

Immergas Victrix Tera 28KW

Immergas Victrix Tera 28KW Condensing Boiler User Manual

Model: Victrix Tera 28KW (Model Number: 3027369)

1. INTRODUCTION

This manual provides essential information for the safe and efficient operation, installation, and maintenance of your Immergas Victrix Tera 28KW Condensing Boiler. Please read this manual thoroughly before attempting any installation, operation, or maintenance procedures. Retain this manual for future reference.

The Immergas Victrix Tera 28KW is a high-efficiency condensing boiler designed for domestic heating. It features a low-consumption circulator for energy savings and a user-friendly interface with practical buttons and a backlit display for easy control and monitoring.

2. SAFETY INFORMATION

Important Safety Instructions:

- Installation, maintenance, and repair must be performed by qualified and authorized personnel only, in accordance with local and national regulations.
- Do not store or use flammable materials near the boiler.
- Ensure adequate ventilation in the boiler's operating area.
- Never block or tamper with safety devices.
- If you smell gas, immediately shut off the gas supply, open windows, and contact a qualified technician. Do not operate electrical switches.
- Regularly inspect the boiler for any signs of damage or leaks.
- Keep children and pets away from the boiler.
- Before any maintenance or cleaning, ensure the boiler is switched off and disconnected from the power supply.

3. PRODUCT OVERVIEW

The Immergas Victrix Tera 28KW Condensing Boiler is designed for efficient heating. Its compact design and aesthetic hydraulic connection cover make it suitable for various domestic environments.



Figure 1: Front view of the Immergas Victrix Tera 28KW Condensing Boiler. The image shows a white, rectangular boiler unit with a control panel featuring a digital display and several buttons located on the lower front section. A pressure gauge is visible to the right of the control panel. The top of the unit has a dark grey vent or exhaust component.

Key Features:

- **Low-Consumption Circulator:** Designed to reduce electrical energy consumption.
- **Aesthetic Design:** Features a cover for hydraulic connections to enhance visual appeal in domestic settings.
- **User-Friendly Controls:** Equipped with practical buttons and a backlit display for easy management and viewing of boiler settings.
- **Durable Construction:** Made from steel, ensuring longevity.
- **Installation Versatility:** Suitable for both indoor and outdoor installation.

4. SETUP AND INSTALLATION

Installation of the Immergas Victrix Tera 28KW Condensing Boiler must be carried out by a certified professional in compliance with all applicable local and national codes and regulations. Incorrect installation can lead to serious injury, property damage, or void the warranty.

General Guidelines (for professional installers):

- **Location:** Choose a suitable location that allows for proper ventilation, access for maintenance, and adherence to clearance requirements. The boiler is designed for indoor/outdoor installation.
- **Mounting:** Securely mount the boiler to a sturdy wall using appropriate fasteners.
- **Gas Connection:** Connect the boiler to the methane gas supply using approved fittings and procedures. Ensure all connections are leak-free.
- **Water Connections:** Connect the heating system's flow and return pipes, as well as the domestic hot water connections (if applicable).
- **Condensate Drain:** Install a proper condensate drain system, ensuring it is correctly sloped and connected to an

approved drainage point.

- **Flue System:** Install the flue system according to manufacturer instructions and local regulations for condensing boilers.
- **Electrical Connection:** Connect the boiler to the electrical supply, ensuring proper grounding and circuit protection.
- **System Filling and Venting:** Fill the heating system with water and thoroughly vent all air from the system.
- **Commissioning:** Perform a thorough commissioning process, including gas pressure checks, combustion analysis, and functional testing of all components and safety devices.

5. OPERATING INSTRUCTIONS

The Immergas Victrix Tera 28KW boiler features an intuitive control panel with a backlit display. Refer to the detailed instructions below for basic operation.

Control Panel Overview:

The control panel typically includes:

- **Backlit Display:** Shows current temperature, operating status, error codes, and settings.
- **Mode Selection Buttons:** To switch between heating, domestic hot water (DHW), and standby modes.
- **Temperature Adjustment Buttons:** Usually '+' and '-' buttons to increase or decrease desired temperatures for heating or DHW.
- **Reset Button:** To clear error codes or restart the boiler after a fault.
- **Pressure Gauge:** Indicates the system water pressure.

Starting the Boiler:

1. Ensure the gas supply valve is open.
2. Verify that the system water pressure, indicated by the pressure gauge, is within the recommended range (typically 1.0 to 1.5 bar). If not, repressurize the system as per installation instructions.
3. Switch on the electrical power supply to the boiler.
4. Select the desired operating mode (e.g., heating and DHW) using the mode selection buttons.
5. Set the desired heating and/or DHW temperatures using the adjustment buttons.
6. The boiler will initiate its start-up sequence.

Shutting Down the Boiler:

1. Switch the boiler to standby mode or turn off the main power switch.
2. For extended periods of inactivity (e.g., summer), it is recommended to close the gas supply valve.
3. During winter, if the boiler is shut down, ensure adequate frost protection measures are in place for the heating system.

6. MAINTENANCE

Regular maintenance is crucial for the safe, efficient, and long-lasting operation of your Immergas Victrix Tera 28KW boiler. All maintenance work, especially internal components, must be performed by a qualified service technician.

User Maintenance (Monthly/Quarterly):

- **Visual Inspection:** Check for any visible leaks, corrosion, or damage to the boiler casing and pipework.

- **Pressure Check:** Monitor the system pressure on the gauge. If it consistently drops below 1.0 bar, repressurize the system or contact a technician if frequent repressurization is needed.
- **Cleaning:** Keep the exterior of the boiler clean and free from dust and debris. Do not use abrasive cleaners.

Professional Annual Maintenance:

It is mandatory to have your boiler serviced annually by a qualified and certified technician. This service typically includes:

- Cleaning of the heat exchanger and burner.
- Checking and adjusting gas pressure.
- Combustion analysis to ensure optimal efficiency and safety.
- Inspection of all safety devices, controls, and electrical connections.
- Checking for leaks in the gas and water circuits.
- Inspection of the flue system.
- Checking and cleaning of the condensate trap and drain.

7. TROUBLESHOOTING

This section provides solutions for common issues. For complex problems or if an error code persists, contact a qualified service technician.

Problem	Possible Cause	Solution
No heating or hot water	No power supply; Gas supply off; Low system pressure; Thermostat setting too low; Boiler lockout.	Check power switch and circuit breaker; Ensure gas valve is open; Check pressure gauge (repressurize if needed); Adjust thermostat; Press boiler reset button. If issue persists, contact technician.
Boiler making unusual noises	Air in the system; Limescale build-up; Pump issue.	Bleed radiators to remove air; Contact technician for limescale removal or pump inspection.
Low system pressure	Water leak; Expansion vessel fault.	Check for visible leaks and repair; Repressurize the system. If pressure drops frequently, contact a technician.
Boiler displaying an error code	Specific fault detected by the boiler's internal diagnostics.	Note the error code and consult the full technical manual (if available) or contact a qualified technician, providing them with the error code. Try pressing the reset button once.

8. SPECIFICATIONS

The following specifications are for the Immergas Victrix Tera 28KW Condensing Boiler (Model Number: 3027369).

- **Brand:** Immergas
- **Model:** Victrix Tera 28KW
- **Model Number:** 3027369
- **Power Output:** 28 kW

- **Fuel Type:** Methane Gas
- **Material:** Steel
- **Color:** White
- **Installation:** Indoor/Outdoor
- **Dimensions (Boiler):** Approximately 74.8 cm (H) x 44 cm (W) x 25.6 cm (D)
- **Package Dimensions:** 80 x 65 x 60 cm
- **Weight (Boiler):** 35.8 Grams *(Note: The provided weight of 35.8 grams appears unusually low for a boiler of this type. Please refer to the product's official technical documentation for accurate weight specifications.)*
- **Quantity of Items:** 1
- **Batteries Required/Included:** No

9. WARRANTY AND SUPPORT

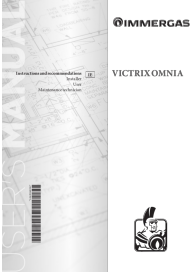

For specific warranty terms and conditions, please refer to the warranty card included with your product or contact Immergas customer support directly. Keep your proof of purchase for warranty claims.





For technical assistance, spare parts, or to schedule service, please contact your authorized Immergas dealer or a qualified heating technician.

Information regarding spare parts availability is currently unavailable. Please contact Immergas support for details.

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Related Documents - Victrix Tera 28KW

	<p>Immergas VICTRIX OMNIA User Manual: Installation, Use, and Maintenance Guide</p> <p>Comprehensive user manual for the Immergas VICTRIX OMNIA condensing boiler. Includes installation instructions, operating guidelines, maintenance procedures, technical specifications, and troubleshooting for optimal performance and safety.</p>
	<p>Immergas VICTRIX PRO V2 EU: High Power Condensing Boilers Technical Sheet</p> <p>Comprehensive technical sheet for the Immergas VICTRIX PRO V2 EU series of high-power, wall-hung condensing boilers. Details specifications, features, models (35-180 EU), installation options, accessories, and technical data for efficient heating solutions.</p>

	<p>Immergas Victrix Tera V2 Series Condensing Boilers: User, Installation, and Maintenance Manual</p> <p>Comprehensive guide for Immergas Victrix Tera V2 series condensing boilers (V28, V32, V38 EU). Covers installation, operation, maintenance, and technical details for installers, users, and technicians.</p>
	<p>Immergas Victrix TERA 24 PLUS User Manual</p> <p>Comprehensive user manual for the Immergas Victrix TERA 24 PLUS, covering installation, operation, and maintenance. Includes technical specifications and safety guidelines.</p>
	<p>Immergas Victrix TERA V228-32-38 EU User's Manual and Installation Guide</p> <p>This comprehensive user's manual provides detailed instructions for the installation, operation, and maintenance of the Immergas Victrix TERA V228-32-38 EU gas boiler. It includes safety guidelines, technical specifications, and troubleshooting tips for installers, users, and technicians.</p>
	<p>Immergas VICTRIX PRO V2 EU: High Power Condensing Boilers Technical Sheet</p> <p>Explore the Immergas VICTRIX PRO V2 EU range of high-power, wall-hung condensing boilers. Discover advanced features, technical specifications, installation flexibility, and environmental benefits for efficient heating solutions.</p>