



# **INFOWIN TOUCH** BIOWIN 2 TOUCH

FOR USE IN CANADA / USA

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## IMPORTANT INFORMATION FOR SYSTEM OPERATORS

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Dear Heating System Owner,

On the following pages we have provided specific information and important tips regarding the operation of the boiler. Please pay close attention to these instructions.

Familiarity with the material in this document will allow you to enjoy long-term operation of the unit. We wish you all the best with your Windhager boiler.

This manual contains data with US units. The units in the original manual are European units. If there is a data conflict between these units, the data with European units is always valid.

The original manual is written in German – this is an English translation. In case of conflicts, the German version is always valid.



#### Note.

The **cleaning process for the boiler** is described in a separate **BioWIN 2 Touch operating manual**. Please also pay close attention to these instructions.

## 1. General information

As required by the United States Department of Environmental Protection the following information is given for the: BioWIN 2 Touch wood pellet fired central heating boilers. Manufactured by Windhager Zentralheizung Technik Gmbh, Anton Windhager Strasse 20, Seekirchen 5201, Austria

The BioWIN 2 Touch boilers have the following nominal output levels and comply with EPA 2020 requirements:

- BioWIN 152 51.2 kBTU/hr (15 kW)
- BioWIN 212 71.7 kBTU/hr (21kW)
- BioWIN 262 88.4 kBTU/hr (25.9 kW)
- BioWIN 332 110.9 kBTU/hr (32.5 kW)

The BioWIN 2 Touch system efficiency and the nominal output was measured by a test laboratory using the HHV of the fuel.

- BioWIN 152: 64.7 % (119 gal thermal storage included)
- BioWIN 212: 57.6 % (238 gal thermal storage included)
- BioWIN 262: 70.7 % (238 gal thermal storage included)
- BioWIN 332: 70.6 % (238 gal thermal storage included)

The system efficiency was determined during performance testing using the IDC protocol. Further technical data can be found in the Installation manual.

Your BioWIN2 Touch boiler has a manufacturer-set minimum low burn rate that must not be altered. It is against federal regulations to alter this setting or otherwise operate this wood heater in a manner inconsistent with operating instructions in this manual.

Your BioWIN 2 Touch boiler is equipped with automatic fuel loading. There are no further loading instructions. Solely PFI Premium 100% wood pellets shall be used.

Materials such as trash, plastics, gasoline, rubber, naphtha, household garbage, material treated with petroleum products such as particleboard, railroad ties, and pressure treated wood.

Burning these materials may result in release of toxic fumes or render the heater ineffective and cause smoke.

Your BioWIN 2 Touch is equipped with an automatic ignition and starts itself when required by building load. Thus, no further ignition procedures are to be followed.

## Important information for system operators

There are no user adjustments for the air controls required.

It is important to have BioWIN2 Touch boiler serviced by a trained professional who is aware of the importance to ensure that:

- there are no inlet air restrictions in or around your boiler's combustion blower
- the air passages within your boiler are free of debris(ash, creosote, etc.)
- the Flue pipe and chimney are clean and free of debris / restrictions
- combustion chamber door (when closed and secured) and the ash box seal are airtight.

Ash removal is completely automatic. Ashes should be placed in a metal container with a tight-fitting lid. The closed container of ashes should be placed on a non-combustible floor or on the ground, away from all combustible materials, pending final disposal. The ashes should be retained in the closed container until all cinders have thoroughly cooled.

A person or persons responsible for the operation of a hydronic heater must comply with all applicable laws or requirements, such as State laws or regulations as well as local ordinances.

A person or persons operating a hydronic heater should be aware that they are responsible for operation in such a manner that does not create a public or private nuisance condition.

The manufacturer's distance and stack height recommendations and the requirements in any applicable laws or other requirements may not always be adequate to prevent nuisance conditions due to terrain or other factors.

Your BioWIN 2 Touch should be installed with a minimum stack height of 16 feet. Providing correct draft as given in the Installation manual.

Draft is the force, which moves air from the appliance up through the chimney. The amount of draft depends on the length of the chimney, local geography nearby obstructions and other factors.

Too much draft may cause excessive temperatures in the appliance and may damage parts in the catalytic combustor. Inadequate draft may cause backpuffing into the room and 'plugging' of the chimney, or the catalyst.

Inadequate draft will cause the appliance to leak smoke into the room through appliance and chimney connector joints.

Your BioWIN 2 Touch is not a catalytic type burner.

You should never use a combustion appliance in your home without an installed smoke and CO detector. Your local fire department usually has good advice on placement of these detectors and how many your home needs for complete coverage.

Complete important installation information is found in the installation manual.

The chapters "Important information for system operators" and "Operation" are intended for both users and qualified contractors.

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Note.

This wood heating appliance needs periodic inspection and repair for proper operation. It is against federal law to operate this wood heating appliance in a manner inconsistent with operating instructions in the manual.



#### Note.

Read these instructions carefully before using the appliance and retain them for future reference. Pass on the instructions to a new user if required.

## 1.1 Relevant documents

- Operating manual and installation instructions BioWIN 2 Touch
- Operating and installation instructions for system components

## **1.2** Safety instructions and other symbols in this documentation

## 1.2.1 Structure of safety instructions



## KEYWORD Type of risk

Here, possible consequences are listed that may result from failure to observe the safety instructions.
▶ Steps to prevent the risk are listed.

## 1.2.2 Symbols, type of risk or meaning

Symbol	Type of risk or meaning	Symbol	Type of risk or meaning
	Injury		Risk of burns
	Electrocution		Risk of crushing
!	Material losses (appliance damage, consequential losses and environmental pollution)		Disposal This symbol means that the parts indica- ted must not be disposed of with domestic waste.
	Information or tips	Þ	This symbol indicates that you have to do something. The action you need to take is described step by step.

## 1.2.3 Keywords

KEYWORD	Meaning
DANGER	Ignoring the warnings identified by this symbol can lead to serious injuries or death.
WARNING	Ignoring the warnings identified by this symbol can lead to <b>injury</b> .
CAUTION	Ignoring the warnings identified by this symbol can lead to <b>malfunction of or damage to the boiler or heating system</b> .
Information or tips	The blocks of text identified by this symbol provide <b>information and tips</b> for operation. ► Read these texts carefully.

## 1.3 Liability exclusion

All work should be performed exclusively by trained personnel. Local safety regulations must be complied with in all cases; in the event of a conflict and/or contradiction between these regulations and the working instructions in this document (e.g., impairment), then the local regulations should be adhered to in any event and the working instruction should not be carried out; WINDHAGER ZENTRALHEIZUNG GMBH, ÖSTERREICH and WINDHAGER ZENTRALHEIZUNG TECHNIK GmbH, ÖSTERREICH do not accept any liability for any injury to persons or damage to property caused by incorrectly following the instructions and/or violating the local safety regulations! Subject to modifications. No liability is accepted for errors in translation.

## 2. Safety

The boiler together with its accessories complies with the latest state of the art as well as the relevant safety regulations, and is operated with electric current (110 V AC). Improper installation or repair can pose the danger of life-threatening electric shock. Installation may be performed only by appropriately qualified technicians.

## 2.1 General safety information



## DANGER Injury

Please follow the safety instructions (symbols) on the appliance!

Please refer to the instructions in chapter 3. Safety instructions on side 7!



## **DANGER Electrocution**

Turning off the on/off button on the InfoWIN Touch does not mean the boiler and its accessories are completely without power.

► Therefore, you must de-energise the boiler (e.g. by unplugging the main power plug) when carrying out cleaning or repair work.



## WARNING Risk of crushing from rotating auger

▶ If you have to touch these parts, always de-energise the boiler.



## WARNING Risk of burns

▶ Before touching these surfaces, you must switch off the boiler and let it cool.

## 3. Safety instructions



## DANGER Risk of fire or explosion.

Do not use chemicals or fluids to start the fire.



## CAUTION Health and environmental hazard.

Do not burn garbage, gasoline, naphtha, engine oil, or other inappropriate materials.



## WARNING Opening heating chamber door can crush and cut.

When opening door, never insert hands between the door and frame on the hinge side of the heating chamber.



## WARNING Opening heating chamber door can crush and cut.

When closing door, never insert hands between the door and frame of the heating chamber. Be aware of other people, especially children.



## WARNING Entanglement hazard.

Do not open cover of auger conveyor when heating. Handle with care when servicing charging screw.



## WARNING Ash tray can crush and cut.

Never insert hands between ash tray and frame. Never insert hands into closing bracket. Never insert hands between ash tray and closing bracket.



## WARNING Cover plate for pellet chamber can crush and cut.

Use caution when opening the cover plate. Only authorized personnel are allowed to open cover plate.



## WARNING Closing pellet chamber door can crush and cut.

Never insert hands between door and frame, or between door and closing bracket of the pellet chamber when closing the door. Never insert hands into the hinge area when opening door.



## WARNING Opening pellet chamber door can crush and cut.

Never insert hands between door and frame on the hinge side of the pellet chamber when opening door. Never insert hands between door and closing bracket.



## WARNING Removing the ash tray can crush and cut.

Never insert hands between frame of boiler/heater and ash tray when removing the ash tray.



## WARNING Mounting the ash tray can crush and cut.

Never insert hands between frame of boiler/heater and ash tray when removing the ash tray.



## WARNING Displacing the ash tray can crush and cut.

When moving the ash tray, never insert hands between floor of the heating boiler and ash tray.



## WARNING Pinch point hazard.

Never insert hands between the cover plate and housing of heating chamber when opening or closing.



## DANGER Smoke gas.

Ensure adequate ventilation in the boiler room. Smoke gas may cause poisoning.



## WARNING Hot water and hot steam. Injury hazard.

Safety devices (such as the relief valve) will open automatically and release hot water or hot steam. Keep away from safety devices. Do not operate safety devices manually when system water is hot or when device is in operation.



## DANGER Attention. Risk of fire.

Lack of water can lead to fire in pellet hopper. Do not operate this device when water level in water container is below minimum! Do not use fluids other than pure water. Monitor the water level monthly and refill to minimum level when necessary. Always keep water container closed with original lid.- Art. no. 007073 - grip plug. See BioWIN 2 Touch operating manual for monitoring and refill procedures.



## DANGER Risk of fire or explosion.

Exposure may result in severe injury or death.

Do not fill with garbage, waste oil, gasoline, other flammable liquids, or any fuel other than those listed on the rating plate.

Do not use chemicals to ignite fuel.

Do not use chemicals, sprays, or flammable substances to clean combustion room or any other burner component.



Do not manually fill or light burner.

Do not smoke! Do not expose to open flame.

Do not expose to ignition sources.

Do not open combustion chamber door during operation, power failure, or alarms.



## WARNING Fall hazard.

Do not sit, stand, or walk on machine. Keep children away.



## DANGER Attention. Risk of fire.

Do not vacuum hot ash - may cause fire in vacuum cleaner. Prior to vacuuming ash or dirt, wait until unit has shut down completely and has cooled for at least 2 hours.



## WARNING Machine starts automatically.



Moving parts can crush and cut. Do not remove guarding. Do not touch rotating parts. Keep children away. Keep pets away.





## DANGER Hazardous voltage.

Do not remove cover. Keep away from electric components. Disconnect power before servicing or cleaning.



## WARNING Burn hazard – hot surface.

Do not touch frame, cover, or inside of heating chamber during heating. Allow heating chamber to cool completely before cleaning and servicing. Keep children and pets away from heating chamber. Do not touch backside, chimney, or any other pipework during operation. Maximum draft marked on nameplate.



## WARNING Injury hazard.

All components/surfaces remain hot for a long period of time after turning off unit!

Before cleaning or touching combustion chamber or any other components, turn off unit completely and allow to cool for at least 2 hours

Use heat-resistant gloves. Use tools provided.



## WARNING Health hazard.

Combustion particulates may contain harmful substances. Use a fine-dust face mask during cleaning.



## WARNING Rotating parts can crush and dismember.

Keep hands out of feed opening. Do not remove cover during normal operation.



## WARNING Hand crush hazard.

Automatic start-up if safety switch is activated.

Do not push safety switch.

Moving parts behind the combustion chamber door may start automatically, which can lead to loss of fingers or other serious bodily injury.

Disconnect power before opening the combustion chamber door.



## WARNING Risk of health hazard.

Do not connect to an existing boiler/heater system.



## WARNING Crush hazard.

Open the cover of the electronic unit until it is secured in the open position. If not secured, it may fall unexpectedly.



## WARNING Risk of hand injury.

Use caution when opening the cleaning flap, as it can open suddenly. When opening the cleaning flap, use the tool provided and wear protective gloves.



## WARNING Pinch point hazard.

Use caution when closing the cover of the smoke funnel chamber.



## WARNING Crush hazard.

Remain alert and aware of surroundings when moving the machine with crane or fork lift.



## DANGER Smoke gas.

Mount a warning plate against smoke gas on the boiler room door.



## WARNING Health hazard.

In case of an unexpected fire or if flue pipe turns red, disconnect power if the plug, main switch, or main circuit breaker is safe to reach. Call the fire department (911) and evacuate the building. Do not enter smoke-filled rooms to disconnect power.



## WARNING Injury hazard by hot water or steam.

Safety devices (such as relief or drain valve) will open automatically and relieve hot water or steam. Keep away from safety devices. Do not manually operate safety devices when the system is hot.



## WARNING Health hazard from chemical substances.

Some states list chemical substances known to cause cancer, birth defects, death, serious illness, or other reproductive harm in propositions. This product may contain such substances, either from the fuel, fuel combustion, or in components of the product itself.



## WARNING Necessary tasks.

The heat exchanger, flue pipe, and chimney must be cleaned regularly to remove accumulated creosote and ash. Ensure that the heat exchanger, flue pipe, and chimney are cleaned at the end of each heating season to minimize corrosion during the summer months. The appliance, flue pipe, and chimney must be in good condition. These instructions also apply to a draft inducer, if used.



## WARNING Pellet feed system: service, maintenance and rules

The pellet feed system operates automatically. All service and maintenance must be completed by trained specialists only. Do not alter the equipment or accessories in any way.

For use in combination with Windhager BioWIN 2 Touch pellet-fueled central heating boiler/furnace only. Do not use to transport any material other than wood pellet fuel listed on the boiler nameplate or in the boiler manuals.

Do not use for vacuum cleaning.

The pellet feed system starts automatically and will make noise. People who are easily startled or have cardiac problems should keep away.



## DANGER Pellet feed unit: Risk of fire or explosion.

Can lead to serious injury/death! Ground suction hoses must be installed as described in the installation manual at every connection to avoid static sparking/dust ignition. The pellet feed unit is for use with the day hopper only. The feed unit must be braced, anchored, or strapped to avoid falling/shifting during an earth-quake. Instructions can be obtained from your local Windhager dealer or wholesaler.

Pellet feed automatic changeover unit: Fire and explosion hazard

Fire and explosion hazard can lead to serious injury or death.

Do not use the pellet feed automatic changeover unit inside pellet storage room or where there is a lot of dust present. Connect delivery hoses to pellet feed automatic changeover unit as described in the installation manual to avoid static sparking or dust ignition.



## WARNING Pellet feed automatic changeover unit: injury hazard by moving parts and electricity



Can lead to serious injury or death. Device starts automatically. Device restarts automatically after power failure. Do not remove cover. This part should be serviced by trained personnel only.



## WARNING Clearances and installation instructions

Minimum clearances from combustible or noncombustible construction: 2 inches left, 12 inches back, 24 inches top (right), 6 inches right side, 22 inches front.

Access to the back side is required to allow the service of parts such as the drain valve, relief valve, and inspection fittings.

This unit is for dry indoor installation only. Not for installation on combustible flooring. Not for installation in manufactured homes or mobile homes.



## DANGER Risk of serious bodily injury or death.

This boiler/heater is equipped for one type of wood pellet only. Read the nameplate behind top lid for the correct type of pellet. Do not use this boiler/heater with any fuel other than the one listed on the name plate. Failure to use the correct fuel may cause problems resulting in death, serious bodily injury or property damage.



## DANGER Attention. Risk of fire.

Do not operate with incorrect draft. Check nameplate behind top lid for correct draft. Do not operate while refilling the bulk hopper. Do not operate with door or ash removal covering open or when the ash box is removed. Do not store fuel or other combustible material in the boiler room. Regularly inspect and clean flues and chimney. Have a trained professional regularly inspect safety devices, such as the relief and drain valves.



## WARNING

For supply connections, only use 10 AWG or larger wires acceptable for at least 176 °F (80 °C) on a GFCI circuit!

# 4. General statement on working with and using the web server

- Operation of the InfoWIN Touch as a web server requires a monthly data volume of approx. 100–300 MB, depending on usage.
- Do not clean the InfoWIN Touch or accessories with strong chemicals, cleaning solutions or aerosols.
- Do not expose the InfoWIN Touch or accessories to extreme temperatures or fluctuations in temperature (below 32 °F / 0 °C or above +122 °F / +50 °C).

#### Open source licences

This product contains in part some free software distributed under GPL licence terms and/or GPL-like licences. To obtain the source code covered under those licences, please contact info@windhager.com. We reserve the right to demand a small fee of EUR 80.

## **OPERATION**

#### InfoWIN Touch display and operating unit 5.

The InfoWIN Touch display is a central display and operating unit with integrated web server for operating the boiler, buffer load function module, heating circuit function module, etc. The function modules are only shown on the display when they are available and in the service level set by a trained member of service personnel.

During operation, the homescreen (title screen) is displayed by default and the LED lights up green - Fig. 2. After approx. 12 min., the screensaver turns on (screen is black) and only the LED is lit up green. Pressing the touchscreen reactivates it.

The InfoWIN Touch is fitted with a LAN and LON connection, an LED, a micro SD card and a reset button.



Front side of the Info Touch Fig. 2

- 1.....LED
- 2..... Reset button
- 3.....LON connection / 12 V DC
- 4 ..... LAN connection
- 5..... micro SD card slot and micro SD card

#### LAN connection

There is an RJ45 socket on the InfoWIN Touch for the LAN connection. Use a standard LAN cable to connect the InfoWIN Touch with your Internet router (Internet modem). Alternatively, the InfoWIN Touch is suited to all LAN connection types, such as Powerline and PowerLAN, also known as dLAN.

#### LON connection

The InfoWIN Touch is operated with a voltage of 12 V DC. A 4-pole cable is used to connect the InfoWIN Touch to the boiler control panel. This cable connects the supply voltage and the LON field bus (data bus for communicating with control components).

#### micro SD card

The micro SD card has no function at present.

#### **Reset button**

If the reset button is pressed for more than 10 sec, the user name and password for the integrated web server in the InfoWIN Touch are reset to the factory settings.

Factory settings:

,	User name:	Service	User name:	USER
	Password:	123	Password:	123

These passwords are automatically overwritten with a secure password the first time a connection is established to the "WindhagerConnect" portal.

## 6. Integrated web server in the InfoWIN Touch

The integrated web server can only be used in combination with a Windhager boiler and an MES INFINITY control system. An Internet connection (router) is needed for communication via the Internet. Operation requires a monthly data volume of approx. 100–300 MB, depending on usage.

The integrated web server automatically connects to the "WindhagerConnect" Windhager portal once started up. This web portal manages all data from the system owner of relevance to connections and systems. As the system owner, you have to register with the portal using your user name (e-mail address) and a password. Then your heating system is connected to the "WindhagerConnect" portal via the integrated web server and provides all data for the Windhager heating app "myComfort".

You can download and install the Windhager app "myComfort" for free from app stores. Once installed, launch "myComfort". Log on with your user name (e-mail address) and password and "myComfort" connects to your heating system.

## 6.1.1 Data protection and security

## 6.1.2 Passwords

Please use a secure password for the portal.

It should contain at least 8 characters made up of a combination of numbers, upper case and lower case letters as well as special characters (e.g. 123abcA.).

The password for connecting to web server Touch is issued automatically the first time the connection is established and is transferred to the web server Touch. This password is secure and unique and does not have to be changed. This password contains at least 10 characters and is also made up of numbers, upper case and lower case letters as well as special characters.

## 6.1.3 Connection via the Internet

The web server Touch automatically connects to the "WindhagerConnect" Windhager portal once started up. This connection is a secure VPN tunnel.

With your web browser you connect to the "WindhagerConnect" using the link provided below. Simply enter the link in your web browser's address line.

https://connect.windhager.com

The connection between the "myComfort" app and the web server Touch is established via the HTTPS protocol.

## 6.1.4 Authorisations

You manage data and authorisations for your system and decide who may connect to your system. The system owner e-mails invitations to the authorised group of people and can uninvite them again if need be. Windhager Zentralheizung GmbH has no influence on this.

## 7. InfoWIN Touch menu structure



## 8. BioWIN 2 Touch menu structure for the system operator



# 9. Function module INF F05 W/S/K menu structure for the system operator



## 10. Basic operating functions

An action is triggered by touching, swiping or scrolling.

#### Touching:

Touch the desired area (button) with your finger and then remove your finger.

#### Swiping:

Place finger on the touch display and slide right or left. You can switch between the individual modules (on the same level).

#### Scrolling:

Place finger on the touch display and slide up or down. You can scroll within a level (basic settings, messages, info, operators, service, actuator test).

## 11. Symbols for operation/navigation

The following actions are performed by touching the symbols:

Symbol	Description
$\checkmark$	Confirmation; action is confirmed
$\times$	Cancel; action is cancelled and you are taken back to the last step
$\langle \rangle$	Next; switch between the modules or sub-items
$\sim$	<b>Up-down</b> ; scroll through the levels or change the values
	Editing pen; point can be edited
Ĵ	Back; go back a step or a level
谷	Home button; back to the homescreen
	Menu button; back to the main menu



## 12. How to use the InfoWIN Touch

## 12.1 Confirmation, cancel, slider button and arrow button

You can cancel or confirm a selection and/or input by pressing the cancel button imes or confirmation button imes – Fig. 4, Fig. 5.

A value is changed by moving the slider button  $\bigcirc$  to the left or right (Fig. 4) or by pressing the arrow buttons  $\land \lor$  (Fig. 4, Fig. 5) up or down.



Fig. 5

Fig. 4

## 12.2 Confirming selection options

Selection options (e.g. Fig. 6) can be specified by pressing the desired button. The selected field is highlighted. Then save the selection by pressing the confirmation button  $\sqrt{}$ .

Cancel button ———	$-\times$	Language		—— Confirmation button	
Selected field	Český	Dansk	Deutsch	English	
(highlighted)					
	Español	Français	Italiano	Latviešu	
	Nederlands	Polski	Slovenský	Slovenščina	

Fig. 6

## 12.3 Editing a value and/or selection

A value can always be changed if the editing pen  $\swarrow$  is displayed and pressed – (Fig. 7). You are then taken to editing mode where the value can be changed and confirmed.



Fig.7

## 12.4 On-screen keyboard

Some texts and values are entered using the on-screen keyboard.

When you tap the corresponding letters, the input appears at the top of the display – Fig. 8. You can delete an incorrect input with the  $\leftarrow$  button.

The Shift key switches between upper and lower-case letters – Fig. 9.

Numbers and punctuation marks can be entered by tapping the 123+ key – Fig. 10. The letters are displayed again by pressing the abc key.



Fig. 8 Lower-case letters



Fig. 9 Upper-case letters

Fig. 10 Numbers, punctuation marks

## 13. Turning on for the first time

#### Setting the language, choosing the boiler and guided start-up



#### CAUTION Material losses

Before turning on for the first time, the system must be fully wired up electrically.

When the system is switched on for the first time, the language must be selected first (Fig. 11) Second the binding of the modules must be confirmed (Fig. 12) and the boiler / master control Touch has to be choosen (Fig 13). These Displays are no longer displayed after pressing the  $\checkmark$  button. To change the language and boiler at a later date, see section 15. InfoWIN Touch or master control Touch basic settings on side 24.

	Language	e selection	$\checkmark$	$\times$	LON participants dialled in?	$\checkmark$
Český	Dansk	Deutsch	English			
Español	Français	Italiano	Latviešu	Are	e all LON participants in the LON-Network diall in? The system will now be scanned.	led
Nederlands	Polski	Slovenský	Slovenščina			

#### Fig. 11 Choosing the language

Select Boiler					
Automatic boiler	Wood	Dual Fuel			
Webserver	MB 1	MB 2			

Fig. 12 LON participants dialled in

Fig. 13 Choosing the boiler

#### Select Boiler

Setting determining which boiler the InfoWIN Touch controls, e.g. wood chips, wood or pellet boiler, etc.

Factory setting:	Webserver:	must be selected when the boiler is turned on for the first time.
Selection:	Automatic boiler:	AeroWIN / BioWIN 2 / BioWIN 2 Hybrid / PuroWIN
	Wood:	LogWIN
	Dual Fuel:	DuoWIN
	Webserver:	No boiler, for remote switching (Webserver)
	MB 1:	Master control 1 (without boiler)
	MB 2:	Master control 2 (without boiler)



#### Note.

If there is no boiler (Automatic boiler, wood boiler or dual fuel) available the button is highlighted in gray and not selectable  $\rightarrow$  see section 15.12 Read plant on side 30.

## Operation

After the language and the boiler have been selected, the **startscreen** is displayed.

#### 3 selection options are available on the startscreen:

- Guided start-up (Section 15.9) for extraordinary circumstances where the unit is not started up by a trained technician<sup>1</sup>:

set the time and date, pre-configure the system, test the actuators, then it switches to the boiler homescreen.

- Actuator test (Section 28):
   Different actuators can be turned on or off.
- Homescreen (Section 14): The system switches directly to the homescreen of the boiler without any settings.



Fig.14 Startscreen

<sup>1</sup> Not covered by the warranty

## 14. Homescreen (title screen)

Each boiler and each function module (for example INF FO5 W/S/K installed in the boiler) has its own homescreen (title screen).

To switch to another homescreen, press the  $\langle \rangle$  buttons or "swipe".



Fig. 15 Homescreen BioWIN 2 Touch

- 1..... Menu button
- 2.....Next button
- 3..... Function title
- 4 ..... Home button
- 5..... Display of info, error and alarm messages<sup>1</sup>
- 6 ..... Boiler temperature
- 7..... Operating mode and phase
- 8 ..... Info button

<sup>1</sup> Only if there is an entry in the message list



Fig. 16 Homescreen of the function module INF F05 W/S/K with the pump control and ext. heating demand module function setting

- 1..... Menu button (see Section 3.1.1)
- 2..... Next button, switches between boiler and function modules
- 3..... Function title (see Section 3.1.2)
- 4 ...... Home button, takes you to the boiler homescreen
- 5.....Info button (see Section 3.4)
- 6 ..... Service level shortcut key
- 7..... Module function display

## 15. InfoWIN Touch or master control Touch basic settings

You can switch to the basic settings by initially pressing the menu button — on the homescreen (Fig. 17) and then Basic settings (Fig. 18).





Fig. 17 BioWIN 2 Touch homescreen

Fig. 18

The following settings are available in the basic settings:

Ĵ	Basic settings	$\sim$	~	简
Lang	uage	en	_US	
Time	/ Date			>
Temp	perature format		°F	
Unit	of weight	tn. sh.	, lbs	
Displ	ay brightness		4	

Fig. 19

¢		Basic settings	$\sim$	^	简
Hom	Homescreen Fullscreen				
Boiler Pellets/Wood chips		Ø			
Function titles			>		
Guid	ed start up				>
LAN					>

Fig. 20

¢	Basic settings	$\sim$	^	简
МВ		enal	oled	Ø
Read	plant			>
Resta	rt			>
Facto	ry settings			
Devic	e information			>

## 15.1 Language

The InfoWIN Touch and master control Touch can show the display texts in several languages. In this sub-menu, you can choose the language required.

	$\times$	Language	Language selection		
	Český	Dansk	Deutsch	English	
	Español	Français	Italiano	Latviešu	
Fig 22	Nederlands	Polski	Slovenský	Slovenščina	

## 15.2 Time/Date

In Time / Date, you can select the format, whether the time / date should be synchronised with a time server on the Internet and whether the InfoWIN Touch time / date should be sent.

t)	Time / Date	$\sim$ $\wedge$	简	5	Time / Date	~ ^	欲
Time format		24h		Time server	europe.po	ool.ntp.org	Ø
Date format		DD.MM.YYYY		Time Zone	Eu	rope/Paris	
Time server	europe	.pool.ntp.org		Time		1	4:16
Time Zone		Europe/Paris		Date		We 02.09.2	2018
Time		14	4:16	Sending interval time/dat	e	1 min	

Fig. 23

## 15.2.1 Time format

The time is displayed in the chosen format: (e.g. 14:12 or 02.12 PM).

Factory setting:24 hSelection:24 h or 12 h







## 15.2.2 Date format

The date is displayed in the chosen format: (e.g. We 17.02.2010 or We 02/17/2010).

Factory setting:	DD.MM.YYYY
Selection:	MM/DD/YYYY
	DD.MM.YYYY

#### Operation

#### 15.2.3 Time server

The time server allows you to select the server for synchronising the time/date or to choose to set these manually.

A maximum of four time servers can be entered.

Factory setting: disabled

Selection:

europa.pool.ntp.org ch.pool.ntp.org Add time server

#### Note.

If not connected to internet, select ,disabled'.

## 15.2.4 Time Zone

The Time Zone can be set on the here.

Factory setting:	Europe/Paris
Selection:	All Time Zones in the world

# Seitserver wählen √ disabled europe.pool.ntp.org III ch.pool.ntp.org III Add time server >

#### Fig. 27



Fig. 28

## 15.2.5 Time

The time can only be set if the time server is disabled.





## 15.2.6 Date

The date can only be set if the time server is disabled.



Fig. 30

## 15.2.7 Sending interval time/date

This is used to set the interval for sending the time/date of the InfoWIN Touch or master control Touch to other function modules (e.g. heating circuit function module, etc.). If O is set, no data is sent.

Factory setting: Setting range: 0 min 0 – 30 min







## **CAUTION Malfunction**

Only **one** web server Touch, InfoWIN Touch, function module or master control Touch can send data in a system. The other linked function modules can receive and use the data or a function module uses the local data.

## **15.3 Temperature format**

All temperatures are displayed in the chosen format (e.g. 30.6 °C or 87.0 °F).

Factory setting: °C Selection: °C or °F



Fig. 32

## 15.4 Unit of weight

The weight is displayed in the chosen format (e.g. 6.5 kg or 14.3 lbs).

Factory setting:t, kgSelection:t, kg or tn. sh., lbs



Fig. 33

## 15.5 Display brightness

The display brightness can be changed.

Factory setting: 4 Setting range: 1 – 6





## 15.6 Homescreen

No function.

## 15.7 Boiler

Setting determining which boiler the InfoWIN Touch controls, e.g. wood chips, wood or pellet boiler, etc.



Fig. 35

Factory setting: Selection:	Webserver: Automatic boiler: Wood: Dual Fuel: Webserver: MB 1: MB 2:	must be selected when the boiler is turned on for the first time. AeroWIN / BioWIN 2 / BioWIN 2 Hybrid / PuroWIN LogWIN DuoWIN No boiler, for remote switching (Webserver) Master control 1 (without boiler) Master control 2 (without boiler)	
--------------------------------	--	--	--



## Note.

If there is no boiler (Automatic boiler, wood boiler or dual fuel) available the button is highlighted in gray and not selectable  $\rightarrow$  see section 15.12 Read plant on side 30.

## 15.8 Function titles

With function titles, the designations (e.g. BioWIN 2 Touch) of the boiler or the function module (e.g. INF FO5 W) can be changed.



#### Note.

After changing a function title, the system must be read again – see section 15.12 Read plant on side 30.

	Function titles	$\checkmark$
A	fter making changes the controller will restart	
Boiler	BioWIN 2	
ZSP-S0FU	INF F05 W	

Fig. 36

## 15.9 Guided start-up



#### CAUTION Material losses

This assistant is used to provide support when turning the heating system on for the first time without trained service personnel. It does not substitute professional commissioning and is not covered by the guarantee.



Fig. 37

## 15.10 LAN

Setting determining whether a LAN connection should be established.

Factory setting: disabled Selection: enabled/disabled

If enabled, the following can be set:

- DYN IP
- VPN
- Alarm
- Alarm URL
- MAC-address
- DHCP
- IPV4
- Subnet
- Gateway
- DNS



Fig. 38



#### Fig. 39



Fig. 40

## 15.11 MB (master control)

Setting determining whether the other function modules should be displayed next to the boiler.

Factory setting: enabled Selection: enabled/disabled MB 🗸

Fig. 41



15.13 Restart

15.14 Factory settings

No function at present.

The InfoWIN Touch or master control Touch is restarted.



Fig. 43

2	Basic settings	$\sim$	^	简
МВ		enal	bled	
Read plant				>
Restart				>
Factory settings				
Device information				>

Fig. 44

## 15.12 Read plant

The entire system with boiler and function modules is read in again.

## 15.15 Device information

The current software version, serial numbers or check numbers is displayed.



Fig. 45

€ L	Device information	~ ^ 欲
Firmware version		1.0
MAC-address		12:34:56:67:90:ac
Serial number		001009160201425611
Test number		123456e
System scan on rest	art	Ø

Fig. 46

## 16. Operation modes

The various operating modes are displayed on InfoWIN Touch together with the corresponding operating phases.

## 16.1 OFF mode

#### Turning the boiler off

On the homescreen, first press the menu button  $\equiv$  (Fig. 47), then "Boiler ON/OFF" (Fig. 48) and then confirm "Boiler Off" – Fig. 49. When turning off, the turning off screen is displayed initially  $\checkmark$  (Fig. 50), followed by "Boiler is turned off" – Fig. 51.

In OFF mode, the boiler and the InfoWIN Touch display turn off and only the LED is lit up green. The display turns back on again when the InfoWIN Touch is touched.



Fig. 51 Boiler is turned off

## 16.2 ON mode, self-test, display OFF

## Turning the boiler on

Touch the InfoWIN Touch, the press the  $\bigcirc$  turn on button (Fig. 52) and confirm "Boiler On" – Fig. 53. During power-up, the system is identified, the self-test starts automatically and the load screen  $\checkmark$  is displayed – Fig. 54.

## Self-test

Some sensors, switches and motors are checked during the self-test.

After a successful self-test, the homescreen (Fig. 55) is displayed. If the self-test was unsuccessful, a message is displayed ed (e) (see Section 24).

## **Display OFF**

If the InfoWIN Touch is not touched for more than 12 min., the display goes dark and only the LED is lit up green. The display turns back on again when the InfoWIN Touch is touched.



Fig. 52 Turning the boiler on

Fig. 53 Confirming Boiler On



Fig. 54 Load screen

Fig. 55 Homescreen

## 17. Fuel feed

#### Fuel feed – Burnout

Fuel feed from the storage room into the integral fuel hopper has been requested. Combustion is stopped. Fuel transport into the burner bowl is stopped, the induced draught fan continues to run until all the remaining pellets have been burned and the burner bowl has cooled down – Fig. 56.

#### Fuel feed – Burner locked

The fuel feed is in operation. Pellets are supplied from the storage room into the integral fuel hopper. The burner is locked – Fig. 57.



Fig. 56 Fuel feed – Burnout

Fig. 57 Fuel feed in operation – Burner locked

## 18. Solid fuel/ buffer mode

If the pellet boiler is combined with a solid fuel boiler or a buffer, the buffer load function module automatically switches over between pellet and solid fuel/ buffer mode.

Combustion of the pellet boiler is stopped when the buffer load function module sends the request to switch over to solid fuel/ buffer mode – Fig. 58.

Following this, the system switches over to solid fuel/ buffer mode and the pellet boiler is locked – Fig. 59.

If the pellet boiler is switched off using the ON/OFF button on the InfoWIN Touch, an automatic switch-over to solid fuel/ buffer mode is performed in conjunction with a buffer load/switching function module. Once the InfoWIN Touch unit is switched on, the pellet boiler may be locked out for a maximum of 15 minutes due to switch-over delays. This is indicated in the InfoWIN Touch with "Burner locked" – Fig. 59.

After 12 minutes in solid fuel/ buffer mode, the display is switched off completely. When the InfoWIN Touch is touched, the display turns back on again.



Fig. 58 Solid fuel/ buffer mode - Burnout

Fig. 59 Solid fuel/ buffer mode - Burner locked

## 19. Chimney sweep function/Manual operation

#### Note.

Chimney sweep function/Manual operation cannot be started in "solid fuel/ buffer mode". Chimney sweep function/Manual operation may not be started if the solid fuel boiler is in operation (heated up). Chimney sweep function/Manual operation may be started if the solid fuel boiler is not operating and only the buffer is active.

Press on the InfoWIN Touch briefly to turn the display on. Press the chimney sweep function button (1) on the homescreen (Fig. 60) or Chimney sweep function/ Manual operation in the menu to start Chimney sweep function/Manual operation – Fig. 61. The screen for choosing Chimney sweep function/Manual operation then appears – Fig. 62.



Fig. 62 Choosing Chimney sweep function/Manual operation

## 19.1 Chimney sweep function

This function aids the performance of legally required emissions testing.

#### Note.

There must be at least one heating circuit set in DHW mode or any other operation mode (except for "standby") – see MES INFINITY manuals.

- Pressing the corresponding button enables the boiler to be operated with 30% or 100% output Fig. 63.
- The boiler is prepared for the measurement Fig. 64. The boiler temperature is increased to approx. 140 °F (60 °C) for 120 minutes.

- Do not start the measurement until "Perform measurement" is displayed - Fig. 65.

The chimney sweep function ends:

- When the **Cancel** button imes is pressed.
- Automatically after 120 min.

## Operation



Fig. 65

## 19.2 Manual mode

The boiler temperature is controlled in relation to the setpoint for manual mode (standard temperature 140 °F / 60 °C). The control system is not affected by this.

The function is ended by pressing the Cancel button  $\times.$  The boiler returns to automatic operation.

#### Setpoint adjustment for manual mode

The set temperature can be changed by moving the slider to the required value. The temperature set in this mode is not permanently saved. The original set temperature is restored when you quit manual mode.

## 20. Shut-down procedure

The boiler is switched off - Fig. 67.








## 21. Operating phases

The relevant operating phase is displayed on the boiler homescreen - Fig. 68.



Fig. 68 Homescreen (shown as splitscreen)

#### Stand-by

During this operating phase, the control system does not transmit requests for heat. The burner is switched off and the boiler temperature setpoint is 32 °F / 0 °C.

After 12 minutes, the display goes dark; only the green LED is lit up. The display turns back on again when the InfoWIN Touch is touched.

#### Purging

The induced draught fan runs, the combustion chamber of the boiler is flushed through with fresh air. This phase can last several minutes before the burner fires.

#### Ignition phase

The induced draught fan runs, pellets are transported into the burner bowl and are ignited. When flame formation is detected, the system switches over to the "Flame stabilisation" operating phase.

#### Flame stabilisation

Following the ignition procedure, even combustion is established and then the system switches over to the "Modulation mode" operating phase.

#### Modulation mode

The boiler is in the "Modulation mode" operating phase. The output can be infinitely varied between 30% and 100%.

#### **Burnout**

Combustion is stopped. Fuel transport is stopped, the induced draught fan continues to run until the fresh fuel has been burned. Hot embers may be retained in the burner until the next start.

#### Burner OFF

Combustion is stopped. Pellet transport into the burner bowl is stopped, the induced draught fan continues to run until all the remaining pellets have been burned and the burner bowl has cooled down.

#### Burner locked

The burner is locked because an AL message is present, for example.

## 22. Information level

Press the  $\hat{\chi}$  to switch to the information level. You can call up the most important boiler information here – Fig. 69. Each boiler and function module has its own information level. To switch to another information level, press the  $\langle \rangle$  buttons or "swipe".

#### Note.

Only those values for which there is a valid value are displayed. If there is no measurement, the entire menu item or individual values are hidden.



#### Fig. 69

The following information can be called up at the information level of the boiler:

- Operating time until Cleaning
- Operating time until Main cleaning
- Operating time until Full service
- Fuel consumption total
- Fuel level storage room
- Fuel level hopper
- Flue gas temperature
- Boiler temp. setpoint
- Boiler output
- Operating hours
- Number of burner starts
- Rinsing water consumption
- Software version
- Hardware version
- Boiler model



Fig. 70 Homescreen of the function module INF F05 W/S/K

Fig. 71 Homescreen of the function module INF FO5 W/S/K

The following values<sup>1</sup> can be displayed at the information level of the function module INF FO5 W/S/K:

- Boiler temp. set point
- Pump control speed
- Relay actuator test
- Speed actuator test

## 22.1 Information level of the boiler

#### Operating time until Cleaning, Main cleaning and Full service

Display of the operating time in hours remaining until the next cleaning, main cleaning and full service processes.



Note.

The operating time remaining until the next boiler cleaning depends on the operating method and is constantly recalculated. Therefore, there may be deviations from the normal operating hours.

#### Fuel consumption total

The total amount of used pellets is shown in tonnes.



#### Note.

"Fuel consumption" is a calculated value and can differ from the actual value by ±15%.

#### Fuel level storage room, Fuel level hopper

The current fill level is displayed in %, "Fuel level storage room" is only displayed if a suction feed system is installed.



#### Note.

"Fuel level storage room" and "Fuel level hopper" is a calculated value and can differ from the actual value by ±15%.

#### Flue gas temperature

The current flue gas temperature is displayed.



#### Note.

The flue gas temperature is measured directly on the flue outlet. It may therefore deviate from a standard measurement.

#### Boiler temp. setpoint

The display indicates the boiler temperature setpoint as calculated by the control system. This setpoint is used to control the burner.

#### Boiler output

The boiler output is displayed in %. The boiler output (modulation mode) can automatically modulate between 30% to 100%.

#### **Operating hours**

The total number of boiler operation hours is displayed.

#### Number of burner starts

The number of burner starts of the boiler is displayed.

#### **Rinsing water consumption**

Rinsing water consumption is only displayed in the BioWIN 2 Plus (condensing boiler) in m<sup>3</sup>.

#### Software version

The current software version of the firing automates (main PCB) is displayed.

#### Hardware version

The current hardware version of the firing automate (main PCB) is displayed.

#### Boiler model

The boiler model is displayed.

#### **Operator level** 23.

Each boiler and function module has its own operator level. The information and settings at operator level are accessible to everyone.

You can switch to the operator level by initially pressing the menu button 📃 on the homescreen (Fig. 72) and then Operator level (Fig. 73). Switch between the different operator levels for the boiler and the function modules with the  $\langle \rangle$  buttons or by "swiping".

Mon 05.10.2018 / 08:00

( \

Heating programs

 $(\Gamma)$ 

Boiler ON/OFF

#### Operator level of the boiler 23.1





#### Fig. 73 Menü Display of hopper or weekly hopper

#### **Display of feed system**





	<	BioWIN 2	>	简
¢	Ŋ	Operator level	$\checkmark$	^
Probe switching				>
Heating surface cleaning				>
Fuel feed system Request				>
Correction of cleaning interval 0			0 %	Ø

BioWIN 2 Touch operator level, Display of feed system Fig. 76

#### Note.



The "Fill fuel hopper" menu item is only displayed when a hopper or weekly hopper is available and this has been adjusted by a trained service technician in the service level.

The "Warning level storage room", "Feed operating mode", "Time profile feed", and "Probe switching" menu items are only displayed when a feed is available and this has been adjusted by a trained service technician in the service level.

#### **BioWIN 2** > 窬 \_\_\_\_ Z Ç **Operator** level Fill fuel hopper

Δ

DHW program

Messa

6

窬

>

> Confirm cleaning Heating surface cleaning > Ì Correction of cleaning interval 0%

Fig.75 BioWIN 2 Touch operator level, Display of hopper or weekly hopper

#### 23.1.1 Fill fuel hopper

After filling the integral fuel hopper, the filling must be confirmed to ensure the operating time for the fuel consumption restarts and the fill level of the integral fuel hopper is reset to 100 %.



#### 23.1.2 Confirming Cleaning or Main cleaning – Resetting the cleaning request

After cleaning has been performed (see the operating manual), cleaning must be confirmed so that the operating time until the next cleaning process is restarted.



#### 23.1.3 Warning level storage room

After filling the storage room, the volume of pellets in the storage room should be set to ensure the operating time for the "Storage room becomes empty" warning restarts and the fill level of the storage room is reset to 100%. Once the set pellet volume has been reached, Info 446 "Storage room becomes empty" is displayed.



Fig. 82 BioWIN 2 Touch operator level

Fig. 83

#### 23.1.4 Feed system operating mode

This menu item sets:

- Whether the feed is switched off, or
- Whether the feed should fill the pellet boiler with or without time control

The factory setting for "Feed system operating mode" is "switched off".

#### Note.

The "Feed system operating mode" setting is only active if it has been adjusted by a trained service technician at the service level in the "Type of fuel feed system" menu item.



Fig. 84 BioWIN 2 Touch operator level

#### switched off

Select this if no automatic fuel feed is present or if a fuel feed that is present is to be switched off.

#### without time control

Select this if the feed noise (suction turbine) cannot be heard or is not disruptive in the living area. Functional description: The fuel feed is automatically switched on if required at any time.

#### with enable time

Select this if the feed noise (suction turbine) can be heard or is disruptive in the living area. Functional description: The fuel feed is enabled during a time period that can be set and is automatically started at this time if required. The integral fuel hopper is fully re-filled at the end of the enable time, if required.

The start and finish of the feed enable time can be set as described in Section "23.1.5 Time profile feed system".



#### Tip.

A complete fill sucks in about 110 lb (50 kg) of pellets. The pellets required during the blocked time must not exceed this value.

Burning duration with 110 lb (50 kg) pellets			
BioWIN 2	Burning duration at nominal output		
BioWIN 152	14 hrs		
BioWIN 212	10 hrs		
BioWIN 262	8 hrs		
BioWIN 332T	6 hrs		

#### with start time

Select this if you want the feed to start at the same time every day.

Functional description: The integral fuel hopper is filled every day at the set time, if required. Interim fills are also performed if the filling amount in the integral fuel hopper is not sufficient for 24 hours.

A time for filling the integral fuel hopper can be set as described in Section "23.1.5 Time profile feed system".

#### 23.1.5 Time profile feed system

A start, finish and start time can be set in this menu item if Feed system operating mode in Section 23.1.4 has been set to "with enable time" or "with start time". If the setting described in Section 23.1.4 Feed system operating mode is "switched off" or "without time control", no setting can be made here; the message "Feed system without time control or switched off." appears.

Factory setting:	
Feed system with enable time Start:	07:00
Feed system with enable time Finish:	22:00
Feed system with start time:	20:00



#### Note.

The "Time profile feed system" settings are only active if it has been adjusted by a trained service technician at the service level in the "Type of fuel feed system" menu item.





Fig. 88 Feed system with enable time Start



Fig. 90 Feed system with start time

× Feed system with enable time Finish 20 : 00 ↓ ↓ ↓

#### Fig. 89 Feed system with enable time Finish

#### 23.1.6 Probe switching

It is possible to set here which probe(s) (zones) are used for sucking pellets from the pellet storage room. The setting options depend on the setting at the service level in the "Type of fuel feed system" menu item.



#### **CAUTION Material losses**

Only trained service technicians may perform system modifications at the service level.



Fig. 91 BioWIN 2 Touch operator level

#### Symbol:

- O OFF
- ⊳ <sub>on</sub>
- Empty

Fig. 92 Probe switching

		BioWIN 2		简
Ĵ		Probe switching	$\sim$	$\sim$
Probe	9 5			Ø
Probe 6				Ø
Probe 7			$\triangleright$	Ø
Probe	9 8		$\triangleright$	











#### Fig. 95

#### 23.1.7 Heating surface cleaning

In the "Heating surface cleaning" menu item, an off period can be set for cleaning the heating surfaces if the noise during cleaning can be heard or is disruptive in the living area. The off period is started with "Initiate off period" and ended with "Duration".



#### Note.

If O minutes is set for "Duration", the off period is switched off.

Factory setting: Initiate off period Duration

20:00 0 min (range 0 – 600 min)



Fig. 99

Fig. 100

#### 23.1.8 Fuel feed system Request

Fuel feed (suction feed) can be requested and cancelled. If the hopper is full, the feed operation is not started or is cancelled.

The feed must be switched on. In other words, one of the following options must be selected under  $\implies$   $\rightarrow$  "Feed operating mode": "without time control", "with enable time" or "with start time" – see Section 23.1.4.



Fig. 101 BioWIN 2 Touch operator level



#### 23.1.9 Correction of cleaning interval

The cleaning interval is basically dependent on the ash content of the fuel and the ash removal profile. This adjuster can be used to extend or shorten the cleaning interval by  $\pm 50\%$ .

The standard setting is a cleaning interval determined by testing.

Factory setting:	0 %
Setting range:	±50 %



#### CAUTION Material losses

If too long a cleaning interval is selected, the boiler can become excessively contaminated and the ash container may overfill.





Fig. 103 BioWIN 2 Touch operator level

Fig. 104 Adjusting the "correction of cleaning interval" setting

#### Operator level of the function module INF F05 W/S/K 23.2



Time / Date > D Feed operating mode switched off Fig. 107 Operator level of the BioWIN 2 Touch

Fig. 108 Operator level of the function module INF FO5 W/S/K

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<sup>1</sup> The display can vary; depending on the setting under "Module functions" or in the "Service level", menu items are shown or hidden.

#### 23.2.1 Pump control

In the menu item "Operator level" > "Pump control", the following different options can be selected with the function module INF F05 W/S/K:



#### Note.

The display can vary; depending on the setting under "Module functions" or in the "Service level", menu items are shown or hidden.

Ext. heating demand<sup>1</sup>

Collective alarm<sup>1</sup>

- Pump control
- Relay function
- Min. speed
- Max. speed
- Set point offset
- Speed regulation
- Assigned to boiler

	ZSP-SOFU		欲		ZSP-S0FU		简
5	Pump control	$\sim$	<	Ś	Pump control	$\sim$	~
Pump control	Trans	fer pump		Set point offset		0 K	Ø
Relay function		Yes		Speed regulation		PWM	
Min. speed		25 %		Assigned to boiler			0
Max. speed		100 %					

Fig. 109 Pump control – function module INF F05 W/S/K

Fig. 110 Pump control – function module INF F05 W/S/K

#### Pump control

Factory setting:	Transfer pump
Pump function options:	Transfer pump
	Buffer loading pump
	Boiler circuit pump
	Heating circuit pump

#### **Relay function**

"Relay function" must be active if the pump is to be switched using the relay.

Factory setting:	Yes
Options:	No/Yes

#### Min. speed

"Min. speed" specifies the minimum speed for PWM pumps.

Factory setting:	25 %
Setting range:	10 % to 100 %

#### Max. speed

"Max. speed" specifies the maximum speed for PWM pumps.

Factory setting:	100 %
Setting range:	50 % to 100 %

#### Set point offset

"Set point offset" is used to compensate for transmission losses and affects the switch-on response of the transfer pump. The transfer pump is only enabled when the buffer temperature in the main network is greater than the buffer temperature available in the secondary network by the value of the offset.

Factory setting:	ОК
Setting range:	0 K to 10 K

#### **Speed regulation**

"Speed regulation" specifies whether and how the speed of the transfer pump is regulated.

Factory setting:	Off
Options:	Off / O to 10 V / PWM

#### Assigned to boiler

Display only,	option cannot b	pe set
Value:		0 - 4

#### 23.2.2 Ext. heating demand

In the menu item **"Operator level"**  $\rightarrow$  **"Ext. heating demand**", the following different options can be selected with the function module INF F05 W/S/K:

- Analogue set point
- Set temperature ext. heating demand
- Digital set point DHW

ZSP-SOFU			欲
\$	Ext. heating demand		
Analogue set point 0.0 °F			0°F
Set temperature ext. heating demand 176 °F			
Digital set point DHW 176 °F			

Fig. 111 Ext. heating demand – function module INF F05 W/S/K

#### Analogue set point

"Analogue set point" displays a heating demand set up via the analogue input and cannot be edited or selected.

#### Set temperature ext. heating demand

"Set temperature ext. heating demand" is the set point at the analogue output when the digital heating demand heating circuit input is used.

Factory setting:	176 F (80 °C)
Setting range:	86 °F to 185 °F (30 °C to 85 °C)

#### Digital set point DHW

"Digital set point DHW" is the set point at the analogue output when the digital heating demand hot water input is used.

Factory setting:	167 °F (75 °C)
Setting range:	86 °F to 185 °F (30 °C to 85 °C)

#### 23.2.3 Collective alarm

In this submenu, the fault messages used to display the collective alarm can be set. A digital input can also be enabled to control the relay.

Collective alarm – alarm	Yes / no	Factory setting: Yes
Collective alarm – error	Yes / no	Factory setting: Yes
Collective alarm – info	Yes / no	Factory setting: No
Collective alarm – input E1	Yes / no	Factory setting: No

	ZSP-S0FU		欲
\$	Collective alarm		
Colle	ctive alarm – alarm	Yes	
Collective alarm – error Yes			
Collective alarm – info No			
Colle	ctive alarm – input E1	No	

Fig. 112 Collective alarm – function module INF F05 W/S/K

## 24. Troubleshooting

The boiler is self-monitoring during operation. All deviations from normal operation are displayed on the InfoWIN Touch or master control Touch by messages ().

Press the 🕑 button (Fig. 113) to display all available messages in a list – Fig. 114. Press the message directly to display the corresponding info text – Fig. 114.

For nearly all messages, the system must be reset after the problem has been rectified. In these cases, "Reset" is displayed – Fig. 115. When the problem has been rectified, the message can be deleted with the in button – Fig. 116. If "Reset" is not displayed, the boiler starts operating again automatically after the problem has been rectified.







Fig. 115

Fig. 116

#### Data plate

If you wish to call Windhager Customer Service or your customer service partner due to a malfunction, please first make a note of the following data from the data plate:



Fig. 117 Data plate

- Туре
- Factory number
- Year of manufacture
- Error or alarm message

The data plate is located on the front of the equipment, behind the cladding door below the control panel – Fig. 117.

#### No display on InfoWIN Touch 24.1

Code	Display on InfoWIN Touch	Cause/remedy	
_	No display, LED not lit up Boiler is off, cannot be turned on.	<ul> <li>a) No electricity, check the cable to the device and the building fuse.</li> <li>b) No electricity, device fuse blown - check and replace if necessary - see Fig. 119.</li> <li>c) Device power plug loose or poorly or not connected together during installation - check and connect together firmly if necessary - Fig. 118.</li> <li>d) Inform Windhager Customer Service or a heating technician.</li> </ul>	



Fig. 118 Device power plug at top, underneath cover

- 1..... Device power plug 2..... Device fuse T 6.3 A
- 3..... Cover of safety thermostat auger tube B8.1

4 ..... Cover of safety thermostat B7.1



Fig. 119 Cladding door open

Code	Display on InfoWIN Touch	Cause/remedy
Info 408	Heating surface monitoring defective	"Reset" or delete message and check whether there are any other messages. If the malfunction occurs after a short period, or recurs at regular intervals, con- tact Windhager Customer Service or your heating technician.
Info 409	Ash removal monitoring defective	"Reset" or delete message and check whether there are any other messages. If the malfunction occurs after a short period, or recurs at regular intervals, con- tact Windhager Customer Service or your heating technician.
Info 445	One probe without fuel Verify fuel level in storage room	A probe in the storage room detected empty stock levels. Please verify fuel sup- ply in storage room. "Reset" or delete message and check whether there are any other messages.
Info 446	Storage room becomes empty Verify fuel level in storage room	A probe in the storage room detected empty stock levels. Please verify fuel sup- ply in storage room. "Reset" or delete message and check whether there are any other messages.
Info 481	Flue gas temperature before heat exchan- ger defective Verify flue gas temperature sensor and connections	Replace the flue gas temperature sensor upstream of the heat exchanger, contact Windhager Customer Service or your heating technician.
Info 520	Cleaning Empty ash pan, remove the ash under the heat exchangers and clean the thermocontrol sensor. Confirm cleaning.	Please note that the cleaning of the pellet boiler needs to be completed within the next 100 hours of operation (see the boiler operating manual). Once the cleaning process has been completed, it must be confirmed (see Sec- tion 23.1.2).
Info 521	Main cleaning Perform main cleaning according to operating manual. Confirm cleaning.	Please note that the main cleaning of the pellet boiler needs to be completed within the next 100 hours of operation (see the boiler operating manual). Once the main cleaning process has been completed, it must be confirmed (see Section 23.1.2).

## 24.2 Info messages

Code	Display on InfoWIN Touch	Cause/remedy
Info 522	Cleaning Empty ash box, clean burner bowl and combustion chamber. Confirm cleaning.	Please note that the cleaning of the pellet boiler needs to be completed within the next 100 hours of operation (see the boiler operating manual). Once the cleaning process has been completed, it must be confirmed (see Sec- tion 23.1.2).
Info 523	Main cleaning Perform main cleaning according to operating manual. Confirm cleaning.	Please note that the main cleaning of the pellet boiler needs to be completed within the next 100 hours of operation (see the boiler operating manual). Once the main cleaning process has been completed, it must be confirmed (see Section 23.1.2).
Info 524	Full service Full service is key prerequisite for Warranty. Service required within 3 months	The service interval for the pellet boiler depends on the operating hours. Please note that full service must be carried out by Windhager Customer Ser- vice or a heating technician within the next 3 months. full service must be car- ried out by the date on the full service plate at the latest.
Info 551	Too much flow drain rinsing	"Reset" or delete message and check whether there are any other messages. If the malfunction occurs after a short period, or recurs at regular intervals, con- tact Windhager Customer Service or your heating technician.
Info 553	Too much flow heat exchanger rinsing	"Reset" or delete message and check whether there are any other messages. If the malfunction occurs after a short period, or recurs at regular intervals, con- tact Windhager Customer Service or your heating technician.
Info 581	Re-fill fuel Integral fuel hopper is almost empty. Re-fill fuel.	<ul> <li>Boiler continues to heat until the remaining fuel quantity has been consumed.</li> <li>a) BioWIN 2 Klassik and Exklusiv-S (without feed): fill the integral fuel hopper with fuel (see the boiler operating manual).</li> <li>b) BioWIN 2 Premium/Exklusiv (with feed): feed is "switched off" in "Feed system operating mode" (see Section 23.1.4). In the "Feed system operating mode" menu item, set to "with enable time", "with start time" or "without time control".</li> </ul>
Info 582	Integral fuel hopper empty Integral fuel hopper empty. Re-fill fuel. Burner is locked.	<ul> <li>a) BioWIN 2 Klassik and Exklusiv-S (without feed): fill the integral fuel hopper with fuel (see the boiler operating manual).</li> <li>b) BioWIN 2 Premium/Exklusiv (with feed): feed is "switched off" in "Feed system operating mode" (see Section 23.1.4). In the "Feed system operating mode" menu item, set to "with enable time", "with start time" or "without time control".</li> </ul>

## 24.3 Error messages

Code	Display on InfoWIN Touch	Cause/remedy
Fehler 206	Monitoring of auger conveyor defective Verify auger conveyor and proximity switch	"Reset" or delete message and check whether there are any other messages. If the malfunction occurs after a short period, or recurs at regular intervals, contact Windhager Customer Service or your heating technician.
Fehler 208	Heating surfaces mechanism defective Verify heating surface mechanism	Clean the coasting surfaces – see pellet boiler operating manual. "Reset" or delete message and check whether there are any other messages. If the malfunction occurs after a short period, or recurs at regular intervals, contact Windhager Customer Service or your heating technician.

<sup>&</sup>lt;sup>1</sup> This emergency operation (where the boiler only runs for 1 hour out of 4 despite heating requirements and the required room temperature is no longer reached) can be switched off by Windhager Customer Service or a heating technician. Any resulting damage to the unit is excluded from the manufacturer's warranty.

Code	Display on InfoWIN Touch	Cause/remedy
Fehler	Ash removal blocked	Always turn off the boiler before cleaning it – see pellet boiler operating ma- nual.
		<ul> <li>adjust the correction value (see pellet boiler operating manual), if the ash box is full, adjust the correction value (see pellet boiler operating manual). "Reset" or delete message and check whether there are any other messages.</li> <li>b) Ash economic immed due to a family here of the set of the set.</li> </ul>
209		b) Ash conveyor jammed due to a foreign body. Open the ash chamber door and remove the foreign body. "Reset" or delete message and check whether there are any other messages.
		If the malfunction occurs after a short period, or recurs at regular intervals, contact Windhager Customer Service or your heating technician.
		No pellet feed is possible. The boiler does not operate.
Error	Probe switching defective	"Reset" or delete message and check whether there are any other messages. If the error reoccurs after a reset, inform Windhager Customer Service or a hea- ting technician.
239	Check changeover unit.	<b>Emergency operation:</b> turn off feed (see Section 23.1.4). Fill the integral fuel hopper with pellets by hand (see the boiler operating manual), boiler is allowed to continue operating without feed.
		The integral fuel hopper cover is open. Close the cover.
		a) The cover for the integral fuel hopper is open; close the cover.
Error 241	Integral fuel hopper cover open Close integral fuel hopper cover.	b) The pellets are on the sealing surface of the cover – they have to be removed and then the cover closed properly.
		<ul> <li>c) End switch on the integral fuel hopper is defective; inform Windhager Customer Service or a heating technician.</li> </ul>
		No pellet feed is possible. The boiler does not operate.
	All select probes without fuel Check fuel supply in storage room and feed hose.	a) No pellets around the suction probe – select a different probe in the opera- tor level under "Probe switching" (see Section 23.1.6) or else select "Reset probes". "Reset" or delete message and check whether there are any other messages.
Error 245		<ul> <li>Feed hose blocked at the cyclone intake or entry to the changeover unit – clear it. "Reset" or delete message and check whether there are any other messages.</li> </ul>
		<ul> <li>c) Only for external combustion air suction: shut-off unit does not open. In- form Windhager Customer Service or a heating technician.</li> </ul>
		<b>Emergency operation:</b> turn off feed (see Section 23.1.4). Fill the integral fuel hopper with pellets by hand (see the boiler operating manual), boiler is allowed to continue operating without feed.
	Feed is not sucking any fuel Check fuel supply in storage room and feed hose.	No pellet feed is possible. The boiler does not operate.
		a) No pellets at the suction probe – set "Probe switching" to "automatic" or select another probe (see Section 6.5). "Reset" or delete message and check whether there are any other messages.
Error 238		b) Feed hose blocked at the cyclone intake or entry to the changeover unit – clear it. "Reset" or delete message and check whether there are any other messages.
		<ul> <li>c) Only for external combustion air suction: shut-off unit does not open. In- form Windhager Customer Service or a heating technician.</li> </ul>
		<b>Emergency operation:</b> turn off feed (see Section 23.1.4). Fill the integral fuel hopper with pellets by hand (see the boiler operating manual), boiler is allowed to continue operating without feed.
Error	Flue gas temperature sensor defective	It is not possible to display the flue gas temperature. No effect on operation.
281	Verify flue gas temperature sensor and connec- tions.	Replace the flue gas temperature sensor, inform Windhager Customer Service or a heating technician.
Error		Error disappears in a burnout.
298	Boiler minimal temparture is not reached	If the malfunction occurs after a short period, or recurs at regular intervals, contact Windhager Customer Service or your heating technician.
	Emergency operation. Cleaning	The boiler switches to cyclic operation, i.e. has idle times. <sup>1</sup>
Error 320	Empty the ash pan, remove ash from below the heat exchanger. Clean thermocontrol sensor. Confirm cleaning.	The pellet boiler has to undergo cleaning (see the boiler operating manual).
		Once the cleaning process has been completed, it must be confirmed (see Section 23.1.2).

<sup>1</sup> This emergency operation (where the boiler only runs for 1 hour out of 4 despite heating requirements and the required room temperature is no longer reached) can be switched off by Windhager Customer Service or a heating technician. Any solutions damage to the unit is excluded from the manufacturer's warranty.

Code	Display on InfoWIN Touch	Cause/remedy
Error 321	Emergency operation. Main cleaning Perform main cleaning according to operating	The boiler switches to cyclic operation, i.e. has idle times. <sup>1</sup> The pellet boiler has to undergo main cleaning (see the boiler operating ma- nual).
	manual. Confirm cleaning.	Once the main cleaning process has been completed, it must be confirmed (see Section 23.1.2).
Error 322	Emergency operation. Cleaning required Empty ash box, clean burner bowl and combustion chamber. Confirm cleaning.	The boiler switches to cyclic operation, i.e. has idle times. <sup>1</sup> The pellet boiler has to undergo cleaning (see the boiler operating manual). Once the cleaning process has been completed, it must be confirmed (see Sec- tion 23.1.2).
Error 323	Emergency operation. Main cleaning required Perform main cleaning according to operating manual. Confirm cleaning.	The boiler switches to cyclic operation, i.e. has idle times. <sup>1</sup> The pellet boiler has to undergo main cleaning (see the boiler operating ma- nual). Once the main cleaning process has been completed, it must be confirmed (see Section 23.1.2)
Error 324	Full service Full service is key prerequisite for Warranty. Arrange service appointment.	The service interval for the pellet boiler depends on the operating hours. Please note that full service must be carried out by Windhager Customer Service or a heating technician. Full service must be carried out by the date on the full service plate at the latest.
Error 330	Combustion chamber temperature too low Perform main cleaning according to operating manual.	<ul> <li>The combustion chamber temperature is too low in the "Modulation mode" operating phase.</li> <li>a) The pellet boiler has to undergo main cleaning (see the boiler operating manual). Once the main cleaning process has been completed, it must be confirmed (see Section 23.1.2).</li> <li>b) Check the ash box and its cover are in the correct position and are sealed (see the boiler operating manual) – danger of inleaked air.</li> <li>c) Inform Windhager Customer Service or a heating technician.</li> </ul>
Error 345	Combustion chamber door open Burner locked. Door is not allowed to be opened unless the burner is switched off.	The boiler switches to burnout mode. Close cladding door. Door may only be opened if the burner is switched off. Failure to observe this point may result in components in the combustion cham- ber being damaged due to peaks in temperature.
Error 351	Too less flow drain rinsing Verify water supply	Verify water supply, e.g. shut-off mechanism closed, filter misplaced. "Reset" or delete message and check whether there are any other messages. If the malfunction occurs after a short period, or recurs at regular intervals, contact Windhager Customer Service or your heating technician.
Error 353	Too less flow heat exchanger rinsing Verify water supply	Verify water supply, e.g. shut-off mechanism closed, filter misplaced. "Reset" or delete message and check whether there are any other messages. If the malfunction occurs after a short period, or recurs at regular intervals, contact Windhager Customer Service or your heating technician.
Error 381	Integral fuel hopper empty Time program blocking feed. Change enable time in operator level.	Enable time for the feed has been set too short, which means the pellets in the integral fuel hopper are used up and the feed is blocked. Extend the enable time for the feed in the "Time profile feed system" menu item (see Section 23.1.5) or change the operation to "with start time" or "without time control" in the "Feed system operating mode" menu item (see Section 23.1.4).
Error 382	Flap and switch in integral fuel hopper defective Verify flap and switch in the integral fuel hopper.	<ul> <li>The boiler does not operate.</li> <li>a) Flap not shutting - clean flap (see the boiler operating manual). It must be making full contact with the feed unit. Telltale on proximity switch of feed unit must light up brightly when flap is closed.</li> <li>Press the Reset button.</li> <li>b) Fill level switch (proximity switch) in the integral fuel hopper defective - inform Windhager Customer Service or a heating technician.</li> <li>c) Inform Windhager Customer Service or a heating technician.</li> <li>Emergency operation: turn off feed (see Section 23.1.4). Fill the integral fuel hopper with pellets by hand (see the boiler operating manual), boiler is allowed to continue operating without feed.</li> </ul>

## 24.4 Alarm messages



## WARNING

Always turn the boiler off first with the ON/OFF button and allow unit to cool for 2 hours prior to opening combustion door.

Code	Display on InfoWIN Touch	Cause/remedy		
		Ash removal motor no longer moves or no longer reaches the end position, boiler switches to burnout mode.		
Alarm	Ash removal / Grate shaking defective	a) Burner is dirty; clean the burner bowl as described in the boiler operating manual. "Reset" message, if the alarm message remains in place, inform Windhager Customer Service or a heating technician.		
005	Clean burner bowl.	<ul> <li>Ash removal motor defective, inform Windhager Customer Service or a hea- ting technician.</li> </ul>		
		<ul> <li>c) End switch defective, inform Windhager Customer Service or a heating technician.</li> </ul>		
		Boiler switches to burnout mode, induced draught fan is stopped immediately.		
Alarm 006	Auger conveyor motor defective Auger conveyor motor defective.	<ul> <li>a) "Reset" or delete message and check whether there are any other messages. If the fault recurs immediately after a short period, or recurs at regular inter- vals, contact Windhager Customer Service or your heating technician.</li> </ul>		
		b) Replace the auger conveyor motor, inform Windhager Customer Service or your heating technician.		
		Fuel conveyor blocked or no longer moves. The boiler switches to burnout mode.		
Alarm 007	Fuel conveyor blocked Fuel conveyor blocked	<ul> <li>a) "Reset" or delete message and check whether there are any other messages. If the fault recurs immediately after a short period, or recurs at regular inter- vals, contact Windhager Customer Service or your heating technician.</li> </ul>		
		<ul> <li>Replace auger conveyor motor, inform Windhager Customer Service or a hea- ting technician.</li> </ul>		
		The induced draught fan wheel is stuck and is not moving.		
Alarm	Induced draught fan defective Clean induced draught fan wheel.	<ul> <li>Blower wheel is dirty, clean it (see the boiler operating manual). "Reset" or delete message and check whether there are any other messages.</li> </ul>		
017		b) Blower plug is loose or not fully engaged, connect up plug firmly.		
		<ul> <li>Replace the Induced draught fan motor, inform Windhager Customer Service or a heating technician.</li> </ul>		
		The actual speed is different from the set speed. The boiler switches to burnout mode.		
Alarm	Induced draught fan unstable	<ul> <li>Blower wheel is dirty, clean it (see the boiler operating manual). "Reset" or delete message and check whether there are any other messages.</li> </ul>		
018	Clean induced draught fan wheel.	<ul> <li>Blower plug is loose or not fully engaged, connect up plug firmly (see the boiler installation instructions).</li> </ul>		
		<ul> <li>Replace the induced draught fan motor, inform Windhager Customer Service or a heating technician.</li> </ul>		
Alarm	Ignition element defective	<ul> <li>"Reset" or delete message and check whether there are any other messages. If the fault recurs immediately after a short period, or recurs at regular inter- vals, contact Windhager Customer Service or your heating technician.</li> </ul>		
027	Ignition element defective	<ul> <li>Replace ignition element, inform Windhager Customer Service or a heating technician.</li> </ul>		
		No pellet feed is possible. The boiler does not operate.		
Alarm	fuel feed flap does not open	<ul> <li>Flap in feed unit not opening automatically – clean flap and check for ease of movement (see the boiler operating manual). Press the Reset button.</li> </ul>		
037	Check flap in feed unit.	b) The suction turbine in the feed unit cannot be switched off, disconnect the main power plug. Inform Windhager Customer Service or a heating technici- an.		

Code	Display on InfoWIN Touch	Cause/remedy		
		<ul> <li>No pellet feed is possible. The boiler does not operate.</li> <li>a) No pellets around the suction probe – select a different probe in the operator level under "Probe switching" (see Section 23.1.6) or else select "Reset probes". "Reset" or delete message and check whether there are any other messages.</li> </ul>		
Alarm 038	Feed is not sucking any fuel Check fuel supply in storage room and feed hose.	b) Feed hose blocked at the cyclone intake or entry to the changeover unit – clear it. "Reset" or delete message and check whether there are any other messages.		
		c) Only for external combustion air suction: shut-off unit does not open. Inform Windhager Customer Service or a heating technician.		
		<b>Emergency operation:</b> turn off feed (see Section 23.1.4). Fill the integral fuel hopper with pellets by hand (see the boiler operating manual), boiler is allowed to continue operating without feed.		
		Parking position of the shut-off function for the external combustion air suction cannot be reached. The boiler does not operate.		
Alarm 039	Probe switching defective Verify changeover unit	"Reset" or delete message and check whether there are any other messages. If the fault recurs immediately after a short period, or recurs at regular intervals, contact Windhager Customer Service or your heating technician.		
		<b>Emergency operation:</b> turn off feed (see Section 23.1.4). Fill the integral fuel hopper with pellets by hand (see the boiler operating manual), boiler is allowed to continue operating without feed.		
		The shut-off unit does not move any more or cannot be closed. Boiler switches to burnout and is locked.		
Alarm	Shut-off unit defect Shut-off unit of fuel feed does not open or close.	a) Shut-off unit blocked, "Reset" message, if the alarm message remains in pla- ce, inform Windhager Customer Service or a heating technician.		
040		b) Shut-off unit motor defective, inform Windhager Customer Service or a hea- ting technician.		
		c) End switch on the shut-off unit is defective, inform Windhager Customer Service or a heating technician.		
		The limit switch for the integral fuel hopper lid is defective.		
Alarm 041	Switch for integral fuel hopper cover defect Check switch for integral fuel hopper cover.	<ul> <li>a) Check the end switch. When the cover is open, the LED on the switch should not light up – it should be lit when the cover is closed. If the switch is defec- tive, inform Windhager Customer Service or a heating technician.</li> </ul>		
041		<ul> <li>"Reset" message. If the alarm message is re-issued immediately or after a short period, or recurs at regular intervals, contact Windhager Customer Ser- vice or your heating technician.</li> </ul>		
Alarm	Relay of suction turbine defect	The suction turbine is running continuously or the monitoring of the suction tur- bine is defective.		
042	Unplug main power plug of boiler.	Disconnect the boiler from the power supply at the main power plug (Fig. 118). Inform Windhager Customer Service or a heating technician.		
		No pellet feed is possible and the integral fuel hopper is empty. The boiler does not operate.		
	All select probes without fuel Check fuel supply in storage room and feed hose.	<ul> <li>a) No pellets around the suction probe – select a different probe in the opera- tor level under "Probe switching" (see Section 23.1.6) or else select "Reset probes". "Reset" or delete message and check whether there are any other messages.</li> </ul>		
Alarm 045		<li>Feed hose blocked at the cyclone intake or entry to the changeover unit – clear it. "Reset" or delete message and check whether there are any other messages.</li>		
		<ul> <li>c) Only for external combustion air suction: shut-off unit does not open. Inform Windhager Customer Service or a heating technician.</li> </ul>		
		<b>Emergency operation:</b> turn off feed (see Section 23.1.4). Fill the integral fuel hopper with pellets by hand (see the boiler operating manual), boiler is allowed to continue operating without feed.		
	Air intake flap defective	External air flap (optional) does not open.		
Alarm 062	Air intake flap defective or does not open. Check flap.	a) Check air flap, "Reset" or delete message and check whether there are any other messages.		
002		b) Inform Windhager Customer Service or a heating technician.		

Code	Display on InfoWIN Touch	Cause/remedy
Alarm 071	Safety/emergency switch open Check switch setting on safety switch and emer- gency switches.	Boiler switches to burnout mode but the induced draught fan does not run. Turn on emergency heating/OFF switch. The third party safety device has been deactivated.
Alarm 073	Internal power supply defective	<ul> <li>a) Device fuse blown - check and replace if necessary - see Fig. 119.</li> <li>b) "Reset" or delete message and check whether there are any other messages. If the fault recurs immediately after a short period, or recurs at regular intervals, contact Windhager Customer Service or your heating technician.</li> </ul>
Alarm 076	Boiler sensor defective Check boiler sensor and connections.	<ul> <li>The boiler switches to burnout mode.</li> <li>a) "Reset" or delete message and check whether there are any other messages. If the fault recurs immediately after a short period, or recurs at regular intervals, contact Windhager Customer Service or your heating technician.</li> <li>b) Replace the boiler sensor, inform Windhager Customer Service or a heating technician.</li> </ul>
Alarm 078	Thermocontrol sensor defective Check thermocontrol sensor and connections.	<ul> <li>The boiler switches to burnout mode.</li> <li>a) Thermocontrol sensor is too cold (below 32 °F / 0 °C). Warm up sensor.</li> <li>b) "Reset" or delete message and check whether there are any other messages. If the fault recurs immediately after a short period, or recurs at regular intervals, contact Windhager Customer Service or your heating technician.</li> <li>c) Replace the thermocontrol sensor, inform Windhager Customer Service or a heating technician.</li> <li>c) Replace the thermocontrol sensor, inform Windhager Customer Service or a heating technician.</li> <li>c) MARNING</li> <li>Always turn the boiler off first with the ON/OFF button and allow unit to cool for 2 hours prior to opening combustion door.</li> </ul>
Alarm 129	Maximum burnout time exceeded Perform main cleaning according to operating manual.	<ul> <li>The maximum burnout time has elapsed.</li> <li>a) The pellet boiler has to undergo main cleaning (see the boiler operating manual). Once the main cleaning process has been completed, it must be confirmed (see Section 23.1.2).</li> <li>b) Check the ash box and its cover are in the correct position and are sealed (see the boiler operating manual) – danger of inleaked air.</li> <li>c) Inform Windhager Customer Service or a heating technician.</li> </ul>
Alarm 133	Safety temperature shut-down Check system and filling pressure. Press release button B7.1 on control panel.	<ul> <li>Boiler temperature is above 212 °F / 100 °C, boiler enters burnout mode, induced draught fan is switched off immediately.</li> <li>a) Check the water level or pressure in the heating system – re-fill, bleed the air.</li> <li>b) Air in the heating system – bleed air.</li> <li>c) The heat pump or boiler feed pump is sticking or is defective – start pump manually or have it repaired.</li> <li>Once the boiler water temperature falls below 194 °F / 90 °C, remove the cover, press the release button B7.1 of the safety thermostat firmly – Fig. 119.</li> <li>If the malfunction occurs after a short period, or recurs at regular intervals, contact Windhager Customer Service or your heating technician.</li> <li>WARNING Hot water and hot steam Safety devices (such as the relief valve) will open automatically and release hot water or hot steam. Keep away from safety devices. Do not operate safety devices manually when system water is hot or when device is in operation.</li> </ul>

Code	Display on InfoWIN Touch	Cause/remedy		
		Boiler enters burnout mode and transports pellets into combustion chamber.		
		<ul> <li>a) Check level in water tank (see the boiler operating manual), if there is no water in the tank (burn-back safeguard triggered), inform Windhager Customer Service or a heating technician.</li> </ul>		
		b) Check the burner, remove all pellets from the burner bowl.		
Alarm 135	Excess temperature on auger tube Press release button B8.1 on control panel.	c) Open combustion chamber door, remove the cover from the safety thermostat auger tube, press the release button B8.1 firmly (see Fig. 119). If the ignition does not function first time (alarm 171), "Reset" or delete message (pellets in the auger conveyor will have been damaged due to the higher temperature).		
		WARNING Always turn the boiler off first with the ON/OFF button and allow unit to cool for 2 hours prior to opening combustion door.		
		Verify water supply, e.g. shut-off mechanism closed, filter misplaced.		
Alarm 151	No flow at drain rinsing Verify water supply	"Reset" or delete message and check whether there are any other messages. If the fault recurs immediately after a short period, or recurs at regular intervals, contact Windhager Customer Service or your heating technician.		
Alarm 152	Drain valve doesn´t close Close water supply	The rinsing valve is not tight. Shut off the cold water connection to prevent unnecessary water consumption. Inform Windhager Customer Service or a he- ating technician.		
		Verify water supply, e.g. shut-off mechanism closed, filter misplaced.		
Alarm 153	No flow at heat exchanger rinsing Verify water supply	"Reset" or delete message and check whether there are any other messages. If the fault recurs immediately after a short period, or recurs at regular intervals, contact Windhager Customer Service or your heating technician.		
Alarm 154	Valve heat exchanger doesn´t close Close water supply	The rinsing valve is not tight. Shut off the cold water connection to prevent unnecessary water consumption. Inform Windhager Customer Service or a he- ating technician.		
		The boiler switches to burnout mode.		
		The pellet boiler has to undergo main cleaning (see the boiler operating manual).		
		Once the main cleaning process has been completed, it must be confirmed (see Section 23.1.2).		
	No neg. pressure in combustion chamber No neg. pressure in comb. chamber or sensor defective.	<ul> <li>Cover (heat exchanger) not shut properly, check whether firmly closed (see the boiler operating manual), "Reset" or delete message and check whether there are any other messages.</li> </ul>		
Alarm		<ul> <li>b) The primary air tube is covered with ash, vacuum out the primary air tube (see the boiler operating manual).</li> </ul>		
156		c) Combustion chamber door leaking – check the seal, renew the seal if neces- sary, "Reset" or delete message and check whether there are any other mes- sages.		
		<ul> <li>d) Exhaust pipe or flue is blocked, clear it, "Reset" or delete message and check whether there are any other messages.</li> </ul>		
		<ul> <li>e) Check the ash box and its cover are in the correct position and are sealed (see the boiler operating manual) – danger of inleaked air.</li> </ul>		
		<li>f) Pressure sensor is defective, inform Windhager Customer Service or a hea- ting technician.</li>		

Code	Display on InfoWIN Touch	Cause/remedy		
Alarm 171	Maximum heating time exceeded Clean burner bowl.	<ul> <li>No flame formation when heating up. Start procedure is cancelled.</li> <li>a) The pellet boiler has to undergo main cleaning (see the boiler operating manual). Once the main cleaning process has been completed, it must be confirmed (see Section 23.1.2).</li> <li>b) An excessive amount of dust in the pellets is emptying the auger. (However, in the intervening period, fuel feed may have been started.) Empty the integral fuel hopper completely (see the boiler operating manual) and remove the dust. Alarm message 171 may light on up to 2 occasions until the boiler starts operating again. "Reset" or delete message and check whether there are any other messages.</li> <li>c) Auger conveyor jammed due to a foreign body, clean the integral fuel hopper (see the boiler operating manual) and remove the foreign body through the opening above the auger, re-fill the integral fuel hopper. Alarm message 171 may light on up to 2 occasions until the boiler starts or delete message and check whether there are any other message and check whether there are any light on up to 2 occasions until the boiler starts operating again. "Reset" or delete message 171 may light on up to 2 occasions until the boiler starts operating again. "Reset" or delete message and check whether there are any other messages.</li> <li>d) Ignition defective, inform Windhager Customer Service or a heating technician.</li> </ul>		
Alarm 187	No communication with firing automate Check linkage of firing automate and connections.	<ul> <li>The boiler switches to burnout mode.</li> <li>a) Check the connection cable or plug connection between the InfoWIN Touch and the firing automate; "Reset" or delete message and check whether there are any other messages. Inform Windhager Customer Service or a heating technician.</li> <li>b) Connect the firing automate. "Reset" or delete message and check whether there are any other messages. Inform Windhager Customer Service or a heating technician.</li> </ul>		

# FOR THE SERVICE TECHNICIAN/HEATING TECHNICIAN

## 25. Menu structure for service level and actuator test



## 26. Service level

System parameters and start-up can be displayed, modified and/or performed on the service level.



**CAUTION Material losses** 

Only trained service technicians may perform system modifications at the service level.

#### For the service technician/heating technician

Navigate to the service level by pressing the menu button  $\implies \rightarrow \qquad \text{Operator level} \rightarrow \$  and holding down the OK button for 5 sec You can switch between the different service levels with the  $\langle \rangle$  buttons.



BioWIN 2

Operator level



Fig. 120 Homescreen of the BioWIN 2 Touch

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er.

Confirm cleaning

Warning level storage room

Feed system operating mode

Time profile feed system



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switched off





BioWIN 2

Service level

Values

Parameters

Boiler status

Start-up

Fig. 123 Pressing for 5 sec

$\equiv$	<	ZSP-SOFU	>	简
Ĵ		Service level		
Pumj	o contr	rol	No	
Casc	ade fui	nction	No	
Ext. ł	eating	g demand	No	
Collective alarm No				



Fig. 125 Service level of the function module INF F05 W/S/K

-				
$\equiv$	<	BioWIN 2	>	简
Ĵ		Service level	$\sim$	^
Para	meters	5		>
Boiler status			>	
Start	-up			>
Setti	ngs			>

Fig. 126 Service level of BioWIN 2 Touch

## 27. Service level of BioWIN 2 Touch

## 27.1 Values

Values	Comment
Boiler temp. current value	
Combustion chamber temperature	
Operating phase	
Actuator test induced draught fan speed	
Negative pressure venturi nozzle	

## 27.2 Parameters

Parameters	Comment
Fuel quantity auger conveyor	
Delivery time ignition phase	
Hysteresis Burner ON	
Maximum value of set temperature	
Set temperature ext. heat demand	
Operating time of suction turbine	
Profile ash removal	
Correction ash removal	
Limits for blower speed	
Full service	
Flue gas min. temperature	
Minimum boiler power output	
Lock burner	

### 27.2.1 Fuel quantity auger conveyor

The calculated fuel quantity (actual value) and the range are displayed in lb/h (kg/h), and can be adjusted.

BioWIN 2		BioWIN 152	BioWIN 212	BioWIN 262	BioWIN 332
Actual value	Factory setting: Setting range:	14.3 lb/h (6.5 kg/h) 7.7–20.9 lb/h (3.5–9.5 kg/h)	22.0 lb/h (10.0 kg/h) 13.2–30.9 lb/h (6.0–14.0 kg/h)	22.0 lb/h (10.0 kg/h) 13.2–30.9 lb/h (6.0–14.0 kg/h)	24.9 lb/h (11.3 kg/h) 16.1–30.9 lb/h (7.3–15.3 kg/h)
Range Manual filling	Factory setting: Setting range:	13.9 lb/h (6.3 kg/h) 12.6- 18.7 lb/h (5.7-8.5 kg/h)	19.8 lb/h (9.0 kg/h) 19.2-26.5 lb/h (8.7-12.0 kg/h)	21.6 lb/h (9.8 kg/h) 21.6- 26.5 lb/h (9.8-12.0 kg/h)	22.7 lb/h (10.3 kg/h) 22.0-30.9 lb/h (10.0-14.0 kg/h)
Range Fully automatic filling	Factory setting: Setting range:	14.3 lb/h (6.5 kg/h) 12.6– 18.7 lb/h (5.7–8.5 kg/h)	22.0 lb/h (10.0 kg/h) 19.2-26.5 lb/h (8.7-12.0 kg/h)	23.8 lb/h (10.8 kg/h) 21.6- 26.5 lb/h (9.8-12.0 kg/h)	24.9 lb/h (11.3 kg/h) 22.0-30.9 lb/h (10.0-14.0 kg/h)
Correction	Factory setting: Setting range:	0 ±5	0 ±5	0 ±5	0 ±5

#### 27.2.2 Delivery time ignition phase

Fuel quantity in the ignition phase.

BioWIN 2	BioWIN 152	N 152 BioWIN 212 BioWIN		BioWIN 332
Factory setting:	135 sec	135 sec	110 sec	87 sec
Setting range:	108 – 162 sec	108 – 162 sec	88 – 132 sec	65 – 110 sec

#### 27.2.3 Hysteresis Burner ON

Switching hysteresis for burner control.

Factory setting:	-14 F (-5 K)
Setting range:	0 to -36 F (0 to -20 K)

#### 27.2.4 Maximum value of set temperature

This is the maximum set temperature achievable in normal heating mode.

	BioWIN 2 Touch
Factory setting:	185 °F (85 °C)
Setting range:	140–185 °F (60–85 °C)

#### 27.2.5 Set temperature ext. heating demand

IThis is the set temperature for external heating requirement.

	BioWIN 2 Touch
Factory setting:	158 °F (70 °C)
Setting range:	95–185 °F (35–85 °C)

#### 27.2.6 Operating time of suction turbine

Factory setting:	30 sec
Setting range:	20 – 70 sec

#### Diagram for suction time setting by feed hose length and suction height:



#### 27.2.7 Profile ash removal

This parameter can be used to adjust the ash removal from the burner bowl for different levels of pellet quality.

Factory setting:	Stage 1		
Setting range:	Stage O	to	Stage 3
	Very low ash content		Very high ash content (possible formation of slag)



#### CAUTION Material losses

Restore factory setting for every delivery of pellets.

#### 27.2.8 Correction ash removal

This parameter can be used to adjust the correction ash removal for different levels of pellet quality.

Factory setting:	100 %		
Setting range:	100 %	to	200 %
	low ash content		Very high ash content (possible formation of slag)

#### **CAUTION Material losses**

Restore factory setting for every delivery of pellets.

#### 27.2.9 Limits for blower speed

BioWIN 2 Touch		BioWl	IN 152	BioWl	IN 212
		Minimum	Maximum	Minimum	Maximum
Factory setting:	rpm	800	2100	900	2300
Setting range:	rpm	800 - 1200	2100 - 2500	900 - 1300	2300 - 2700
	i i	BioWIN 262 BioWIN 332			
BioWIN 2 Touch		BioWI	N 262	BioWl	N 332
BioWIN 2 Touch		BioWI Minimum	<b>N 262</b> Maximum	BioW1 Minimum	Maximum
Factory setting:	rpm	BioWI Minimum 1050	<b>N 262</b> Maximum 2700	BioWI Minimum 850	N 332 Maximum 2200

#### 27.2.10 Full service

After a full service, the process has to be confirmed so that the operating time until the next full service is restarted. Only displayed when "Service level"  $\rightarrow$  "Settings"  $\rightarrow$  "Full service" is set to ON.



#### CAUTION Material losses

Full service must not be reset if full service has not been carried out.

#### 27.2.11 Flue gas min. temperature

This parameter enables the flue gas temperature to be given a lower limit.

Factory setting:	158 °F (70 °C)
Setting range:	158–392 °F (70–200 °C)

#### 27.2.12 Minimum boiler power output

This parameter enables the minimum boiler power output to be given a lower limit.

Factory setting:	30 %
Setting range:	30 - 100 %

#### 27.2.13 Lock burner

This parameter locks the burner – even if a heat request is being made by the controller. This lock ends automatically after a maximum of 3 hours.

This function is useful for the service technician / heating technician when performing tasks such as commissioning.

## 27.3 Boiler status

Boiler status	Comment
Internal error	
Auger conveyor blocked	
Ash removal blocked	
Ash removal blocked	only BioWIN 2 Touch Exklusiv
Heating surface cleaning blocked	
Temperature limit undershoted in modulation mode	
Pressure limit undershoted in modulation mode	

## 27.4 Start-up

Start-up	Comment
Auger conveyor	
Feed	Only displayed if a suction feed system is installed and "Service level" → "Settings" → "Type of fuel feed system" is set to "Suction turb. with mixer", "Suction turb. with 3 probe" or "Suction turb. with 8 probe"

A self-test is started at the end of the start-up.

#### 27.4.1 Auger conveyor

The auger conveyor can be switched on for 6 minutes.

#### 27.4.2 Feed

Depending on the set feed system, the feed and each purge of each probe can be activated.

## 27.5 Settings

Settings	Comment
Boiler no.	
Type of fuel feed system	
External combustion air supply	
Shut-off unit	
Air intake flap	
Full service on/off	
Strike mode	
Ash removal system	
DuoWIN separate chimneys	

#### 27.5.1 Boiler no. (heat generator number)

The setting must always be O (factory settings) for an individual boiler.

In the event of a cascade (comprising 1–4 boilers), each boiler must be allocated a boiler number ranging from 1–4. Each boiler number may only be used once.

Factory setting:	0
Selection:	O (Single boiler)
	1 – 4 (Cascade)

#### 27.5.2 Type of fuel feed system

This setting determines whether the pellet boiler is operated with a daily or weekly container, 3 or 8 probes, and a solo probe or mixer (buried tank).

Factory setting:	Hopper
Selection:	Hopper
	Weekly hopper
	Suction turb. with mixer (for buried tank with mixer and for single probe)
	Suction turb. with 3 probe
	Suction turb. with 8 probe

#### 27.5.3 External combustion air supply

This setting determines whether the pellet boiler is operated with external combustion air.

Factory setting:	No
Selection:	No
	Yes

#### 27.5.4 Shut-off unit

This setting determines whether the pellet boiler is operated with a shut-off unit (accessory).

Factory setting:	No
Selection:	No
	Yes

#### 27.5.5 Air intake flap

This setting determines whether the pellet boiler is operated with an air intake flap.

Factory setting:	No
Selection:	No
	Yes

If "Yes", the operating time can be set for the air intake flap.

Factory setting:	Operating time 300 sec
Setting range:	30 - 600 sec



#### **CAUTION Material losses**

The set operating time should be twice as long as the actual operating time of the air intake flap.

#### 27.5.6 Full service on/off

This setting determines whether the service display is enabled.

Factory setting:	ON
Selection:	OFF
	ON

#### 27.5.7 Strike mode

This setting determines whether strike mode is enabled in the cleaning display. The boiler then switches to cyclic operation, i.e. has idle times.

Factory setting:	ON
Selection:	OFF
	ON

#### 27.5.8 Ash removal system (only BioWIN 2 Touch Exklusiv/Plus und Alpha)

Setting determining which ash system is used.

Factory setting:	Exklusiv
Selection:	Exklusiv
	Alpha

#### 27.5.9 DuoWIN separate chimneys (only DuoWIN)

Setting determining whether chimney separation is used on the DuoWIN.

Factory setting:	No	
Selection:	No	1 chimney
	Yes	2 chimneys

## 28. Actuator test

In the actuator test, different actuators can be tested.



Only trained service personnel may perform the actuator test.

Navigate to the actuator test by pressing the menu button  $\blacksquare \rightarrow |$  function modules or the boiler to be selected are displayed.

Actuator test . The installed and connected





Fig. 129

Fig. 130

The actuators are turned off again automatically after a timeout without actuations. A self-test is started at the end of an actuator test.

When this icon is pressed, the following actions are performed:

- > Actuator ON
- Actuator OFF
- Actuator OPEN
- ✓ Actuator CLOSED
- O Actuator release

## 28.1 The following actuators can be started with the BioWIN 2 Touch

Actuator test	Comment
Ash conveyor	only BioWIN 2 Touch Exklusiv
Heating surface cleaning	
Ignition element	
Induced draught fan	
Ash removal	

Actuator test	Comment
Suction turbine	Only displayed if a suction feed system is installed and "Service level" → "Settings" → "Type of fuel feed system" is set to "Suction turb. with mixer", "Suction turb. with 3 probe" or "Suction turb. with 8 probe"
Auger conveyor	
Air intake flap	Only displayed when "Service level" $\rightarrow$ "Settings" $\rightarrow$ "Air intake flap" is set to "Yes"
Probe switching	Only displayed if a suction feed system is installed and "Service level" → "Settings" → "Type of fuel feed system" is set to "Suction turb. with 3 probe" or "Suction turb. with 8 probe"
Mixer	Only displayed if a suction feed system is installed and "Service level" → "Settings" → "Type of fuel feed system" is set to "Suction turb. with mixer"
Shut-off unit	Only displayed when "Service level" $\rightarrow$ "Settings" $\rightarrow$ "Shut-off unit" is set to "Yes"

## 28.2 The following actuators can be started with the function module INF F05 W/S/K.

- Pump
- Relay

## 29. Starting up the integrated web server

## 29.1 Internet connection and router configuration

An Internet connection is needed for communication. The Internet router must assign the InfoWIN Touch a local IP address. This requires a DHCP server (standard function of router). If the firewall settings prevent a connection being established with the "WindhagerConnect" Windhager portal server, they must be changed accordingly. No other settings are needed. Please observe the operating manual for your Internet router.

## 29.2 Start-up

- 1. The InfoWIN Touch must be de-energised (interrupt supply voltage).
- 2. Use a LAN cable to connect the Internet router to the InfoWIN Touch.
- 3. Connect the 4-pole LON plug to the InfoWIN Touch.

Once the voltage supply has been connected to the InfoWIN Touch, the Windhager logo and a charge bar appear on the device after a short delay. When turning on for the first time, the language must then be selected (see Section 13). Otherwise, the homescreen is displayed straight away and the LED lights up green. The status of the connection to Windhager Connect, etc., can then be checked and set under "Basic settings > LAN" (Section 15.10).

Your system is now ready and you can operate and control your heating system with the Windhager app "myComfort".

## 29.3 Reserved IP address ranges

The internal web server uses the following IP address ranges for internal communication and/or to establish a connection with the database: 10.254.253.xxx; 10.8.xxx.xxx and 10.9.xxx.xxx.

These IP address ranges must not be used by the router and/or in the LAN network.

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