

Safety Alert 020

Title: Viessmann Vitodens 100-W system boiler

Date issued: 7 December 2016

This Safety Alert provides guidance to Gas Safe Registered businesses/engineers about a product safety concern relating to seven Viessmann Vitodens 100-W system boilers.

Introduction

Gas Safe Register has been advised by the manufacturer of a risk resulting from a potential faulty seal in the gas valve affecting seven boilers known to be in the UK.

Affected Models

Only the following seven Viessmann Vitodens 100-W serial numbers are affected:

7543420601446103	System 19kW Boiler
7543421601692101	System 26kW Boiler
7543421601693108	System 26kW Boiler
7543421601715107	System 26kW Boiler
7543421601716104	System 26kW Boiler
7543421601719105	System 26kW Boiler
7543421601727100	System 26kW Boiler

All these serial numbers relate to Viessmann Vitodens 100-W system boilers only.

Period of Installations: 2016



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Serial number can be found in one of the two following locations on the boiler case:



Viessmann Ltd has identified a very limited batch of Vitodens 100-W system boilers that may have a potential issue with the gas valve. Only seven boilers are affected. It has been identified that over time, there is a potential for the seal to deteriorate and for gas to leak through the gas valve. This is a supplier issue that has been contained, with the exception of a small number of boilers that have entered UK distribution channels and which Viessmann has been unable to trace. If the boilers have been installed, the installations will have taken place in 2016.

What do I need to do if I own, use or service one of these boilers?

If the boiler has been installed contact Viessmann who will make arrangements to replace the gas valve, or if the boiler has not been installed, contact Viessmann to have the complete boiler replaced.

Any customers, gas users or registered businesses who have concerns with regards to their Viessmann Vitodens 100-W boiler should contact Viessmann Ltd.

Email: aftersales-uk@viessmann.com

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