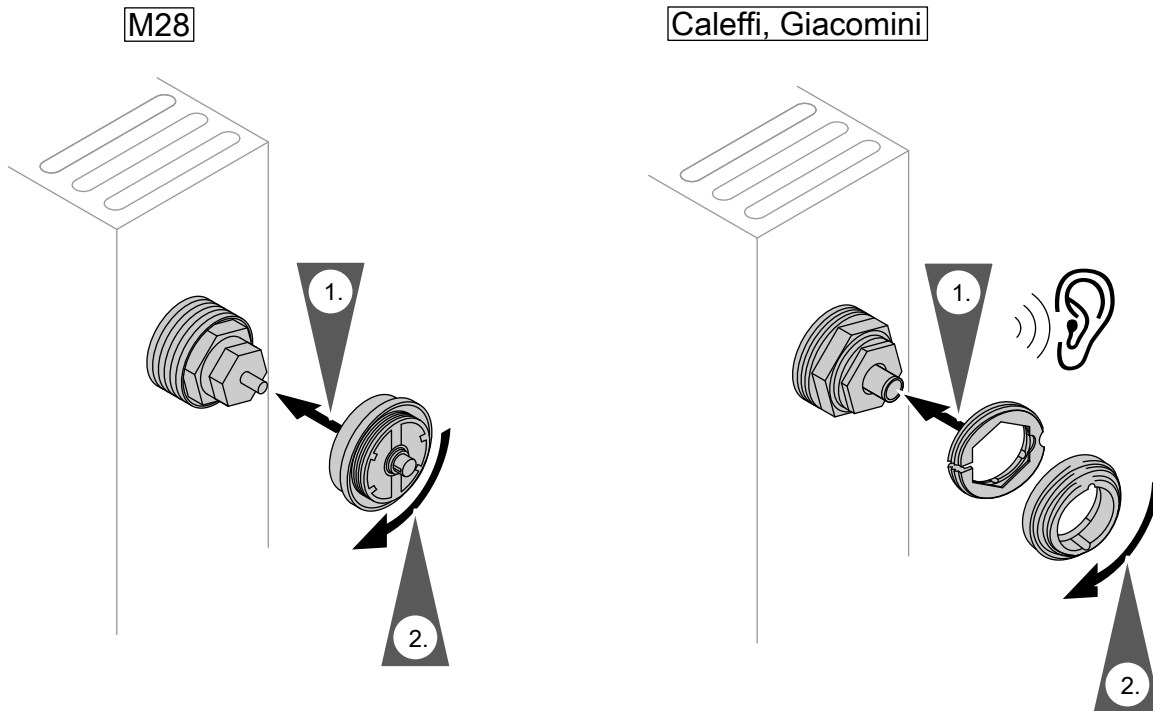


Fig. 5

Opening the thermostat

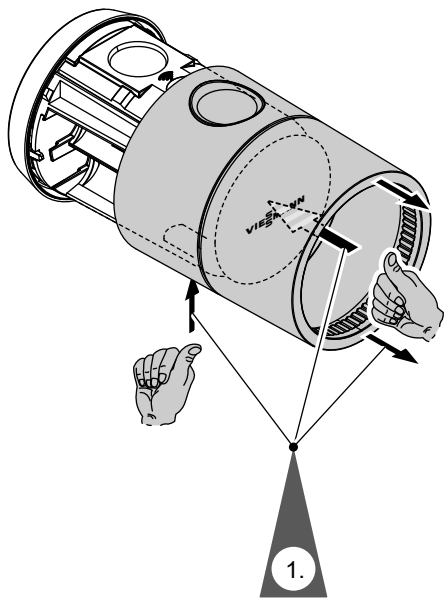


Fig. 6

Installation sequence

Inserting or replacing the batteries

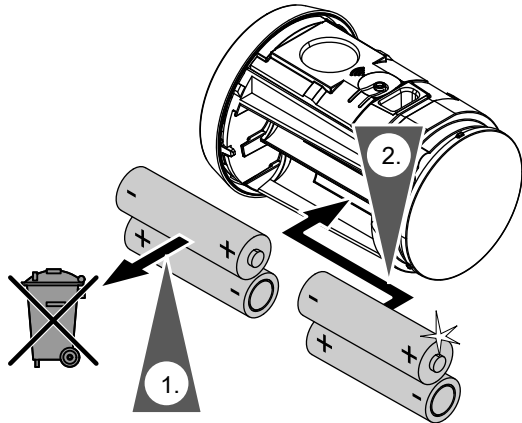


Fig. 7

2. Insert the batteries.

Shown on display:

- Delivered condition:
 - "--" is shown.
 - Installation mode is active.
- Replace the batteries:
 - The set room temperature is displayed.

Note

Do **not** use rechargeable batteries.

Fitting the thermostat

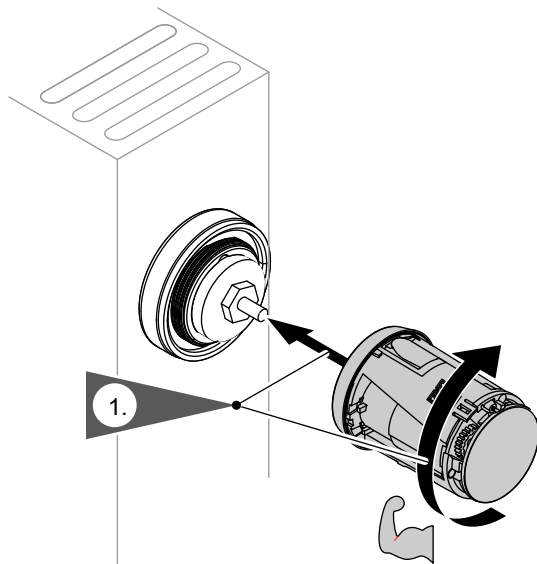


Fig. 8

1. Fit the thermostat by turning it to the right (clockwise) onto the connection adaptor until it is tight.

Fitting the thermostat (cont.)

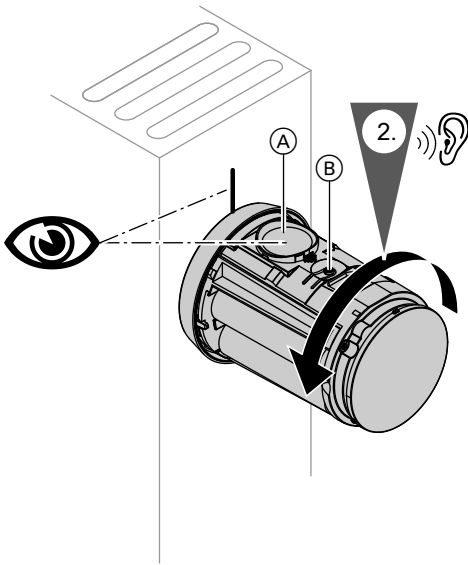


Fig. 9

2. Turn the thermostat to the left (anti-clockwise), ensuring that display **A** is facing in the required direction.
3. Press button **B** for at least 3 seconds to close the thermostatic valve.
Shown on display:
The set room temperature is displayed.

Display and controls

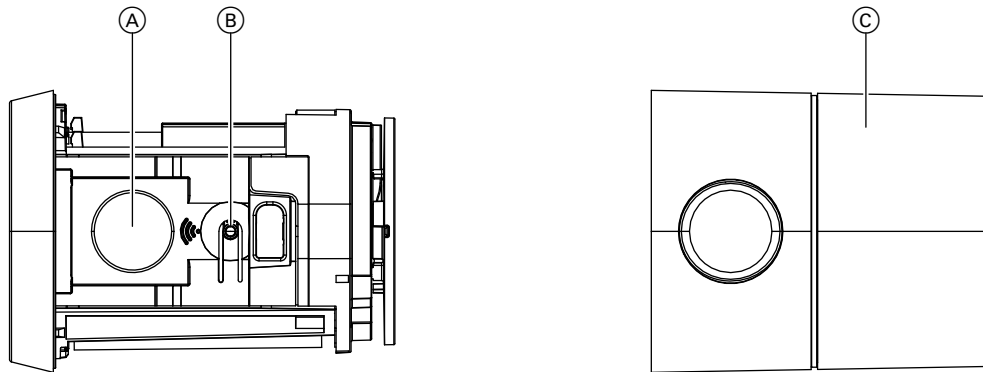


Fig. 10

- Ⓐ Display
- Ⓑ Operating button
- Ⓒ Thermostatic head

■ **Turn clockwise:**

Increases the set room temperature in increments of 0.5 °C (audible clicks).

■ **Turn anti-clockwise:**

Decreases the set room temperature in increments of 0.5 °C (audible clicks).

Shown on display

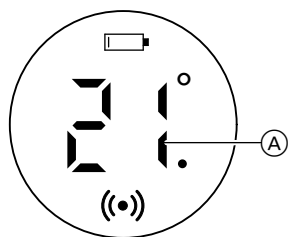


Fig. 11

- Ⓐ Current set room temperature
A dot after the temperature display means 0.5 °C
- Installation mode
- 🔋 Battery empty.
To replace the battery, see page 12.
- ((•)) Status of the wireless connection:

■ **Illuminated continuously:**

The wireless connection is active.

■ **Flashing:**

The wireless connection has been interrupted.

■ **Flashing quickly:**

The wireless connection is being established.

Note

Flashing: The symbol is displayed once a second.

Flashing rapidly: The symbol is displayed twice a second.

Note

- If the wireless connection between the ViCare thermostatic radiator valve and the gateway is interrupted, it is automatically re-established.
- If you try to make settings when the child lock is activated, the display flashes quickly 5 times. Settings are not possible.

Display and controls (cont.)

Standby display

If you do not make any adjustments to the thermostatic head for 5 seconds, the standby display is activated. The display goes dark.

Pairing the ViCare thermostatic radiator valve

Only in conjunction with a gateway

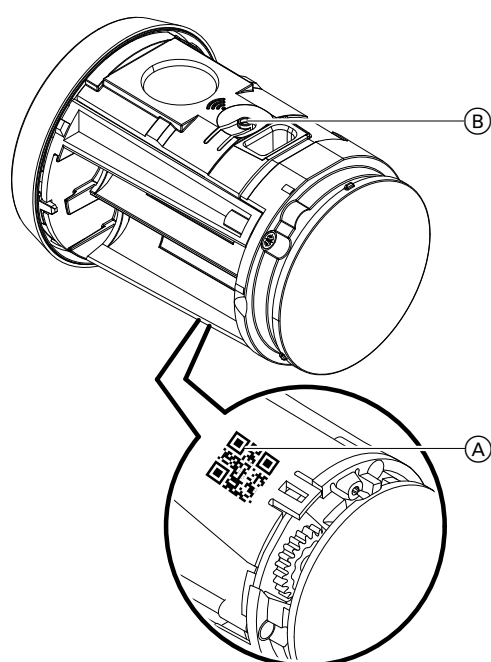


Fig. 12

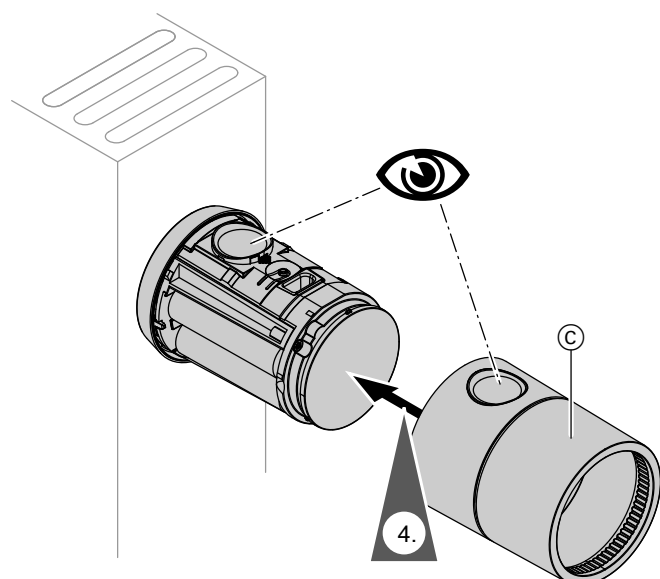


Fig. 13

1. Open the ViCare app. Open the settings menu. Tap on "**Individual room control**". Follow the instructions in the app.

2. Scan the access code (QR code) (A) on the thermostat.

3. Pairing process

Note

The pairing process is only possible in installation mode. If the thermostat is not in installation mode, press operating button (B) for approx. 3 seconds until "--" is displayed.

Briefly press operating button (B). ((•)) flashes.

Shown on display

▪ Successful:

((•)) is illuminated continuously and "--" flashes. Installation mode is active.

▪ Failed:

⊘ is shown.

Repeat the pairing process.

4. Close the thermostat and set the required set room temperature by turning thermostatic head (C).

Restoring factory settings

The factory settings of the thermostat can be restored:

- The connection to the gateway is disconnected.
- All fault messages and settings are reset.

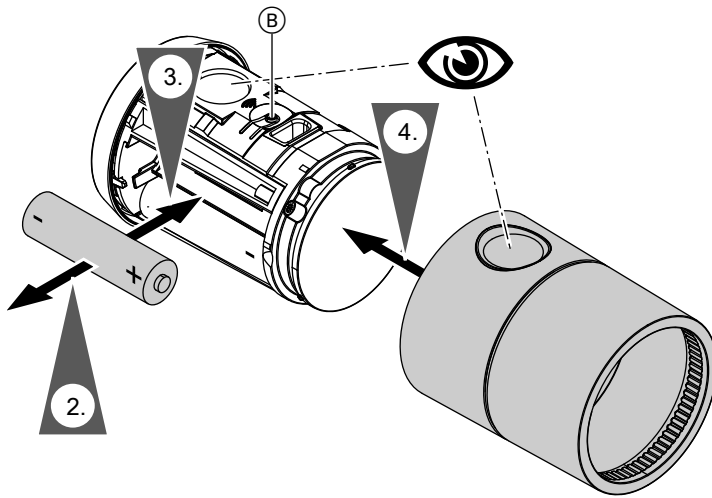


Fig. 14

1. Open the thermostat: See page 11.
2. Insert the battery.
3. Press and hold operating button (B). Insert the battery at the same time.
Shown on display:
All displays are illuminated for about 2 seconds.
"--" is then shown.
Installation mode is active.

Child lock

Only in conjunction with a gateway

Activating the child lock

Open the ViCare app. Open the settings menu. Tap on "Individual room control".
Follow the instructions in the app.

Note

If the child lock is activated, no settings can be made on the thermostatic valve. You can **only** adjust the set room temperature via the ViCare app.

The display flashes.

Cause	Remedy
The thermostat has a fault.	Turn the thermostatic head for more information about the faults.

🔋 flashes.

Cause	Remedy
🔋 flashes on the thermostat display approximately 1 month before the batteries run out.	Replace the batteries: See page 12.

🔋 is illuminated continuously.

Cause	Remedy
The batteries of the thermostatic radiator valve have run out. It can no longer be operated.	Replace the batteries: See page 12.

🪟 is displayed.

Cause	Remedy
"Open window detection" function is switched on.	<ul style="list-style-type: none"> ▪ No action required. If the room temperature rises again within 30 minutes, the function is automatically switched off. After 30 minutes, the function is automatically switched off even if the temperature has not risen. ▪ If you change the current set room temperature, the function is automatically switched off. ▪ If the room temperature falls below 8 °C, the frost protection function is activated and the "open window detection" function is switched off.

🪟 and (•) are displayed.

Only in conjunction with a gateway

Cause	Remedy
"Open window detection" function is switched on.	<ul style="list-style-type: none"> ▪ No action required. If the room temperature rises again within 30 minutes, the function is automatically switched off. ▪ If you change the current set room temperature, the function is automatically switched off.

What to do if...?

⊗ is displayed.

Cause	Remedy
Motor fault	<ul style="list-style-type: none">▪ Dismount the thermostatic radiator valve: See page 21. Remove the batteries. Reinsert the batteries: See page 12.▪ Reset the thermostatic radiator valve to its default setting: See page 16.▪ Replace the thermostatic radiator valve if necessary.

⊗ is displayed.

Cause	Remedy
Wireless connection error	Repeat the pairing process for the ViCare thermostatic radiator valve: See page 15.

⊗ is displayed.

Cause	Remedy
Hardware fault	<ul style="list-style-type: none">▪ Remove the batteries. Reinsert the batteries: See page 12.▪ Reset the thermostatic radiator valve to its default setting: See page 16.▪ Replace the thermostatic radiator valve if necessary.

All displays are off.

Cause	Remedy
Standby display	Turn the thermostatic head to activate the display.
The batteries of the thermostatic radiator valve have run out.	Replace the batteries: See page 12.
Software or hardware fault	<ul style="list-style-type: none">▪ Reset the thermostatic radiator valve to its default setting: See page 16.▪ Replace the thermostatic radiator valve if necessary.

Further information on fault messages

See the ViCare app.

Software update

Only in conjunction with a Viessmann gateway.

If a new software update is available, it is automatically downloaded via the gateway and the thermostat is updated.

Cleaning

**Please note**

Commercially available cleaning agents can damage the surface of the thermostat. Do not use any cleaning agents.

The surfaces of the thermostat can be cleaned with a microfibre cloth.

Maintenance/battery replacement

The ViCare thermostatic radiator valve is maintenance-free.

If the batteries need replacing, this will be indicated on the thermostat display by

Note

Replacing the batteries: See page 12.

Specification

Specification	
Power supply	2 x 1.5 V alkaline batteries LR6, type AA Note <i>Do not use rechargeable batteries.</i>
Battery life	Approx. 2 years
Noise level	< 30 dB(A) at a distance of 1 m
Radio frequency	2.4 GHz low power radio 3.0 wireless standard
Frequency band	2405.0 to 2480.0 MHz
Max. transmitting power	0.1 W (e.i.r.p.)
Transmission interval	Every 7.5 s
Protection class	III
IP rating	IP 20D to EN 60529; ensure through design/installation.
Normal range	+8 to +30 °C
Rated lift range	4.2 mm
Valve control force	70 N
Connection	M 30 x 1.5 Adaptor for Danfoss RAV, RA, RAVL included in standard delivery
Permissible ambient temperature	
▪ Operation	0 to +40 °C Installation in living spaces or boiler rooms (standard ambient conditions)
▪ Storage and transport	-20 to +60 °C

Dismounting the thermostat

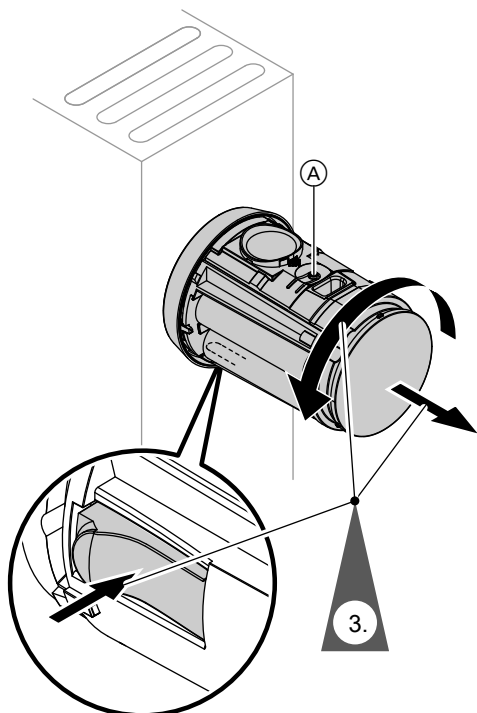


Fig. 15

1. Open the thermostat: See page 11.
2. Press operating button (A) for at least 3 seconds to open the thermostatic valve.

Shown on display

 - In conjunction with a gateway:
 - "- -" and (•)
 - Without a gateway:
 - "- -"
3. Firmly press the tab at the bottom of the thermostatic valve. Unscrew the thermostatic valve from the adaptor in an anti-clockwise direction.

Final decommissioning and disposal of the heating system

Viessmann products can be recycled. Components and fluids from your heating system do not belong in 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).

Keyword index

A		N	
Ambient temperatures.....	20	Network.....	7
Angle of penetration.....	8	Network operator.....	5
App.....	7		
B		O	
Batteries		Operation.....	7
– Inserting.....	12		
– Replacing.....	12	P	
C		Pairing the thermostat.....	15
Child lock.....	16	Permissible ambient temperatures.....	20
Cleaning.....	19	Product information.....	7
Commissioning.....	14		
Connection adaptor, fitting.....	9	R	
Controls.....	14	Range, WiFi connections.....	8
D		Remote control.....	7
Data connections.....	7	Remote monitoring.....	7
Dismounting the thermostat.....	21	Replacing the batteries.....	12
Display.....	14		
Displays.....	14	S	
Display standby.....	15	Shown on display.....	14
E		Software update.....	19
Email.....	5	Specification.....	20
F		Standby display.....	15
Factory settings, restoring.....	16	Supported gateways.....	7
G			
General Terms and Conditions.....	5	T	
I		Terms and Conditions.....	5
Information.....	7	Thermostat	
Installation		– Dismounting.....	21
– Connection adaptor.....	9	– Fitting.....	12
– Thermostat.....	12	– Pairing.....	15
Installation location.....	8	Thermostat, opening.....	11
Intended use.....	6	Troubleshooting.....	17
L		U	
Liability.....	5	Update.....	19
M		V	
Maintenance.....	19	ViCare app.....	7
		W	
		WiFi connections, range.....	8



Viessmann Climate Solutions SE
35108 Allendorf / Germany
Telephone: +49 6452 70-0
Fax: +49 6452 70-2780
www.viessmann.com



Viessmann Limited
Hortonwood 30, Telford
Shropshire, TF1 7YP, GB
Telephone: +44 1952 675000
Fax: +44 1952 675040
E-mail: info-uk@viessmann.com

6155182 Subject to technical modifications.