

# Safety Alert 025

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## **Title: Viessmann Vitodens 100-W - 35kW Combi Boiler**

**Date issued:** 11th December 2017

***This Safety Alert provides guidance to Gas Safe Registered businesses/engineers about a product safety concern relating to one Viessmann Vitodens 100-W - 35kW combi boiler.***

### **Introduction**

Gas Safe Register has been advised by the manufacturer of an incorrect torque setting on the gas valve / fan assembly affecting one boiler known to be in the UK.

### **Affected Serial Number**

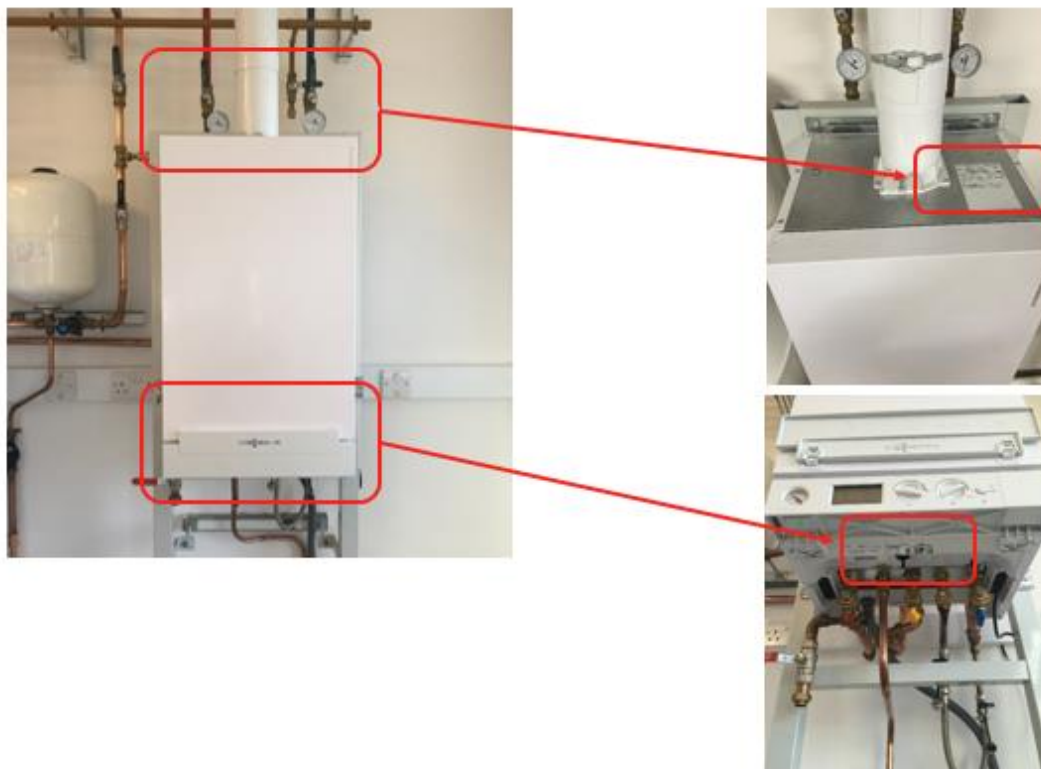
Only the following Viessmann Vitodens 100-W serial number is affected:

**7570677701641110      Combi 35kW Boiler**

**This serial number relates to a Viessmann Vitodens 100-W 35kW combi boiler only.**

**Period of Installation: 2017**

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 boilers that may have a potential issue with the torque setting on the gas valve / fan assembly. **Only one boiler is affected.**

This is issue that has been contained & resolved, with the exception of one boiler that has entered the UK distribution channels and which Viessmann has been unable to trace. If the boiler has been installed, the installation will have taken place in 2017.

#### **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 carry out the necessary repair, or if the boiler has not been installed, contact Viessmann to have the complete boiler replaced.

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

Email: [aftersales-uk@viessmann.com](mailto:aftersales-uk@viessmann.com)  
Phone: 01952 675060