

Operating instructions



Boiler
Q 25SR
Q 38SR
Q 51SR
Q 60SR

Q 25CR
Q 38CR
Q 51CR

CE PIN 0063BQ3021

QR-Series

Explanations of symbols and signs on the Control Tower display

DHW mode selection

Heating operation mode selection

(Commissioning function when pressing > 3 sec.
For service purposes only)

Service connection

Quit menu

Reset

Info button

Confirm

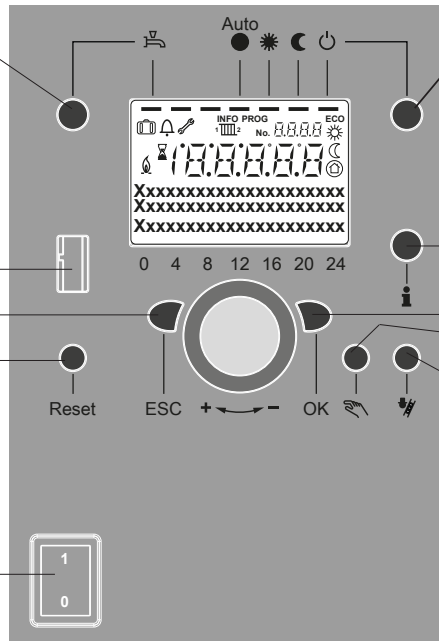
Manual mode

(Deaeration mode when
pressing > 3 sec.)

Chimney sweeper mode

(For service purposes only)

On/Off switch



Heat to comfort setpoint value*



Heat to reduced setpoint value*



Heat to frost Protection setpoint value*



Process running - please wait



Burner in operation



Fault messages

INFO

Info level activated

PROG

Programming active

ECO

Heating temporarily switched off; ECO function active



Holiday function active

1 1111 2

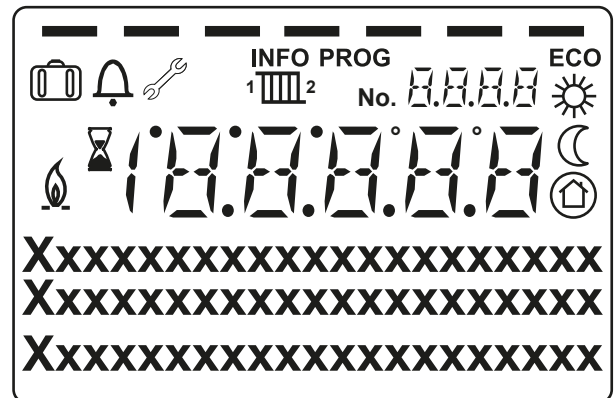
Reference to heating circuit



Manual mode / chimney sweeper mode

No.

Number of operating line (parameter number)



* Functions only in combination with QAA55. NOT with OT / On-off.

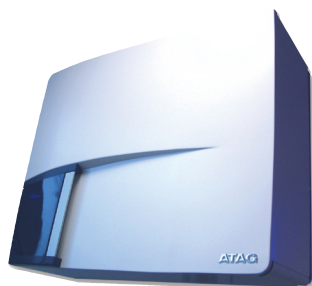
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Important!

It is in your own interest that we should know that you have an ATAG boiler. Please fill out the warranty card completely and send it back to us. Then we can be fully at your service.

1 Introduction



These operating instructions describe the functioning and the operating of the ATAG Q boilers. This manual is for the end user. For installation and servicing there is an installation & servicing instructions manual for the installer. (pag. 16).

Read this manual fully before operating the boiler. In case of doubt or errors contact your installer.

ATAG Commercial reserves the right to change the specifications and dimensions without prior notice.

Work on the boiler must be carried out by a competent person, (Ref: Gas Safe Register) using correctly calibrated instruments with current test certification.

When replacing parts use only ATAG Service parts.

Contact details for ATAG Heating UK Ltd can be found on the back page of this manual.

The Benchmark Scheme

ATAG Heating UK Ltd is a licensed member of the Benchmark Scheme which aims to improve the standards of installation and commissioning of domestic heating and hot water systems in the UK and to encourage regular servicing to optimise safety, efficiency and performance.

Benchmark is managed and promoted by the Heating and Hotwater Industry Council. For more information visit www.centralheating.co.uk

Please ensure that the installer has fully completed the Benchmark Checklist on the inside back pages of the installation instructions supplied with the product and that you have signed it to say that you have received a full and clear explanation of its operation. The installer is legally required to complete a commissioning checklist as a means of complying with the appropriate Building Regulations (England and Wales).

All installations must be notified to Local Area Building Control either directly or through a Competent Persons Scheme. A Building Regulations Compliance Certificate will then be issued to the customer who should, on receipt, write the Notification Number on the Benchmark Checklist.

This product should be serviced regularly to optimise its safety, efficiency and performance. The service engineer should complete the relevant Service Record on the Benchmark Checklist after each service.

The Benchmark Checklist may be required in the event of any warranty work and as supporting documentation relating to home improvements in the optional documents section of the Home Information Pack.

2 Safety

Work on the installation should only be carried out by qualified personnel with calibrated equipment. When replacing parts, only ATAG Service components may be used.



The device may be operated only by authorized persons who have been instructed on the operation and use of the device. Improper use may cause damage to the device and / or to the connected installation.



ATAG do not recommend that children play with the appliance at any time.



The appliance is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.

In case you smell gas:

- No naked flames! Do not smoke!
- Do not operate electrical switches for lights or any other appliance.
- Do not use a telephone
- Turn off gas supply at meter
- Open windows and doors
- Notify any persons in the building and leave the building at once.
- Call Gas company or installer only when outside the building

Protection for corrosion

Do not use any sprays, chlorine containing agents, solvents, paint etc. around the boiler or around the air intake supply entrance of the boiler. These substances have negative influences on the boiler and can lead to corrosion resulting in failure of the boiler.

Checking the water pressure

Check the water pressure in the central heating installation regularly.

Use only potable water for filling.

Additives only after clearance by ATAG.

Contact your installer in case of doubt.

3 Description of the boiler

Room sealed boiler

The boiler retrieves its combustion air from outside then discharges the flue gasses to the outside.

Condensing

Retrieves heat from the flue gasses. Water condensates on the heat exchanger.

Modulating

Higher or lower burning according to the heat demand.

Stainless steel

Super solid kind of steel which keeps its quality for life. It will not rust or erode in contrast to composition materials, like aluminium.

The ATAG QR boiler is a room sealed, condensing and modulating central heating boiler, with or without an integrated hot water facility. This boiler is also approved for use as an open flued boiler according to flue category B23 and B33.

The boiler is provided with a compact stainless steel heat exchanger with smooth tubes. A well thought out principal using durable materials.

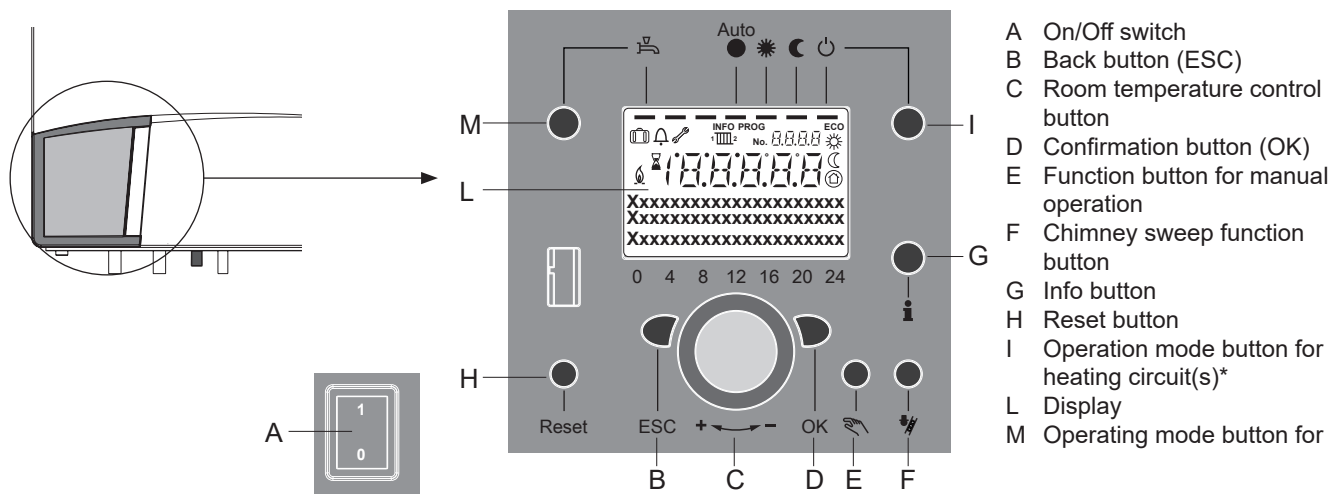
The boiler burns gas for supplying warmth. The heat is transferred in the heat exchanger to the water in the central heating system. By cooling down the flue gasses condensate is formed. This results in high efficiency. The condensate, which has no effect on the heat exchanger and the function of the boiler, is drained through an internal siphon.

The boiler is provided with an intelligent control system (CMS Control Management System). The boiler anticipates the heat demand of the central heating system or the hot water facility.

When an outside sensor is connected to the boiler, the boiler works weather dependantly. This means that the boiler control measures the outside temperature and flow temperature. With this data the boiler calculates the optimal flow temperature for the installation.

4 Display and keypad

The boiler is equipped with a display and buttons on the front (behind the door).
The meaning of the keys and symbols are briefly described below.



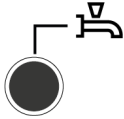
The display shows the boiler water temperature in °C as standard and the indicators under the programs that are switched on.

Meaning of the symbols on the display:

	Heat to comfort setpoint value*
	Heat to reduced setpoint value*
	Heat to frost Protection setpoint value*
	Process running - please wait
	Burner in operation
	Fault messages
INFO	Info level activated
PROG	Programming active
ECO	Heating temporarily switched off; ECO function active
	Holiday function active
	Reference to heating circuit
	Manual mode / chimney sweeper mode
No.	Number of operating line (parameter number)

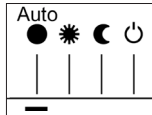
* Only works in combination with QAA55. NOT with OT / On-off thermostat

4.1 Boiler controls



Operating mode button for DHW (M)

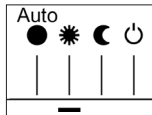
For switching on the DHW preparation (Bar under the water tap in the display)
DHW timer program via external controller is leading



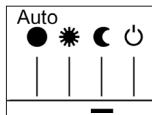
Operation mode button for heating circuit(s) (I)

(Only works in combination with QAA55, NOT with OT/On-Off)

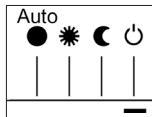
For setting 4 different operating modes for heating:



Automatic clock: Automatic operation according to timer program



Sun 24 hr: Heating at comfort target value



Moon 24 hr: Heating at reduced value

Protection mode: Heating switched off, frost protection active



Information button (G)

Retrieval of the following information, without influence on the control processes: Temperatures, operating condition of the heating facility/DHW, error reports



Room temperature control button (C)

With this rotating button, settings can be selected and changed during programming and changing the room comfort temperature



Confirmation button OK (D)

Back button ESC (B)

These two buttons are needed in combination with the large rotating button (- +) for the programming and configuration of the control unit. Settings, which cannot be changed through the control elements, are provided by means of programming. By pushing the ESC button you always go one step backward, whereby modified values are not taken over. To reach the next operating level, or to store the changed values, you must push the OK button.



Manual operation function button (E)

By pushing this button, the control unit is set to manual mode, whereby all pumps are running, the mixer is no longer controlled and the burner is set to 60°C (Indicated by the spanner symbol). Hold down for 3 sec. to start venting program.



Chimney sweep function button (F)

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Push this button shortly, to put the boiler in the operating mode for measuring emissions; renewed pushing of the button deactivates this function, or it is automatically deactivated after 15 minutes (indicated by the spanner symbol).



Reset button (H)

By pressing this button shortly, the locked condition of the burner is deactivated.



On/Off switch (A)

Position 0: The entire facility and all connected electrical components are without electrical power. A protection against frost is not ensured.

Position I: The entire facility and all connected electrical components are ready for operation.

Filling and de-aeration of the ATAG QR and the heating installation

The heating installation is filled according to the standard method.

The installation must have been deaerated, both on the heating and the warm water side. The water pressure can be read off in bar, either on the analog pressure indicator or via the Info button. As soon as the heating installation has been filled and de-aerated, the boiler will be ready for operation.



During the initial commissioning or after a power failure, the control system starts the automatic de-aeration program. This function runs for approximately 16 minutes and stops automatically.

5 Replenishing the central heating system

The central heating installation needs to be filled with potable (drinking) water. For topping up the installation you use the filling loop according to the following procedure: (If in any doubt please contact your dealer)

- 1 Connect the filling loop to the cold water tap;
- 2 Slowly open the filling loop;
- 3 Open the cold water tap;
- 4 Fill up slowly to 1.5 to 1.7 bar:
Press I key and turn the knob to "water pressure". Value on the display increases;
- 5 Close cold water tap;
- 6 Check whether the automatic de-aeration program has been running.
If not yet de-aerated:
Hold down the E button for more than 3 seconds. This function runs for approximately 16 minutes;
- 7 De-aerate the complete installation, start at the lowest point;
- 8 Check the waterpressure and if necessary top it up to 1,5 to 1,7 bar;
- 0 Close the filling loop.

3 sec.



After completion of the de-aeration program, the boiler will operate again.

Check the water pressure regularly and top up the installation when necessary.

The working pressure of the installation should be between 1.5 and 1.7 bar when the installation is cold.





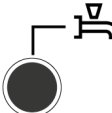









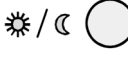
(Note: Before topping up the pressure, first fill the hose with water, which prevents the entry of air into the heating system).



It can take a while before all air has dis-appeared from a filled installation. Especially in the first week noises can be heard which indicate the presence of air. The de-aeration of the boiler will make this air disappear, which means the water pressure will reduce during this period and therefore topping up with water will be necessary to adjust the flow water temperature.

6

Main functions of the control panel

Button	Action	Procedure	Display / Function	
	Setting up the required room temperature	HC2 jointly with HC1 Turn the rotating button left or right Turn the rotating button again for storing with OK button or wait for 5 sec. or push 	comfort target value with blinking temperature display blinking temperature display in steps of 0.5° centigrade, from 10.0 to 30°C Comfort value active Comfort value not active - Basic display appears after 3 sec.	Only works in combination with QAA55, NOT with OT/On-Off
	Setting the required room temperature for HC1 or HC2	or 2nd HC independent of HC1 Turn rotating button left/right Then push OK Turn rotating button left/right Save with OK button or wait for 5 sec. or push 	Select heating circuit Heating circuit active blinking temperature display in steps of 0.5° centigrade, from 10.0 to 30°C Comfort target value active Comfort target value not active - Basic display appears after 3 sec.	
	Switching warm water operations ON or OFF	Push button	Warm water operation ON / OFF (segmented bar under symbol for warm water visible/invisible) - ON: Warm water preparation according to switching program - OFF: No warm water preparation - Safety function active	DHW timer program via external controller is leading
	Change operating mode	Factory setting 1 x short push of button and then once more, short push of button once more, short push of button	Automatic operating mode ON, with: - heating operation according to timer program - Temperature target values according to heating program - Safety function active - Summer/Winter - automatic switching active - ECO functions active (segmented bar under corresponding symbol visible) Continuous COMFORT heating ON, with: - Heating operation without timer program, at comfort target value - Safety function active Continuous REDUCED heating ON, with: - Heating operation without timer program, at reduced target value - Safety function active - Summer/Winter - automatic switching active - ECO functions active Automatic safety mode ON, with: - Heating operations switched off - Temperature according to frost protection value - Safety function active	Only works in combination with QAA55, NOT with OT/On-Off
	Control stop function	1 x push button (> 3 sec) push button once more (> 3 sec)	304: Control stop function Set target value Basic display appears after 3 sec.	
Button	Action	Procedure	Display / Function	
	Display of various information	1 x push button push button again push button again Push button	INFO section is displayed - Boiler status - Room temperature - Room temperature minimum - Room temperature maximum - Warm water status - Status heating circuit 1 - Status heating circuit 2 - Minimum outdoor temperature - Maximum outdoor temperature - Time / date - Water temperature 1 - Error message - Boiler temperature - Maintenance report - Flow temperature (Display of the information lines depends on the configuration) Back to basic display; INFO segment is suppressed	
	Operating mode according to target values that are set manually	short push of button	Manual operating mode ON (spanner symbol is visible) - Heating operations at preset boiler temperature (factory setting = 60°C)	
	Change of the factory setting for boiler temperature	short push of button  short push of button  Rotating button turn +/- short push of button  short push of button  short push of button 	301: Manual operation mode Set target value for manual operation? Blinking temperature display Set required target value Boiler status Manual operating mode OFF (spanner symbol disappears)	
	De-aeration function	1 x push button (> 3 sec) push button once more (> 3 sec)	312: De-aeration function ON De-aeration function OFF	
	Activation of chimney sweep function	Push button (> 3 sec) push button once more (> 3 sec)	Chimney sweep function ON Chimney sweep function OFF	
	Short-term reduction of room temperature at QAA75 / 78	Push button push button again	Heating at reduced target value Heating at comfort target value	Only works in combination with QAA55, NOT with OT/On-Off
RESET	Reset button	Push button (< 3 sec.) push button again > 3 sec.	Facility is manually locked, unreleased equipment is unlocked, alarm bell disappears	

OK = Confirmation

ESC = Abort or back to basic display

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6.1 Parameters end users

Basic display "Boiler temperature"

- Push OK button once
- Use +/- rotating button for selecting for instance "Drinking water menu"
- Push OK button once
- Use +/- rotating button, for instance in the drinking water menu, for selecting "Parameter no. 1612 - Reduced target value"
- Push OK button once
- Use +/- rotating button to change the currently set value
- Push OK button once -> the value is stored
- Push 2 x ESC to return to the basic display "Boiler temperature . ."

Menu	Line no.	Selection possibilities	Unit	Min.	Max	Factory setting	
Time of day and date	1	Hours / Minutes	hh:mm	00:00	23.59	--:--	
	2	Day / Month	dd:MM	01.01	31.12.	--:--	
	3	Year	yyyy	2004	2099	--:--	
Operator section	20	Language	-	English, German, French, Italian, Danish, Dutch, Spanish, Czech, Slovenian, Turkish		German	
Time program HC 1	500	Preselection	-	Mo-Su, Mo-Fr, Sa-Su	Mo-Su, Mo-Fr, Sa-Su	Mo-Su	Only works in combination with QAA55, NOT with OT/ On-Off
	501	Mo-Su: 1. Phase On	uu:mm	00:00	24:00	06:00	
	502	Mo-Su: 1. Phase Off	uu:mm	00:00	24:00	22:00	
	503	Mo-Su: 2. Phase On	uu:mm	00:00	24:00	--:--	
	504	Mo-Su: 2. Phase Off	uu:mm	00:00	24:00	--:--	
	505	Mo-Su: 3. Phase On	uu:mm	00:00	24:00	--:--	
	506	Mo-Su: 3. Phase Off	uu:mm	00:00	24:00	--:--	
	516	Default values	-	Yes	No	No	
Time program HC 2 (When activated)	520	Preselection	-	Mo-Su, Mo-Fr, Sa-Su	Mo-Su, Mo-Fr, Sa-Su	Mo-Su	
	521	Mo-Su: 1. Phase On	uu:mm	00:00	24:00	06:00	
	522	Mo-Su: 1. Phase Off	uu:mm	00:00	24:00	22:00	
	523	Mo-Su: 2. Phase On	uu:mm	00:00	24:00	--:--	
	524	Mo-Su: 2. Phase Off	uu:mm	00:00	24:00	--:--	
	525	Mo-Su: 3. Phase On	uu:mm	00:00	24:00	--:--	
	526	Mo-Su: 3. Phase Off	uu:mm	00:00	24:00	--:--	
	536	Default values	-	Yes	No	No	
Time program 3/ HC3	540	Preselection	-	Mo-Su, Mo-Fr, Sa-Su	Mo-Su, Mo-Fr, Sa-Su	Mo-Su	
	541	Mo-Su: 1. Phase On	uu:mm	00:00	24:00	06:00	
	542	Mo-Su: 1. Phase Off	uu:mm	00:00	24:00	22:00	
	543	Mo-Su: 2. Phase On	uu:mm	00:00	24:00	--:--	
	544	Mo-Su: 2. Phase Off	uu:mm	00:00	24:00	--:--	
	545	Mo-Su: 3. Phase On	uu:mm	00:00	24:00	--:--	
	546	Mo-Su: 3. Phase Off	uu:mm	00:00	24:00	--:--	
	556	Default values	-	Yes	No	No	
Time program 4/ DHW	560	Preselection	-	Mo-Su, Mo-Fr, Sa-Su	Mo-Su, Mo-Fr, Sa-Su	Mo-Su	Only if parameter 6359 is active
	561	Mo-Su: 1. Phase On	uu:mm	00:00	24:00	06:00	
	562	Mo-Su: 1. Phase Off	uu:mm	00:00	24:00	22:00	
	563	Mo-Su: 2. Phase On	uu:mm	00:00	24:00	--:--	
	564	Mo-Su: 2. Phase Off	uu:mm	00:00	24:00	--:--	
	565	Mo-Su: 3. Phase On	uu:mm	00:00	24:00	--:--	
	566	Mo-Su: 3. Phase Off	uu:mm	00:00	24:00	--:--	
	576	Default values	-	Yes	No	No	

Parameters end users

Menu	Line no.	Selection possibilities	Unit	Min.	Max	Factory setting	
Time program 5	600	Preselection	-	Mo-Su, Mo-Fr, Sa-Su	Mo-Su, Mo-Fr, Sa-Su	Mo-Su	Only works in combination with QAA55, NOT with OT/ On-Off
	601	Mo-Su: 1. Phase On	uu:mm	00:00	24:00	06:00	
	602	Mo-Su: 1. Phase Off	uu:mm	00:00	24:00	22:00	
	603	Mo-Su: 2. Phase On	uu:mm	00:00	24:00	--:--	
	604	Mo-Su: 2. Phase Off	uu:mm	00:00	24:00	--:--	
	605	Mo-Su: 3. Phase On	uu:mm	00:00	24:00	--:--	
	606	Mo-Su: 3. Phase Off	uu:mm	00:00	24:00	--:--	
	616	Default values	-	Yes	No	No	
Holidays HC1	641	Preselection	-	Period 1, 2, 3, 4, 5, 6, 7, 8		Period 1	
	642	Period Start Day / Month	tt.MM	01.01	31.12	--:--	
	643	Period End Day / Month	tt.MM	01.01	31.12	--:--	
	648	Operating level	-	Frost protection, Reduced	Frost protection	Frost protection	
Holidays HC2 (When activated)	651	Preselection	-	Period 1, 2, 3, 4, 5, 6, 7, 8		Period 1	
	652	Period Start Day / Month	tt.MM	01.01	31.12	--:--	
	653	Period End Day / Month	tt.MM	01.01	31.12	--:--	
	658	Operating level	-	Frost protection, Reduced	Frost protection	Frost protection	
HC1	710	Comfort setpoint	°C	Value from Line no. 712	35	20.0	
	712	Reduced setpoint	°C	4	Value from Line no. 710	16.0	
	714	Frost protection setpoint	°C	4	Value from Line no. 712	10.0	
	720	Heating curve slope	-	0.10	4.00	1.50	
	730	Summer/winter heating limit	°C	---/8	30	20	
HC 2 (When activated)	1010	Comfort setpoint	°C	Value from Line no. 1012	35	20.0	
	1012	Reduced setpoint	°C	4	Value from Line no. 1010	16.0	
	1014	Frost protection setpoint	°C	4	Value from Line no. 1012	10.0	
	1020	Heating curve slope	-	0.10	4.00	0.8	
	1030	Summer/winter heating limit	°C	---/8	30	0	
DHW	1600	Operating mode	-	Off, On, Eco		Off	
	1610	Nominal setpoint	°C	Value from Line no. 1612	80	55	
	1612	Reduced setpoint	°C	8	Value from Line no. 1610	40	
Swimming pool	2055	Pool setpoint solar heating	°C	8	80	26	
	2056	Pool setpoint boiler heating	°C	8	80	22	
Boiler	2214	Setpoint manual control	°C	10	90	50	
Error	6700	Error message	-	-	-	Indication only	
	6705	SW Diagnose Code	-	-	-	Indication only	
	6706	Burner ctrl phase lockout pos	-	-	-	Indication only	

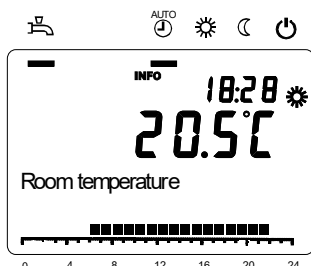
6.2 Display of information

Display of information

The information button can be used for displaying different information.

Possible information values

Depending on the type of installation, its configuration and the operating condition, individual lines of information may not be visible.



- Error message (🔔 or 🔧 -symbol)
- Maintenance report
- Room temperature
- Room temperature minimum
- Room temperature maximum
- Boiler temperature
- Outdoor temperature
- Outdoor temperature minimum
- Outdoor temperature maximum
- DHW temperature 1
- Boiler status
- DHW status
- Heating circuit status 1/2
- Time / date
- Customer service telephone

7 Turning the boiler off

In case of holidays, for example:

Make sure there is no heat demand: set the room thermostat low*.

DHW (Hot water)

Switch off DHW program: Press the DHW function button (M) until the lowest value is reached. The beam (bar) under the tap disappears.

Switching on works in reverse order.

Heating (Only works in combination with QAA55, NOT with OT/On-Off)

Switch off the heating program: Press the heating mode key (I) until the bar is at the far right of the display = frost protection

Switching on works in reverse order.

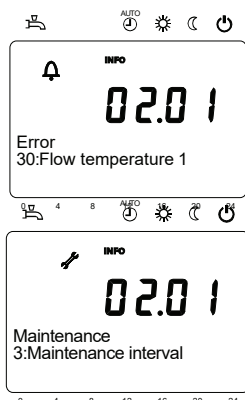
In case of work on the central heating system:

Make sure there is no heat demand: no open hot water tap and room thermostat low. Set the main switch to 0 and pull the plug out of the wall socket. When the boiler is being drained one should take into account that a part of the heating water will remain in the boiler. When risk of frost arises one should take care that the remaining central heating water in the boiler does not freeze.

8 Error, maintenance and warranty


Error message / Maintenance

In exceptional cases, one of the following symbols will be displayed in the default display:



Error messages

An error has been detected in the boiler, when this symbol is shown. Detailed information is available by pushing the information button.

With On / Off thermostat: if the thermostat is OFF (contact open), the  symbol will be displayed. This does not affect the operation. No intervention required.

Maintenance or special mode

When this symbol is displayed, then a maintenance report is displayed or the boiler is in special mode. Detailed information is available by pushing the information button.

If you discover any leaks from the boiler contact your installer.

The casing of the boiler consists of metal and plastic parts which can be cleaned with a normal non abrasive cleaning agent.

You can find the warranty conditions in the warranty card which is supplied with the boiler.

9 Disposal of the product

This product should be handed in at a designated collection point, e.g. by handing it in at a duly authorized reseller when purchasing a similar product, or at an authorized collection site for recycling products which contains electrical and electronic equipment (EEE) and batteries and accumulators. Because of the potentially hazardous substances that usually accompany EEE, improper handling of this type of waste could have a possible impact on the environment and human health.

Your cooperation in the proper disposal of this product will contribute to the effective usage of natural resources.

For more information on recycling this product, please contact your city office, local waste disposal facilities, official service for chemical waste, landfill site, or your supplier.



kiwa
approved
product



UK WATER SUPPLY
REGULATIONS



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This renewed publication cancels all previous installation instructions. The company reserves the right to change the specifications and dimensions without prior notice.