

Quick Start Guide

Electric instantaneous water heater

VITOTHERM EI Premium

VITOTHERM EI Classic

VITOTHERM EI Mini



Please retain for future use!

(1) Safety Instructions

- Before installing, commissioning and operating the appliance, please read the documents and labels enclosed with the appliance.
- Follow the safety instructions closely to prevent hazards, injury and material losses.
- All electrical connection and installation work must be conducted by a professional in accordance with the rules of your local power supply utility, water supply company, and relevant national and local regulations.
- Install an isolator in the power cable to provide omnipolar separation from the mains for all active conductors, corresponding to overvoltage category III (3 mm) for full isolation. The isolator must be fitted in the permanent electrical installation, in line with installation requirements. We also recommend installing an RCD (class B).
- Connect the power cable to the power supply using a fixed connection. Select a cable cross-section and fuse appropriate to the output of the appliance.
- The appliance must be permanently connected to an earth conductor.
- Provide protection against contact with live parts. Install covers.
- All power must be isolated before working or repairing the water heater. Wait at least 4 minutes for the voltage to discharge before removing the appliance covers.
- If the water heater needs to be repaired, the water inside must be drained safely. Do not touch hot water and surfaces on the appliance, fittings or pipes.
- Please read “Installation and service instructions - Safety instructions for working on the appliance & Safety instructions for operating the appliance” for detailed instructions.

(2) Installation Work

2.1) Permissible Water Pipe Materials

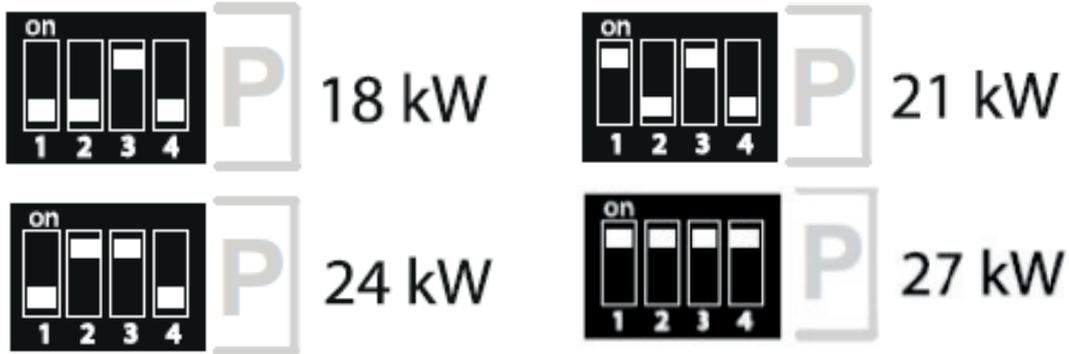
- Cold water inlet - Galvanised steel, stainless steel, copper or plastic.
- Hot water outlet - Stainless steel, copper or plastic.
- If plastic pipework shall be used, observe the manufacturer’s instructions for the most extreme operating conditions of the water heater.

2.2) Installation

- Appliances have to be mounted on a stable wall in frost-free rooms. Exposure to frost is strictly prohibited.
- Do not make any structural modifications to the appliance.
- EI Premium and EI Classic must be wall-mounted and must be installed with water inlet/outlet downward.
- EI Mini must be wall-mounted and must be installed with water inlet/outlet downward or upward.
- The appliance complies with protection type IP25.
- To reduce heat loss, we recommend installing the tap as close as possible to the appliance.
- The appliance must be accessible for maintenance work.
- Minimum specific resistance of 1100 Ω cm at 15 °C is required. If specific resistance is unknown, please contact your water distribution company.
- Please read “Installation and service instructions - Installation” for detailed instructions.

(3) Initial Setting and Operation

- Do not connect the electrical supply before completing the venting procedure. Air in the water installation may damage the appliance.
- Vent the system by opening and closing the hot water tap several times (for approx. 15 to 30 seconds), until a constant, even flow of water is achieved.
- Vent the system after working or repairing the appliance or the water installation.
- For EI Premium and EI Classic, set the max. rated output before commissioning, with the power supply switched off.



- Please read “Installation and service instructions - Commissioning and venting ” for detailed instructions.

(4) Standard Delivery

EI Premium and EI Classic	
Accessorie	Quantity
ErP label	1pc
Installation template	1pc
Strainer	1pc
Gasket	2pc
Screw	2pc
Wall plug	2pc
Copper fitting	2pc
Plastic connection piece	1pc
Water heater	1pc

EI Mini	
Accessorie	Quantity
ErP label	1pc
Gasket	2pc
Plastic washer	1pc
Screw	2pc
Wall plug	2pc
Fine filter	1pc
Flow limiter	1pc
Fine-spray controller	1pc
Water heater	1pc

(5) Troubleshooting

Repairs must be conducted by competent installers. Please get in touch with our customer service if the following tables do not cover the appliance's fault. Type plate details should be ready on hand.

Vitotherm EI Mini

Problem	Cause	Solution
Water stays cold, display is off	Master fuse tripped	Activate or renew fuse
	Safety pressure cut-out is off	Contact customer service
Selected temperature is not reached	Power limit reached	Decrease the warm water flow at the tap or contact customer service
	Cold water has been added via tap	Tap hot water only and check outlet temperature

Vitotherm EI Classic

Problem	Cause	Solution
Water stays cold, LED is off	Master fuse tripped	Activate or renew fuse
	Safety pressure cut-out is off	Contact customer service
	Electrical Power failure/tripped	Check the MCB/fuse in the electric box
	Electrical Power is off	Switch on the electrical power
	LED Light / PCB is faulty	Contact customer service
	Safety switch is on	Contact customer service
Water stays cold, LED light flashes green, appliance shows an error	The appliance has detected an error	Switch fuses off and on. If symbol Error "ER)T..." is still indicated, contact customer service
	Heating element defect	Contact customer service
Selected temperature is not reached	Power limit reached	Decrease the warm water flow at the tap or contact customer service
	Cold water has been added via tap	Tap hot water only and check outlet temperature
Flow rate of hot water too weak Error: LED light flashes green 2 times	Outlet fitting dirty or calcified	Clean your shower head, jet regulator or sieves
	Inlet fitting filter dirty or calcified	Let clean inlet filter by customer service
Flow rate of water too high Error: LED light flashes green 2 times	Pressure in water supply line too high	Contact customer service
Temperature has reached the maximum Error: LED light flashes green 1 time	Tap capacity at the tap too low	Tap more water
	General system defect	Contact customer service
Display shows Error: LED light flashes green 4 times	Air bubbles in the heating module	Open the tap completely for 1-2 minutes, air should soak in and loosen the fault. Otherwise, contact the customer service

Problem	Cause	Solution
Water stays cold, display is off	Master fuse tripped	Activate or renew fuse
	Safety pressure cut-out is off	Contact customer service
	Electrical Power failure/tripped	Check the MCB/fuse in the electric box
	Electrical Power is off	Switch on the electrical power
	LC display / PCB is faulty	Contact customer service
	Safety switch is on	Contact customer service
Water stays cold, display shows an ER)T ...	The appliance has detected an error	Switch fuses off and on. If symbol Error“ER)T...” is still indicated, contact customer service
	Heating element defected	Contact customer service
Selected temperature is not reached	Power limit reached	Decrease the warm water flow at the tap or contact customer service
	Cold water has been added via tap	Tap hot water only and check outlet temperature
Flow rate of hot water too weak Error: ER)T Inlet / ER)T Outlet	Outlet fitting dirty or calcified	Clean your shower head, jet regulator or sieves
	Inlet fitting filter dirty or calcified	Let clean inlet filter by customer service
Flow rate of water too high Error: ER)T Inlet / ER)T Outlet	Pressure in water supply line too high	Contact customer service
Temperature has reached the maximum Error: ER)T MAX	Tap capacity at the tap too low	Tap more water
	General system defect	Contact customer service
Display shows Error: ER)T Air 1 / 2	Air bubbles in the heating module	Open the tap completely for 1-2 minutes, air should soak in and loosen the fault. Otherwise, contact customer service

(6) EU Declaration of Conformity

Viessmann Werke GmbH & Co. KG, D-35107 Allendorf, declare as sole responsible body that the named product complies with the provisions of the following directives and regulations.

2009/125/EC Ecodesign Directive

2011/65/EU RoHS II

2014/30/EU EMC Directive

2014/35/EU Low Voltage Directive

812/2013 EU Regulation “Energy Efficiency Label”

813/2013 EU Regulation “Energy Efficiency Requirements”

Applied standards:

EN 55014-1:2017

EN 55014-2:2015

EN 60335-1:2012 + AC:2014 + A11:2014 + A13:2017 + A1:2019 + A2:2019 + A14:2019

EN 60335-2-35:2016 + A1:2019

EN 61000-3-2:2019

EN 61000-3-3:2013 + A1:2019

EN 61000-3-11:2000

EN 61000-3-12:2011

EN 62233:2008

In accordance with the listed directives, this product is designated with **CE**.

This product has obtained the EU energy efficiency Label Class A.

- All information in this document is for reference only, if there are any errors or omissions, the installation and service instructions and operating instructions produced by the manufacturer shall prevail.
- Technical modifications and improvements, as well as modifications of the range, are subject to change without any notice.
- In case there is any inconsistency or conflict between the English and Chinese versions, the English version shall prevail.
- Refer to www.energytrading.com.hk for the most up-to-date version of the manual.