

Quick troubleshooting guide

FAULT	CAUSE	REMEDY
Primary no volume flow	Barriers closed	Attention! Why are the barriers closed? -> open shut-offs
	No differential pressure	Inform supplier
	Strainer dirty	Clean strainer Primary flow connection
	Primary valve closed	See primary valve does not open
	Differential pressure regulator closed	Differential pressure regulator Preload spring assembly Note max. pressure drop of the plant <small>See also operating instructions Differential pressure regulator</small>
	WMZ fitting piece closed	Install WMZ, system must not be operated without WMZ
Primary valve does not open	Mains voltage not present	Check fuse of mains supply
	Back-up fuse in switch cabinet defective	Change fuse
	Overtemperature TR	Set TR to control temperature
	Overtemperature STW Emergency control function triggered	Set STW to max. temperature
	Control does not activate actuator	Check control <small>See also operating instructions for control system</small>
	Valve is actuated by the control system, voltage for the voltage for emergency control function is applied	Replace actuator <small>See also operating instructions for actuator</small>
No heat transfer PRIMARY / SECONDARY	Primary no volume flow	See Primary no volume flow
	Secondary no volume flow	See Secondary no volume flow
	Secondary temperature too low Hydraulic balancing	Volumetric flows must be adjusted for primary and secondary Primary: Differential pressure regulator or combination valve Secondary: line regulators

Quick troubleshooting guide

FAULT	CAUSE	REMEDY
No heat transfer PRIMARY / SECONDARY	Primary no volume flow	See Primary no volume flow
	Secondary no volume flow	See Secondary no volume flow
	Secondary temperature too low Hydraulic balancing	Volumetric flows must be adjusted for primary and secondary Primary: Differential pressure regulator or combination valve Secondary: line regulators
Secondary no volume flow	Barriers closed	Attention! Why are the barriers closed? -> Open shut-offs
	Line valve closed	Set string valve to correct flow rate
	Strainer dirty	Clean strainer Molded part secondary return flow
	Circulation pump does not run	See Circulation pump does not run
	Heating circuit closed on site	Check radiator valves, line regulators on site
	No system pressure	Attention! Why no system pressure? Fill system, observe max. pressure

Quick troubleshooting guide

FAULT	CAUSE	REMEDY
Circulating pump does not run	Pump is not controlled by the controller	Check control <small>See also operating instructions for control</small>
	Back-up fuse in switch cabinet defective	Change fuse
	Pump control switched off or shut down.	Check pump control <small>See also operating instructions for circulating pump</small>
	Pump mechanically blocked (due to longer downtimes)	release pump by turning the shaft
	<small>if available</small> Pressure or temperature monitoring triggered	Unlock the pressure or temperature monitoring device
	Pump defective	Change pump
Actuator does not open	Mains voltage not present	Check fuse of mains supply
	Back-up fuse in switch cabinet defective	Change fuse
	Regulation does not control the actuator	Check control <small>See also operating instructions for control system</small>
	Actuator is controlled	Change actuator <small>See also operating instructions for actuator</small>
<p>Actuators and pumps for domestic hot water must be considered in the same way as for the heating circuit. If there is no heat transfer between the primary and secondary side of the DHW heat exchanger, the respective volume flows must be balanced. Caution: If the charge exchanger is calcified, it must be replaced.</p>		
Regulation defective	For information on control, refer to the manuals of the respective controllers.	